

## 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.

<b>I am</b>	Describe customer with 3-4 key characteristics - <i>who are they?</i>	Describe the customer and their attributes here
<b>I'm trying to</b>	List their outcome or "job" the care about - <i>what are they trying to achieve?</i>	List the thing they are trying to achieve here
<b>but</b>	Describe what problems or barriers stand in the way - <i>what bothers them most?</i>	Describe the problems or barriers that get in the way here
<b>because</b>	Enter the "root cause" of why the problem or barrier exists - <i>what needs to be solved?</i>	Describe the reason the problems or barriers exist
<b>which makes me feel</b>	Describe the emotions from the customer's point of view - <i>how does it impact them emotionally?</i>	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 Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Patient Admitted at Hospital	Get Doctor for a long time	Doctors are Busy	Crowded Hospital	Worried
PS-2	Patient	Get a Bed for my Grand Mother who is serious during covid-19 pandemic	It is very difficult to Acquire Bed	Hospitals ran out of Beds	Depressed

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