

Dashboard Insights Report

1. Dashboard Overview

The dashboard was developed to visualize key operational and performance indicators for HealthFirst Care. Using data from appointments, patient feedback, and resource utilization, the dashboard presents actionable insights on hospital workflow efficiency and satisfaction trends.

Tools Used: IBM Cognos

Datasets Used: Cleaned_Appointments, Cleaned_Feedback, Cleaned_Resources

2. Dashboard Design Process

The dashboard is structured into three key sections:

1. Key Metrics Overview (KPI tiles for average wait time and satisfaction rate)
2. Trends Over Time (Line chart for wait time trends)
3. Departmental Performance (Bar, Pie, and Heatmap visualizations)

Charts Created:

- Line Chart: Average wait time per day
- Bar Chart: Resource usage by department
- Heatmap: Department vs resource usage intensity
- Pie Chart: Distribution of patient satisfaction levels

Interactive Filters:

- Department filter
- Appointment date range filter
- Resource type filter

3. Key Findings

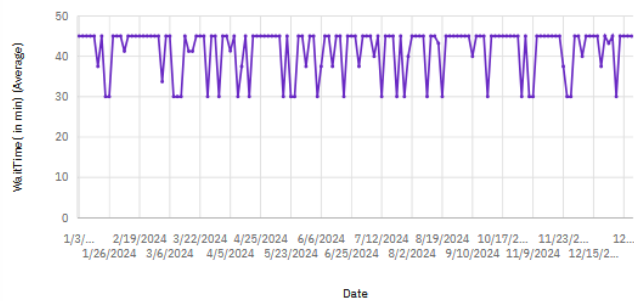
- Peak wait times occurred between 10:00 AM and 12:00 PM.
- Cardiology and Orthopedics departments showed high resource strain.
- Pathology and Radiology had the lowest average utilization.
- Low satisfaction scores correlated with long wait times and peak hour bookings.
- Highest satisfaction levels were reported in Pediatrics and Dermatology.

4. Attached Dashboard

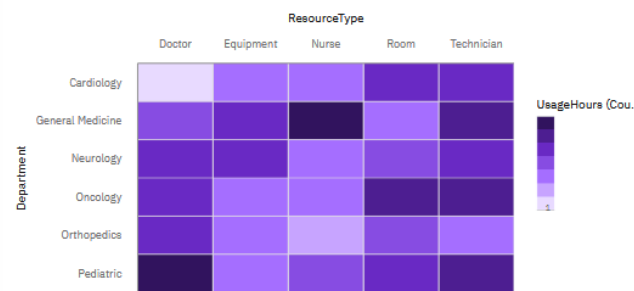
The final dashboard was exported from IBM Cognos and is attached in PDF format alongside this report. It provides a visual summary of key metrics and supports further exploration through slicers and filters.

Tab 1

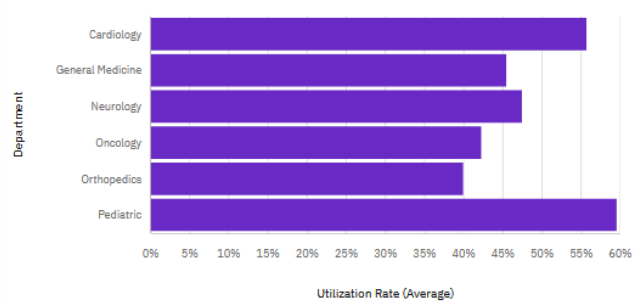
WaitTime(in min) by Date



UsageHours by Department and ResourceType

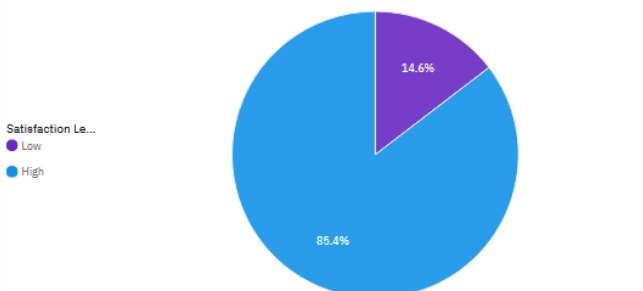


1 Utilization Rate by Department



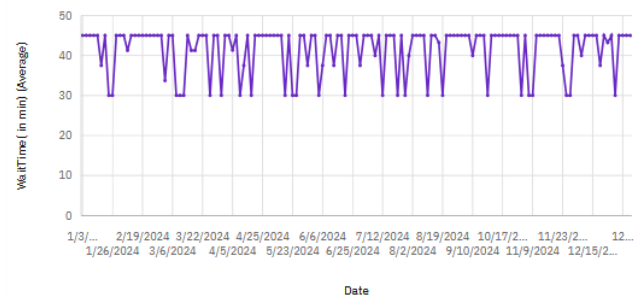
2

PatientID by Satisfaction Level

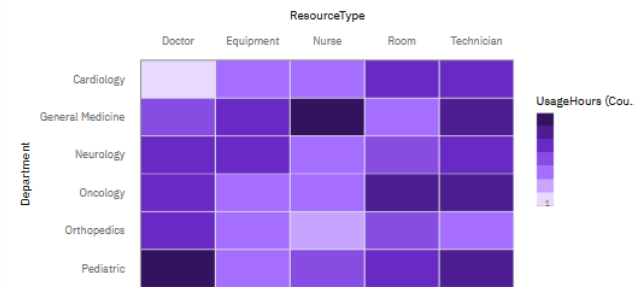


Tab 1

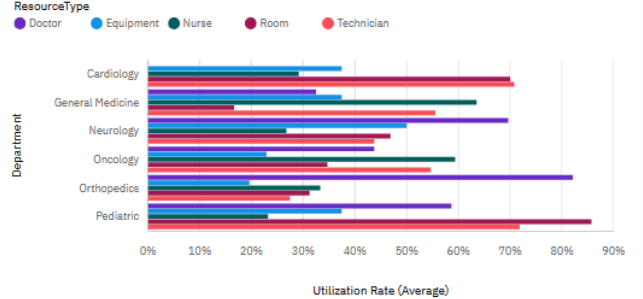
WaitTime(in min) by Date



UsageHours by Department and ResourceType



Utilization Rate by Department colored by ResourceType



Feedback Score by Department

