

Unlocking robotic access and driving strategic surgical volumes

KEY RESULTS



5x

annualized
ROI



3+

enabled cases/
OR/month



15%

increase in robotic
volume from
engaged surgeons



7%

improvement
in prime time
utilization



~10

block release
hours / OR /
month



THE CHALLENGE

Limited surgical capacity and underutilized robotic assets

Erlanger Health System wanted to strategically grow volumes for its strategic service lines and increase the utilization of its high-value robotics assets, but its existing tools and limited EHR capabilities didn't help achieve those goals.

Erlanger knew it needed a partner to move beyond basic scheduling and the first come first served approach to drive growth, make the organization a system of choice for independent surgeons, and optimize its OR assets.

These pressures showed up most acutely in how OR block time was managed. Like many high-volume systems, Erlanger carried up to 30% unused block time in rooms that were promised but never filled, with some service lines defaulting to no-drop blocks that no one would touch. Release policies were often set at 72 hours out, and some service lines had no release policy at all, which was far too late to optimize a patient or grow strategically. Manual, night-before outreach to surgeons consistently failed. At the root was a trust gap: surgeons held their time tightly for fear of losing it.

About Erlanger Health System

As the region's only Level I Trauma Center and a vital academic partner of the University of Tennessee Health Science Center, Erlanger Health System plays a critical role in delivering advanced, life-saving care across Chattanooga and surrounding communities. With seven hospitals and specialized programs—from a Level IV NICU to 24/7 stroke care—Erlanger serves as the backbone of care for the region's most complex patients.

"They're scared to release their time. That's all this is. They worked hard to get it and they don't want to lose it. But if you ask for two hours, not their whole day, they'll give it to you."

Misti Mattox, Vice President of Surgical Services at Erlanger



THE GOALS

Strategically grow and optimize robotics assets

Erlanger partnered with Qventus to achieve three primary goals:

1. **Align surgical growth to service line targets**
2. **Increase robotics access to optimize Erlanger's robotic program**
3. **Establish a destination of choice for independent clinics**

Underpinning these goals was a hard growth mandate. Erlanger had made a significant financial investment to expand anesthesia coverage, and leadership was determined not to over-promise and under-deliver by opening ORs it could not fill. As Misti Mattox, Vice President of Surgical Services at Erlanger put it, this was not “expand our anesthesia and then wait for it to fill up.” It was “expand our anesthesia contract, and fill these ORs up.”

“The platform has become an integral part of how we optimize our OR operations, and the engagement from our surgeons speaks volumes about its value.”

Misti Mattox, Vice President of Surgical Services at Erlanger



THE SOLUTION

Qventus Surgical Growth

Erlanger selected the Qventus Surgical Growth Solution for its unmatched functionality to empower the health system to strategically grow volumes, enable it to attract independent surgeons, and ensure that it has robotic access to grow its robotics program.

With the EHR serving as the system of record, Qventus was deployed as the system of action to drive strategic surgical growth.

“Qventus was able to augment it (Epic) and go a little bit deeper with the AI technology.”

Misti Mattox, Vice President of Surgical Services at Erlanger

Qventus' AI Assistants proactively created additional white space by intelligently prompting release of unused block time, creating an average of **~10 new block release hours per OR per month**. In addition, **Erlanger has added 926 new cases (YTD as of June, 2026)** and has achieved **break-even across its sites in just 12 weeks**.

Surgeons are seeing measurable growth as well. Surgeons who have used Qventus' platform on average grow 10% more. In addition, Robotics surgeons who engage with Qventus' Surgical Growth Solution are on average seeing a **15% increase in volume**. By creating visibility into available OR time and simplifying the booking process, Erlanger has become a destination of choice for affiliated surgeons.

“We have a large multi-specialty independent group in town where the majority of their providers practice exclusively at Erlanger. They have a choice. Their service lines could easily go to one of our competitors, but they choose to be here. We must continue to evolve our efficiencies and improve our access to make Erlanger their desired place to work.”

