

## A HOSPITAL WAIT TIME ANALYSIS REPORT PRESENTED BY MANN UGORJI

# Hospital Analysis

#### **Problem statement:**

The clinic has gotten several complaints regarding wait times Task: analysis, hypothesis, data story on our overall wait time.

#### Questions from the management

- ❖ Why are we getting these complaints?
- 1. Do we have staffing issues?
- 2. Are these complaints legitimate?
- 3. Are we too busy?
- 4. Is it a certain type of patient?

#### **Insight development:**

- 1. What are the business goals?
- Make money/limit long wait times.
- 2. What is our metrics of success and failure?

#### Wait times

- 3. What are the trends?
- Times of the day when wait times increase
- Days of the week when wait times increase
- 4. How can we fix the trend

Staffing

# Tools For Analysis

• Excel

Pivot Tables

IF Conditioning

**Conditional Formatting** 

**Time Conversions** 

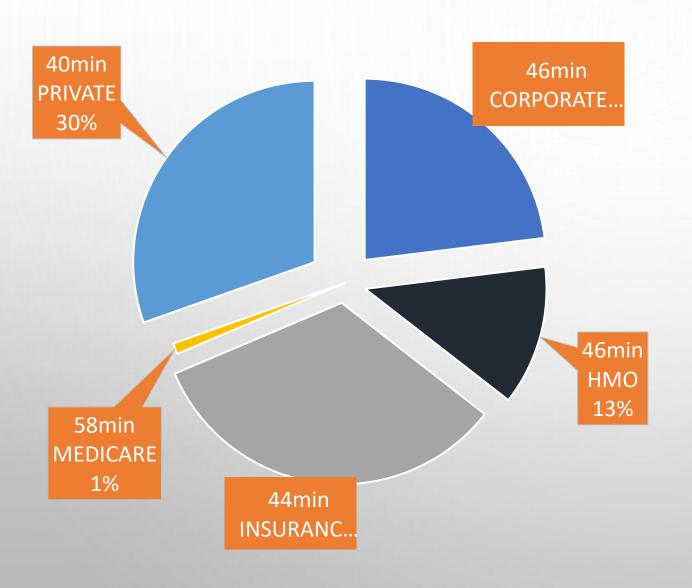
**New Dimensions** 

Functions: TEXT, DAYOFWEEK

■ Data Story: (beginning, middle, end)

