1. CUSTOMER SEGMENT(S)

Various patient demographics, including

risk level and insurance status, can be

used to segment the patients. It is the

age, gender, illness, belief, lifestyle

method of classifying patients usually by

Who is your customer?

fit into

CS

Define

RC

tap into BE, understand

**∞** 

OD

Focus

5

fit into

Define

i.e. working parents of 0-5 y.o. kids

AS

СН

Explore AS, dif

erentiate

СН

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

# Worrying approximately your health, feeling

#### After:

Fear that hassle will come back Memory and concentration Improving reminiscence and concentration Feeling alone

#### **6. CUSTOMER CONSTRAINTS**

CS

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.

Avoidable medical errors. Low treatable mortality rates. Lack of transparency. Difficulty finding a good doctor. High maintenance costs. The lack of insurance coverage. The shortage of nurses and doctors. A different perspective on solving the shortagecrisis.

#### 5. AVAILABLE SOLUTIONS

CC

RC

SL

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 & cons do these solutions have? i.e. pen and paper is an alternative to digital notetaking

Higher taxes on alcohol and tobacco. Improve fitness standards. Improve research. Transnational support. Reduction in consumption. Recycle and reuse. Reduce corruptive actions. Promote vaccinations.

#### 2. JOBS-TO-BE-DONE / PROBLEMS J&P

The fact that the responsibility for managing

numerous healthcare providers presents one

patients is split between their insurer and

of the largest hurdles in the deployment of

healthcare data analytics.

1.poor infrastructure

5.high expense

2.inadequate workforce

3.unmanageable patient burden

4. Ambiguous quality of service

**Problems:** 

Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.

#### 9. PROBLEM ROOT CAUSE

Parasites

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.

# Disease caused by Viruses, Bacteria, Fungi and

How there causes damage: They invade living, normal cells and use those cells to multiply and produce other viruses like themselves

Solutions: Handle & Prepare Food Safely Wash Hands Often Clean & Disinfect Commonly Used Surfaces Cough & Sneeze Into Your Sleeve Don't Share Personal Items Get Vaccinated

#### 7. BEHAVIOUR

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)

Disruptive conduct as they've an altered intellectual degree of worry of being sick ,stressful approximately out of the pocket cost, alteration of way of life if suffered from a continual illness

### 3. TRIGGERS

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

unscheduled contact with physician or nurse

worry, anxiety, suffering, existential pain and

moderate/severe pain, moderate/severe

The most common triggers were

/or psychological pain

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

Hand Hygiene

Avoid abbreviations.

Rapid Response System.

Review staffing policies.

Use superior tracking equipment.

Work with depended on providers

Observe care in dealing with medicines.

Verify all scientific procedures

Checklist

protocols.

TR

What kind of solution suits Customer scenario the best? Adjust your solution to fit Customer behaviour, use Triggers, Channels & Emotions for marketing and communication.

Promote reporting. Enforce strict disinfection

#### **8.1 ONLINE CHANNELS**

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

Patients will be a part of virtual communities, participate in research, receive money or ethical support, set goals, and track personal progress.

& design.

#### Before:

irritating or overwhelmed, depression, worry and sadness

## **8.2 OFFLINE CHANNELS**

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

Re-engineer health center discharges Prevent significant line-related blood movement infections

Prevent venous thromboembolism

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 behaviour.