

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 CREATE

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

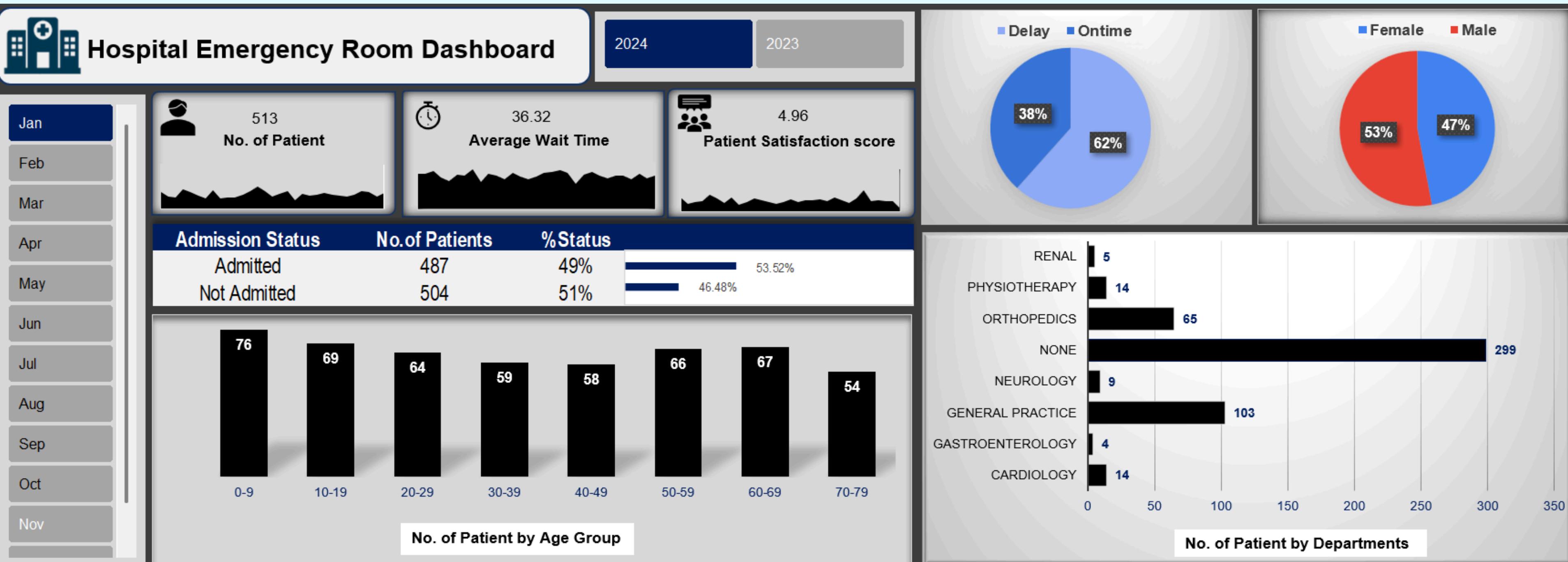
4. Table with % Distribution

- Admission Status (Admitted vs Not Admitted)
- Count + Percentage for each category

