

## One step towards hybrid homecare service

Enhancing the workflow of remote homecare centralists with an intergrated platform

## Problem

Remote care centers in the Netherlands, tasked with handling unexpected incidents and additional client needs, face a growing gap in care capacity. Overwhelmed and underprepared, they struggle with routine care demands. This challenge stems not only from the increasing reliance on community care amidst an aging population but also from inefficiencies within the unplanned homecare framework. These systemic issues hinder Centralists, leading to disorganized and inefficient operations.

## Strategic Proposals

Provide a development plan for Intelligent Syntilio:

- Transition care centers from reactive to proactive care hubs.
- Build sustainable, data-driven functionalities.
- Ensure scalability and adaptability to evolving healthcare needs.

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Project Title Enhancing the workflow of remote homecare

centralists with an intergrated platform

Committee Members

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18-12-2024

