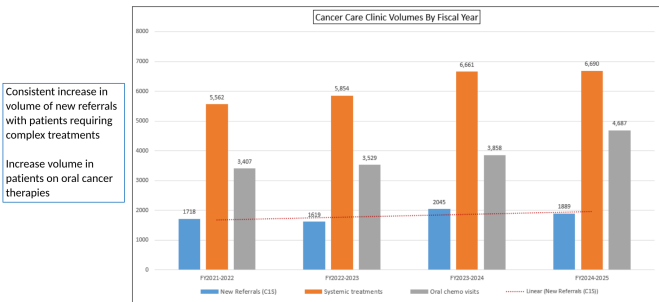


Optimization of Cancer Care Clinics to Reduce Patient Wait Time

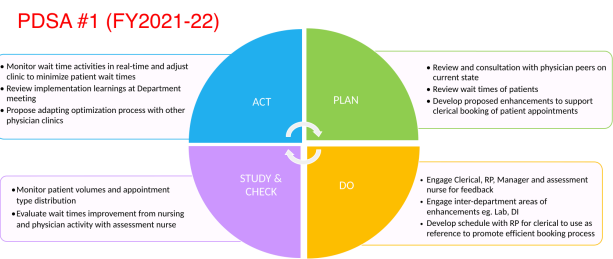
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Background: With resource shortage exacerbated by COVID pandemic, we identified high clinic volumes and prolonged patient wait time over 2 hours during cancer clinic visits resulting in negative patient and staff experience. **Aim and Outcome Measures:** The aim of this project was to identify contributors to wait time and to implement interventions with the goal to reduce patient wait time. Our primary outcome measure examined total patient wait time from time of registration at clinic to departure. Data included all patients within my clinic practice gathered over a 4 year period from 2021 to 2025. Wait time was further categorized into “average wait time for nurse” and “average wait time for physician”. **Equity and Engagement:** We surveyed and engaged stakeholders including patients, nurses, clerical staff, physicians, pharmacists, oncology manager, program director, laboratory, radiology and information technology department. We identified scheduling, systemic, procedural, process-related, people and patient factors prolonging patient wait time. To improve wait time, we implemented a primary nursing and clerical model to assist with patient triage and scheduling, automated treatment protocols to guide pharmacy and nursing care, redistributed excess patient volume from “Double Bookings” and “Urgent Drop-In” to assessment via symptom management nurse, “End-of-Day Virtual Consultations”, and “Overflow Clinic Days”. **Results and Next Steps:** Post intervention, total patient wait time at cancer clinic was reduced by an average of 100 minutes from 149.1 minutes in year 2021-2022 to 53.2 minutes in year 2024-2025. Wait time for physician and nursing was reduced by an average of 60 minutes and 30 minutes respectively with sustained improvement over 18 months. We plan to optimize interventions across various cancer clinics at Humber River Health, to regularly monitor patient wait time and satisfaction and to recruit nursing, clerical and medical staff to enhance the new model of care.

Overview of Cancer Clinic Volumes – FY2021 to FY2024

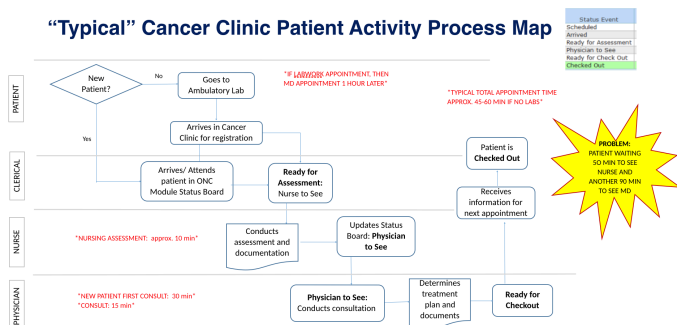


Opportunities for Improvement in Physician Clinic Workflow



Focus: maintain Quality & Safety

“Typical” Cancer Clinic Patient Activity Process Map



Contributors to Increased Cancer Care Clinic Wait Times

