HOSPITAL EMERGENCY ROOM DASHBOARD

Consolidated View

4/1/2023 — 10/30/2024

Consolidated View

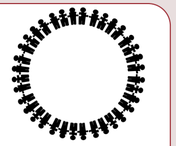
Monthly View

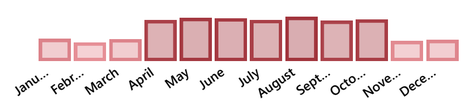
Patient Details

Key Takeaways

of Patients

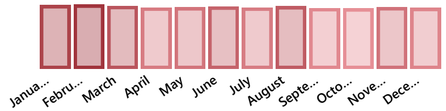
9216





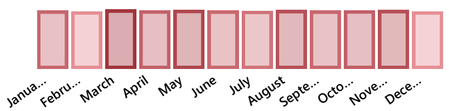
Avg. Wait Time

35 Min



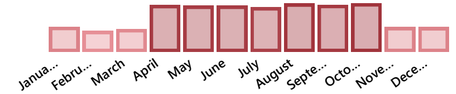
Patient Satisfaction Score

5.00



of Patients Referred

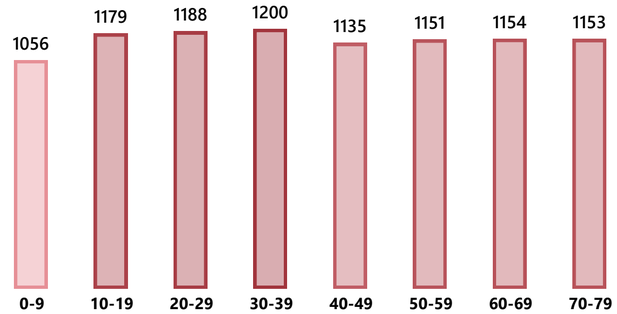
3816



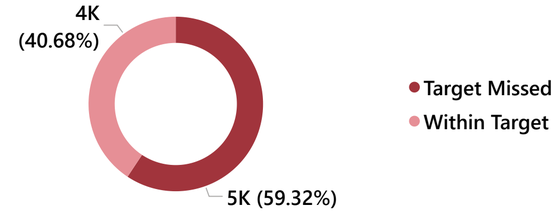
Patient Admission Status

Admission Status	Patients	% of Total
Admitted	4612	50%
Not Admitted	4604	50%

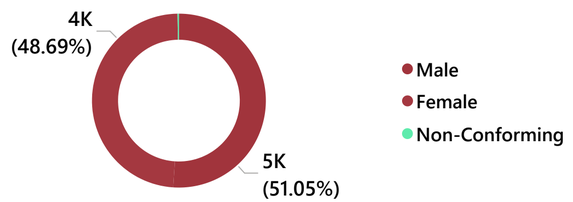
Number of Patients by Age Group



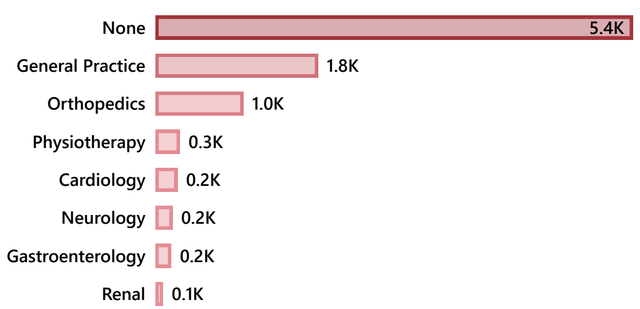
% Patients Seen Within 30 Mins



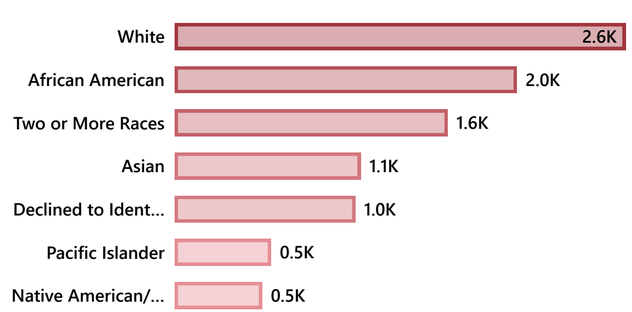
Number of Patients By Gender



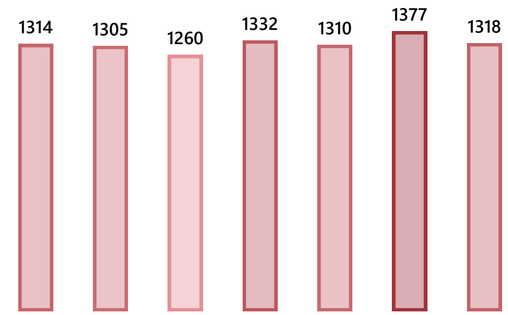
Number of Patients by Department Referral



