Case study

Memorial Hermann, a health system with 13 hospitals, utilized InterQual® AutoReview as part of a system-wide utilization management (UM) transformation initiative, helping to drive efficiency, improve review accuracy and decrease cases that required secondary review.

Goals

- Utilize technology to increase the number of reviews completed per day while maintaining resource count
- Improve review accuracy
- Decrease number of cases that required secondary review

Solution

- Implemented InterQual AutoReview within their Cerner case management system to pull clinical data from their EHR to automatically populate the medical necessity review
- Aligned launch of InterQual AutoReview with internal training to increase quality of InterQual reviews and additional reporting to manage user productivity

Results



30%–40%

decrease in time to conduct a review



2.6 reviews

Additional reviews completed per reviewer per day, on average



6.2 FTEs

Estimated or nearly $1M saved annually

> “InterQual AutoReview has been an important component in our overall UM transformation efforts, helping us to increase our review volume and improve overall review rates. Whether a fully complete or partially completed review, automation has improved review accuracy, by reducing the need to “touch” reviews, which has led to a decrease in secondary reviews.”
>
> **— Lori A. Dittler, MSN, RN, ACM, Director of Case Management, Central System Utilization Management**

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