

CUSTOMER SUCCESS STORY

Texas Oncology's San Antonio Medical Center Accommodates 16% More Volume Through Capacity Scenario Modeling

Key Results:

16% ↑
more patient volume

18% ↑
more patient hours accommodated
with existing resources

8% ↑
increase in average daily
scheduled volume



Summary

Texas Oncology is a community-based private practice that operates more than 300 locations across Texas. San Antonio Medical Center, a 50-chair facility that sees over 100 patients each day, partnered with LeanTaaS to address rising infusion demand within a traditional 8-hour operating model.

Problem

San Antonio Medical Center was managing rising infusion volumes and staffing needs within a traditional 8-hour workday. Leadership wanted to increase throughput and operational efficiency without hiring additional nurses, but the existing schedule structure limited capacity.

Patients were consistently arriving to the infusion room late, creating bottlenecks that frustrated both staff and patients. The opportunity was to evaluate whether a new operating model could absorb demand, improve flow, and better align nurse schedules with patient needs.

Solution

San Antonio Medical Center used a custom analysis from LeanTaaS to model capacity and shift optimization scenarios. LeanTaaS compared options that extended operating hours while keeping nursing headcount flat, removed select operational constraints to estimate maximum capacity, and modeled increased staffing scenarios. Using historical volume data and what-if modeling, the team evaluated a move from 8-hour days to 10-hour shift blocks and a 4-day nurse workweek. The analysis helped address concerns of staff fatigue by showing how the new model could improve work-life balance while increasing throughput.

The site transitioned the nursing team to the new schedule, improving flow from a chronically behind infusion room to one seeing patients on time, and sometimes early.

Results

16% ↑
more patient volume

18% ↑
more patient hours accommodated
with existing resources

8% ↑
increase in average daily
scheduled volume

Improved nurse satisfaction

“The new templates that shifted the schedule to 10-hour days have been going amazing. Previously patients were getting back to the infusion room late and today they actually got there early.”

—Rebeca Garcia, RN, Nurse Manager, Texas Oncology - San Antonio Medical Center

