



## Overview

The Fred & Pamela Buffett Cancer Center opened in July 2017. This state-of-the-art facility consists of the Suzanne and Walter Scott Research Tower, where researchers have received more than \$185 million in grant funding; the C.L. Werner Cancer Hospital, an 108-bed inpatient treatment center and a multidisciplinary outpatient center which includes clinics, radiation oncology, surgery, radiology, a 24/7 treatment center and lab. Located in Omaha, Nebraska, it is the only NCI-designated cancer center and NCCN Member Institution in the state and treats more than 60,000 patients each year.

## Problem

- Nurses missing breaks/lunch
- Too heavy of a patient load in the morning/midday
- Need to accommodate add-ons/unlinked and linked appointments
- Need to increase capacity without adding FTEs
- Want to increase patient access
- Too much overbooking

## Solution

Leadership at the cancer center deployed iQueue for Infusion Centers to optimize their infusion workload throughout the day, provide visibility into the overall scheduling decisions, and understand why days did not go as planned. As a result of the iQueue for Infusion Centers implementation, Nebraska Medicine achieved an increase in average completed volumes while utilizing existing resources, a decrease in infusion wait times and an overall positive impact on nursing workflows.

## RESULTS

- ▼ **WAIT TIMES, Infusion Center at Village Pointe Cancer Center**
  - Wait time decreased by 28% while volumes remained flat
  - Average wait time only ~8 minutes

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- ▼ **WAIT TIMES, Infusion Center at Fred & Pamela Buffett Cancer Center**
  - Wait times decreased by 20% while volume grew
  - Average wait time only ~7 minutes

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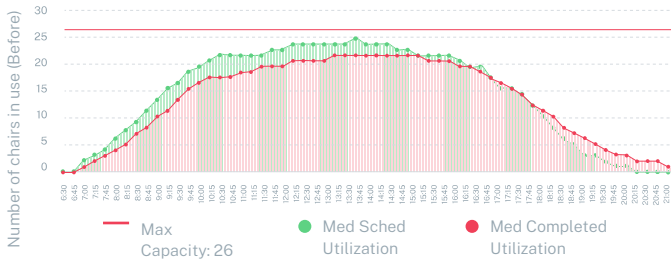
- ▲ **VOLUME GROWTH, Infusion Center at Fred & Pamela Buffett Cancer Center**
  - Successfully increased patient volume without adding chairs, by more efficiently utilizing existing chair resources
  - Scheduled patient volume growth: 12%
  - Completed patient volume growth: 8%

“We’ve seen tremendous success and kept our wait times under 10 minutes while increasing patient volumes by using iQueue for Infusion Centers, including the executive summary feature.”

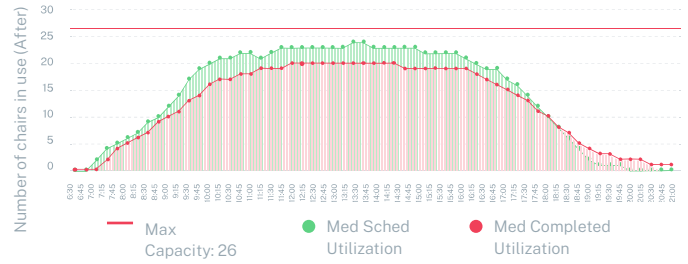


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## CHAIR UTILIZATION - INFUSION CENTER AT FRED & PAMELA BUFFETT CANCER CENTER



Utilization curve **before**



Utilization curve **after**

## WAIT TIMES - INFUSION CENTER AT VILLAGE POINTE CANCER CENTER

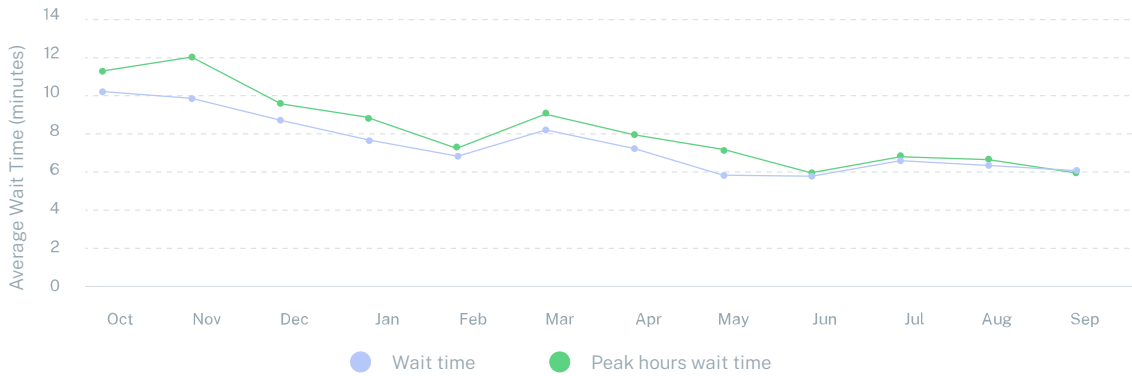
**15.4%** ▼ -5.5%  
Waited > 15min

**18.2%** ▼ -6.9%  
Waited > 15min  
During Peak Hrs

**8 mins** ▼ -28.2%  
Avg Wait Time

**8 mins** ▼ -27.2%  
Avg Wait Time  
During Peak Hrs

**3.6%** ▼ -1.2%  
Unable to Calculate  
Wait Time



## WAIT TIMES - INFUSION CENTER AT FRED & PAMELA BUFFETT CANCER CENTER

**14.4%** ▼ -2.8%  
Waited > 15min

**20.4%** ▼ -3.2%  
Waited > 15min  
During Peak Hrs

**7 mins** ▼ -19.8%  
Avg Wait Time

**9 mins** ▼ -19.9%  
Avg Wait Time  
During Peak Hrs

**1.6%** ▼ -0.4%  
Unable to Calculate  
Wait Time

