

# Analytics for Hospitals Health-Care Data

<b>Journey Steps</b> Which step of the experience are you describing?	<b>Discovery</b> Why do they even start the journey?	<b>Registration</b> Why would they trust us?	<b>Onboarding and First Use</b> How can they feel successful?	<b>Sharing</b> Why would they invite others?
<b>Actions</b> What does the customer do? What information do they look for? What is their context?	<div data-bbox="678 541 944 685">A way to provide efficient resource allocation and optimized treatment</div>	<div data-bbox="1192 541 1337 685">Collecting Data</div> <div data-bbox="1394 541 1538 685">Analyzing the data for monitoring the resource allocated for the patients</div> <div data-bbox="1596 541 1740 685">Monitoring the treatment provided</div>	<div data-bbox="1942 541 2207 685">Automated data save</div> <div data-bbox="2288 541 2553 685">Creating connection between medical staffs and the application to monitor the patient's treatment</div>	<div data-bbox="2714 541 2859 685">To improve the efficiency of hospital management</div> <div data-bbox="2916 541 3060 685">To improve the quality of treatment</div> <div data-bbox="3118 541 3262 685">To increase the hospital rate</div>
<b>Needs and Pains</b> What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	<div data-bbox="641 840 786 984">To prevent infection risk to doctors and nurse</div> <div data-bbox="843 840 987 984">To provide efficient resource allocation</div>	<div data-bbox="1192 840 1458 984">Needing resources at emergency situations for patients</div> <div data-bbox="1548 840 1693 984">To balance both finance and medical resource section</div>	<div data-bbox="1851 840 1995 984">Hassle free treatment</div> <div data-bbox="2076 840 2341 984">Easy bedding allocation</div> <div data-bbox="2422 840 2567 984">Efficient use of medical equipments</div>	<div data-bbox="2691 840 2953 984">Accurate prediction</div> <div data-bbox="3034 840 3296 984">Infection risk reduction</div>
<b>Touchpoint</b> What part of the service do they interact with?	<div data-bbox="742 1110 887 1254">Necessary data are analyzed to predict the LOS of the patient</div>	<div data-bbox="1192 1110 1337 1254">Accurate prediction of LOS</div> <div data-bbox="1481 1110 1740 1254">Responsive and error free web service</div>	<div data-bbox="1891 1110 2036 1254">Admission section</div> <div data-bbox="2153 1110 2298 1254">Finance section</div> <div data-bbox="2422 1110 2567 1254">Management section</div>	<div data-bbox="2698 1110 2960 1254">Connection between hospitals</div> <div data-bbox="3034 1110 3296 1254">Providing optimized treatment</div>
<b>Customer Feeling</b> What is the customer feeling? <i>Tip: Use the <b>emoji app</b> to express more emotions</i>	<div data-bbox="776 1406 876 1498">😍</div>	<div data-bbox="1438 1406 1538 1498">😞</div>	<div data-bbox="2187 1406 2288 1498">😊</div>	<div data-bbox="2966 1406 3067 1498">🥳</div>
<b>Process ownership</b> Who is in the lead on this?	<div data-bbox="742 1609 887 1757">Data scientist</div>	<div data-bbox="1394 1609 1538 1757">Data scientist</div>	<div data-bbox="2153 1609 2298 1757">Hospitals</div>	<div data-bbox="2916 1609 3060 1757">Data scientist</div>