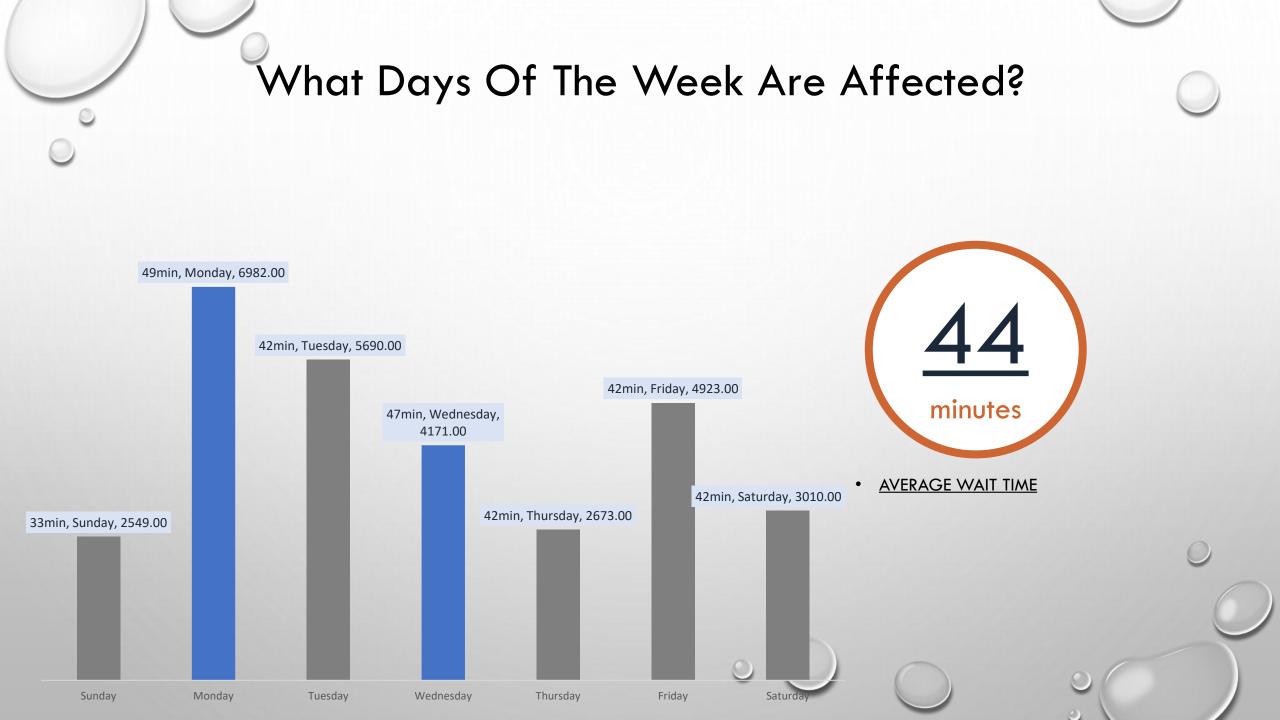
**Power Point** 

### WHO IS WAITING THE LONGEST?



# •FINANCIAL CLASS

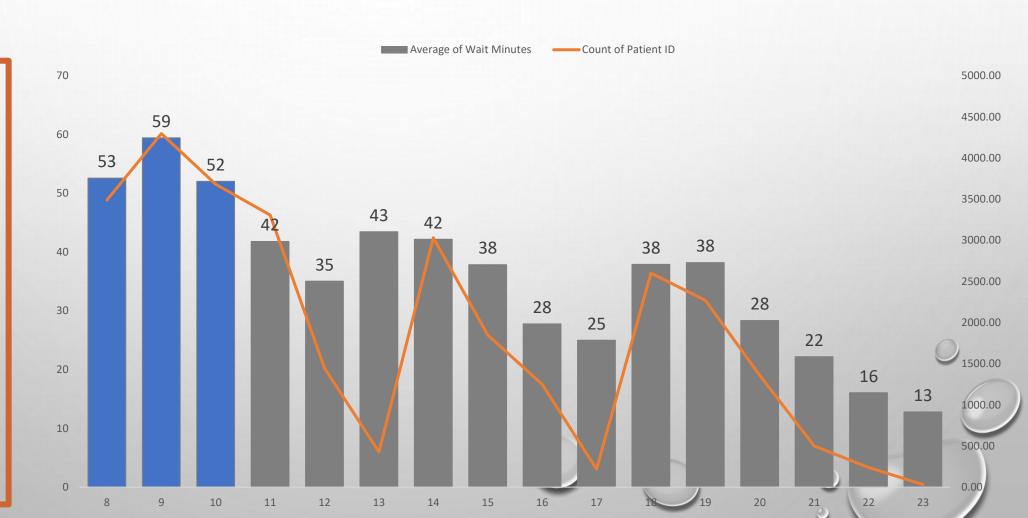
Prom the analysis, financial class does not significantly change wait times. Although it seems medicare takes the longest process time, we do not have enough patients to properly conclude that this is a major factor.



## ARE WAIT TIMES ASSOCIATED WITH BUSY PERIODS?

## Lack of staffing

 From the existing data, it seems that staffing is not sufficient. However, we may want to look at ensuring adequate staffing at the appropriate hours.

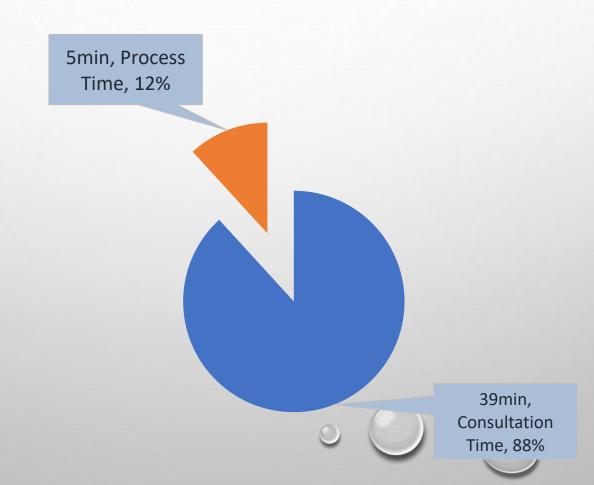




### WHERE DO WE NEED STAFF?

# StaffBreakdown

 We should focus our efforts on the medical staff because we are assume ng the time to wait to see the doctor is limited by the number of docors



## **SUMMARY**

• Based on the analysis, there may be a possibility to add more medical staff during the morning rush hours.