**ANALIZING PEOPLE’S MIND**

**ABSTRACT:**

Successful hospitals put their effort for people front and center in everything they do. They systematically realign processes & technology to serve people what they want, when they want, in just the way they want it. It will be better if we have an application that guide the people to reach their destination in hospitals rather than asking help from receptionist. That app will help you in finding the place. It will be very ease to access the place from their mobile app because all are having the mobile in hands.

**PROBLEM STATEMENT**

Ease of access in hospitals is becoming difficult due to increased number of victims everyday. s People with uncomfortable situation will not be able to tolerate a larger timestamp to wait for a piece of information. This reduces quality of services in hospitals and increases customer satisfaction.

**RELATED WORKS**

**1. Poor communication between providers.**

Fairfields Medical Centre recently added a new role to its facility: clinical nurse leader. "A clinical nurse leader is the first new role in nursing in 40 years, and this is a post-masters trained nurse who is on track like an advanced practice nurse, except their training puts them in the hospital at the bedside," Ms. Ubbing says. She says the hospital has assigned a clinical nurse leader to micro-units of around 12 beds throughout the hospital, where the CNL acts as a liaison between physicians and patients and mentors other nurses. "[We think] this will reduce length of stay, eliminate some rework and get better information flowing faster for decisions to be made," she says. By installing a nurse leader to increase communication between providers, she thinks patients will have a better healthcare experience with fewer redundancies, and physicians will have a better understanding of what happens to a patient when another provider takes over.

**2. Reducing waiting time in outpatient services of large university teaching hospital-a six sigma approach.**

This paper presents the results of a project of improving the quality of services provided in an outpatient department of an university hospital in India. The project was conducted on the basis of the six sigma methodology and aimed to reduce waiting times in outpatient cardiology office. Significant reduction in waiting time was achieved in the outpatient services of the Cardiology department by using the six sigma approach. In addition to the overall reduction in waiting time for cardiac medical consultation significant reduction in waiting time for getting the lab results was also achieved. As an off shoot of the study nine registration counters were started, registration forms were modified, users were appointed to guide patients, additional staff were appointed to handle the telephones in the Cardiology OPD and they were also taught basic telephone etiquette, dedicated biochemistry analyser was provided for the cardiology department and an alert system was put in place for patients waiting for more than one hour. Further data collection through VOC will help to monitor and control any variance.

**OBJECTIVE:**

* To create an app which will assist people in all aspects inside a hospital easily.
* To reduce the response time and easy access.

**PROPOSED METHODOLOGY:**

Here, in this app a search box and voice box is provided from where people can ask or text for any assistance they need. On submitting that user query, it will search in its database for required information. Machine is designed so that it can process the raw data and retrieve the information. Machine is designed in such a way with Natural Language Processing it will be persona based, where the machine will recognize the kind of user’s perspective and will generate a reply according to the user. The output to the user will be appropriate which matches the understanding level of the user since the machine is fed with Machine Learning algorithm which learns the persona based query. Datasets are hard cored in the database engine which helps the designed app to respond back quickly for any kind of users query.

**TECHNOLOGY STACK:**

**Front end - HTML,CSS.**

**why html?**

* HTML is easy to use and understand
* All browsers support HTML
* HTML and XML syntax is very similar
* Most development tools support HTML
* HTML is most search engine friendly

**why css?**

* Printer friendly
* Search engine friendly
* Fast webpage loading

**Backend - Python.**

**Reasons for using python...**

* For Natural Language Processing (NLP)
* Python is like the swiss army knife of machine learning.
* Modular
* Light-weight process.
* Scalable and Dynamic
* Object-oriented
* Searching algorithm is easy.

**Database - Mysql.**

Advantages of SQL...

* SQL Standard
* Portable
* Open Source
* Complete language for a database
* Multiple data views
* Client/Server language

**why not other databases...**

* Less mature
* Less support
* Business intelligence and analytics
* Administration
* No advanced expertise

**For connectivity - Node.js**

* Speed! (Performance)
* Node.js is event-driven and non-blocking and very good at handling concurrent requests.
* Fast Server-Side Solution
* One Language Across the Stack

**why not PHP?**

* Programmers need to learn PHP frameworks instead of PHP
* Lack of option to modify core behaviour
* Affect Speed and performance of websites
* Quality of PHP frameworks differs

**FEATURES AND SCOPE OF PROJECT:**

* + As this will be a mobile based application, it will be easily accessible by all.
  + It will be very comfortable, as the machine will guide rather than people at anytime.

**CONCLUSION:**

* It will be very much useful and reduces the tension as well as time for waiting for the reply.
* All the work will be done in short period of time.
* There won’t be confusion for finding the way.

**FUTURE ENHANCEMENT:**

This proposed work does not assist the user to route the destination within the wireframe of the building. This mobile based application can be enhanced by incorporating shortest path algorithm and assisting the user with graphical representation of route to desired destination. This might assist the end users to get access to the desired location in ease of time.