Qventus

Case Study

Reducing excess days at a leading Academic Medical Center

KEY RESULTS

$7.9+ million in total savings

24% growth in discharge volume

15% decrease in mean excess days

THE GOALS

Western Academic Medical Center + Qventus Partnership Goals

This Western AMC sought a partner to help achieve and optimize patient throughput. The system's goals were:

1. **Drive down excess days to increase inpatient capacity**
2. **Predict, identify, and address avoidable discharge delays in real-time**
3. **Reduce burden on care teams**

THE CHALLENGE

Inefficient processes and avoidable discharge delays

The AMC needed to address inefficiencies in patient flow, especially discharge planning, to reduce length of stay (LOS) and create more inpatient bed capacity. These challenges were compounded by the fact that the AMC did not have a standard discharge planning process across their hospitals, and previous attempts at reducing LOS relied on utilizing a labor-intensive, manual spreadsheet which, not surprisingly, had poor engagement from staff.

About the Health System

This leading Academic Medical Center (AMC), a ~500-bed facility located in the Western U.S., is a prominent healthcare provider dedicated to advanced patient care, research, and education. It operates multiple hospitals and clinics, serving a diverse patient population with a focus on complex medical cases, and uses Cerner as its EHR system of record.

"We are so much further ahead today, because of this work with Qventus. If you are experiencing similar challenges with capacity and staffing, I would strongly advocate for Qventus' Inpatient Capacity solution. You will not only see immediate benefits, but will also set up your organization's operations for success in the long run."

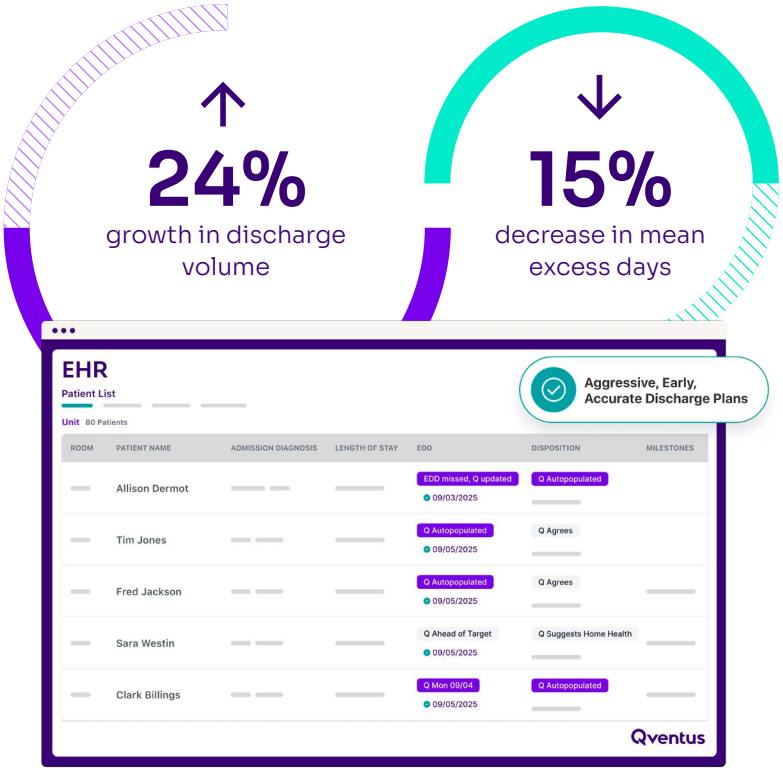
Associate CMIO

THE SOLUTION

Qventus' Inpatient Capacity Solution

The AMC implemented the Qventus Inpatient Solution to automate highly effective discharge planning, and prioritize paths of action to proactively remove barriers to discharge. The Inpatient Capacity solution is embedded directly into the Cerner EHR as an Mpage, which is where care team members interact with it. Results have included reduced length of stay and increased inpatient bed capacity, while removing manual tasks from care teams.

Since the beginning of its partnership, Qventus has helped the health system see a continued decrease in excess days while managing an increase of discharge volume across their inpatient settings. More recently, The AMC has reduced the average excess days by 1,500+ in the first half of 2025 alone.



Key features implemented include:

Discharge Planning Assistant: Machine learning models, locally trained on the health system's patients and care patterns, auto-populate estimated discharge dates (EDD) and dispositions directly into the EHR on the first morning after admission. These models continue to pressure-test the discharge plan, identifying opportunities for earlier discharge and to lower levels of care.

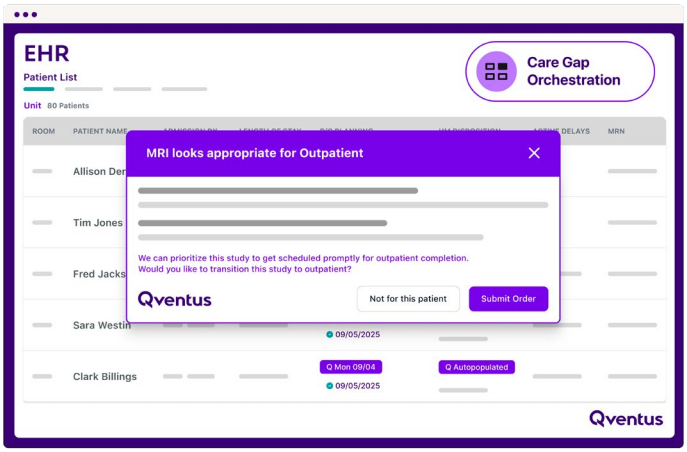
- Get patients to their next most appropriate site of care sooner
- Constantly reprioritize patients based on likelihood for discharge
- Enable early team alignment
- Keep discharge plans up to date automatically
- Lower administrative burden

Care Gap Assistant: Identifies and orchestrates the closure of potential gaps in each care plan, including tracking patient-specific milestones.

- Predict discharge barriers for the whole care team
- Set milestones in an optimal order
- Proactively unblock at-risk care flows
- Avoid delays & last-minute scrambles

Capacity Intelligence Assistant: Accelerates patient flow by identifying in real-time the key actions needed to achieve discharge success.

- Reduce delays and enhance discharge efficiency for better patient care
- Easily identify and deploy the right staff
- Ensure discharge success
- Allocate resources effectively based on up-to-the-minute patient data



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