

Jackson Health System + Qventus: Automating Malnutrition Care to Improve Outcomes and Capture Revenue

KEY RESULTS

**3.3x**

projected
annualized ROI*

**57%**

improvement in
malnutrition capture
across system

**74%**

improvement in
malnutrition capture
at Jackson Memorial



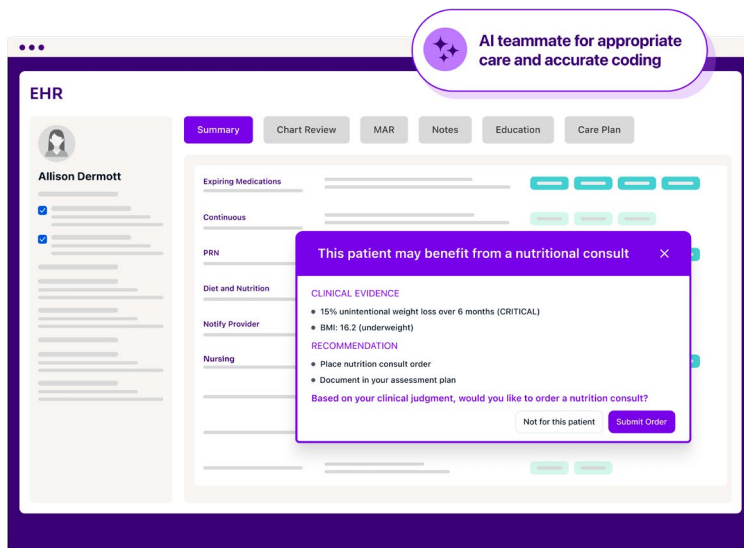
Jackson Health System + Qventus partnership goals

Jackson partnered with Qventus to achieve two critical goals for malnutrition care:

1. Improve patient care by automating the identification and intervention of at-risk patients
2. Ensure malnutrition is accurately documented and captured for coding

About Jackson Health System

Jackson Health System is an academic medical center headquartered in Miami, Florida, and employs about 15,000 people. With 107 years of experience, their network of seven hospitals house nearly 2,600 beds, 60 ORs, and six surgical robots. The system is anchored by Jackson Memorial Hospital, one of the most respected hospitals in the nation. In 2024, Jackson Health System recognized \$3.1B in revenue.



*Projected ROI assumes all coded malnourished patients (not just those where malnutrition is the only MCC/ CC code) and the full cost of the software



THE CHALLENGE

Addressing and identifying malnutrition gaps

Jackson recognized a significant opportunity to enhance the identification and documentation of malnourished patients to better reflect clinical reality and ensure patients received appropriate care. Malnutrition can be undercaptured as it may not present as a medical condition that requires immediate intervention. Without an automated way to identify these risks, Jackson recognized an opportunity to improve visibility into at-risk patients and further support quality care delivery.



THE SOLUTION

AI teammates for appropriate care and accurate coding

Jackson Health System implemented Qventus Malnutrition Care Automation to proactively identify and close critical malnutrition care and coding gaps. The solution, part of the Care Gap & Coding Automation Suite, is embedded directly into EHR workflows to support timely identification, intervention, and documentation.

Key assistants of the solution include:

- **Condition Detection Assistant**
Ingests structured and unstructured data in real-time to identify patients at-risk for malnutrition.
- **Care Gap Assistant**
Pre-populates an order for a nutrition consult and prompts the provider within their workflow to sign off. Surfaces intelligence into the dietician's worklist for better context as they prepare for evaluations.
- **Coding and Documentation Assistant**
Ensures appropriate capture of clinical complexity in documentation to support accurate MCC/CC capture, improving reimbursement and quality metrics.
- **Impact Assistant**
Qventus analytics provide visibility into provider response rate, condition capture lift, revenue gains, and detailed evidence to support audits and reduce denials.

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