

Analytics for Hospitals Health-Care Data



Entice

How does someone initially become aware of this process?



Enter

What do people experience as they begin the process?



Engage

In the core moments in the process, what happens?



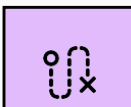
Exit

What do people typically experience as the process finishes?



Extend

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

Less clashes, more hospitality

Get feedback from customer(hospitals)

Constant updates with respect to real time data

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 feedbacks

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?