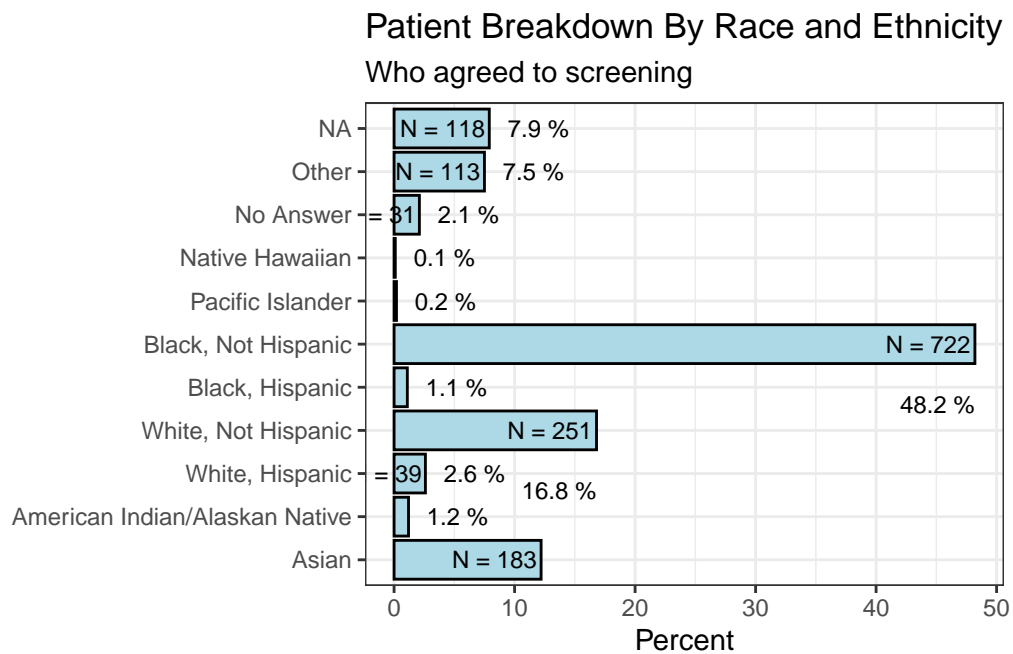
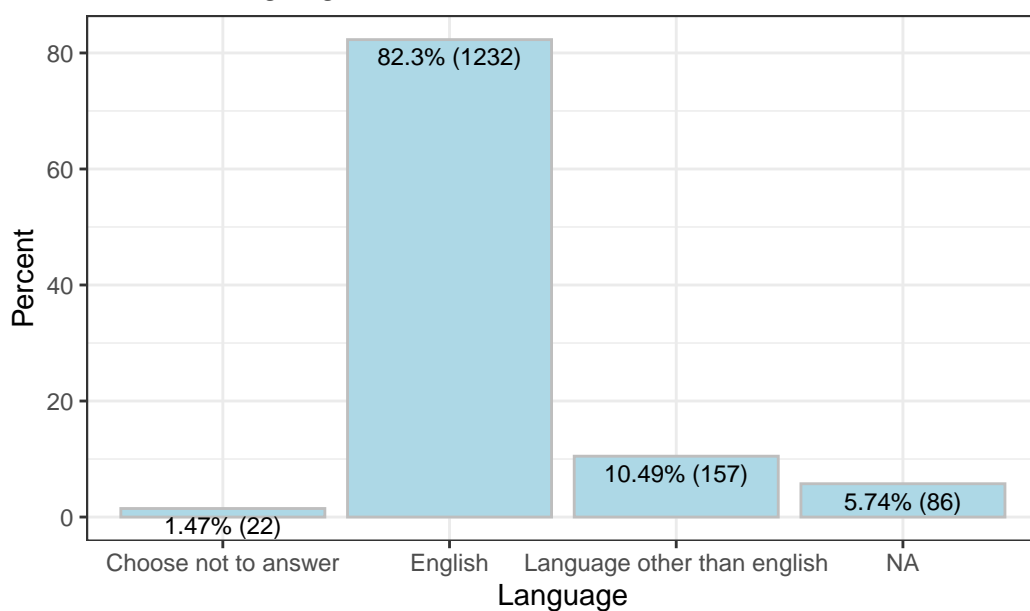


