



## Overview

Texas Oncology was founded in 1986 and is one of the country's largest community-based cancer care practices. Texas Oncology's mission is to provide high-quality cancer care with leading-edge technology and advanced treatment and therapy options in local communities across Texas and southeastern Oklahoma. Care is delivered by more than 500 physicians at 210 locations across Texas and Oklahoma, and Texas Oncology has played a role in more than 100 FDA-approved cancer-fighting drugs.

## Problem

- Need to increase capacity for new patients without expanding physical footprint of clinics
- Uneven utilization of infusion chairs, leading to longer patient wait times and nurses missing breaks/lunches during peak hours
- Need to maximize both physical and staffing resources during the COVID-19 pandemic
- Need a solution that was easily scalable for the statewide network of clinics of various sizes

## Solution

Texas Oncology deployed iQueue for Infusion Centers to increase their capacity without expanding the physical footprint of their clinics, increase their chair utilization during afternoon hours that were historically less busy, and provide visibility into the overall scheduling decisions. As a result of the iQueue for Infusion Centers

implementation in the first 14 clinics to go live, Texas Oncology achieved an increase in average scheduled appointment volume while utilizing existing resources, more level-loaded chair utilization during peak hours, and increased chair utilization during those key afternoon hours.

### RESULTS:

#### Results for the first 14 clinics to go live on iQueue:

▲ 12 OUT OF 14  
**(86%)**

locations had an increase in average scheduled appointments

▲ 9 OUT OF 14  
**(64%)**

locations had an increase in average daily scheduled patient hours

▲ 11 OUT OF 14  
**(79%)**

locations had a more level-loaded chair utilization through peak hours

“It’s quite miraculous to me that we had this increase in patient volume at a time when we were having to go through all of the COVID restrictions.”

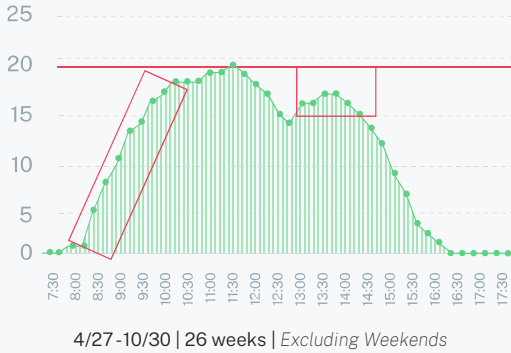


Tammy Sayers,  
Chief of Operations,  
Texas Oncology

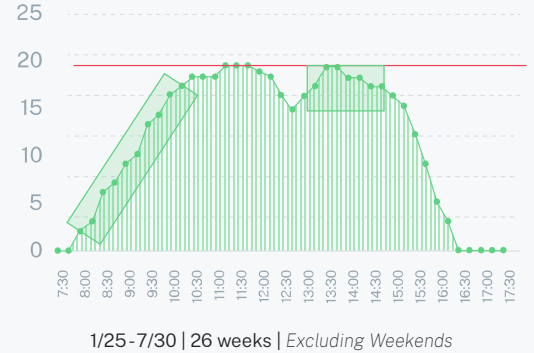
**RESULTS:**

**Texas Oncology–Amarillo Cancer Center**

- Increased average daily scheduled appointment volume by ~20%
- Smoother “ramp-up” in the a.m. to support RN & pharmacy capacity and more fully utilized afternoon hours



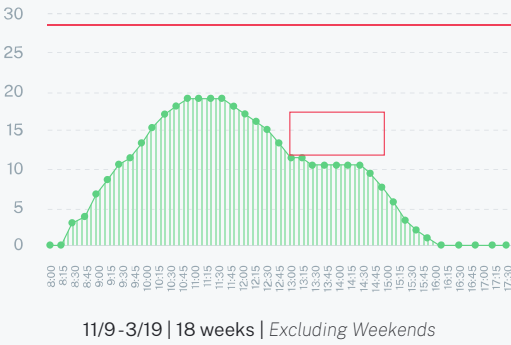
Scheduled Median Chair Utilization



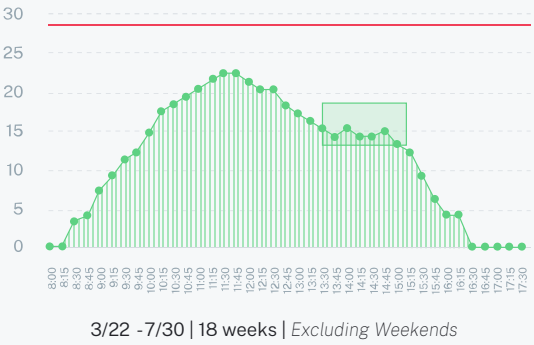
**RESULTS:**

**Texas Oncology–Odessa West Texas Cancer Center**

- Increased average daily scheduled patient hours by ~17%
- Increased median chair utilization in the afternoon



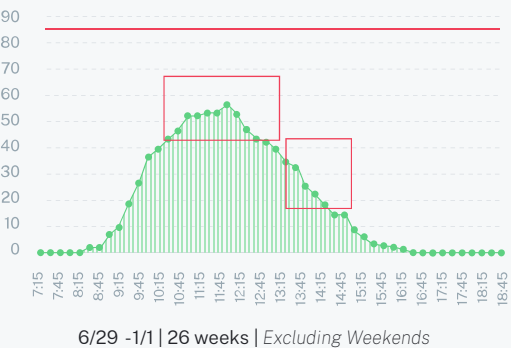
Scheduled Median Chair Utilization



**RESULTS:**

**Texas Oncology–Baylor Charles A. Sammons Cancer Center, Medical Oncology**

- Increased average daily scheduled patient hours by ~25%
- Increased chair utilization in the afternoon, achieving the location’s main goal of growing volume



Scheduled Median Chair Utilization