Number of Patients by Patient Race



Number of Patients by Day & Hour



Hours	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00-02	163	160	158	152	171	181	169
03-04	131	113	97	111	94	119	104
05-06	100	114	99	111	125	116	103
07-08	103	123	116	119	118	106	116
09-10	112	108	99	107	94	110	107
11-12	105	103	121	104	116	127	93
13-14	104	103	109	117	109	120	116
15-16	102	118	109	113	112	101	117
17-18	119	97	103	113	95	97	105
19-20	115	89	96	116	112	115	112
21-22	96	112	102	110	105	117	106
23-24	64	65	51	59	59	68	70

HOSPITAL EMERGENCY ROOM DASHBOARD

Monthly View | June 2023

Year: 2023

Month Name: June

Consolidated View

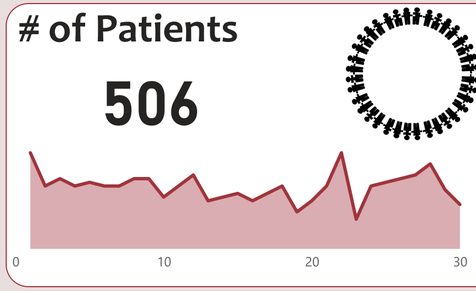
Monthly View

Patient Details

Key Takeaways

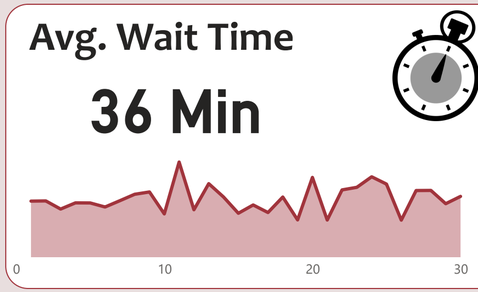
of Patients

506



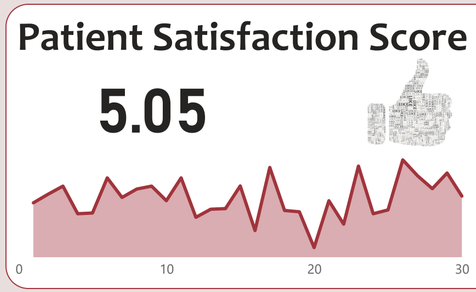
Avg. Wait Time

36 Min



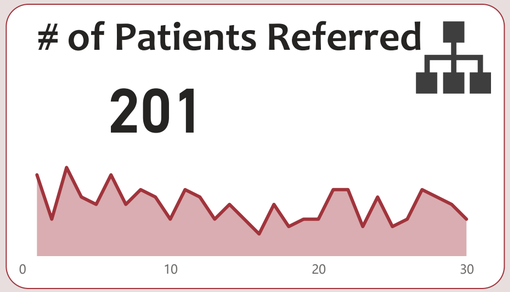
Patient Satisfaction Score

5.05



of Patients Referred

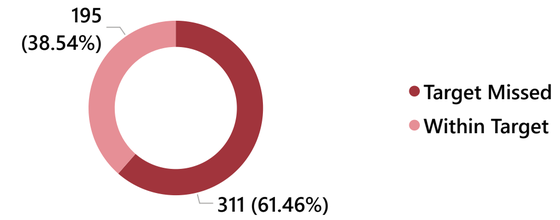
201



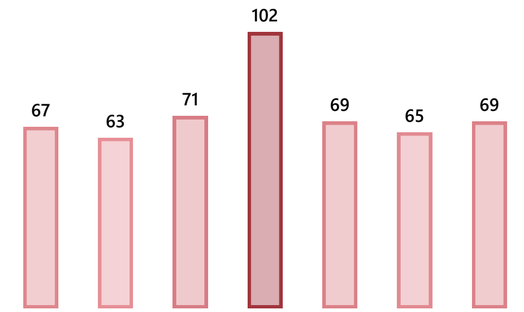
Patient Admission Status

Admission Status	Patients	% of Total
Admitted	252	50%
Not Admitted	254	50%

% Patients Seen Within 30 Mins

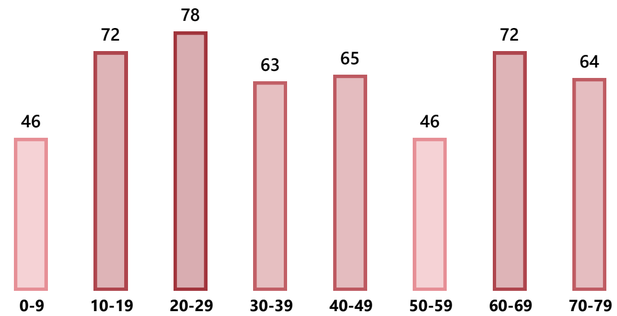


Number of Patients by Day & Hour

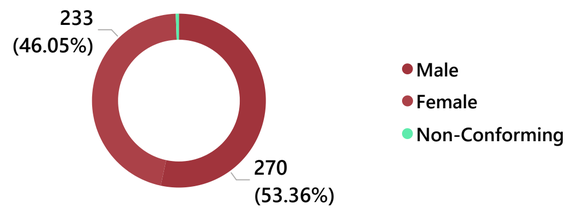


Hours	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00-02	12	11	7	11	10	15	6
03-04	6	3	10	11	5	6	1
05-06	5	7	5	8	6	7	6
07-08	6	6	5	9	7	2	10
09-10	5	2	4	9	6	6	8
11-12	7	7	9	7	7	2	5
13-14	8	5	6	8	3	11	8
15-16	3	2	7	10	8	4	2
17-18	2	7	2	6	3	4	4
19-20	4	6	4	9	6	3	5
21-22	5	5	7	9	7	4	6
23-24	4	2	5	5	1	1	8

