Qventus

Empower Teams to Operate at Top of License

Qventus simplifies workflows and automates manual steps to make it easy for care teams to adhere to best practices, collaborate effectively, and focus on patient care. As Covid pushes staff burnout to unprecedented levels, leveraging new innovations to reduce frontline burden is now more important than ever.

Inpatient Solution Spotlight:
AI & Automation Reduce Manual Work for Discharge Planning & Barrier Management

The Inpatient Solution automates key steps associated with discharge planning and barrier management to create simple, frictionless workflows. Qventus uses AI and process automation to hardwire discharge planning best practices so that care teams can optimize multidisciplinary rounding efficiency, reduce time spent on information gathering and clicks, and decrease texts and emails that interrupt daily workflow.

↓ **78%** decrease in clicks per patient	↓ **62%** decrease in rounding time	↓ **50%** decrease in charge nurse handoff times	↓ **30+ min** decrease in MDR prep time for case managers

> "Now, to get a patient discharged, I don't have to call 3 different people, or wait for my turn at a huddle. It's all planned in Qventus. If a patient encounters a new barrier, I don't get 3 pages about the same thing from the bedside nurse, the charge nurse, and the care manager. **It decreases confusion – that's why physicians are really engaged.**"
>
> **Dr. William Nicholson, MD,** Hospitalist & Vice President of Medical Affairs, M Health Fairview

In particular, Qventus' new Discharge Autopilot feature uses AI models to autopopulate predicted estimated dates of discharge (EDDs) and discharge dispositions directly into Qventus' multidisciplinary rounding product when the information is missing, and automatically suggests updates throughout the patient stay. This allows teams to maintain discharge planning fidelity even as Covid strains processes and stretches teams.
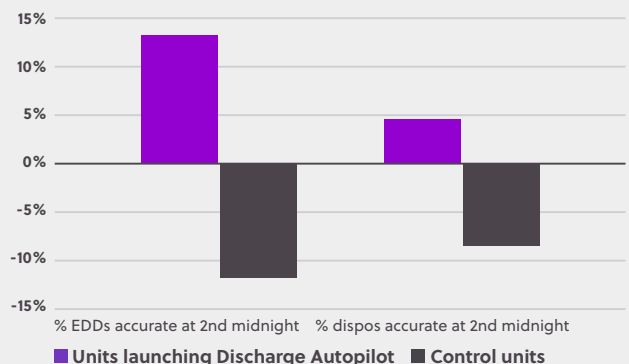
CASE STUDY:
Discharge Autopilot increases early discharge planning accuracy during a Covid surge, without adding to frontline burden

At a 200-bed community hospital, introducing Discharge Autopilot predictions and process automation led to improved early discharge planning despite a surge in Covid patients. In comparison, discharge planning fidelity deteriorated among control units without Discharge Autopilot capabilities.

Impact of Discharge Autopilot on Leading Indicators

% change of leading indicators before & after Discharge Autopilot launch

	% EDDs accurate at 2nd midnight	% dispos accurate at 2nd midnight

■ Units launching Discharge Autopilot   ■ Control units

Driving Sustained Engagement:
Combining Expertise in Behavioral Science, Data Science, and Operations Management

Qventus combines behavioral science, process redesign, and statistical process analytics to drive frontline engagement and empower effective collaboration.
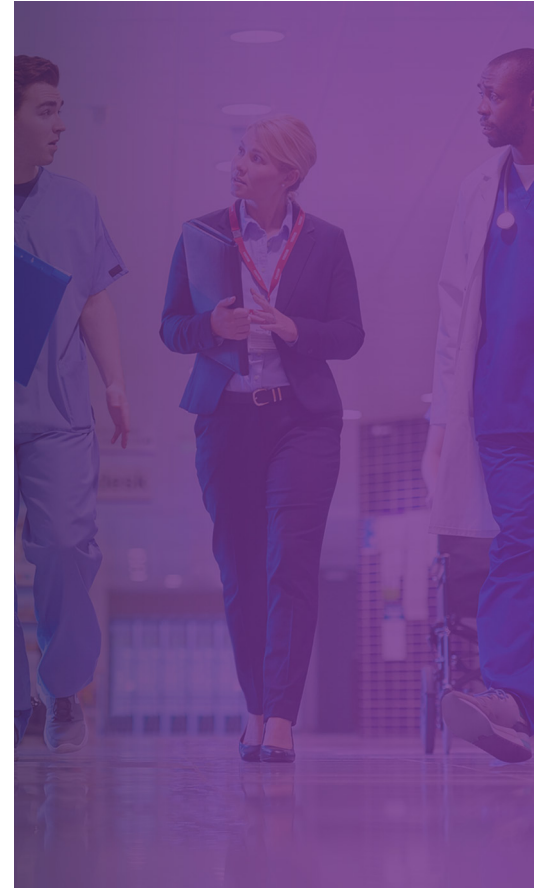
Collaborative workflow development
During initial implementation, Qventus' expert services team — consisting of former physician and nursing executives, performance improvement leaders, and technical specialists — collaborates with cross functional working groups across nursing, case management, physicians, ancillary teams, and their leaders. Together, they co-design processes and customize software to create tailored workflows that respect existing clinical models and cultural norms.

Solution designed for engagement & behavioral reinforcement
Qventus uses habit formation technologies like nudges and rewards to drive product "stickiness." Furthermore, the platform uses advanced statistical process analytics to automatically escalate unusual changes in engagement to leadership. Incorporating behavioral science techniques, Qventus surfaces coaching opportunities and kudos that help leaders intervene in real time and recognize top performers.

Curated engagement reports & insights
Qventus uses curated reports and analytics around process metrics, engagement, and operational outcomes to identify workflow adjustments and opportunities for continuous improvement. Shared during regular working sessions and Steering Committee meetings, these insights allow organizations to quickly resolve user friction, identify training needs, and share success stories to boost engagement.