HOSPITAL EMERGENCY ROOM DASHBOARD

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PROJECT OBJECTIVE

The objective of this project is to analyze Hospital Emergency Room (ER) performance using Excel and create an interactive dashboard that helps hospital management:

- Monitor daily ER patient volume
- Track wait times and service efficiency
- Evaluate patient satisfaction
- Understand admission patterns
- Identify trends by age group, gender, and department
- Improve decision-making and resource allocation

KPI REQUIREMENTS

- Total Number of Patients : Total patient footfall in the ER for the selected month.
- Average Wait Time : Average time taken before a patient is attended.
- Patient Satisfaction Score : Average rating given by patients.

CHARTS TO CRATE

1. KPI Cards
   - Total Patients, Average Wait Time, Satisfaction Score, Admission %.

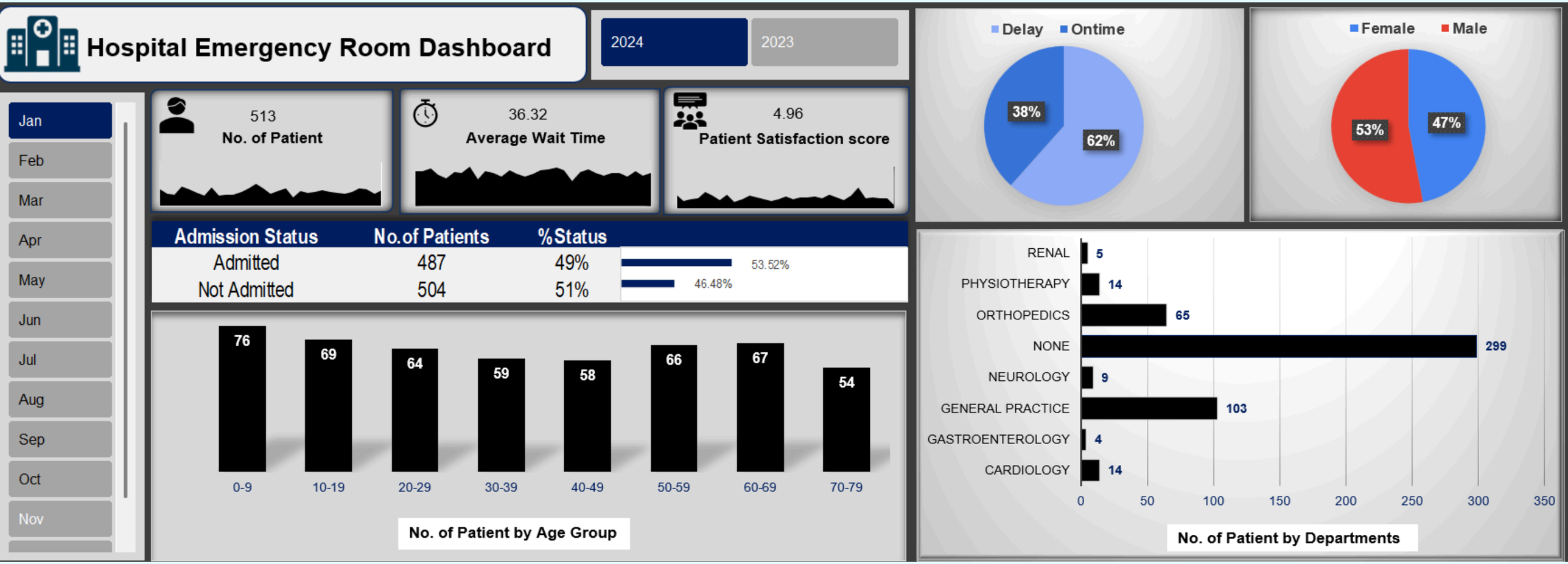
2. Pie / Donut Charts
   - On-Time vs Delayed Cases
   - Gender Split

