



# *Patient Visits Analysis 2019 - 2020*

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# *Total patient visits overview over the 2019 – 2020 period.*

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Over the 2019-2020 period, our hospital has recorded **9,216** patients of which **50.04%** had an administrative appointment.

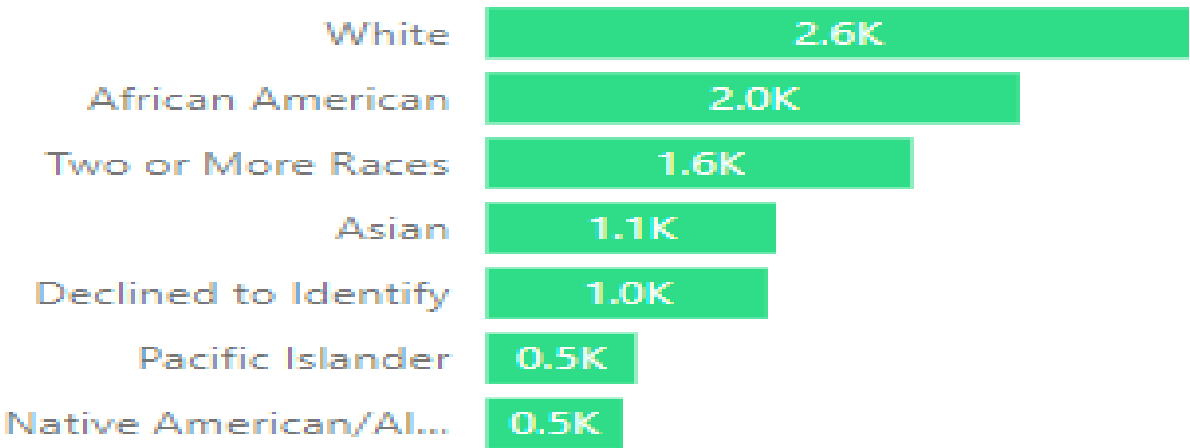
With **4,878** patient visits recorded in 2020, patient visits have increased by **12.45%** compared to the year 2019.



# Breakdown of the patient visits by race.

White, African American and Two or More Races are the top 3 patient visits by race.

Total Visits by Patient Race



## *Breakdown of the patient visits by gender.*

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51.05% of our patients are male.



48.69% of our patients are female.

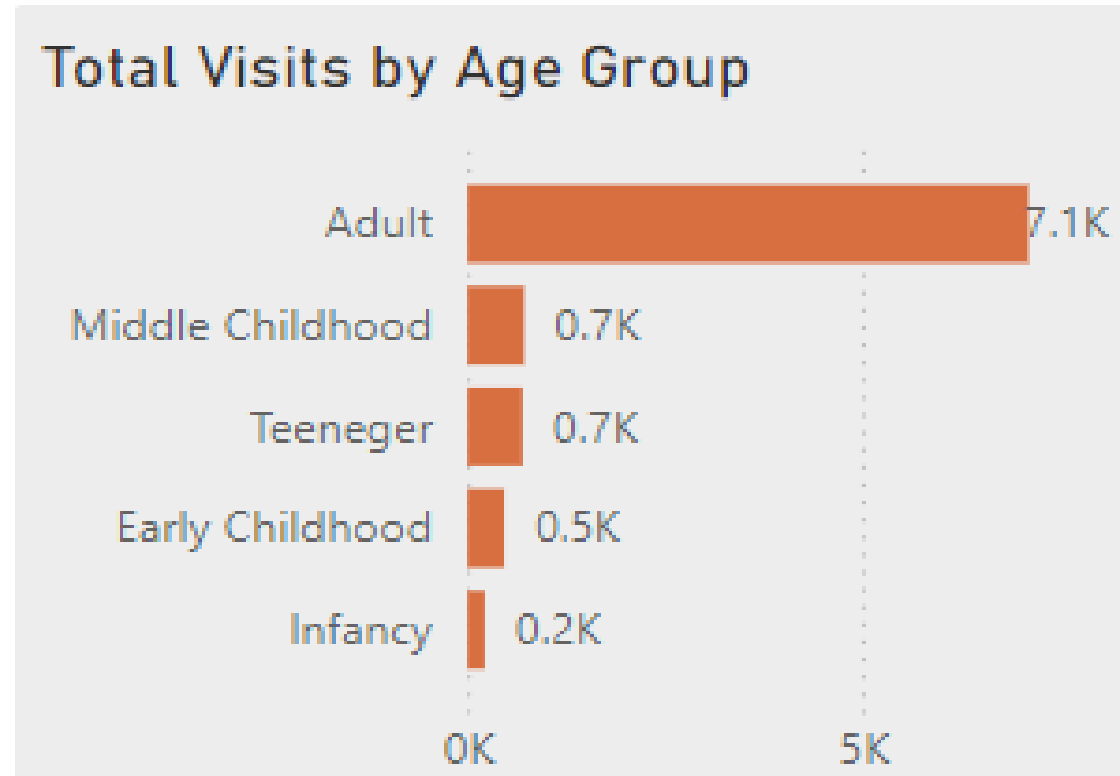


0.26% of our patients have an unknown gender.



