



# HOSPITAL WAIT TIME ANALYSIS

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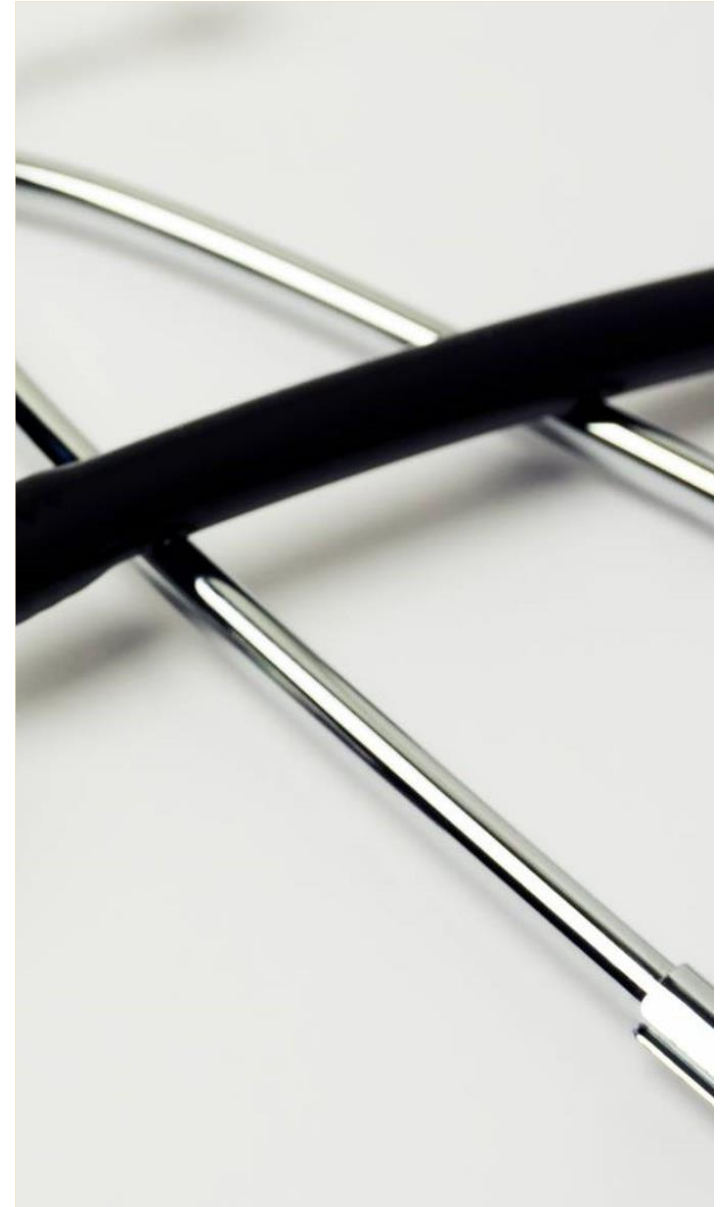
## Problem Statement:

The Clinic has gotten several complaints regarding wait times.

**Task:** Analysis, Hypothesis, data story on our overall wait time.

## Question From Management:

- **Why are we getting these complaints?**
  - Do we have staffing issues?
  - Are these complaints legitimate?
  - Are we too busy?
  - Is it a certain type of patient



# INSIGHTS DEVELOPMENT

## 1. What are the business goals?

- Make money/Limit long wait times

## 2. What is our metric of success or failure?

- Wait times

## 3. What are the trends? (positive or negative)

- Times of the day when wait times increase
- Days of week when wait time increase

