### **Title: Emergency Room Visits Objective:**

The dashboard presents data on **Emergency Room Visits** over a specific time frame, providing key insights into patient visits, waiting times, satisfaction scores, and other metrics to help hospital administration monitor and improve emergency department performance.

### **Dashboard Overview:**

1. **Patients Visits**: Total of **997** visits, with an increase compared to last month.
2. **Average Wait Time**: The current wait time is **35.85 minutes**, also showing a rise from the previous month.
3. **Average Satisfaction Score**: The score is **4.60**, indicating overall patient satisfaction, but also up from the previous month.
4. **Patients Visits by Weekday and Gender**: A line chart compares patient visits by gender across weekdays. Females have more visits than males, with a peak on **Tuesday**.
5. **Patients Visits by Date and Time**: This table indicates peak hours of emergency room visits. The frequency increases light to dark, i.e minimum is represented in light shade whereas maximum is represented in dark shade. The busiest time is around **7 AM on Tuesday**.
6. **Patients Visits by Age Range**: Adults are the largest group, followed by children and seniors.
7. **Satisfaction Score Breakdown**: Satisfaction scores are categorized by age, gender, and race, offering demographic insights.
8. **Average Wait Time by Department Referral**: Neurology has the longest wait time at **39 minutes**, while Gastroenterology has the shortest wait time at **32 minutes**.

### **Key Components:**

1. **Patients Visits, Wait Time, and Satisfaction Scores**: Indicates key trends in visit volume, wait times, and patient satisfaction.
2. **Visits by Weekday and Gender**: Helps identify gender-specific patterns and the busiest days.
3. **Visits by Age Range**: Shows how different age groups utilize the emergency room.
4. **Wait Time by Department Referral**: Highlights the departments that experience longer wait times, which could impact patient satisfaction.
5. **Navigation Bar**: Helps us navigate through Summary, Q& A and decomposition tree.
6. **Slicers:** Yearly and monthly slicers are added to understand our data over period of time.

### **Insights:**

1. **Tuesday is the Busiest Day**: The number of visits spikes on Tuesday, particularly among females.
2. **Peak Visits on Tuesday at 7 AM**: The highest patient traffic occurs early Tuesday morning.
3. **Adults Dominate Visits**: Adults form the largest group of patients visiting the emergency room.
4. **Satisfaction Varies by Demographics**: There are subtle variations in satisfaction scores across race, gender, and age, which may require targeted improvement efforts.
5. **Neurology Has the Longest Wait**: Departments like Neurology and Physiotherapy have the longest wait times, indicating a potential need for process improvements.

### **Actionable Points:**

1. **Optimize Staffing on Tuesdays**: Since Tuesdays see the highest number of visits, more staff could be allocated on this day to handle the increased load.
2. **Improve Wait Time for Neurology**: Consider addressing workflow or resource constraints in Neurology to reduce wait times and improve patient satisfaction.
3. **Focus on Early Hours**: Peak traffic on Tuesday mornings should be matched with appropriate staffing and resources.
4. **Tailor Services by Demographics**: Investigate the causes behind variations in satisfaction scores among different demographics and consider customizing services accordingly.

### **Conclusion:**

This dashboard provides a comprehensive view of emergency room activity, revealing patterns in patient visits, wait times, and satisfaction. Actionable insights such as peak times, department wait times, and patient satisfaction drivers can help hospital administrators allocate resources more effectively and improve overall patient experience.