**BACKGROUND**

- In 2015 we looked at the overall wait times for patients receiving chemotherapy at the Odette Cancer Centre. At that point we established an average overall wait time for the year.
- Although this information was helpful in establishing a baseline we did not know the extent of our weekly workload and what days of the week involve more work for nursing and pharmacy.
- The aim of our study was to review our cancer centre’s daily workload to determine ‘hotspots’ in scheduling and discuss any future resource changes to improve workplace efficiency.

**DESIGN**

- Chemotherapy appointment data was extracted monthly from our centre’s electronic scheduling program (CHARM).
- Time stamp data included:
  - Kiosk Activity Time (Patient sign-in)
  - Approved Time (Patient bloodwork OK’d and assessment complete)
  - Ready Time (Order preparation complete for administration)
- The time stamp data was divided into groups (Mon-Fri) and then further split into nursing workload and pharmacy workload.

**RESULTS**

- Approximately 18,000 regular treatments were administered in 2016 at the Odette Cancer Centre (Figure 1). Regular treatments required patients to have bloodwork the day of their treatment and have it assessed before nursing could approve their chemotherapy for pharmacy preparation.
- In addition to the regular treatments we identified the mean number of pre-approved treatments administered daily (Mon – 7, Tue – 13, Wed – 12, Thu – 11, Fri – 9). Pre-approved patients did not require bloodwork the day of treatment in order for pharmacy to prepare their chemotherapy.
- The busiest day was identified as Thursday with an average of 82 regular treatments administered, plus 11 pre-approved treatments.
- The day with the fewest treatments administered was identified as Monday with an average of 63 regular treatments administered, plus 7 pre-approved treatments.

**DISCUSSION**

- From our analysis we determined that our workload increases as the week progresses, but our efficiency actually increases with this workload.
- While pharmacy processing time (Figure 2) ranges from 55 minutes (Mon) to 47 minutes (Fri) on average, nursing processing time (Figure 2) ranges from 1 hour 10 minutes (Mon) to 52 minutes (Fri).
- This large difference in nursing approval times could be explained by a few factors:
  - Clinic scheduling
  - Types of treatments administered leading to faster approvals
  - Efficiency of blood lab posting results.

**CONCLUSION**

- Future projects will examine the types of treatments scheduled per day of the week and efficiency of the blood lab to determine if scheduling can be further optimized.