

Strengthening
the Logistics
of a Home
Healthcare
Specialist to
Improve its
Presence on
Domestic Market

PRACTICE

Supply Chain

SECTOR

Healthcare

MISSION DURATION

2 Months

Our client, a Home Care health services provider, wants to strengthen its logistics.

KEPLER offers to implement a logistics strategy that will improve its responsiveness and network on the domestic market.

Context

- A team of 240 nurses organized in a network of 37 agencies in France
- Home care service that coordinates the delivery of medical equipment and the planning of care by nurses on the following needs: infusion, artificial nutrition, insulin therapy, or respiratory support
- A base of 10,000 patients, some of whom are chronic (~ 50%), suffering from acute illnesses, with unpredictable care needs
- Local stock in each of the agencies to respond to urgent care needs within 3 hours
- A logistics flow is managed diffusely in the agency, and which prevents nurses from concentrating on their priority missions

Objective(s)

Improve Responsiveness
and Secure Availability

- Defining the logistics strategy of the network

Methodology

1 Mapping of flows and analysis of dysfunctions

2 Observations of operating methods in agencies and summary of logistics issues

3 Definition of target flows (information and physical) and workshops on scenarios

4 Impact modeling (cost-quality-time) and recommendations

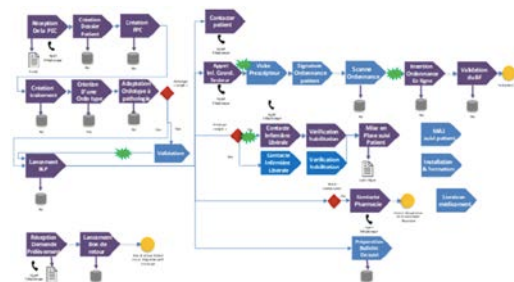
Levers and Tools

- VSM workshops
- Lean Management
- TCO modeling

Flow mapping



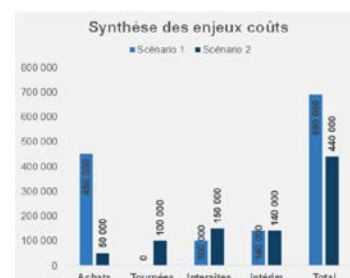
Target process



Modelization



TCO impact



Dashboard

-20% **distances**
traveled

-40% **inter-agency**
transfer

+15% **machine**
availability

-25% **stocks level**

The thinking carried out on target organization diagram allowed to professionalize the logistics profession and ensure it by all staff (including nursing staff)

By working on the visibility and the simplification of logistics flows, it was possible to reallocate the time saved on care and interfaces with patients.”

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