

Define CS, fit into CC	<div><div>1. CUSTOMER SEGMENT(S)<div>CS</div></div><div>Who is your customer? i.e., working parents of 0-5 y.o. kids</div><div>The customers of our project are the hospital managements who can make the required set up to accommodate the patients and the patients who can be prepared based the length of stay.</div></div>	<div><div>6. CUSTOMER CONSTRAINTS<div>CC</div></div><div>What constraints prevent your customers from taking action or limit their choices of solutions? i.e. spending power, budget, no cash, network connection, available devices.</div><div>Constraints for the hospital management includes system maintenance , data management , privacy and security, network glitches while registration , unexpected change in severity of the patient's condition , shortage in equipment , inexperienced staff.</div></div>	<div><div>5. AVAILABLE SOLUTIONS<div>AS</div></div><div>Which solutions are available to the customers when they face the problem  or need to get the job done? What have they tried in the past? What pros &amp; cons do these solutions have? i.e. pen and paper is an alternative to digital notetaking.</div><div>Usually the LOS is guessed by the doctor based on the experience which cannot always be accurate because of the patients varying conditions.</div><div>Another method is to calculate the average of LOS this can't be used to predict the LOS of future patients.</div></div>	Explore AS, differentiate
	<div><div>2. JOBS-TO-BE-DONE / PROBLEMS<div>J&amp;P</div></div><div>Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.</div><div>The job to be done is to predict the length of stay (LOS) of patients. This can be done by predictive analysis using the previous data available which includes severity of disease, age of person, bed type etc.,</div></div>	<div><div>9. PROBLEM ROOT CAUSE<div>RC</div></div><div>What is the real reason that this problem exists? What is the back story behind the need to do this job? i.e. customers have to do it because of the change in regulations.</div><div>Patients can go to other hospital because of the inconvenience in the length of stay. Due to the migration of patients from one to other hospital the reputation of the hospital will damaged. The allotment of beds for patients will be hectic without knowing the length of stay.</div></div>	<div><div>7. BEHAVIOUR<div>BE</div></div><div>What does your customer do to address the problem and get the job done?  i.e. directly related: find the right solar panel installer, calculate usage and benefits; indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace)</div><div>The hospital management will start recording the length of stay of patients so that the management can use this data as a reference for the future cases and based on this data they can prepare necessary equipment facilities.</div></div>	

Focus on J&P, tap into BE, understand RC

Focus on J&P, tap into BE, understand RC

**3. TRIGGERS****TR**

What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.

When the patients see other patients LOS they will know the cost for that LOS and how much preparations are required like food ,clothing ,etc.,

Hospital management can use this data to check the availability of beds and make necessary arrangements.

**4. EMOTIONS: BEFORE / AFTER****EM**

How do customers feel when they face a problem or a job and afterwards?

i.e. lost, insecure > confident, in control – use it in your communication strategy & design.

Before facing the problem the management will not be certain about the preparations required to accommodate the stay of the patients in the hospital.

After getting the proper data the management can plan accordingly and allot the beds based on requirements.

**10. YOUR SOLUTION****SL**

If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality.

If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behavior.

The solution is to predict the length of stay of patients and using the data find the availability of beds and how long it will takes for beds to be free. We can classify the patients based on the length of stay and disease severity and give medications according to them. We can find useful insights by analysing the data.

**8. CHANNELS of BEHAVIOUR****CH****8.1 ONLINE**

What kind of actions do customers take online? Extract online channels from #7

In online mode, we have to maintain the records of length of stay of patients and they have to make sure that the records are accurate without any errors.

**8.2 OFFLINE**

What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.

We have to provide the necessary equipment and beds based on the length of stay and we can also inform the patients about the length of stay so that they can be prepared.