**PROJECT DESIGN PHASE – II**

**CUSTOMER JOURNEY MAP**

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

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| **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 |