

ER Efficiency Dashboard

34.98

Avg Wait Time

995

Total Patients.

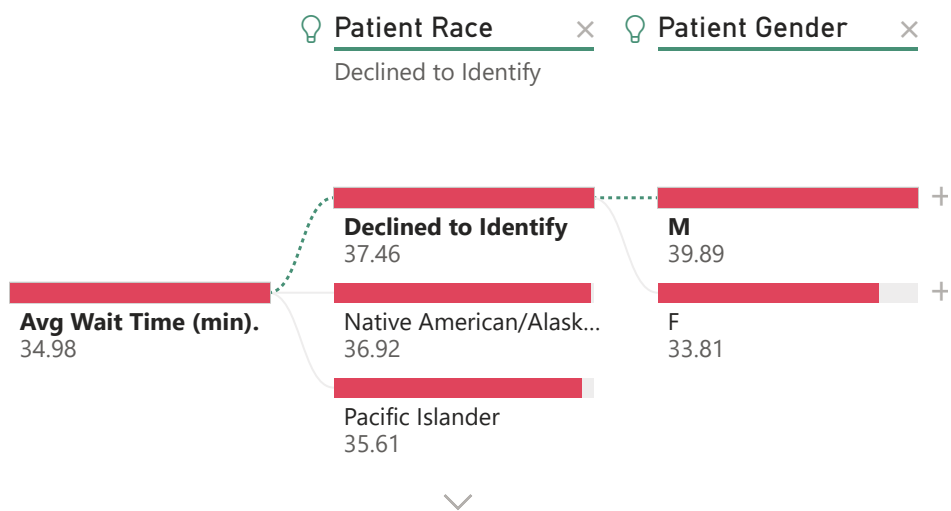
1.42

Avg Satisfaction

Peak Wait Times (Day vs. Hour)

Arrival Hour	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
18	29.14	42.00	31.14	29.29	35.00	
19	27.67	20.60	39.67	32.67	33.00	
10	37.20	32.50	29.50	36.14	27.00	
16	32.44	29.00	44.75	29.67	36.00	
20	32.44	30.71	34.00	42.38	32.25	
21	21.67	36.00	32.20	33.17	40.25	
13	36.80	29.20	40.44	31.00	27.90	
8	37.29	27.50	43.20	25.50	34.50	
6	27.00	33.13	34.25	36.25	38.00	
12	24.33	44.50	33.43	31.00	37.25	
Total	34.38	34.57	35.35	35.06	35.14	

Root Cause Analysis



Select Department.

Cardiology	General Practice	Physiotherapy
Gastroenterology	Neurology	Renal
General Admission	Orthopedics	

KEY INSIGHTS:

- Critical Bottleneck:** Young Adults (18-35) experience the longest wait times, peaking at **49 minutes**.
- Process Gap:** Patients with missing demographic data ("NC" or "Declined to Identify") face significantly higher delays, suggesting registration issues.
- Peak Traffic:** The ER is busiest on **Fridays at 14:00 (2 PM)**. Staffing should be increased during this shift.