Dataset: Patient Experience & Service Journey (Synthetic)

Description

This dataset simulates patient experience survey data and healthcare service journey behavior to support analytics use cases such as exploratory data analysis, funnel analysis, segmentation, and trend analysis.

The data is fully synthetic, privacy-safe, and designed to reflect patterns commonly observed in public healthcare systems.

File 1: patients_demographics.csv

Description:
Contains demographic and socioeconomic information for patients interacting with the healthcare system.

Key Fields:

- Patient age and age group

- Gender

- Region (Urban / Suburban / Rural)

- Socioeconomic band

- Chronic condition indicator

Use Cases:

- Demographic segmentation

- Equity analysis

- Population-level comparisons

File 2: patient_experience_surveys.csv

Description:
Contains patient-reported experience measures collected after healthcare interactions.

Key Fields:

- Overall satisfaction score

- Communication, timeliness, staff courtesy, and cleanliness scores

- Recommendation indicator

- Sentiment classification

Use Cases:

- Driver analysis

- Correlation analysis

- Patient experience benchmarking

File 3: patient_service_funnel.csv

Description:
Captures patient progression through key healthcare service journey steps.

Funnel Stages:

1. Viewed Service Information

2. Appointment Scheduled

3. Appointment Attended

4. Survey Invitation Sent

5. Survey Completed

Use Cases:

- Funnel analysis

- Drop-off identification

- Service optimization

⚠ **Disclaimer**

This dataset is entirely synthetic and intended for educational, analytical, and portfolio demonstration purposes only.