

Dashboarding Case Study: Improving Operational Efficiency and Patient Experience in Hospitals

Business Context:

A mid-sized hospital network has collected data related to patient admissions, demographics, ward capacity, and post-discharge feedback. While the data is well-structured, leadership lacks a unified view of how ward performance, admission types, patient profiles, and satisfaction levels are connected.

Hospital administrators are looking to evaluate operational efficiency, staffing adequacy, and areas affecting patient satisfaction. However, they have not defined exact KPIs, and are relying on the dashboard to guide those decisions.

Business Ask:

“We want a dashboard that helps us understand how well our hospital operations are running. We're particularly concerned about ward capacity, admission flow, and patient satisfaction. Use the available data to show us what metrics we should be tracking to improve hospital efficiency.”

Key Questions to Explore:

- How do admission patterns vary by ward or admission type?
- Are some wards over- or underutilized in relation to their bed or staff capacity?
- Do patient demographics correlate with different satisfaction ratings?
- Are there specific diagnoses or admission times associated with lower ratings?

Expected Deliverables:

1. Dashboard File/Link
2. Slide (1–2 slides)

Dataset:  **Hospital Efficiency Case Study Dataset**