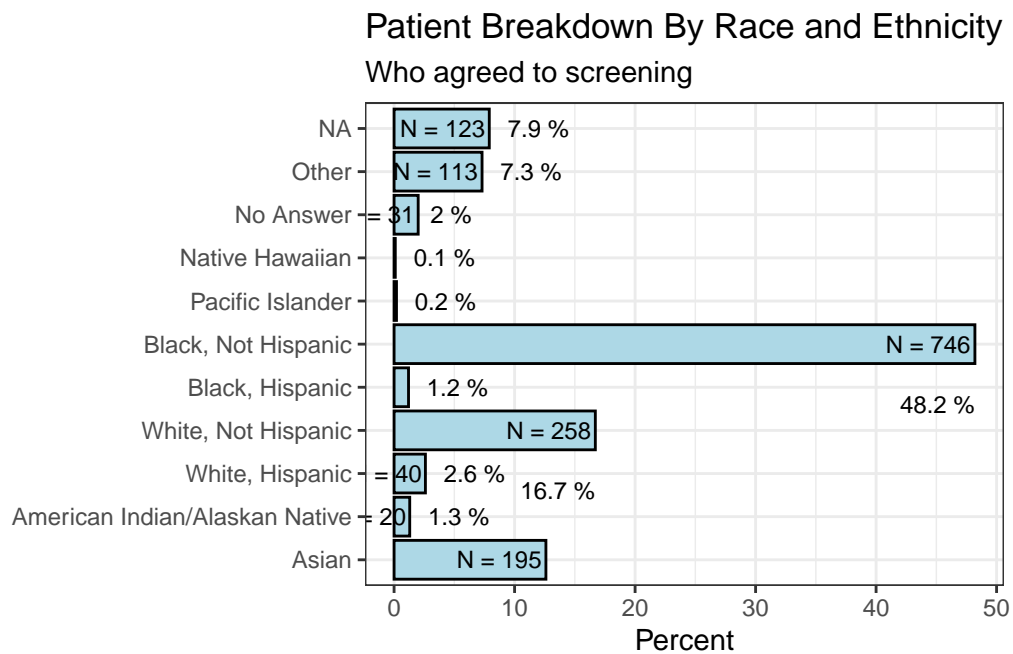
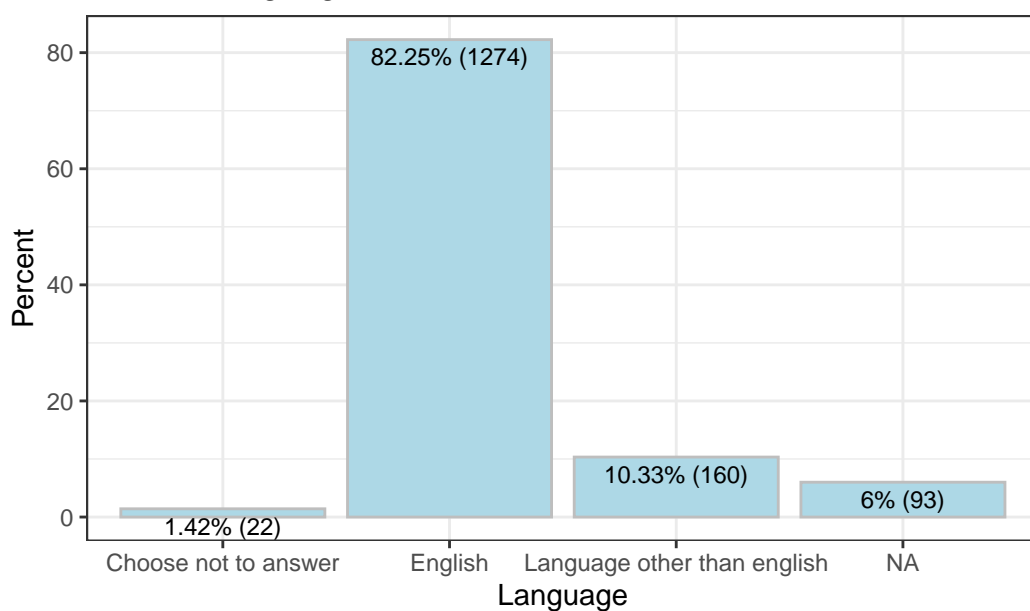