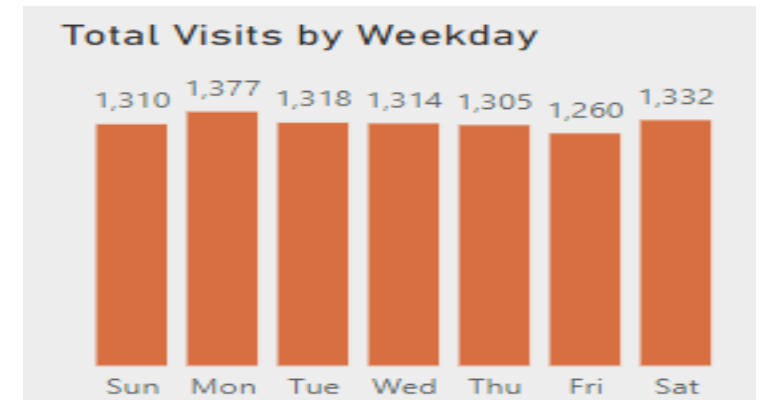
## *Breakdown of the patient visits by age group.*

Most of our patients are adults.

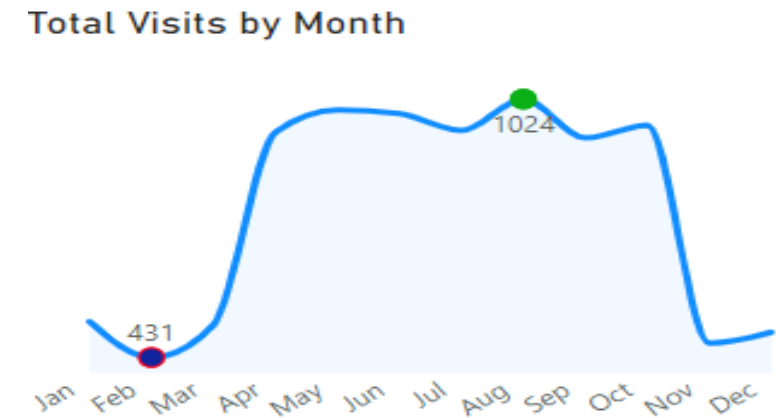


# *Breakdown of the patient visits by weekday and by month.*

The distribution of the patient visits by weekday is slightly uniform.



August is the month with the highest patient visits and February is the month with the lowest patient visits.



# *Breakdown of the patient visits by department referral.*

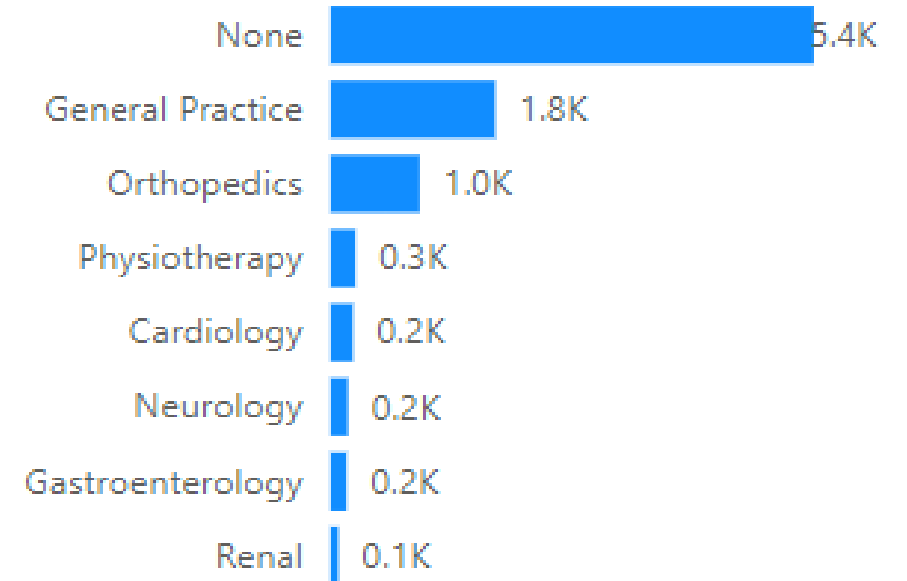


41.41% of our patients have been referred.



58.59% are walk-in-patients.

## Total Visits by Department Referral



## *Average wait time and patient's satisfaction.*

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The average wait time of the patient visits is  
35.26 minutes.



Only 27.3% of our patients rated our service.  
The average satisfaction of the patient visits is  
4.99.





# *What's the next steps?*

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**Encouraging Patient Reviews:** The goal is to encourage patients to rate our services by looking at patient demographics and preferred communication methods. Offering options like email, text message, or a quick in-app survey to maximize response rates.

Reduce the average wait time of the patient visits to **30 minutes**.

**Patient experience:** Enhance the waiting room experience with comfortable seating, Wi-Fi, and informative materials. This can help patients feel less frustrated during their wait.

*The purpose of these recommendations is to improve the average satisfaction of the patient visits.*



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# ***Thank You.***