



SPECIAL REPORT

The State of Cancer Centers in 2025

Key Findings on Infusion Center Staffing, Capacity Management, and Operations



Jump to a section:

The State of Infusion Centers and Purpose of Survey

Navigating the evolving landscape of cancer care has presented both challenges and opportunities for cancer centers and health systems offering infusion services. As the aging population — often referred to as the “silver tsunami” — continues to grow, so too does the expectation of rising cancer diagnoses, intensifying both the challenges and opportunities in cancer care. Moving through 2025, infusion centers will continue to face operational constraints, workforce shortages, and increasing pressure to optimize scheduling and capacity management to meet patient demand.

At the end of 2024 through early 2025, LeanTaaS conducted a comprehensive survey to capture insights from nursing directors and operational leaders from diverse cancer centers nationwide. The goal was to understand the challenges facing infusion centers today and identify solutions that can drive efficiency, enhance patient care, and support staff.

This report provides an in-depth look at the survey’s key findings, highlighting shifting attitudes regarding growth as well as trends in scheduling inefficiencies, staffing shortages, and the role of AI-driven technology in operational decision-making.

About the Survey Respondents

Nearly 200 nursing directors, operational leaders, administrators, and other key staff from cancer centers across the country participated in the survey. Respondents represent community health centers, academic medical centers, and private oncology practices, with most overseeing infusion centers that manage between 10-30 infusion chairs (Figures 1-3).

Figure 1: What is your role?

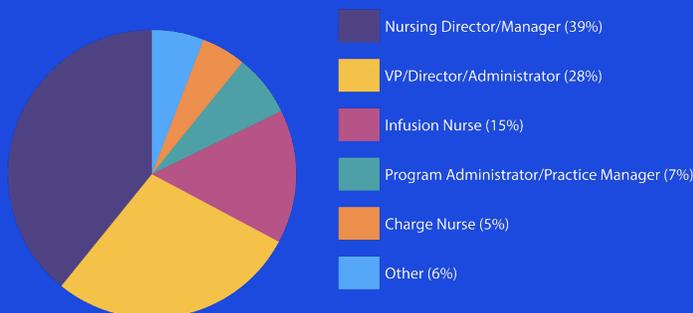


Figure 2: Which of the following best describes your infusion center?

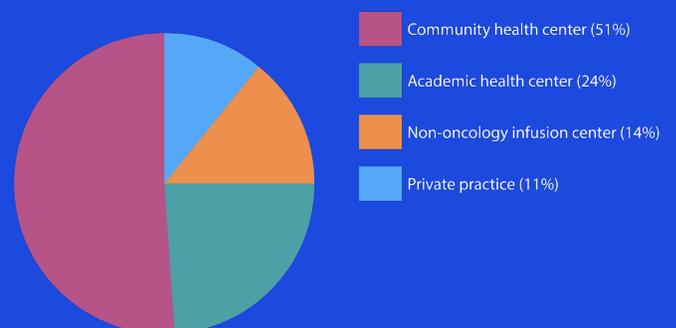
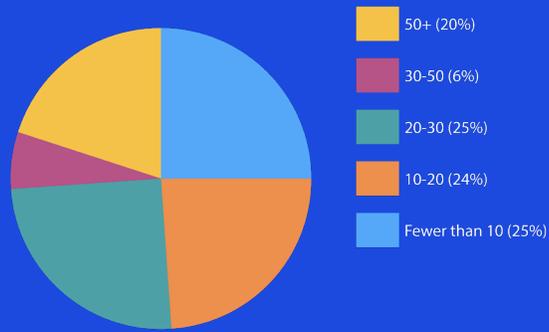


Figure 3: How many infusion chairs does your center have?



Key Findings

82% of centers struggle with access to actionable data, making informed decision-making a challenge.

62% of infusion centers report that managing patient flow and scheduling is their most significant challenge.

54% of centers state that scheduling and capacity management are the operational areas that would benefit the most from advanced technology or AI tools.

53% of infusion centers are planning for growth, actively expanding and adding new services.

47% of centers cite mid-day scheduling peaks as a major bottleneck to efficient patient flow.

43% of respondents identify integration with existing systems as the biggest concern when implementing AI or advanced technology.

37% of centers report that data access and lack of tools to interpret data are the biggest barriers to using data effectively.

These findings highlight the most pressing issues infusion centers face, reinforcing the need for AI-driven solutions, improved system integration, and a strategic approach to workforce and scheduling management.