ED Helpdesk Data Analysis

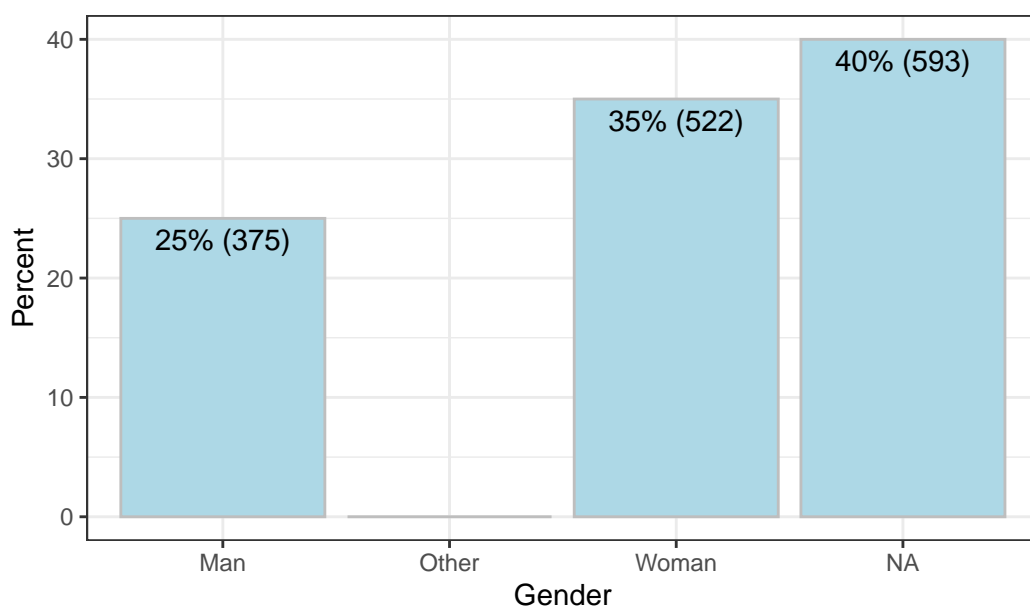
Race, Age, and Gender Patient Distributions



