Suburban Home Health Care (SHHC) is a Medicare/Medicaid certified home health care agency in Greater Boston area. 
- Nursing, rehabilitative therapy, and assistance care for 1,200 patients
- Majority of patients suffer from multiple comorbidities
- More than 75% of patients don’t speak English as their primary language
- 125+ nurses & therapists and 650+ home health aides

**Problem Statement: Feasibility of Palliative Care for SHHC**

- Lack of Palliative care program in SHHC’s portfolio leads to fragmented care
- Nutritional support
- Psychosocial Issues
- Pain Mgmt.
- Symptoms Mgmt.

**Methodology**

**Primary Research**
- Multiple interviews and working sessions with
  - The Host
  - Specialized Palliative care doctor
  - Experienced Palliative care nurse practitioner
  - Owner of successful Palliative and Hospice care facility

**Secondary Research**
- Literature Review on
  - Palliative care market, service delivery models and reimbursement plans – Medicare/Medicaid
  - Trends in Home Healthcare and Palliative care

**Data Analysis & Modelling**
- Determination of SHHC’s patient pool that is eligible for Palliative care
- Financial modeling of Palliative care offering for SHHC

**Key Findings**

- Interviews & Literature review
  - Fragmentation of care is the biggest challenge faced by Home Healthcare patients
  - Palliative care program is good for patients, but not a money maker
  - It can be a bridge for home health agency to retain patients who are not yet ready for hospice, which is more profitable

- Financial Analysis
  - Following additional revenue streams can be realized if SHHC goes ahead with Palliative care program
    - From eligible existing patient panel who are prescribed Palliative care
    - From additional episode(s) of home health care to support palliative care continuity from existing patient population
    - From new patient panel, who wouldn’t be referred to SHHC unless it has specialized palliative care program

**Recommendations and Next Steps**

- Clinical review of identified patients to validate eligibility
- Consider feasibility of hospice care along with Palliative care program
- Inhouse hospice care
- Partnering with hospice provider
- Work towards the Training requirements of Nurse practitioners