

Project Design Phase-II

Customer Journey map

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Team ID	PNT2022TMID35656
Project Name	Analytics for Hospital Healthcare Data

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	Hospitals to efficiently allocate resources and provide treatment	Required data is collected Analysing the data Visualizing the data	Automated data updation User friendly, simple to use Everything is analysed	To improve the efficiency of the hospital management To improve the allocation of resources
Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	Reduce the improper allocation of resources Reduce the negligence of patient care	Need for the essential resources in time Patients to be given a good care	Easy Bed Allocation Parents have been given a good care Resources have been allocates easily	Predictive accuracy Efficient allocation of all resources
Touchpoint What part of the service do they interact with?	Length of patient stay	LOS Prediction Reliable, Secured and hassle free service	Admission section Discharge section Resource section	Providing efficient traetments Social Connections Performance of the system
Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>			 	 