



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

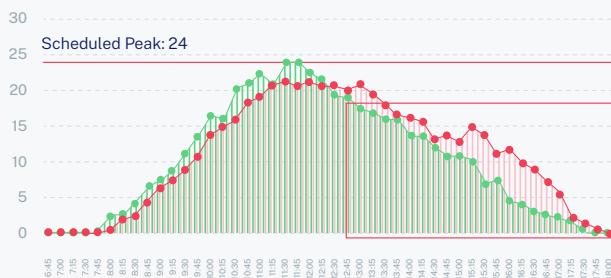
▼ **27%**
DECREASE IN
Average wait time

▲ **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
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POST-iQUEUE

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