## 4. How can we fix the trends?

- staffing

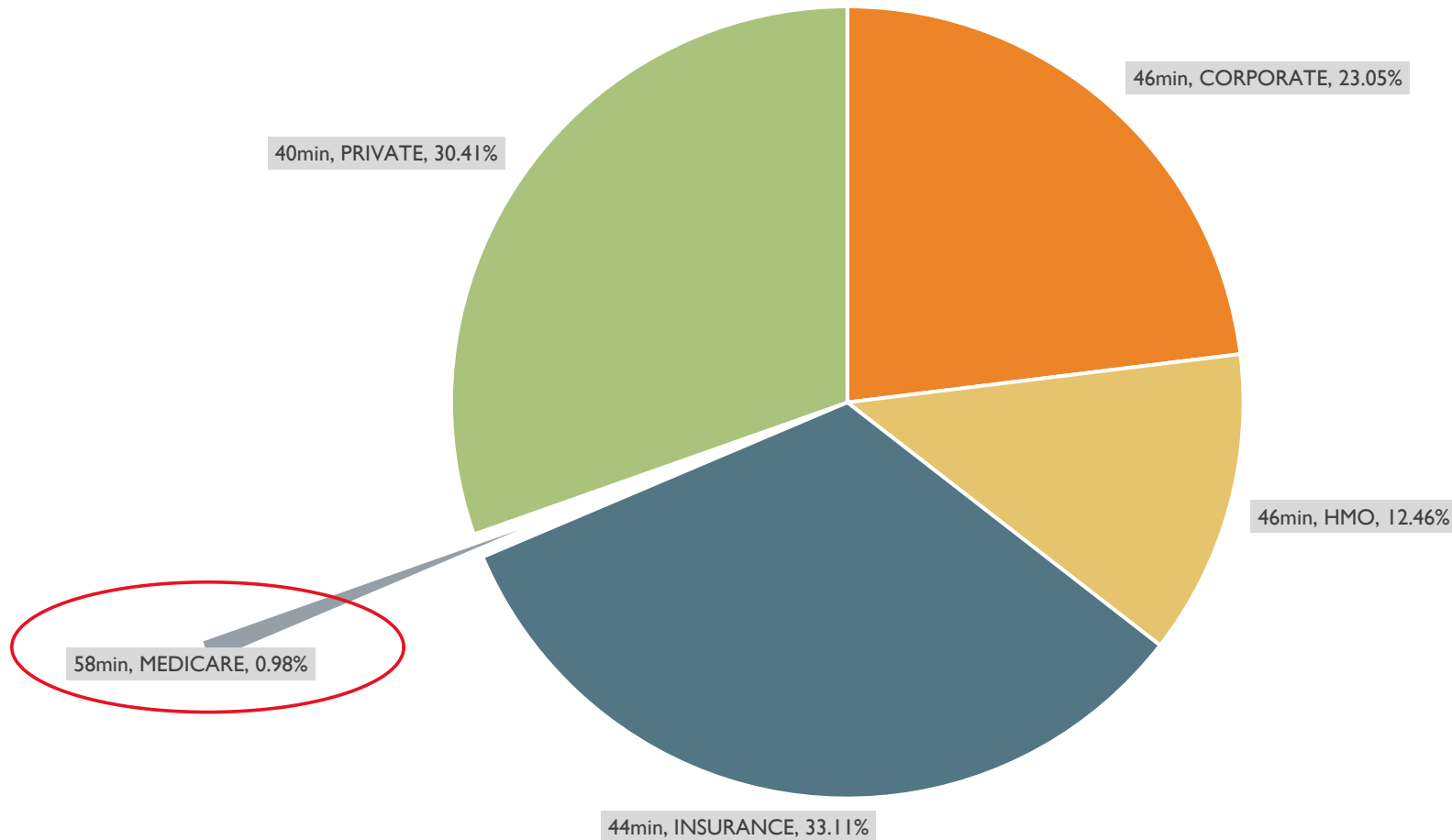


# TOOLS FOR ANALYSIS

- **EXCEL**
  - Pivot Tables
  - IF Conditional
  - Conditional Formatting
  - Time Conversions
  - New Dimensions
  - Functions: TEXT, DAYOFWEEK
- **Data Story**
  - Power Point