ED Helpdesk Data Analysis

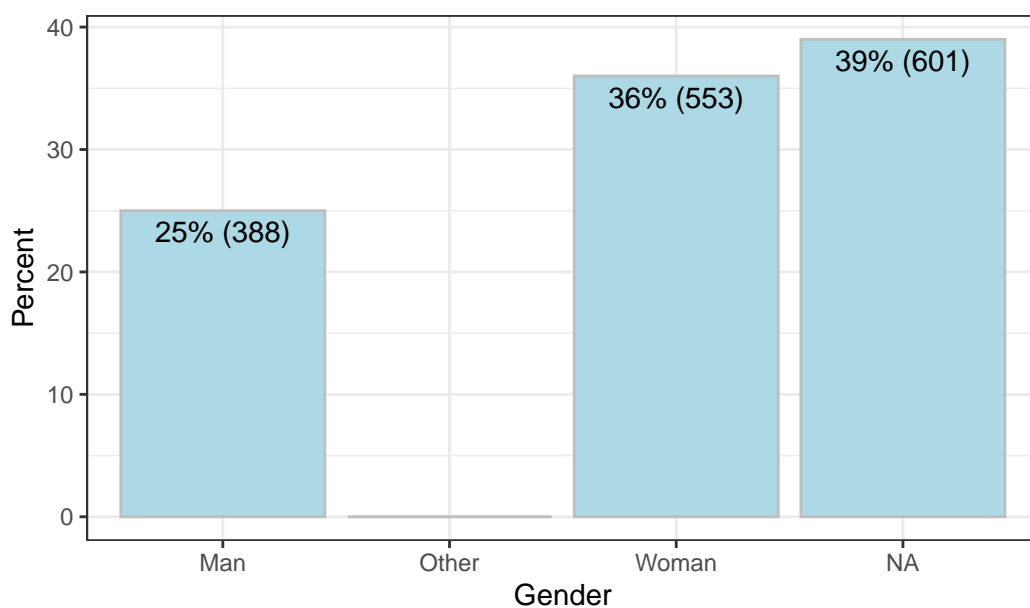
Race, Age, and Gender Patient Distributions



