



XSOLIS technology empowers the care team at Wayne UNC Health Care to deliver on their mission, now and in the future.

Case Study

Wayne UNC Health Care

Wayne UNC Health Care, formerly Wayne Memorial Hospital, is constantly looking for opportunities to ensure its mission of providing quality healthcare services is achieved in a technologically advanced, cost-effective manner. Through an extensive review of their current utilization review process, Wayne UNC's executive team identified a need to simultaneously streamline care and reduce their risk of denials.

Wayne UNC did not have dedicated Case Management/UR software, instead relying on what was provided by their current EMR. This EMR module was outdated, hard to use, and lacked automation, making patient review a manual and time-consuming process. This difficulty led to a steady and pronounced increase in their observation rate, a continued reliance on external and internal Physician Advisory services, and an increased length of stay.

In a rightful effort to reduce systems, Wayne UNC maintains a strict policy prohibiting the addition of systems that perform "the same tasks" as their current EMR. When reviewing the XSOLIS platform, Wayne UNC's executive team realized that rather than being a duplicative effort, XSOLIS technology would provide value far exceeding their current return. Both the operational and information technology teams at Wayne UNC recognized the difference XSOLIS' tailored solution would have for cost-containment and revenue retention as opposed to their generalized EMR module.

@XSOLIS_Health

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Wayne UNC
Health Care

decreased
Length of
Stay **15.3%**

increased their
conversion
rate **20.0%**

decreased their
observation
rate **26.6%**



Guided by XSOLIS' predictive analytics, nurses at Wayne UNC now prioritize their reviews more efficiently, freeing time to focus on patients rather than guidelines and metrics.

The customized workflow allows each teammate to focus on their own population while enabling them to easily step in and assist a teammate or collaborate on particular complex reviews.

Additionally, the use of the tool by their Physician Coach team has completely streamlined the process of obtaining a secondary review, both with internal Physician Coaches and "externally" with our XSOLIS Physician Advisors.

The efficiency in workflow accompanied by appropriate and timely conversion of patients to the correct patient status has "exceeded expectations."

XSOLIS

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