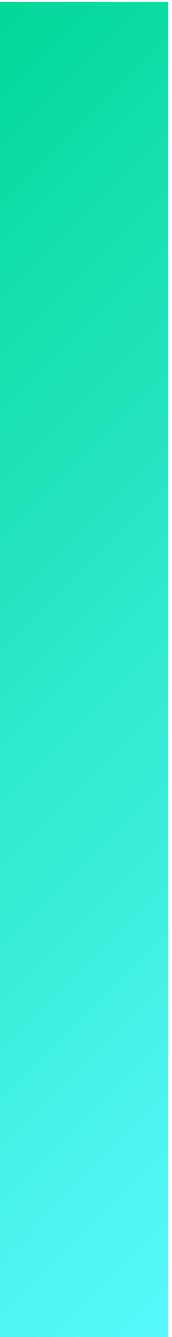


HOSPITAL MANAGEMENT

ASAVELA NGWENYA

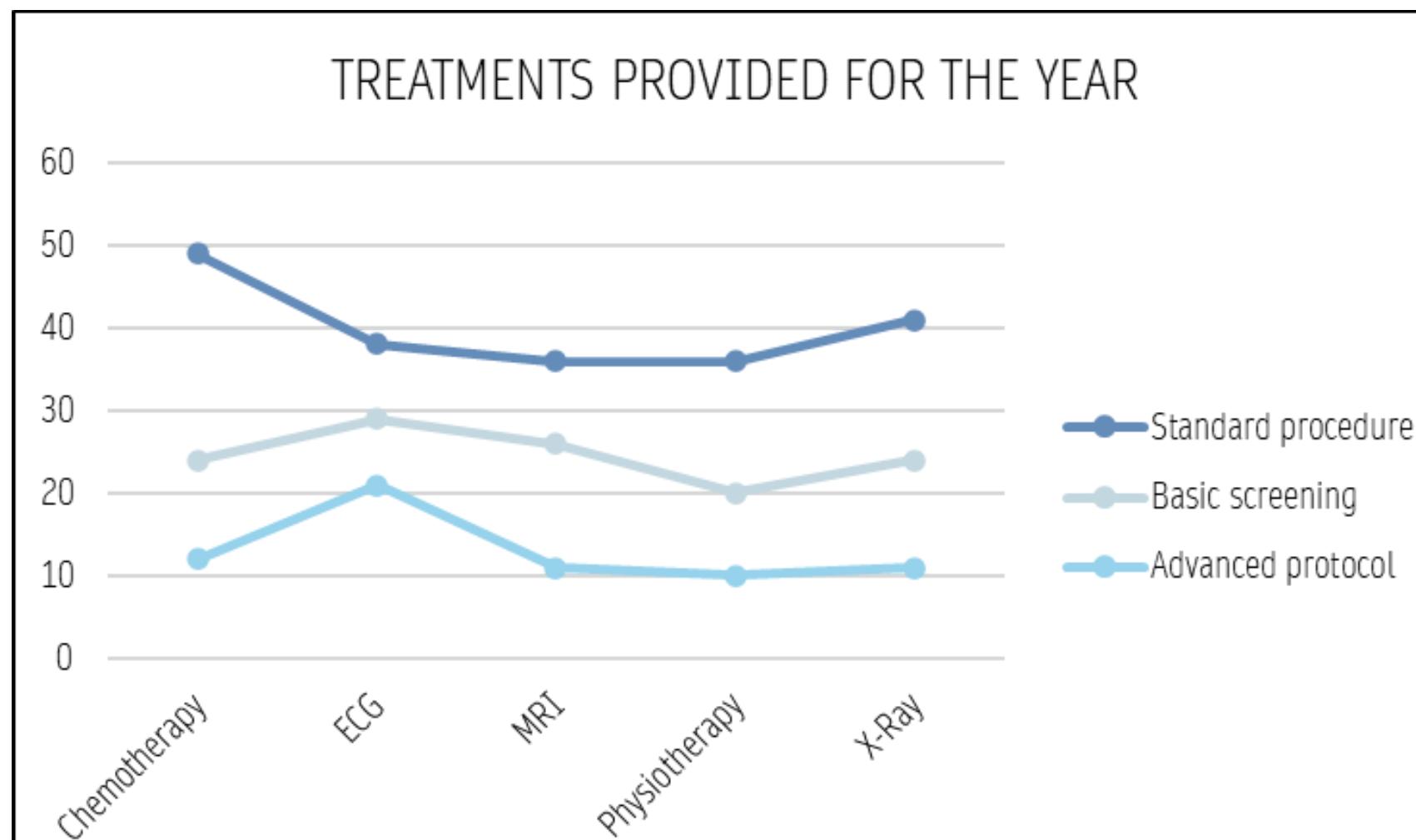


HOSPITAL MANAGEMENT ANALYSIS FOR THE PERIOD OF 01 JAN 2023 – 31 DEC 2023



TYPES OF TREATMENTS PROVIDED IN THE HOSPITAL JAN 2023 – JAN 2024

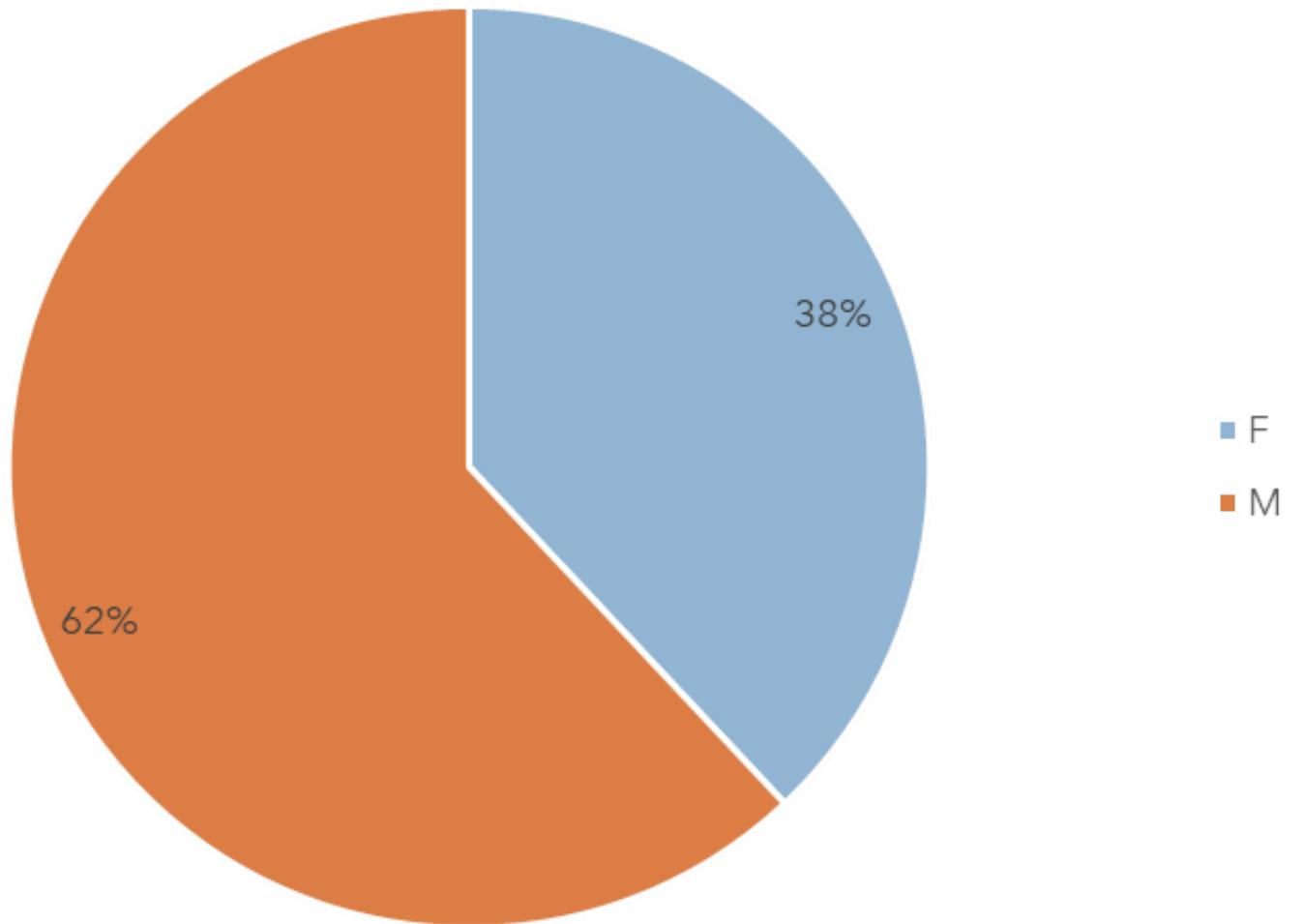
- Numbers show chemotherapy as the most common type of treatment.
- In terms of the levels of treatments, most patients are doing standard procedures across all the different types of treatments.



PATIENT SEGMENTATION



Males vs Females



01

The majority of our patients are male, representing 62% of the total, while females account for 38%. This indicates a notable gender imbalance in patient distribution.

