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

**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-the-clock, on-demand customized care delivery

**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

**Pilot Design**

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

  ![Image of pilot design process]

  - Physician and coordinator in-home visit
  - Medical history and assessment
  - Smarter care plan and coordination
  - On-site training
  - Accessible communication
  - Electronic onboarding

**Recommendation**

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

- **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

**The Team**

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