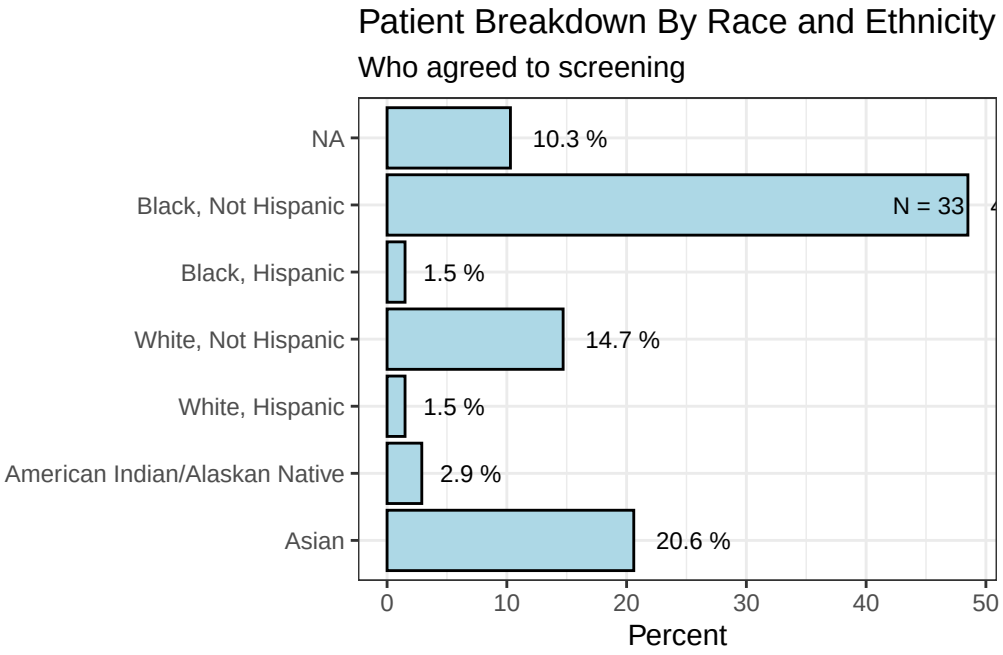
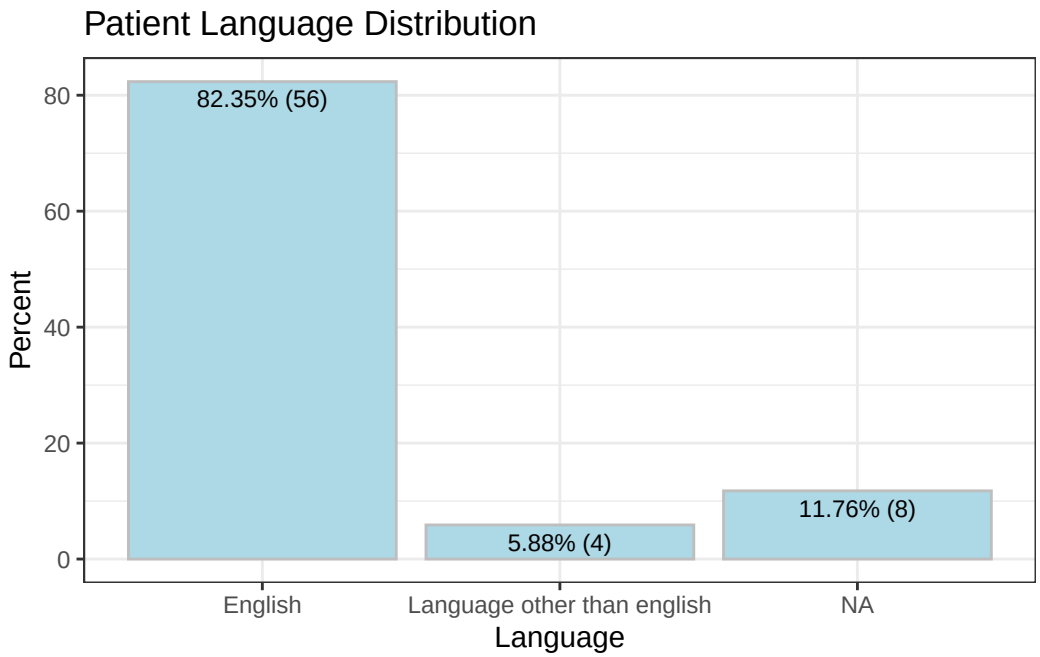
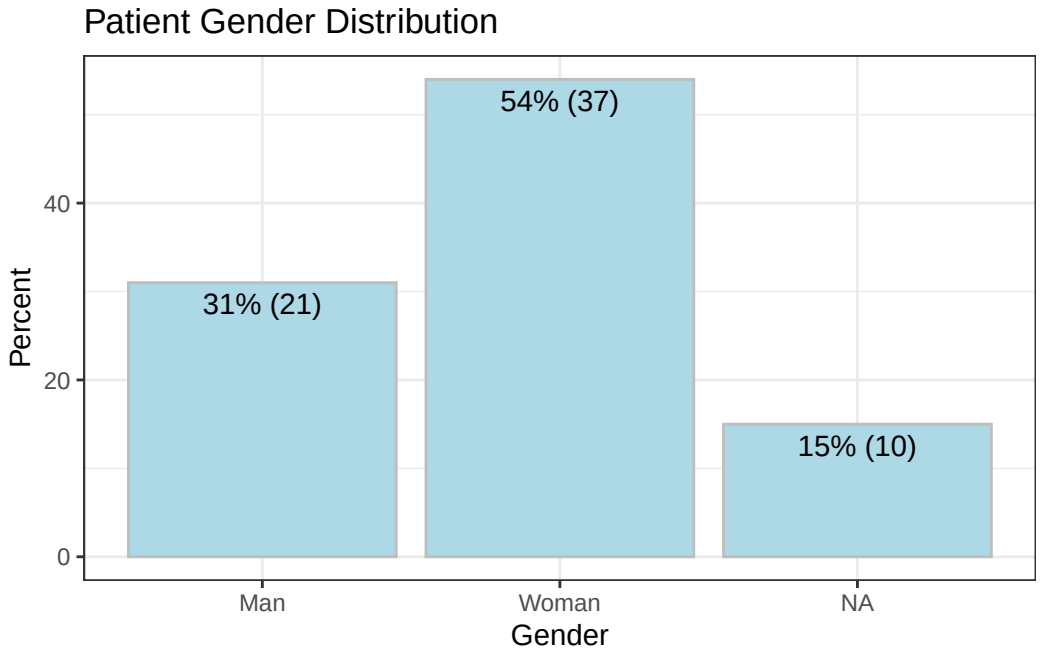
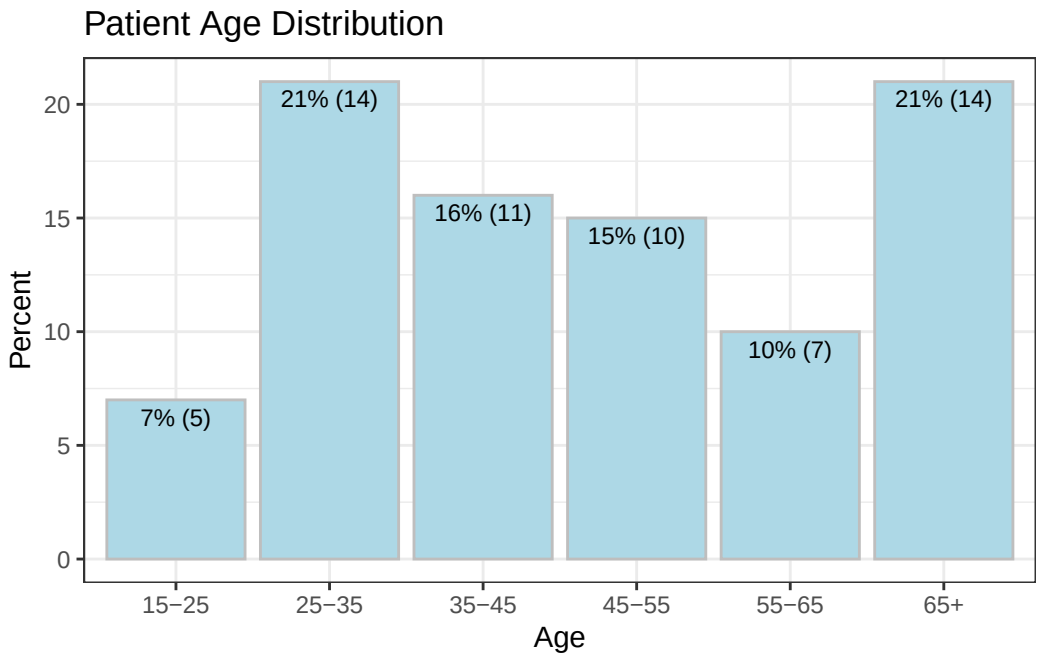
ED Helpdesk Data Analysis

