Business Questions & Dashboard Alignment

Primary Business Questions

• How is ER patient volume trending over time?

• Where are operational bottlenecks occurring?

• How does wait time impact patient satisfaction?

• Which departments require additional resources?

• Are service-level targets being met consistently?

How the Dashboard Addresses Them

• KPI cards provide executive-level monitoring of emergency room performance.

• Trend visuals highlight peak periods, seasonal patterns, and anomalies.

• Drill-down dashboards support operational and supervisory investigation.

• Patient-level tables enable root-cause analysis and validation.

This document provides strategic context for the accompanying Power BI dashboard and is intended to communicate analytical intent, not chart-level justification.