**Dashboard Insights**

**Project name:** Enhancing Operational Efficiency in a Multi-Specialty Hospital

**Prepared by:** Prawit Pongpipat

**Datasets and variables used**

Dataset Name: Clean\_Appointment.xlsx

|  |  |
| --- | --- |
| **Column Name** | **Description** |
| AppointmentID | Unique ID of the appointment |
| PatientID | Unique patient identifier |
| Doctor | Unique doctor identifier |
| Department | Department of appointment |
| Date | Date of appointment |
| Time | Appointment time |
| Status | Status of current appointment |

Dataset Name: Clean\_Feedback.xlsx

|  |  |
| --- | --- |
| **Column Name** | **Description** |
| FeedbackID | Unique ID of the feedback |
| PatientID | Unique patient identifier |
| Appointment Date | Date of hospital visit |
| Time | Appointment time |
| Department | Department of visit |
| Feedback Score | Numeric rating (0–10) |
| Comments | Patient feedback |
| WaitTime (in min) | Waiting time before appointment (minutes) |
| Satisfaction Level | "High" or "Low" satisfaction |

Dataset Name: Clean\_Resource.xlsx

|  |  |
| --- | --- |
| **Column Name** | **Description** |
| ResourceID | Unique ID of the resource utilized |
| Department | Department of resource utilized |
| ResourceType | Type of resource utilized |
| UsageHours | Time usage (hours) for resource utilized |
| Date | Date of resource utilized |
| Availability | Resource availability |

**Design process for the dashboard**

Tools Used:

* Looker Studio (Google Data Studio) for visualization
* Data cleaned and loaded via Google Sheets

Design Principles:

* Clean, minimal layout
* Use of light colour schemes
* Interactivity via filter controls