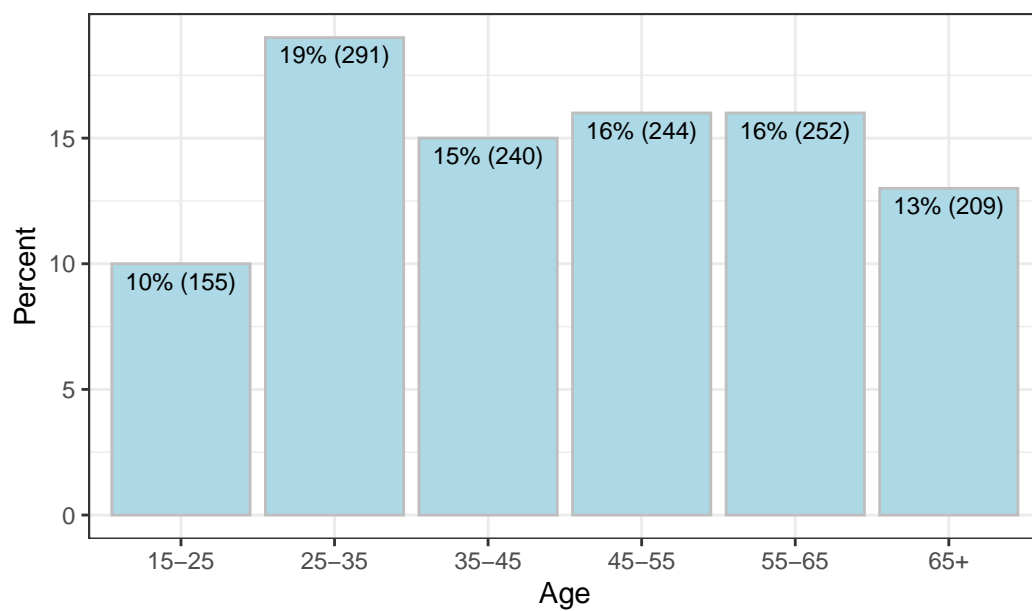
Patient Language Distribution



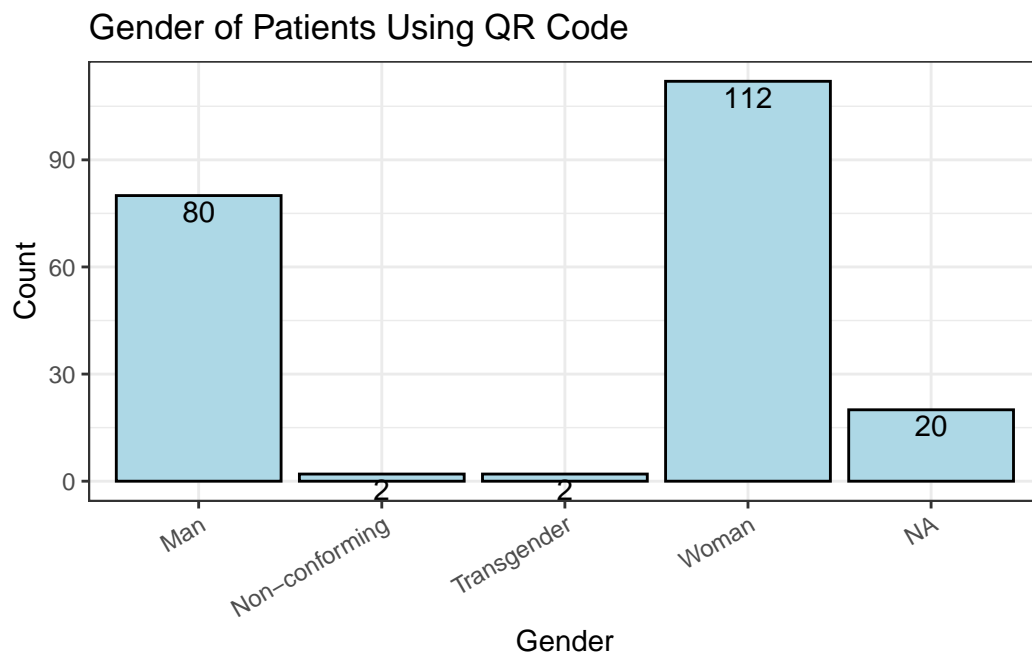
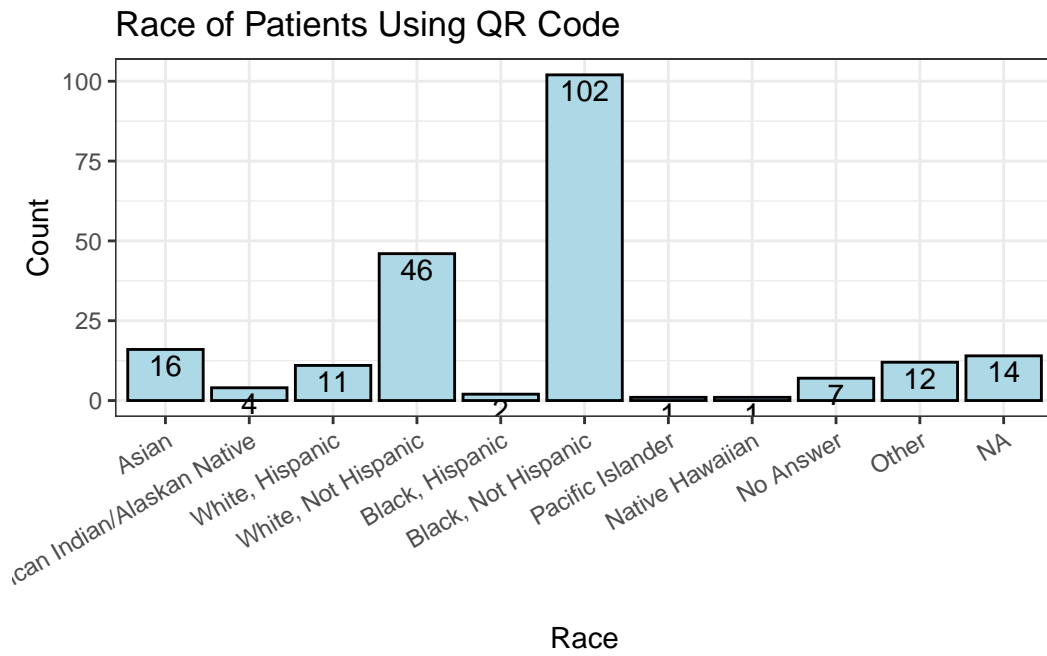
Patient Gender Distribution



