**PURPOSE OF PROJECT**

**Project Purpose:**  
The goal of this project is to develop a hospital Emergency Room (ER) analysis dashboard using Excel to enhance operational efficiency and provide valuable insights. This dashboard will enable stakeholders to monitor key metrics, analyse trends, and make informed decisions to improve patient management and service quality.

**Key Performance Indicators (KPIs):**

1. **Total Number of Patients:**
   * Track the daily count of patients visiting the ER.
   * Use an area sparkline to visualize daily trends, identifying peak days and seasonal variations.
2. **Average Wait Time:**
   * Calculate the average time patients spend waiting before seeing a medical professional.
   * Display daily fluctuations using an area sparkline to highlight delays and identify areas for improvement.
3. **Patient Satisfaction Score:**
   * Measure the average daily satisfaction score to evaluate service quality.
   * Utilize an area sparkline to track trends, detect declines, and correlate them with potential challenges.

**Charts for Analysis:**

* **Patient Admission Status:** Compare the number of admitted vs. non-admitted patients.
* **Patient Age Distribution:** Categorize patients based on age groups.
* **Timeliness Metric:** Assess the percentage of patients attended to within 30 minutes.
* **Gender Analysis:** Display the patient distribution by gender.
* **Department Referrals:** Identify the most frequently referred departments.