Overview

Huntsman Cancer Institute (HCI) is part of the University of Utah Health Care system. HCI is one of 72 elite NCI-designated Cancer Centers in the entire country and one of 33 NCCN Member Institutions, which means it meets the highest standards for cancer care and research and receives support for its scientific endeavors.

HCI is also a member of the National Comprehensive Cancer Network (NCCN), a not-for-profit alliance of the world's leading cancer centers.

Problem

- Increasing volume was making it hard to find slots for longer treatments
- Exceeding capacity in peak hours and peak days was impacting patient wait times
- Exceeding capacity in peak hours was affecting nurse satisfaction

Solution

HCI deployed iQueue for Infusion Centers at its 36-chair center 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.
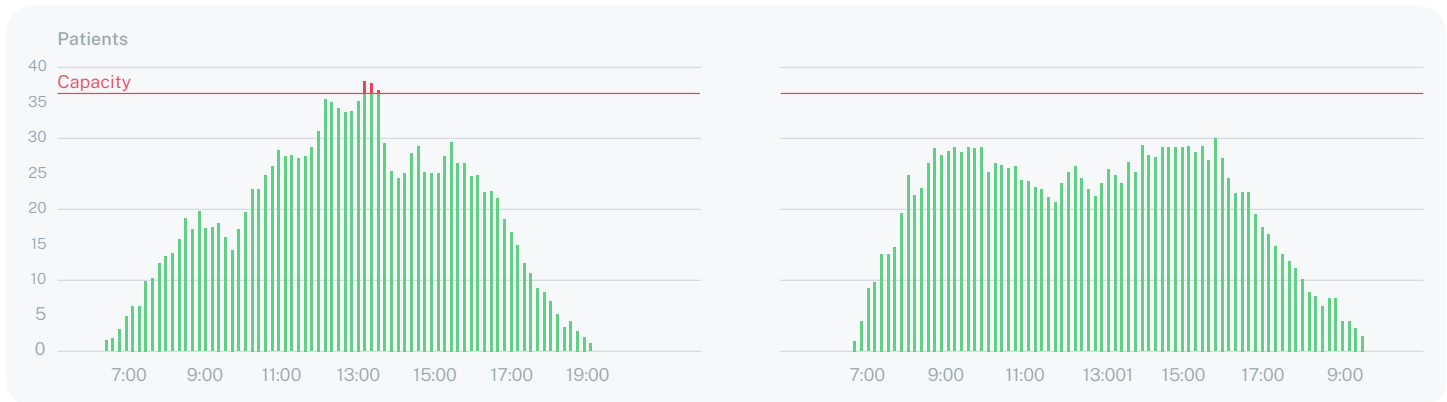
Utilization curve **before**

Utilization curve **after**

RESULTS

16%
DECREASE IN
Average wait times on peak day

26%
DECREASE IN
Average wait time during peak hours

0 days
ABOVE
Capacity since implementation