## PROJECT DESIGN PHASE - II

## **CUSTOMER JOURNEY MAP**

3.10.2022

| SCENARIO Analytics for Hospital's Healthcare Data | Te  |  | Project Name                           |   | PNT2022TMID02666  Analytics for Hospital and Healthcare Data  ENGAGE |                                    | EXIT   | EXTEND                                      |
|---|---|--|--|---|--|------------------------------------|--|---|
|   | Diagnosis  Preliminary tests                      | Hospitalization She/he is                                      | Treatment Process Treatment for        | Resource<br>Allocation<br>The Necessary         | Length of Stay  The Doctors will                                     | Patient's Condition The LoS is     | Patients Report  After the treatment,                      | Future<br>Consult<br>The patients can       |
| Interaction                                       | Test andResult                                    | Hospitalized  Admission  | patients  Analys seve                  | resources were allocated.  ing the rity of ents | account on Patient's LoS  Periodic D Health Patien                   | depends on patient's health        | the patients will collect their report  Reports generation | Doctor Consultancy through Hospital Website |
| Goals and<br>Motivation                           | Help in finding the<br>nearby Hospital to<br>Test | To find the nearby<br>Hospital with are<br>required Facilities | y To allo<br>e Neco<br>resource        | cate the<br>essary<br>e to care<br>atients      | Track on Length of stay of each Patient                              | Ensuring the good health of Staffs | Health Reports and Patients History                        | Doctor Consultancy<br>in future             |
| ositive & Negative<br>Moments                     | Non-availability of healthcare centres            |  | Immediate<br>Treatment for<br>patients | Resource<br>Scarcity                            | Accurate<br>prediction of  |                                    | Report of the<br>Patients<br>Reports may get<br>delay      |   |

Areas of Opportunities

Immediate Data on nearby Hospitals

Exploring the Data on Resource Allocation

Date

Accurate Prediction of Patient's Length of stay

Ensuring that
Hospital Staffs are
safe

Checking the periodical reports