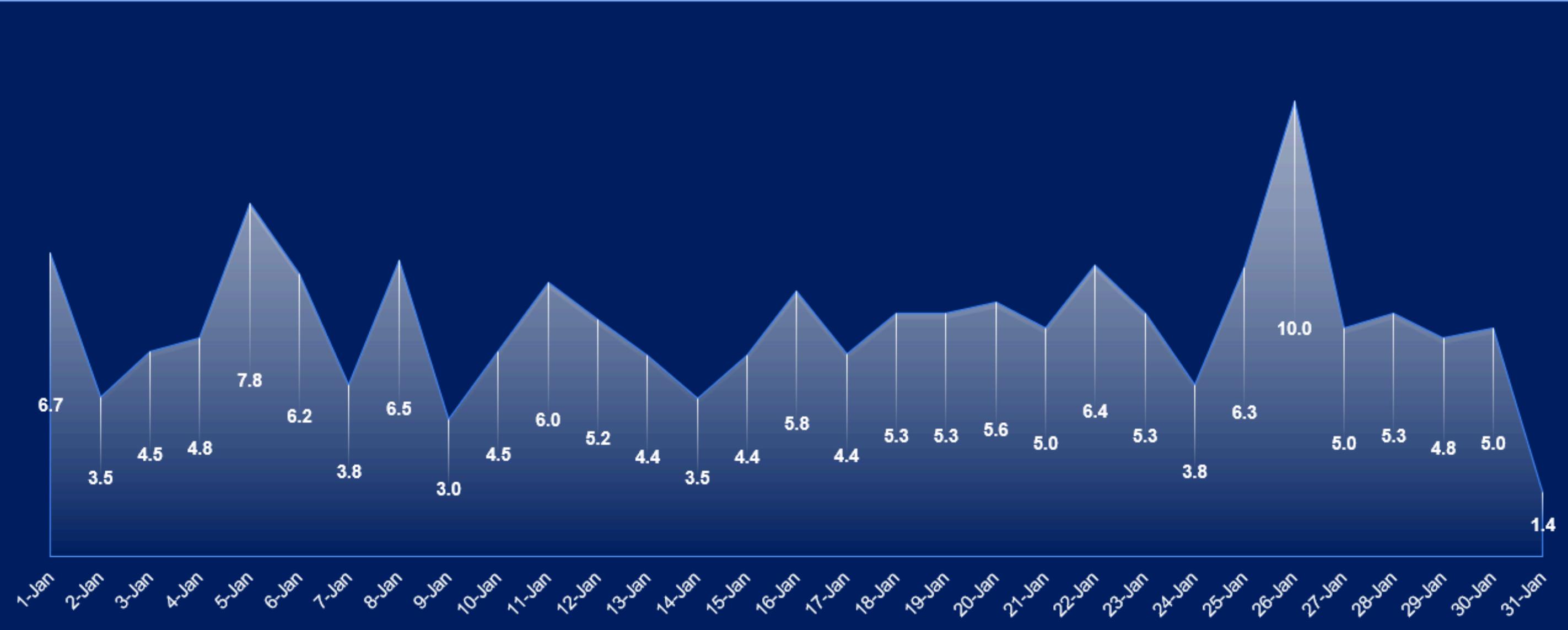
5. Slicers / Filters

- Month Selector
- Year Selector

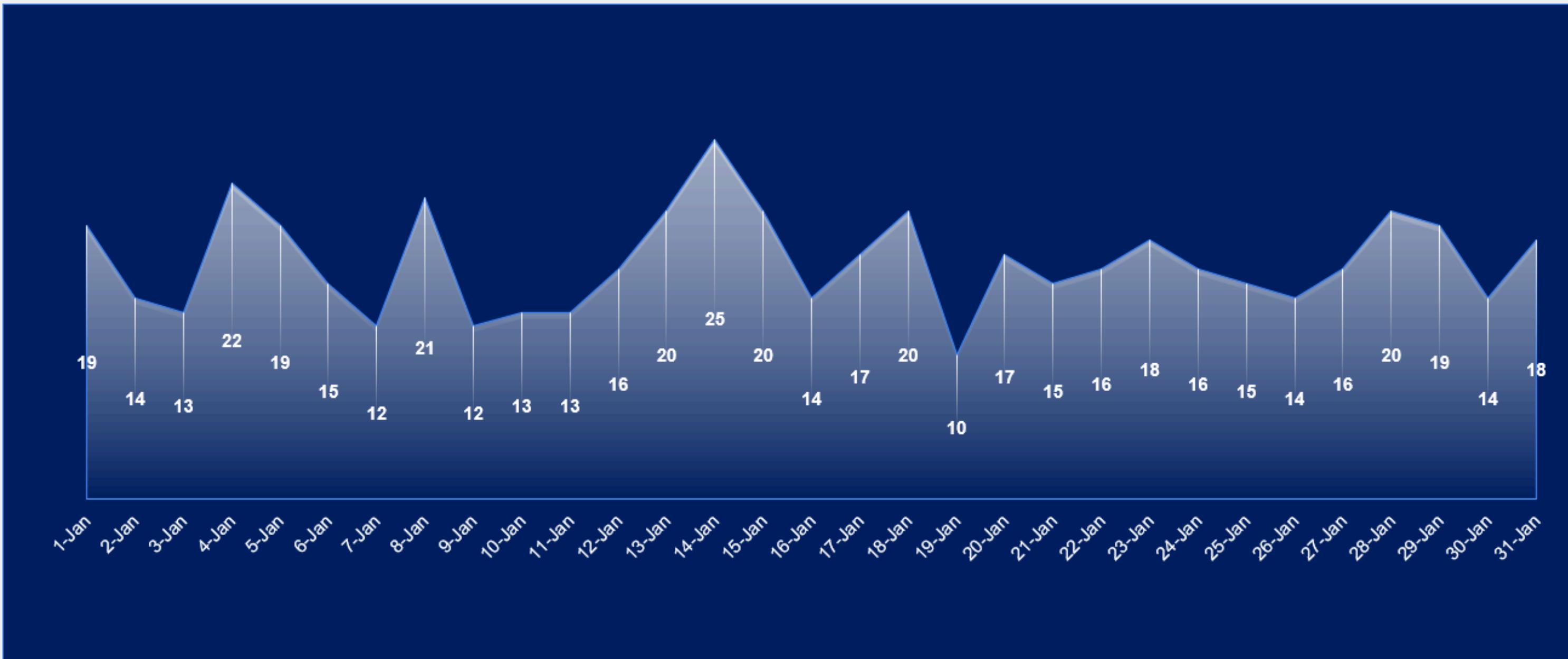
