

## PROJECT DESIGN PHASE II

Date	7 October 2022
Team ID	PNT2022TMID35725
Project Name	Analytics for Hospitals' Health-Care Data
Maximum Marks	4 Marks

JOURNEY STEPS	EMERGENCY	ADMIT TO HOSPITAL	DURATION OF HOSPITALISATION	RESOURCE ALLOCATION	PERIODICAL REPORTS	FOLLOW UP CONSULTATION
<b>ACTIONS</b>	Immediate care to the patient by executing the emergency plan using an emergency kit and immediate hospitalisation.	Staff will have to make the patient comfortable and monitor him frequently.	Duration will be decided based on the intensity of the patient's condition.	Essential resources must be provided by the hospital staff.	At regular intervals, reports should be provided to the patient and periodical updates must be given.	Doctor should constantly be in touch with the patient and be made aware about his health condition.
<b>NEEDS AND PAINS</b>	Emergency kit and plan should be on the fingertips.	Proper maintenance of hygienic hospital rooms and good quality sanitation is needed.	Sincere responsive staff are needed.	Hygienic instruments, beds and other resources.	Authentic reports along with their analysis should be handed out.	The patient's health should not be compromised.
<b>TOUCH POINT</b>	Instant response from hospitals.	A hospital bed is allotted.	Treatment and improvement in health.	Supplements the treatment procedure.	Reports on the current health status of patient.	A meeting is fixed with the doctor wither online or physically.
<b>CUSTOMER FEELING</b>	Anxious and fearful, increase in BP, increased heartbeat.	First sign of relief, uncertainty.	Homesickness.	Confidence about his improving health.	Reassuring about his health condition.	Updates on his health.
<b>DIFFICULTIES</b>	Time to reach hospital, search of vacant and economical hospital.	Cost of treatment, admission process may take time, unhygienic rooms.	Anxiety and homesickness may deteriorate the patients' health condition.	Shortage of resources.	A delay in reports, or a negative health update.	It is open ended. Can cause mental agony.
<b>EXPECTATIONS</b>	Patient expects immediate care to the patient by executing the emergency plan.	Reassurance on becoming fine.	Patient wait during the stay	Hygienic instruments and resources	Expected authentic reports should be given.	Good doctor to consult.