Hospital Emergency Room Analysis - Summary

🔍 Key Insights

•**Peak Hours**: Most ER visits occur between 5 PM – 11 PM. Waiting times are highest during these hours.

• **Patient Demographics**: Majority are aged 20–40 years approx. (**3000)**, notable share of children (0–10) and seniors (65+).

• **Departmental Referrals**: A significant number of patient (**5400**) did not required referrals. Most commonly referrals are General practice (1840) followed by Orthopedics (995).

• **Average Waiting Time & Satisfaction**: Average waiting time is significantly higher approx. **35.3 min**. The average satisfaction score is **4.99 out of 10**, which is low and need to improve.

• **Admission vs Discharge**: Most Emergency Room cases are discharged, suggesting many could be treated at urgent care clinics.

• **Resource Utilization:** Bed occupancy peaks in evenings; lab/imaging delays slow down patient flow.

Strategic Recommendations

• Adopt a dynamic staffing model aligned with demand heatmaps.

• Introduce fast-track units for minor injuries to reduce congestion.

• Implement self-check-in kiosks, AI-assisted triage, and mobile notifications.

• Run preventive care campaigns to reduce repeat ER visits.

• Partner with urgent care clinics to handle non-critical patients.

• Track key KPIs: wait time, bed utilization, repeat visit rate, staff response time.