Planning for Growth Despite Workforce Shortages

In comparing survey findings from 2023 to now, one thing is clear: Infusion centers are increasingly focused on growth. In 2025, 53% of centers reported actively expanding their services (Figure 4), up from 47% in the past. This year only 4% indicated scaling back (Figure 4).

At the same time, the way centers are approaching growth is shifting. Far fewer respondents listed “hiring additional staff” as a key strategy for growth — down from 33% in 2023 to just 20% in 2025 (Figure 5). Instead, 43% indicated plans to expand physical space, and 25% reported adopting better scheduling and capacity management tools (Figure 5). In an era of critical workforce shortages, simply bringing on more staff isn’t feasible for many centers, prompting a renewed focus on maximizing capacity, optimizing operational efficiency, and improving staff satisfaction.

Figure 4: What is your center’s approach to growth in the next 1-2 years?

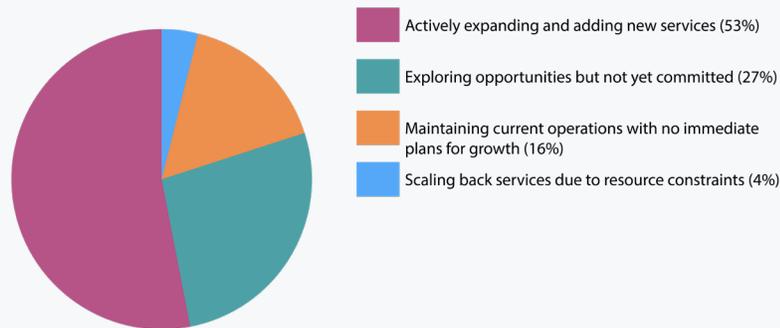
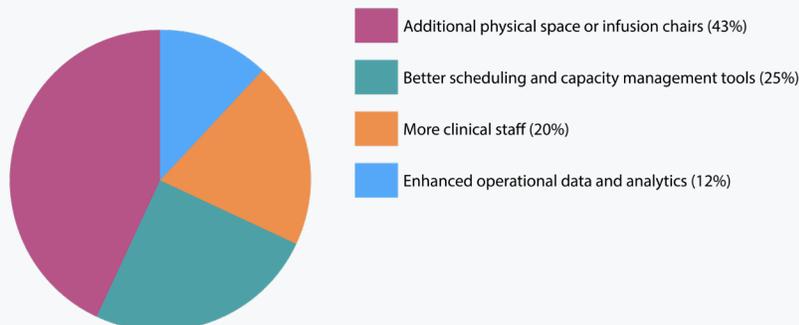


Figure 5: What resources would most support your center’s growth?



Top Three Areas of Focus for Infusion Centers in 2025

1. Optimizing Patient Flow and Scheduling

Infusion centers continue to face significant operational challenges when it comes to balancing patient appointments and ensuring a smooth flow throughout the day. Unbalanced schedules, particularly during mid-day peaks, place a strain on resources and contribute to inefficiencies.

62% of centers identify managing patient flow and scheduling as their top operational challenge, which leads to bottlenecks and inefficiencies (Figure 6).

47% of centers struggle with mid-day peaks, creating delays for both patients and staff (Figure 7).

54% of respondents believe that AI-powered scheduling and capacity management tools would be the most impactful solution to these issues (Figure 8).

Centers are increasingly looking for solutions that provide visibility into future scheduling patterns, allowing staff to anticipate and adjust appointment loads before problems arise. By optimizing scheduling and ensuring a steady patient flow throughout the day, infusion centers can reduce stress on both nurses and patients while improving chair utilization and overall efficiency.

Figure 6: What is the most significant challenge your infusion center currently faces?

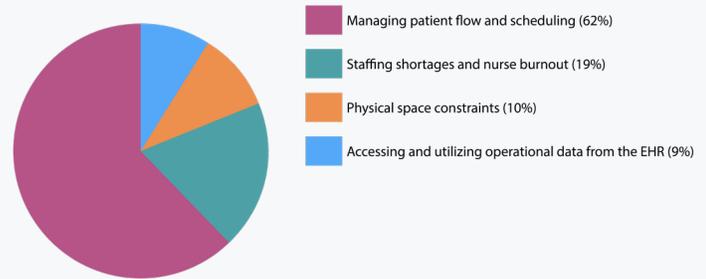


Figure 7: How do you currently balance patient appointments throughout the day?