Race, Age, and Gender Patient Distributions

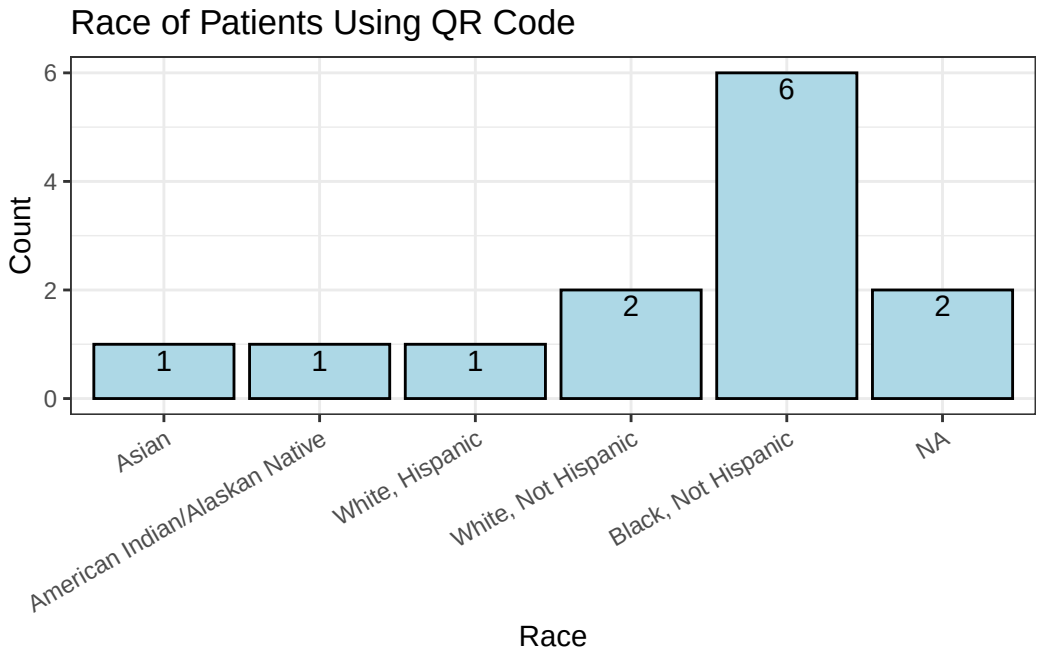


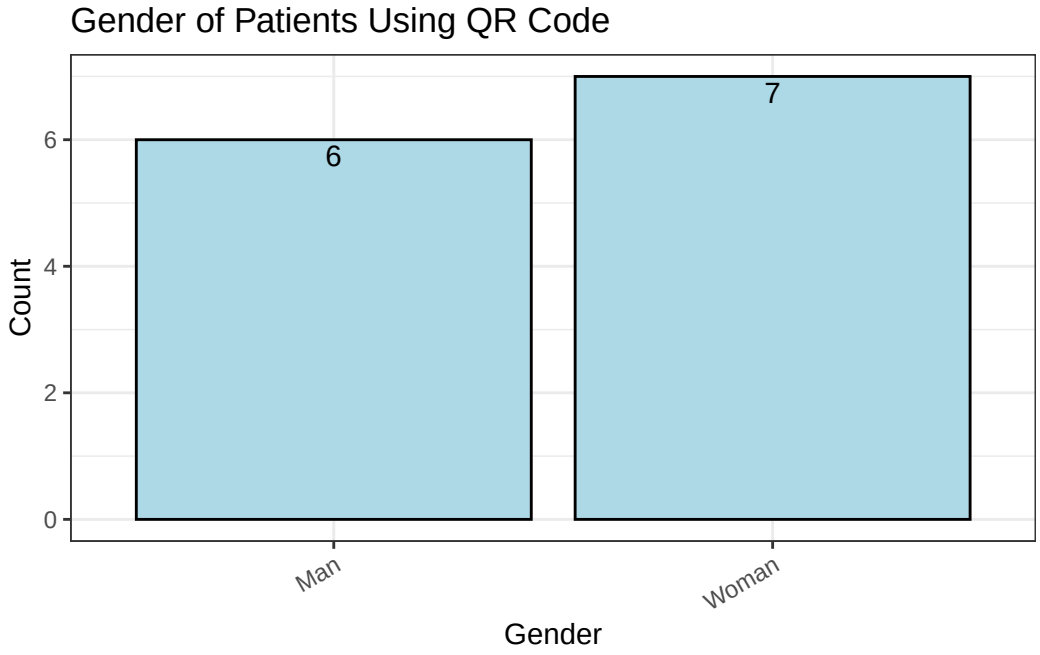

Patient Language Distribution
82.35% (56)
5.88% (4)
11.76% (8)
Percent
80
60
40
20
0
English
Language other than english
NA
Language

