

Driving enterprise-wide growth across clinical setting

KEY RESULTS

Inpatient Solution



Since go-live

58,945

excess days saved



\$69M

in savings realized



181

beds of additional capacity created

Perioperative Solution



4%

increase in case volume



224

incremental cases added per month



210

additional robotic cases



9.6x

ROI

About HonorHealth System

Headquartered in Scottsdale, Arizona, HonorHealth is a non-profit, integrated health system of nine hospitals. They have an estimated 15,000 employees working within their network to oversee 1,321 beds, 92 operating rooms, and 27 surgical robots. In 2023, they reported \$4.2B in revenue.



HonorHealth + Qventus enterprise partnership goals

HonorHealth had three specific goals they wanted to achieve in collaborating with Qventus:

- 1. Strategically grow surgical volume by enhancing OR access and utilization**
- 2. Increase inpatient bed capacity by reducing length of stay and streamlining patient flow**
- 3. Improve the Pre-Admission Testing (PAT) process to optimally communicate with patients,**

Qventus was the ideal partner to help HonorHealth meet these ambitious goals. Our enterprise-wide platform and AI-powered solutions gave them the tools they needed to transform their perioperative and inpatient operations to enable better patient care.



Inpatient solution: Reducing length of stay and increasing capacity

THE CHALLENGE

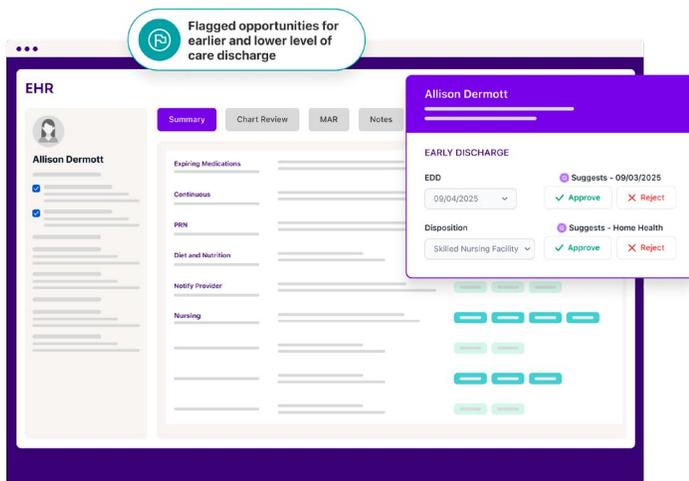
HonorHealth needed to address inefficiencies in patient flow, especially discharge planning, to reduce length of stay (LOS) and create more inpatient bed capacity. Despite using built-in EHR functionality, leadership realized they needed new capabilities—such as AI and automation—to enable staff to operate as highly efficient teams. In turn, this would improve care progression and overall patient experience.

THE SOLUTION

HonorHealth implemented the Qventus Inpatient Solution, embedding it directly into their existing EHR workflows to automate highly effective discharge planning and prioritize paths of action to proactively remove barriers to discharge.

Key features of the Qventus Inpatient Solution leveraged by HonorHealth include:

- **Early, Accurate Discharge Planning (EDP):** Machine learning models—locally trained on HonorHealth patients and care patterns—auto-populate EDD and dispositions directly into the EHR on the first morning after admission. Models continue to pressure test the discharge plan throughout the patient’s stay, identifying opportunities for earlier discharge, and discharges to lower levels of care. With Qventus, 83% of HonorHealth patients received early discharge plan in 2024 (less than 5% of patients had early discharge plans prior to Qventus).
- **Flow Prioritization:** Utilizing a sophisticated algorithm, including multiple ML models, Qventus analyzes HonorHealth’s patient and census data to automatically sequence ancillary orders to best support patient flow and discharge success. This enables HonorHealth to maximally leverage its ancillary services, including therapy (PT, OT, SLP), imaging (MRI, CT, US, IR, Echo), and Lines (PICC/ Midline), to reduce length of stay and create capacity. By prioritizing high priority orders, such as PT and imaging, Honor saved 1.96 mean excess days.
- **Insights Suite:** Qventus provides HonorHealth operational and executive leaders with a robust set of analytics to support real-time action to enable timely discharges. Live dashboards enable leaders to monitor solution engagement and overall solution outcomes, and to identify systemic opportunities for continuous improvement.



“With Qventus, we’ve increased throughput and been able to drive change with predictive analytics, machine learning, and a closed-loop system.”

Kim Post, DNP, MBA, RN, NEA-BC, EVP and Chief Operating Officer



Perioperative Solution: Growing surgical volume by increasing utilization of OR assets

THE CHALLENGE

HonorHealth needed to grow their surgical volume and increase OR utilization. After trying the built-in EHR functionality for OR scheduling, their leadership realized they needed more advanced capabilities to generate the level of results they wanted. The HonorHealth team was also looking for a true end-to-end partner to support them every step of the way, from implementing the software in a way that supported their specific workflows to ensuring the technology was achieving their unique goals and beyond.

