

### Saint Luke's

Saint Luke's Health System is a 16-hospital, integrated care delivery system serving the growing Kansas City region. With fewer available staff and ORs, the organization needed to maximize value, but OR time was locked up due to manual processes. Using AI-powered software from Qventus to automate OR scheduling processes, the organization's flagship hospital accommodated 7% more surgical cases despite having 20% fewer ORs due to staffing challenges.

#### Background:

- 16 hospitals and campuses in the Kansas City region
- \$1.6B net patient revenue
- 12,000 employees
- 2 surgical robots
- 11 ORs at flagship hospital

#### Challenges:

- Increase access
- Strengthen margins
- Improve surgeon and staff satisfaction
- Optimize surgical cases with fewer ORs and staff

#### EHR:

- Epic

#### Qventus Solutions:

- Perioperative
- Inpatient
- Command Center
- Covid-19

## Challenges to driving efficiency & growth

Similar to many health systems, Saint Luke's relies on surgical cases to drive overall volume and generate cash flow that supports their mission to deliver high quality care in their community. But with increasing competition in the region – on top of Covid-related capacity constraints and industry-wide staffing challenges – Saint Luke's leadership needed a new strategy to drive perioperative growth and efficiency. To address these challenges, they prioritized three key areas:

- 1. Improve Access as Regional Destination for Tertiary & Quaternary Care** – increase OR utilization and efficiency to accommodate system growth and demand for care
- 2. Optimize Staffing & Resources** – maximize value with fewer available staff and ORs, impacted by COVID and related staffing challenges
- 3. Strengthen Margins** – drive overall perioperative margin improvement and grow its contribution to the health system's bottom line in order to help support the organization's mission of delivering high quality care

The problem was that so much OR time was locked up as a result of manual OR scheduling processes. These inefficiencies were caused by many common challenges that perioperative teams face on a daily basis: block time is often released at the last-minute and goes unused, surgeons request more OR access or take cases to competing health systems, and OR teams are constantly under pressure to fill last minute block releases and find access for the ideal surgeons and cases.



"Qventus software has helped our schedulers tremendously – they have immediately felt the relief of trying to get the cases scheduled as quickly and as accurately as possible, because the surgeons' offices now can do so much of it themselves. So it has helped lighten our schedulers' workload quite a bit."

**Jane Peck** Chief Operating Officer & VP of Service Lines, Saint Luke's Hospital Kansas City

- **Insights** provides real-time performance data to OR leaders and surgeons, creating transparency and timeliness that traditional reporting cadences cannot offer.

**Opportunity Finder** OR leaders utilize the dashboard to identify performance improvement opportunities and to serve as a basis for data-driven conversations with surgeons. This dashboard tracks several block utilization and case scheduling accuracy metrics in real time.

**Surgical Practice Improvement** Surgeons use the dashboard to view their current and historical utilization and scheduling accuracy metrics, as well as their case pipeline. Access to this data aides in creating a culture of transparency and accountability more broadly.

## Results

Since implementing the Qventus Perioperative Solution, Saint Luke's has achieved significant growth and efficiency improvements. As adoption has increased since first launching the solution, both released hours and utilized hours have continued to grow.

"I've never seen blocks released that far in advance throughout my entire career."

**Anesthesia Medical Director** Saint Luke's Hospital Kansas City

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# 562+

Hours of Block Unlocked  
in Advance

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# 14 days

Avg. Additional Lead Time  
on Released Blocks

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# 920+

New Cases Added

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What's more, the solution has reduced friction between the hospital and surgeons' offices throughout the scheduling process, providing meaningful benefits to stakeholders:

- **Schedulers** have less manual work and can schedule cases in a more timely, easier, and accurate manner
- **Surgeons** can more easily access OR time, increasing their overall satisfaction
- **OR staff** have smoother workflows on the day of surgery, as a result of greater scheduling accuracy
- **Patients** experience shorter wait times for surgeries, enhancing patient experience and outcomes

"Our anesthesia director was initially skeptical but is now amazed with how well Qventus works – and that's been a really big win for us, because anesthesia is always pushing to optimize OR time!"

**Jane Peck** Chief Operating Officer & VP of Service Lines, Saint Luke's Hospital Kansas City

During a time when many health systems elected to postpone cases due to Covid and staffing challenges, Saint Luke's accommodated 7% more surgical cases – despite having 20% fewer staffed ORs. Most importantly, these efficiency improvements enable Saint Luke's to avoid delays in surgical care for patients.



"We've had fewer ORs open because of staffing challenges. How is it that we've been able to do more cases in fewer rooms? It's because Qventus allows us to become more efficient and optimize the space we have."

**Jane Peck** Chief Operating Officer & VP of Service Lines, Saint Luke's Hospital Kansas City

With Qventus, Saint Luke's Health System has a distinct new advantage in their market. Not only has the health system accelerated surgical case volume – despite staffing shortages – but it also has created a more integrated "marketplace" for OR time that will continue to drive growth. According to Jane Peck, "AI and automation is really the way we are all going to be able to optimize in the future. It is here to stay, and it will only grow in the future."