# WHO IS WAITING THE LONGEST ?



## Financial Class

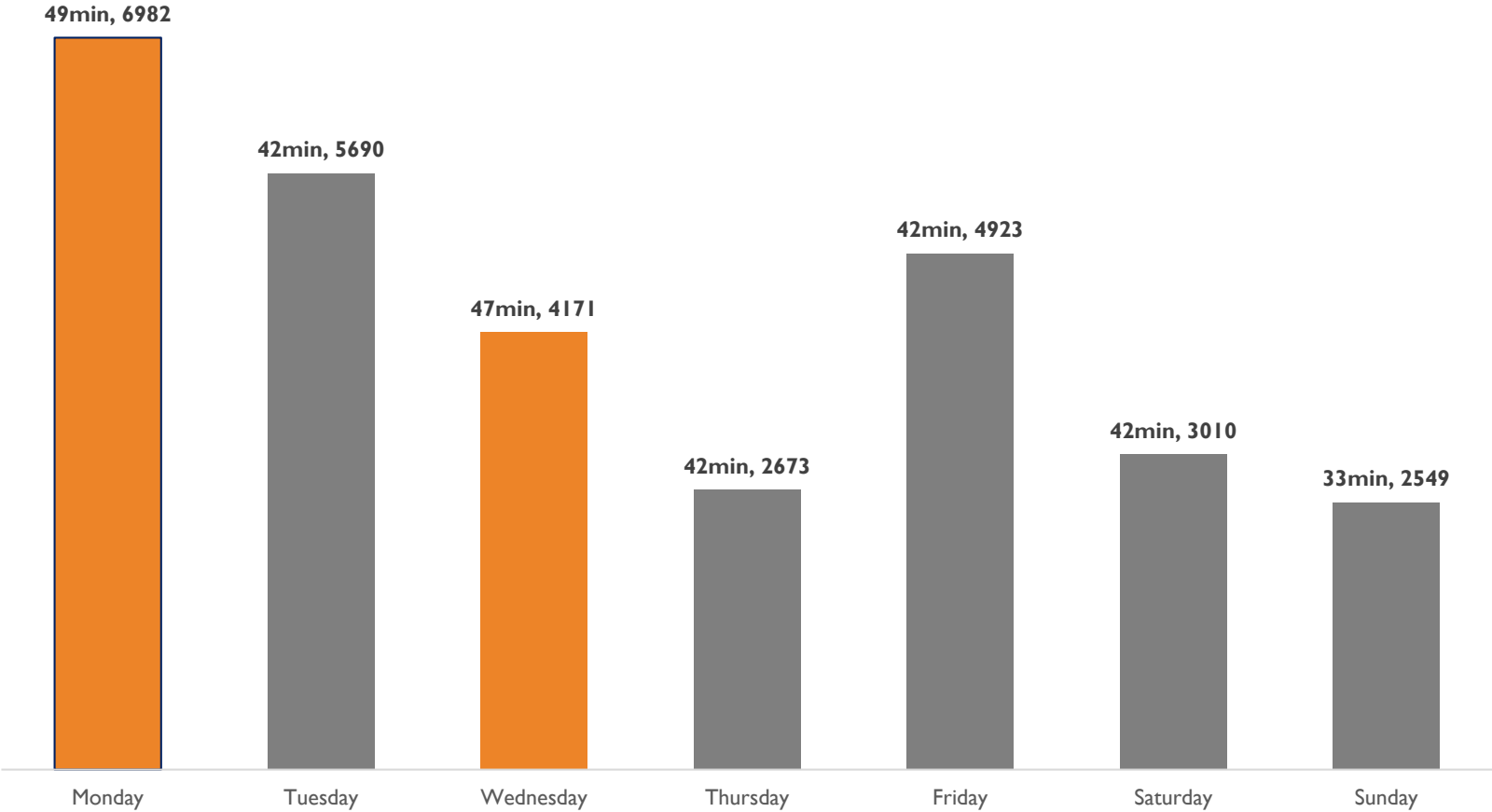
From the analysis financial class does not significant change the weight times. Although it seems Medicare takes the longest process. We do not have enough patients to properly conclude that this is a major factor.



