

## Project Design Phase-II

### Customer Journey Map

<b>Date</b>	11 November 2022
<b>Team ID</b>	PNT2022TMID04231
<b>Project Name</b>	Analytics for Hospital's Health-Care Data

Phases	Phase-1 EMERGENCY	Phase-2 HOSPITALIZATION	Phase-3 LENGTH OF STAY	Phase-4 RESOURCE ALLOCATION	Phase-5 REPORTS	Phase-6 CONSULTATION
<b>Actions</b>	Patients with fever or any other disease is admitted	Patients are hospitalized after the test results are positive	The length of stay is decided by the medical specialist	The necessary resources are provided by the hospital	After the complete analysis the report is generated	The consultation of doctor is important for being aware of prevailing situation
<b>Touch Point</b>	Test & Results	Physical mode of admission	Analysis of the severity of diseases	Analysing of patient condition	Reports	Consultation through video conference using application
<b>User Feelings</b>	Tensed	Scared and worried about health	Depression	Tensed	Positive	Happy
<b>Difficulties</b>	Difficulties in reaching hospitals with vacant beds	Admission process and test results takes long time sometimes	Depends on the health conditions LOS increases and leads to depression	In some cases resources are not allocated at correct time	Sometimes reports will not be favour to patients	Sometimes the possibilities that the same patient may get the same disease again
<b>Expectation</b>	People wanted everything to be smooth and easy	Patients want to get well soon as possible	Patients want to get home in a less period of time	Patients want to get all the resources that are needed for the treatment	Patients expect the report to be positive	Patients expect to remain healthy with doctor's consultation