

Midwestern Academic Medical Center + Qventus:

Suite of AI teammates drives strategic surgical growth and boosts target service lines

KEY RESULTS



700+

patient lives impacted by Qventus solution



333

cases scheduled by surgeons in identified strategic service lines



782

hours of Qventus-nudged block release time backfilled with surgical cases



5%

improvement in staffed primetime utilization



61%

scheduling lead time improvement across facilities



up to

\$5.9M

enabled annualized contribution margin

About the Academic Medical Center

This Midwestern Academic Medical Center (AMC) is a regional leader in healthcare, with dozens of facilities and the largest network of physicians in the state. The AMC offers 2,684 beds and employs over 38,000 staff. Through its unique partnership with one of the nation's leading medical schools, the AMC provides patients with access to leading-edge medicine and treatment options that are available first, and often only, at the AMC.



THE CHALLENGE

Inefficient processes stall strategic growth

Providing access to quality care is paramount to the AMC, but speeding up the timeline to patient care has been a struggle for the large health system, and it has also impacted their surgical margins. The AMC needed an intelligent solution and partner to operationalize their strategic growth objectives in an automated fashion.

Virtually every health system has a growth strategy set by the C-suite, but more often than not, it's disconnected from what is operationally happening. For instance, you can aim to grow your colorectal robotic volume, but operational realities such as non-robotics cases taking place in robotics rooms thwart that goal. This experience rang true for the AMC.

Hospital executives and their teams deployed a myriad of manual processes and activities to try and harden their operations in pursuit of their surgical growth objectives, but it proved impossible for perioperative leaders to adjust the individual behaviors of every surgeon, clinic scheduler, OR scheduler, etc. to ensure the right cases ended up in the right rooms at the right times.



THE GOALS

Grow strategic service lines

AMC partnered with Qventus to achieve three core goals:

1. Extend care to more patients, faster
2. Empower staff to work at the top of their license
3. Strategically grow their Hepatobiliary, Spine, and Urology service lines



THE SOLUTION

Surgical Growth Solution

The AMC partnered with Qventus to harmonize their growth strategy with their operations to serve more patients in their community, faster, reduce the administrative tasks burdening their frontline staff, and grow their high-margin surgical service lines.

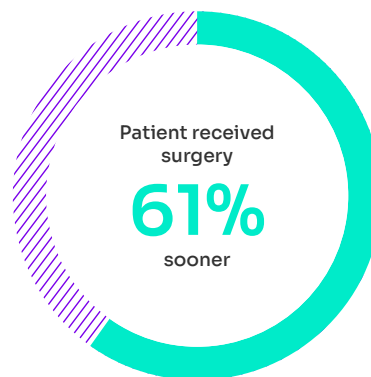
Since implementing the Qventus Surgical Growth Solution, comprised of a suite of AI teammates, the health system has realized significant operational and strategic benefits across four of its facilities. Qventus empowered lasting behavioral change in block management and increased the strategic service lines' share of operating time, filling white space with more high-value cases. Specifically, 74 of the 333 cases that Qventus enabled were high value, including spinal fusions, whipples, bowel resections, and nissen fundoplication.

For staffed primetime utilization, Facility 1 saw a 12% improvement YOY while Facility 2 saw a 7% improvement YOY.

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.

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 utilized as intended.

At the end of the day, Qventus builds AI teammates to free the OR and its support staff to focus on top-of-license patient care, providing better, quicker access to that care. Through our automated, intelligent predictions, patients at this **AMC were treated up to 61% sooner without manual work by OR schedulers.**



The AMC leveraged Qventus' suite of AI teammates to achieve strategic growth

Capacity Assistant

Frees up misutilized OR time and predicts with high confidence which partial or full blocks are unlikely to be used, up to a month in advance. Personalized nudges are then deployed that engage surgeons and schedulers to release blocks weeks in advance.

Using this AI assistant, AMC achieved:

- 2.4X in-policy manual block release improvement
- 28% more in-policy manual release minutes as % of total released minutes
- 399 more block hours were released in Q1 2025 (after go-live) than in Q1 2024



Assistant unlocks capacity so surgeon could book a high-margin case

THE CHALLENGE

Surgeon was unable to schedule an anterior spinal cervical fusion in a specific room without block being released.

THE SOLUTION

Qventus Capacity Assistant identified that another surgeon's block on 4/25 was unlikely to be fully utilized and prompted proactive release of partial block time through a system nudge on 4/08.

A clinic scheduler released the block on 4/09, opening up 6.5 hours of available OR time with 17 days' lead time. As a result, an Anterior spinal cervical fusion case was booked into available time on 4/10.