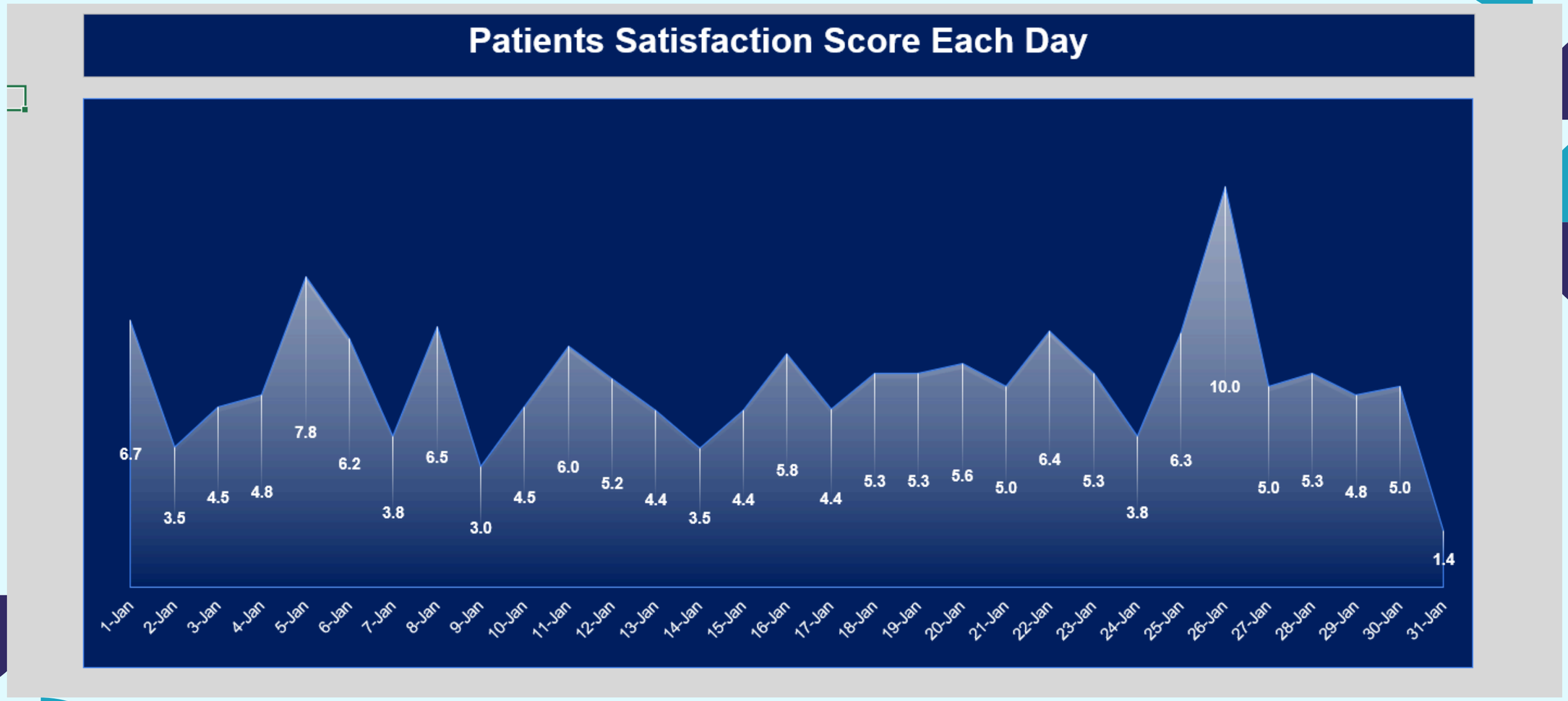
3. Bar & Column Charts
   - Patients by Age Group
   - Patients by Department

.4. Table with % Distribution
   - Admission Status (Admitted vs Not Admitted)
   - Count + Percentage for each category

