Qventus

Case Study

# Midwest health system deploys Qventus to get a leg up in a highly competitive, independent surgeon market

THE CHALLENGE

## Losing to the competition because of missutilized OR resources

Midwest Health System faced significant operational hurdles that limited its surgical growth potential. With a system-wide OR utilization rate of ~50%, the health system was leaving an estimated 20K hours of OR time unused annually. This represented a missed opportunity for thousands of additional cases per year, which was eroding their position in a highly competitive market.

The root of the challenge lay in an inefficient and outdated scheduling process. The system relied heavily on manual workflows, including fax machines, phone calls, and emails, creating a frustrating experience for independent surgeons and their schedulers. Furthermore, inaccurate block utilization data from the Oracle Health EHR made it impossible for leadership to make informed block utilization and allocation decisions, while ongoing staffing challenges further complicated efforts to match resources with surgical demand.

THE GOALS

## Drive growth by making their system the destination of choice for independent surgeons

This Midwest Health System partnered with Qventus to achieve three primary objectives:

1. **Drive strategic surgical growth by maximizing utilization of its operating rooms**
2. **Create a frictionless scheduling experience to attract and retain independent surgeons**
3. **Provide accurate, actionable insights to improve perioperative performance and governance**

### About Midwest Health System

As the only independent healthcare provider in their area, Midwest Health System offers services in over 50 specialty areas across its main 500-bed hospital and 25+ outpatient locations. The system, which uses the Oracle Health EHR, operates more than 20 operating rooms across its main campuses. In a highly competitive market where 90% of surgeons are independent, this Midwest Health System is committed to being the premier partner for surgeons and delivering the highest quality of care to patients in the community.

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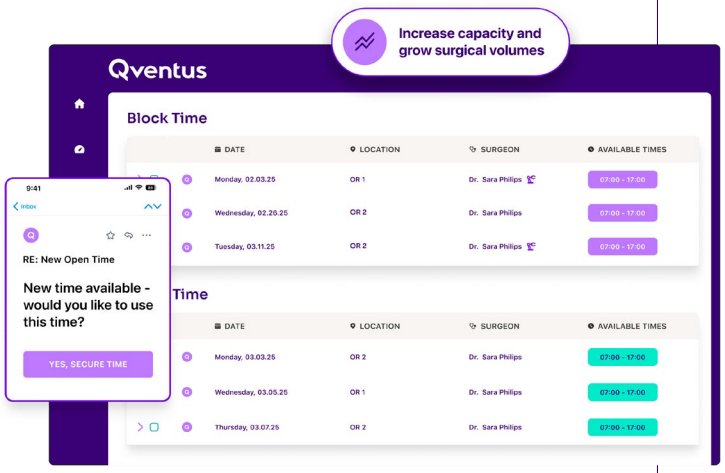
THE SOLUTION

## Qventus' Surgical Growth Solution

This Midwest Health System deployed the Qventus Surgical Growth Solution, including the Robotics Optimizer, to provide a centralized, AI-powered system of action. Integrated directly with the system's Oracle Health EHR, Qventus' AI teammates are now working 24/7 to create capacity and strategically market available OR time to the right independent surgeons.




**Early feedback from users highlights the immediate impact:**

> **"This is a lot more open robotic time than I usually have access to! This is great! We may start scheduling more cases at [Midwest Health System] with this available."**
>
> Scheduler for Robotic surgeon

> **"This is super helpful. Before, the entire process of rescheduling required a lot of back and forth to coordinate between us, the patient, the OR scheduler, and the surgeon. Now it's much easier since we're all looking at the same source of truth."**
>
> Independent Surgeon Practice

The solution empowers schedulers at independent practices, simplifying their workflows and making the Midwest Health System the easiest place to book cases.

> **"I wish other [health systems] made it this easy to schedule - This is extremely straightforward to use."**
>
> Scheduler at Independent Practice

> **"This is much easier, I no longer have to fax orders which will allow me to work from home 4 days out of the week."**
>
> Scheduler at Independent Practice

By automating and simplifying the scheduling process, this Midwest Health System is now positioned to win in its market, strengthen its relationships with the independent surgical community, and ensure more patients can get the care they need, sooner.

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

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