PROJECT
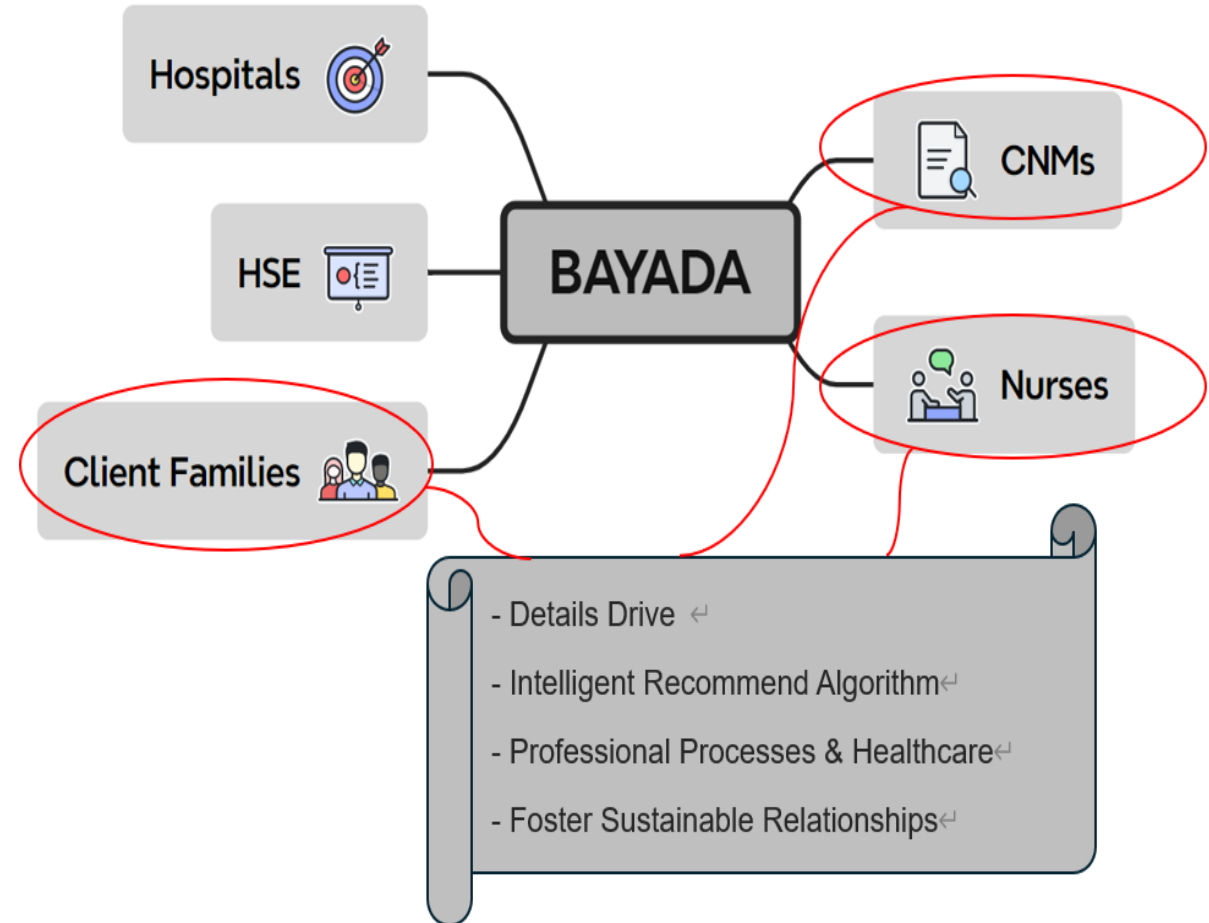
How to utilize the onboarding process to strengthen the relationship between staff & parents of clients in a sustainable, scalable way?

