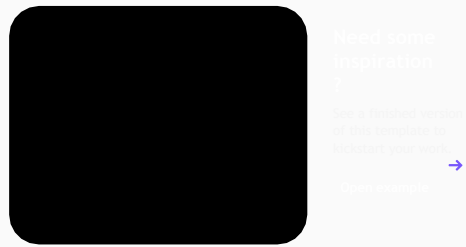


# Customer Journey Map

Customer journey maps often expose pain points and opportunities for improvement in many other areas along the entire user journey - not just as it relates to software applications, but the process and overall customer service issues as well.

Created in partnership with

Share template feedback



TEAM ID : PNT2022TMD48286

## Analytics for Hospitals Health-Care Data

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Through Social Media</div> <div>Advertising</div>	<div>User Friendly Interface</div> <div>Attractive Dashboard</div>	<div>Availability of Beds</div> <div>Availability of doctors</div> <div>Availability of all payment option and medical cards</div>	<div>Relax for Status of Booking bed</div> <div>Prompt for Review</div>	<div>Personalized Recommendation</div>
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><ul style="list-style-type: none"><li>People: Who do they see or talk to?</li><li>Places: Where are they?</li><li>Things: What digital touchpoints or physical objects would they use?</li></ul></div>	<div>Visible of Dashboard</div> <div>Dashboard will 24/7 available in working condition</div>	<div>Direct interact withnurse or medical staff</div>	<div>Diagnose their disease</div> <div>Registered Patients are ready to take their bed</div>	<div>Predicting LOS accurately</div> <div>Diagnose of disease</div> <div>Prescription available at mail</div>	<div>Review of care</div> <div>Changing mistakes based on feedback</div>
<div></div> <div>Goals &amp; motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>elp in analyze and give ideas about beds availability</div>	<div>Allot beds as per required</div>	<div>Providing Better Treatment</div>	<div>Result as healthy people</div>	<div>Satisfaction of Treatment and Bed allotment</div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Easily Accessable</div> <div>Simple and Unique</div>	<div>Visually Data can view by the customer</div> <div>Can check the availability of beds</div> <div>Customer can analyze based on data available on dashboard</div>	<div>Direct Interaction is till now needed by customer</div> <div>Predicating the available of beds</div>	<div>Unique Experience</div> <div>Customer Satisfactio</div>	<div>Recognizing Opportunities for Growth</div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>More Information</div>	<div>Dashboard will be slow if continuously Agned Clicking same button</div> <div>Difficulty for patient</div>	<div>Human error may happen</div> <div>Improper communication or care by health department staffs</div>	<div>Dis-satisfaction of customer due to error</div>	<div>Customer can take more Insights</div>
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Avoid more information, provide simpler summary</div>	<div>Providing tips on how to use Dashboard</div> <div>Uploading a video of how to use hospital dashboard</div>	<div>Allotment of beds status are easy to understand</div>	<div>Treating equal to all</div>	<div>Implementation of the feedback</div>

