Allina Health

Case Study

Powering strategic surgical growth and robotics program optimization

KEY RESULTS

50+
robotic cases added in Q4 2024

$5.8M
Qventus-affected contribution margin in 2024

4.6X
annualized ROI in 2024

About Allina Health

One of the largest nonprofit health systems in the U.S., Allina Health has a total of 25,000+ employees serving communities throughout Minnesota and western Wisconsin with high-quality health care. They performed more than 94,000 surgical procedures across their 12 hospital campuses and ambulatory surgery centers in 2024, and in Minneapolis, their flagship 686-bed hospital, Abbott Northwestern, has 38 operating rooms and five robotic rooms used by over 130 surgeons. In 2024, they reported $5.8B in revenue, and Abbott Northwestern was recognized as one of Minnesota's best hospitals for orthopedic surgery and joint replacement, and one of America's 50 best hospitals.

THE CHALLENGE

Misutilized OR capacity, frustrated surgeons

As an Epic Gold Star health system, Allina wanted to augment its EHR to drive strategic surgical growth and remain a center of excellence for surgical care. The hard reality was that the health system was saddled with manual, inefficient surgical scheduling processes and struggling with an all-too-common issue at hospitals: underutilized block time.

Their 38 operating rooms and five robotic rooms weren't fully utilized, yet surgeons—especially newer ones—lacked access to surgical time. The culprit? Unused block time wasn't released quickly or strategically enough to backfill with other surgeries and procedures.

Allina also needed a competitive edge to thrive in a market that included 25% splitters and independent surgeons.

> **"We saw almost immediately—literally within days of going live with Qventus—that we were starting to see more cases get filled into our white space. That gave us the confidence to go out and get another robot. That started a positive flywheel effect, which continued throughout the remainder of that year, growing our volumes to such a degree that we added yet another robot."**
>
> **William Evans**, Senior Vice President of Ambulatory Operations, Allina Health

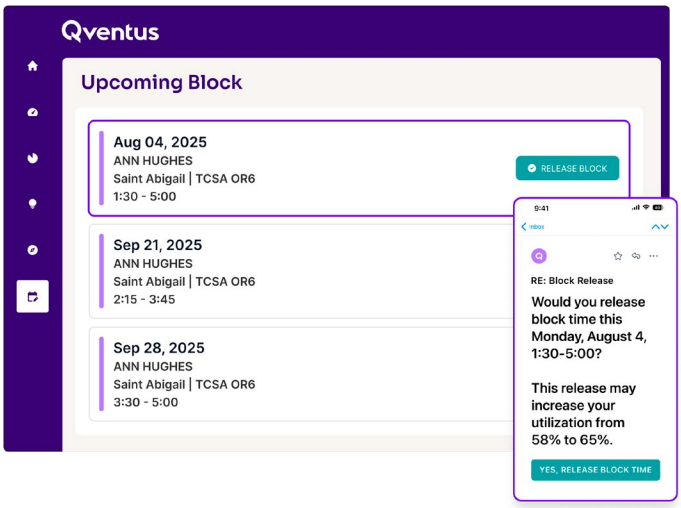
Qventus

THE GOALS

Maximize their robotics program to unlock growth

Allina partnered with Qventus to power strategic surgical growth and better compete in their market by focusing on these three key goals:

1. **Ensure the right surgery was in the right room at the right time, and proactively release unused block time as early as possible**
2. **Attract more independent surgeons in their market**
3. **Maximize strategic growth & robotic asset utilization**



THE SOLUTION

Qventus' Surgical Growth Solution

Allina Health selected the Qventus Surgical Growth Solution with buy-in from all key stakeholders, including executives and practicing surgeons—all of whom agreed a new approach was needed and that Qventus was the right partner to drive meaningful ROI.

The Surgical Growth Solution goes beyond simply increasing OR availability. Rather, it uses AI and machine learning to proactively fill ORs with the cases that matter most—delivering an average of over 11X ROI across clients.

Our cutting-edge machine learning algorithms are dynamically personalized to your surgeons' preferences, intelligently matching open OR slots to the best-fit surgeons and eliminating first-come, first-served inefficiencies. Our solution optimizes every moment in your ORs—releasing block time down to the hour, maximizing robotic access and utilization, and even shaping surgical demand with our strategic control panel—all to ensure your white space is used the way you intended.

