Completed_or_Cancelled_appointments by city and clinic_type

7

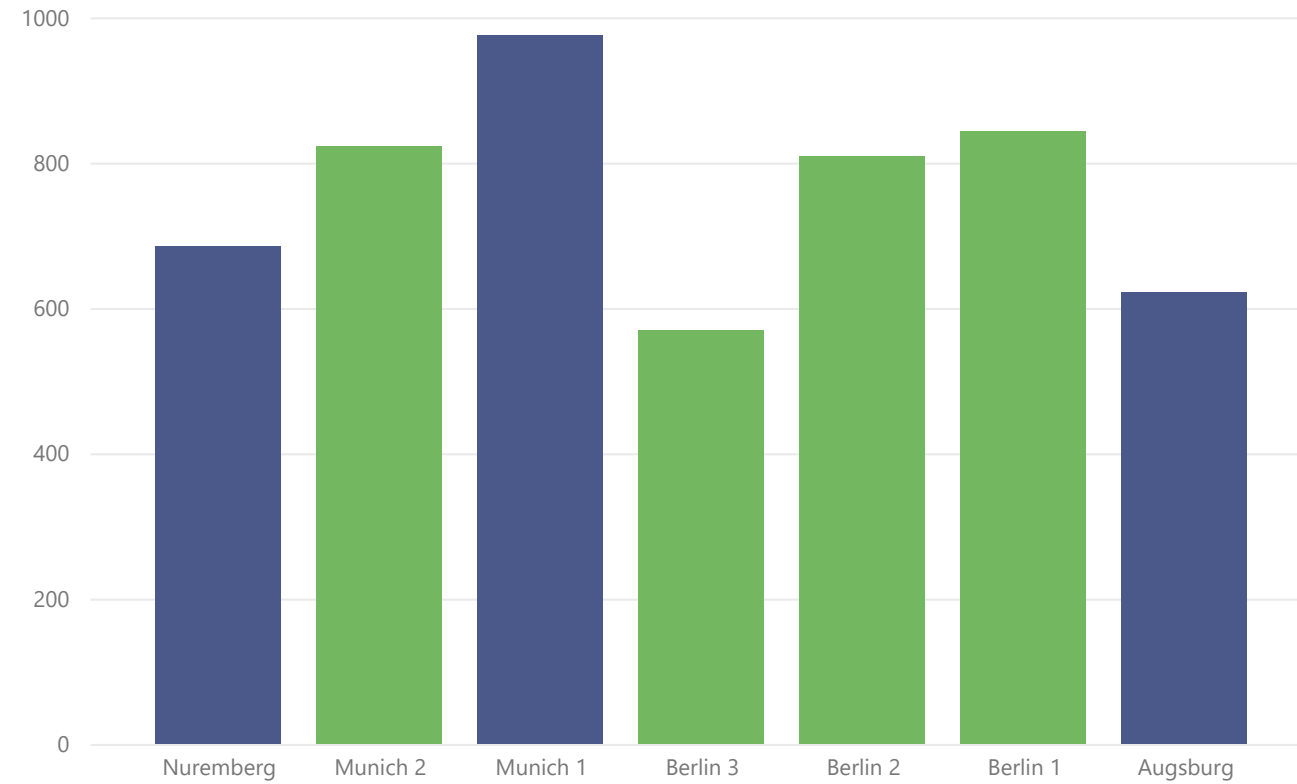Total Clinics Running

clinic_type ● plusdental ● third_party

Total Completed_or_Cancelled_appointments was higher for plusdental (3042) than third_party (2281).

Munich 1 in clinic_type made up 18.32% of Completed_or_Cancelled_appointments. It accounts for 42% of traffic among Third party clinics.