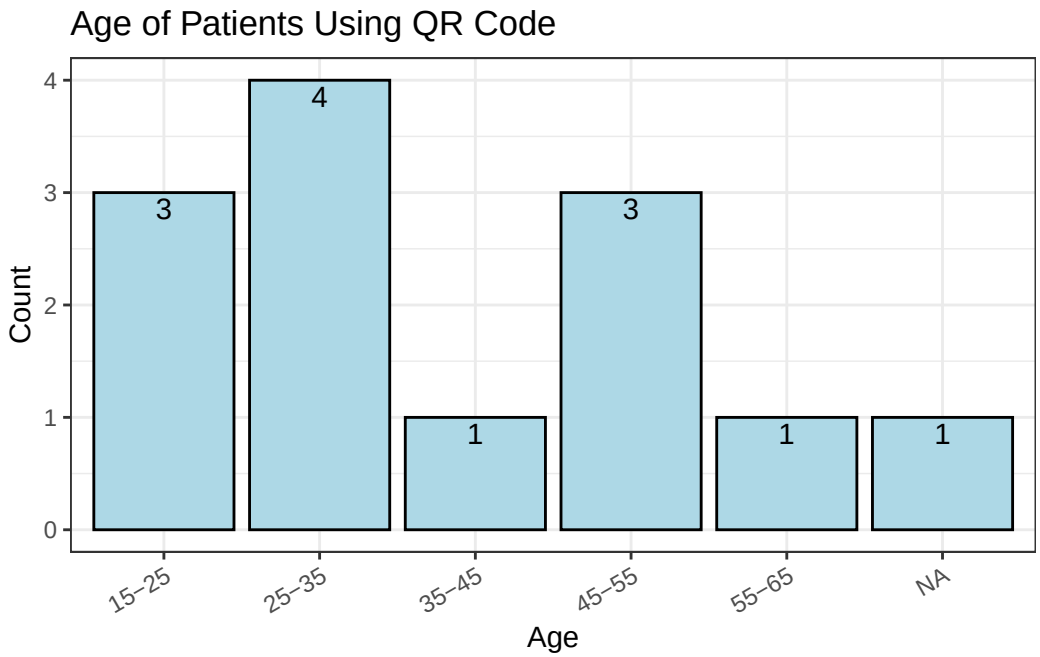

Patient Gender Distribution
54% (37)
31% (21)
15% (10)
Percent
40
20
0
Man
Woman
NA
Gender


Patient Age Distribution
Percent
20
15
10
5
0
21% (14)
16% (11)
15% (10)
10% (7)
21% (14)
7% (5)
15−25
25−35
35−45
45−55
55−65
65+
Age

