

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)

coronavirus

- People for testing and treatment of
- 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

5.AVAILABLE SOULTION

Grievance Redressal Mechanism.

7.BEHAVIOR +its intensity

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