

F R O S T   &   S U L L I V A N

*Q*VENTUS

**2022**  
**ENTREPRENEURIAL**  
**COMPANY**  
**OF THE**  
**YEAR**

*NORTH AMERICAN CARE OPERATIONS*  
*AUTOMATION INDUSTRY*

## Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each award category before determining the final award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Qventus excels in many of the criteria in the care operations automation space.

AWARD CRITERIA	
Entrepreneurial Innovation	Customer Impact
Market Disruption	Price/Performance Value
Competitive Differentiation	Customer Purchase Experience
Market Gaps	Customer Ownership Experience
Leadership Focus	Customer Service Experience
Passionate Persistence	Brand Equity

### Offering a Unique and Proven Approach to Care Operations Automation

Qventus is one of the leading providers of care operations automation solutions that improve productivity and efficiency for health systems and hospitals. As health systems build on successes with back-office automation, they are now extending automation into the area of care operations — the operational activities involved in the delivery of care, such as the discharge planning, care management, OR access, system-wide patient flow, and more, as well as operational processes that connect patient care beyond

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**- Siddharth Shah,**  
**Research Manager, Healthcare & Life Sciences**

the hospital. The company supports its customers in automating manual steps and optimizing decisions in real time to increase revenue, reduce costs and improve quality and experience. Qventus provides a complete system to automate care operations: an intelligent automation platform, best-practice solutions, and expert services for operationalizing the technology. Today, the company holds a leading position in artificial intelligence (AI)-powered

healthcare operations with proven successes in hundreds of deployments across various use cases. Qventus originated when its founders identified a critical problem in the healthcare space where the potential of highly-trained and skilled clinicians suffered from poor operational systems and processes.

This situation negatively impacts patient outcomes regarding cost, quality, and access experience. Specifically, inefficient care operations lead to waste in excess days in hospitals, operating rooms, and emergency departments. This inefficiency led to Qventus' innovative vision to unlock the full potential of healthcare through world-class operations.

With the vision of ensuring patient reliability, Qventus runs the approach of automating inefficient steps, where possible, or intelligently guiding decisions for frontline users. Specifically, the company's offerings combine AI and machine learning (ML) technology and behavioral science capabilities strengthened with deep expertise and understanding of clinical operations, performance improvement, and change management. As a result, the company provides a complete system with expert services, best practice solutions, and a real-time automation platform.

The Qventus platform incorporates sophisticated analytical engines to deliver a closed-loop system for automating patient flow.<sup>1</sup> It integrates with existing information technology (IT) environments, including electronic health records such as Epic, Cerner, Allscripts, and Meditech. The platform provides intelligent support for operational decisions through AI and ML models in real time, orchestration (both machine- and human-led that reinforce best practice operational processes), and analytics to support accountability management using statistical insights to improve outcomes over time.<sup>2</sup> The Qventus flexible and cloud-based platform brings unrivaled value to the space while lowering the total cost of ownership, eliminating the IT maintenance burden, simplifying ongoing customization, and complying with industry standards regarding security, reliability, and privacy.

On top of the real-time automation platform, Qventus provides best-practice software solutions to address key operational challenges in inpatient, perioperative, command center, and emergency department functions. These solutions enable the health system to efficiently deploy the software, drive outcomes, and achieve a high return-on-investment rate. As one example, the Qventus Perioperative Solution increases surgical revenue and improves operating room access. The solution predicts blocks unlikely to be used weeks in advance and drives the proactive release of unused blocks, individual surgeon predictions, and increases utilization. It contributes to outstanding outcomes resulting in a 30-day lead time identifying blocks to release, over 50% utilization of released blocks, and over \$10 million in revenue per year per facility.<sup>3</sup> The company distinctly differentiates in the space, as it enables health systems and hospitals to optimize existing capacities not just from the point of view of simple block utilization but from various matching criteria, e.g., revenue or strategic approach.

