



# Decreasing Outpatient Infusion Care Patient Wait Times for Treatment

*Sarah Kivett, BSN, RN, OCN*



## BACKGROUND

Since 2012, outpatient clinic settings have increased (Kutcher, *Modern Healthcare*)

- In the early 1990s, outpatient care accounted for only 10% to 15% of hospital revenue
- Today they account for almost 60% today

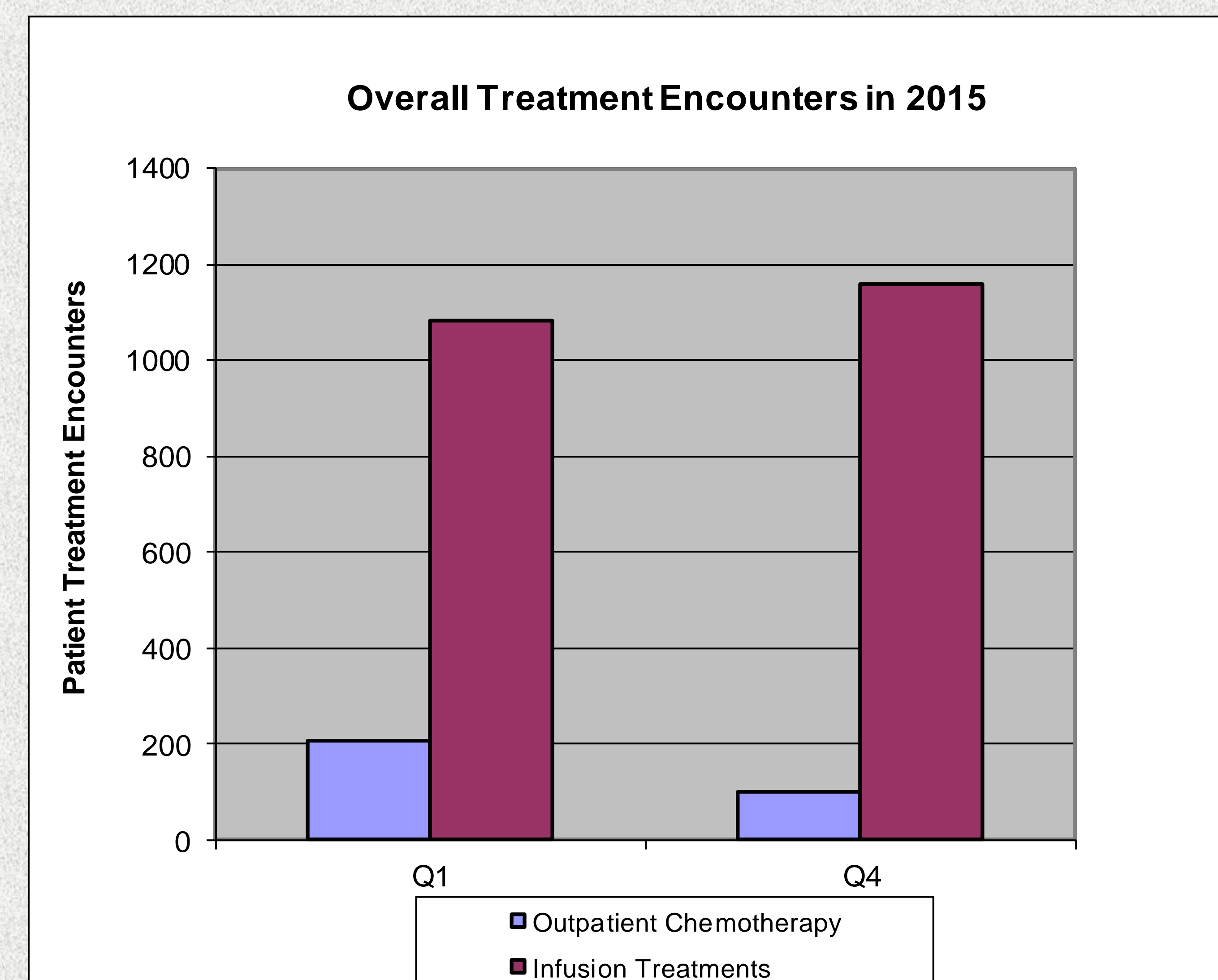
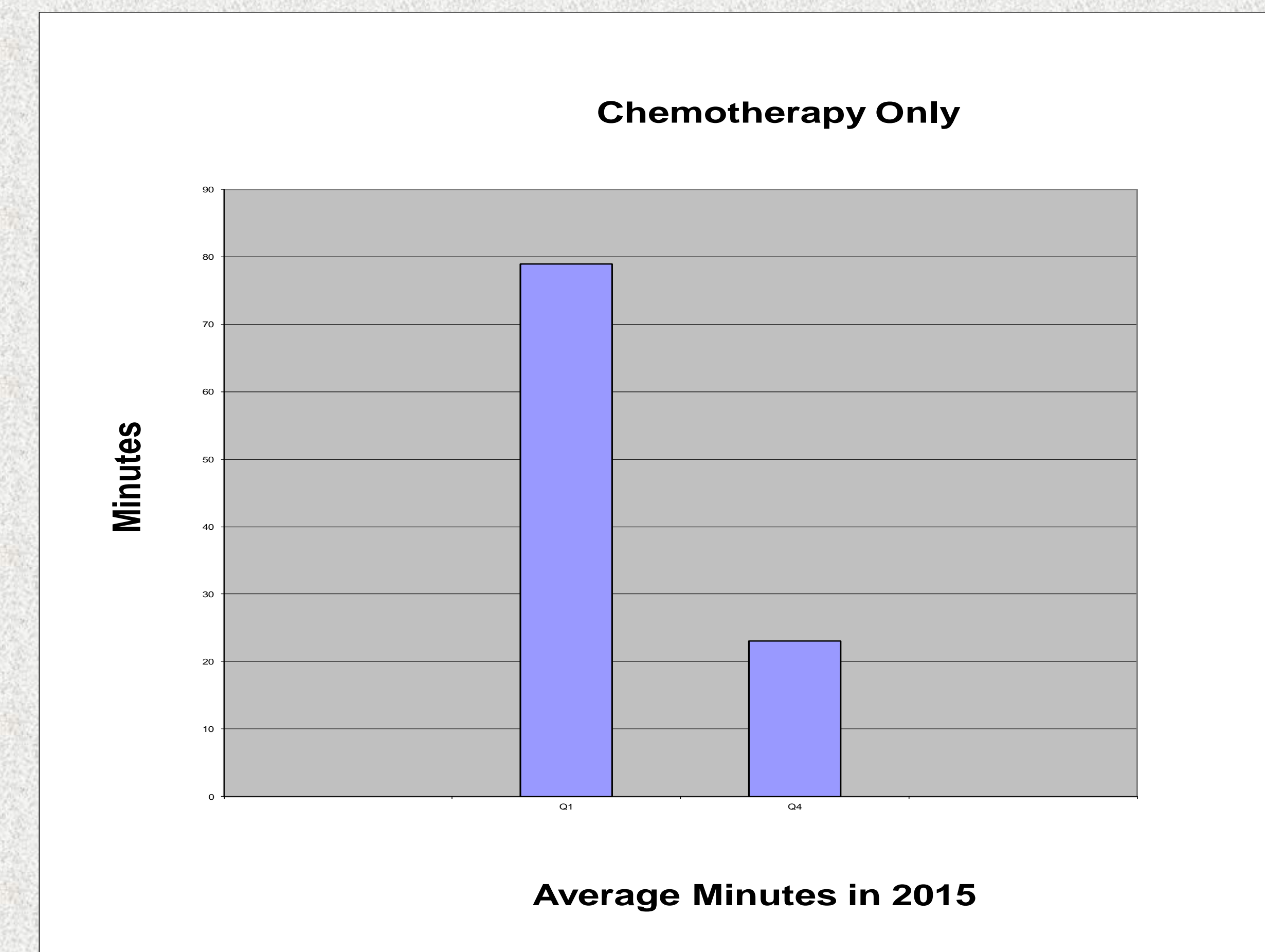
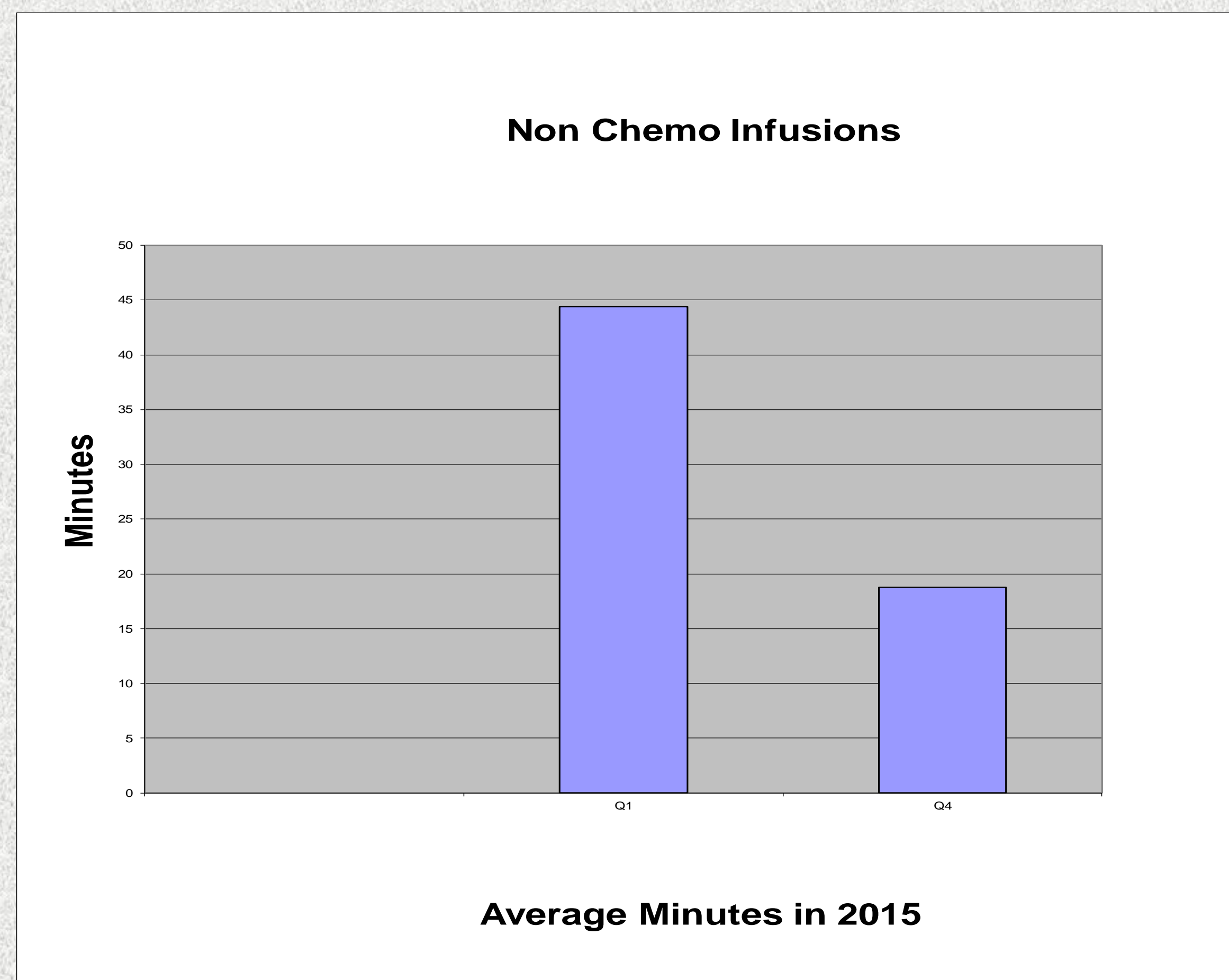
Infusion Care Services clinic at Iredell Health System data:

- 612 chemotherapy patients on an outpatient basis
- 5,019 patient encounters for other infusion treatments

Problem: Many patients receive treatments while working and living an active lifestyle. Door-to-treatment times required evaluation to ensure efficiency between involved departments

## METHODS

- Committee included Infusion Care Services Nursing staff and Pharmacy supported by Couriers, Registration clerks and Laboratory staff
- Chart reviews and initial data collected
- Work flows reviewed and obstacles identified:
  - Physician orders the day before ensuring drug availability
  - Notifying Registration staff of schedule to complete requirements prior to arrival
  - Direct communication with Pharmacy when the patient arrived to the clinic
  - All outpatient labs entered as Stat orders
  - Pre-meds medications for same treatments
  - Omni Cell medication distribution station installed
  - Location of Lab samples moved for more easily accessibility to the Couriers
  - Email group established to share the patient schedule in advance



## RESULTS & CONCLUSION

- Infusion treatment wait times decreased 43% in 2015
- Outpatient chemotherapy Wait times decreased 29% in 2015

A multidisciplinary approach to outpatient infusion care patient treatment appears to contribute to increased efficiency and decreasing patient wait times in the outpatient setting