Ideation Phase Define the Problem Statements

Date	19 September 2022
Team ID	PNT2022TMID21113
Project Name	Analytics for Hospitals' Health-Care Data
Maximum Marks	2 Marks

Customer Problem Statement Template:

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

l am	Describe customer with 3-4 key characteristics - who are they?	Describe the customer and their attributes here
I'm trying to	List their outcome or "Job" the care about - what are they trying to achieve?	List the thing they are trying to achieve here
but	Describe what problems or barriers stand in the way – what bothers them most?	Describe the problems or barriers that get in the way here
because	Enter the "root cause" of why the problem or barrier exists – what needs to be solved?	Describe the reason the problems or barriers exist
which makes me feel	Describe the emotions from the customer's point of view – how does it impact them emotionally?	Describe the emotions the result from experiencing the problems or barriers

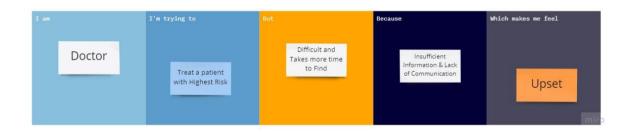
Reference: https://miro.com/templates/customer-problem-statement/

Analytics for Hospitals' Health-Care Data – Problem Statements:









Problem	I am	I'm trying to	But	Because	Which makes me feel
Statement (PS)	(Customer)				
PS-1	Patient	Get Doctor	Doctors	Crowded	Worried
	Admitted at	for a long	are Busy	Hospital	
	Hospital	time			
PS-2	Patient	Get a Bed for	It is very	Hospitals ran	Depressed
		my Grand	difficult	out of Beds	
		Mother who	to		
		is serious	Acquire		
		during covid-	Bed		
		19 pandemic			

PS-3	Hospital Manager	Make more beds Available	Unable to do it	Lack of Information about Patients stay	Concerned
PS-4	Doctor	Treat a patient with Highest Risk	Takes more time to find the patient	Insufficient Information and Lack of Communication	Upset