Qin Lu

Details Drive

Suggested Details:

- **Full team participation**
- **Limited time on visiting to minimize inconvenience**
- **Bayada Souvenir**
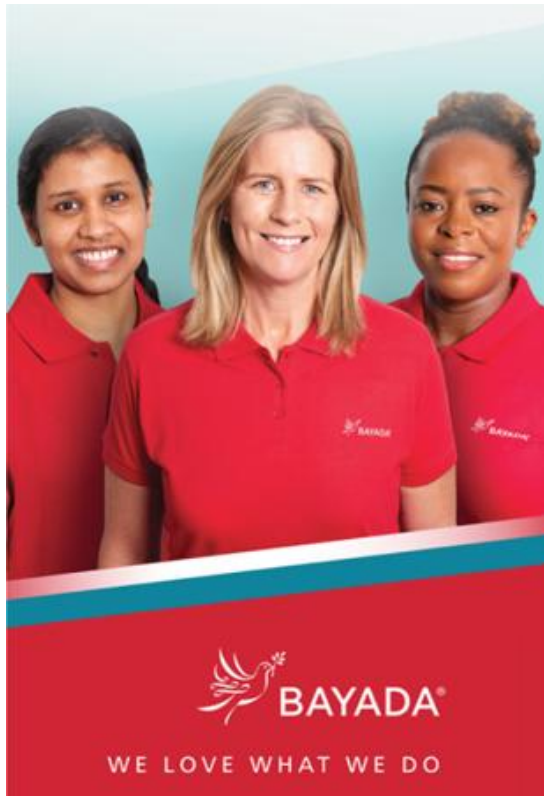- **24-hour (or 48-hour) feedback mechanism**

Intelligent Recommend Algorithm

Main Idea:

- **Schedule, address, personality, hobbies, focus of care plan etc**

- **Top 3 the most matched nurses**

- **Top 3 the most suitable backup nurses when sick leave**

- **CNM conduct a final selection**

Professional Processes & Healthcare

Specialized Training

- **face-to-face & pre-recorded training**

- **International Nurses: Courses on local culture**

- **Part-Time Nurses: Comprehensive process overviews**

- **Senior Nurses: APP using**

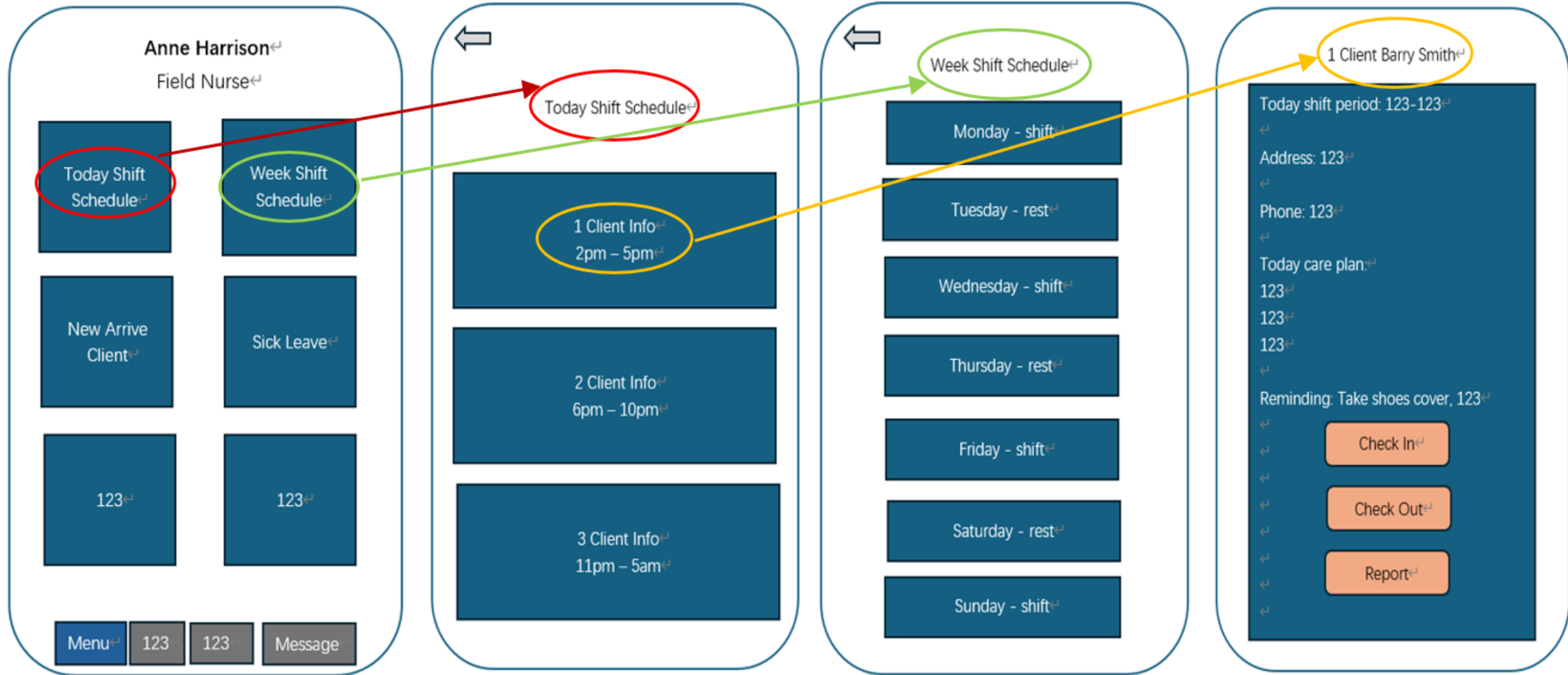- **All Nurses: Junior, Medium, Senior professional training**

