Overview

The UCSF Helen Diller Family Comprehensive Cancer Center is one of 72 elite **NCI-designated Cancer Centers** in the country, and is one of only two centers in the Bay Area to receive the prestigious designation of “comprehensive” from the National Cancer Institute as well as one of 33 NCCN Member Institutions.

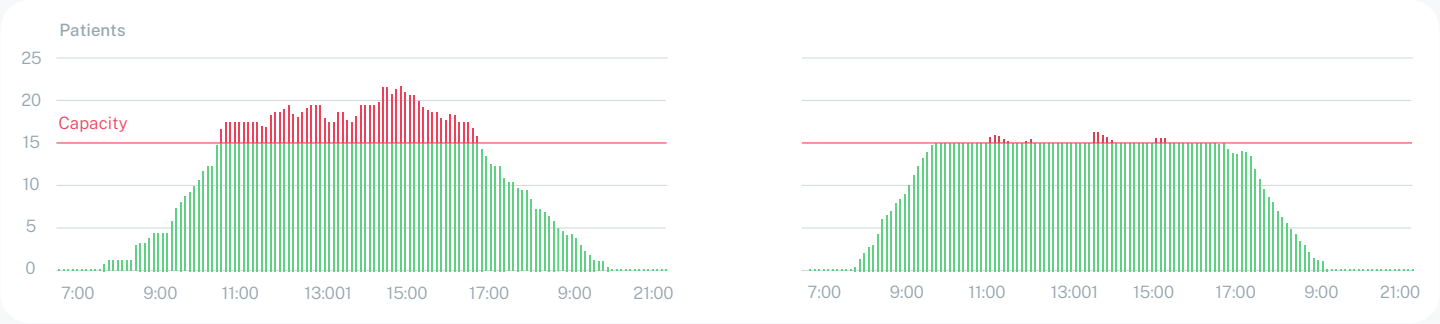
Problem

- Consistently operating over capacity
- A peaky utilization profile leading to extended wait times in the middle of the day
- Strained resources, resulting in decreasing staff and patient satisfaction

Solution

Leadership at the Helen Diller Family Comprehensive Cancer Center deployed **iQueue for Infusion Centers** at one of its centers with 12 chairs and 3 beds to create optimized infusion scheduling templates. After realizing significant results, iQueue for Infusion Centers was deployed at **4 additional centers** that collectively added 82 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**

- Frequent “mid-day” peaks and slow mornings and evenings
- Frequent overflow in waiting rooms -long patient waiting times

Utilization curve **after**

- Even workload throughout the day allows for more predictable schedules
- Unlock capacity to help deal with unexpected delays and add-ons

RESULTS

31%
LOWER
Waiting times at peak hours

26%
LOWER
Average waiting time

42%
LOWER
Average hours over capacity

8%
LOWER
Overall average daily peak