**PROJECT DESIGN PHASE-II**

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| Date | 9th October 2022 |
| Team Id | PNT2022TMID44881 |
| Project name | Analytics for hospital health care data. |

**CUSTOMER JOURNEY MAP**

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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 LoS 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 Results | Physical mode of Admission | Analysing the severity of virus affected | Analysing the patient’s condition | Reports on Pharma portal | Android Application or Video Conference |
| **Overall Experience** | Difficulties in reaching the hospitals | Admission process may be long | The extreme LoS may affect the hospital Staffs | Difficulties may rise in timely allocation of resources | Positive Reports on patients are expected | A good Consultancy |
| **Emotions** | Tensed | Tensed | Tensed | Tensed | Positivity | Relief from disease |
| **Expectations** | Facility to reach near by Hospital | Immediate Treatment | LoS | Timely resource allocation | Expected Reports | A Good Doctor to Consult |