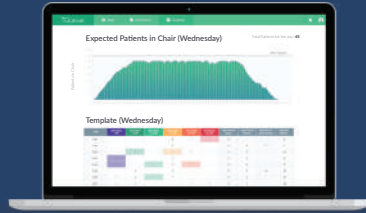# iQueue
For Infusion Centers

IMPROVING INFUSION CENTER PERFORMANCE WITH PREDICTIVE ANALYTICS

iQueue for Infusion Centers is a lightweight, cloud-based platform that helps flatten chair utilization throughout the day to increase patient access, decrease wait times, improve nurse satisfaction, and reduce infusion delivery costs.

The solution uses machine learning to continuously monitor operational performance, and predictive analytics powers ongoing center management practices to keep centers operating optimally.

The HIPAA-compliant, non-invasive cloud-based SaaS platform coexists with any EHR system, can be deployed in days, and integrates seamlessly with existing scheduling and operational workflows.

IMPROVE THE PATIENT EXPERIENCE

↓ **55**%

Reduction in patient wait time during peak hours at NewYork-Presbyterian Hospital

1

Schedule smarter

iQueue for Infusion Centers looks at the big picture – your resource availability, staff schedules, operating hours, appointment history and hundreds of other parameters.

Set yourself up for a smooth flow with templates engineered to minimize delays by level-loading the day. Your resources are fully utilized, patients spend less time in the waiting room, and staff time is balanced.

IMPROVE STAFF SATISFACTION
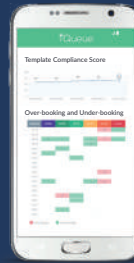
↓ **28**%

Reduction in overtime hours at UCHealth

2

Manage the day

Utilization projections by time of day help foresee bottlenecks, steer add-ons, and anticipate no shows. A daily huddle report provides staff with a start-of-the-day view of expected chair utilization, template compliance (how close to the optimal schedule the day's appointments are), and over- and under-booking estimations.

iQueue for Infusion Centers' nurse allocation report previews the day's workload by time and treatment length, making it easier to reliably plan for patient peak times, overcome unavoidable delays, and plan nurse breaks.

TRACK PERFORMANCE

↓ **42**%

Lower average hours over capacity at UCSF

3

Understand your utilization in seconds

Built-in reporting and allocation models make it easy to track utilization patterns and opportunities. An easy-to-understand dashboard helps staff review past performance, providing insight into visit time beyond planned treatment time, actual durations by appointment type, and treatment volume and mix for any date range.

iQueue for Infusion Centers is easy to use, works with any EHR system, and does not introduce any additional steps to your existing workflows.

DELIVER ROI

↑ **300**

Over 300 infusion centers use iQueue for Infusion Centers

4

Proven, reliable, effective

iQueue for Infusion Centers is trusted by over 75 of the country's top health systems, including 70% of all National Comprehensive Cancer Network (NCCN) and 55% of National Cancer Institute (NCI) designated cancer centers to increase patient access, decrease wait times, improve staff satisfaction, and reduce healthcare delivery costs.

Who Needs iQueue for Infusion Centers?

iQueue cancer center customers typically exhibit at least one of these conditions:

- Mornings and late afternoons are slow, mid-day chaos peaks from 10am - 2pm

- Nurses routinely skip breaks and meals.

- Accommodating add-ons is difficult.

- Waiting rooms are full.

- Nurse workload is uneven across the daily staff.

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Who Should Care?

Center Leadership

- Administrative Director/Business Manager/Administrator, Cancer Center Operations
- Director, Clinical Services
- Clinical Cost Improvement Sr. Director
- Director, Patient Services
- Director of Innovation
- Program Manager

Executive Leadership

- Chief Executive Officer
- Chief Operating Officer
- Chief Information Officer
- Chief Medical Officer

Oncology Leadership

- Executive Director, Oncology Services
- Divisional Director, Surgical Services
- Head of Oncology
- Administrative Director, Oncology & Clinical Trials

Nurse Leadership

- Nurse Manager
- Executive Director, Nursing Services
- Chief Nursing Officer

What Do Our Customers Say?

"Before we implemented iQueue for Infusion Centers, our nurses were burnt out. They rarely had time for breaks – let alone lunch – and were concerned about patient safety in the daily chaos. Now, nurses not only get their well-deserved breaks, but feel more comfortable and confident in an environment that lacks the 'feast or famine' conditions to which they had become accustomed."

Jamie Bachman
Executive Director, Oncology Services
UCHealth

"We were very pleased with how fast we were able to implement iQueue for Infusion Centers and see a difference. We see lots of happier patients because things are happening on-time."

Karen Craver
Clinical Practice Administrator
Wake Forest Baptist Health

"Our nurses love using the huddle report every morning because it gives us a really good indication for if we can take patients back early who arrive early, and for knowing where the day's best opportunities are for handling add-ons. Our days run much smoother because we are really utilizing our time better."

Joy Lombardi, RN, OCN
Manager
Huntsman Cancer Institute

"We took two years of historical data and pumped that into the analytic engine as well as operating constraints, how many infusion chairs are available, the hours when the chairs are open and the staff that's available and that's translated into mathematical equations into iQueue and out comes as a production schedule."

Sridhar Seshadri
Vice President, Cancer Services
Stanford Health Care