



Overview

SSM Health is a Catholic, not-for-profit health system serving the comprehensive health needs of communities across the Midwest through a robust and fully integrated health care delivery system. With care delivery sites in Illinois, Missouri, Oklahoma and Wisconsin, SSM Health includes 23 hospitals, more than 290 physician offices and other outpatient and virtual care services, and 12 post-acute facilities. It is one of the largest employers in every community it serves. In 2021, our community oncology sites served approximately 3,000 patients with over 38,700 visits in St. Louis alone.

Problem

- Unpredictable patient volumes due to waves of COVID
- Major construction that constrained daily operations
- Extremely busy morning rushes followed by slow afternoons
- Imbalanced nurse workloads and nurses missing their breaks
- Major pharmacy bottlenecks

Solution

iQueue for Infusion Centers was implemented at four SSM cancer centers during a difficult 2 years of COVID-19 surges, and as a result they saw significant improvement in their operational agility, patient volumes, wait times, afternoon appointment utilization and overall nurse satisfaction. SSM had to close several chairs at their Kisker clinic due to a construction project, and successfully shifted appointments to a nearby site using iQueue templates to maintain patient care.

RESULTS – LAKE ST. LOUIS

▲ 18%

INCREASE IN
Patient volume
without adding chairs

▼ 44%

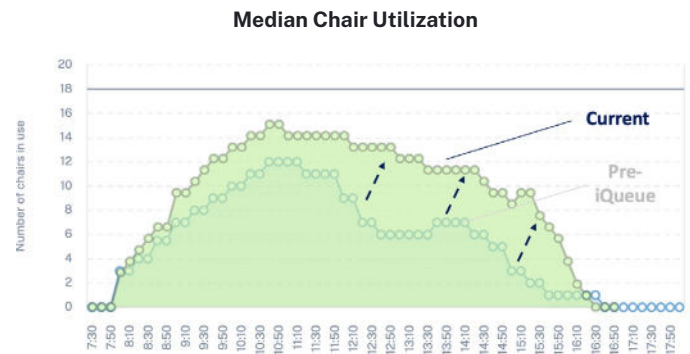
REDUCTION IN
Infusion wait time

▼ 25%

REDUCTION IN
Drug wait time

▲ 30%

INCREASE IN
Afternoon median
chair utilization



Maintaining appointment availability across the community oncology sites despite closing several chairs for construction and social distancing