Case study

Catholic Health, a 1,100-bed, 5-hospital system in NY, improved utilization management (UM) efficiency with InterQual® AutoReview.

Goals

- Increase UM efficiency, decrease time to first review and conduct more reviews without adding resources
- Place patients in correct status earlier in the process
- Improve review accuracy and decrease Code 44s

Solution

- Implemented InterQual AutoReview to automate medical necessity reviews with data from EHR
- Escalated cases to peer-to-peer earlier in the process
- Used InterQual AutoReview as a tool to educate staff on subset selection and clinical documentation

Results



13%

decrease in time until first review conducted



75%

of reviews completed on time (within 13 hours)



56%

decrease in code 44s



InterQual AutoReview has enabled a more efficient and accurate UM process as reviews are completed in a timely manner and we are able to adjust patient care, when appropriate, earlier on in the process. It makes discussing cases with payers easier and straightforward since reviews are completed with no manual intervention and include supporting clinical notes for a complete and accurate clinical picture."

– Margaret Gabriele, Director of Care Management

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