INSURANCE PROVIDERS

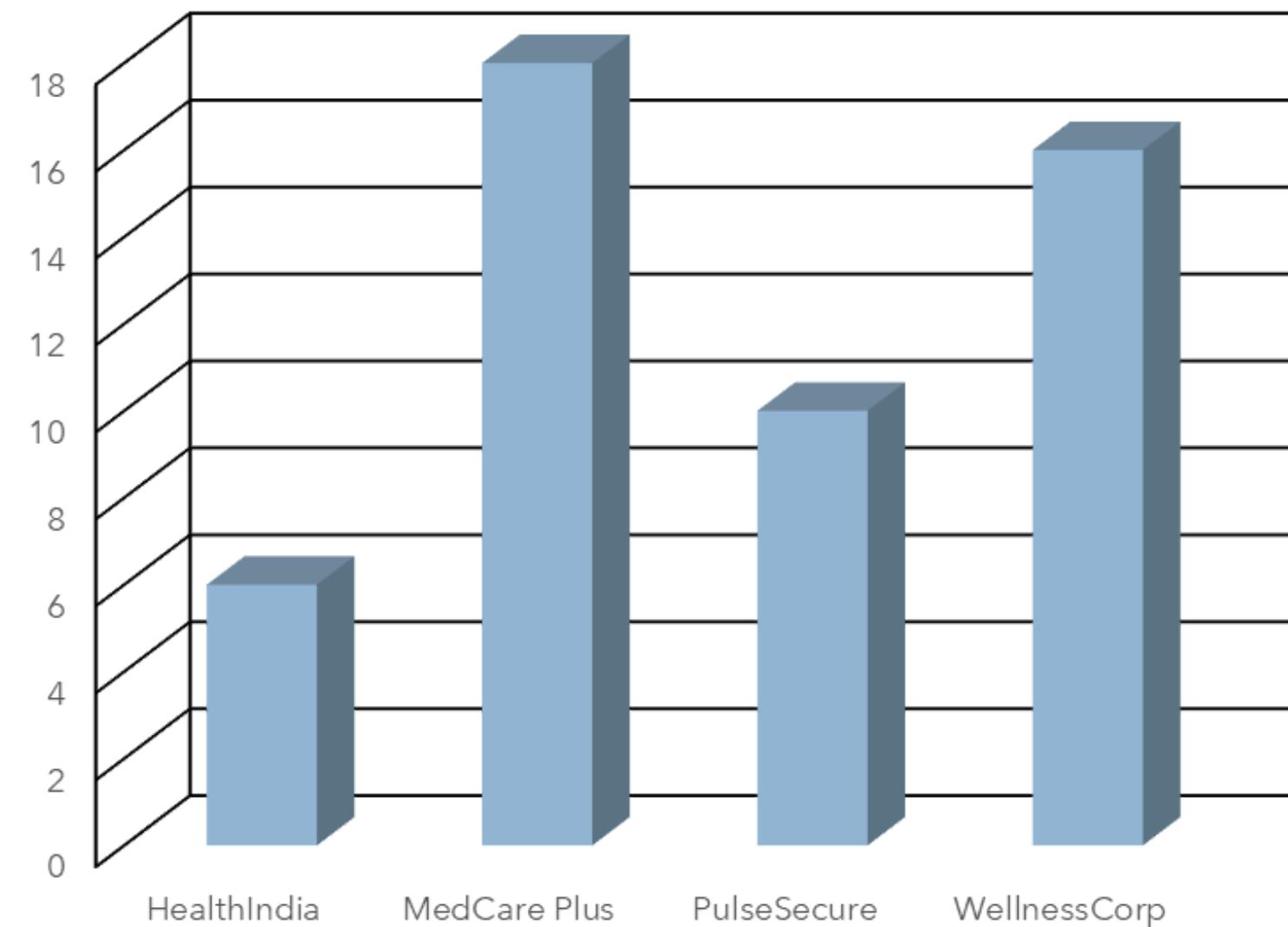
01

MedCare Plus leads as the top insurance provider among patients, chosen by more than 18 individuals. This suggests a strong preference or broader coverage compared to other insurers

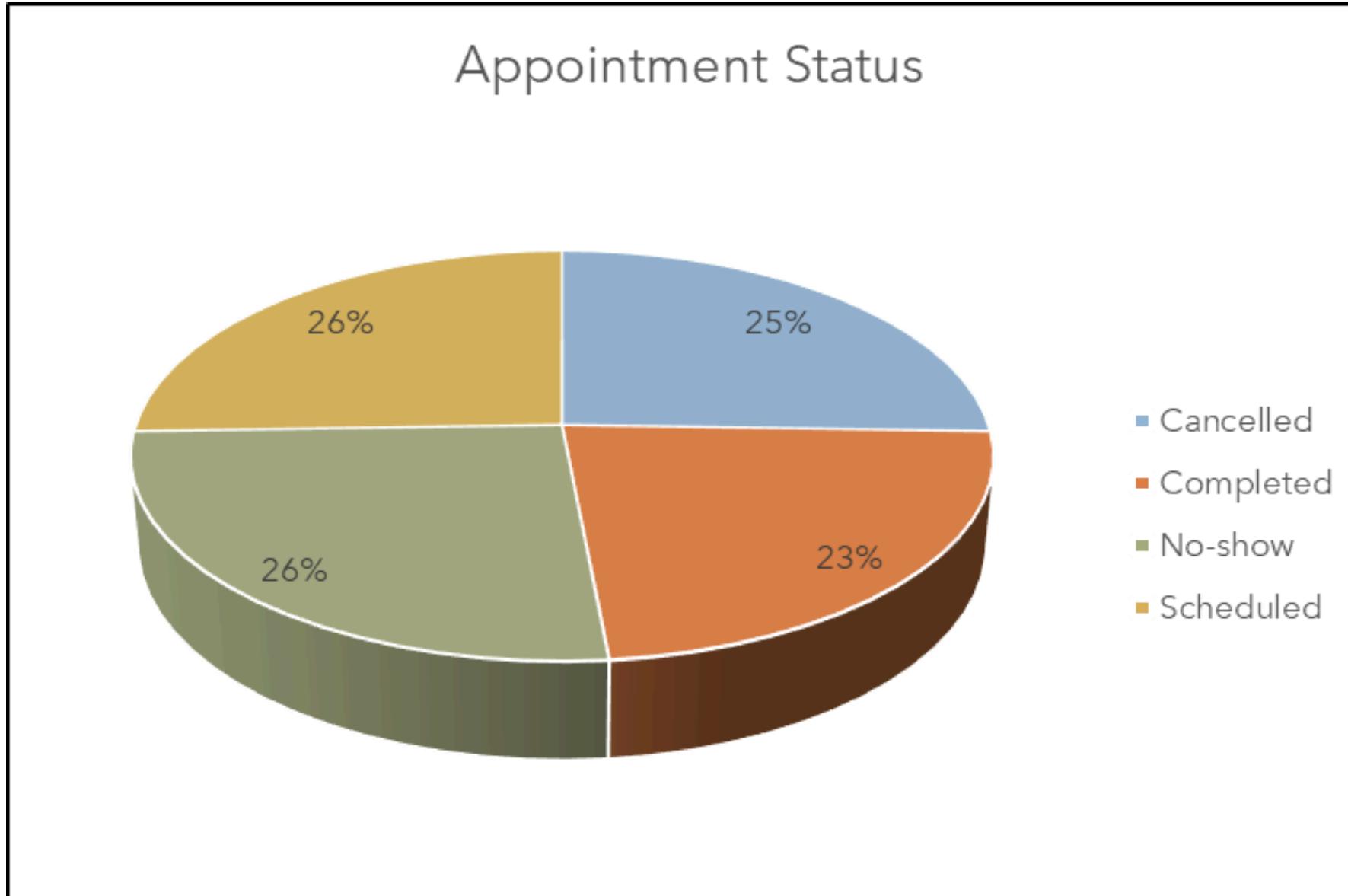
02

The least utilized insurance provider is HealthIndia with only 6 patients opting for it.

