

Southern Health System + Qventus: Supercharging PAT productivity for enterprise-wide growth

KEY RESULTS


50%

increase in PAT nurse capacity


~25%

reduction in surgical cancellations


60%

reduction in manual processing time per fax



THE CHALLENGE

Outdated pre-admission testing processes, unrealized growth

Like many organizations, Southern Health System struggled with inefficient operations and too many providers and staff working below their license. The cause? Endless hours spent faxing, making unanswered phone calls, and manually combing through patient charts for pre- and post-surgical coordination.

These operational inefficiencies left minimal time for pre-op care and caused avoidable surgery cancellations — turning the PAT process into a massive cost center.



THE GOALS

Meet the enterprise's strategic priorities

Southern Health System selected Qventus to focus on four key areas:

1. Reduce manual work and boost productivity for PAT staff
2. Reduce 72-hour surgery cancellations and improve OR utilization
3. Increase patient optimization
4. Reduce costs associated with Pre-Admission Testing

About Southern Health System

As the only academic medical center (AMC) and Level I trauma center in its state, Southern Health System provides access to high-quality perioperative care for the region. Headquartered in the state's largest city, the health system operates eight regional campuses with a total of 535 beds, 32 operating rooms, five surgical robots, and 1,200 faculty members.

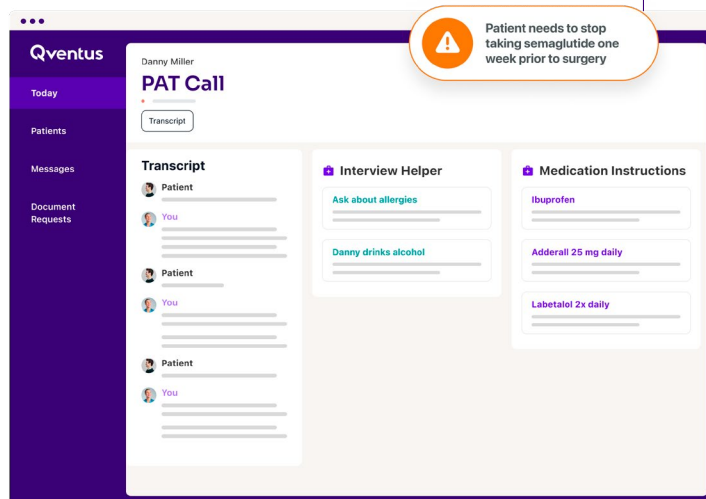


THE SOLUTION

Qventus' Perioperative Care Coordination Solution

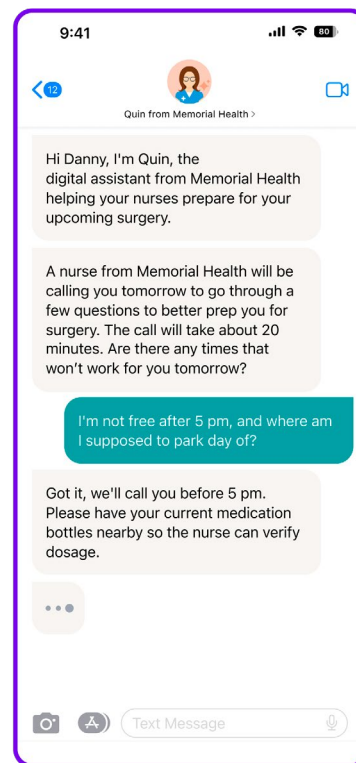
To meet their ambitious goals, the Southern Health System expanded their partnership with Qventus to participate in Qventus' AI Operational Assistants Innovation Cohort, focused on supercharging their pre-admission testing program and driving nurse and staff productivity.

Built using Qventus' robust AI Teammates, the Perioperative Care Coordination (PCC) Solution reduces surgery cancellations, enhances staff productivity, and optimizes more patients pre- and post-surgery. The results have been significant: PAT nurse capacity has increased by **more than 50%** (from 1.8 screenings/hour to 2.8), surgical cancellations have dropped by **~25%** (from ~4.9% to ~3.5%), and manual work has been reduced by saving **~3 minutes per fax** — a 60% reduction in processing time.



Key features leveraged by Southern Health System include:

- **PAT Assist:** AI Assistants help nurses prioritize, prepare for, conduct, and follow up from PAT phone calls, including scheduling support, requesting medical records, and EHR note-taking.
- **Continuous Risk Determination:** Machine learning flags patient-specific risk factors based on EHR data, chart reviews, and patient conversations to inform prioritization.
- **AI Patient Concierge Services:** Contact patients via voice, text, and email to gather intakes, coordinate appointments, answer questions, and track follow-up items.
- **Intelligent Document Management:** Automate processing, review, and assessment of faxed, scanned, and emailed patient records.
- **Patient Optimization:** Identify and coordinate wraparound care opportunities to connect patients to additional healthcare programs and support.



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