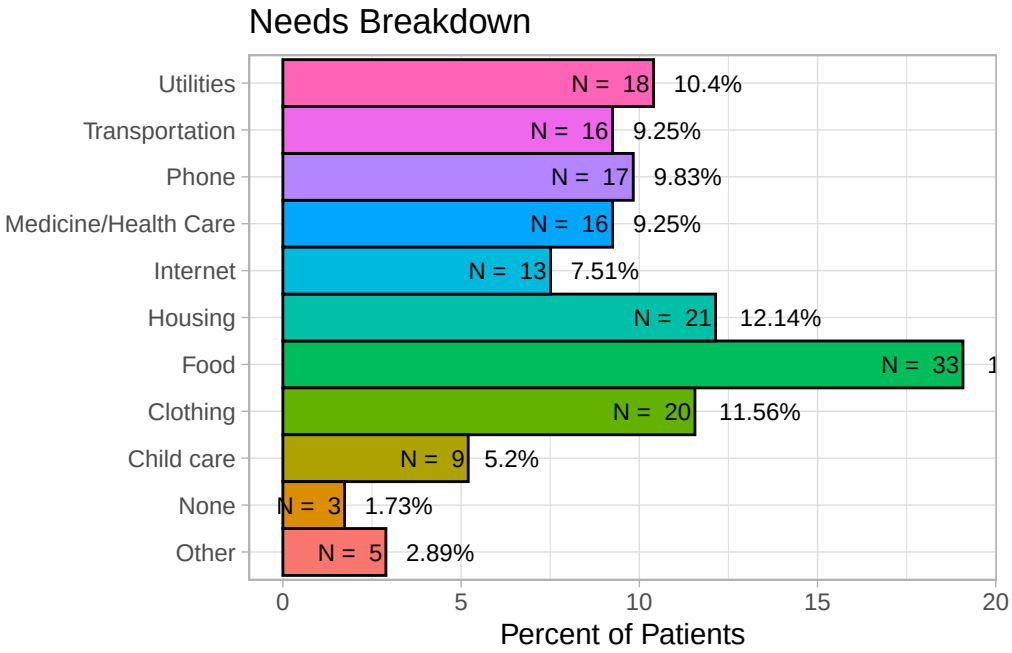
QR Code Distributions

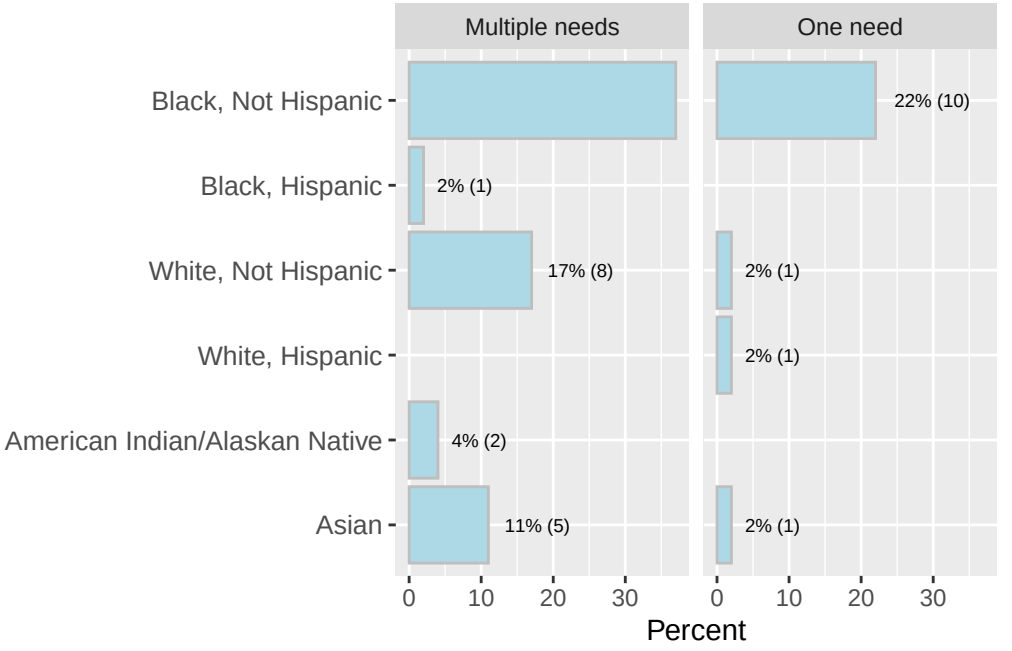


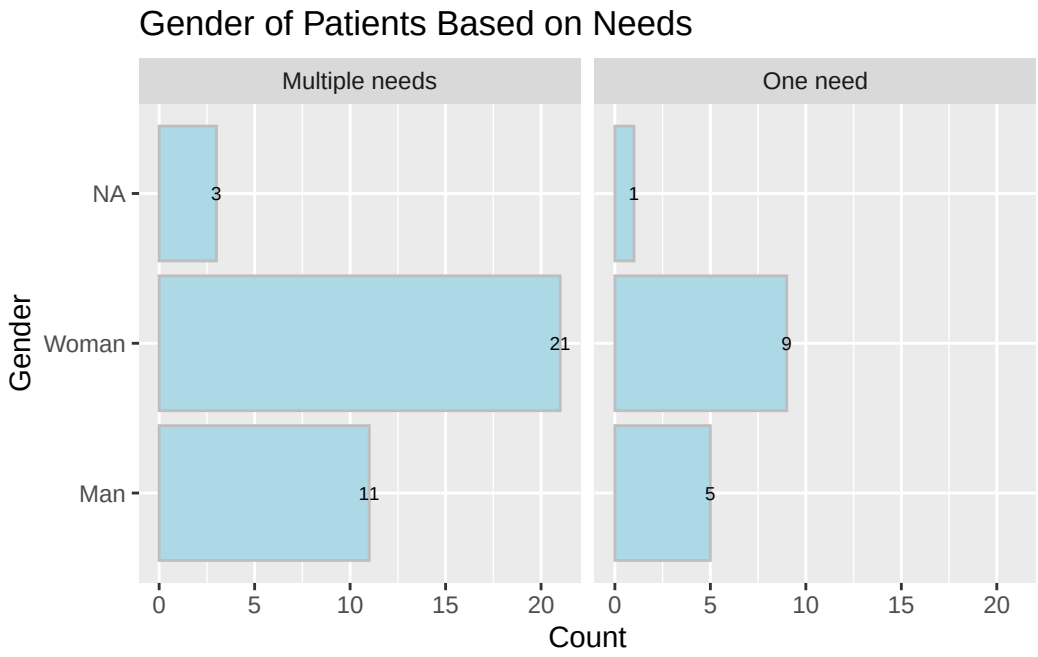


