Abstract:
Long-term planning of home healthcare is a complex routing problem with objectives concerning both efficiency and quality of service. In this talk I show how the problem can be modeled and present a five-phase solution approach.

The focus of the talk will be on an interactive metaheuristic that allows the decision maker to guide the algorithm towards solutions with an appropriate trade-off between the objectives.

Results obtained on a real-life instance show that better plans can be achieved by using a developed prototype compared to a manual construction process. Furthermore, the prototype can be used to maintain an existing plan which has to be updated regularly.