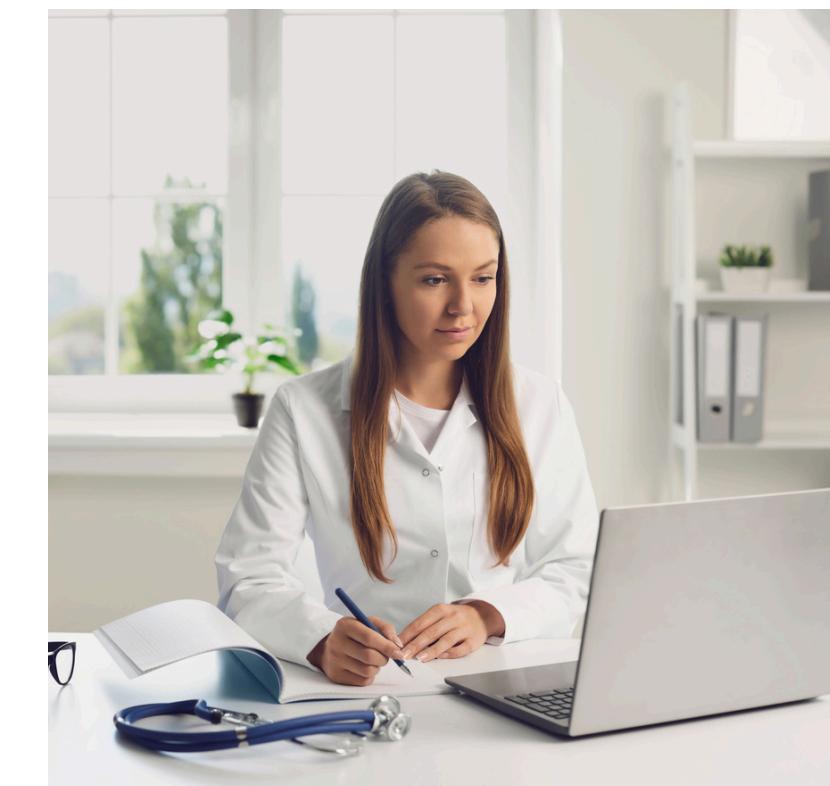
Insurance Providers Used by Patients



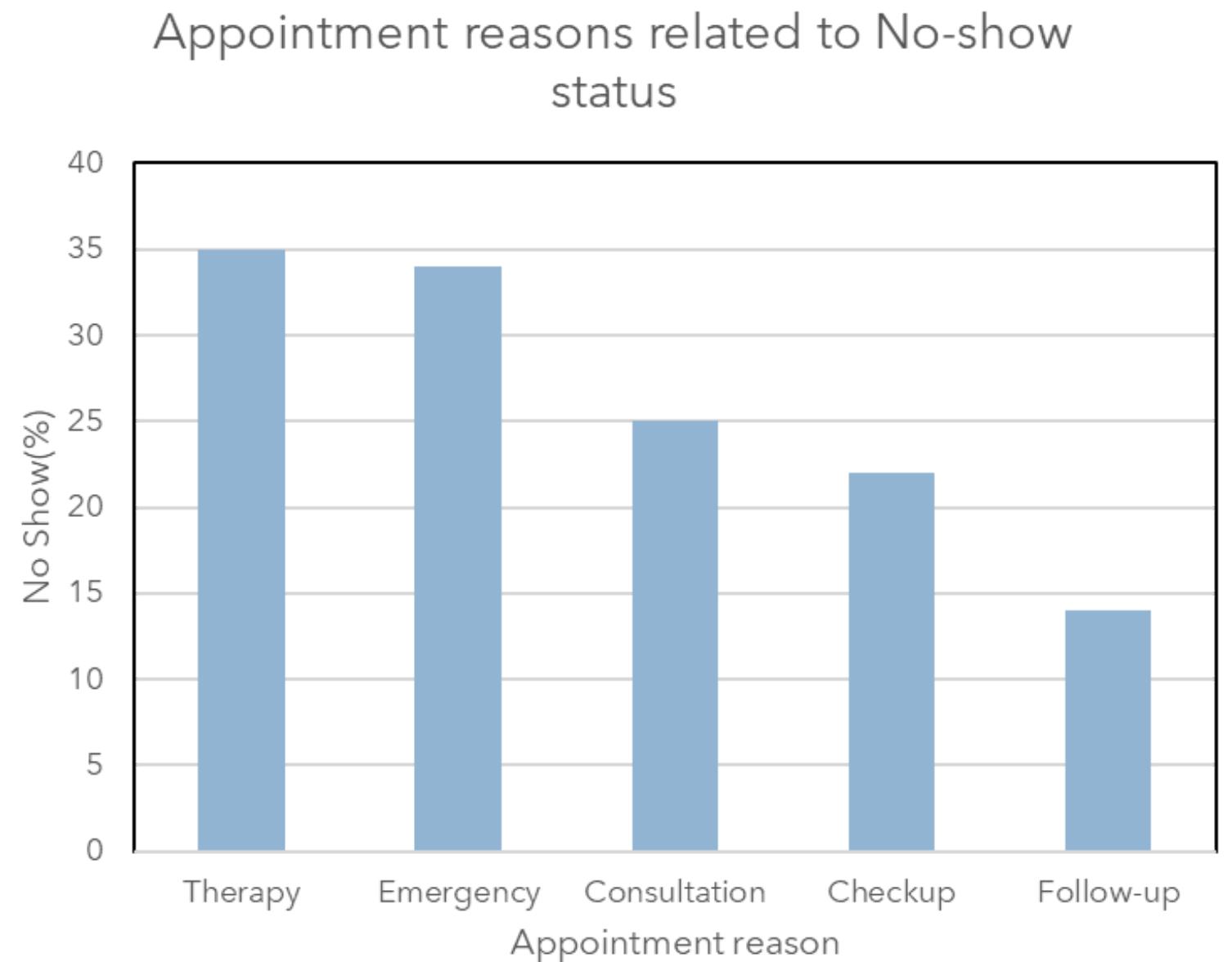
APPOINTMENT STATUS EVALUATION



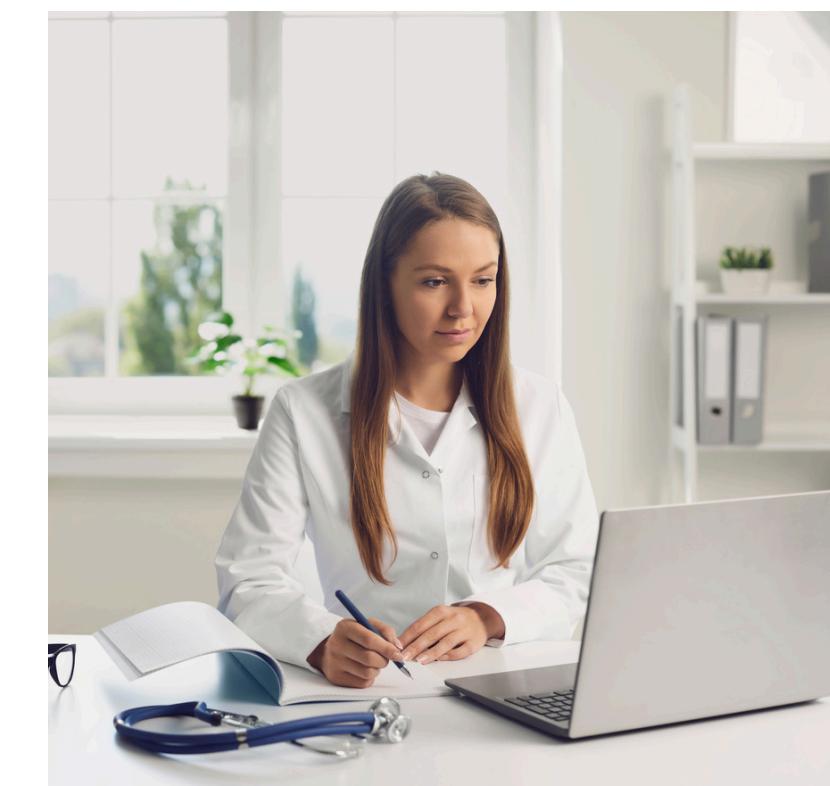
- 26% of appointments were written off as No-Show compared to 23% of completed appointments which is a worrying factor that we have more No-show appointments than completed ones.
- Scheduled appointments make up 26% of total bookings, representing an