5. Slicers / Filters
   - Month Selector
   - Year Selector

FINAL DASHBOARD




Patients Satisfaction Score Each Day
6.7
3.5
4.5
4.8
7.8
6.2
3.8
6.5
3.0
4.5
6.0
5.2
4.4
3.5
4.4
5.8
4.4
5.3
5.3
5.6
5.0
6.4
5.3
3.8
6.3
10.0
5.0
5.3
4.8
5.0
1.4
1-Jan
2-Jan
3-Jan
4-Jan
5-Jan
6-Jan
7-Jan
8-Jan
9-Jan
10-Jan
11-Jan
12-Jan
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19-Jan
20-Jan
21-Jan
22-Jan
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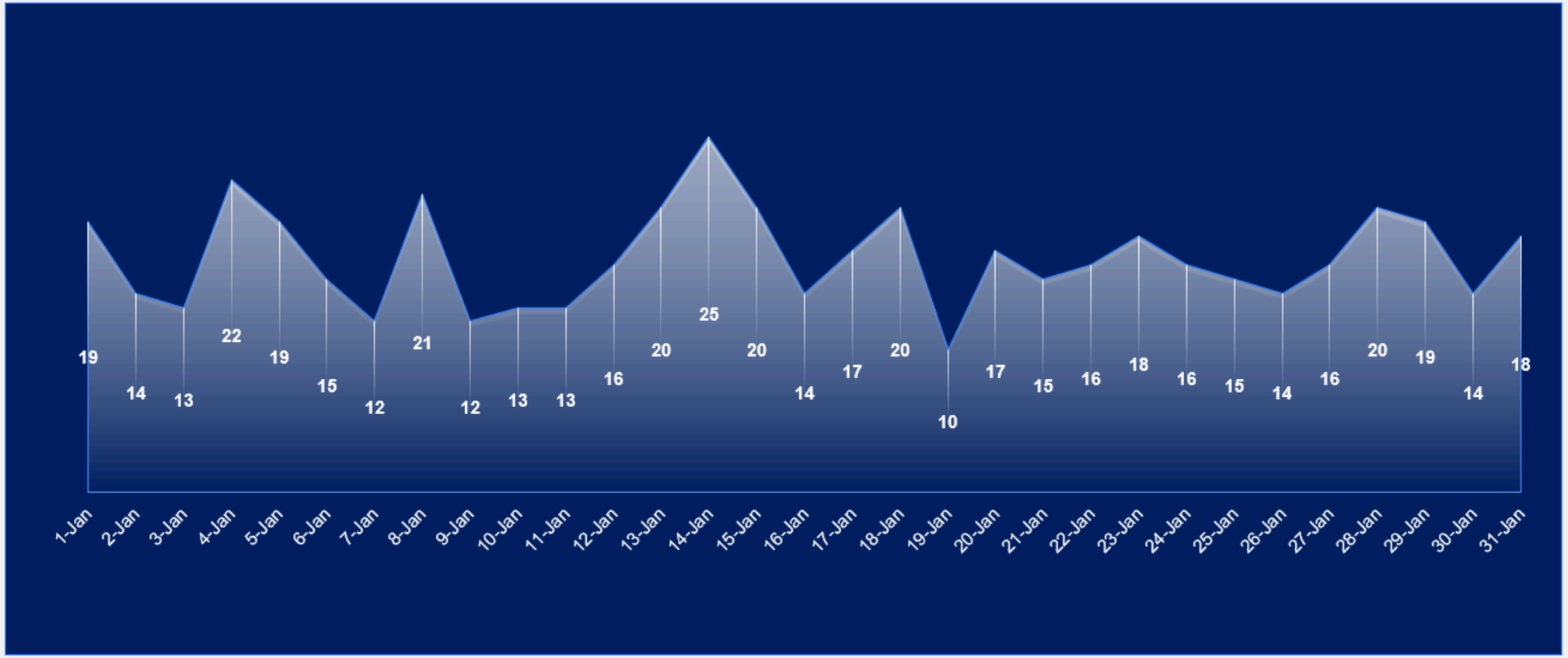
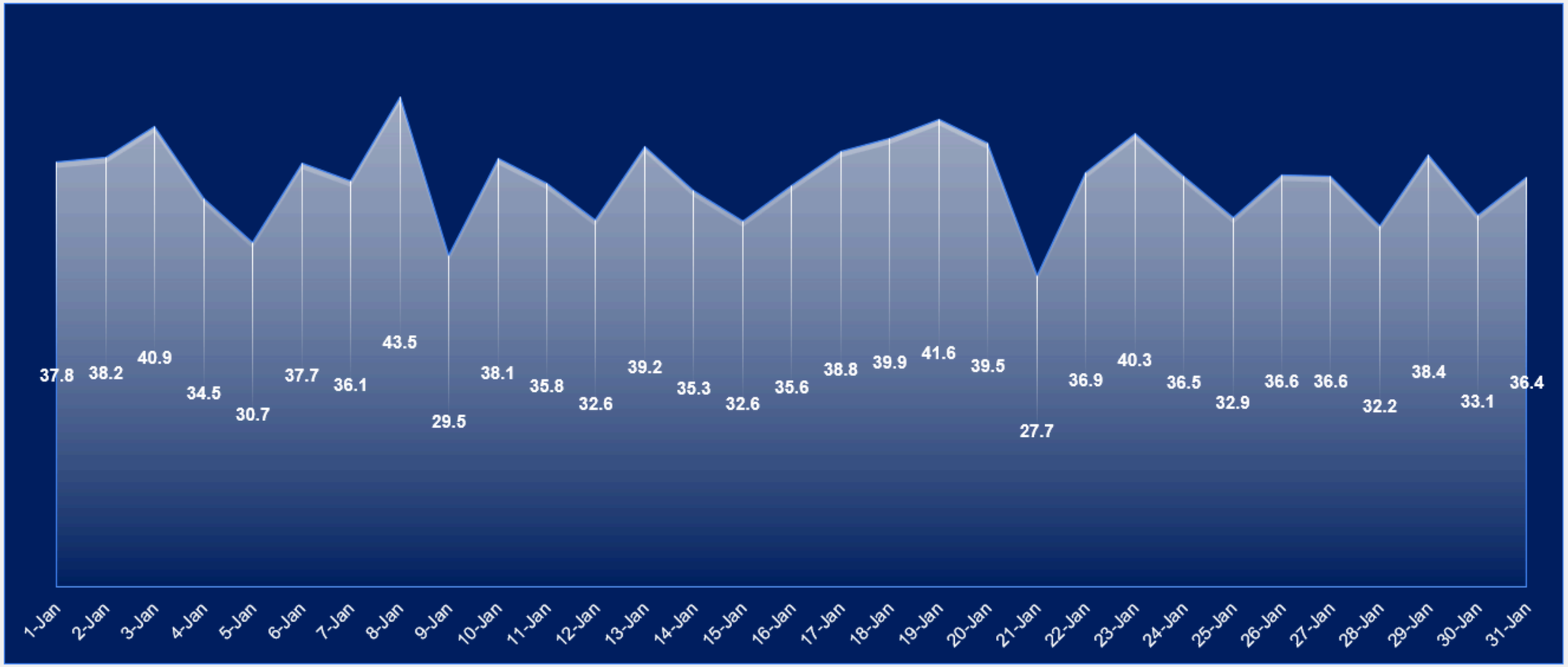
28-Jan
29-Jan
30-Jan
31-Jan

Number of Patients visiting the ER each Day



Average wait Time by Day



DASHBOARD INSIGHTS

- ER handled **513 patients** in the selected month.
- **49% admitted** and **51% not admitted**, indicating a balanced admission pattern.
- Average wait time is **36.32 minutes**, showing moderate service speed.
- **Patient satisfaction is high (4.96/5)**, reflecting good overall care quality.
- **62% of patients were attended on time**, while **38% experienced delays**.
- **Female patients (53%)** slightly outnumber male patients (47%).
- Highest visits recorded in age groups **50–69 years**.
- **General Practice** and **Orthopedics departments** have the most patient load.
- A large number of patients fall under **“None”** category, indicating general or miscellaneous cases.

THANK YOU