Berlin 3 perfroms worst with only 10% of traffic. It has lowest (72%) capacity rate. and higest cancellation rate(4.8)% among plusdental clinics.
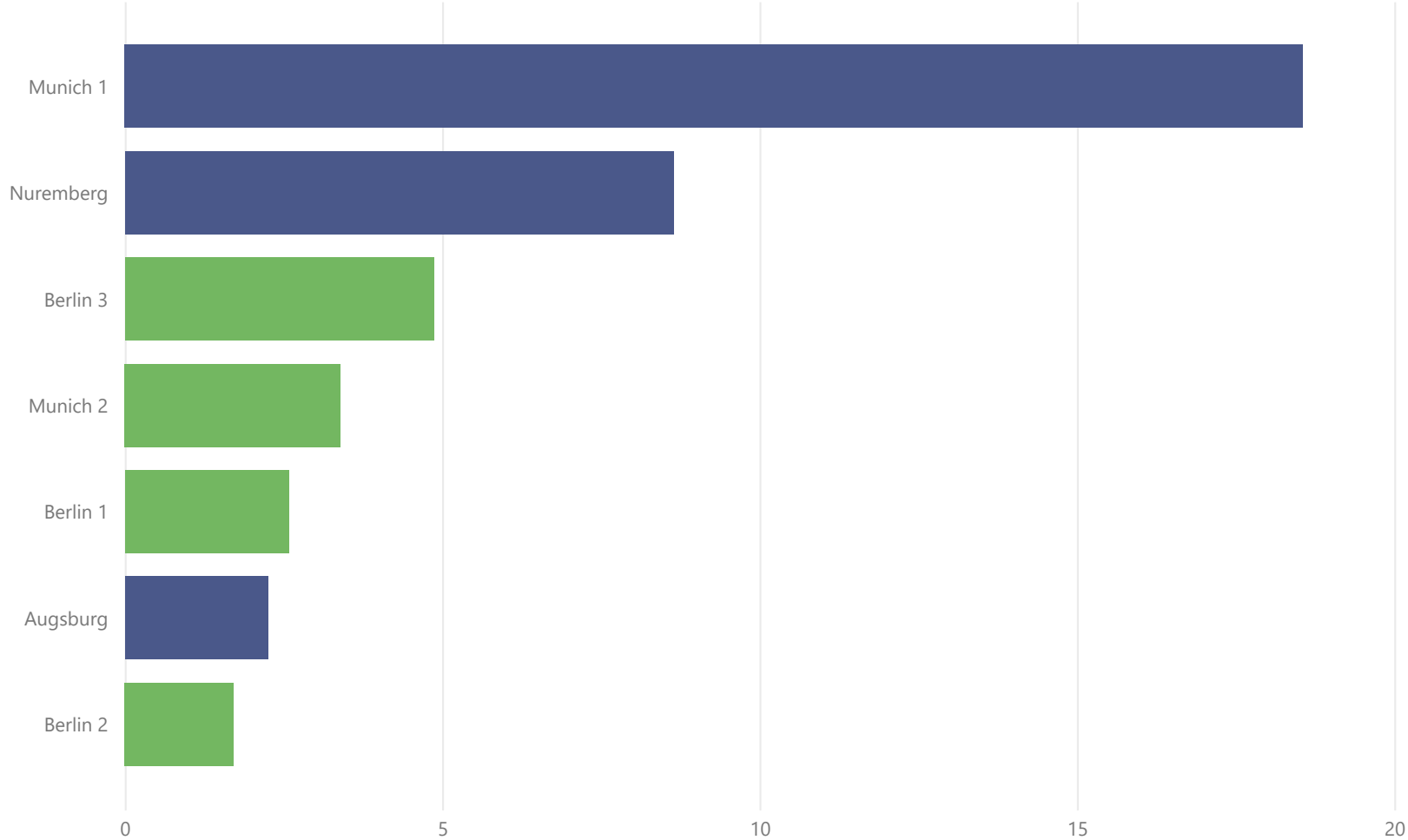
cancellelation_rate by city and clinic_type
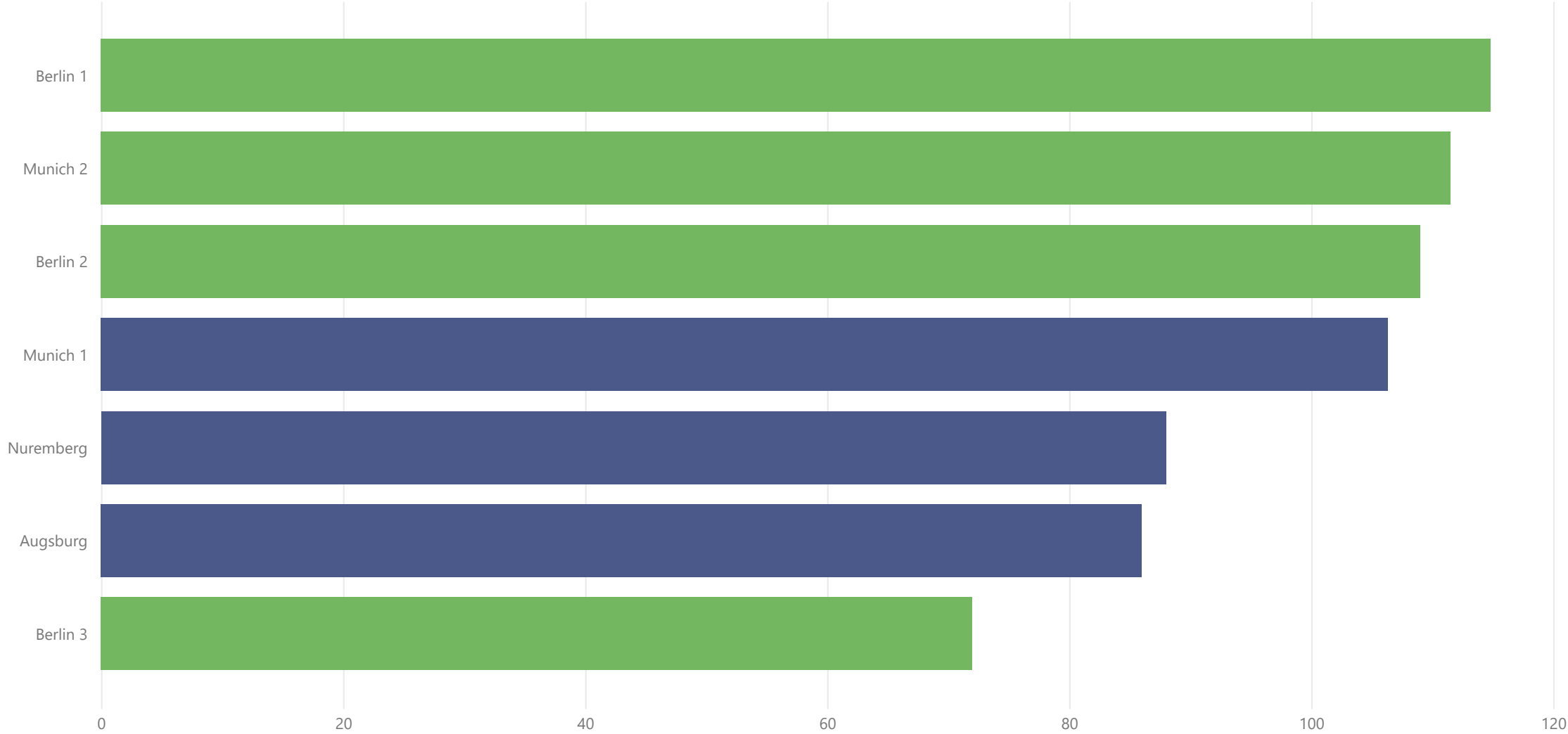
clinic_type ● plusdental ● third_party

