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| De<br>fin<br>e<br>CS<br>fit<br>nt<br>p<br>CC | <div>1. CUSTOMER SEGMENT(S)<div>CS</div><p>Patient segmentation divides a patient population into distinct groups each with specific needs, characteristics or behaviours to allow care delivery and policies to be tailored for the groups.</p></div>   | <div>6. CUSTOMER CONSTRAINTS<div>CC</div><p>Identify patients of high LOS – risk (patients who will stay longer)<br/>At the time of admission</p></div> | <div>5. AVAILABLE SOLUTIONS<div>AS</div><p>The length of stay is divided into 1<br/>Different classes ranging from 0-10 days to more than 100 days.</p></div>  | E<br>x<br>p<br>l<br>o<br>r<br>e<br>A<br>S,<br>di<br>ff |
|  | <div>2. JOBS-TO-BE-DONE / PROBLEMS<div>J&amp;P</div><p>LOS can aid in logistics such as room and bed allocation planning</p></div>   | <div>9. PROBLEM ROOT CAUSE<div>RC</div><p>What is the real reason that this problem exists? What is the back story behind the need</p></div>            | <div>7. BEHAVIOUR<div>BE</div><p>Patient behaviour is often described as disruptive behaviour as they have an altered mental stage of fear of being sick , anxious about out of the pocket cost , alternation of lifestyle if suffered from a chronic lines.</p></div> |  |
|  | <div>3. TRIGGERS<div>TR</div><p>A trigger is a powerful tool for identifying adverse events to measure the level of any kind of harm caused in patient care. Studies with epilepsy patients have illustrated that using triggers as a methodology with data mining may increase patient well-being..</p></div> <div>4. EMOTIONS: BEFORE / AFTER<div>EM</div><p>Results of present study showed that many clinical and nonclinical factors such as age, employment, marital status, history of previous admission, patient condition at discharge, method of payment, and type of treatment can affect LOS.</p></div> | <div>10. YOUR SOLUTION<div>SL</div><p>The length of stay is divided into different classes ranging form 0-10 days to more than 100 days</p></div>       | <div>8. CHANNELS of BEHAVIOUR<div>CH</div><p>Drastic changes in behavior or personality.<br/>Easily getting annoyed or nervous.<br/>Often appearing angry.<br/>Blaming others.</p></div>   |  |

