

Ideation Phase

Define the Problem Statements

Date	19 September 2022
Team ID	PNT2022TMID41798
Team Members	Vaishnavi.E(Team Leader) Suji.G Kalaibinaya.S Shalini.S
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.

I 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

Example:

I am a traveler	I'm trying to book flights on my phone	But it takes a long time	Because The website is not responsive and doesn't have a mobile version	Which makes me feel Frustrated
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Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Hospital dean	I have to allocate resources to patients	I cannot properly allocate resources	I couldn't predict how long the patient may	Unable to allocate resources properly for patients in need

				stay and utilize the resources	
PS-2	Patient	Get proper treatment	I didn't get proper resource	There is no available resources they are preoccupie d with other patients	My health condition gets severe
PS-3	Patients	Get medical care	Unable to get required care	Limited number of doctors	frustrated