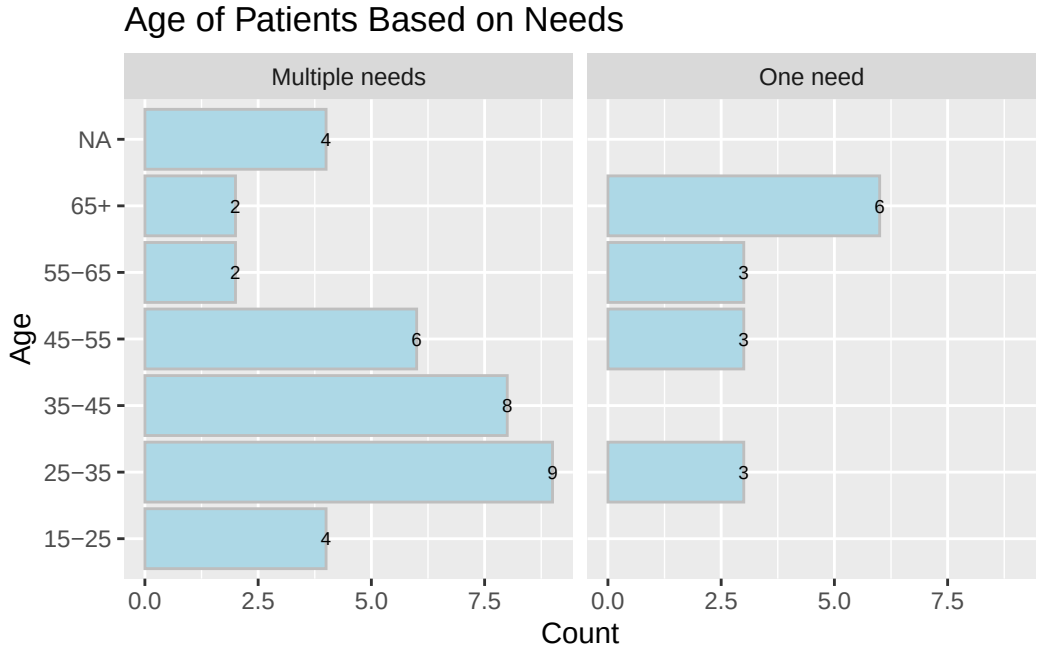

Age of Patients Using QR Code
Count
Age
0
1
2
3
4
3
4
1
3
1
1
15–25
25–35
35–45
45–55
55–65
NA

