**Hospital wait time analysis**

**Problem statement**

The clinic has got several complaints regarding their patient wait times. The insight will focus on staff, how to limit long wait times, times and days of the day when the wait times increase and how to fix the problem.

**Tools to use**

Excel pivot table

Conditional formatting

Time conversions, new dimensions, functions(text, weekday)

Dashboard report

**Analysis**

Check the datatypes, create new dimensions,

wait time= completion time – entry time

wait minutes = 1440 \*wait time

day of the week= TEXT(WEEKDAY(A2), "dddd")

hours = HOUR(entry time)

colomns

pivot table

what type of patient is waiting

eliminated 7am because the values were insignificant

heatmap, conditional formatting, colour scale

highlight the peak hour

create another column consultation period =post consultation time-entry time\*1440 change to number format

process period= completion time -post consultation time

consultation percentage= consultation period/wait minutes

process %= 1-consultation percentage

Image source: <https://www.google.com/imgres?imgurl=https%3A%2F%2Fcdn.medicalfuturist.com%2Fwp-content%2Fuploads%2F2020%2F08%2Fwaiting-room-768x570.png&imgrefurl=https%3A%2F%2Fmedicalfuturist.com%2Fcan-we-eliminate-waiting-times-from-healthcare-forever%2F&tbnid=O4QbJupEBRnO_M&vet=12ahUKEwjgwMCXo6f5AhW-gmMGHfayBjMQMygHegUIARDgAQ..i&docid=nIoJ4N_0d5g8BM&w=768&h=570&q=hospital%20wait%20times&ved=2ahUKEwjgwMCXo6f5AhW-gmMGHfayBjMQMygHegUIARDgAQ>

Data source: Absent data

Project inspired by Absent data.

**Analysis**

Average wait time per patient is 44 minutes. Monday has a waiting period of 49 minutes and Wednesday with a wait time of 47 minutes. 8am,9am and 10am has the highest peak time with an average wait time of 53, 59 and 52 minutes respectively. More medical staff should be added during the morning rush hour to prevent patients from waiting too long.

The analysis also shows that financial class does not significantly change the wait times. Although Medicare takes the longest to process with an average of 58 

