

Overview

The University of Colorado Cancer Center in Denver is one of 72 elite NCI-designated Cancer Centers in the entire country and one of 33 NCCN Member Institutions and the only one in Colorado.

Known worldwide for developing and setting new standards in the treatment of many types of cancer, it has 175 chairs spread across 10 centers and sees double-digit growth in treatment volumes every year.

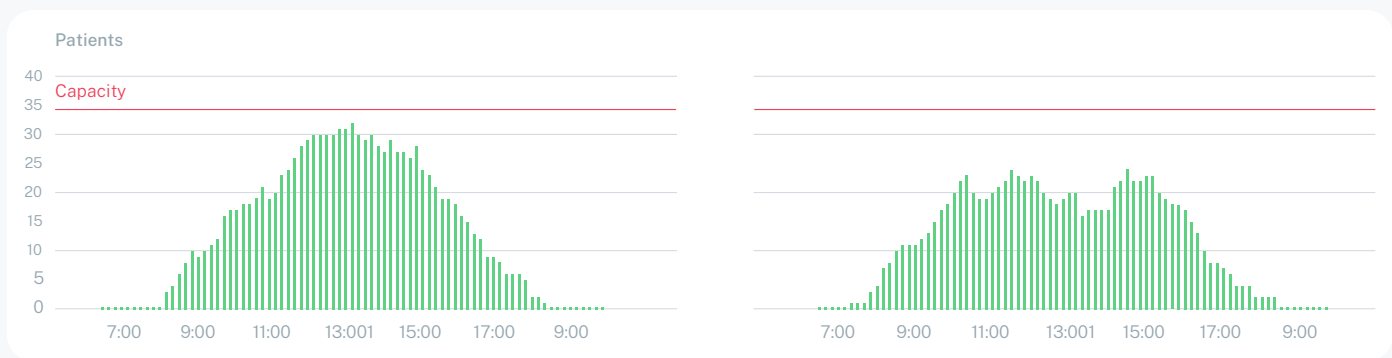
Problem

- Consistently operating at capacity
- Frequent “mid-day” peaks and slow mornings and evenings
- Frequent overflow in waiting rooms-long patient waiting times
- Sometimes patients would wait hours for chairs to become available

Solution

Leadership at UCHealth deployed iQueue for Infusion Centers at one of its centers with 28 chairs and 6 private rooms to create optimized infusion scheduling templates. After realizing significant results, iQueue for Infusion Centers was deployed at 6 additional centers that collectively added 104 more chairs.

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

▼ **33%**

LOWER

Waiting times at peak hours

▼ **15%**

LOWER

Average waiting time

▲ **14%**

HIGHER

Patient volumes

▼ **28%**

LOWER

Overtime hours