

Background

- Provider clinics were consistently overbooked due to limited space, resulting in delays in patient care and straining resources.
- To address this challenge, unused space within the Vascular Access Device (VAD) department was repurposed.
- This required creating a fast-track appointment template, adjusting staffing, and providing targeted training.
- The initiative aimed to optimize clinic capacity, improve patient flow, and support sustainable growth.

Strategy & Implementation

- Secured leadership buy-in and stakeholder support for alignment with organizational goals.
- Developed a dedicated fast-track appointment template for injections and pump disconnections.
- Prioritized staff training with targeted education for LVNs and RNs to ensure competency and confidence.
- Integrated patient communication and education to promote understanding, reduce anxiety, and ensure smooth transition.







From Limitation to Leverage: Turning Time Toxicity into Patient Care Potential

*Kaddie Lopez MSN, RN, OCN, PHN, NE-BC
Maria Theresa D. Fabros MSN, RN, NE-BC, VA-BC
Zain Nazir, MBA, FACHE*

Outcomes

after 5-months of implementing a Fast Track template in VAD Dept

-  **+\$838,916 increase** in revenue generated for organization
-  **+9.1 hrs** of weekly appt capacity created in provider clinic template
-  **-57.1% reduction** of median patient wait times
-  **+18.8% increase** in staff productivity without net new FTEs

Turning Innovation into Impact

Innovative Workflow Design

Developing a fast-track template transformed challenges into growth opportunities by optimizing staff roles and processes.

Resource Utilization & Throughput

Integrating LVNs into roles traditionally held by RNs improved resource use and patient throughput efficiency.

Culture of Adaptability

Fostering continuous improvement creates a scalable model for reducing delays, overbooking, and maximizing workforce potential.

Strategic Planning Success

Collaborative implementation and strategic planning are vital for sustainable healthcare improvements and financial gains.

References:

Åhlin, P., Almström, P. & Wänström, C. (2023) Solutions for improved hospital-wide patient flows – a qualitative interview study of leading healthcare providers. *BMC Health Serv Res* **23**, 17. <https://doi.org/10.1186/s12913-022-09015-w>.
Cobb, R., Villaplando, Omorodion, EG, Okpara, C., Jones, A.L., Kainthla, R., Anderson, B. (2023) Reducing time toxicity: Impact of a fast-track infusion pathway on overall wait-times and patient satisfaction at a large safety-net health system.. *JCO Oncol Pract* **19**, 386-386. DOI:10.1200/OP.2023.19.11_suppl.386.

