

Uncovering unspoken needs and challenges with the customer - Feedback summary

What went well:

1. Demonstrated curiosity by asking insightful questions about involving clinical staff and unions in the workflow redesign process, showing interest in understanding HealthCareOne's organizational dynamics.
2. Asked a thoughtful question about the reasoning behind the fragmented infrastructure, which led to valuable information about acquisition-driven growth and system integration challenges.
3. Showed some understanding of healthcare challenges by acknowledging staff time constraints and proposing phased implementation approaches with change management support.

Areas of improvement:

1. Jumped too quickly to offering solutions rather than continuing discovery questioning, particularly when discussing data lakes and chatbots before fully understanding HealthCareOne's unique environment and previous failed attempts.
2. Missed opportunities to follow up on critical concerns Blake raised about data privacy, compliance audit findings, and previous negative experiences with similar technologies.
3. Could have asked more specific questions about current data governance practices when prompted directly by Blake, instead of continuing to focus on potential solutions.