



Overview

Novant Health is a non-profit integrated healthcare network with 15 hospitals and more than 350 physician practices offering advanced medical treatments across multiple states. Utilizing purposeful innovation is core to Novant Health's strategy for delivering an exceptional healthcare experience for patients.

Problem

Like most health systems, Novant Health's branches struggled to align an unpredictable pattern of demand for appointments with a limited supply of physicians, staff, equipment, and infusion centers. The center was experiencing the following operational challenges:

- A daily "mid-day" crunch of high patient volume and lack of available resources
- Patient dissatisfaction due to high wait times and nurses overworked from patient bottlenecks

Solution

iQueue for Infusion Centers was piloted at Novant Health's Presbyterian Medical Center in Charlotte, NC, helping to solve the mid-day spike in appointments and reduce patient wait times. The infusion center waiting room was intentionally designed to be small and iQueue streamlines how quickly a patient is seen.

Patients are now scheduled at a steadier pace throughout the day, creating less wait time and improving patient flow. The infusion center can now see additional patients throughout the day, and nurse burnout is now less likely.



Utilization curve **before**

Utilization curve **after**

RESULTS

▼ **43%**

DECREASE IN
Average wait time

▼ **40%**

DECREASE IN
Average wait time
during peak hours

▼ **18%**

FEWER
Patients waiting
> 15 minutes

▼ **17%**

LOWER
Average daily peak