

## 3. l'RIGGERS



10. YOUR SOLUPION



8. CHANNELS of BEHAVIOUR



Attiacts patients to hospital if they have a hasslefiee allocation of iooms when compaied to othei hospitals wheie they must woiíy about ioom cost.

## 4. EMOľIONS: BEÏORE / AÏľER



l'hey feel uncomfoitable if the hospital allocates a noimal ioom due to pooi management even if the patient pays a highei fee. ② Assess the capacity of iooms in the hospital and the patient's stiength.

- ① Allocate staffs accoidingly.
- ① Cieate a technology which can ease the woik of management.
- Make it usei filendly so that the patients can access the iooms without huidles.
- ① Hospital can benefit from the ease of management as they can predict LOS of each patient based on available data.

## **ONLINE**

People can look into online websites and check theií íatings and íeviews which offeis good allocation of íooms.

## OÏÏLINE

Patients will talk about the hospital to other people if they received good quality of service and the better management of rooms.