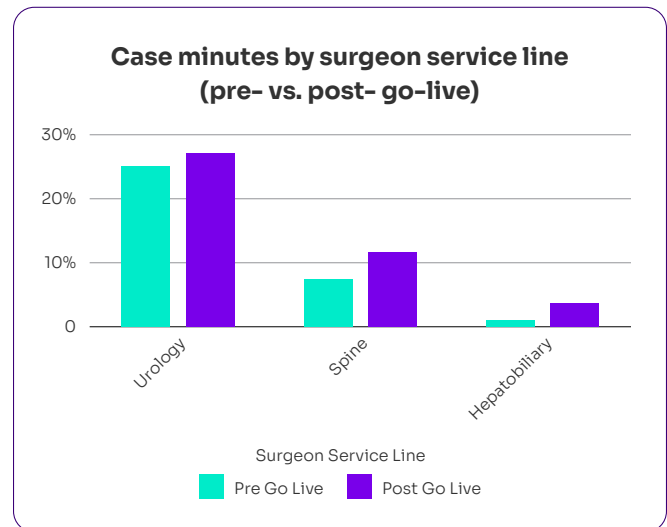
Strategic Marketing Assistant

Fills OR time with best-fit surgeons and optimal cases as our AI teammate automatically markets time to surgeons who are the best fit based on practice patterns, surgeon profiles, and strategic health system objectives. This allows health systems to reward the highest-value surgeons and align outreach based on goals for service line growth, robotic utilization, and more.

Using this AI assistant, the AMC added 175 more cases per month across Wave 1 and 2 facilities, and achieved:

- 782 hours of Qventus-nudged block release hours backfilled with a surgical case
- 42% of marketed OR time focused on growth service lines (hepatobiliary, spine, and urology), resulting in 138 of 400+ enabled cases in white space
- 333 cases scheduled in marketed time by strategically targeted surgeons
- 7% and 12% improvement in staffed primetime utilization at their highest-volume facilities 1 and 2, respectively

- 22% of total added minutes comprised of high value cases in white space
- 399 more block hours were released in Q1 2025 (after go-live) than in Q1 2024
- 26% increase in overall operating minutes for strategic service lines



Strategic Marketing Assistant snapshot

Qventus assistant marketed available time to surgeon through our Available Time Outreach nudge sent on 3/26, and his brain tumor excision craniotomy was booked on 3/28 for a procedure date of 4/11, with 14 days' lead time.

Available time outreach nudge
03/26

Case booked
03/28

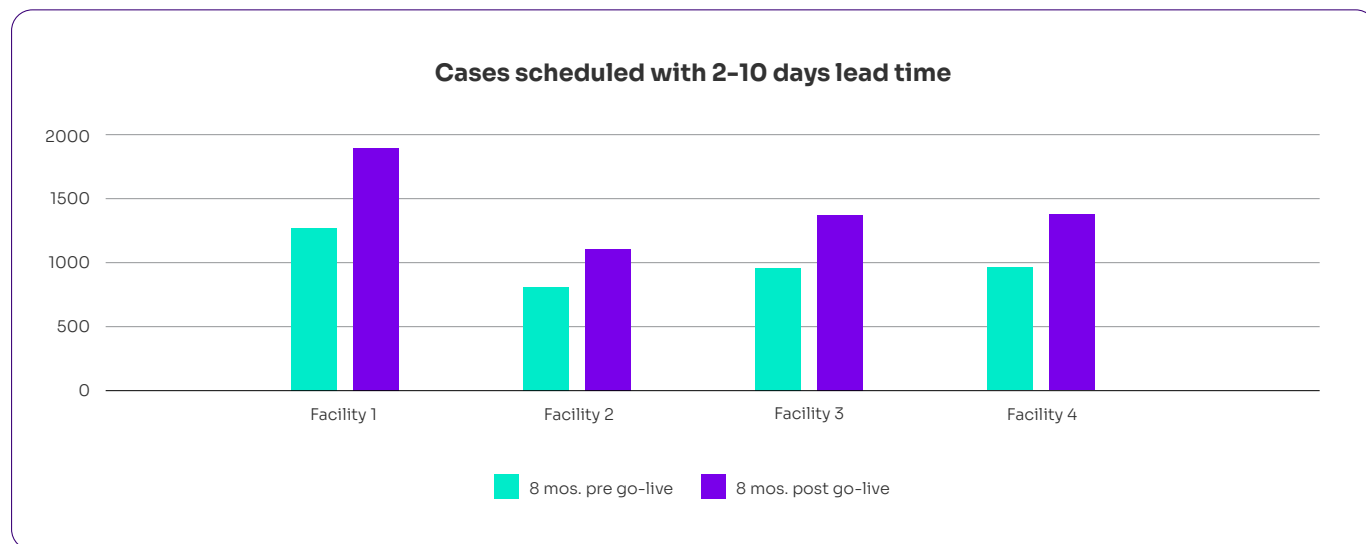
Procedure performed
04/11

Clinic Scheduler Assistant

Integrated into the clinic EMR, our AI assistant identifies optimal time slots in seconds. This empowers schedulers to book strategic cases at your health system over anyone else in the market and attracts more cases from independent clinics.

Using this AI assistant, AMC achieved:

- 54% shorter lead time for cases booked with this assistant through our TimeFinder interface
- 48% more cases scheduled within 2-10 days of surgery



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