

# PATIENT DEMOGRAPHICS AND SATISFACTION ANALYSIS

Average Satisfaction score by Department & Wait time

Department Referral	Long Wait	Moderate Wait	Short Wait
Cardiology	4.96	5.15	5.02
Gastroenterology	5.51	5.20	4.74
General Practice	5.04	4.96	5.07
Neurology	4.75	5.32	5.43
None	5.00	4.94	5.05
Orthopedics	4.96	4.86	5.14
Physiotherapy	5.02	5.01	4.91
Renal	4.86	4.90	4.89

Satisfaction Category slicer

- ☐ Dissatisfied
- ☐ Highly Satisfied
- ☐ Neutral
- ☐ Satisfied

Age Group slicer

- ☐ Child
- ☐ Old Adult
- ☐ Teenager
- ☐ Young Adult

9216

Total Patient

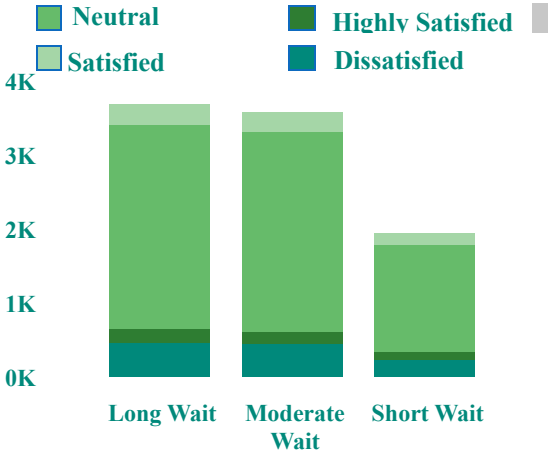
5.00

Average Satisfaction Score

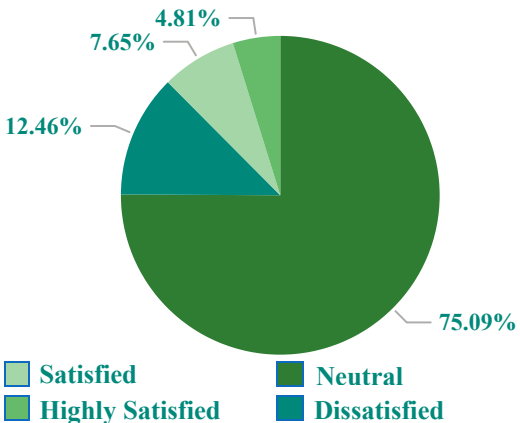
1.64

Satisfaction Score Variability

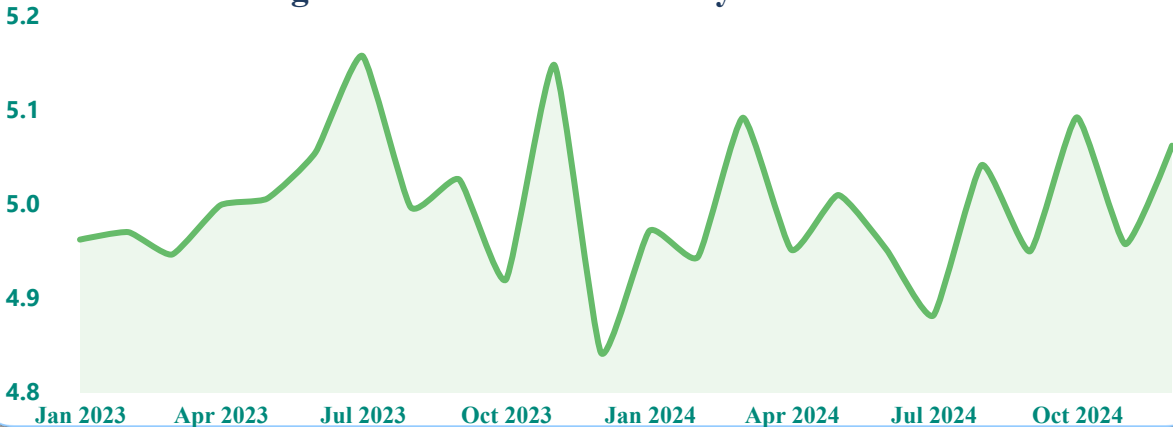
Count of Pat.ID by Satisfaction and Wait time category