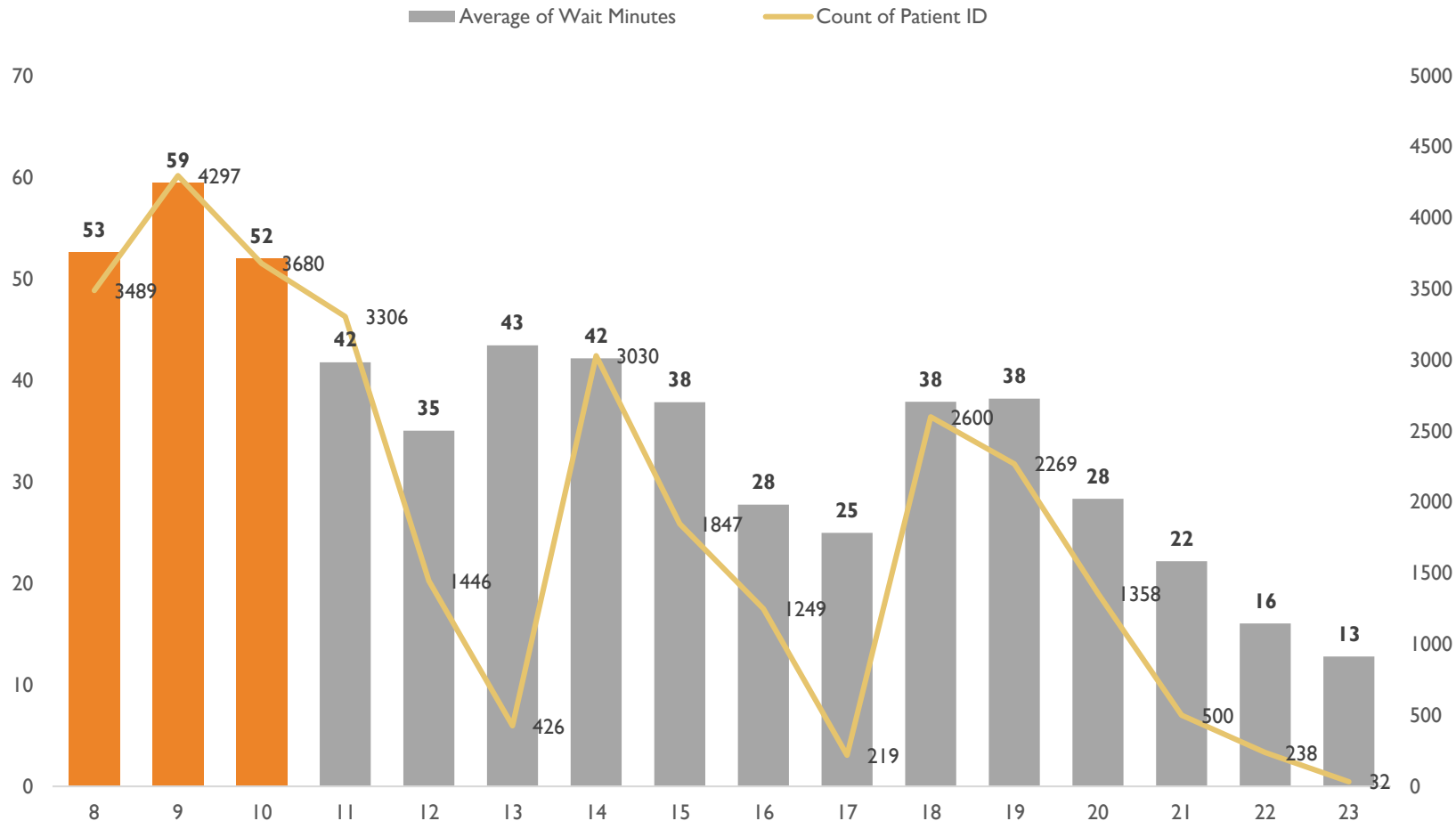
# WHAT DAYS OF WEEK ARE AFFECTED?