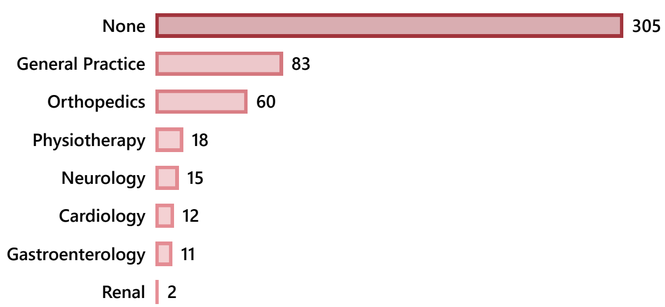
Number of Patients by Age Group



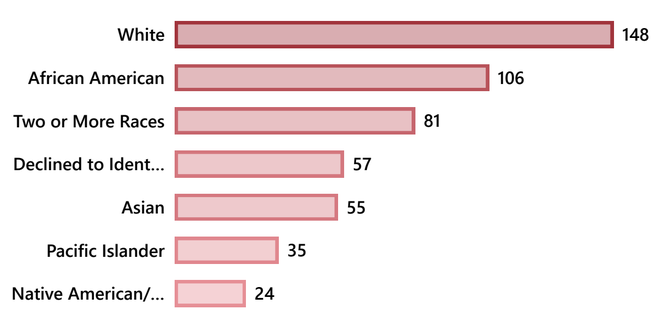
Number of Patients By Gender



Number of Patients by Department Referral



Number of Patients by Patient Race



HOSPITAL EMERGENCY ROOM DASHBOARD

Patient Details

Consolidated View | Monthly View | Patient Details | Key Takeaways

4/1/2023 — 10/30/2024

Admission Status: All

Wait Time Status: All

Department Referral: All

Age Group: All

Patient Gender: All

Patient Race: All

ID	Name	Gender	Age	Admission Date	Race	Wait Time (Mins)	Department Referral	Admission Status
100-04-3993	M St Ange	Female	29	Tuesday, April 04, 2023	White	16	None	Not Admitted
100-17-5081	V Flicker	Male	67	Sunday, January 14, 2024	African American	60	None	Not Admitted
100-21-9648	W Marran	Female	39	Wednesday, January 17, 2024	Pacific Islander	22	None	Admitted
100-34-6753	B Paulus	Male	43	Monday, May 13, 2024	Pacific Islander	25	General Practice	Admitted
100-34-9587	U Lamburn	Male	20	Monday, April 01, 2024	Declined to Identify	24	Neurology	Not Admitted
100-40-2709	O Cammack	Male	77	Wednesday, May 08, 2024	White	48	None	Not Admitted
100-66-0896	I Prickett	Male	2	Tuesday, March 26, 2024	African American	23	Orthopedics	Admitted
100-66-8222	F Mullane	Female	65	Saturday, December 23, 2023	Asian	17	General Practice	Not Admitted
100-67-1276	S Hallbird	Male	55	Friday, November 03, 2023	White	11	Orthopedics	Admitted
100-70-0071	R Downham	Male	38	Sunday, January 14, 2024	African American	57	None	Not Admitted
100-72-5705	N Dudny	Female	60	Wednesday, June 19, 2024	African American	45	None	Admitted
100-74-3943	M Hallard	Female	3	Sunday, September 17, 2023	White	14	None	Admitted
100-74-5636	A Warwicker	Female	47	Tuesday, August 13, 2024	Declined to Identify	25	None	Not Admitted
100-79-0109	P Ulyatt	Female	19	Tuesday, February 27, 2024	Pacific Islander	36	Neurology	Admitted
100-81-9769	Y Moncaster	Male	28	Saturday, March 09, 2024	White	59	None	Admitted
100-84-7203	K Ybarra	Female	37	Tuesday, June 13, 2023	White	55	None	Not Admitted
101-08-8798	L Willeson	Female	72	Wednesday, July 31, 2024	Two or More Races	48	None	Admitted
101-13-4808	V Gowdridge	Female	30	Tuesday, April 25, 2023	Declined to Identify	30	None	Admitted
101-35-3930	W Andreotti	Female	30	Wednesday, January 24, 2024	White	25	None	Admitted
101-35-7039	T Ganter	Male	26	Thursday, February 08, 2024	White	56	General Practice	Admitted
101-38-5868	J Saddington	Male	14	Tuesday, October 08, 2024	White	20	None	Admitted
101-50-7359	D Sabey	Female	50	Friday, October 13, 2023	White	56	None	Admitted
101-56-3319	M Kilduff	Female	44	Sunday, October 08, 2023	Asian	55	None	Admitted
101-60-5189	G Georger	Female	45	Sunday, August 04, 2024	White	43	None	Not Admitted
101-63-3628	P Quest	Male	38	Saturday, July 29, 2023	Two or More Races	53	None	Not Admitted
101-66-4553	R Odd	Female	14	Saturday, March 30, 2024	Two or More Races	57	General Practice	Admitted
101-85-4810	R McBoyle	Female	74	Monday, August 07, 2023	White	55	None	Admitted
102-05-9716	J Addicott	Male	71	Friday, October 20, 2023	Two or More Races	30	General Practice	Not Admitted
102-07-2442	C Crees	Male	35	Monday, October 07, 2024	Asian	38	None	Admitted