Foster Sustainable Relationships

Nurse MGMT:

- **Today shift schedule**

- **Whole week shift schedule**

- **Check-in**

- **Check-out**

- **Customer satisfaction**

- **Bonus incentives to excellent**
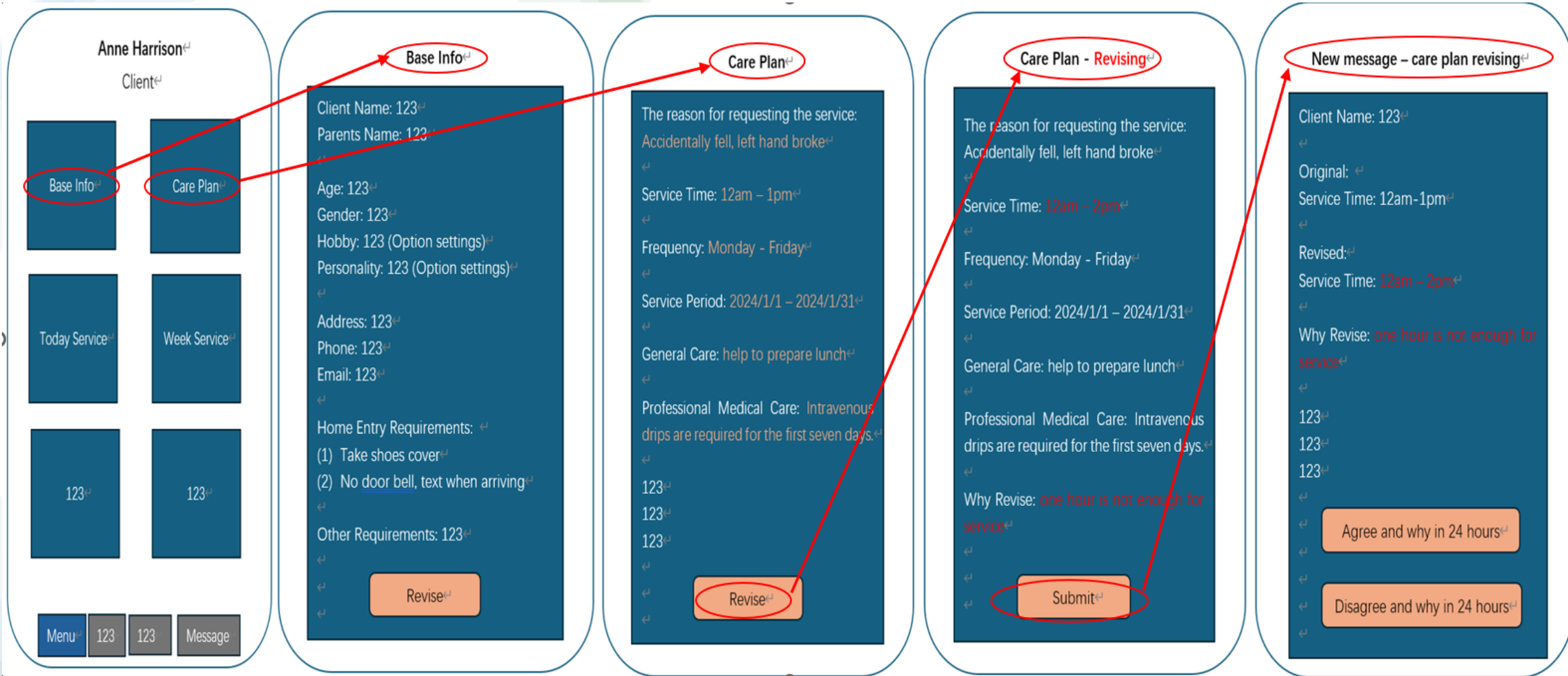
Streamlined APP Design - Nurses