Key features of the Qventus Surgical Growth Solution leveraged by Allina Health include:

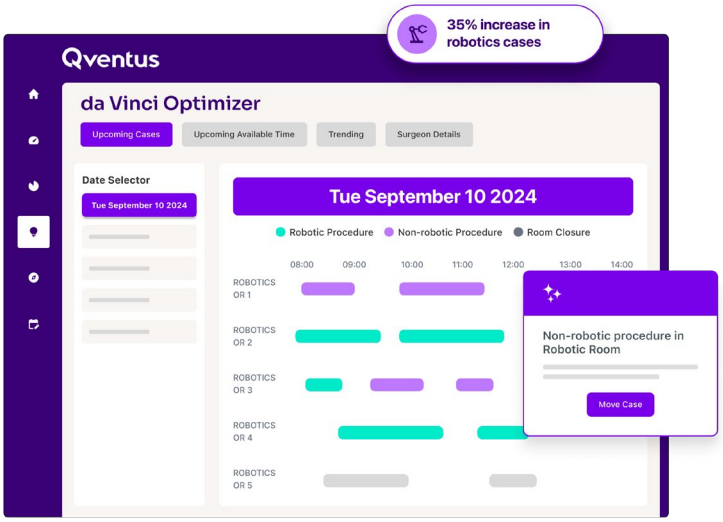
- **TimeFinder:** Surgeons and their schedulers can view relevant OR time in seconds in an intuitive interface, without having to log in to the EHR. Qventus algorithms intelligently predict the wheels-in to wheels-out case length based on the surgeons' past performance, CLE trends at the surgeon and department level, time of day, and more, allowing the prioritizing and requesting of available surgical slots.
- **Block Release:** Proactively engages surgeons and schedulers to incentivize block release weeks in advance of auto-release. Qventus ML models predict with high confidence which partial or full blocks are unlikely to be used up to a month in advance, and send schedulers timely and actionable emails to release those blocks, ultimately helping to increase their utilization scores.

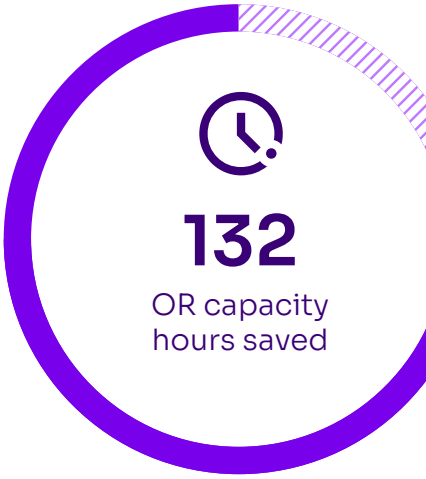
18%
spine case growth

- **Available Time Outreach (ATO):** Automatically markets time to surgeons who are the best fit based on practice patterns, past booking behavior, case mix, average case lengths, and more, removing the burden on schedulers of manually calling to fill time. Qventus AI and ML models continuously calculate a fit score for all surgeons for all available open time and prioritize the health system's strategic objectives such as growing targeted service lines or improving robotic utilization.
- **Robotic Optimizer:** Maximize ROI for high-value robotic assets with automated, ML-driven personalized communications to move non-robotic cases from robotic rooms, and strategically market time to robotics surgeons to fill white space with robotic cases.

The Surgical Growth Solution was rolled out to Allina Health's surgical staff in three phases: First, the robotic surgeons, who had been the most vocal in their complaints, were onboarded. All other block holders came next, followed by all surgeons with privileges at the hospital without block time.

Within three months, all of the hospital's key surgeons—numbering 130—were preferentially booking their cases through Qventus, freeing up an incredible 132 hours of OR capacity in that same time period.





> **"We recognized that we needed to provide best-in-class access for our surgeons because our surgeons were telling us that if we didn't, they were going to find other health systems and other ways to get that access. Our search for automation brought us very quickly to Qventus."**
>
> **William Evans**, Senior Vice President of Ambulatory Operations, Allina Health

Learn how you can automate your operations today at qventus.com

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