

## Hospital of the University of Pennsylvania

### 2025 HAP Achievement Award Optimal Operations Award—Large Division

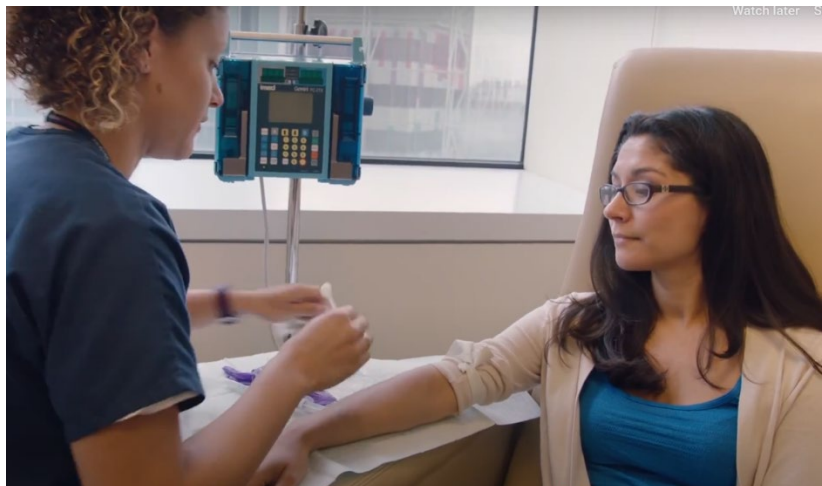
#### Weekend Infusion Services for Oncology Patients Save Inpatient Days and Avoid Emergency Department Visits

##### The Goal

Oncology patients experienced prolonged ED boarding and inpatient stays, signaling delays in timely care. A review showed that earlier discharges, particularly for those needing transfusions, could significantly reduce hospital utilization, leading to a focused effort to improve care delivery and reduce time in care.

##### The Intervention

To reduce inpatient stays and improve care continuity, the Oncology Evaluation Center (OEC) expanded from weekday-only to a 7-day, extended-hours model in 2024. Weekend services included transfusions, chemotherapy, symptom management, and supportive care, staffed by APPs, RNs, CNAs, and a pharmacist.



The team also introduced workflows to support early discharge with weekend OEC follow-up and streamlined referrals through the EMR from both inpatient and outpatient teams. The effort was supported by close collaboration between inpatient and outpatient teams, ensuring continuity of care and aligning with broader hospital goals around capacity management and patient flow.



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### **Results**

Over 2,000 inpatient days were saved and ED visits reduced, with 91 percent of patients discharged home. Length of stay for hematologic malignancy patients dropped by 4 percent, and early data show a 35 percent reduction in racial disparities. These results reflect improved patient experience, hospital capacity, and equity.