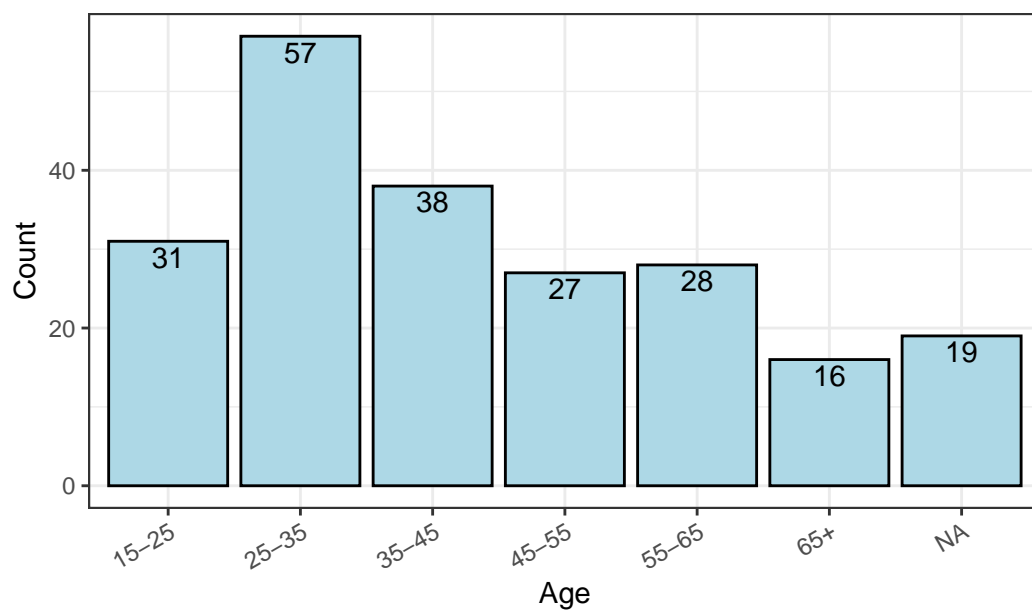
Patient Age Distribution



QR Code Distributions

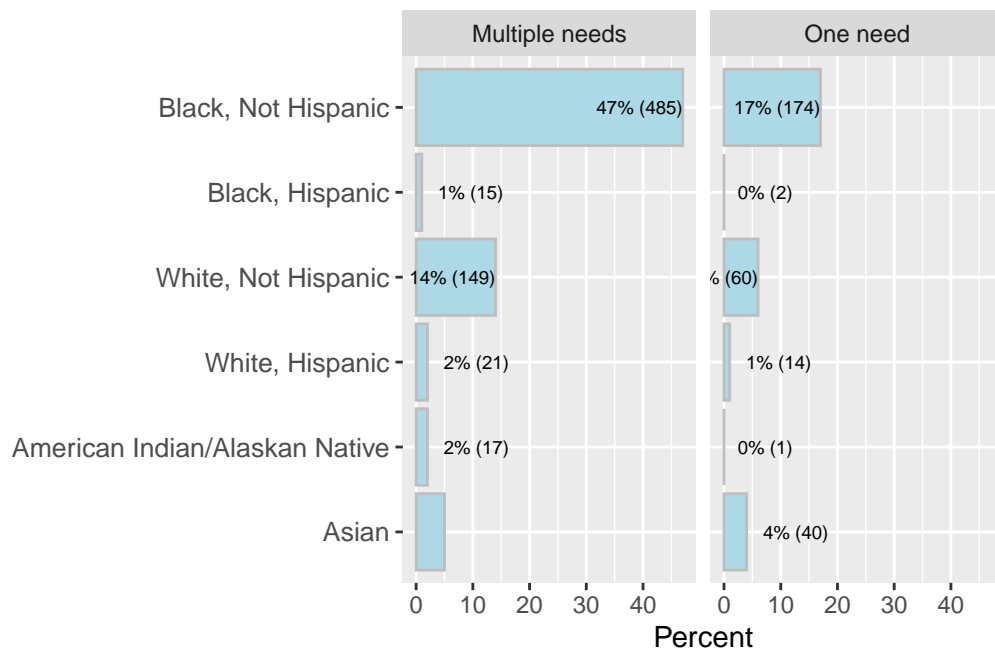
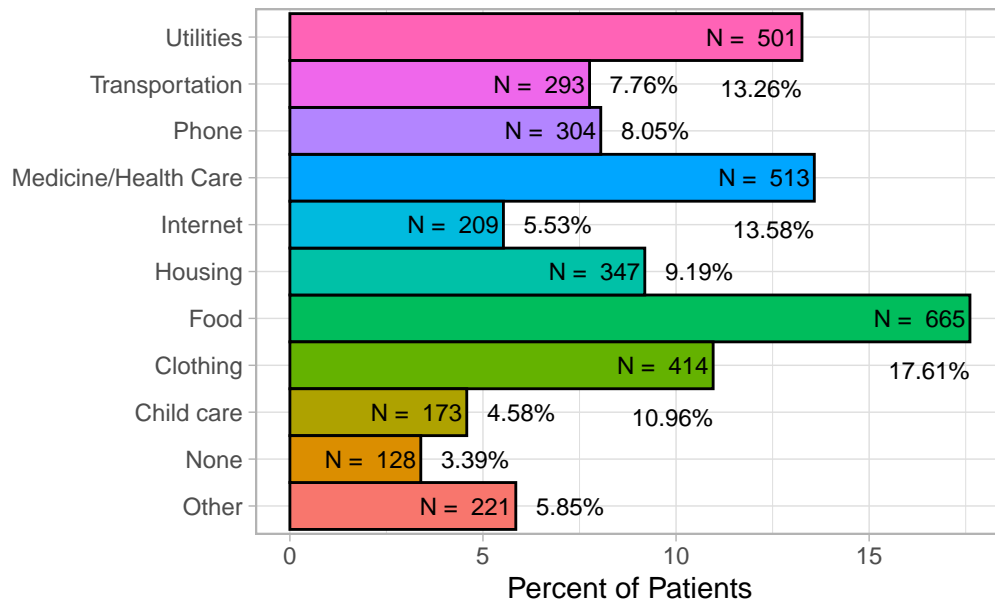


