# EMPATHY MAP CANVA

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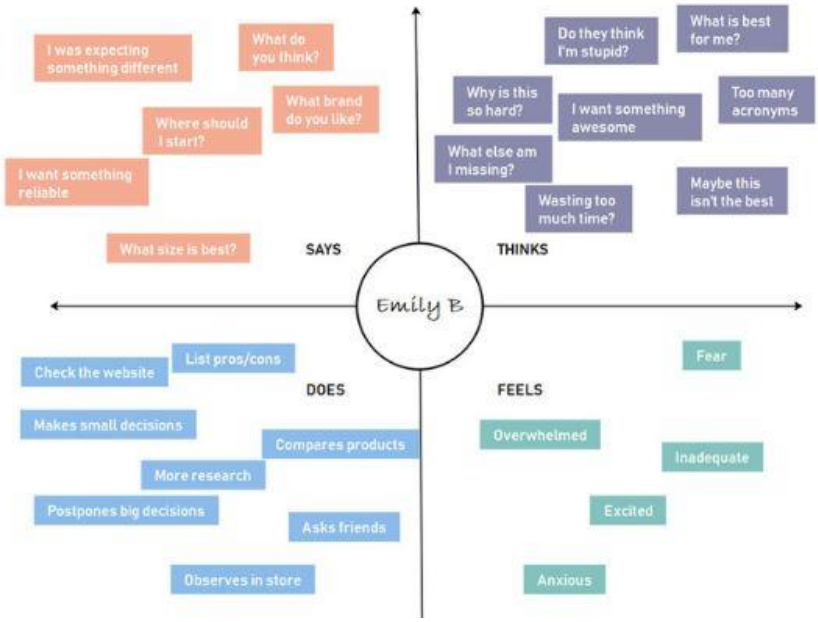
| Date | 23 Octobar 2025 |
| Team ID | 3FFAE7436D2189BAAD14CC03A02C48A9 |
| Project Name | Medical Inventory Management |
| Maximum Marks | 2 Marks |

Empathy Map Canvas :

The Empathy Map Canvas was created to understand the experiences and expectations of both healthcare staff and administrators involved in managing medical inventory. From the staff's viewpoint, they see a system with poor visibility of medicine stock levels and face delays in accessing essential drugs and supplies.




They hear frequent complaints from doctors and patients regarding unavailable or expired medicines. They think and feel frustrated due to

manual paperwork, lack of coordination, and pressure to meet urgent medical needs. They say and do actions such as repeatedly checking with the store or manually updating logs to ensure accuracy. Their major pain points include inventory mismanagement, delayed replenishment, and stock shortages, while their gains would be real-time stock visibility, automatic alerts for low inventory, and a faster restocking process. For the administrators, they see inefficiency in tracking supplier performance and hear concerns about budget overruns and compliance issues. They feel stressed about maintaining accurate records and ensuring timely audits. Their main pain is the lack of centralized, accurate data, while their expected gain is a streamlined, automated Medical Inventory Management System that provides real-time tracking, accurate reporting, and better decision-making insights. This empathy mapping process helped shape the Medical Inventory Management System to prioritize automation, real-time monitoring, and accuracy, ensuring smooth healthcare operations and improved patient care.