Misti Mattox, Vice President of Surgical Services at Erlanger

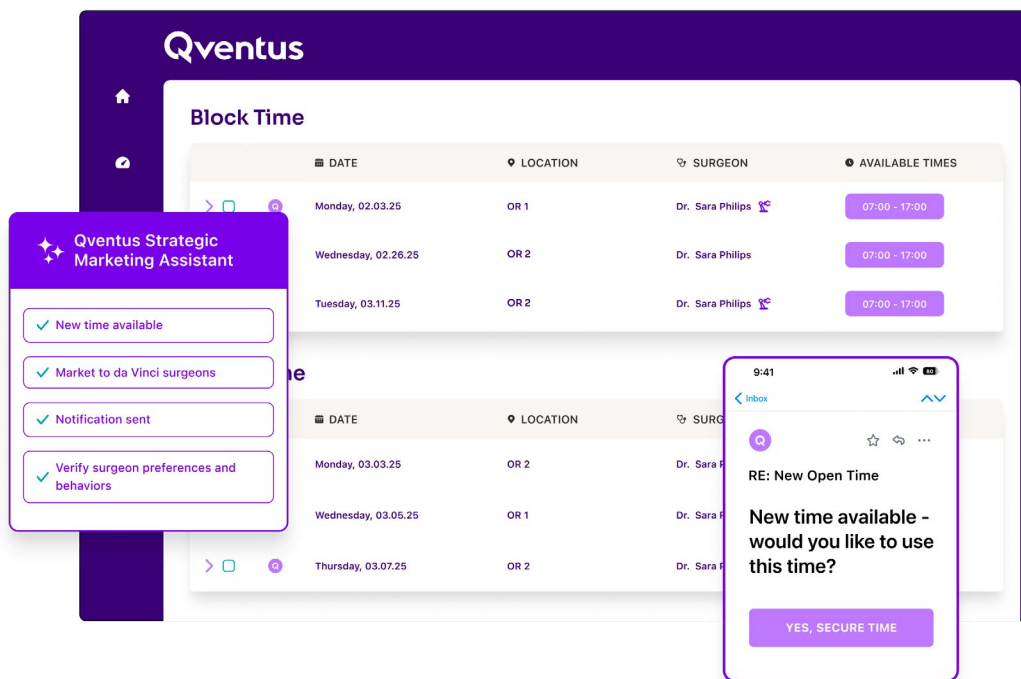
Overall, a decisive factor in Erlanger's selection was Qventus' hands-on partnership and white glove service model. Rather than handing over software and walking away, Qventus provided boots-on-the-ground implementation support, joined steering committees and physician meetings, and kept the sales team that understood Erlanger's challenges involved through go-live.

“Don't just sell me a solution and leave after I sign. I need you to optimize the way I think and help me apply the solution. If implementation is a success, I can feel confident about my decision; if it isn't, I have wasted money. So I was very specific in what I asked for.”

Misti Mattox, Vice President of Surgical Services at Erlanger

Key features of Qventus Surgical Growth Solution leveraged by Erlanger:

- **Capacity Assistant:** Proactively engages surgeons and schedulers to incentivize block release weeks in advance of auto-release. Qventus ML models predict with high confidence which partial or full blocks are unlikely to be used up to a month in advance and send schedulers timely and actionable emails to release those blocks, ultimately helping to increase utilization scores.
- **Strategic Marketing Assistant:** Automatically markets time to surgeons who are the best fit based on practice patterns, past booking behavior, case mix, average case lengths, and more, removing the burden on schedulers of manually calling to fill time. Qventus AI and ML models continuously calculate a fit score for all surgeons for all available open time and prioritize the health system strategic objectives, such as growing targeted service lines or improving robotic utilization.
- **Robotics Optimizer:** Maximize ROI for high-value robotic assets with automated and ML-driven personalization communications that strategically market time to robotics surgeons to automatically fill white space with robotic cases.
- **Clinic Scheduler Assistant:** Embeds Qventus directly inside an affiliated clinic's EHR, such as NextGen, Greenway, Athena, or eClinicalWorks, so schedulers can find and request OR time without leaving their native workflow or logging in to a separate portal. A one-click browser plugin overlays the clinic EHR, auto-populates the booking request from the patient record, and writes the case back into Epic automatically, eliminating double documentation and cutting scheduling time in half, saving affiliated clinic schedulers roughly five to seven minutes per case booked.