Average cancellelation_rate was higher for third_party (9.82) than plusdental (3.14).

Total cancellelation_rate was higher for third_party (29.46) than plusdental (12.57).

Munich 1 in Third patry clinic_type mape up 44.16% of cancellelation_rate.

capacity_rate by city and clinic_type
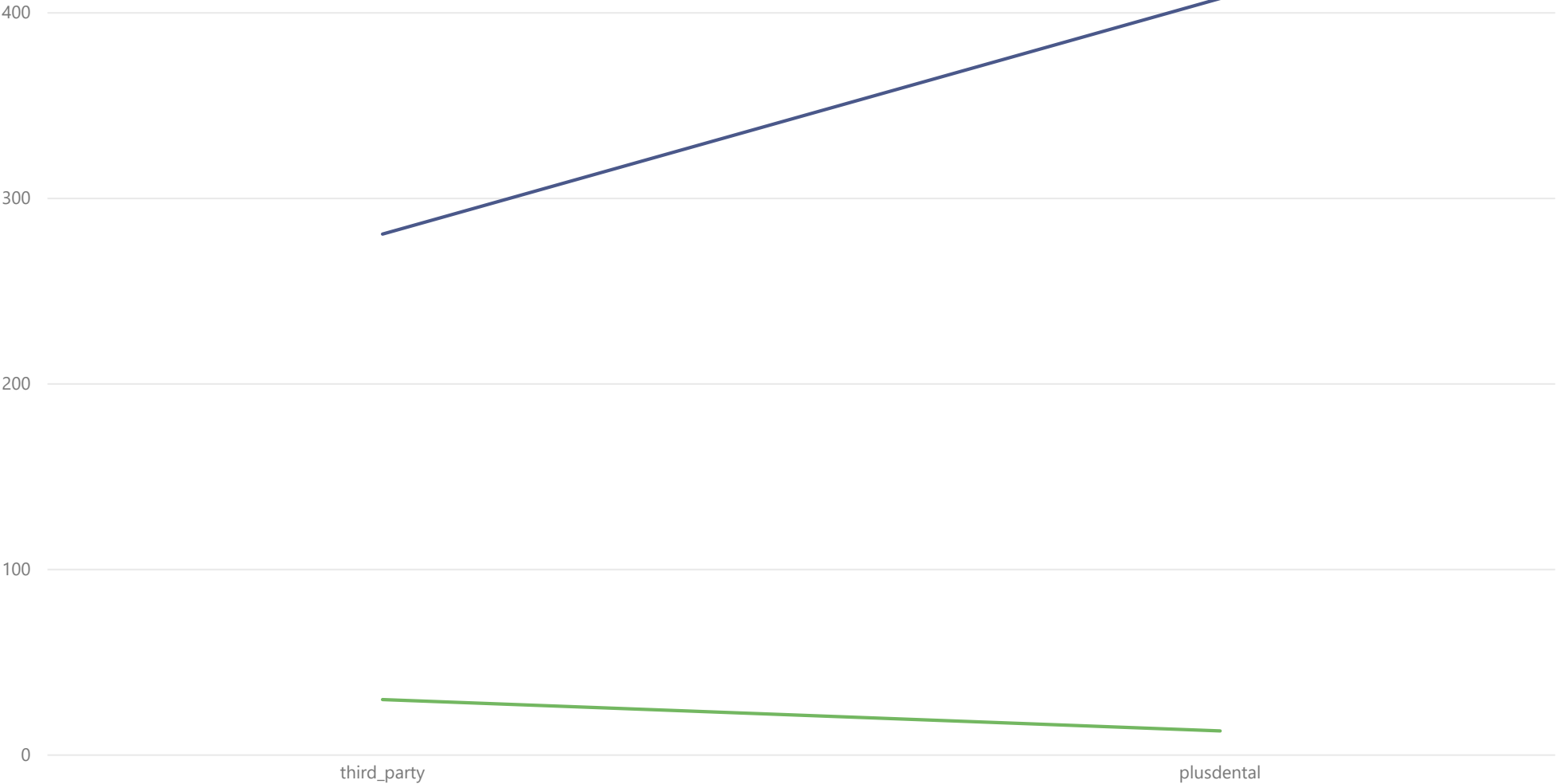
clinic_type ● plusdental ● third_party

Average capacity_rate was higher for plusdental (101.83) than third_party (93.44).

Total capacity_rate was higher for plusdental (407.33) than third_party (280.33).

Berlin 1 in clinic_type made up 16.70% of capacity_rate.

cancellelation_rate and capacity_rate by clinic_type

● cancellelation_rate ● capacity_rate

cancellelation_rate and total capacity_rate are negatively correlated with each other.

third_party accounted for 70.09% of cancellelation_rate.

third_party had 29.46 cancellelation_rate and 280.33 capacity_rate. plusdental had 12.57 cancellelation_rate and 407.33 capacity_rate.
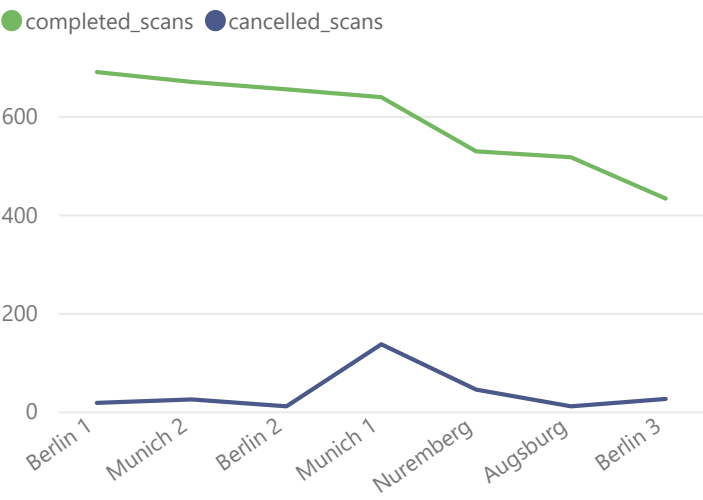
completed_refinement and cancelled_refinement by clinic_type

● completed_refinement ● cancelled_refinement

plusdental accounted for 59.23% of completed_scans.

third_party had 1682 completed_scans and 190 cancelled_scans. plusdental had 2444 completed_scans and 76 cancelled_scans.

completed_scans and cancelled_scans by city

● completed_scans ● cancelled_scans

At 689, Berlin 1 had the highest completed_scans and was 59.49% higher than Berlin 3, which had the lowest completed_scans at 432.

Berlin 1 accounted for 16.70% of completed_scans.

Across all 7 city, completed_scans ranged from 432 to 689 and cancelled_scans ranged from 10 to 136.

At 155, Munich 1 had the highest completed_refinement and was 74.16% higher than Augsburg, which had the lowest completed_refinement at 89.

Munich 1 accounted for 18.39% of completed_refinement.

Across all 7 city, completed_refinement ranged from 89 to 155 and cancelled_refinement ranged from 2 to 45.