Needs Information



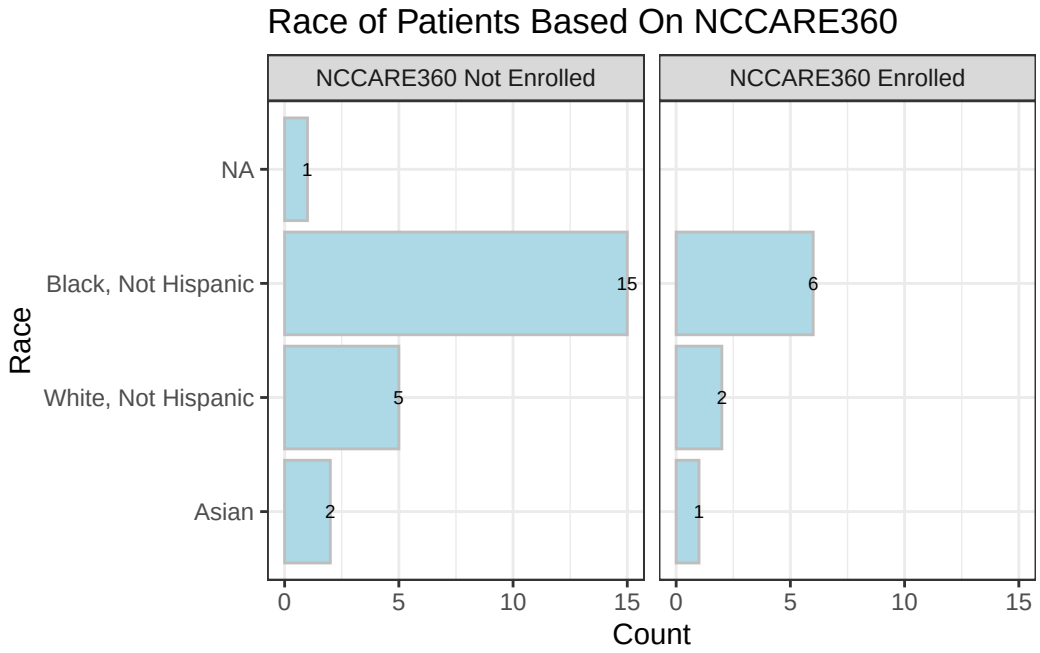



Gender of Patients Based on Needs
Multiple needs
One need
NA
Woman
Man
Gender
3
21
11
1
9
5
0
5
10
15
20
Count

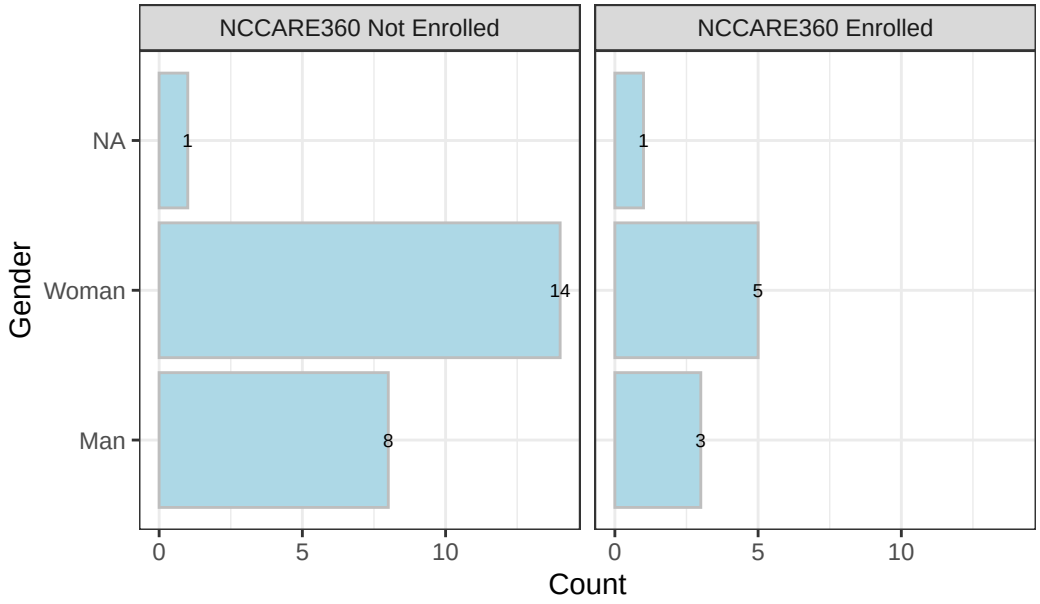

Age of Patients Based on Needs
Multiple needs
One need
NA
65+
55−65
45−55
35−45
25−35
15−25
Age
4
2
2
6
8
9
4
6
3
3
3
0.0
2.5
5.0
7.5
Count

