

Define CS, fit into CC

1. CUSTOMER SEGMENT(S)

CS

Who is your customer?
i.e. working parents of 0-5 y.o. kids

Hospital management and patients.

6. CUSTOMER CONSTRAINTS

CC

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.

Not able to predict the patient LOS properly especially during the pandemic period

5. AVAILABLE SOLUTIONS

AS

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

Using data mining technique for effective hospital bed management

Explore AS, differentiate

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

2. JOBS-TO-BE-DONE / PROBLEMS

J&P

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

Allocating beds for the patients with proper data analysis

9. PROBLEM ROOT CAUSE

RC

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.

Insufficient analysis in data causes human error and poor scheduling.

7. BEHAVIOUR

BE

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)

Database of patients should be regularly monitored

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

3. TRIGGERS

TR

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

Overcoming emergency situations and Pandemic period situations and Pandemic period

4. EMOTIONS: BEFORE / AFTER

EM

BEFORE: Unstable physical and psychological state during the pandemic period

10. YOUR SOLUTION

SL

Using **predictive analysis** powered by the AI which is used in analytics technique
Proper Data analysis and implementation in **Interactive dashboard.**

8. CHANNELS of BEHAVIOUR

CH

8.1 ONLINE

Secure login ,Usage of data exploration.

8.2 OFFLINE

Making the data set on the patients occupancy period,analysing the LOS with

Identify strong TR & EM

AFTER : Physical and psychological comfort and security to the patients. Developed critical care bed allocation decisions.

doctors

Identify strong TR & EM