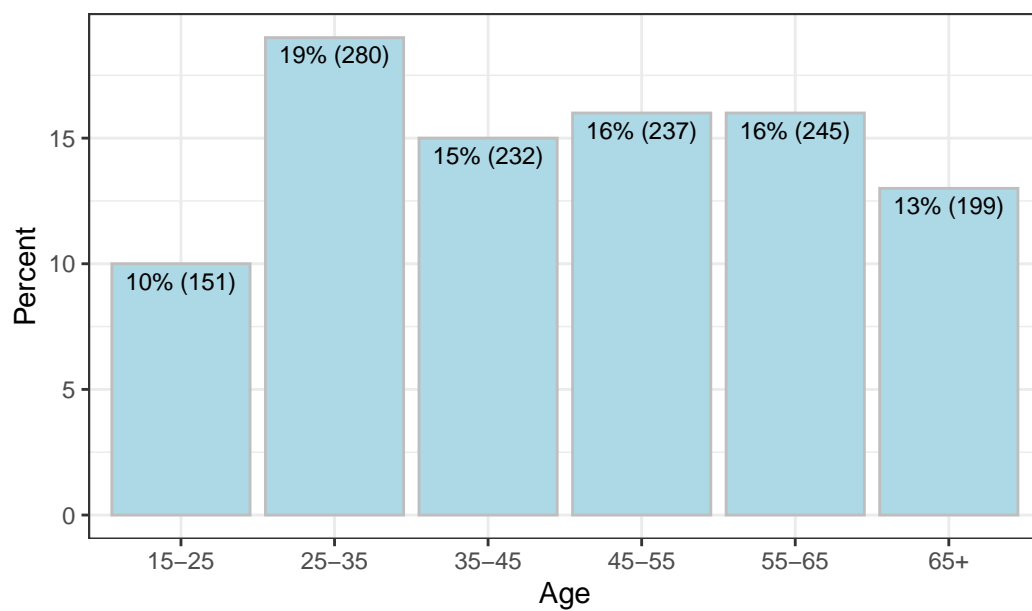
Patient Language Distribution



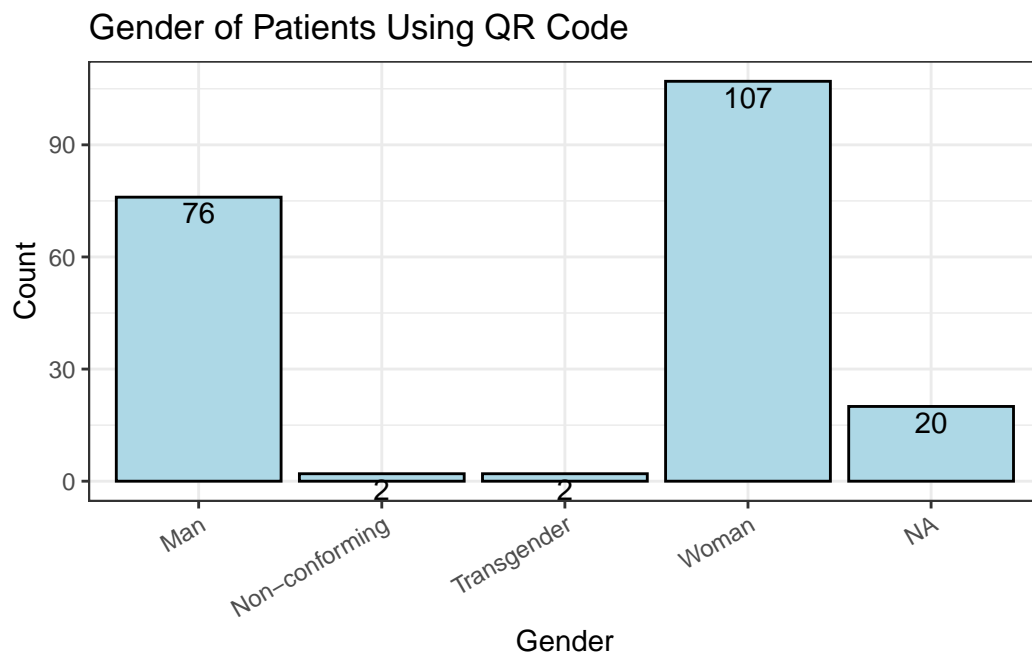
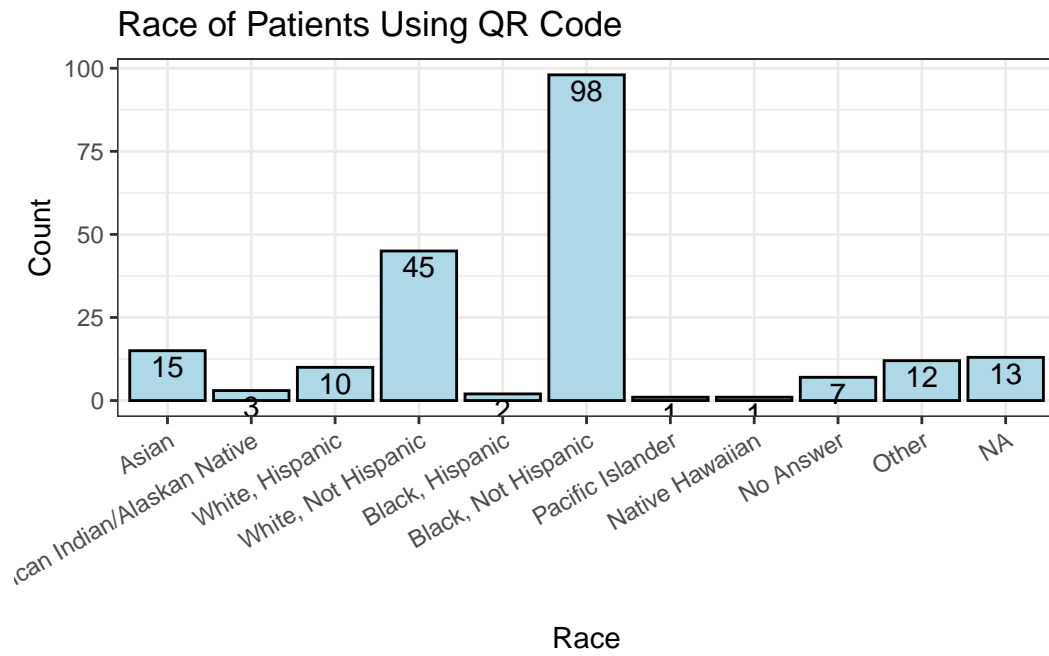
Patient Gender Distribution



