Data Analysis Summary Report

1. Introduction

This report presents key findings and insights derived from the analysis of appointment schedules, patient feedback, and resource utilization data at HealthFirst Care. The objective is to identify operational bottlenecks, understand patient satisfaction trends, and highlight opportunities for optimization.

2. Appointment Trends

- Peak appointment hours occur between 5:00 PM and 7:00 PM.
- The busiest days of the week are Monday and Saturday.
- Early morning and late afternoon hours show fewer bookings.

3. Patient Feedback and Satisfaction Insights

- Departments with the highest satisfaction scores include Cardiology and Oncology.
- Departments with lower satisfaction levels include Orthopedics and General Medicine.
- A strong correlation was found between low feedback scores and peak appointment hours.
- High wait times (over 30 minutes) were reported predominantly between 11 AM to 12 PM.
- Patients reporting 'Low' satisfaction commonly mentioned long waiting periods.

4. Resource Utilization Analysis

- Underutilized departments and resources include Orthopedics and Oncology, and Nurses and Equipment respectively with average usage under 3.5 hours/day.
- Overutilized resources include Doctors and Technicians, frequently operating near maximum capacity.
- Several rooms and staff in General Medicine are flagged under 'Maintenance' or 'Unavailable' status, impacting service delivery.

5. Conclusion

The data reveals critical areas for improvement in scheduling, communication, and resource balancing. By addressing peak hour bottlenecks and reallocating underused resources, HealthFirst Care can enhance both operational efficiency and patient satisfaction.