

Reducing excess days and capturing revenue at a leading Midwestern Academic Medical Center

KEY RESULTS



\$15M+

in projected annualized savings from reducing excess days



33%

decrease in mean excess days at its top-performing site in first 2.5 months



\$6.6M

in projected annualized revenue from additional capture of malnutrition codes



~15%

in lift in malnutrition coding capture across system

Midwestern Academic Medical Center + Qventus Partnership Goals

This Midwestern AMC partnered with Qventus to optimize patient throughput, identify care gaps, and maximize appropriate financial reimbursement. The system's goals were:

1. **Drive down excess days** to increase inpatient throughput.
2. **Identify and address** avoidable discharge delays and clinical care gaps in real-time.
3. **Improve documentation** and coding accuracy for complex medical conditions, specifically starting with Malnutrition.
4. **Reduce administrative burden** on frontline care teams.

About the System

This leading Academic Medical Center (AMC) is a prominent regional healthcare leader, operating a network with 2,500+ beds and employing over 38,000 staff members. Dedicated to advanced patient care, complex medical cases, and clinical research, the health system utilizes an integrated EHR system of record.

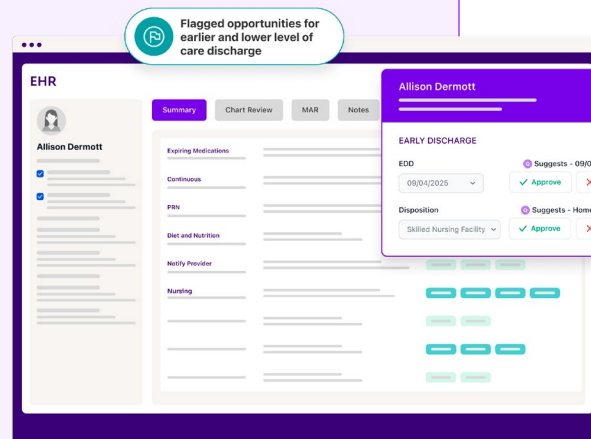


THE CHALLENGE

Inefficient discharge processes and hidden care gaps

The AMC needed to address systemic inefficiencies in patient flow to reduce an higher-than-desired average length of stay (LOS) and create more inpatient bed capacity. These challenges were heavily compounded by delayed discharge planning: before partnering with Qventus, only **~28% of patients** across their sites had an estimated discharge date (EDD) documented by Day 1 of their stay.

Additionally, while the AMC believed it was capturing care gaps like malnutrition fairly effectively, their reliance on retrospective workflows created a critical blind spot. Without real-time identification and orchestration of intervention during the patient encounter, significant opportunities to reduce LOS, optimize clinical care, and secure appropriate coding reimbursement were quietly being missed.





THE SOLUTION

Qventus' Inpatient Capacity Solution and Care Gap and Coding Automation Suite

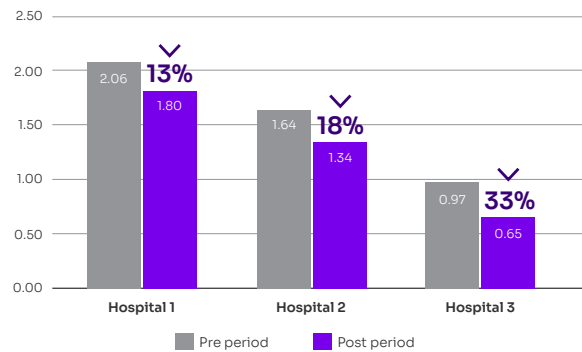
The AMC implemented the Qventus Inpatient Capacity Solution and Malnutrition Care Automation Suite solution, to embed AI teammates directly into Oracle Health. This dual-pronged strategy automates highly effective discharge planning and prioritizes real-time orchestration to proactively close care gaps - starting first with Malnutrition.

Key assistants of the solutions include:

Inpatient Capacity Solution

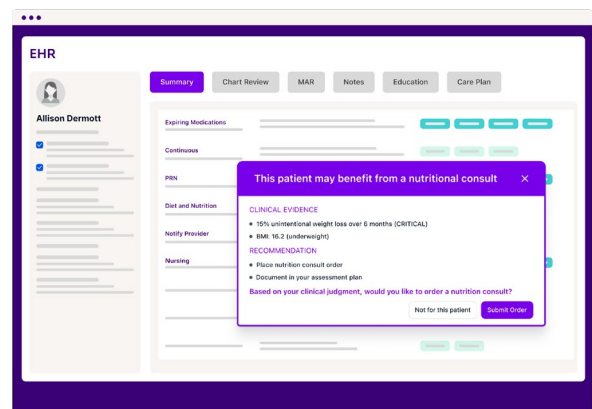
- **Discharge Planning Assistant:** Machine learning models—locally trained on your patients and care patterns—auto-populate EDD and dispositions directly into the EHR on the first morning after admission.
~ 95% of patients now have EDDs documented on Day 1.
- **Flow Priority Assistant:** Using sophisticated 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:** Reviewing provider, therapy, and case management notes, our assistants make a compelling case for moving patients to lower acuity care settings, including scoring patients based on likeliness for acceptance.
- **Capacity Intelligence Assistant:** Accelerates throughput by providing operational leaders and frontline teams with real-time visibility into systemic barriers.

Mean excess days



Malnutrition Care Automation Solution

- **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. It also surfaces intelligence into the dietitian'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.



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