NCCARE 360 Information

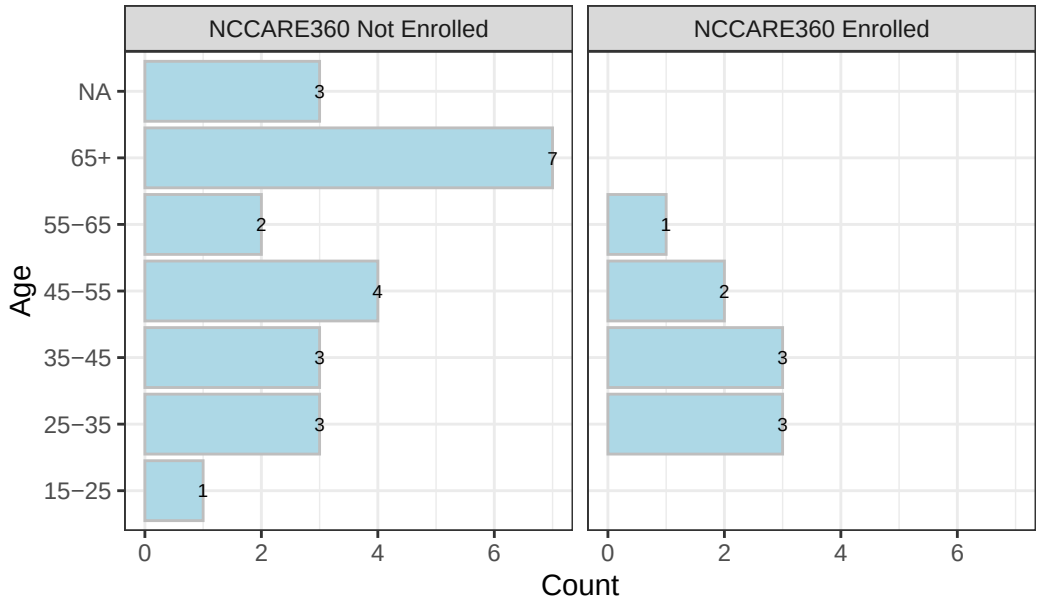
Enrolled in NCCARE360	Count	Percent
No	23	0.34
Yes	9	0.13
NA	36	0.53



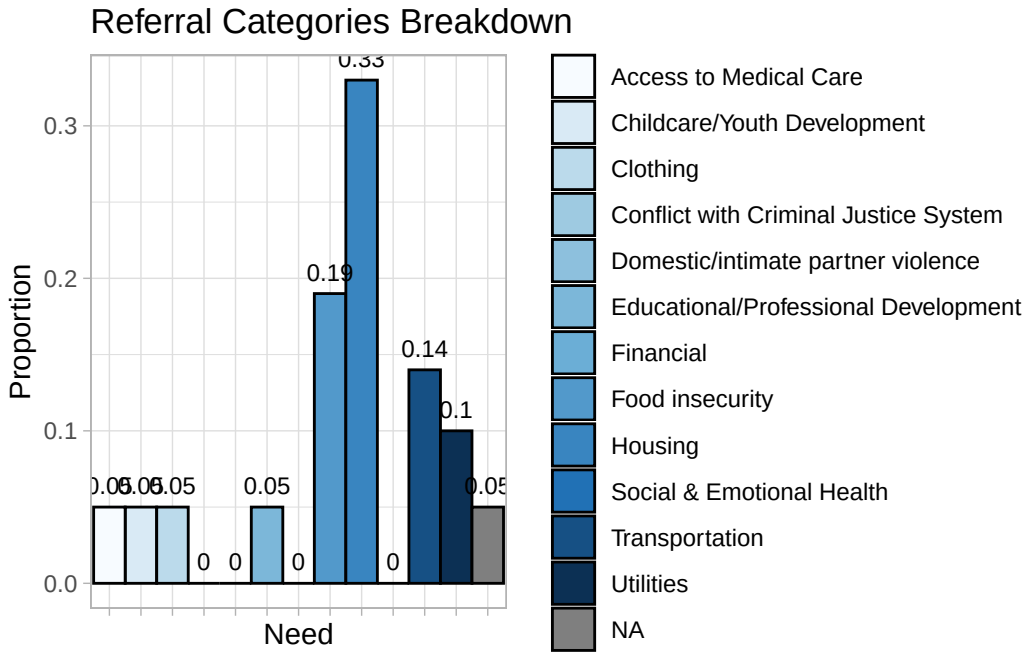
Gender of Patients Based On NCCARE360



Age of Patients Based On NCCARE360



Referral Information



Race	Number that attempted referral	Percent
Asian	4	0.12
American Indian/Alaskan Native	1	0.03
White, Hispanic	1	0.03
White, Not Hispanic	7	0.22
Black, Not Hispanic	16	0.50
NA	3	0.09

Gender	Number that attempted referral	Percent
Man	10	0.31
Woman	19	0.59
NA	3	0.09

