LeanTaaS × Northwell Health Cancer Institute

CUSTOMER SUCCESS STORY

Northwell Florina Cancer Center grew patient hours by 36% without physical expansion

Key Results:

36% ↑
increase in daily patient hours

22% ↑
increase in daily patient volume (63 to 77 patients)

32% ↑
increase in afternoon utilization from 2 PM to close



Summary

Northwell Florina Cancer Center at Staten Island University Hospital operates 27 infusion chairs, delivering approximately 19,000 treatments annually. As a Commission on Cancer accredited program, the center provides comprehensive care across all cancer types using Epic® EHR. To unlock hidden capacity, reduce staff burnout, and accommodate growing demand without physical expansion, Florina Cancer Center partnered with LeanTaaS.

Problem

Florina Cancer Center faced significant capacity and operational challenges that limited growth potential. Mornings were severely overbooked while afternoons remained underutilized, creating feast-or-famine patterns that stressed staff and patients alike. With only 21 operational chairs in the adult center and no budget for physical expansion, the team needed to prove maximum utilization of existing resources before justifying additional capacity.

Operationally, the center lacked visibility into performance metrics and scheduling bottlenecks. Static templates didn't adapt to changing patient mix or volume patterns, and fluctuating daily demand made it difficult to align staffing with actual needs. Without data-driven insights, leadership struggled to determine optimal operating hours and resource allocation, leaving potential capacity untapped.

Solution

Florina Cancer Center implemented iQueue for Infusion Centers to transform scheduling and unlock afternoon capacity. iQueue provided real-time visibility into utilization patterns and spread appointments more evenly throughout the day.

The LeanTaaS team partnered closely with Florina Cancer Center through a comprehensive three-pillar approach. First, they designed optimized scheduling templates specifically for the center's patient mix. Second, on-site process assessments identified workflow bottlenecks and informed operating hours right-sizing — data revealed that Wednesday and Thursday demand didn't justify full operating hours, enabling strategic reductions without volume loss. Third, LeanTaaS provided six months of dedicated EHR integration support, ensuring timestamp accuracy and data quality essential for valid reporting.

Key features included patient assignment tools for balanced nurse workloads and dedicated fast-track workflows for shorter treatments. Regular template maintenance kept schedules aligned with evolving treatment patterns. The result: staff experienced predictable, manageable workdays while the center served significantly more patients.

*Epic is a registered trademark of Epic Systems Corporation

Key Results

within 2 years

36% ↑
increase in daily patient hours

22% ↑
increase in daily patient volume (63 to 77 patients)

32% ↑
increase in afternoon utilization from 2 PM to close

46% ↓
reduction in fast-track patient wait times

"We've proven that you can grow substantially — 36% in our case — without expanding your physical footprint, without hiring additional staff, and without burning out your team."

— Tiffany M. Hernandez, MHA Senior Director of Operations, Florina Cancer Center Northwell, Staten Island University Hospital



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