

PROJECT DESIGN PHASE – II

CUSTOMER JOURNEY MAP

Date	13 October 2022
Project Title	Analytics For Hospitals' Health-Care Data

PHASES	PHASE – I Emergency Case (COVID – 19)	PHASE – II Hospitalization	PHASE – III Length of Stay of Patients	PHASE – IV Resource Allocation	PHASE – V Periodical Reports	PHASE – VI Follow-up Consultation
User Action	COVID-19 +ve patients will have the necessity of to be admitted in hospital	Hospital Management and Staffs are responsible to hospitalize the patients	The Doctors and Nursing staff should take the account of Loss of Patients	The essential resources for treatments allocated	The Data on each patients are explored and reports are created	Further Doctor consultation is important for being aware of the prevailing situation
Touch Point	COVID-19 Test and Result	Physical mode	Analysing the LOS	Analysing the patient health condition	Pharma portal	Video Conference
Over all Experience	Difficulti	Admission process	LOS patients for affect in hospital Staffs	Difficulties in timely allocation	Positive Reports	A good Consultancy
Emotions	Tensed	Tensed	Tensed	Tensed	Positivity	Relief
Expectations	Facility to reach near by Hospital	Immediate Treatment	Loss os LOS	Timely resource allocation	Expected Reports	Good Doctor to Consul