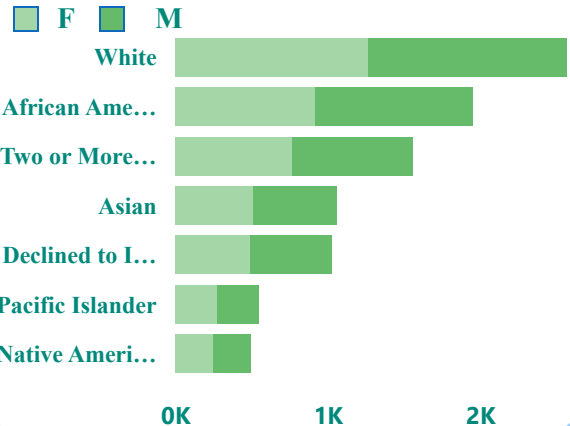
Count of Pat.ID by Satisfaction category



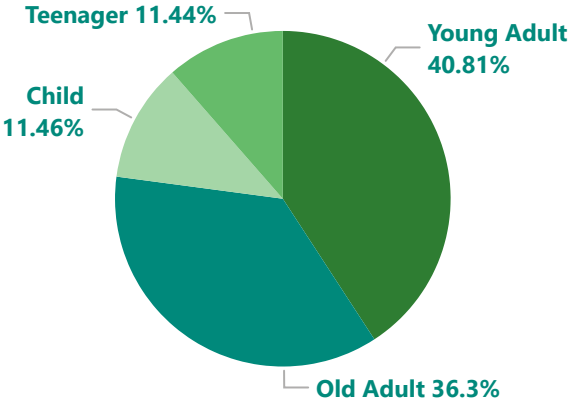
Average of Patient Satisfaction by Admission Date



Count of Pat.ID by Race and Gender



Count of patient ID by Age group



# Patient Wait Time and Efficiency Analysis

Avg. Wait time by Age and Gender

Age_Group	F	M
Child	35.09	34.89
Old Adult	34.73	35.32
Teenager	35.32	35.95
Young Adult	35.39	35.47

