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| **Project Name** | Modernization of Childbirth Process to Improve User Experience by Process Automation and Applying Face Recognition |
| **Team** | Albula |
| **Project Manager** | Guimaräes Marco |

**Project Description and Benefit**

Giving birth is a wonderful life event, but could be stressful, regardless for women who become mothers for the first time or already have birth experience. Therefore, it is important to improve the total user experience by creating seamless process from the selection of hospital until exit the hospital with the baby. The project aims to make the journey more pleasant. To achieve the goal process automation, face recognition and chatbots will be implemented along the process.

Activities below describe the AS-IS process of a birth with relatively low complication:

* Choose a hospital for birth
* Meet a midwife from the selected hospital to discuss about the birth plan[[1]](#footnote-1) and normally the plan will be afterwards filed there for later use
* Labor starts
* Arrive at the hospital
* Go the birth clinical
* Register (if it is not urgent)
* Without registration and direct guided to the birth room (in urgent case)
* Guided to the assigned room [[2]](#footnote-2)
* Continue with labor with support from a midwife. If everything goes well, congratulations after 8 hours! – only one example duration
* Continue with labor. If something went wrong, doctors from further disciplines will be involved immediately e.g. anesthesia to do a necrose for caesareans section.
* Continue with labor. Hopefully by now everything goes well after the c section and the mother can finally have their baby in the arms. Yes, you are reading it correctly, in the operation room, if they wish.
* Final check by the doctors
* Transfer the mother to the patient room normally for a short-term stay from 1-3 days which depends on the birth and the availability of a midwife for postpartum care. The stay might be extended it more invasive operation was carried out e.g. c section.
* Hospital perform routine check ups for mother and baby during the stay
* Get the exit approval
* Exit the hospital

**In Scope**

* The model focuses on women who give birth in a hospital
* Women could be becoming mother for the first time or already have birth experience
* The process being modeled and optimized starts from choosing a hospital for birth and ends at hospital exit
* Apply face recognition technology at hospital entry to reduce waiting time and ease the arrival
* Apply chatbots

**Out of Scope**

* Women who give birth at home
* The postpartum process will not be modeled in this project

**Project Team**

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| **Name** | **Role** |
| Guimaräes Marco | Project Manager, business process expert |
| Joye Samuel | business process expert |
| Li Ruomei | business process expert |

**Project Milestones**

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| **Due Dates** | **Milestone** | **Assessment Criteria** |
| 17.10. 2019 | Team-based Assessment - Milestone *Submission: Latest commit before 08:00 on GitHub* | page1image1364424848Description of the use case / high-level project plan.  Strategic process model (AS-IS) |
| 07.11. 2019 | Team-based Assessment - Milestone *Submission: Latest commit before 08:00 on GitHub* | Operational process model (to-be) including service tasks and decision tasks.  Project plan with team roles. |
| 28.11. 2019 | Team-based Assessment - Milestone *Submission: Latest commit before 08:00 on GitHub* | Intelligent process model including AI tasks  Markdown documentation of the use case |
| 19.12. 2019 | Final Presentation as pitch in a fair {Charuta, Maja, Emanuele, Devid, Andreas} and submission. | Deliver final presentation |

1. Communication about wishes how a birth should be delivered, e.g. giving birth in water or in kneeling position, use pain killer or not. [↑](#footnote-ref-1)
2. According to the birth plan e.g. if a room with a bath is required for the birth in water, not all rooms are equipped in the same way. [↑](#footnote-ref-2)