Analytics for Hospital's Health Care Data

Team ID: PNT2022TMID14777

Name: Janani M

Roll no: 7179KCTKCTKCTKCTKCTKCTKCTKCT19BCS301

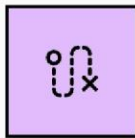|	Entice	Enter	Engage	Exit	Extend
	How does someone initially become aware of this process?	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?	What happens after the experience is over?
Steps — What does the person (or group) typically experience?	Due to Covid, hospitals were flooding with patients; Less no.of rooms in hospitals; Hospitals couldn't provide healthy service; Not a healthy experience for patients; Everyone looks for better hospitality	Register by filling details; Verification; Confirmation; We collect details form users; Email verification better security; Registration is completed after confirming information.	Feedback; Updates; Get feedback from customer(hospitals); Constant updates with respect to real time data	Less clashes, more hospitality; Because of good service	Improved results for hospitals; Healthy, good hospitality for patients
Interactions — What interactions do they have at each step along the way? ▪ This is a title… ▪ This is a title… ▪	LOS section with details of patients; Let others know by promoting	Website/ Application; Online customer services	Hospitals can engage with patients through phone calls; Interact with hospital staff, nurses, Doctors	Interact with hospital staff, nurses, Doctors	Interact with SMS, Emails
Goals & motivations — At each step, what is a person's primary goal or motivation? ("Help me…" or "Help me avoid…")	Better support from hospitals to patients; Notify about the availability of rooms	To provide the right details; Make them comfortable in entering details, because these life-related	Implement SMS, Email services; Traditional mode of advertising in remote areas	We would like to make them feel more like being home with respect to LOS.	Add some features which might improve customer needs
Positive moments — What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Free accessibility; For better health, shelter, hospitality	Exact LOS prediction; Patients positive feebacks	We get positive feedbacks; Good online customer services	Customers feel optimistic because of the correct results	Extra module to book extra amenities in room
Negative moments — What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Incorrect information; Bad network, remote areas with internet	Too many details to be collected; May not consider reading all the information/wizard	Some people may have no clear idea about LOS; Long time to connect with a human customer service provider	Not everyone gives time to make feedbacks for better results	Negative impression/ review
Areas of opportunity — How might we make each step better? What ideas do we have? What have others suggested?	Can we change hospital location in middle?	Dedicated starter guide?	Using more social media platforms?	How can we make them fill feedback forms?	How do we know about their experience apart from forms?