Foster Sustainable Relationships

Client MGMT:

- **Fill out information**

- **Revise care plan**

- **Today service schedule**

- **Week service schedule Review**
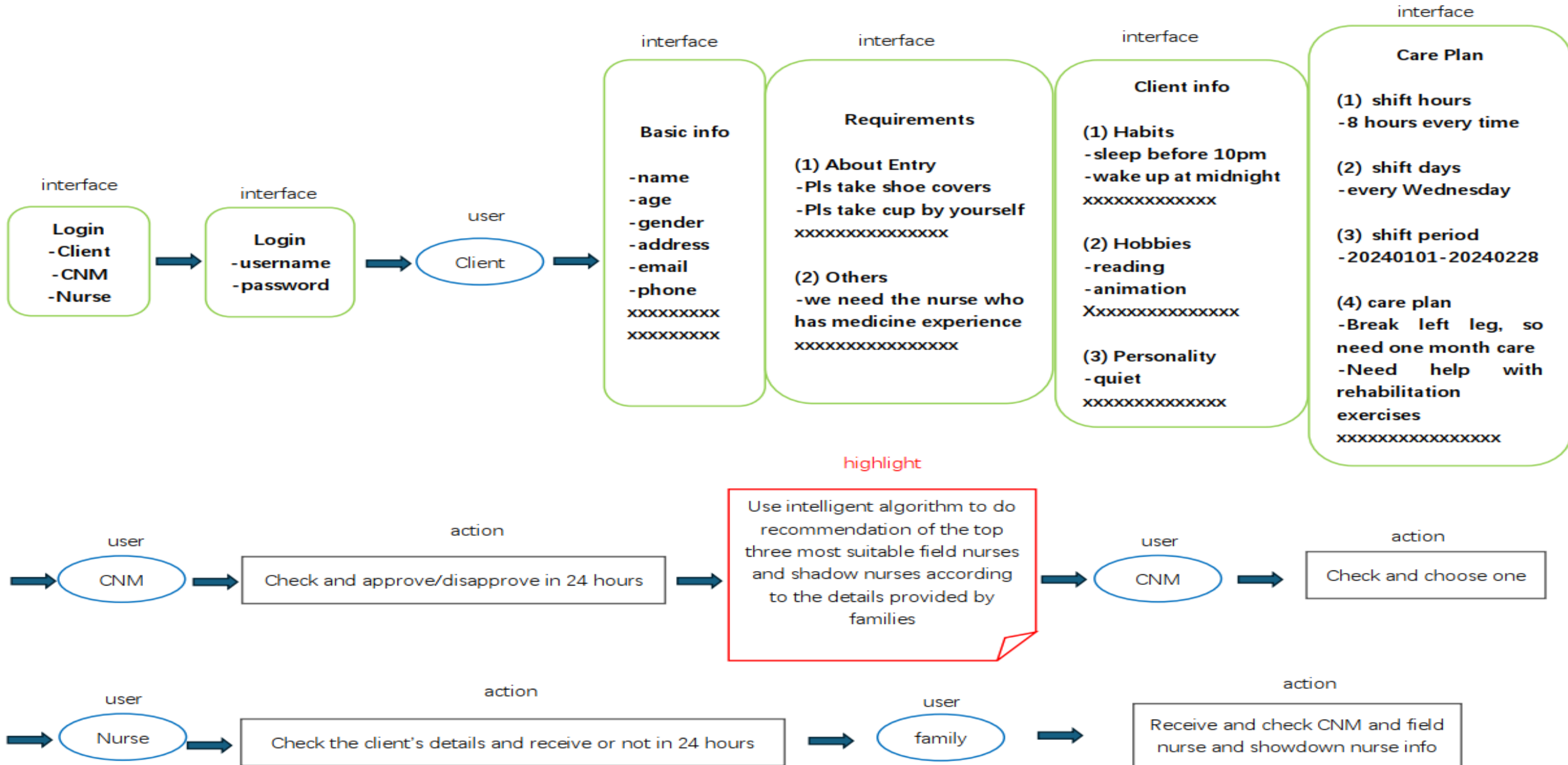
Streamlined APP Design - Clients
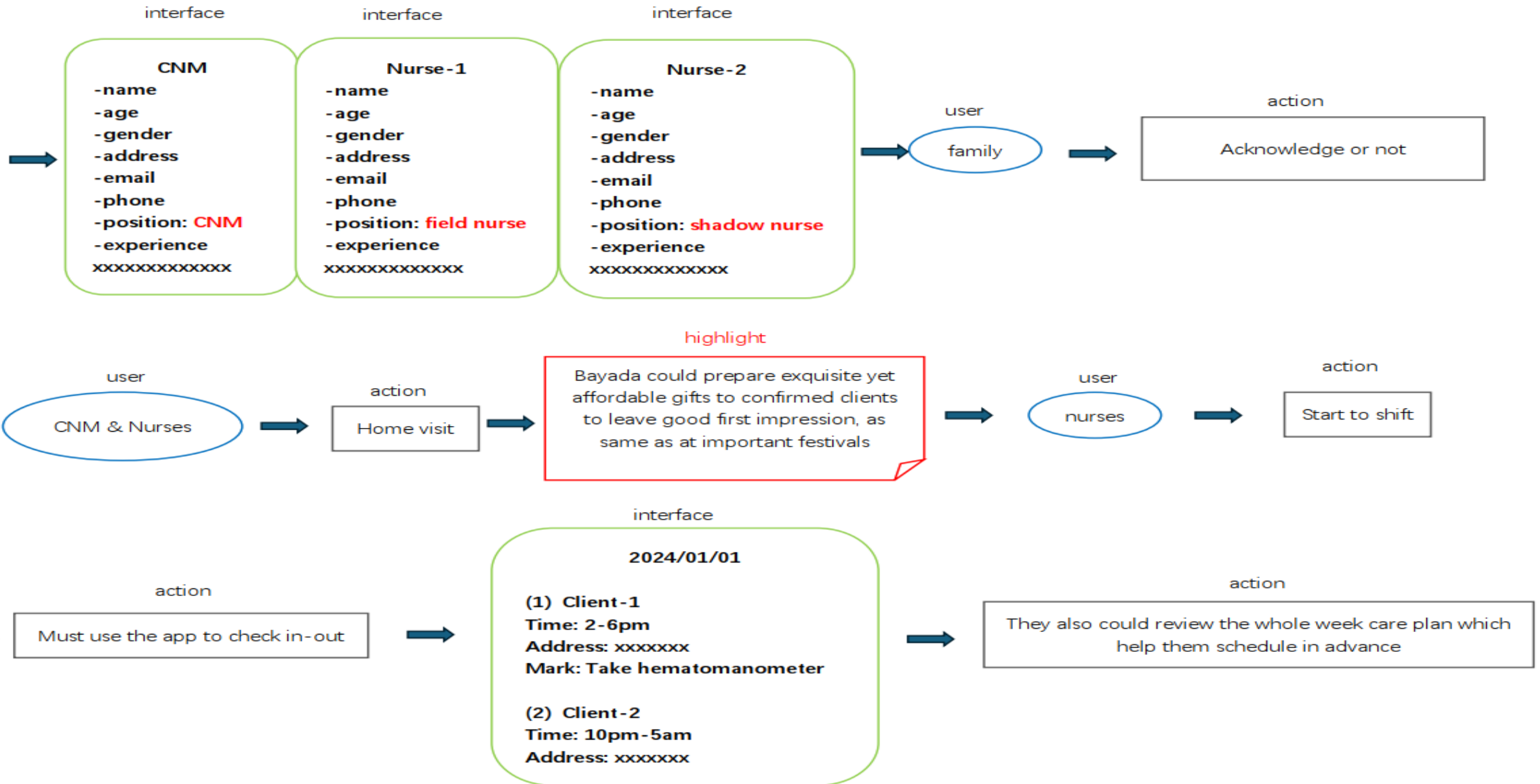
Final Benefits

