This is the journey of a

🦄 Game-Changer

Game changers are people who introduce new practices to their organizations. They want inspire others to co-create and innovate together.

What are their key goals and needs?

optimized resources	patient health monitoring	Makes best use of resources

What do they struggle with most?

Unavailable resources at emergency	No updation on available resources	Time consuming in case of emergency

What tasks do they have?

Proper installation of applications	Enjoy the benefits

Journey Steps Which step of the experience are you describing?	**Discovery** Why do they even start the journey?	**Registration** Why would they trust us?	**Onboarding and First Use** How can they feel successful?	**Sharing** Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	To use and provide the resources in a optimized manner	Often check the reports and treatment process / Avoid waiting for the treatment during emergency / Collecting data	Providing resources and treatment at right time without any delay / Prevent from unauthorized sources	In order to avoid the hospital with unavailable resources / Trust the treatment process / To improve the quality of treatment
Needs and Pains What does the customer wan to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	To avoid unoptimized available resources / To prevent spread of infection to doctors/nurse	Make use of/ Manage resources effectively during pandemic times / To make plan of resource allocation	Optimized treatment / Accurate updation of available resources / Allocation of resources to the patients during emergency	Risk reduction / Hassle free treatment
Customer Feeling What is the customer feeling? Tip: Use the **emoji app** to express more emotions	🥳	🤔	🙁	🥳
Backstage				
Touchpoint What part of the service do they interact with?	Analyse the Health care Data at collection point	Provide real time alerts to health care providers	Admission section / Finance section / Management section	Provides patient greater insight of their health and treatment goals / Improves efficiency of clinical process
Process ownership				