Operations Management Problems in Home Care Service Organizations

Andrea Matta
Department of Mechanical Engineering
Politecnico di Milano
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Abstract

Home Care (HC) service consists of providing care to patients in their homes. During the last decade, the HC service industry experienced significant growth in many European countries. This growth stems from several factors, such as governmental pressure to reduce healthcare costs, demographic changes related to population ageing, social changes, an increase in the number of patients that suffer from chronic illnesses, and the development of new home-based services and technologies. The first part of this presentation helps to better understand HC operations and their management by identifying the main processes, and by proposing a hierarchical framework for operations management decisions. The second part will be focused to present the research projects currently on-going & carried out in the last ten years at the Department of Mechanical Engineering of Politecnico di Milano. A discussion about the future directions in the HC research field will close the talk.
Relevant Papers of Matta and co-authors in the Home Care research field:


Andrea Matta is associate professor at the Department of Mechanical Engineering of Politecnico di Milano where he teaches Manufacturing, Computer Aided Manufacturing and Manufacturing Systems. His research area includes analysis, design and management of production and health care systems. The main research themes are related to simulation-optimization techniques, analytical methods for the performance evaluation of manufacturing systems, optimal policies for the reconfiguration of manufacturing systems, energy saving in manufacturing and resource planning in health care systems.

He has published more than 90 papers in international journals and conference proceedings. He has been visiting professor at the Laboratory Productique et Logistique of Ecole Centrale Paris (France) and at the Department of Industrial Engineering and Operations Research of University of California at Berkeley (USA). He has been professor of manufacturing and computer aided manufacturing at Tongji University in Shanghai (China) in 2009 and 2013. He took part in national and international funded projects. He is the Chair of the International Conference on Health Care Systems Engineering held in Milan, May 2013.