

# ANALYTICS FOR HOSPITAL'S AND HEALTH - CARE DATA

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PREPARE SOLUTION FIT



### 1.CUSTOMER SEGMENT Person With Identical Needs Person With Chronic Condition

- Person With Multiple Illness **Tertiary Care Patient**

# 2.PROBLEM/PAIN+(Frequency)

People for testing and treatment of

- coronavirus Overflowing waiting room
- Beds crowded in intensive care units
- Lack of oxygen cylinders during covid Restricted travel for staffs
- 3.TRIGGERS TO ACT
- care of the dying is urgent care Diagnosis of life-limiting conditions
- 4.EMOTIONS before and after
- Condemning emotions
- Self-conscious emotions
- Suffering emotions

## Convincing Consumers There's Choice

**6.CUSTOMER DRIVEN** 

- Inaccessibility Lagging Behind in Consumer
- Technology

Government mandates.

# 9.ROOT/CAUSE of problem

- Patient safety and quality care. Staffing concerns.
- Patient satisfaction.
- Doctor-related issues.
- Population health management.

#### **10.YOUR SOLUTION**

- **Orientation Training**
- Camp for vaccination and providing free consultation for awareness
  - Developing application for information
- Creating blood bank app for immediate blood requirements

#### colleges for the patient who had covid to avoid spreading

Arrangements in schools and

7.BEHAVIOR +its intensity

**5.AVAILABLE SOULTION** 

Grievance Redressal Mechanism.

Nurses To focus on Clinical Care

Effective Communication to Patients

Giving Essential resources for the patients (food cloths etc.,)

**8.CHANNELS OF BEHAVIOR** 

**Organizing Vaccination camp** 

## Strategic Decision Making

- Physical Advocacy
- **Paid Advertising**
- **Customer Services**
- **Public Relations**
- Achievement on Social Networks
- Staff Behavior