The Qventus Inpatient Solution also contributes to increasing inpatient bed capacity by automating and hardwiring discharge planning best practices and reinforcing behaviors with statistical accountability tools. As a result, it brings a 30-50% decrease in excess days, 8-30 effective bed capacity created, and \$3-12 million saved annually.<sup>4</sup>

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<sup>1</sup> <https://qventus.com>, accessed July 2022

<sup>2</sup> <https://qventus.com/platform/>, accessed July 2022

<sup>3</sup> Frost & Sullivan Interview with Qventus, (June 2, 2022)

<sup>4</sup> Ibid.

With its distinct approach, the company benefits from a first-mover advantage. Qventus ensures automation for care operations while addressing critical market gaps through unique capabilities. Frost & Sullivan believes Qventus is positioned as the leader of the care operations automation category and will enable more health systems across the country to adopt this breakthrough technology.

### ***Roadmap to Success: Customer-centric Approach from Targeted Interventions to Process Transformation***

Qventus' approach goes beyond its extensive expertise and best-in-class capabilities, with customer value as a strategic imperative. Through the years, the company has earned a sterling reputation supporting customers' path towards operational improvements across the healthcare space.

Unlike competitors, Qventus builds its solutions, collaborating closely with various stakeholders and partners to evolve alongside market needs and trends.

Qventus manifests its solid market position through a set of very specific solutions. It brings an evidence-based, best practices-driven, prescriptive approach to designing the solution first. The company provides the solutions for sustained change based on the probabilistic models that can identify a problem and orchestrate actions, automation, and accountability. The company comes to customers with a predefined solution, and then, in a consultative manner, it helps them deploy effective solutions responding to their needs. Frost & Sullivan finds this combination unique in the market.

*Qventus is positioned at the center of automating care operations and strives to increase its market presence while bringing value to customers by providing robust, reliable, and innovative solutions and speeding up research and development (R&D) efforts."*

**- Pavel Zhebrouski,  
Best Practices Research Analyst**

While continuing its robust performance, Qventus focuses on continuous development to maintain its leadership position in the care operations automation space. With its deep experience, the company believes successful operation comes not only from the best quality solutions but from understanding and exceeding customer expectations. Qventus is a trusted partner for operational transformation delivering

industry-leading services covering expert resources, proven methodology (with over 200 templates across process design, technical implementation, and project management), and consulting-grade analysis. The Qventus expert team collaborates with cross-functional working groups to develop new leading practices with clinical processes to drive operational transformations.

The company also runs an expert change management initiative led by physicians and former nursing executives to establish effective governance, conduct rigorous training, and provide ongoing coaching and reinforcement. Qventus' transparent and seamless approach and close relationships position it as a strategic partner for automating care operations.

### ***A Foot in the Present and an Eye on the Future***

Since its inception, Qventus' sterling reputation and customer-centric framework led to its coveted preferred partner status. Over the years, it added a range of new customers to its established base. Qventus is a strategic partner effectively supporting large health systems, community hospitals, and

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academic medical centers.

A prominent example of the proven value behind Qventus solutions comes from Boston Medical Center struggling with inefficiencies in its care that led to increasing costs and negatively impacted quality and patient experience. Boston Medical Center decided to leverage the Qventus Inpatient Solution to ensure automation for early discharge planning, aiming to improve throughput, reduce excess days, and decrease staff workload. As a result of the powerful synergy,

Qventus enabled Boston Medical Center to reduce 3,200 total excess days with early discharge planning annually, saving the health system an estimated \$3.2 million and 25,400 full-time equivalent nursing FTE hours.<sup>5</sup>

***“Qventus’ technology is very intuitive and user-friendly -- it immediately kinda caught our eye. What we particularly like with Qventus is their appreciation of the path we needed to go down to drive change. It’s that combination of technology with a consultant mindset around change management that is ultimately why we partnered with Qventus.”<sup>6</sup>***

**-Alastair Bell, MD, MBA, EVP Strategy & COO**

Another successful case study comes from Saint Luke’s Health System that leverages the power of multiple Qventus solutions (Perioperative, Inpatient, Command Center, and COVID-19) to automate care operations in order to improve access and throughput, grow surgical case volumes, and reduce staff workload. As a result, Saint Luke’s benefits from an 8+ day increase in operating room block release lead time and was able to do 7% more surgical cases despite temporarily closing 20% of their ORs due to staffing challenges.<sup>7</sup>