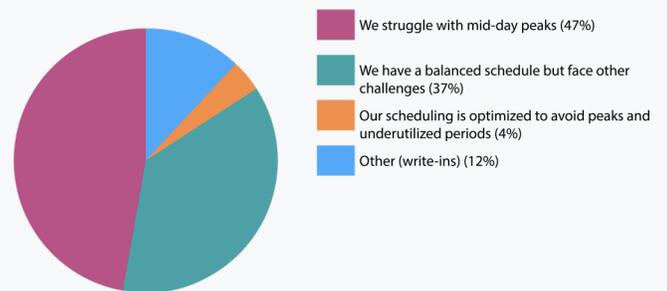
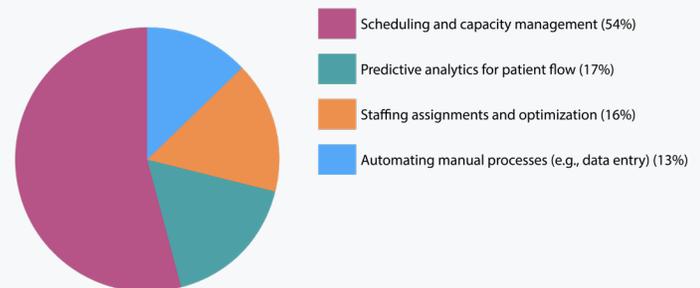


Figure 8: Which operational areas would benefit the most from advanced technology or AI tools?



2. Enhancing Data Access and Insights to Strengthen Decision-Making

Access to reliable, actionable data remains a pressing concern for infusion centers looking to make informed operational decisions. Many centers still struggle with accessing quality data, integrating systems, and interpreting and acting on available insights.

82% of centers struggle with access to actionable data, making informed decision-making a challenge (Figure 9).

43% of respondents cite integration with existing systems as a major roadblock when implementing AI or advanced technology (Figure 10).

37% of centers struggle with interpreting and acting on available data, limiting their ability to optimize operations (Figure 11).

As more infusion centers seek ways to improve efficiency and streamline operations, the ability to consolidate and analyze key performance metrics is becoming increasingly important.

The integration of better reporting tools and simplified access to performance benchmarks can help centers better understand their operational strengths and areas for improvement. A focus on leveraging data to drive decision-making will enable leaders to create more agile, responsive infusion centers.

Figure 9: How easily can you access the data you need to make informed operational decisions?

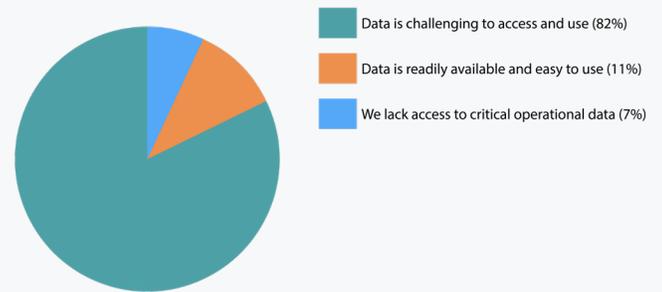


Figure 10: What concerns, if any, do you have about implementing AI or advanced technology in your center?

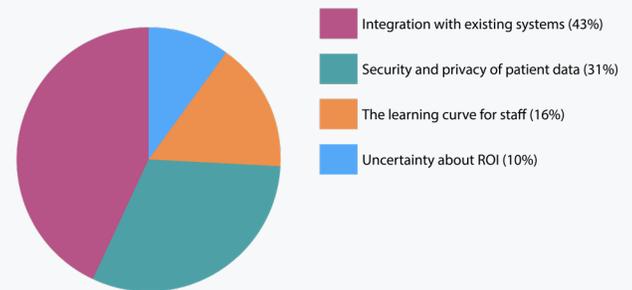
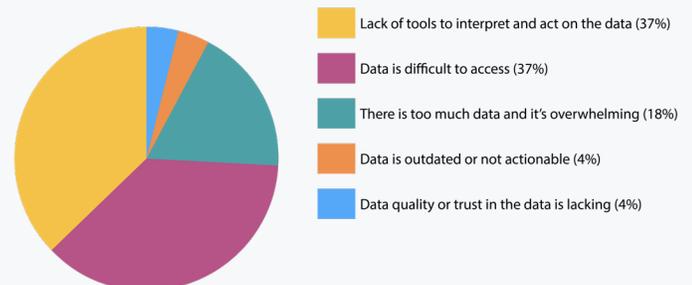


Figure 11: What are the biggest barriers to using data effectively in your day-to-day operations?



