Problem Statement

Healthcare leadership lacked a **unified and actionable analytics view** of Emergency Room (ER) operations, limiting their ability to proactively manage patient volume, waiting times, and service quality. Critical insights on peak hours, patient demographics, departmental bottlenecks, and satisfaction trends were scattered across **manual, static, and disconnected reports**, preventing timely operational decisions.

As a result, hospitals faced challenges in:

- Anticipating peak demand periods
- Optimizing staff and resource allocation
- Reducing patient wait times
- Consistently delivering a positive patient experience

A centralized, interactive reporting solution was required to convert raw ER data into **real-time operational intelligence** for informed decision-making.

The organization needed a **data-driven solution** to:

- Identify peak hours and busiest days in the ER
- Monitor average wait times and patient satisfaction trends
- Understand visit patterns by age, gender, and race
- Analyze departmental performance impacting wait times
- Support proactive staffing, scheduling, and service optimization