Age of Patients Using QR Code

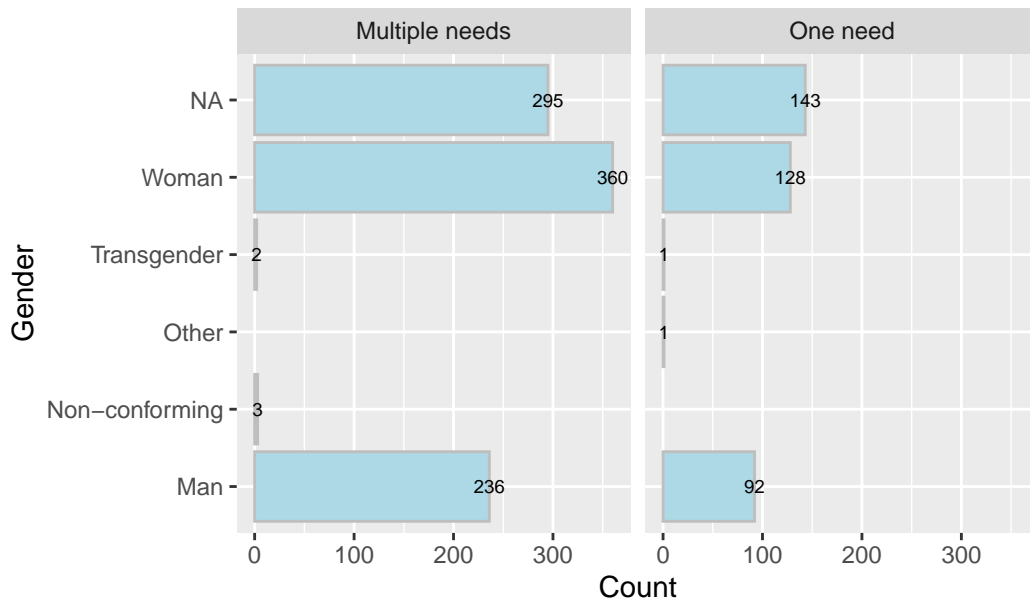


Needs Information

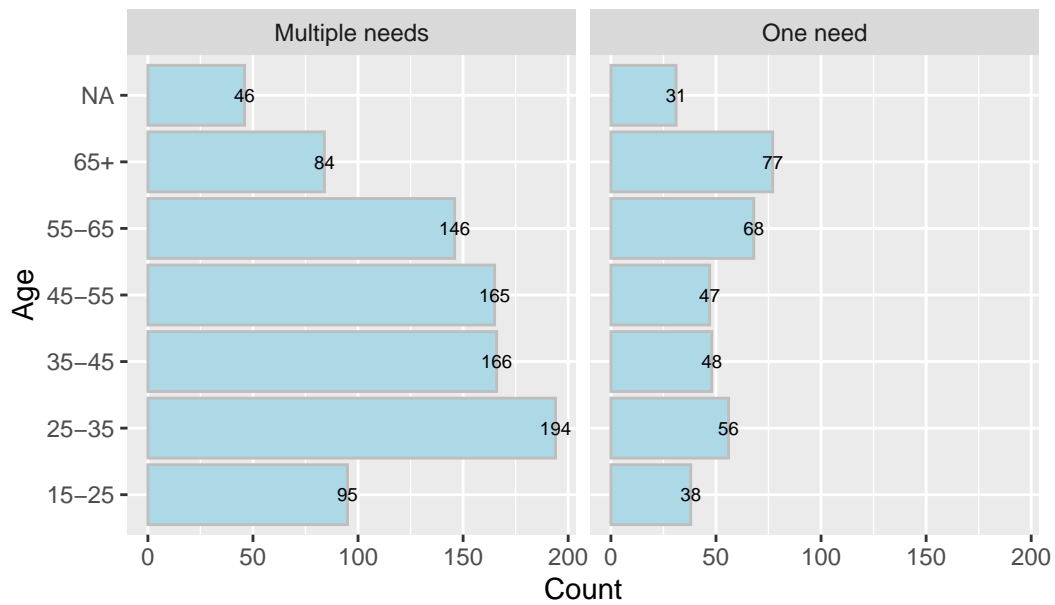
Needs Breakdown



Gender of Patients Based on Needs



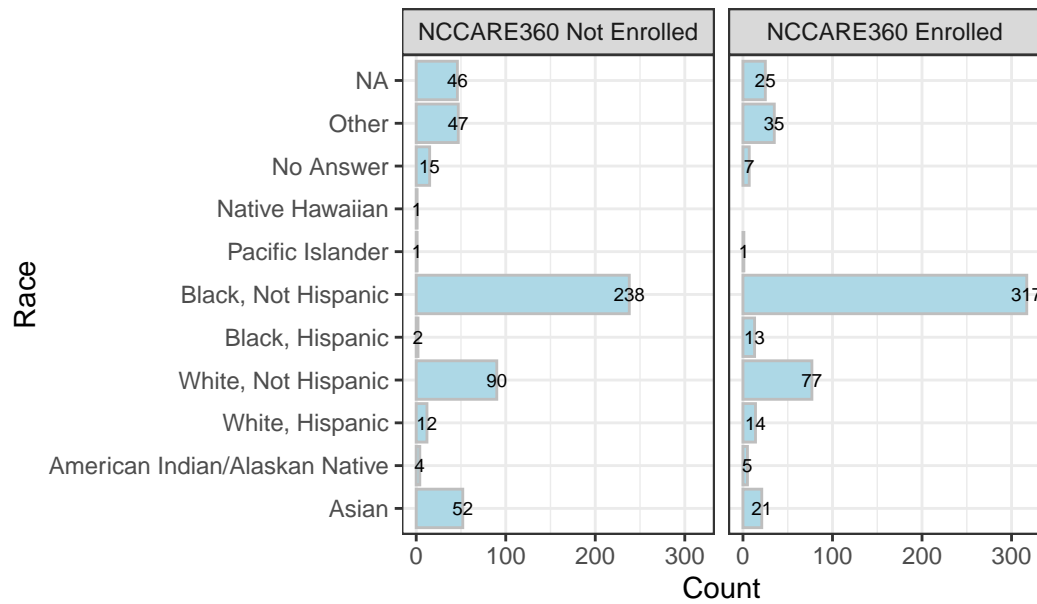
Age of Patients Based on Needs



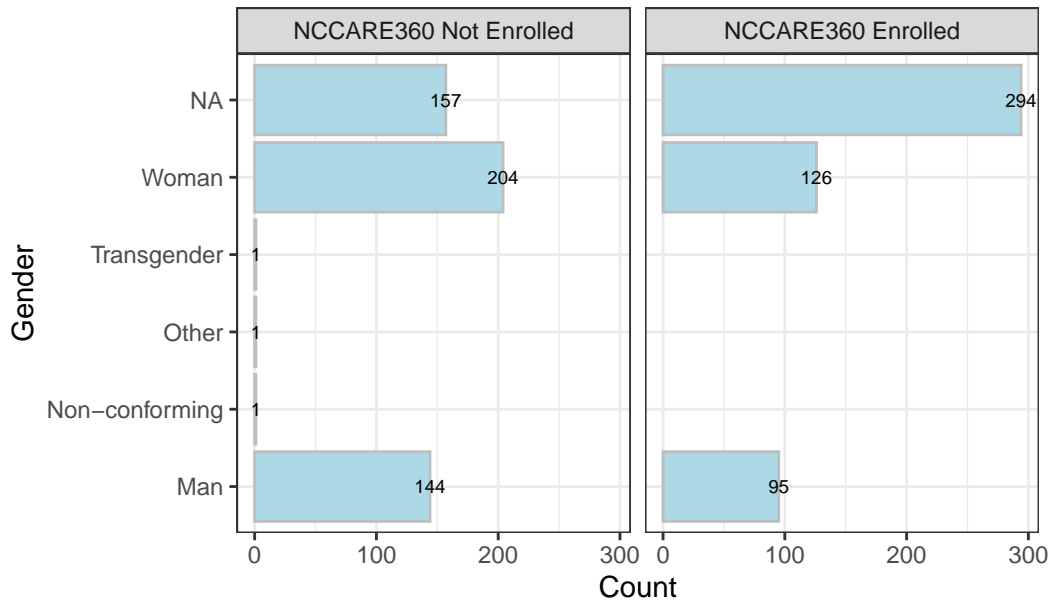
NCCARE 360 Information

Enrolled in NCCARE360	Count	Percent
No	508	0.33
Yes	515	0.33
NA	526	0.34

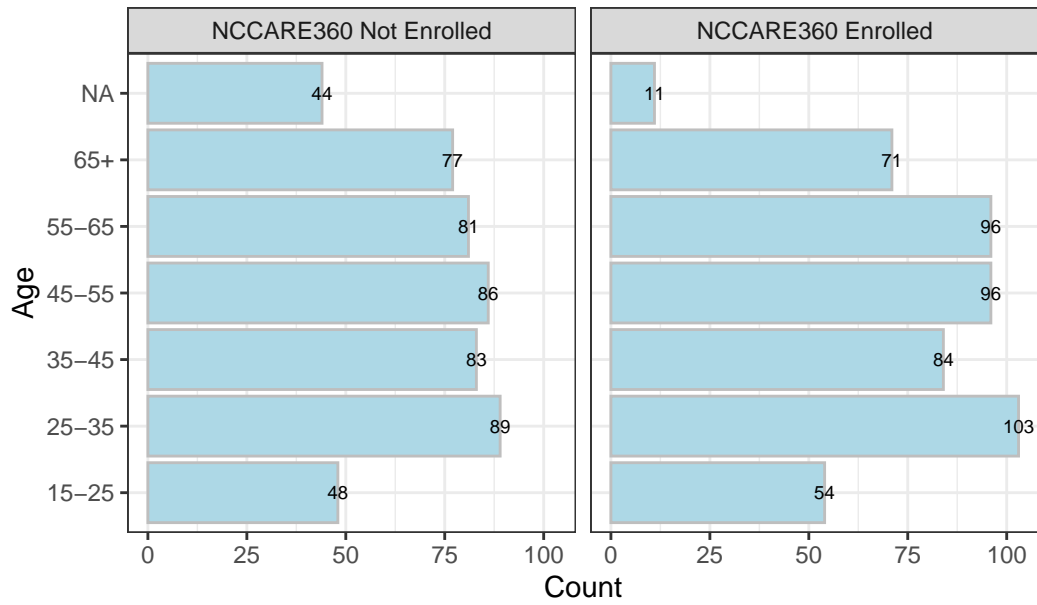
Race of Patients Based On NCCARE360