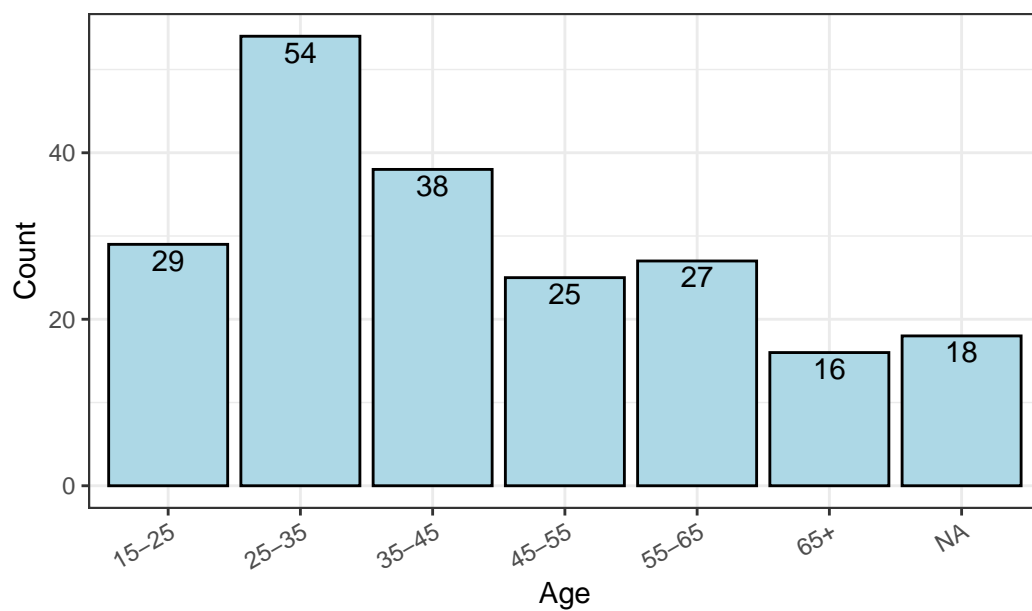
Patient Age Distribution



QR Code Distributions

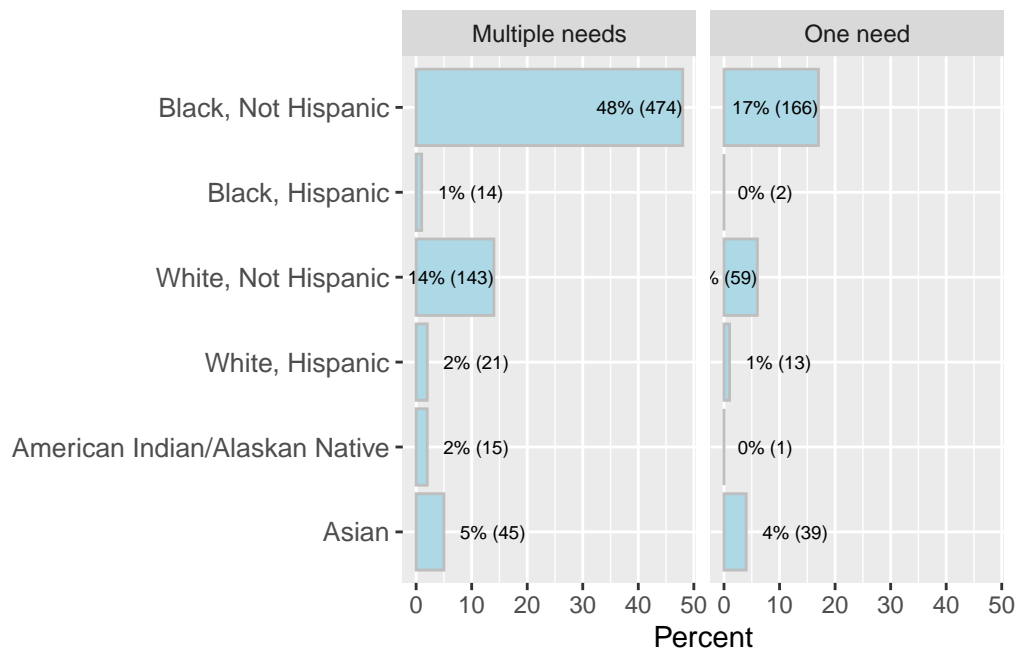
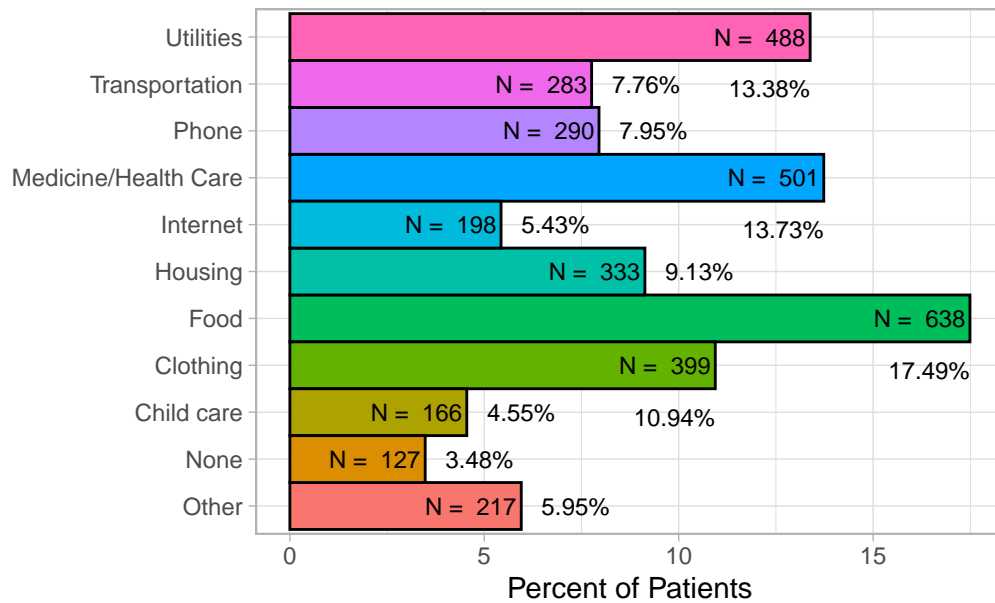


