Case study

Adventist West is a 3,000-bed, 25 acute hospitals health system with more than 60 case managers on the West Coast and Hawaii. They chose InterQual® AutoReview to drive utilization management (UM) efficiency and improve workflows for significant cost savings.

Goals

- Improve financial health across the health system
- Increase UM accuracy and efficiency to ensure correct status and reduce avoidable days
- Refine peer-to-peer process to improve overturn rates
- Break down silos between on-site care management and remote UM teams to identify and communicate real-time changes
- Establish criteria fluency and consistent application cross-functionally (including physicians)

Solution

- Changed clinical and technical workflows to require single admission diagnosis
- Optimized and mandated use of InterQual AutoReview
- Implemented a real-time case escalation process
- Administered education and measurement initiatives to drive accurate criteria application
- Used InterQual AutoReview reporting for accountability and transparency

Results

30% increase
in day 1 reviews completed

$78 million
of peer-to-peer denial charges overturned in an 18-month period

76% decrease
in medical necessity denials over one year

96.4% average
team score when audited on correct criteria application

> “InterQual AutoReview has been vital to the success of our centralized UM team and workflow improvement which has led to significant cost savings. Automation has not only reduced the administrative burden, which has led to increased satisfaction, but has allowed our teams to operate in real time — improving documentation and enabling appropriate status changes. Additionally, the impartiality of the automated review — the fact that there is little human intervention — develops trust with payers.”
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> **— Regina Berman, RN, MA, Integrative Care Management and ACO Executive, Care Division**

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