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Home Care Process Redesign

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Abstract: Home Care is a service offered by UHS to provide care at a patients home while also delivering Durable Medical Equipment (DME) to nearby UHS hospitals. The scope of this project deals with the design and implementation of a new system that shares order information between all Home Care departments. Home Care is experiencing issues with current operations, specifically redundant processes and difficulty locating open orders. The objective of this project is to implement a system that improves communication between departments by allowing for all staff to know the status and other information for all orders. The system must be accessible to all Home Care staff and both reduce waste and improve patient care. The first phase of the new system will be rolled out on Monday, March 11 with a second phase being rolled out in April 2019.

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