AVERAGE WAIT TIME



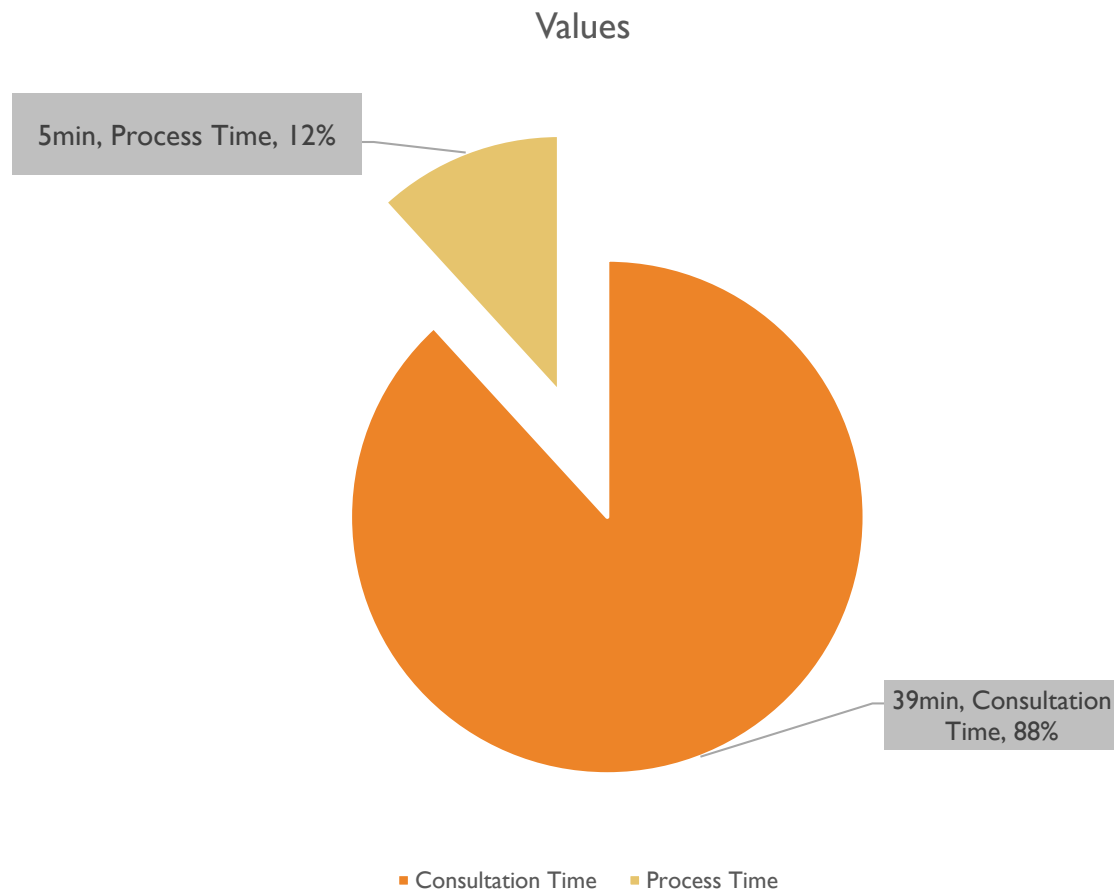
# ARE WAIT TIME ASSOCIATED WITH BUSY PERIODS?



## 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.



# SUMMARY

Based on the analysis, there may be 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 or negatively.



# THANK YOU

Rahul Reddy

[rahulkurpati1804@gmail.com](mailto:rahulkurpati1804@gmail.com)

GitHub:

<https://github.com/RahuReddy>

