

in partnership with

Atrius Health

physician

- Healthcare startup providing acute hospitalization services at home
- Transforms patient home with IoT-enabled supply chain
- Disrupts **\$1+ trillion** US hospital market

HEALTHCARE LAB 2017 Boston, MA

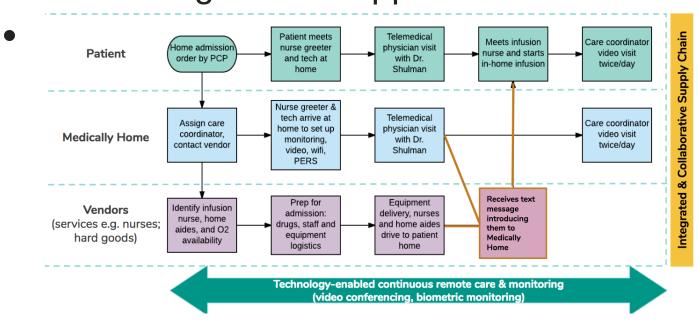
Project Focus

H-lab team focused on developing a sustainable model to scaling up:

- The right care: skilled, reliable & high-quality acute care team
- At the right place: home is the acute and restorative site-of-care
- At the right time: around-theclock, on-demand customized care delivery

Pilot Design

• H-lab team implemented an electronic onboarding tool to support in-home admission:





communication

Online workflow

Closed-loop feedback

the team Katerina Mantzavinou Simi Pantazelos

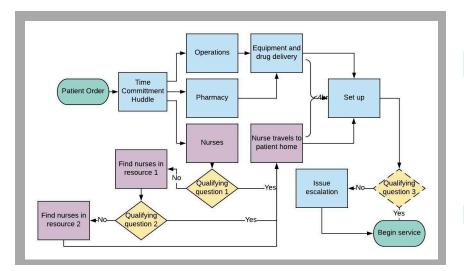
Jasmin Yu

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Methodology

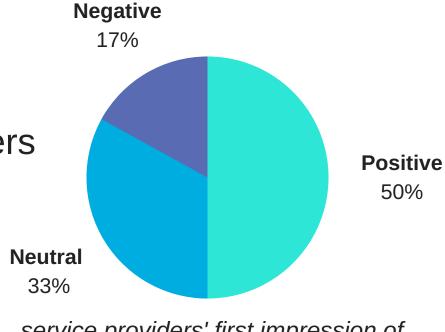
- Process research and review to identify the most impactful service area for Medically Home and their critical pain points
- Vendor interviews to understand coordination complexity and identify service bottlenecks
- **Hypothesis formation** to guide potential solutions and support client's expansion goals



H-lab team dived into Medically Home's supply chain model to identify opportunities to streamline the complexity of service/hardware

Recommendation

After pilot, H-lab team surveyed service providers to gauge feedback and summarized project recommendations:



service providers' first impression of electronic onboarding pilot

- Technology can be an enabler to provide holistic patient information and encourage ownership without creating unnecessary burden
- SOP should be centrally owned as Medically Home continues to scale up across geographic locations and service offerings
- More integrated partnership with vendors to incorporate tried-and-true best practices