completed_refinement and cancelled_refinement by ...
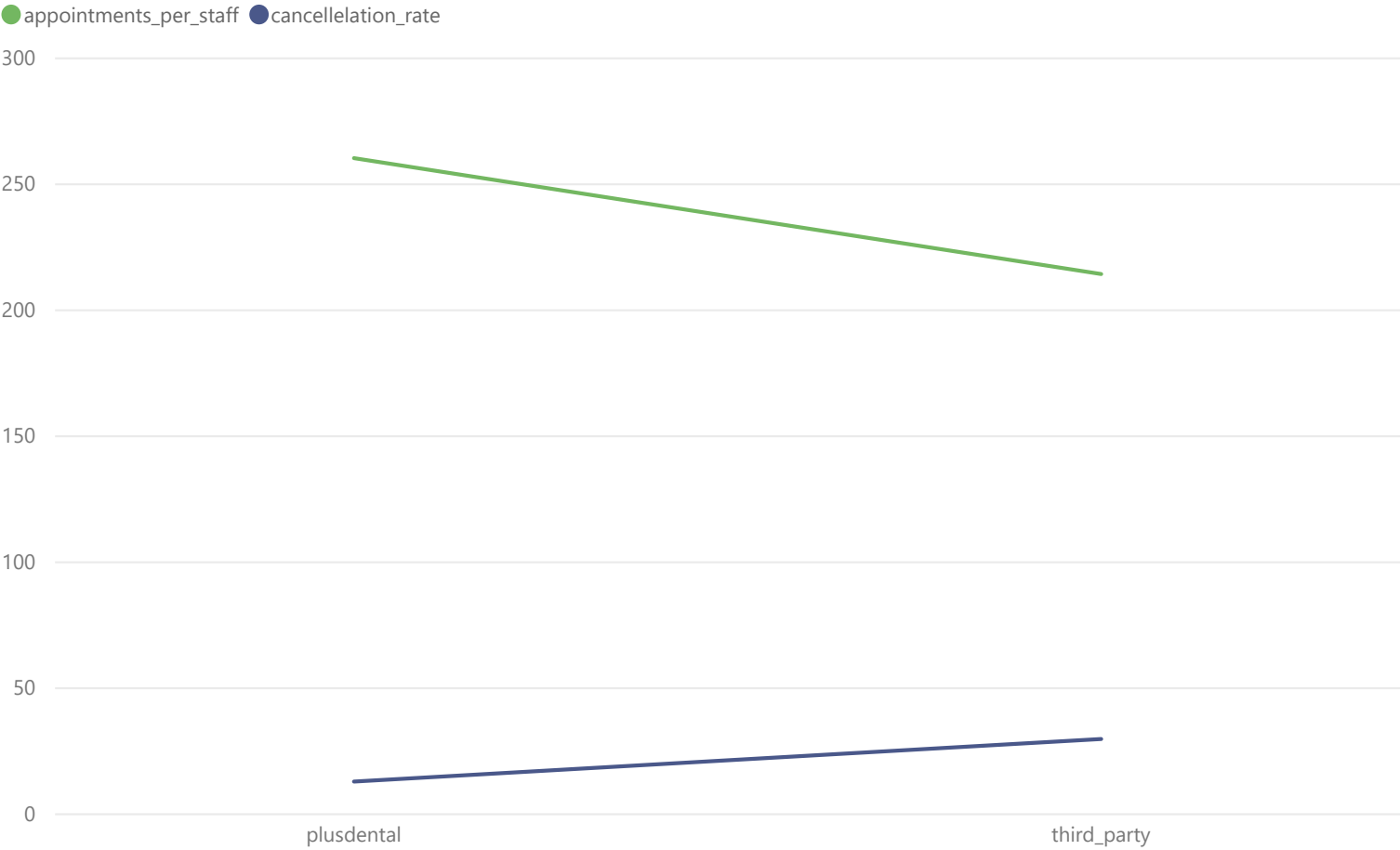
● completed_refinement ● cancelled_refinement

plusdental accounted for 59.67% of completed_refinement.

third_party had 340 completed_refinement and 65 cancelled_refinement. plusdental had 503 completed_refinement and 15 cancelled_refinement.

completed_scans and cancelled_scans by clinic_type

● completed_scans ● cancelled_scans

appointments_per_staff and cancellelation_rate by clinic_type

● appointments_per_staff ● cancellelation_rate

At 86, Augsburg had the highest appointments_per_staff and was 53.57% higher than Munich 2, which had the lowest appointments_per_staff at 56.

Augsburg accounted for 18.14% of appointments_per_staff.

Across all 7 city, appointments_per_staff ranged from 56 to 86 and cancellelation_rate ranged from 1.71 to 18.56.

appointments_per_staff and total cancellelation_rate are negatively correlated with each other.

plusdental accounted for 54.85% of appointments_per_staff.

third_party had 214 appointments_per_staff and 29.46 cancellelation_rate. plusdental had 260 appointments_per_staff and 12.57 cancellelation_rate.

Plan of action-

Increase capacity of the clinics to decrease the cancellation rates.

Increase number of Plusdental clinics