Wait time  
Category slicer

- ☐ Long Wait
- ☐ Moderate Wait
- ☐ Short Wait

Patient Risk  
Efficiency slicer

- ☐ High Risk
- ☐ Low Risk

5.26

Avg\_Wait.time\_Deviation

0.03

Efficiency Score

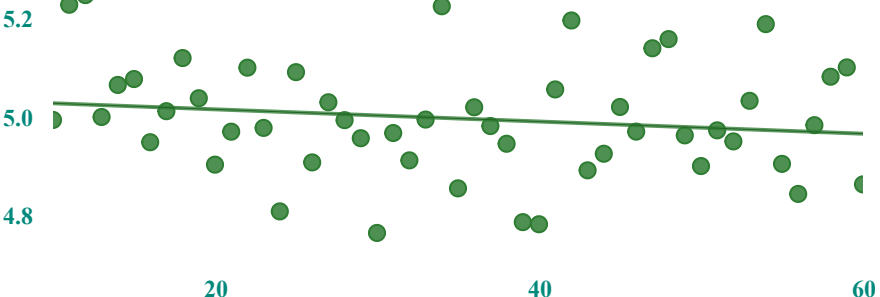
35.26

Avg\_Wait\_Time

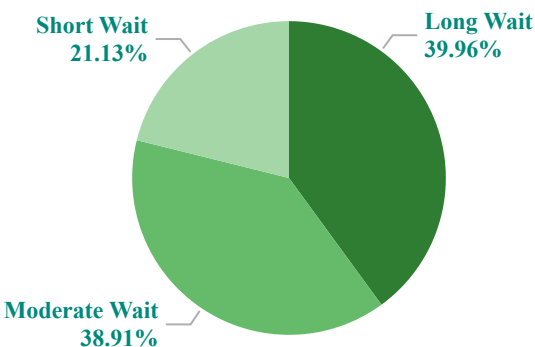
59.32

%\_Patient\_Waiting\_30+

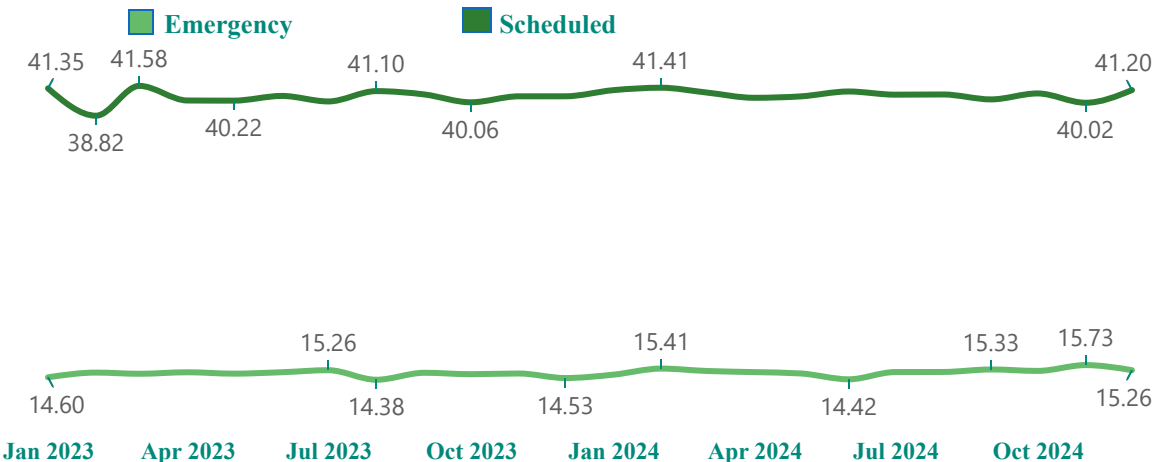
Average satisfaction by patient wait time



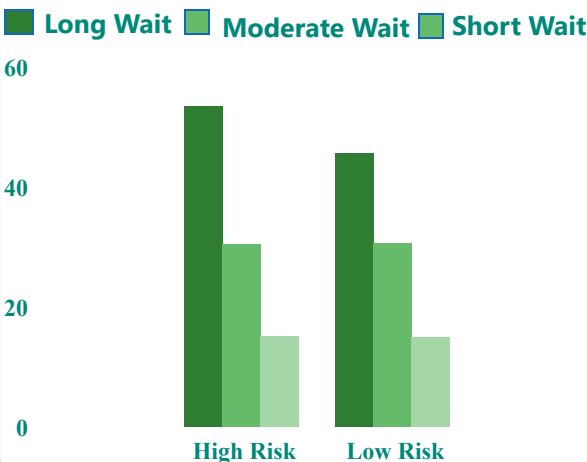
Patient wait time category breakdown



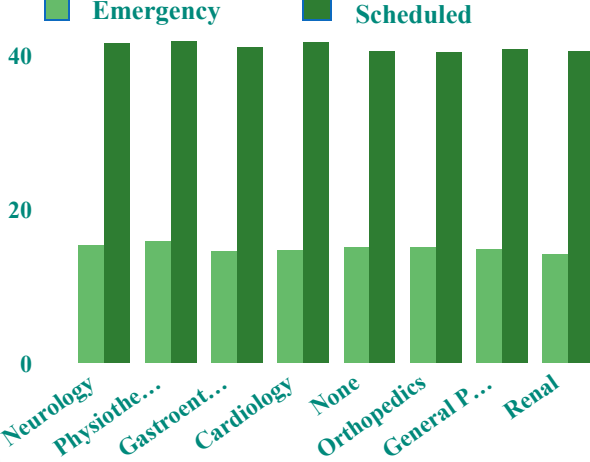
Patient Wait time by Admission date & Type



Wait time performance by Risk & Wait  
time category



Average of Patient wait time by Admission  
type & department referral



# Admission and Referral Trends Analysis

41.41

Referral Rate

34.96

Avg.L.Of Stay (Readmitted)