3. Mitigating Staff Burnout with Equitable Workloads

The infusion nursing workforce continues to experience strain due to staffing shortages, increasing patient volumes, and high levels of burnout. Ensuring that staff assignments are equitable and that workloads are manageable is essential to maintaining quality patient care and retaining skilled nurses.

19% of centers report staffing shortages, leading to higher nurse-to-patient ratios and increased burnout (Figure 6).

40% of respondents identify poor scheduling practices as a primary contributor to staff burnout (Figure 12).

36% of centers say better staff-to-patient ratios have been the most effective method for improving staff productivity while maintaining clinical care excellence (Figure 13).

To help alleviate these challenges, many centers are focusing on workforce optimization strategies that ensure fair distribution of assignments and minimize unnecessary burdens on staff.

Increased visibility into staffing trends and performance metrics can also help leaders make informed decisions about resource allocation and workload balancing. These efforts not only reduce burnout and boost retention, but also help ensure patients receive consistent, high-quality care from a well-supported clinical team.

Figure 12: What are the primary contributors to staff burnout in your infusion center?

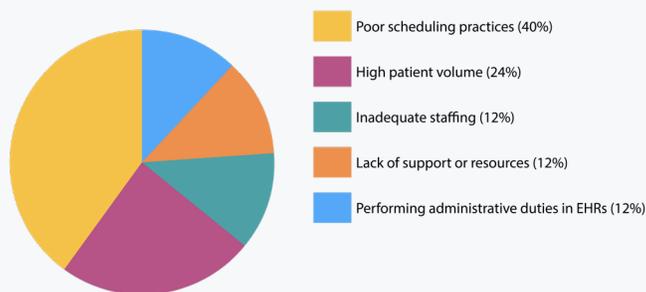


Figure 13: What measures have been most effective in improving staff productivity while maintaining or enhancing clinical judgment?



How LeanTaaS Can Help

LeanTaaS partners with infusion centers to tackle these operational challenges by providing technology-driven solutions that enhance scheduling, staffing, and data accessibility. Our flagship AI-powered product, iQueue for Infusion Centers, is used by over 800 centers, managing more than 16,000 infusion chairs across the country. By optimizing efficiency, iQueue helps centers improve patient access, reduce staff burnout, and make better use of existing resources.

- **Managing Patient Flow and Scheduling:** iQueue offers scheduling optimization tools that help infusion centers anticipate mid-day peaks, balance appointments, and reduce bottlenecks. With real-time insights and recommendations, centers can adjust schedules proactively to improve patient flow throughout the day. iQueue users have achieved up to 30% lower patient wait times, supported 720,000 additional treatments per year, and experienced 15% growth in patient volume without adding staff or chairs.
- **Optimizing Staff Assignments:** iQueue supports all staffing methodologies – whether centers use pre-assigned distribution, real-time allocation, or a hybrid approach. iQueue provides charge nurses with a real-time, holistic view of the unit, offering intelligent recommendations that balance workloads fairly and effectively. These capabilities have helped reduce burnout and overtime by 50%, and ensure more equitable nurse assignments that improve both morale and patient care.
- **Supporting Data-Driven Decision-Making:** Infusion centers need access to actionable data to make informed decisions and drive continuous improvement. iQueue simplifies data interpretation with automated reports, real-time performance insights, and easy-to-digest dashboards that help leaders identify issues quickly and take proactive steps. On average, customers report up to \$20,000 in ROI per infusion chair per year through smarter scheduling, resource utilization, and improved operational visibility.

By integrating predictive analytics and intelligent scheduling, LeanTaaS empowers infusion centers to unlock capacity, streamline workflows, and meet rising patient demand with the resources they already have. As we continue to innovate, new capabilities will further enable centers to make confident, data-informed decisions in real time.

To learn more, visit leantaas.com.

Looking Ahead

Infusion centers must prioritize technology adoption, data accessibility, and AI-driven automation to remain competitive and effective. Addressing operational inefficiencies with predictive analytics will be key to long-term success.

As the industry moves forward, LeanTaaS remains committed to providing scalable, innovative solutions that enhance scheduling, workforce management, and patient flow — helping centers navigate the complexities of modern healthcare operations with confidence.



