Customer Success: Resource Optimization and Time Savings with InterQual® AutoReview

McLeod Health

- HQ: Florence, SC
- Six acute hospitals across South Carolina, representing over 700 beds
- 3,000 reviews/month, ~100 case managers and nonclinical support

Highlights	
Challenge	McLeod Health's goal is to maximize staff productivity through exception-based utilization management, to ensure all patients are assessed and managed throughout their hospital stay
Solution	Implemented InterQual AutoReview to automate the population of InterQual reviews with EHR data
Results	• Time Savings — Nearly 30,000 automated reviews were created in the first 12 months of use — 17% of admission reviews were automatically fully automated to a "Criteria Met" status; the remainder were populated with available data and sat ready for review • Resource optimization — Staff time and expertise were redirected to complex cases, continued stay reviews, and discharge planning

"InterQual AutoReview is a huge time-saver. This has been an incredibly valuable tool especially during COVID-19. Our Case Managers are able to work to the top of their license." —**Belinda McGilvray, Corporate Utilization Management Director, McLeod Health**

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