



## Dashboard Report

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# Overview

The dashboard presents key metrics and insights related to patient appointments, their satisfaction levels, and operational performance. Below is a detailed summary of the key performance indicators (KPIs) and insights derived from the data.



# Key Metrics

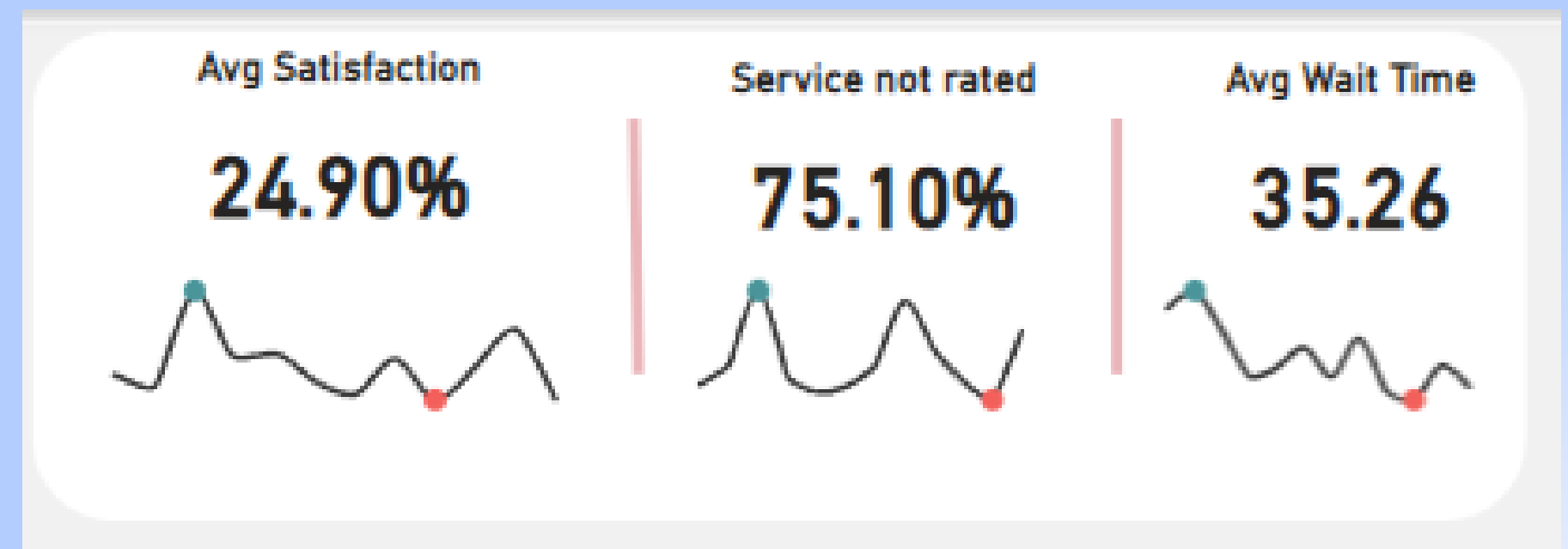
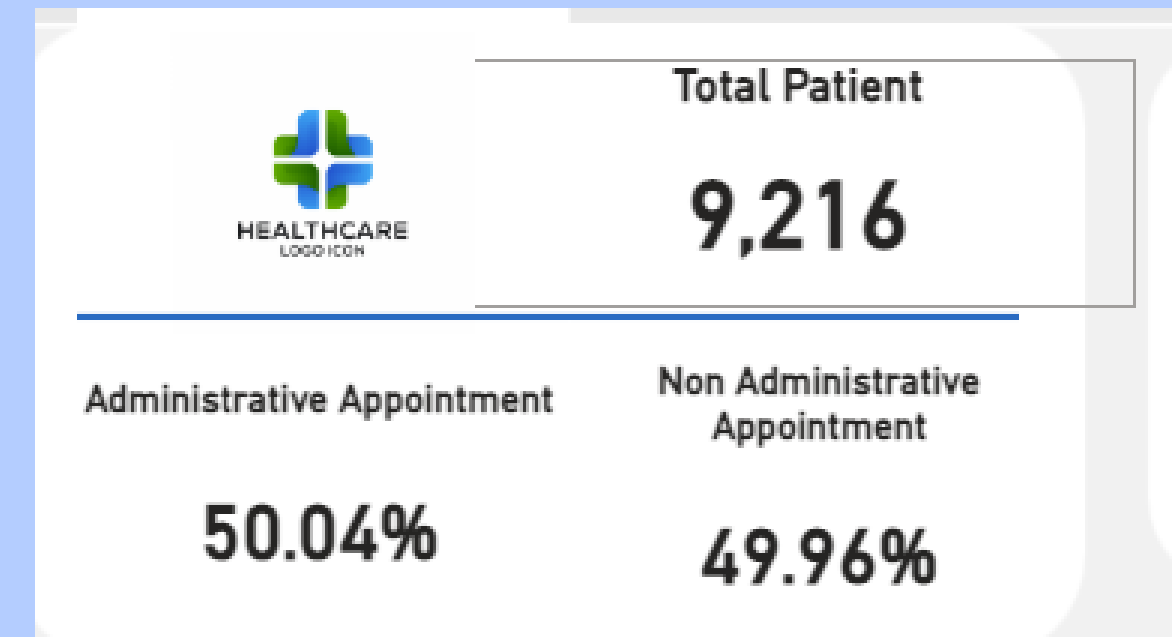
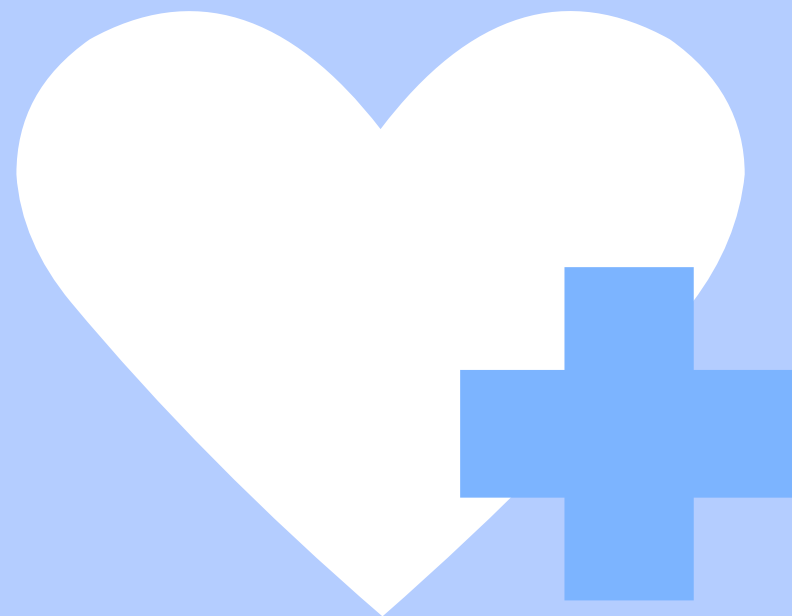
Total number of patients: 9,216

Average satisfaction score: 24.90%

Administrative appointments: 50.04%

Non-administrative appointments: 49.96%

Service not rated: 75.10%



# Key Insights



Administrative and non-administrative appointments are nearly balanced.



Despite a high patient count, satisfaction scores are notably low (24.90%). A significant portion (75.10%) of patients did not rate their service.



Weekdays see a significantly higher number of patient visits compared to weekends.



# Recommendations

- Improve Patient Satisfaction:
- Focus on collecting feedback from the 75.10% of patients who did not rate services.
- Address factors contributing to low satisfaction scores.
- Reduce Wait Times:
- Optimize scheduling, especially during peak hours, to reduce the average wait time of 35.26 minutes.
- Utilize Demographic Insights:
- Leverage gender, age group, and visit timing data to enhance targeted healthcare strategies.
- Engage Weekend Patients:
- Explore ways to increase weekend patient visits, which constitute only 28.67% of total visits.