Age of Patients Using QR Code

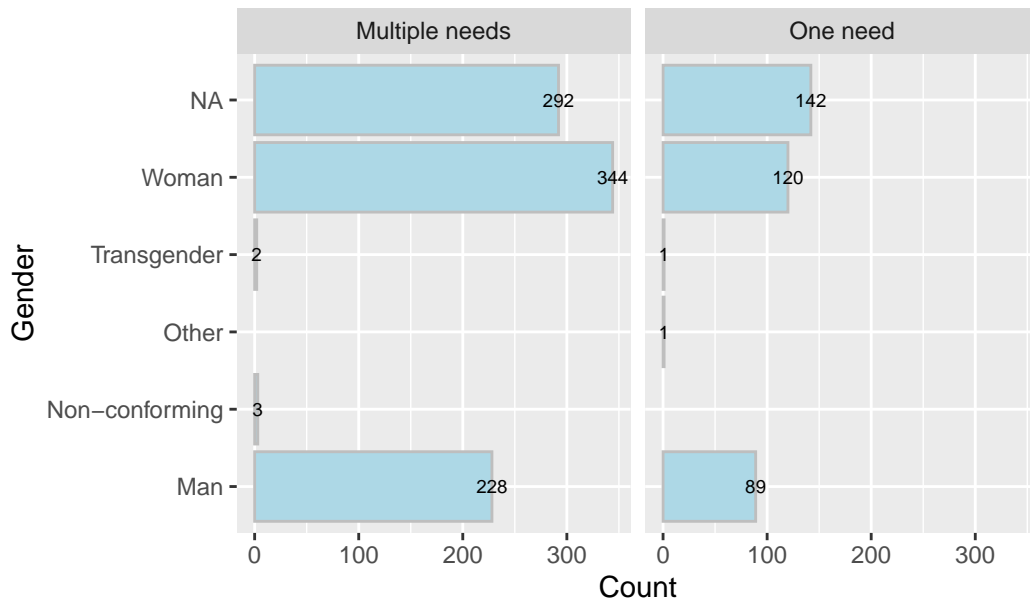


Needs Information

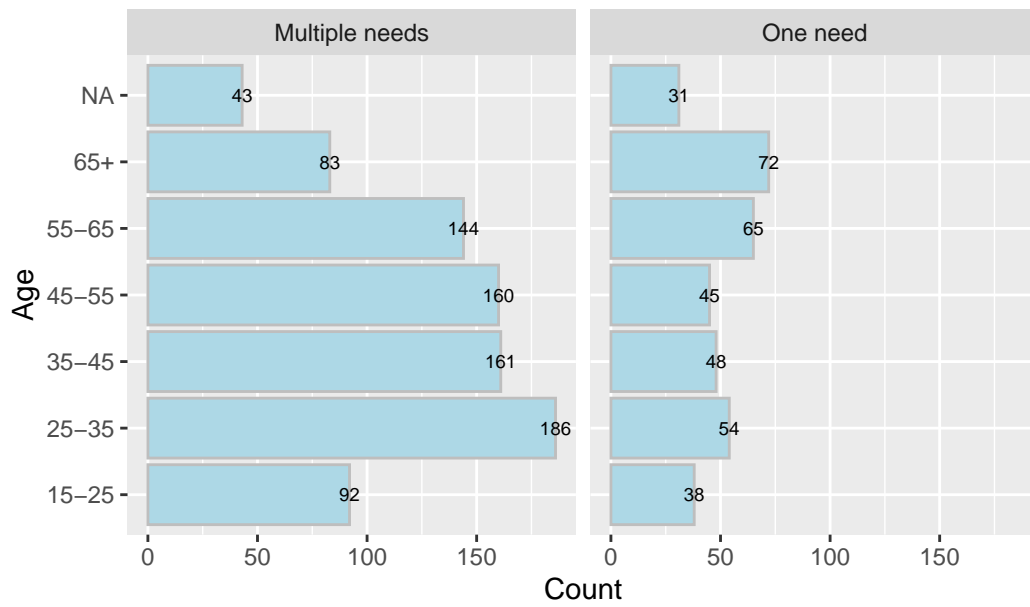
Needs Breakdown



Gender of Patients Based on Needs



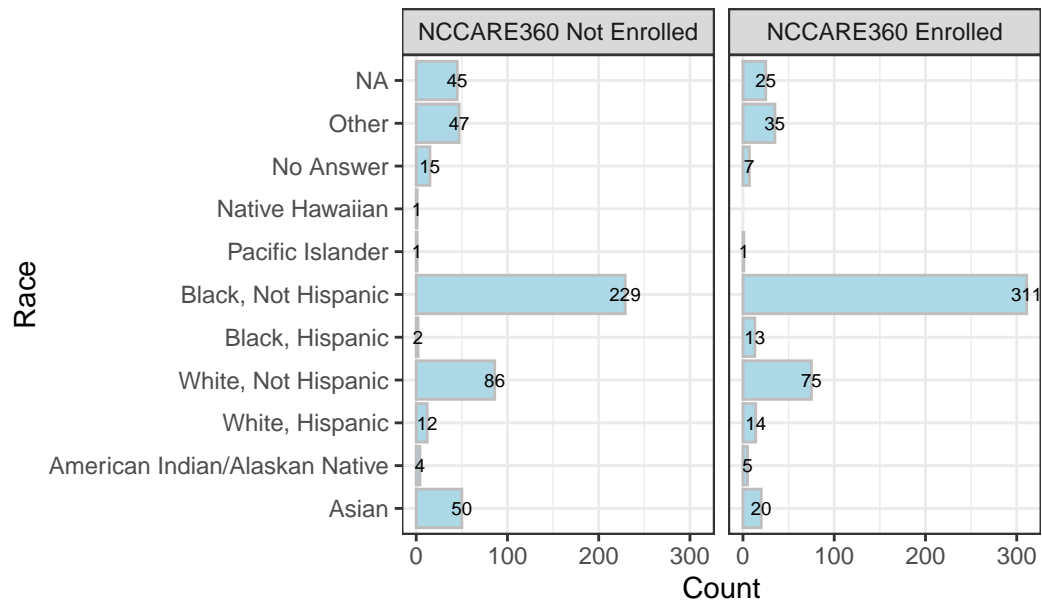
Age of Patients Based on Needs



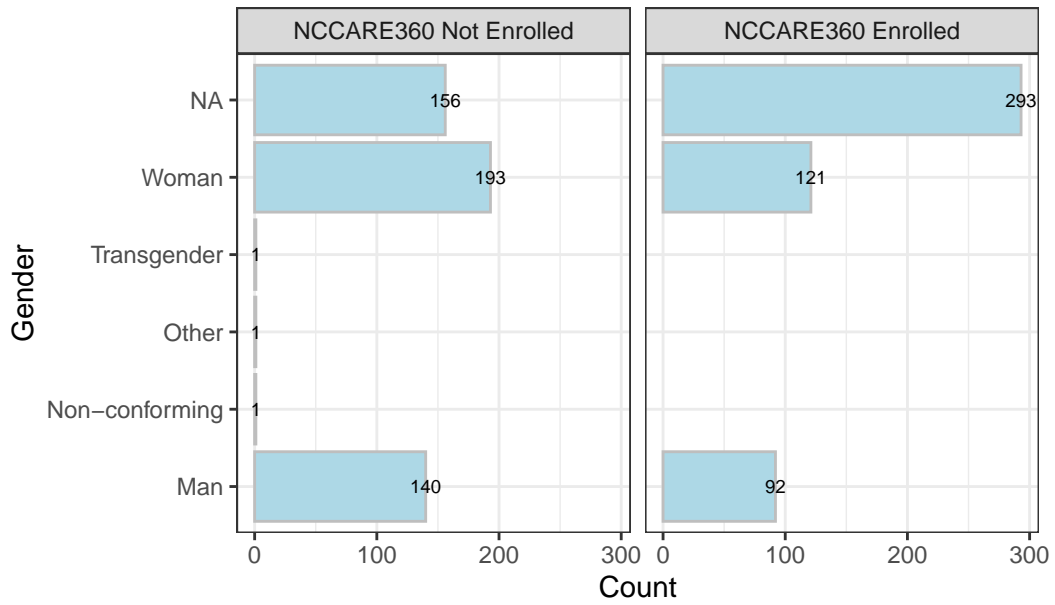
NCCARE 360 Information

Enrolled in NCCARE360	Count	Percent
No	492	0.33
Yes	506	0.34
NA	499	0.33

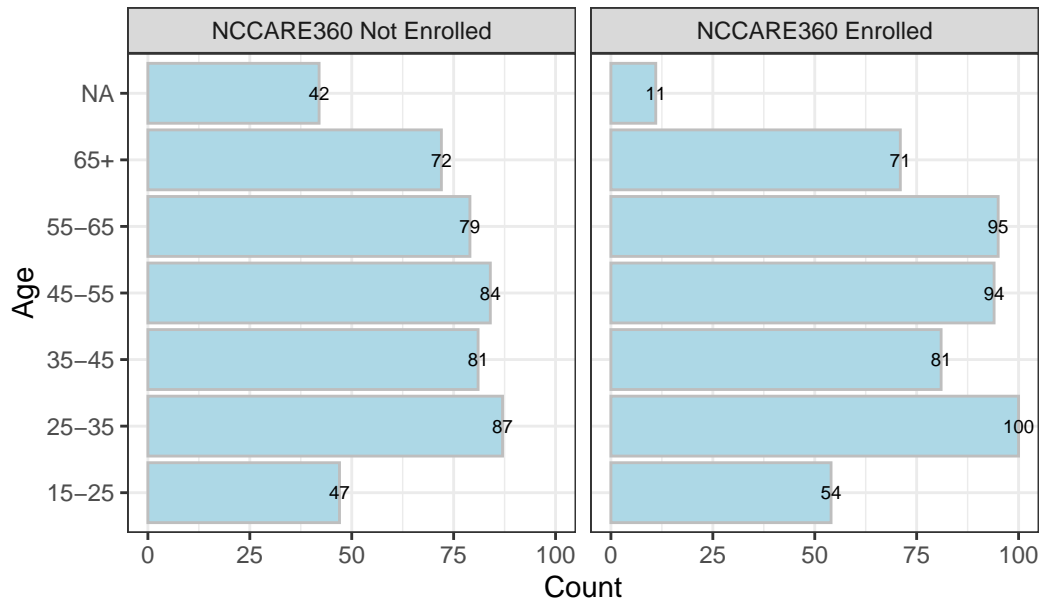
Race of Patients Based On NCCARE360



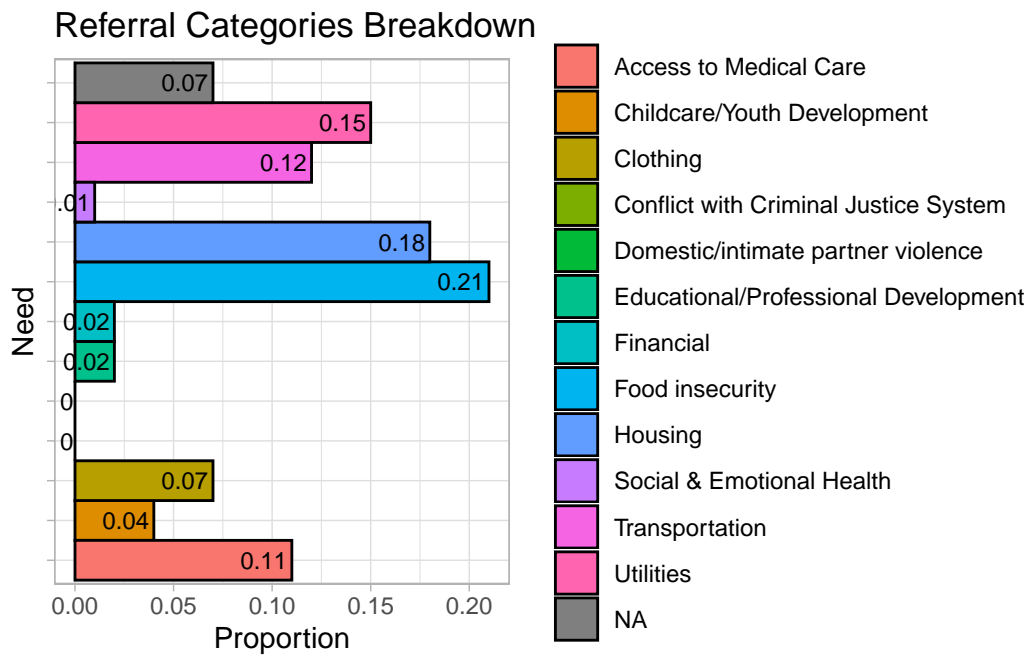
Gender of Patients Based On NCCARE360



Age of Patients Based On NCCARE360



Referral Information



Race	Number that attempted referral	Percent
Asian	61	0.08