THE SOLUTION

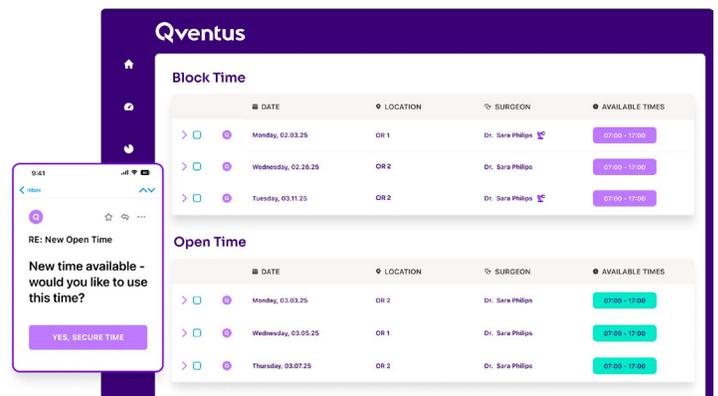
To increase strategic surgical case volume to fill their newly created capacity, HonorHealth deployed the Qventus Perioperative Solution. This allowed for better standardization around block management, utilization, and resource alignment to improve OR scheduling and efficiency—to ultimately drive growth. Specifically, the Periop Solution allowed surgeon schedulers to easily see openings in the schedule and fill unused block time weeks before surgery. With Qventus, HonorHealth could better align with their partners, including anesthesiologists and surgeons, better manage high-dollar robotic assets, and ultimately ensure the right cases were booked in the right rooms at the right time.

Key features of the Qventus Perioperative Solution leveraged by HonorHealth 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. HonorHealth saw that 97% of OR requests were accepted through Qventus.

- **Block Release:** reactively engages surgeons and schedulers to incentivize early 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. HonorHealth saw an additional 221 hours of OR capacity per month, enabling an extra 2,142 cases (annualized).
- **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 prioritizes the health system's strategic objectives, such as growing targeted service lines or improving robotic utilization. With Qventus' ATO alone, HonorHealth was able to add 538 cases (annualized). Strategic nudging through both Block Release and ATO, boosted annual volumes by nearly 2,700 cases annually. In other words, HonorHealth observed 3 cases added per OR per month.



“To enhance OR and resource utilization, reduce scheduling gaps, and efficiently backfill block release times, we required an automated, comprehensive solution that boosts engagement with physician offices.”

Riana Kielly, MSN, BSN, RN, NE-BC, VP/Hospital Administrator at HonorHealth Shea Medical Center, Network Perioperative Services



Perioperative Care Coordination Solution: Revolutionize the PAT process for better

THE CHALLENGE

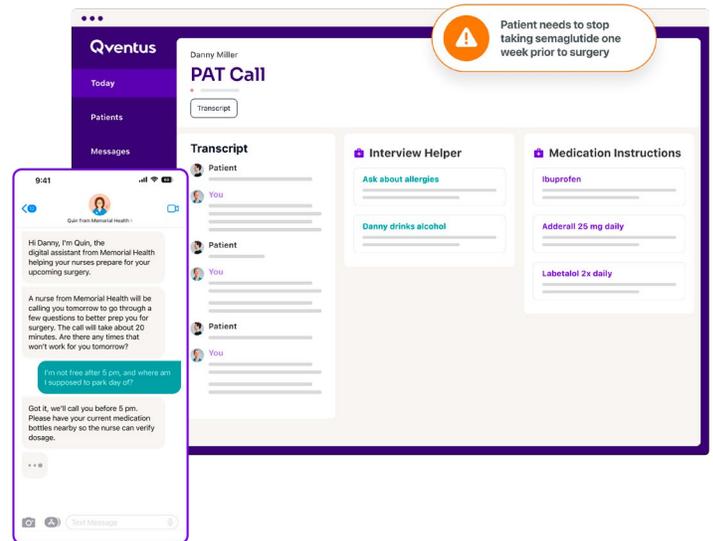
HonorHealth's pre- and post-surgical coordination was bogged down by manual processes, piles of paperwork, and mind-numbing administrative tasks that left little time for pre-op care, causing avoidable surgery cancellations and a negative patient experience.

THE SOLUTION

Qventus' Perioperative Care Coordination (PCC) Solution reduces surgery cancellations, enhances staff productivity, and optimizes patients pre- and post-surgery. Built leveraging our robust AI-powered Operational Assistants, our PCC Solution gives every pre-admission testing team member their own admin. High-tech sidekicks for overburdened staff, these assistants operate two steps ahead, tracking down patient records, confirming patient availability for phone calls, intelligently summarizing charts, risk-stratifying patients, and more.

Key features of the Qventus Perioperative Care Coordination Solution leveraged by HonorHealth includes:

- **AI Patient Concierge Services:** AI Assistants can contact patients via voice, text, and email to gather intakes, coordinate appointments, answer questions, and track follow-up items.
- **Intelligent Document Management:** Lower your administrative burden with automated processing, review, and assessment of faxed, scanned, and emailed patient records.
- **PAT Workflow Support:** Our AI Assistants help nurses prepare for, conduct, and follow up on PAT phone calls, including providing scheduling support, requesting medical records, and EHR note-taking.



“My first call was successful! And the summary was unbelievable, in a ‘I can’t believe it can do that’ kind of way. It’s amazing how it captured everything. Thank you!”

HonorHealth RN, in regards to her first call and follow-up using the Qventus PCC Solution

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