FINAL DASHBOARD



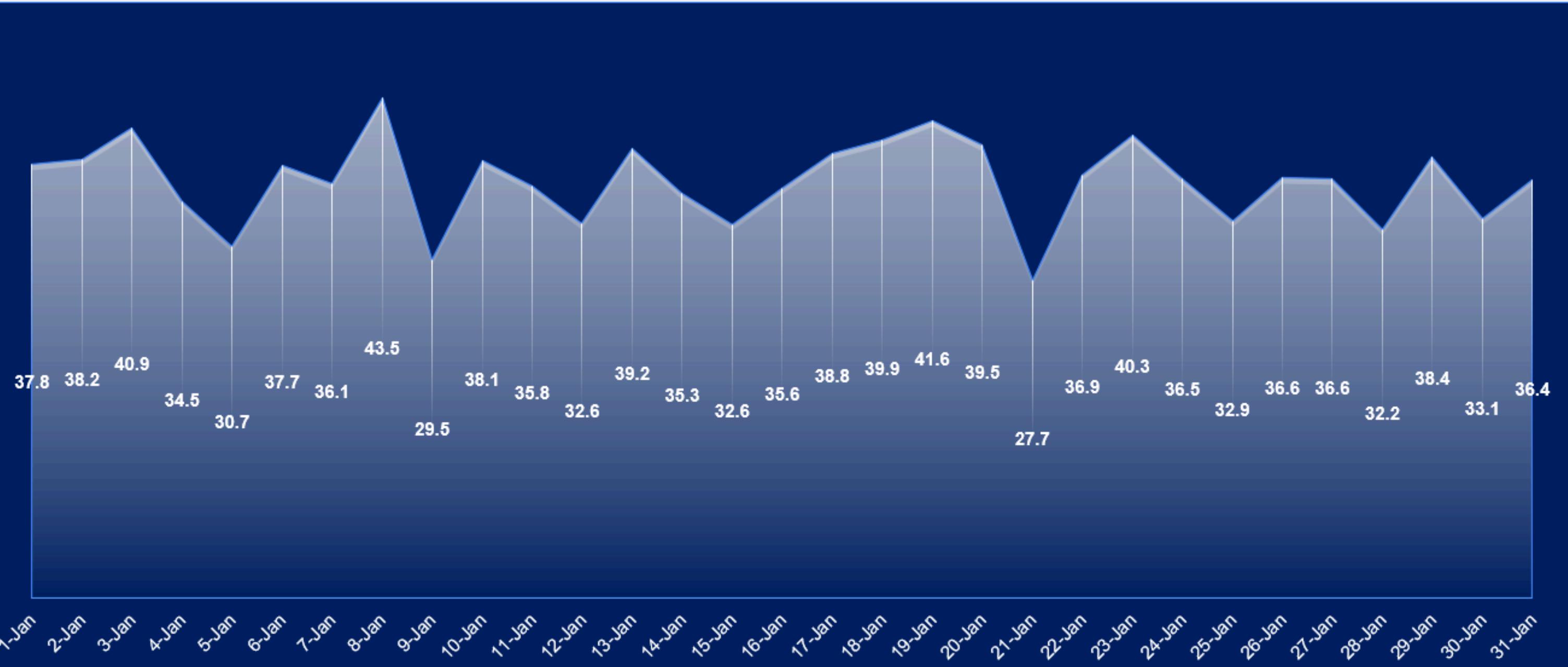
Patients Satisfaction Score Each Day



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