Problem

The University of Colorado Cancer Center in Denver is one of 47 elite **NCI designated Comprehensive Cancer Centers** in the entire country and the only one in Colorado.

Known worldwide for developing and setting new standards in the treatment of many types of cancer, it has 175 chairs spread across 10 centers and sees **double-digit growth** in treatment volumes every year. The Center was experiencing the following operational challenges:

- Consistently operating at capacity

- Frequent "mid-day" peaks and slow mornings and evenings

- Frequent overflow in waiting rooms - long patient waiting times

- Sometimes patients would wait hours for chairs to become available

Solution

Leadership at UCHealth deployed **iQueue for Infusion Centers** at one of its centers with 28 chairs and 6 private rooms to create optimized infusion scheduling templates. After realizing significant results, iQueue for Infusion Centers was deployed at **6 additional centers** that collectively added 104 more chairs.

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**
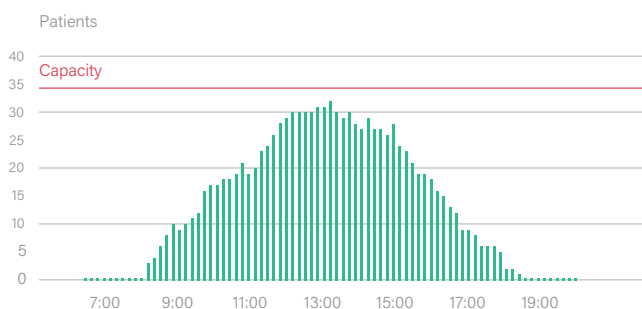
Utilization Curve **After**
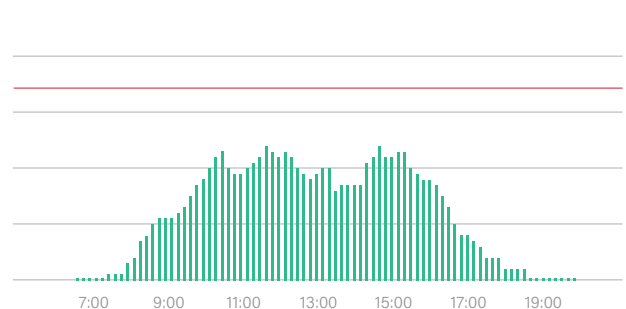
Results

33% ↓ LOWER Waiting Times at Peak Hours

15% ↓ LOWER Average Waiting Time

16% ↑ HIGHER Patient Volumes

28% ↓ LOWER Overtime Hours