



CUSTOMER SUCCESS STORY

Pomona Valley Hospital Medical Center Eliminates Surgical Backlog in 3 Months

Top 3 Key Results:

2-3 mo.
backlog **cleared** in 3 months

183
blocks **released**;
61,000 minutes opened

46%
of **released** minutes
filled with new cases



Summary

Pomona Valley Hospital Medical Center (PVHMC) is a 427-bed, not-for-profit community hospital serving eastern Los Angeles and western San Bernardino counties, nationally recognized for orthopedic surgery. As surgical demand increased, PVHMC sought a solution to eliminate a persistent 2–3 month backlog, streamline fragmented scheduling, and improve operational visibility.

Problem

PVHMC identified several opportunities to enhance perioperative coordination and streamline workflows. Scheduling processes spanned paper, phone, email, and fax, creating complexity across facilities and among more than 100 clinic schedulers. Visibility across the main hospital, outpatient pavilion, and GI lab was limited, making it difficult to optimize throughput.

Surgeons had limited real-time access to OR availability, and staff spent considerable time coordinating documentation across teams. These dynamics highlighted an opportunity to increase transparency, strengthen alignment, and adopt a more scalable, data-driven approach to managing demand.

Solution

PVHMC partnered with LeanTaaS to deploy iQueue for Operating Rooms, eliminating its surgical backlog in three months while improving OR efficiency. The hospital unified scheduling, gained real-time transparency, and rebuilt trust across departments. Scheduling was centralized into a single platform with 100% adoption, supported by automated block release, 24/7 visibility into OR time, and real-time performance dashboards. Surgeon scorecards increased accountability and engagement.

PVHMC also implemented iQueue's Staffing Planning to better align resources with demand – reducing pre-admit staffing, automating assignments, and matching nurse experience to case complexity. Managers gained tools to manage staffing in real time, reducing over- and understaffing. Together, these capabilities improved staff utilization, supported strong ROI, and created a single source of truth for OR operations, enabling sustained, data-driven improvement and easier access to OR time without excess block allocations.

Results

2-3 mo.
backlog **cleared** in 3 months

183
blocks **released**;
61,000 minutes opened

46%
of **released** minutes
filled with new cases

1 FTE
saved immediately

1.8x ROI
in 6 months (\$16.53/min)

“We got through our entire case backlog in less than a year thanks to iQueue. Our teams are now engaged, we’re using data to move forward, and our process has become seamless.”

— Maria J. Cortez, DPA, RN,
Nurse Manager, Surgery - Outpatient Pavilion

