

Ideation Phase

Empathize & Discover

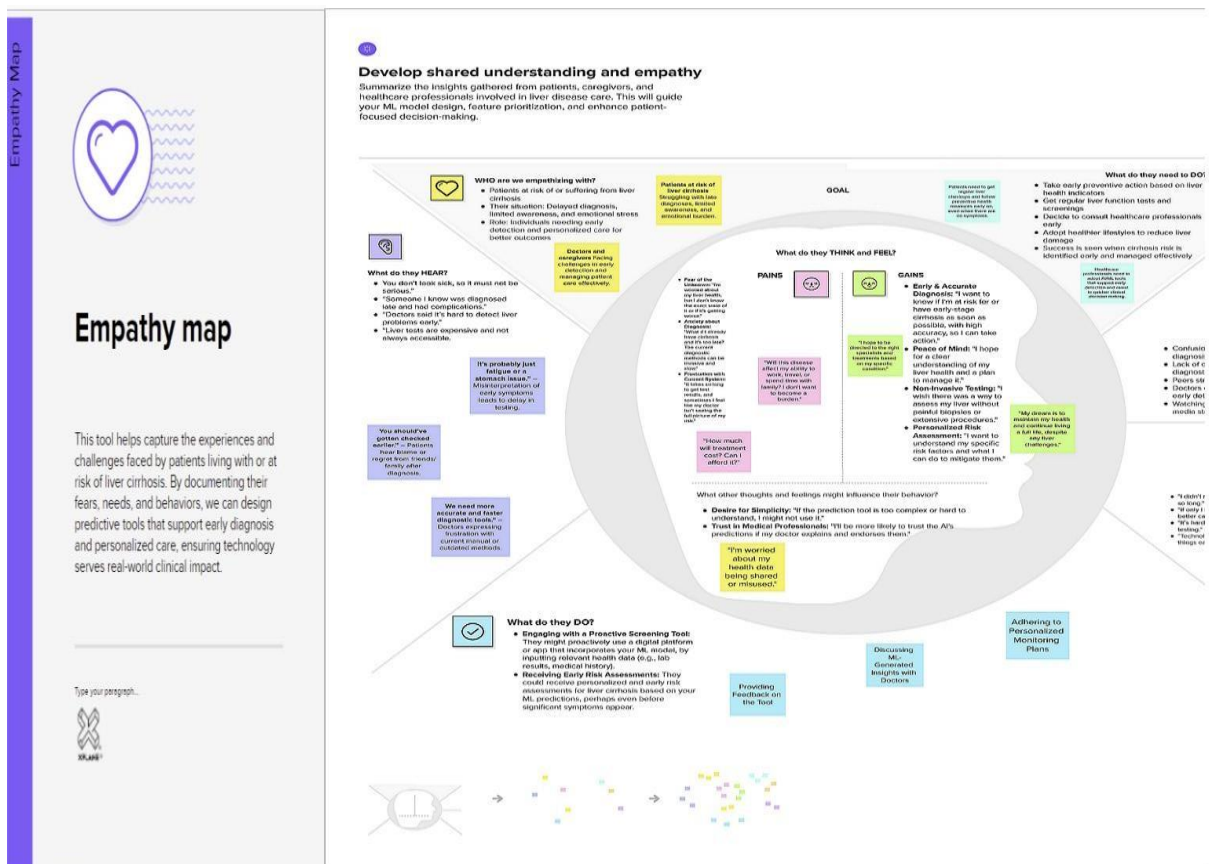
Date	19 July 2025
Team ID	LTVIP2025TMID41526
Project Name	Revolutionizing liver care: predicting liver cirrhosis using advanced machine learning techniques
Maximum Marks	4 Marks

Empathy Map Canvas:

An **empathy map** is a simple yet powerful visual tool used to understand the thoughts, emotions, behaviors, and needs of individuals at risk for or living with **liver cirrhosis**. In the context of our **machine learning–based prediction system**, the empathy map helps us deeply connect with the experiences of patients, caregivers, and healthcare providers.

By identifying their **fears, motivations, and challenges**, and examining how they interact with the current healthcare system, we can design a solution that goes beyond technical accuracy. It enables us to build a tool that is **trustworthy, user-friendly, and relevant** in real-world clinical environments.

Example: Liver Cirrhosis Care



This empathy map illustrates the real-life thoughts, emotions, and challenges of individuals at risk of or currently managing liver cirrhosis, along with the experiences of caregivers and healthcare providers. It guides the development of our machine learning–powered early diagnosis tool, ensuring that we create not just a smart system, but one that resonates with real users.

Through this map, we uncover both emotional concerns—such as fear of long-term illness, frustration with delayed diagnoses, and anxiety over cost and privacy—and hopes for more accurate, accessible, and personalized medical care.

The map captures:

- What patients think and feel:
“I’m scared about what’s next... Will my family be affected?”
- What they hear:
“You seem fine—why are you worried?”
- What they say and do:
“I wish I had taken the symptoms seriously earlier.”
- What they need to do:
Take preventive health actions, attend regular check-ups, and stay informed about their condition.

By documenting these insights, we ensure that our predictive model is not just technically effective, but also empathetic, trustworthy, and built around the real needs of the people it’s meant to help—empowering both patients and doctors to take timely, informed action.