

Hartford Healthcare at Home (HHCAH)

Efficiently Distributing Homecare Services

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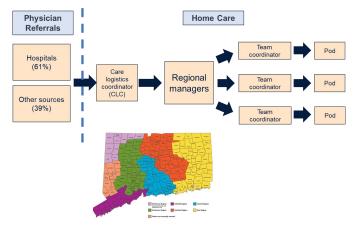
Hartford HealthCare

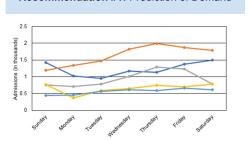
Challenge

HHCAH has been experiencing difficulties in meeting homecare demand, efficiently scheduling appointments for clinicians, and retaining nurses.

Background

- 400+ caregivers,
- 7,000 patients
- 500,000 appointments conducted annually
- Operations span five regions
- Regions created based on hospitals' primary service areas
- Each region operates fairly independently
- HHCAH must reach incoming patients within 48 hours from referral





Recommendation #1: Prediction of Demand



GOT -SW

-Marvel ---- DC





Managed care	Managed Medicare
= Medicaid	Medicare
Other	Self-pay

Recommendation #2: Centralizing Operations

