IDEATION PHASE

Empathize & Discover

DATE	01/11/2025
NM ID	NM2025TMID08826
PROJECT NAME	MEDICAL INVENTORY MANAGEMENT
MAXIMUM MARKS	4MARKS

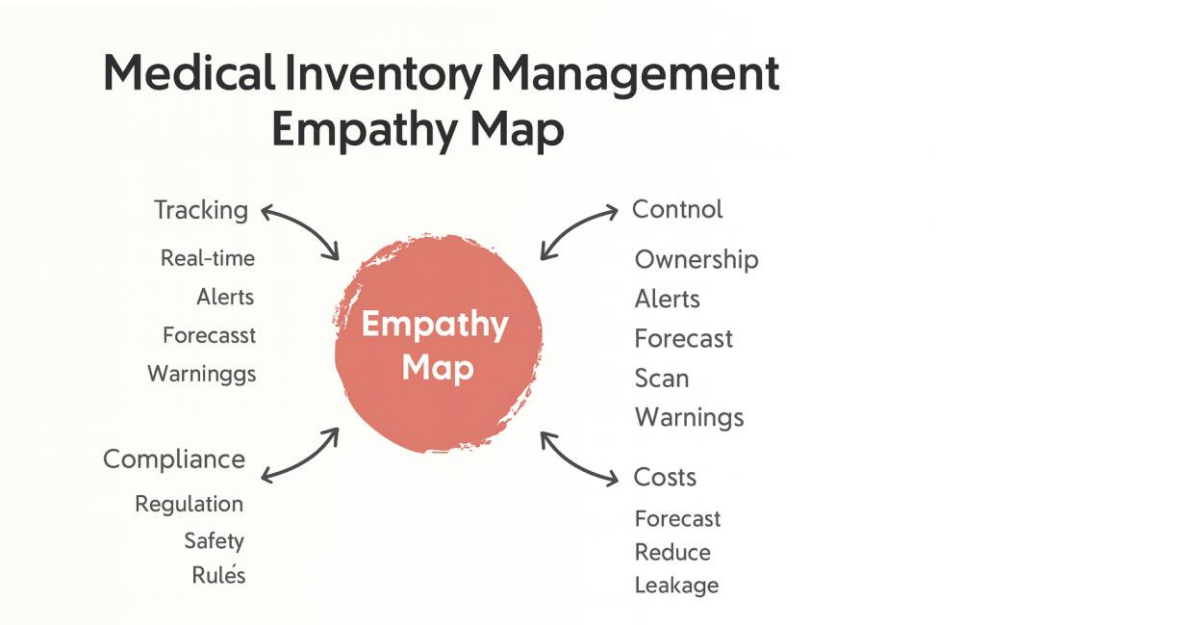
Empathy Map Canvas:

In the **Empathize & Discover** phase, the team observed how **inventory managers, pharmacists, and medical staff** handle deletion of medical inventory items in the system.

Through direct observation and interviews, the team discovered that users often feel **frustrated and anxious** when they try to delete an expired or faulty medical item, only to find out later that it was still **linked to active patient treatments, prescriptions, or medical orders**.

This issue leads to **workflow disruptions, compliance risks, and confusion** among healthcare staff. It also creates additional work to identify which processes were affected or which alternative items can be used.

By engaging with hospital staff, pharmacists, and IT administrators, the team uncovered that the **lack of real-time dependency alerts and visibility** makes it difficult to manage medical stock safely. These findings emphasize the need for **clear warnings, automated dependency checks, and guided reassignment** before deletion.



Empathy Map Insights Summary

The empathy map helped us understand the **challenges faced by healthcare staff** when deleting medical inventory items that are still assigned to active medical use.

It reveals their **pain points, actions, and emotional responses**, showing how missing alerts and unclear item dependencies create risks in patient care and compliance.

These insights guided us toward designing a **secure and intelligent system** that prevents the accidental deletion of items tied to active treatments or prescriptions.

Example (Medical Inventory Management Context)

By deeply understanding users through empathy mapping, we identified the **key risks and frustrations** associated with the accidental deletion of inventory items involved in ongoing medical processes.

These insights revealed major **pain points** such as:

- **Lack of real-time alerts** when deleting items linked to patient treatments.
- **No visibility** into which medical processes or prescriptions depend on a specific item.
- **Absence of automated safety checks** or confirmation prompts before deletion.

As a result, we designed a **smarter Medical Inventory Management System** that integrates:

- **Validation checks** to detect active dependencies.
- **Confirmation and warning prompts** for safer decision-making.
- **Real-time tracking and reassignment options** to ensure medical continuity.