# Project Design Phase-II
# Customer Journey map

| Date | 03 October 2022 |
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| Team ID | PNT2022TMID53250 |
| Project Name | Project – Visualising and Heart disease with an interactive dashboard |
| Maximum Marks | 4 Marks |



| | Diagnosis | | | Post-Diagnosis | | | | Long-term Follow-up | |
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| **Points of contact** | Ambulance | Urgent Care | Specialist | Rehabilitation | Specialist | Primary Care | Implantation of a defibrillator | Primary Care | Specialist |
| **What happened?** | • Predictable or unpredictable symptoms | • Heart attack • Routine appointment | | • Waiting time • Rehabilitation | • Resume activities • Possible 2nd heart attack | | | • Possible future heart attacks | • New life • First year of more serious treatment |
| **Feelings** | Fear — Bewilderment — Disbelief | | | Trust | | | | Happiness — Feeling well — Forgetfulness | |
| **Treatment** | • Cardiopulmonary resuscitation • Nitroglycerine | • Catheterization & stent • Bypass | | • Rehabilitation • Pharmacotherapy | • Healthy lifestyle recommendations | | | • Medication adherence • Diet & exercise | • Adapting • Smoking cessation • Nitroglycerine "to-go" |
| **Patient empowerment needs** | • Acquiring general information about the disease as well as personalized information to be able to return to everyday activities. • Being able to recognize possible new symptoms and warning signs. • Knowing what activities can be done (or not): sex life, driving, traveling by plane, etc. • Overcoming initial impact to incorporate healthy lifestyle recommendations. • Psychologically accepting: Understand and manage fear and uncertainty; stop rumination; keep a positive attitude. • Being aware of the disease is not equivalent to being sick. • Receiving family support in early stage of recovery. • Providing support for patient's family to learn about the process and assist with recovery and assimilation. | | | • Learning about treatment and self-care: sublingual administration of nitroglycerine, checking blood pressure and heart rate, relaxation techniques, etc. • Staying informed about the access to and the benefits of rehabilitation. • Obtaining personalized information: risk factors, ejection fraction, personal limits of physical activity, etc. • Adapting to a heart-healthy diet. • Identifying and reducing sources of stress. • Improving self-management of emotions. • Regaining confidence and increasing self-control; keeping a positive attitude; learning to manage anger and explosive outbursts. • Persisting in the search for adequate and trustworthy healthcare. • Negotiating with patient's family and community to change lifestyle habits and obtain support in emotional matters. | | | | • Maintaining healthy habits over time (challenge). • Staying informed about the disease. • Continuously remembering to maintain healthy habits and psychological self-care. • Planning treatments and long-term follow-ups. • Having and carrying personal clinical reports. • Adopting motivational techniques to adhere to medication, heart-healthy diet, and exercising regime after the first months/years. • Incorporating new desired activities. • Spending just enough time on the disease; not obsessing. • Negotiating with patient's family to help maintain diet and physical exercise. • Attending support groups and patient associations to maintain healthy habits. | |