

Unlocking bed capacity through strategic partnership and automation

KEY RESULTS



18%

reduction in mean excess days in 2025



25%

increase in discharge volumes since go-live



1,157

more admissions in 2025



25,400

FTE hours saved



THE GOALS

Boston Medical Center + Qventus partnership goals

Boston Medical Center partnered with Qventus to achieve the following goals:

1. Standardize discharge planning for every patient
2. Reduce manual work so staff can focus more on patient care
3. Create capacity without adding resources

Qventus was the ideal partner to help Boston Medical Center meet its ambitious goals to deliver expert and equitable care for the Greater Boston area. The implementation of Qventus' Inpatient Capacity Solution has empowered the system with enhanced planning, better coordination, and additional capacity for its patients.

About Boston Medical Center

Boston Medical Center (BMC) is a non-profit, 500+ bed academic medical center that provides premier acute and specialty care to the Greater Boston area. As a growing network of community-rooted hospitals sharing a commitment to quality, BMC is a health system united by their mission to provide expert and equitable care to all.

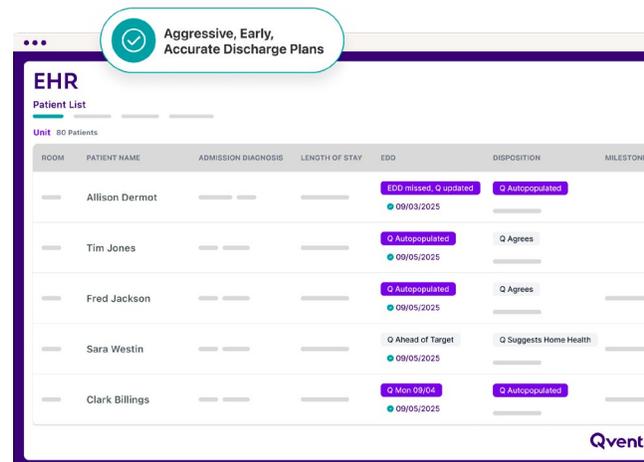


THE CHALLENGE

Operational inefficiency was reaching critical levels

Like many health systems, Boston Medical Center faced inefficient manual processes and resource constraints that impacted the delivery of quality care, operational costs, and patient outcomes. Discharge planning efforts were focused on the 10% of length-of-stay outliers, which left a significant opportunity to provide more proactive attention to the remaining 90% of the patient population.

This created missed opportunities to optimize flow across the entire hospital. Recognizing this gap, BMC identified the need for a comprehensive, AI-powered solution to help address their capacity gaps.





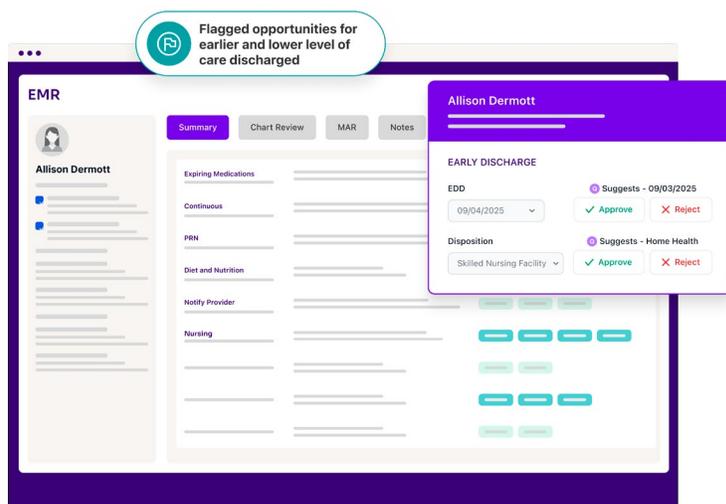
THE SOLUTION

Unlocking inpatient capacity with AI Teammates

BMC implemented the Qventus Inpatient Solution to transform and automate discharge planning at admission. Deeply embedded in Epic, the solution has enabled BMC to optimize multidisciplinary rounds and reduce clinician manual effort by surfacing relevant clinical insights, prompting action, and prioritizing ancillary orders to accelerate patient flow. Through earlier alignment on discharge plans, BMC was able to close barriers sooner, reduce excess days, and maximize capacity for every patient.

Key assistants and features BMC utilized to create and manage capacity:

- **Discharge Planning Assistant:** Machine learning models—locally trained on your patients and care patterns—auto-populate aggressive, yet achievable EDD and dispositions directly into the EHR on the first morning after admission.
- **Flow Priority Assistant:** Using sophisticated Machine Learning models that analyze patient and census data, our solution automatically sequences ancillary orders to best support patient flow and discharge success.
- **Care Gap Assistant:** Identifies and orchestrates the closure of potential gaps in each care plan, including tracking patient-specific milestones.
- **Case Manager Assistant:** Reviews care team notes to summarize relevant context from last 24 hours and helps support planned dispositions to prevent PAC denials.
- **Capacity Intelligence Assistant:** Our solution accelerates patient flow by identifying in real-time the key actions needed to achieve discharge success.



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