opportunity to retain and engage more patients. On the other hand, 25% of appointments were cancelled, indicating a potential area of loss that may need further investigation and mitigation strategies.



APPOINTMENT STATUS EVALUATION

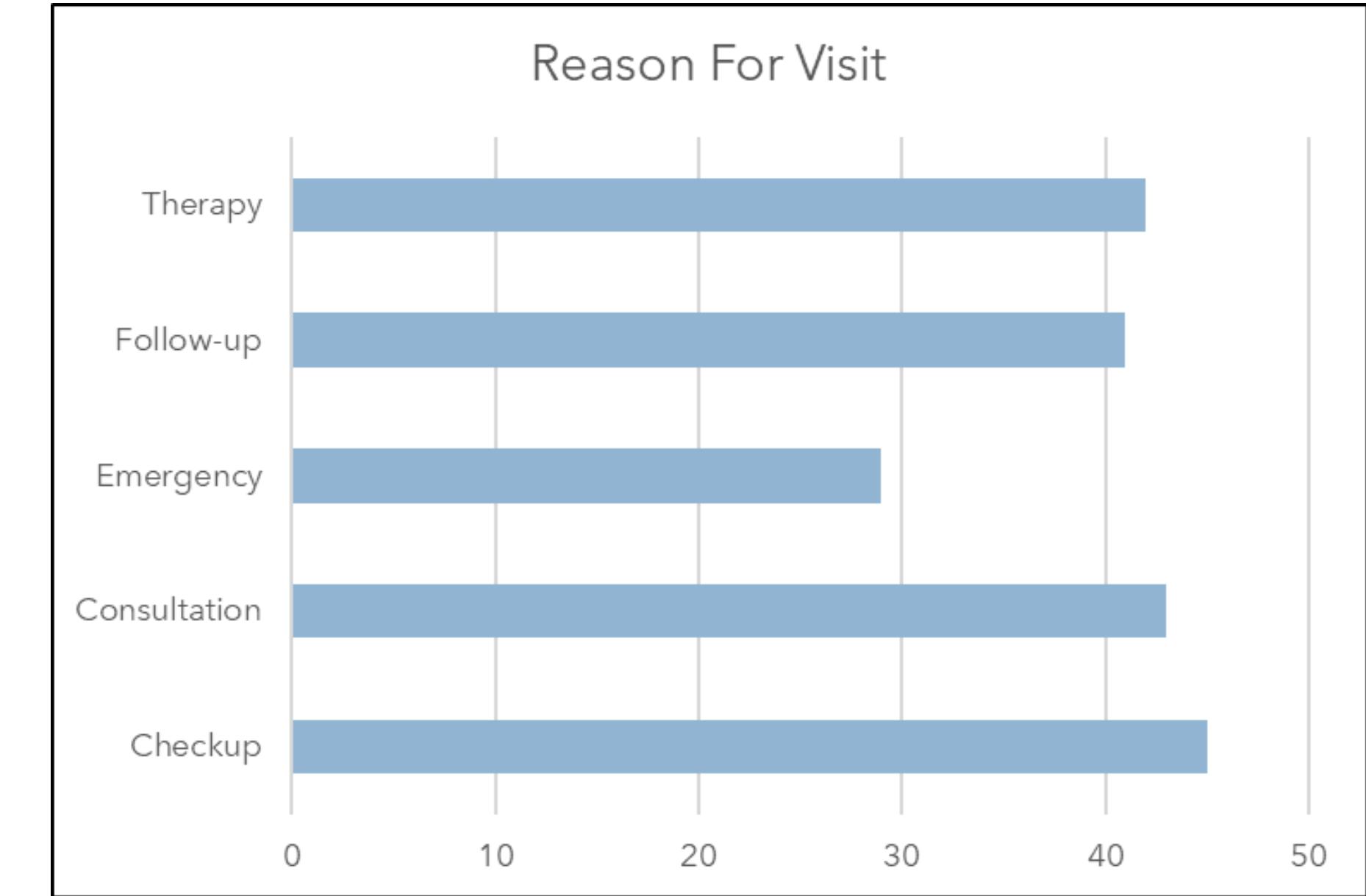


- The highest reason related to no-show for appointments is therapy at 35% followed by emergency at 34%.
- This is expected as most people are skeptical towards therapy.