American Indian/Alaskan Native	8	0.01
White, Hispanic	19	0.02
White, Not Hispanic	132	0.17
Black, Hispanic	10	0.01
Black, Not Hispanic	413	0.52
Pacific Islander	1	0.00
Native Hawaiian	1	0.00
No Answer	16	0.02
Other	54	0.07
NA	76	0.10

Gender	Number that attempted referral	Percent
Man	218	0.28
Non-conforming	2	0.00
Other	1	0.00
Transgender	3	0.00
Woman	278	0.35
NA	289	0.37

Age	Number that attempted referral	Percent
15-25	81	0.10
25-35	157	0.20
35-45	129	0.16
45-55	133	0.17
55-65	138	0.17
65+	106	0.13
NA	47	0.06

Race	Number with Completed Referral	Percent
Asian	29	0.06
American Indian/Alaskan Native	4	0.01
White, Hispanic	13	0.03
White, Not Hispanic	94	0.18
Black, Hispanic	9	0.02
Black, Not Hispanic	254	0.49
No Answer	8	0.02
Other	40	0.08
NA	63	0.12

Gender	Number with Completed Referral	Percent
Man	159	0.31
Non-conforming	2	0.00
Other	1	0.00
Transgender	3	0.01
Woman	211	0.41
NA	138	0.27

Age	Number with Completed Referral	Percent
15-25	55	0.11
25-35	95	0.18
35-45	77	0.15
45-55	90	0.18
55-65	99	0.19
65+	67	0.13
NA	31	0.06

Followup Information

2 Week Followup Complete	Count	Percent
Complete	237	0.16
Incomplete	1228	0.82
Unverified	32	0.02

Race	Number with Completed Follow-up	Percent
Asian	14	0.06
American Indian/Alaskan Native	2	0.01
White, Hispanic	4	0.02
White, Not Hispanic	42	0.18
Black, Hispanic	4	0.02
Black, Not Hispanic	118	0.50
No Answer	5	0.02
Other	19	0.08
NA	29	0.12

