

# Patient Journey

Hospitals are under enormous cost pressure. However, digitalization creates new opportunities for process support and transparency. In this context, patient-centered processes and targeted staff deployment are the basis for sustainable success. Patient Journey Mapping helps to develop strategic measures that improve both patient engagement and satisfaction. The result of the optimization process is a patient journey that is characterized by shorter stays and waiting times, more staff time for patients and higher patient safety and treatment quality.

## Pain Points

- Lack of clarity about current state of digital maturity
- Uncertainty about strategy for digitalization efforts
- One-sided view of the company
- Acceptance of change measures by employees and/or management
- Expensive and time-consuming analyses

## Procedure

- 1 Common understanding of the vision and decision on the most important focal points and the scope of the Patient Journey.
- 2 Analysis of the current state and mapping/gap analysis with the defined target state of the Patient Journey.
- 3 Recommendation of an implementation roadmap with clearly defined steps for the implementation of the target Patient Journey.



## Customer benefits



Increased patient well-being through high-quality patient-oriented service



Reduced staff turnover & increased staff satisfaction



More efficient and innovative process design & cost reduction

## Contact



**Jülide Cetinkaya**  
Tel.: +41 43 8886547  
juelide.cetinkaya@detecon.com



**Marion Scherer**  
Tel.: +41 43 8887420  
marion.scherer@detecon.com