



CUSTOMER SUCCESS STORY

AI Scheduling and Port Draw Fast Track Boost Appointment Volume by 44% and Nurse Productivity by 46%

Top 3 Key Results:

44% ↑

Increase in daily scheduled appointment volume without adding chairs

46% ↑

Increase in nurse productivity (average daily appointments per nurse)

21% ↑

Increase in chair utilization



Summary

Texas Oncology-Round Rock, located in Austin, Texas, is a key healthcare provider in the Southwestern US. The center features 65 infusion chairs and manages over 100 appointments per day using the Athena EHR system. Texas Oncology-Round Rock faced operational challenges due to increasing patient volumes and expected continued growth. In order to maintain its status as a critical healthcare provider in the community, the Texas Oncology-Round Rock leadership team committed to enhancing operational efficiency to better serve patients and support their nursing staff.

Problem

Texas Oncology-Round Rock struggled with an imbalance in patient flow, characterized by extremely busy mornings and slow afternoons. This imbalance led to a shortage of infusion chairs during peak times, causing long wait times for patients and delays in pharmacy operations. Nurses were often unable to take lunch breaks due to unbalanced scheduling, and the process of conducting port draws in infusion chairs disrupted their workflow. Patients waited for lab results in the infusion chairs, which meant fewer available chairs for new patients, exacerbating the inefficiencies. Recognizing the need for a more sophisticated solution, the management team turned to LeanTaaS and iQueue for Infusion Centers in May 2022.

Solution

AI-Optimized Scheduling to Unlock Capacity

Upon adopting iQueue, LeanTaaS collaborated closely with Texas Oncology-Round Rock's leadership, nursing staff, and scheduling team to create AI-driven scheduling templates tailored to the center's unique needs. These templates effectively balanced patient flow throughout the day, leading to a 44% increase in daily appointment volume while ensuring nurses could take their lunch breaks without stress.

Improving Port Draw Process Efficiency

Further efficiency efforts focused on the port draw process, where LeanTaaS identified a bottleneck — and solution. Fast Track is a methodology that utilizes a dedicated physical and clinical resource to cohort shorter treatments in the infusion suite. This approach works best for appointments that tend to be relatively short in duration and low in acuity, such as port draws. By establishing a separate port draw Fast Track area, Texas Oncology-Round Rock increased both infusion and port draw capacity. This adjustment led to a 12% increase in combined volume and a 10% boost in nursing productivity.

Managing Nurse Staffing Capacity

To address fluctuating nurse staffing levels, iQueue provided a flexible solution that allowed for dynamic adjustments to scheduling templates based on available staff. This approach reduced scheduling stress and enhanced overall operational efficiency. Nurse productivity, which measures that average daily appointments per nurse, increased by 46%.

Round Rock Health Results

44% ↑

Increase in daily scheduled appointment volume without adding chairs

46% ↑

Increase in nurse productivity (average daily appointments per nurse)

21% ↑

Increase in chair utilization

23% ↑

Increase in daily patient hours

Nurse productivity trended up after iQueue (38%), and even more after Fast Track implementation (additional 10% increase)

“We will be in trouble without iQueue. iQueue has been a success here and we love you guys.”

— Stephanie D,
Nurse Manager at Texas Oncology-Round Rock

