

# Project Title:

## Optimizing Patient Appointment Scheduling Efficiency in a Healthcare Facility

### Business Problem:

The healthcare facility experiences recurring issues with inefficient appointment scheduling — including double-bookings, high no-show rates, and poor patient wait time management. These issues impact doctor availability, staff resource planning, and overall patient satisfaction.

The scheduling process lacks automation and visibility into demand patterns, leading to operational bottlenecks. This project aims to analyze appointment data to uncover trends, inefficiencies, and actionable improvements for the scheduling process.

### Project Objectives:

No.	Objective
1	Identify peak hours and overbooked time slots
2	Analyze no-show trends by time, method, and age group
3	Design AS-IS and TO-BE process maps for scheduling
4	Recommend ways to reduce no-shows and reschedules
5	Improve doctor/staff utilization without overbooking
6	Build a Power BI dashboard to visualize all findings

### Scope

#### In Scope:

Analysis of scheduled vs. actual appointment behavior

Stakeholder feedback on current process

Scheduling pattern trends (by time, department, age group)

#### Out of Scope:

System development or implementation of scheduling software

Data from external clinics or hospitals.

