

Overview

NewYork-Presbyterian is home to two of the nation’s leading cancer centers – the Herbert Irving Comprehensive Cancer Center of NYP/Columbia University Medical Center and the NYP/Weill Cornell Ronald P. Stanton Clinical Cancer Program and the Weill Cornell Medicine Sandra and Edward Meyer Cancer Center.

As a leading cancer center, NYP treats ~7,500 adult and pediatric patients newly diagnosed with cancer each year and is one of 72 elite NCI-designated Cancer Centers in the entire country.

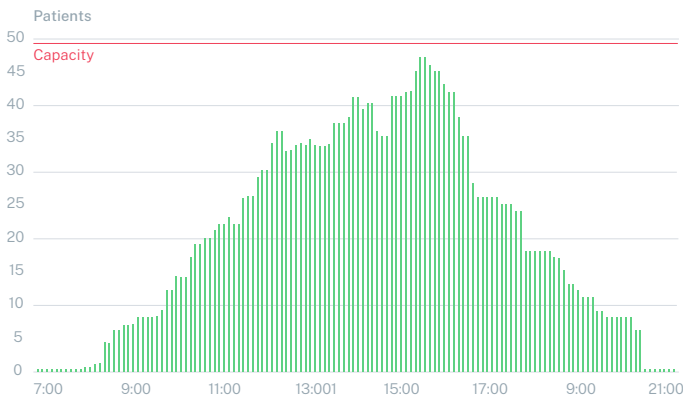
Problem

- Consistently operating at capacity
- A peaky utilization profile leading to extended wait times in the middle of the day

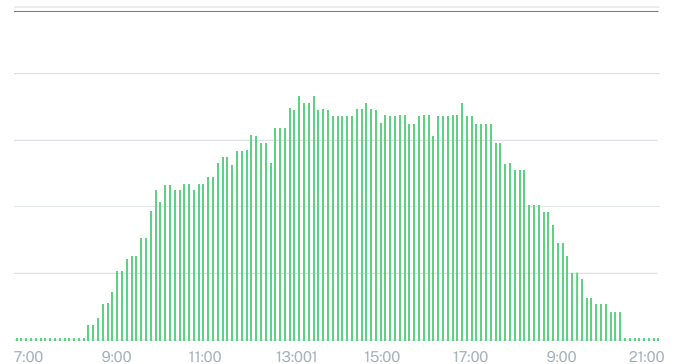
Solution

Leadership at NYP deployed iQueue for Infusion Centers at one of its centers with 49 chairs to create optimized infusion scheduling templates.

iQueue for Infusion Centers uses data science and machine learning to create optimized scheduling templates in order to continuously maximize patient flow and chair usage.



Utilization curve **before**



Utilization curve **after**

RESULTS

▼ **55%**

LOWER

Waiting times at peak hours

▼ **40%**

LOWER

Average waiting time

▲ **17%**

HIGHER

Patient volumes