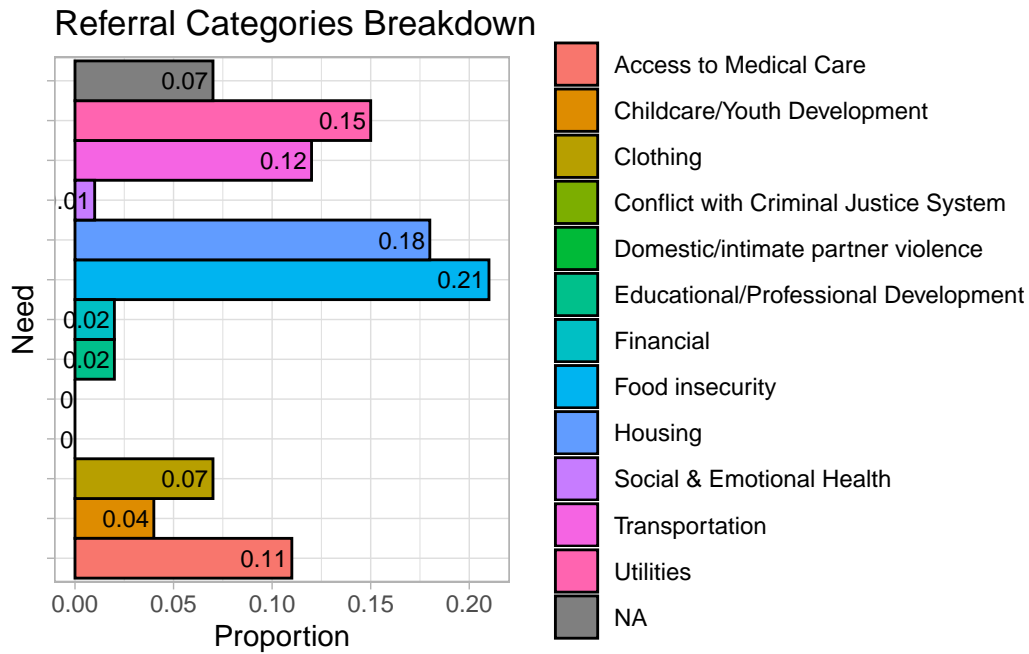
Gender of Patients Based On NCCARE360



Age of Patients Based On NCCARE360



Referral Information



Race	Number that attempted referral	Percent
Asian	65	0.08
American Indian/Alaskan Native	9	0.01
White, Hispanic	21	0.03
White, Not Hispanic	138	0.17
Black, Hispanic	10	0.01
Black, Not Hispanic	426	0.52
Pacific Islander	1	0.00
Native Hawaiian	1	0.00
No Answer	16	0.02
Other	54	0.07
NA	78	0.10

Gender	Number that attempted referral	Percent
Man	227	0.28
Non-conforming	2	0.00
Other	1	0.00
Transgender	3	0.00
Woman	294	0.36
NA	292	0.36

Age	Number that attempted referral	Percent
15-25	84	0.10
25-35	159	0.19
35-45	135	0.16
45-55	138	0.17
55-65	140	0.17
65+	113	0.14
NA	50	0.06

Race	Number with Completed Referral	Percent
Asian	34	0.06
American Indian/Alaskan Native	5	0.01
White, Hispanic	14	0.03
White, Not Hispanic	97	0.18
Black, Hispanic	9	0.02
Black, Not Hispanic	267	0.50
No Answer	8	0.01
Other	40	0.07
NA	64	0.12