- **Digital Data easy to Save, Track and Analyze**

- **Customer Loyalty**

- **Recommend others**

- **Maximized Workforce Efficiency**

- **Efficient Communication**

- **Nursing Shortage Mitigation**

- **Expansion Potential Market**

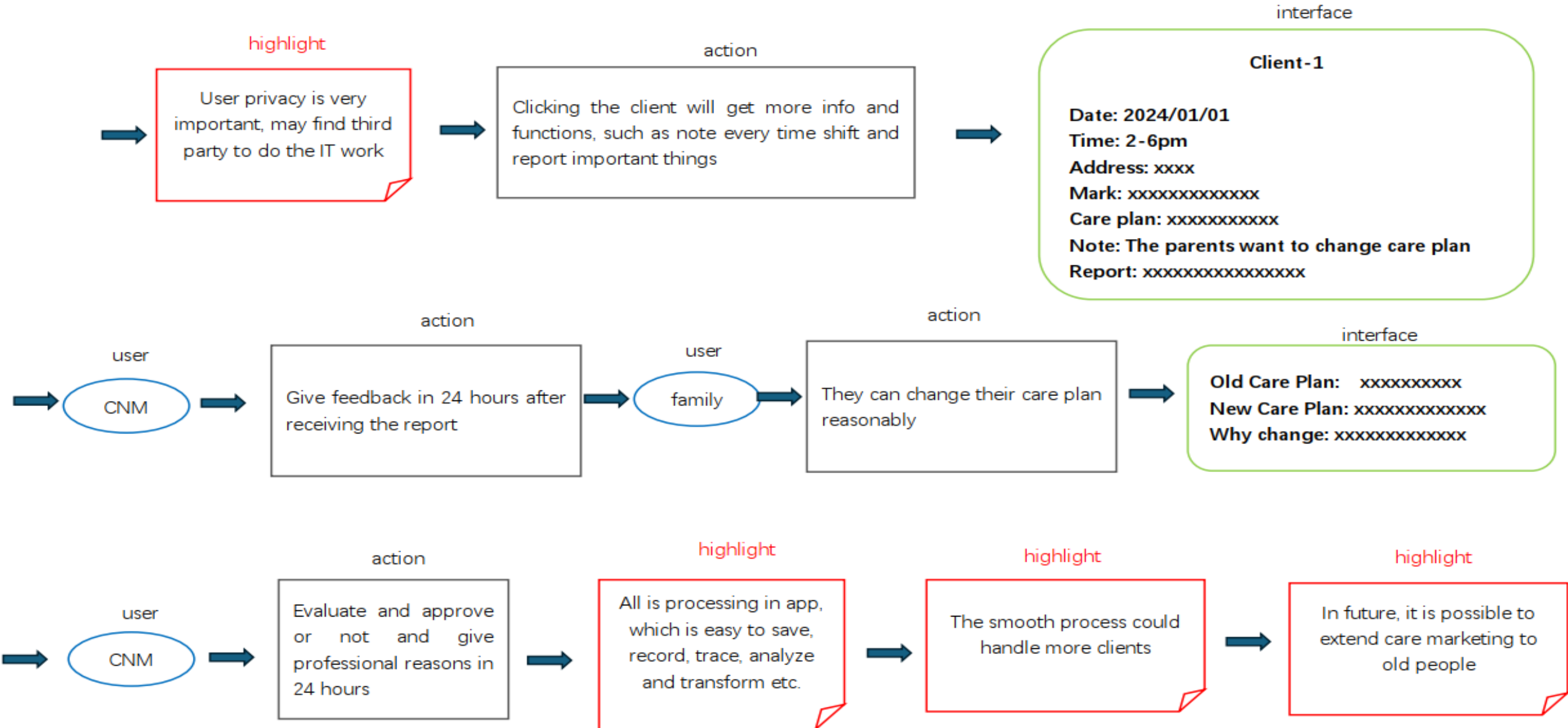- **Inevitable path for Future Intelligent Healthcare**

- **Numerous benefits**

Mind Map

Mind Map

interface

CNM
- name
- age
- gender
- address
- email
- phone
- position: CNM
- experience
xxxxxxxxxxxx

interface

Nurse-1
- name
- age
- gender
- address
- email
- phone
- position: field nurse
- experience
xxxxxxxxxxxx

interface

Nurse-2
- name
- age
- gender
- address
- email
- phone
- position: shadow nurse
- experience
xxxxxxxxxxxx

user

family

action

Acknowledge or not

user

CNM & Nurses

action

Home visit

highlight

Bayada could prepare exquisite yet affordable gifts to confirmed clients to leave good first impression, as same as at important festivals

user

nurses

action

Start to shift

action

Must use the app to check in-out

interface

2024/01/01

(1) Client-1
Time: 2-6pm
Address: xxxxxxx
Mark: Take hematomanometer

(2) Client-2
Time: 10pm-5am
Address: xxxxxxx

action

They also could review the whole week care plan which help them schedule in advance

Mind Map

Thank you !