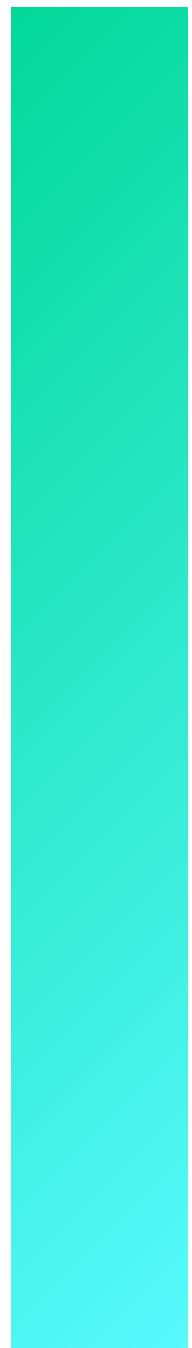
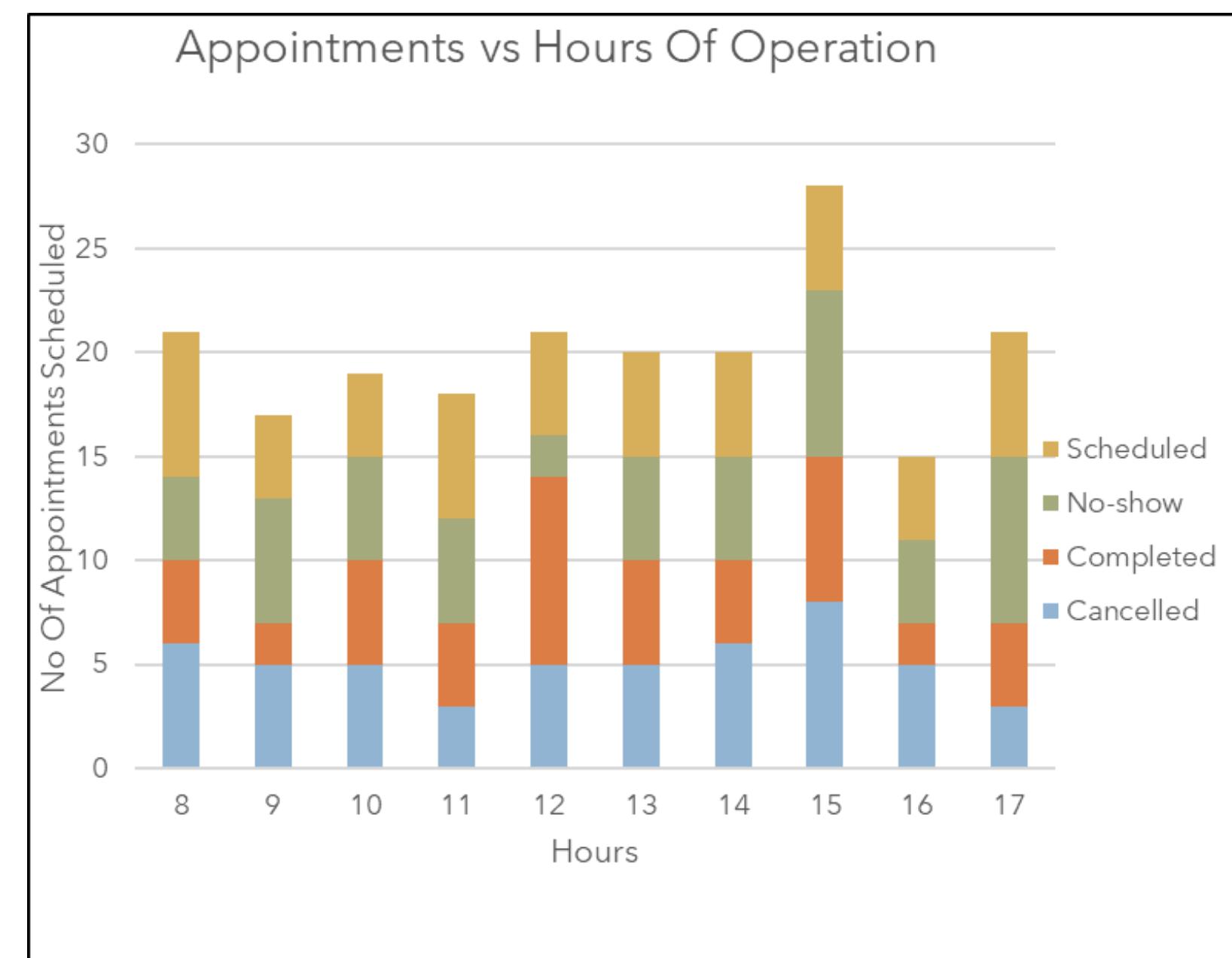
REASON FOR VISIT ANALYSIS

- Most Patients visit the Hospital for checkups.
- Emergency visits have the lowest number.



