

Key Insights

(April 2023 – Oct 2024)

The emergency room dataset, covering a period of 19 months, records a total of 9,216 unique patients.

Patient Wait Time & Satisfaction:

The Average wait time was approximately 35.3 minutes, indicating a need for improvement to enhance patient flow. The average satisfaction score was 4.99 out of 10, suggesting moderate satisfaction and highlighting areas for improving patient experiences.

Departmental Referrals:

A significant number of patients (5400) did not required referrals. Among those referred, the most common were General Practice (1840 cases) and Orthopaedics (995 Cases), followed by Physiotherapy (276 Cases) and Cardiology (248 Cases)

Peak busy Periods:

The busiest day were Saturday (1377 Patients), Thursday (1322 Patients), and Sunday (1318 Patients). The busiest hours were 11 AM, 7 PM, 01 PM, and 11 PM indicating need of ample staffing during these periods.

Patient Demographics:

Age Groups: Adults (30 - 39 Years) formed a large group (1200 Patients), followed by young adults (20 - 29 Years) with 1188 Patients. Other significant groups included middle aged as well (40- 50 Years).

Race Distribution:

The largest racial group was White (2571), followed by African American (1951), multi racial (1557), and Asian (1060) patients. A significant number of patients (1030) declined to identify their race.

Admission Patterns:

Nearly half of the patients (4612) were admitted, while the rest (4604) were treated and released.

Summary:

The dataset reveals high patient volumes, moderate satisfaction levels, and common referrals to General Practice and Orthopaedics. Mondays and late night to early mornings hours are particularly busy. The patient demographics show a diverse age and racial composition, with nearly equal numbers of admitted and non-admitted patients. These insights can help optimize resource allocation and improve patient care in the emergency room.