7

Referred Departments

40.20

High-Risk Admission rate

3816

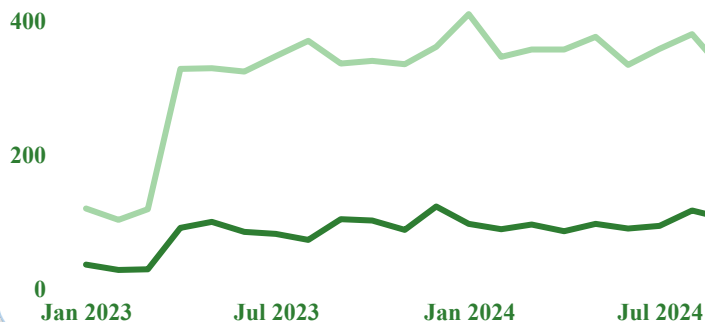
Total Referred Admissions

2.48%

Readmission rate

## Admission type trend over Time

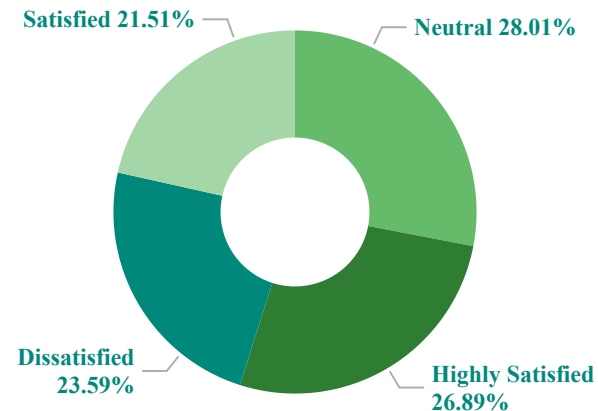
● Emergency ● scheduled



## Departmental Referral slicer

- ☐ Cardiology
- ☐ Gastroenterology
- ☐ General Practice
- ☐ Neurology
- ☐ None
- ☐ Orthopedics
- ☐ Physiotherapy
- ☐ Renal

## Readmission rate by Satisfaction category



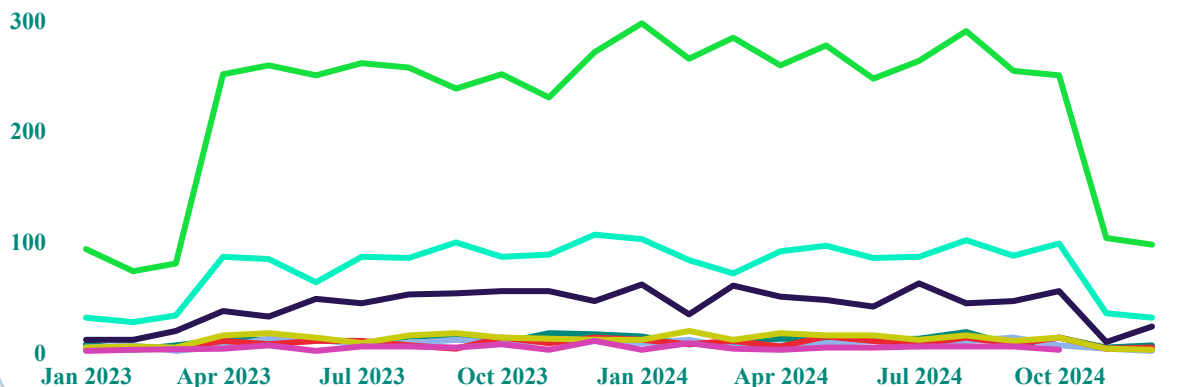
## Readmission rate by departmental referral & Admission type

● Emergency ● scheduled



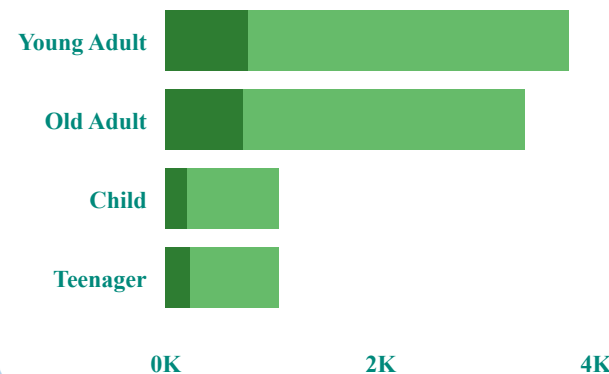
## Monthly Admission Trend by Referral category

● Cardiology ● Gastroenterology ● General Practice ● Neurology ● None ● Orthopedics ● Physiotherapy ● Renal



## Admissions by Age group & Type

● Emergency ● scheduled



## Gender distribution of admission by Department Referral

● F ● M

