SUMMARY REPORT

🏥 Hospital Data Analytics Dashboard – Summary Report

🎯 Objective:

To analyze hospital operations data including patient volume, department performance, wait time, and patient satisfaction across genders, departments, and months using Power BI.

📊 Key Metrics:

- 🧑‍⚕️ **Total Patients:** 9,216

- ⏱️ **Average Patient Wait Time:** 35.26 minutes

- 😊 **Average Patient Satisfaction:** 1 (scale not mentioned, possibly out of 5)

- 🏢 **Total Departments:** 8

- 📝 **Total Case Managements:** 480

🧭 Patients by Department Referral:

- General Practice: 5.4K

- Orthopedics: 1.8K

- Physiotherapy: 1.0K

- Cardiology: 0.3K

- Neurology, Gastroenterology, Renal: ~200 each

- Others/None: Remaining patients

🚻 Gender Distribution:

- **Male:** 51.05%

- **Female:** 48.69%

- **Not Captured (NC):** 0.26%

📅 Patients by Month (Monthly Volume):

- Highest months:

    - **July (1,024)**

    - **August (991)**

    - **June (999)**

- Lowest months:

    - **February (431)**

    - **January (513)**

    - **December (489)**

🌡️ Satisfaction Score by Department:

- Highest satisfaction:

    - General Practice (~7.1K responses)

    - Orthopedics (2.5K)

    - Physiotherapy (1.4K)

- Lower satisfaction scores in:

    - Neurology, Renal, Gastroenterology (~300 or less)

🧠 Key Insights:

- **General Practice** dominates patient volume and satisfaction feedback.

- **Male and Female** patient distribution is almost equal.

- **Mid-year months (June–August)** see the highest footfall.

- Departments like **Neurology, Renal, and Gastroenterology** may need further attention due to low volumes and feedback.

- Average patient wait time of **35+ minutes** indicates opportunity for operational improvements.