



Overview

The Hartford HealthCare Cancer Institute provides access to care at seven hospitals, nine medical oncology practices and 13 infusion centers in communities throughout Connecticut. Hartford HealthCare diagnoses and/or treats nearly 8,000 new cancer cases each year.

Solution

Over the span of 18 months, iQueue was implemented at HHC's 180 infusion center beds. As a result of iQueue for Infusion Centers, HHC achieved an increase in average completed volume while utilizing existing resources, a decrease in both drug and infusion wait times, and an overall positive impact on nursing workflows.

Problem

- Appointments were not appropriately load-leveled throughout the day, especially during the midday peak hours
- Coordinating infusion visits with clinics were challenging to schedule
- Add-on patients are difficult to schedule
- At times there were long patient wait times in infusion centers
- Nurse workload not balanced

“I don’t think I’ve done an overbook so far. This has had a very positive impact on our infusion centers, our staff and our patients.”

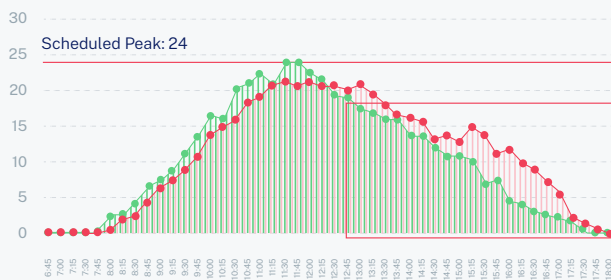
Sydney Wasterman,
Hartford HealthCare Cancer Institute
Lead Scheduler, 1 week into the iQueue implementation

RESULTS:

- ▼ **27%** decrease in average wait time
- ▲ **10%** increase in average daily completed volumes
- ▼ **14%** decrease in average scheduling lead days

PRE-iQUEUE

59 Med Sched Volume	55 Med Completed Volume	131 Med Sched Patient Hours	128 Med Completed Patient Hours
-------------------------------	-----------------------------------	---------------------------------------	---



POST-iQUEUE

61 Med Sched Volume	58 Med Completed Volume	121 Med Sched Patient Hours	114 Med Completed Patient Hours
-------------------------------	-----------------------------------	---------------------------------------	---