Age	Number that attempted referral	Percent
15-25	3	0.09
25-35	3	0.09
35-45	7	0.22
45-55	7	0.22
55-65	2	0.06
65+	8	0.25
NA	2	0.06

Race	Number with Completed Referral	Percent
Asian	4	0.16
American Indian/Alaskan Native	1	0.04
White, Hispanic	1	0.04
White, Not Hispanic	4	0.16
Black, Not Hispanic	14	0.56
NA	1	0.04

Gender	Number with Completed Referral	Percent
Man	7	0.28
Woman	17	0.68
NA	1	0.04

Age	Number with Completed Referral	Percent
15-25	2	0.08
25-35	4	0.16
35-45	6	0.24
45-55	6	0.24
65+	5	0.20
NA	2	0.08

Followup Information

2 Week Followup Complete	Count	Percent
Complete	10	0.15
Incomplete	58	0.85

Race	Number with Completed Follow-up	Percent
Asian	4	0.4
American Indian/Alaskan Native	1	0.1
White, Hispanic	1	0.1
White, Not Hispanic	2	0.2
Black, Not Hispanic	2	0.2

Gender	Number with Completed Follow-up	Percent
Man	3	0.3
Woman	6	0.6
NA	1	0.1

Age	Number with Completed Follow-up	Percent
15-25	1	0.1
25-35	3	0.3
35-45	3	0.3
45-55	2	0.2
NA	1	0.1

Screening Information

Screening	Gender	Count
negative	Man	2
negative	Woman	1
positive	Man	19
positive	Woman	36
positive	NA	10

Screening	Age	Count
negative	25-35	1
negative	65+	1
negative	NA	1
positive	15-25	5
positive	25-35	13
positive	35-45	11
positive	45-55	10
positive	55-65	7
positive	65+	13
positive	NA	6

Race	Number positive + wants assistance
Asian	6
American Indian/Alaskan Native	2
White, Not Hispanic	9
Black, Hispanic	1
Black, Not Hispanic	29
NA	4

Gender	Number positive + wants assistance
Man	17
Woman	32
NA	2

Age	Number positive + wants assistance
15-25	4
25-35	11
35-45	9
45-55	10
55-65	4
65+	8
NA	5

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

```
# A tibble: 2 x 2
  helpful_txt     n
  <chr>       <int>
1 Yes             1
2 <NA>           67
```

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

```
# A tibble: 1 x 2
  overallhealth_txt     n
  <chr>             <int>
1 <NA>                 68
```

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

```
# A tibble: 2 x 2
  followup_2_weeks_complete_txt     n
  <chr>                         <int>
1 Complete                         10
2 Incomplete                       58
```

Number of Patients at Each Step

There were 68 total screenings.

There were 68 distinct patients screened.

There were 65 patients who screened positive for at least one need.

There were 49 patients who wanted assistance with their needs.

There were 32 referrals given.

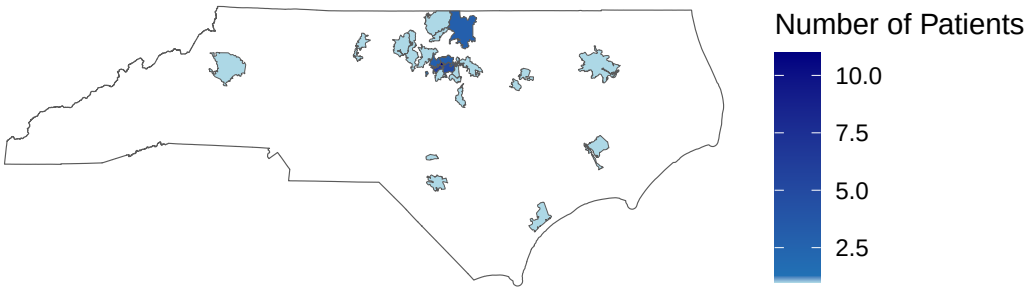
There were 10 2 week followups complete.

There are 9 patients enrolled in NCCARE360.

2 Week Followup Complete	Count	Percent
Complete	10	0.15
Incomplete	58	0.85

Enrolled in NCCARE360	Count	Percent
No	23	0.34
Yes	9	0.13
NA	36	0.53

NC Zipcodes map



The most common zipcodes are:

zipcode	Number of Patients	Percent
27701	11	0.19
27707	6	0.11
27703	5	0.09
27565	3	0.05
27704	3	0.05
27705	3	0.05
27510	2	0.04
27003	1	0.02
27217	1	0.02
27278	1	0.02
27302	1	0.02
27358	1	0.02
27409	1	0.02
27573	1	0.02
27583	1	0.02
27587	1	0.02
27603	1	0.02
27612	1	0.02
27613	1	0.02
27708	1	0.02

Testing

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

```
[1] 834
```

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

```
[1] 604
```

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

```
[1] 734
```

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

```
[1] 596
```

```
firstSecond |>
  filter(!is.na(attempt1_ref)) |>
  nrow()
```

```
[1] 458
```

```
thirdFourth |>
  filter(!is.na(attempt1_ref)) |>
  nrow()
```

```
[1] 324
```