



Overview

Vanderbilt-Ingram Cancer Center is one of 72 elite NCI-designated Cancer Centers in the entire country and the only adult center designation in Tennessee and one of 33 NCCN Member Institutions. VICC is dispersed between 11 cancer locations in the middle TN region consisting of 126 total infusion chairs and serviced by 180 physician providers with a comprehensive representation of hematology and oncology subspecialties.

Problem

- High patient wait times
- Nurses frequently missing lunches
- Desire to increase capacity but unable to do so pre-iQueue
- Unable to balance capacity between oncology and non-oncology infusions

Solution

Prior to implementation, Vanderbilt-Ingram Cancer Center had a desire and need to increase capacity with the inability to do so on their own. With the implementation of iQueue for Infusion Centers, they were able to unlock additional capacity utilizing the same number of chairs. Scheduling leaders are able to strategically steer add-ons to levelload the day and leadership analyze data in the tools to see how the month will unfold in order to balance capacity.

RESULTS

Results at Largest Center:

▼ **30%**
DECREASE IN
Chair wait time

▼ **27%**
DECREASE IN
Drug wait times

▲ **8%**
INCREASE IN
Volumes utilizing the
same number of chairs

“It’s a very impressive amount of growth, and amount of volume we’ve added at this one infusion center, thanks to having the iQueue system in place.”



Cody Stansel,
Administrative Director –
Nursing, Vanderbilt-Ingram
Cancer Center