The Qventus difference

Before deploying Qventus, Erlanger tried manual outreach, scheduling process improvements, and native EHR tools to improve OR utilization. The results highlight the difference between traditional approaches and an AI system of action.

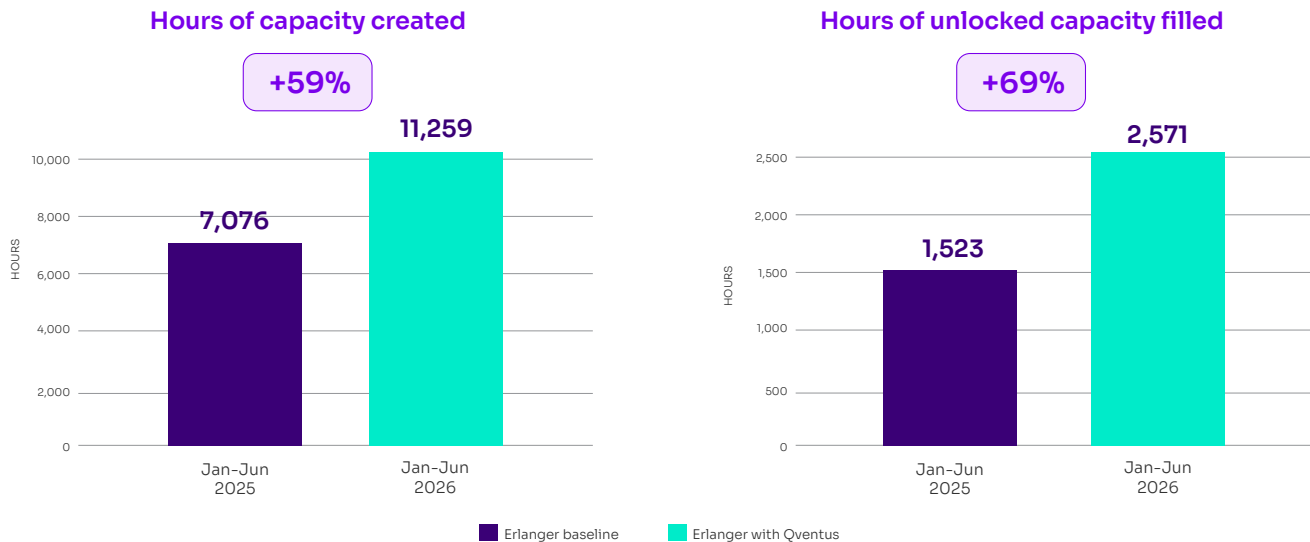
Qventus goes beyond simple nudges that create noise. Qventus predicts at an hourly level with high confidence that partial or full blocks are unlikely to be used, up to a month in advance. Qventus' model continuously learns to understand when to nudge a surgeon to release time with personalization that promotes actions through incentive.

The result for Erlanger highlights a stark difference.

Comparing the first half of 2026 against the same six-month window a year earlier, Qventus drove a measurable step-change in how Erlanger surfaced and used its open OR capacity. Erlanger created **59% more OR capacity** over the same six-month period by proactively surfacing and releasing unused block time, and **roughly three-quarters** of that growth was directly attributable to Qventus. More importantly, that capacity did not sit idle. Hours performed in released block time increased by **69%**, with **roughly three-quarters** of that increase directly attributable to Qventus, demonstrating that newly created capacity was successfully filled with surgical cases.

Qventus did not simply open up more time; it ensured that time was reabsorbed into real, incremental strategic surgical volume.

Erlanger Capacity Created and Utilized: pre-and-post Qventus



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

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