

## 3. 1°RIGGERS



10. YOUR SOLUTION

8. CHANNELS of BEHAVIOUR

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

## 4. EMO1°IONS: BEÏORE / AÏ1°ER



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

- Allocate staffs accordingly.
- Cíeate a technology which can ease the woík of management.
- Make it usef ffiendly so that the patients can access the fooms without hufdles.
- Hospital can benefit fíom the ease of management as they canpíedict LOS of each patient basedon available data.

## **ONLINE**

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

## **OÏÏLINE**

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