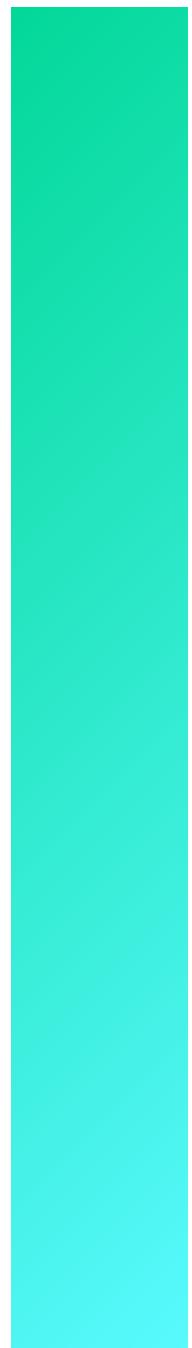
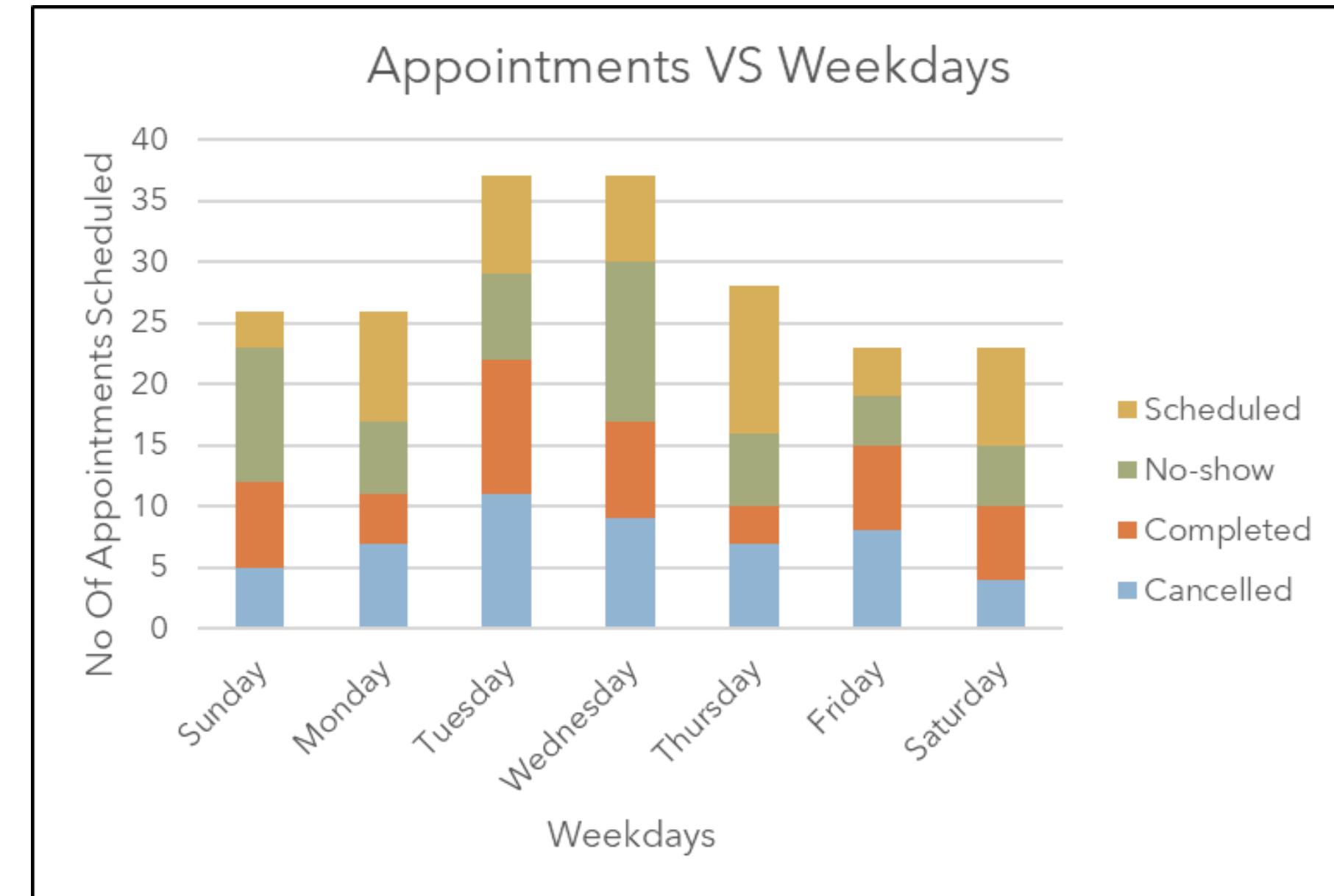
TREND IN HOURS OF OPERATION

- The most appointments are arranged for 15H00 Hours.



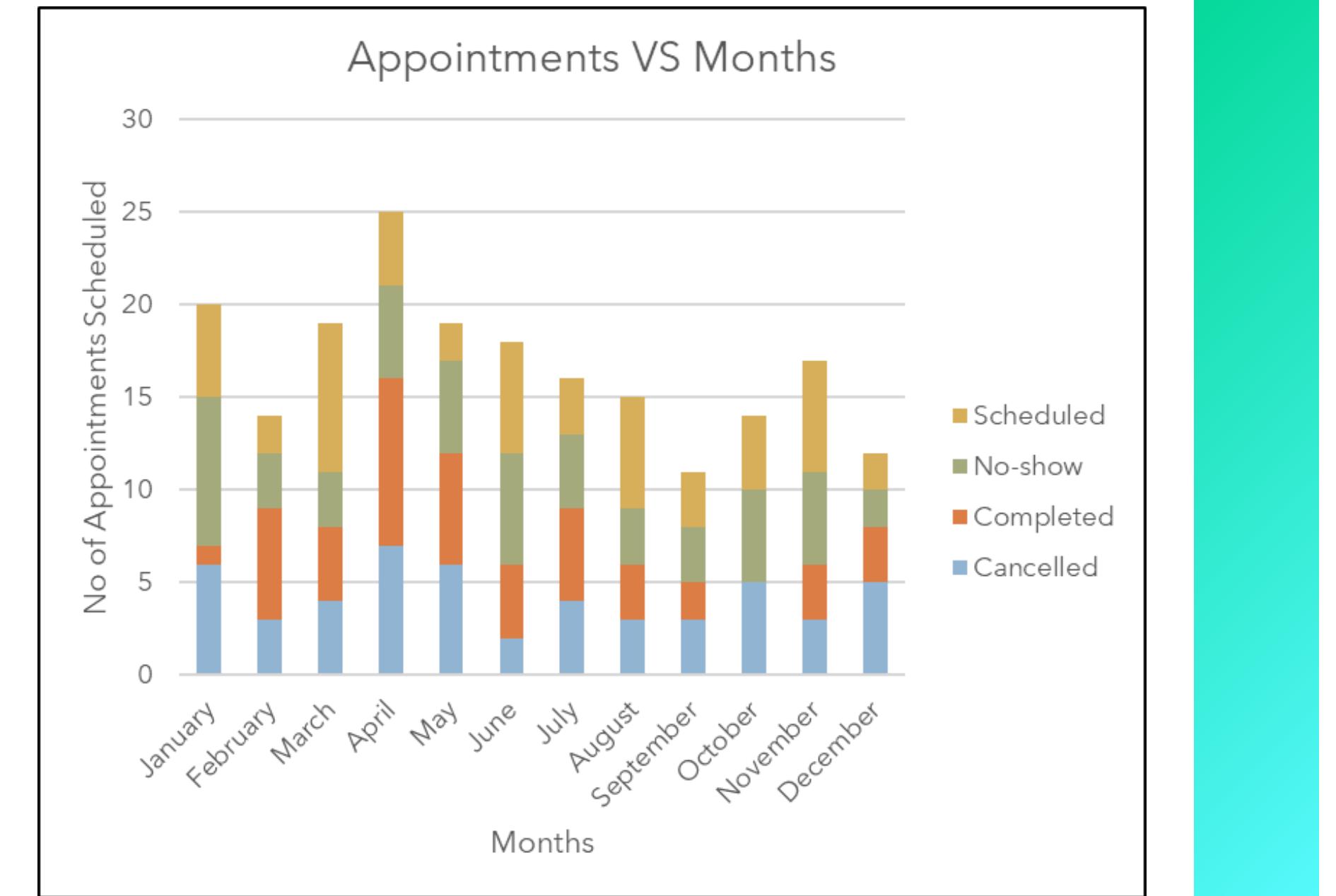
TREND IN WEEKDAYS

- Tuesday is the busiest day.