Gender	Number with Completed Referral	Percent
Man	166	0.31
Non-conforming	2	0.00
Other	1	0.00
Transgender	3	0.01
Woman	227	0.42
NA	139	0.26

Age	Number with Completed Referral	Percent
15-25	57	0.11
25-35	99	0.18
35-45	83	0.15
45-55	95	0.18
55-65	99	0.18
65+	72	0.13
NA	33	0.06

Followup Information

2 Week Followup Complete	Count	Percent
Complete	254	0.16
Incomplete	1263	0.82
Unverified	32	0.02

Race	Number with Completed Follow-up	Percent
Asian	19	0.07
American Indian/Alaskan Native	3	0.01
White, Hispanic	5	0.02
White, Not Hispanic	44	0.17
Black, Hispanic	4	0.02
Black, Not Hispanic	125	0.49
No Answer	6	0.02
Other	19	0.07
NA	29	0.11

Gender	Number with Completed Follow-up	Percent
Man	81	0.32
Non-conforming	1	0.00
Other	1	0.00
Transgender	1	0.00
Woman	106	0.42
NA	64	0.25

Age	Number with Completed Follow-up	Percent
15-25	33	0.13
25-35	45	0.18
35-45	38	0.15
45-55	43	0.17
55-65	42	0.17
65+	35	0.14
NA	18	0.07

Screening Information

Screening	Gender	Count
negative	Man	35
negative	Woman	34
negative	NA	59
positive	Man	353
positive	Non-conforming	3
positive	Other	1
positive	Transgender	3
positive	Woman	519
positive	NA	542

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	8
positive	15-25	137
positive	25-35	265
positive	35-45	228
positive	45-55	229
positive	55-65	229
positive	65+	183
positive	NA	150

Race	Number positive + wants assistance
Asian	69
American Indian/Alaskan Native	19
White, Hispanic	29
White, Not Hispanic	217
Black, Hispanic	17
Black, Not Hispanic	676
Pacific Islander	3
Native Hawaiian	1
No Answer	24
Other	93
NA	95

Gender	Number positive + wants assistance
Man	335
Non-conforming	3
Other	1
Transgender	3
Woman	468
NA	433

Age	Number positive + wants assistance
15-25	127
25-35	240
35-45	212
45-55	219
55-65	214
65+	161
NA	70

```
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            22
3 <NA>          1513
```

```
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>                  1519
```

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

```
# A tibble: 3 x 2  
  followup_2_weeks_complete_txt      n  
  <chr>                <int>  
1 Complete                254  
2 Incomplete             1263  
3 Unverified              32
```

Number of Patients at Each Step

There were 1549 total screenings.

There were 1404 distinct patients screened.

There were 1421 patients who screened positive for at least one need.

There were 1171 patients who wanted assistance with their needs.

There were 819 referrals given.

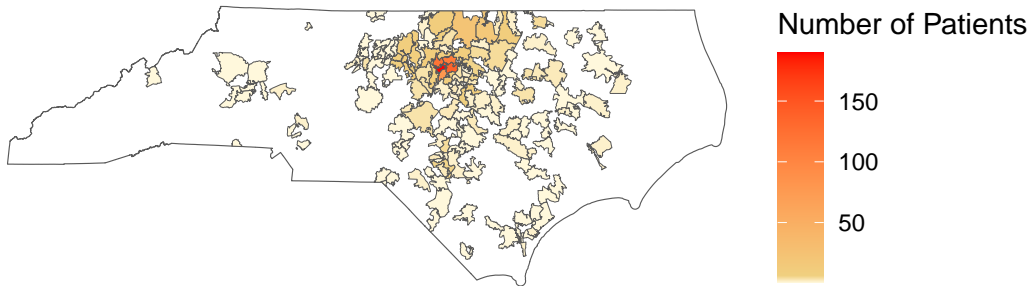
There were 254 2 week followups complete.

There are 515 patients enrolled in NCCARE360.

2 Week Followup Complete	Count	Percent
Complete	254	0.16
Incomplete	1263	0.82
Unverified	32	0.02

Enrolled in NCCARE360	Count	Percent
No	508	0.33
Yes	515	0.33
NA	526	0.34

NC Zipcodes map



The most common zipcodes are:

zipcode	Number of Patients	Percent
27707	190	0.14
27701	156	0.12
27703	137	0.10
27705	120	0.09
27704	112	0.08
27713	80	0.06
27565	23	0.02
27536	17	0.01
27708	16	0.01
27537	15	0.01
27278	12	0.01
27560	11	0.01
27573	11	0.01
27589	11	0.01
27253	10	0.01
27522	10	0.01
27217	9	0.01
27302	9	0.01
27510	9	0.01
27514	9	0.01

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