High-level problem description: Predict how many new providers in each category have to be hired in the next three months.

Provider categories: Pl add / modify if needed

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| Psychiatrists |
| Psychologists |
| Counsellors |
| Nutritionists |
| RN, PA |
| Therapists |

Goals

1. Model demand as a Time Series in each provider category
2. Incorporate number and duration of visits to estimate demand
3. Estimate change (growth) in demand by category
4. Predict additional providers needed in the next XX weeks

General notes

1. Length of visit different for new / repeat patients
2. Call Management system gives inbound volume of patients
3. “Visit created” log gives data on new visits, follow ups, active appointments
4. Log can be used to estimate ‘no show’ rate
5. Current ratio of providers to patients is 70% - 80%; would go upto 90%
6. Lead time of hiring can be 2-3 weeks; would prefer 2-3 months
7. Initial contract for providers is annual
8. Financial metrics may be needed to provide final recommendation for hire / not hire decisions

Data

1. Vincent’s team has access to data
2. Anonymised data will be provided
3. Minimum 18 months of data will be used

Scope

1. We have to be cognizant of available time for Capstone (2 weeks)
2. We may have to restrict demand forecast to specific provider categories; WellPsyche needs to prioritise this