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# PATIENTS EMERGENCY ROOM VISIT REPORT

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Executive Summary










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This report provides a strategic analysis of ER visits, covering patient flow, service quality, demographics, and department referrals. The goal is to guide operational improvements and enhance patient satisfaction.

## 1. Patient Volume Overview





-  **Total Visits: 9,216**
  -  **50.04%** Administrative Appointments
  -  **49.96%** Non-Administrative Appointments
-  **Year-on-Year Growth:**
  - From **4,338 (2019)** to **4,878 (2020)** → **+12.5%**
-  **Monthly Trends:**
  -  Peaks: **July (1,024)** and **May (992)**
  -  Lows: **December (364)** and **January (513)**
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## 2. Service Quality & Feedback

-  **Average Satisfaction Score: 5** (on undefined scale)
-  **Unrated Services: 72.69%** of visits had no rating
-  **Avg. Wait Time: 35.26 minutes**









 **Insight:** Urgent need to improve feedback collection systems.

## 3. Visit Timing & Flow Patterns








-  **Weekday vs. Weekend:**
  - Weekdays: **6.6K**
  - Weekends: **2.6K**
-  **Patient Flow Types:**
  -  Walk-In Patients: **58.59%**
  -  Referred Patients: **41.41%**


 **Insight:** ER is a primary access point for non-referred healthcare needs.

## 4. Demographics Overview



-  **Age Groups:**
  -  Adult: **7.1K**
  -  Child & Teen: Combined < 1.5K
-  **Gender Breakdown:**
  - ♂ Male: **51.05%**
  - ♀ Female: **48.69%**
  - ♂♀ Other: **0.26%**
-  **Ethnicity & Wait Time Heatmap:**
  -  Visual matrix shows **wait time disparities**
  -  **Dark green = short wait time**
  -  Some age/race groups wait longer → equity review needed
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## 5. Departmental Referrals

-  **No Referral Needed: 5.4K patients**
-  **Top Referrals:**
  -  General Practice: **1.8K**
  -  Orthopedics,  Psychiatry,  Cardiology,  Neurology: < 1K combined

 **Insight:** Majority resolved in ER; referral trends point to pressure on general and orthopedic practices.

## 6. Strategic Recommendations

-  **Collect More Feedback:**  
Use digital tools (SMS, email, kiosks) to reduce unrated cases.
-  **Improve Resource Planning:**  
Scale up staff during high-demand months (May, July).

- 🏛️ **Address Disparities:**  
Investigate racial/age wait time gaps via the heatmap.
- 🏠 **Manage Walk-In Volume:**  
Partner with local clinics to redirect non-urgent visits.

## 📊 Dashboard Snapshot

- 📌 Below is the full dashboard that supports the data-driven insights summarized above:

