

"Engineering Problems in an Ambulatory Cancer Center"

Over the last 15 years oncology care has shifted. Care has transitioned from the inpatient to the outpatient setting. Treatments are more personalized and patients are being cared for by a greater number of providers. Industrial engineering techniques have been leveraged successfully to help ensure more efficient ambulatory operations and streamline the processes of care for patients across the continuum of care. This seminar will highlight example projects of engineering improvement in ambulatory cancer care from the Dana-Farber Cancer Institute in Boston, Massachusetts, a National Cancer Institute designated hospital. Example projects will focus on improving timeliness of breast cancer care from first consult through surgery, chemotherapy, and radiation treatment and patient flow utilizing real time locating systems (RTLS).

Sarah has a Masters of Industrial Engineering from Northwestern University and a Bachelors in Industrial and Operations Engineering from The University of Michigan. She launched the Industrial Engineering and Resource Planning Departments at JetBlue Airways in 2003. In 2008, she joined the Dana-Farber Cancer Institute, a Harvard affiliated academic medical center focusing on oncology. Sarah has led the Process Improvement team to support various efforts throughout the organization. She utilizes methods such as Lean, Six Sigma, computer simulations, time studies, and data analytics to drive process improvement. Her efforts have supported projects such as planning new facilities, improving patient flow, and the Epic implementation.

The seminar series "Providing Better Healthcare through Systems Engineering" is presented by the U-M Center for Healthcare Engineering and Patient Safety: Our mission is to improve the safety and quality of healthcare delivery through a multi-disciplinary, systems-engineering approach.

For additional information and to be added to the weekly e-mail for the series, please contact genehkim@umich.edu

