

High-Volume Oncology Department Unlocks Hidden Revenue by Optimizing Ambulatory Throughput

A large academic medical center operating a high-volume oncology department in Southern California discovered an opportunity to meet growing demand. Clinic leadership enlisted HealthChannels to conduct a comprehensive care team consultation and workflow audit to help identify where they could optimize their practice to continue growth.

The resulting care team design introduced a shared pod framework where a single Clinical Assistant, trained by Enabli Health, supported three active provider teams each shift. This role integrated routine clinical duties and operational logistics to drive a highly efficient parallel processing model, expanding the Clinical Assistant's scope far beyond basic administrative support.

The Medical Center by the Numbers

1,052
licensed beds

2.19M
annual outpatients

17,383
full time employees

The Oncology Dept by the Numbers

16
specialties

11
locations offering
oncological services

132
providers

The Health Channels Evaluation

4 weeks

evaluation period for Enabli Health's
proposed care team design

Clinical Assistant Duties Include:

- ✓ room patients
- ✓ diagnostic EKG
- ✓ take vital signs
- ✓ transport labs
- ✓ documentation
- ✓ and more...

Executed by:



Clinical Assistant

Provider

Provider

Provider

Improved care team design support structure
to reduce burden on medical assistants

Impact of HealthChannels Care Team Design Executed by Enabli Health

Over the course of the four-week evaluation period, HealthChannels' custom care team and workflow design supported an average of 54 patient encounters per shift. The addition of Clinical Assistants lifted a substantial volume of work from primary staff.

On average, Enabli Health's Clinical Assistants took on the following each shift:



24

rapid room
turnovers



20

patient rooming
encounters



3

lab specimen
transports



1

diagnostic
EKG setup

By shifting an average of 49 routine tasks to Clinical Assistants, an average of 6 hours per shift were freed up for the primary care team. This workflow strategy delivered direct operational support, keeping licensed clinical staff focused on top-of-license patient care.

Based on time given back to the care team, up to an additional 17 patient appointments could be added per shift, per three-provider pod. Assuming an average net collection of \$150, those appointment slots could yield up to \$2,550 in daily gross revenue and more than \$663,000 annually (Dusetzina et al., PMC4947373). The clinic would break even on additional operational expenses by filling just two of those appointment slots per shift.

HealthChannels' care team design and workflow models enabled providers to work at the top of their license, reduced administrative burdens, and proved to be not only a self-sustaining model but one with massive potential ROI.



\$2,550

daily earnings potential in
additional appointments for each
clinical assistant/providers pod



\$663K

annual earnings potential in
additional appointments for each
clinical assistant/providers pod

6

average hours of tasks
taken on by clinical
assistants from providers

17

additional appointments
that can be accommodated
with clinical assistants



49

average number of
routine logistical tasks
clinical assistants take on

2

additional appointments
needed to cover the cost of
clinical assistants



HealthChannels



Enabli Health