

### WHO are we empathizing with?

Who is the person we want to understand? What is the situation they are in? What is their role in the situation?



Help the person who are in needs

## What do they HEAR?

What are they hearing others say? What are they hearing from friends? What are they hearing from colleagues? What are they hearing second-hand?

> Inefficient allocation of bed and doctors

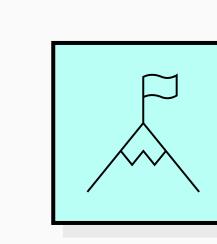
use resources efficiently



**GOAL** 

#### What do they need to DO?

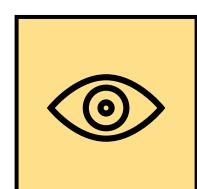
What do they need to do differently? What job(s) do they want or need to get done? What decision(s) do they need to make? How will we know they were successful?



Length of stay of each patient

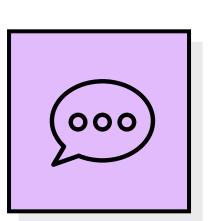
> Smart hospital

communicable diseases leads to major problem



## What do they SEE?

What do they see in the marketplace? What do they see in their immediate environment? What do they see others saying and doing? What are they watching and reading?



#### What do they SAY?

What have we heard them say? What can we magine them saying?

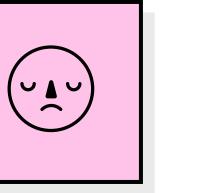
> Treating patients on time

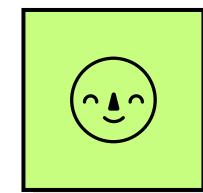
Allocating needful resources for patients

# What do they THINK and FEEL?

## **PAINS**

What are their fears, frustrations, and anxieties?





#### **GAINS**

What are their wants, needs, hopes, and dreams?

Proper allocation of bed

Proper

diagnosation



Decrease medical errors

Utilisation of proper resources

What other thoughts and feelings might influence their behavior?

Feel



#### What do they DO?

What do they do today? What behavior have we observed? What can we imagine them doing?

Easy to use using smart hospital management

Prepare the respective medicines for the particular disease in prior

Taking measures against overcrowding