102-20-6596	V Asson	Female	69	Tuesday, June 11, 2024	African American	33	General Practice	Not Admitted
102-21-5953	O Annett	Female	49	Wednesday, August 14, 2024	White	11	Orthopedics	Not Admitted
102-24-8249	A Staples	Male	2	Friday, March 01, 2024	African American	27	General Practice	Not Admitted
102-43-8026	W Parker	Male	27	Monday, August 07, 2023	White	13	Orthopedics	Not Admitted

HOSPITAL EMERGENCY ROOM DASHBOARD

Key Takeaways

Consolidated View

Monthly View

Patient Details

Key Takeaways

Descriptive Analysis

(April 2023 - October 2024)

The emergency room dataset spans a period of 19 months with records of 9,216 unique patients.

Patient Wait Time & Satisfaction:

- Average Wait Time: **35 Minutes (past the target limit of 30 mins)**
- Average Satisfaction Score: **5/10 (moderate)**
- Highest Average Wait Times in months of **February, January, August**
- **Recommendation**: Improve patient flow & overall experience

Departmental Referrals:

- **5,400 patients (58.6%)** did NOT require referrals
- Among referrals, the most common **(30.8%)** were **General Practice (1840 cases)** & **Orthopedics (995 Cases)**.
- Physiotherapy (276 cases) & Cardiology (248 cases) make up **5.7%** of referrals
- Most referrals ranging roughly from 300-400 occurred from April-October

Peak Busy Periods:

- Busiest Days: **Saturdays (1377 Patients)**, Thursdays (1332 Patients), Sundays (1318 Patients)
- Busiest Hours: **Between 12-2 AM**
- **Recommendation:** Implement more staff during these periods

Patient Demographics:

- Largest Age Groups: **Adults (30-39 years, 1200 patients)**, Young Adults (20-29 years, 1188 patients), Preteens & Teens (10-19 years, 1179 Patients), Elderly (60-69, 1154 Patients).
- Largest Racial Groups: **White (2571), African American (1951), multi-racial (1557), Asian (1060)** make up **66%** of patients
- 1030 patients (11.2%) declined to identify their race

Admission Patterns:

- Admitted: **4612 Patients, nearly 50%**
- Treated & Released: **4604, nearly 50%**

More Potential Strategies To Improve Patient Flow & Experience:

Reduce Wait Times:

- *Optimize ER layout* => rearrange waiting & exam rooms to help patients reach the right place immediately
- *Provide virtual or urgent care options for minor ailments* => more office space to accommodate patients in need of urgent care
- *Optimize Scheduling Systems* => helps prioritize appointments based on urgency & type
- *Online Check-In* => patients can reserve spot prior to arrival

Increased Satisfaction:

- *Be clear & check in regularly with patients about wait times, and reasons for delays*
- *Validate patients' concerns & allow them to be part of decisions*
- *Create a clean, low-stress, comfortable environment*

Summary:

The data presents high patient volumes, moderate satisfaction levels and common referrals to General Practice & Orthopedics. Saturdays, Late night-early morning hours on Saturdays, Thursdays & Sundays are particularly busy. There are diverse age ranges & racial groups, with nearly equal admitted & non-admitted patients. These insights can help optimize resources and improve patient care in the ER.