Overview

The Comprehensive Cancer Center of Wake Forest Baptist Health in Winston-Salem, North Carolina has been one of 72 elite NCI-designated Cancer Centers for over 40 years.

Acknowledged as one of the nation's leaders in the fight against cancer, the Comprehensive Cancer Center has 35 infusion chairs & 8 private rooms.
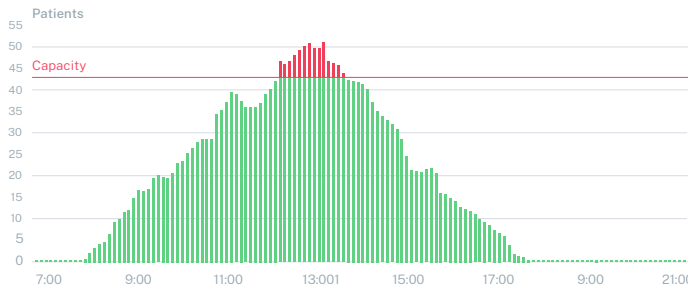
Problem

- Consistently operating at capacity
- Peak periods of high utilization for treatment chairs between 10am and 2pm
- Strained resources, resulting in decreasing staff and patient satisfaction
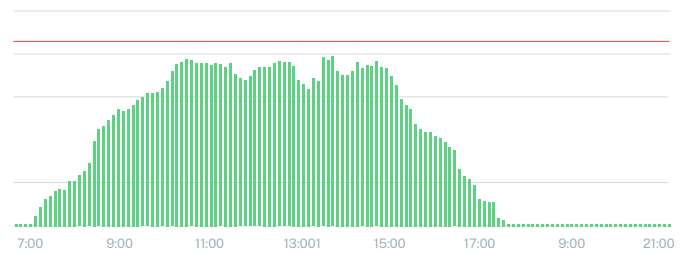
Solution

Leadership at the Cancer Center center deployed iQueue for Infusion Centers at one of its centers with 35 chairs and 8 beds 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**

- 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

25%
LOWER
Waiting times at peak hours

25%
LOWER
Days over capacity

74%
LOWER
Days where hours of operation needed to be extended