PROJECT DESIGN PHASE - II

CUSTOMER JOURNEY MAP

3.10.2022

		Tear	n ID		PNT2022TMID11392 Analytics for Hospital and Healthcare Data			
		Proje	ect Name				are	
SCENARIO Analytics for Hospital's Healthcare Data	ENTICE		ENTER		ENGAGE		EXIT	EXTEND
	COVID-19 Test	Hospitalization	Treatment Process	Resource Allocation	Length of Stay	Patient's Condition	Patients Report	Future Consult
Steps	In Pandemic period, the COVID test is mandatory	If a person tests +ve then he is Hospitalized	Treatment for the COVID Patients	The Necessary resources were allocated.	The Doctors will account on Patient's LoS	The LoS is depends on patient's health	After the treatment, the patients will collect their report	The patients can follow the Doctor's Consult
Interaction	COVID-19 Test and Result	Physical Mode of Admission	Analysing the severity of Patients		Periodic Data on Health of COVID Patients		Reports on Pharma Portal	Doctor Consultancy through Hospital Website or Application
Goals and Motivation	Help in finding the nearby Hospital to take COVID Test	To find the nearby Hospital with are required Facilities	Nece resource	cate the essary e to care atients	Track on Los of Patient	Ensuring the good health of Staffs	Health Reports and Patients History	Doctor Consultancy in future
Positive & Negative Moments	Identify the nearby hospital for Treatment		Immediate Treatment for COVID patients	Risk of Resource Scarcity	Accurate prediction of			

Areas of Opportunities

Immediate Data on nearby Hospitals Exploring the Data on Resource Allocation

Date

Accurate Prediction of Patient's LoS

Ensuring that
Hospital Staffs are
safe from COVID

Ensuring the periodical reports