Hospital Wait Time Analysis

SUMMARY

Based on the analysis, there may be a possibly to add more medical staff during the morning rush period

OTHER ACTIONS

* Determine if it makes financial sense to have an additional medical staffing during morning hours.
* Determine if the Pre and Post Consultation times are trending positively and negatively.

TOOLS FOR ANALYSIS

* **EXCEL**
* Pivot Tables
* IF conditional
* Conditional Formatting
* Time conversions
* New Dimensions
* Functions: TEXT, DAYOFWEEK

Who is waiting the longest?

Financial Class

From the analysis Financial Class does not significant change the weight times. Although it seems Medicare takes the longest the process.

We do not have enough patients to properly conclude that this is a major factor.

What Days of Week are affected?

AVERAGE WAIT TIME

Are Wait Times Associated with Busy Periods?

Lack of Staffing

From the existing Data it seems that Staffing sufficient. However, we may want to look at ensuring we have adequate staffing at the appropriate hours.

Where do We Need Staff?

Staff Breakdown:

We should focus our efforts on the medical staff because we are assuming the time to wait to see the doctor is limited by the number of doctors.