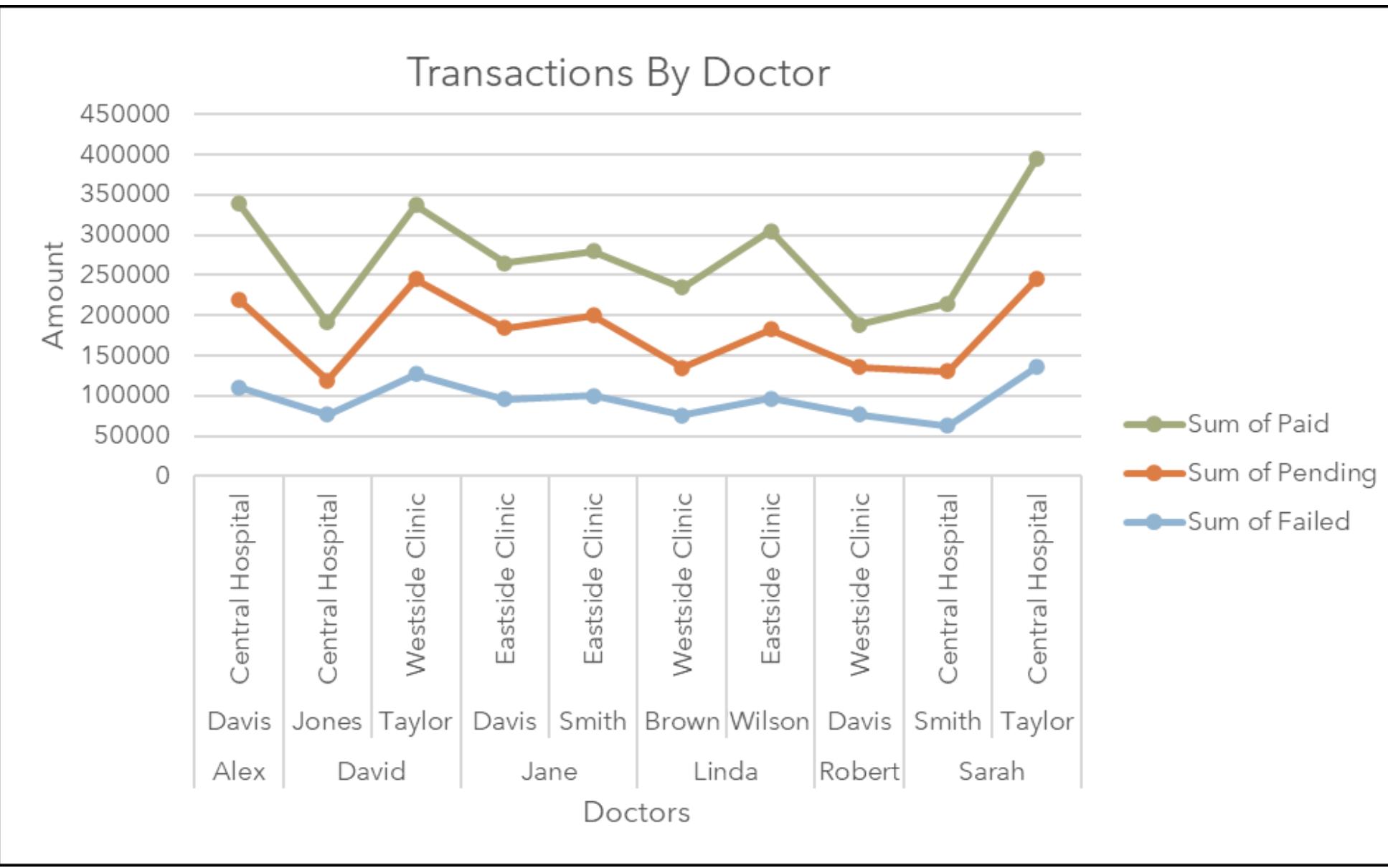


TREND IN MONTHS

- The hospital received the most patients in April.



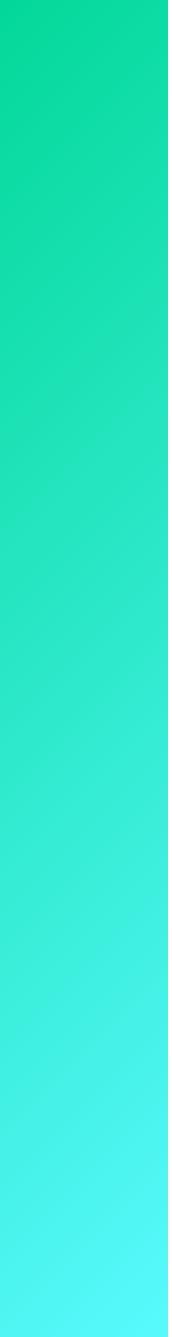
REVENUE ANALYSIS



- Sarah Taylor from Central Hospital accumulated the highest revenue.
- The total value of paid bills exceeds that of failed bills, reflecting a positive trend in revenue collection and financial performance.

RECOMMENDATIONS

- The busiest hour is 3 O'clock, to reduce the workload on this hour management can establish a booking limit per hour to avoid overworking the staff.
- Therapy no-shows are quite high, to avoid this issue awareness campaigns on the importance of therapy can be introduced to encourage patients to attend therapy appointments.
- A 26% no-show rate is considerably high; therefore, implementing automated appointment reminders is essential to improve patient attendance.



Thank You!!!