Gender	Number with Completed Follow-up	Percent
Man	75	0.32
Non-conforming	1	0.00
Other	1	0.00
Transgender	1	0.00
Woman	96	0.41
NA	63	0.27

Age	Number with Completed Follow-up	Percent
15-25	32	0.14
25-35	42	0.18
35-45	33	0.14
45-55	39	0.16
55-65	42	0.18
65+	34	0.14
NA	15	0.06

Screening Information

Screening	Gender	Count
negative	Man	35
negative	Woman	33
negative	NA	59
positive	Man	340
positive	Non-conforming	3
positive	Other	1
positive	Transgender	3
positive	Woman	489
positive	NA	534

Screening	Age	Count
negative	15-25	18
negative	25-35	26
negative	35-45	12
negative	45-55	15
negative	55-65	23
negative	65+	26
negative	NA	7
positive	15-25	133
positive	25-35	254
positive	35-45	220
positive	45-55	222
positive	55-65	222
positive	65+	173
positive	NA	146

Race	Number positive + wants assistance
Asian	63
American Indian/Alaskan Native	17
White, Hispanic	29
White, Not Hispanic	210
Black, Hispanic	16
Black, Not Hispanic	655
Pacific Islander	3
Native Hawaiian	1
No Answer	24
Other	93
NA	93

Gender	Number positive + wants assistance
Man	324
Non-conforming	3
Other	1
Transgender	3
Woman	442
NA	431

Age	Number positive + wants assistance
15-25	124
25-35	231
35-45	206
45-55	212
55-65	210
65+	155
NA	66

```
data |>
  count(helpful) |>
  mutate(helpful_txt = if_else(helpful == 0, "No", "Yes"), .before = n) |>
  select(helpful_txt, n)
```

```
# A tibble: 3 x 2
  helpful_txt      n
  <chr>          <int>
1 No             14
2 Yes            21
3 <NA>          1462
```

```
data |>
  count(overallhealth) |>
  mutate(overallhealth_txt = if_else(overallhealth == 0, "No", "Yes"), .before = n) |>
  select(overallhealth_txt, n)
```

```
# A tibble: 3 x 2
  overallhealth_txt      n
  <chr>                <int>
1 No                    9
2 Yes                   21
3 <NA>                 1467
```

```
data |>
  count(followup_2_weeks_complete_txt)
```

```
# A tibble: 3 x 2
  followup_2_weeks_complete_txt      n
  <chr>                        <int>
1 Complete                      237
2 Incomplete                    1228
3 Unverified                     32
```

Number of Patients at Each Step

There were 1497 total screenings.

There were 1436 distinct patients screened.

There were 1370 patients who screened positive for at least one need.

There were 1133 patients who wanted assistance with their needs.

There were 789 referrals given.

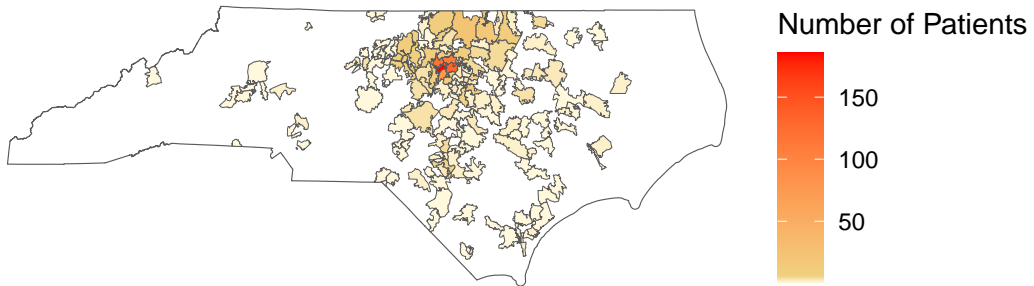
There were 237 2 week followups complete.

There are 506 patients enrolled in NCCARE360.

2 Week Followup Complete	Count	Percent
Complete	237	0.16
Incomplete	1228	0.82
Unverified	32	0.02

Enrolled in NCCARE360	Count	Percent
No	492	0.33
Yes	506	0.34
NA	499	0.33

NC Zipcodes map



The most common zipcodes are:

zipcode	Number of Patients	Percent
27707	186	0.14
27701	146	0.11
27703	132	0.10
27705	120	0.09
27704	110	0.09
27713	79	0.06
27565	22	0.02
27536	17	0.01
27537	15	0.01
27708	15	0.01
27278	11	0.01
27560	11	0.01
27589	11	0.01
27253	10	0.01
27522	10	0.01
27573	10	0.01
27217	9	0.01
27514	9	0.01
27610	9	0.01
27712	9	0.01

```
firstSecond |>
  nrow()
```

```
[1] 834
```

```
thirdFourth |>
  nrow()
```

```
[1] 604
```

```
firstSecond |>
  distinct(name) |>
  nrow()
```

```
[1] 816
```

```
thirdFourth |>  
  distinct(name) |>  
  nrow()
```

```
[1] 595
```