***“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? Qventus allows us to become more efficient and optimize the space we have.”***

**-Jane Peck, COO & VP Clinical Service Lines, Saint Luke’s Hospital of Kansas City**

Qventus is positioned at the center of automating care operations and strives to increase its market presence while bringing value to customers by providing robust, reliable, and innovative solutions and speeding up research and development (R&D) efforts. The company is also working on scaling its solutions while continually improving to satisfy customers’ evolving requirements. Specifically, Qventus executes the growth plan as a “solution factory,” responding to a market desire to have a breadth of solutions from a single partner. The company has robust internal R&D capabilities able to launch new solutions regularly, focusing its new solutions on revenue-oriented use cases. Deep expertise and exemplary customer and partner relations strengthen its pledge to continuous development.

<sup>5</sup> <https://qventus.com/success-story-bmc/>, accessed July 2022

<sup>6</sup> Ibid.

<sup>7</sup> <https://qventus.com/success-story-saint-lukes/>, accessed July 2022

Continuing its solid performance, on an annual basis Qventus generates 15 billion AI-powered patient predictions, two million patient encounters with automated access and flow, and eliminates 200 years of excess across the patient base. Furthermore, the company runs its mission to eliminate \$1 billion in annual healthcare waste.<sup>8</sup>

Frost & Sullivan believes Qventus is well-positioned to drive the care operations automation category into its next growth phase, expanding market share and sustaining its leadership in the coming years.

## Conclusion

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Today, the potential of highly-trained and skilled clinicians suffers from poor operational systems and processes across the healthcare space. Overall, Qventus bridges these market gaps while disrupting entrenched market players. Leveraging its innovative mindset and considerable experience, Qventus provides a complete system to automate care operations: an intelligent automation platform, best-practice solutions, and expert services for operationalizing the technology. Furthermore, Qventus incorporates customer-centric strategies, building strong brand equity and elevating its leadership status in the care operations automation market. To address current challenges, health systems across the country are accelerating their use of AI-based automation technology for care operations. For its market-leading capabilities and demonstrated customer impact, Qventus is recognized with Frost & Sullivan's 2022 North American Entrepreneurial Company of the Year Award in the care operations automation industry.

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<sup>8</sup> Frost & Sullivan Interview with Qventus, (June 2, 2022)

## What You Need to Know about the Entrepreneurial Company of the Year Recognition

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Frost & Sullivan's Entrepreneurial Company of the Year Award recognizes the best up-and-coming, potentially disruptive market participant.

### Best Practices Award Analysis

For the Entrepreneurial Company of the Year Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

#### *Entrepreneurial Innovation*

**Market Disruption:** Innovative new solutions have a genuine potential to disrupt the market, render current solutions obsolete, and shake up competition

**Competitive Differentiation:** Strong competitive market differentiators created through a deep understanding of current and emerging competition

**Market Gaps:** Solution satisfies the needs and opportunities that exist between customers' desired outcomes and their current market solutions

**Leadership Focus:** Company focuses on building a leadership position in core markets and on creating stiff barriers to entry for new competitors

**Passionate Persistence:** Tenacity enables the pursuit and achievement of seemingly insurmountable industry obstacles

#### *Customer Impact*

**Price/Performance Value:** Products or services provide the best value for the price compared to similar market offerings

**Customer Purchase Experience:** Quality of the purchase experience assures customers that they are buying the optimal solution for addressing their unique needs and constraints

**Customer Ownership Experience:** Customers proudly own the company's product or service and have a positive experience throughout the life of the product or service

**Customer Service Experience:** Customer service is accessible, fast, stress-free, and high quality

**Brand Equity:** Customers perceive the brand positively and exhibit high brand loyalty



## About Frost & Sullivan

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- **Growth Pipeline:** Continuous Flow of Growth Opportunities
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- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



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Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives. [Learn more.](#)

### Analytical Perspectives:

- Mega Trend (MT)
- Business Model (BM)
- Technology (TE)
- Industries (IN)
- Customer (CU)
- Geographies (GE)

