

Please... I need someone to help me make sense of this hospital before it breaks.

It's 9:00 AM on a Monday, and my entire hospital is falling apart. I'm standing in my office at City General, looking down at the Emergency Room entrance, and I can't even see the pavement — ambulances are jammed everywhere, yet I have no idea why this sudden surge is happening.

I walk into the waiting room, and patients are spilling out of chairs, standing against walls, some even sitting on the floor. One of my nurses rushes to me and says, *"Dr. Sarah, we prepared beds for teenagers today, but almost everyone here is elderly. We don't have space for them."*

And because these older patients can't get beds, they are stuck waiting in the hallways... blocking the ER... preventing new patients from coming in. It's a chain reaction I can't control.

As I move down the hallway, I see some of my doctors slumped in chairs. They look like they haven't slept in days. *"I've seen 40 patients in two days,"* one whispers. Meanwhile, just a few steps away, other doctors are relaxed, sipping coffee and flipping through magazines because their workloads are light. The staff are angry. They're complaining about unfair schedules, burnout, and confusion.

Then the pharmacist comes running toward me, breathless.

"Dr. Sarah, we've run out of essential medication again! But we still have 500 boxes of Penicillin expiring tomorrow. Why is this happening? Why do we keep ordering the wrong things?"

My chest tightens. Supplies are mismanaged. Patients are waiting. Staff are burnt out. And I still don't understand what exactly is happening.

I head to the boardroom, hoping the Finance team will give me some good news. Instead, my CFO looks worried.

"I don't get it," he says. *"The hospital is full. We're busier than ever. Yet we're losing money. Insurance companies aren't paying us properly, and we don't even know which treatments are causing the losses."*

Before I can respond, the Head of the Lab walks in.

"Dr. Sarah, we have another problem. We're having to re-test 15% of our patients because the initial tests keep coming back inconclusive. It's slowing everything down and doubling our workload."

At that moment, I put my head in my hands.

Everything is collapsing... and I don't know why.

I have a hard drive full of data — years of information — but no story, no explanation, no clarity.

And that's why I'm looking for you.

I am hiring you as my Lead Data Analyst because we cannot continue like this.

We are operating in the dark. We are losing money, our staff is exhausted, and our resources are poorly managed. I need you to look into this data and tell us exactly what is going wrong — and what decisions we must make to get real results.

Best Regards,

Dr. Sarah Obi.

Chief Operating Officer(COO).