HOSPITAL HEALTH CARE DATA

Scenario

Uploading, Analyzing, customer and management interaction with Hospital data

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CUSTOMER BEHAVIORS	Upload data	Filter data	View data	Analyze data	Edit data	Update data
Touchpoints	Customer can tell their Queries in Query by message	Customers can also use the help to understand the working of the dashboard	Customers can mail to the team while facing technical problems			
Attitudes & Emotions	Eye catching Presentation of the Dashboard makes pleasant view	To Access the dataset easily so customer may be stress free	Interactive Dashboards are used to make changes by customer anytime so it reduces frustation	Employee Helps the customer for understanding the dashboard using Help section	Customer can contact the Employee for issues in dashboard in Query	Employee and Customer can connect through the Interactive Dashboard
Pain points	People sometimes upload wrong data which leads to inefficient medication	Several people expressed information overload as they browse	People expressed a bit of fear to commit and upload data	Overload of data causes difficulty in finding appropriate data		
Solutions	Automated uploading of data instead of manual uploading	Predict length of patient's stay based on symptoms	Predict the right medication based on previous data	Assure safety of data to patients	Sort data in a way as to reduce clustering of data	