

TEAM ID:PNT2022TMID48326

STAGES OF JOURNEY	A&E	HOSPITALIZED	LEAVING	FOLLOW-UP CONSULTATION										
Customer	"I don't want to be in the hospital. don't like the routine, the food and the other patients. I just want to get well soon"													
Patient's Motivation	<ul style="list-style-type: none">• This can't be happening	<ul style="list-style-type: none">• Iam so worry about the situation• I want to get out of here	<ul style="list-style-type: none">• I want to be back at home	<ul style="list-style-type: none">• I want my life return to normal										
Patient Experience	<hr/>													
Positive Experience	<ul style="list-style-type: none">• Ambulance arrived fast• Simple admission process	<ul style="list-style-type: none">• Doctors are kind and professional• Clean washroom	<ul style="list-style-type: none">• Recovered• Met some new friends	<ul style="list-style-type: none">• Reasonable price										
Negative Experience	<ul style="list-style-type: none">• Long waiting time• Crowded waiting area	<ul style="list-style-type: none">• Poor food quality• Short visiting hours	<ul style="list-style-type: none">• Some exits aren't wheelchair friendly	<ul style="list-style-type: none">• Long waiting time• Unable to make appointment via phone										
Satisfaction	<div><div>Rating</div><div><div></div><div></div><div></div><div></div></div><table><thead><tr><th>Stage</th><th>Rating</th></tr></thead><tbody><tr><td>A&E</td><td>60</td></tr><tr><td>HOSPITALIZED</td><td>25</td></tr><tr><td>LEAVING</td><td>55</td></tr><tr><td>FOLLOW-UP CONSULTATION</td><td>60</td></tr></tbody></table></div>				Stage	Rating	A&E	60	HOSPITALIZED	25	LEAVING	55	FOLLOW-UP CONSULTATION	60
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Recommendations	<hr/>													
Opportunities	<ul style="list-style-type: none">• Hire more Doctors• Expand the waiting area	<ul style="list-style-type: none">• Re-Train staff	<ul style="list-style-type: none">• Ensure the hospital is equipped with barrier-free facilities like ramps and lifts	<ul style="list-style-type: none">• Support making appointment via phone										

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