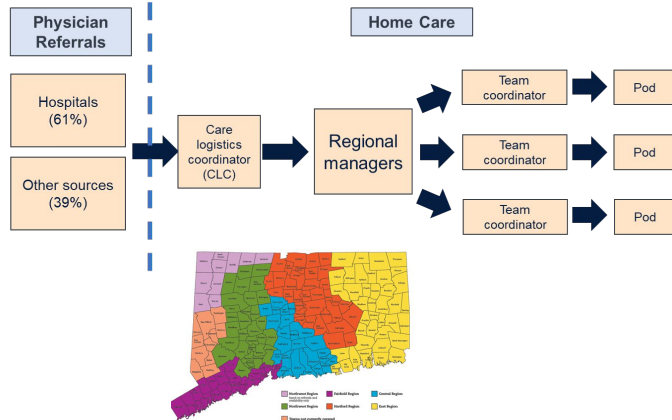


Challenge

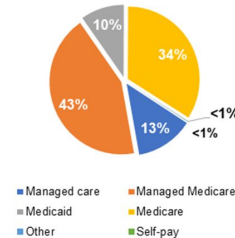
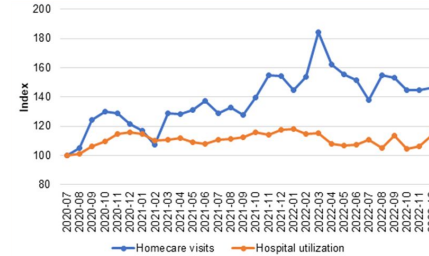
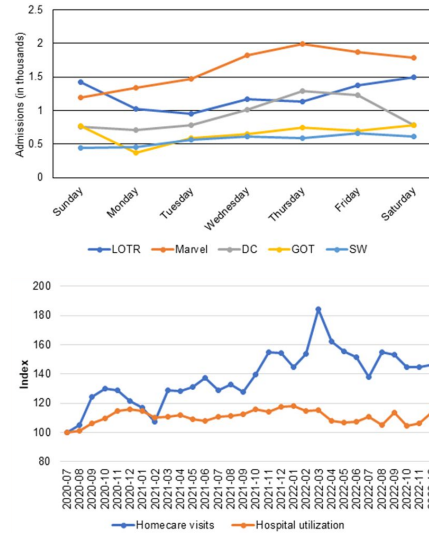
HHCAH has been experiencing difficulties in meeting homecare demand, efficiently scheduling appointments for clinicians, and retaining nurses.

Background

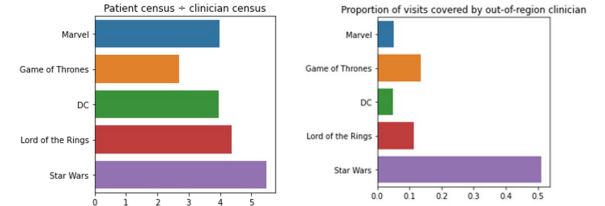
- 400+ caregivers,
- 7,000 patients
- 500,000 appointments conducted annually
- Operations span five regions
- Regions created based on hospitals' primary service areas
- Each region operates fairly independently
- HHCAH must reach incoming patients within 48 hours from referral



Recommendation #1: Prediction of Demand



Recommendation #2: Centralizing Operations



Proportion of clinician visits sent out-of-region

