

# Memorial Sloan Kettering Cancer Center



## Overview

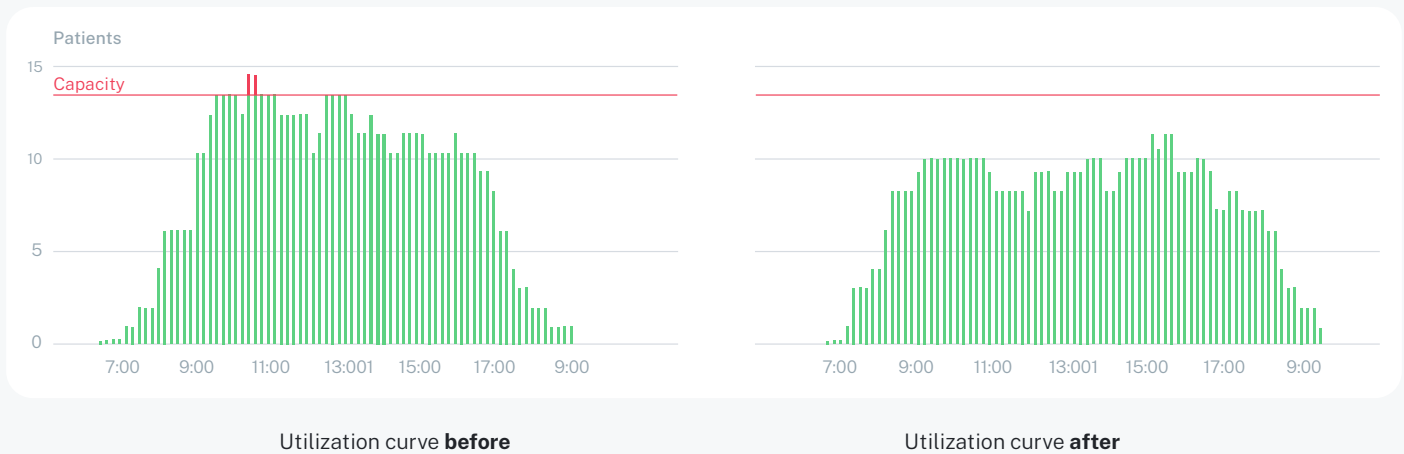
Memorial Sloan Kettering Cancer Center — the world's oldest and largest private cancer center — has devoted more than 130 years to exceptional patient care, innovative research, and outstanding educational programs. Today, MSKCC is one of 72 elite NCI-designated Cancer Centers in the entire country and one of 33 NCCN Member Institutions.

## Problem

- Improving patient wait times
- Extreme variability in operational workflows at high volume infusion units
- Plan for volume, visit distribution and resource utilization across their infusion units

## Solution

MSKCC leaders tested iQueue for Infusion Centers at its 13-chair Gynecologic Oncology Infusion unit in midtown Manhattan with the goal of optimizing their templates, providing daily management guidance about what to expect each day, understanding what went wrong and — most importantly — using schedule alert tools that help staff react to changing conditions.



## RESULTS

▼ **31%**

**DECREASE IN**  
Overall average  
wait times

▼ **26%**

**DECREASE IN**  
Average wait times  
during peak hours

▼ **32%**

**DECREASE IN**  
Average wait times  
on peak days

▲ **22%**

**INCREASE IN**  
Average volumes on  
slowest day of the week