



## Overview

The Hopkins Kimmel Comprehensive Cancer Center is one of 72 elite NCI-designated Cancer Centers in the entire country and one of 33 NCCN Member Institutions and is comprised of 195 chairs across 5 centers. It performs ~48,000 treatments annually across locations throughout the Baltimore and Washington, DC metro areas.

## Problem

- Long patient wait times during the middle of the day, 63 minutes on average at Center #1
- Running out of chairs 37% of days at Center #2
- Closing late by 2 hours or more 69% of days at Center #3
- Multiple Centers spent entire days creating nurse assignments

## Solution

Leadership at Hopkins initially deployed iQueue at three sites to address the issues. Based on the success, iQueue was deployed to the remaining sites across the health system with similar success. The team was able to improve the patient experience by decreasing drug and wait times. In addition, they were able to reduce the number of days running past close-which happened more often than not.

### RESULTS OVER 4 YEARS

▲ **42%**

**INCREASE IN**

Average daily completed volumes at Center #3

▼ **22%**

**DECREASE IN**

Days running past close at Center #3

▼ **30%**

**DECREASE IN**

Average drug wait time at Center #1

