

# Emergency Room Efficiency Analysis

## Meridian City Hospital - East ER Location

**Objective:** Identify bottlenecks causing ER delays and provide actionable recommendations

### Key Metrics:

- Only 40% of patients seen within 15 minutes
  - Average wait time: 45+ minutes
  - Average total ER time: 2.5 hours
- 

## 1. Setup and Data Loading

```
In [1]: # Import libraries
import pandas as pd
import numpy as np
import matplotlib.pyplot as plt
import seaborn as sns
from datetime import datetime, timedelta
import warnings
warnings.filterwarnings('ignore')

# ML libraries
from sklearn.model_selection import train_test_split, cross_val_score
from sklearn.preprocessing import LabelEncoder, StandardScaler
from sklearn.ensemble import RandomForestRegressor, RandomForestClassifier,
from sklearn.linear_model import LinearRegression
from sklearn.metrics import mean_absolute_error, mean_squared_error, r2_score
from sklearn.cluster import KMeans

# Visualization settings
plt.style.use('seaborn-v0_8-darkgrid')
sns.set_palette('husl')
plt.rcParams['figure.figsize'] = (12, 6)

print("✅ Libraries imported successfully")
```

✅ Libraries imported successfully

```
In [2]: # Load datasets
patients = pd.read_csv('data/Hospital_Patients.csv')
visits = pd.read_csv('data/Hospital_Visits.csv')
staffing = pd.read_csv('data/Hospital_Staffing_EAST_LOCATION.csv')
facility = pd.read_csv('data/Hospital_Facility.csv')
outcomes = pd.read_csv('data/Hospital_Outcomes.csv')
```

```
print(f"📊 Patients: {len(patients):,} records")
print(f"📊 Visits: {len(visits):,} records")
print(f"📊 Staffing: {len(staffing):,} records")
print(f"📊 Outcomes: {len(outcomes):,} records")
print(f"📊 Facilities: {len(facility):,} records")
```

```
📊 Patients: 4,500 records
📊 Visits: 18,000 records
📊 Staffing: 270 records
📊 Outcomes: 15,000 records
📊 Facilities: 2 records
```

```
In [3]: # Quick data preview
print("=" * 60)
print("VISITS DATA SAMPLE")
print("=" * 60)
display(visits.head(3))

print("\n" + "=" * 60)
print("STAFFING DATA SAMPLE")
print("=" * 60)
display(staffing.head(3))
```

#### VISITS DATA SAMPLE

	Visit ID	Patient ID	Arrival Time	Registration Start	Registration End	Triage Start	Triage End	Do S
0	W112965	MC180325-1393	3/9/2025 3:44	3/9/2025 3:38	Mar 09 2025 03:21	2025-03-09T03:27	3/9/2025 3:40	3/9/2025
1	W113095	MC180325-1007	3/8/2025 4:01	3/8/2025 5:05	Mar 08 2025 04:28	2025-03-08T04:32	3/8/2025 4:55	3/8/2025
2	W106220	MC180325-1088	2/7/2025 15:22	2/7/2025 15:08	Feb 07 2025 15:54	2025-02-07T16:01	2/7/2025 16:17	2/7/2025

#### STAFFING DATA SAMPLE

	Date	Shift	Nurses On Duty	Doctors On Duty	Specialists On Call	Fast Track Beds
0	1/1/2025	Day	7	4	3	6
1	1/1/2025	Evening	7	4	2	3
2	1/1/2025	NIGHT	7	2	3	4

## 2. Data Cleaning and Preparation

### Issues to fix:

1. Inconsistent date formats

2. Inconsistent shift capitalization
3. Inconsistent triage level formats
4. Filter for East ER only

```
In [4]: # Filter for East ER only (per project requirements)
print(f"Total visits before filtering: {len(visits):,}")
visits = visits[visits['Hospital ID'] == 'MC_ER_EAST'].copy()
print(f"East ER visits only: {len(visits):,}")
print(f"Filtered out: {len(visits[visits['Hospital ID'] != 'MC_ER_EAST']):,}")
```

Total visits before filtering: 18,000

East ER visits only: 15,000

Filtered out: 0 West ER visits

```
In [5]: # Function to parse inconsistent date formats
def parse_flexible_date(date_str):
    """Parse dates with multiple formats"""
    if pd.isna(date_str):
        return pd.NaT

    formats = [
        '%m/%d/%Y %H:%M',
        '%b %d %Y %H:%M',
        '%Y-%m-%dT%H:%M',
        '%Y-%m-%d %H:%M:%S',
        '%m/%d/%Y %H:%M:%S'
    ]

    for fmt in formats:
        try:
            return pd.to_datetime(date_str, format=fmt)
        except:
            continue

    # Last resort: let pandas infer
    try:
        return pd.to_datetime(date_str)
    except:
        return pd.NaT

# Apply to all timestamp columns in visits
timestamp_cols = ['Arrival Time', 'Registration Start', 'Registration End',
                  'Triage Start', 'Triage End', 'Doctor Seen', 'Exit Time']

print("🔧 Parsing timestamps...")
for col in timestamp_cols:
    visits[col] = visits[col].apply(parse_flexible_date)

print("✅ All timestamps parsed")
```

🔧 Parsing timestamps...

✅ All timestamps parsed

```
In [6]: # Standardize triage levels
def standardize_triage(level):
```

```

"""Standardize triage level naming"""
if pd.isna(level):
    return 'Unknown'

level = str(level).lower().strip()

if level == '1' or 'immediate' in level or 'critical' in level:
    return 'Level 1 - Immediate'
elif level == '2' or 'emergency' in level or 'emergent' in level:
    return 'Level 2 - Emergency'
elif level == '3' or 'urgent' in level:
    return 'Level 3 - Urgent'
elif level == '4' or 'semi' in level or 'moderate' in level:
    return 'Level 4 - Semi-urgent'
elif 'low' in level or 'nonurgent' in level:
    return 'Level 5 - Non-urgent'
else:
    return 'Unknown'

visits['Triage Level'] = visits['Triage Level'].apply(standardize_triage)

print("Triage Level Distribution:")
print(visits['Triage Level'].value_counts())

```

Triage Level Distribution:

Triage Level	
Level 3 - Urgent	5564
Level 4 - Semi-urgent	3460
Level 2 - Emergency	2624
Unknown	1578
Level 5 - Non-urgent	1138
Level 1 - Immediate	636

Name: count, dtype: int64

```

In [7]: # Standardize shift names in staffing data
staffing['Shift'] = staffing['Shift'].str.capitalize()

# Parse staffing dates
staffing['Date'] = pd.to_datetime(staffing['Date'])

print("Shifts available:")
print(staffing['Shift'].value_counts())

```

Shifts available:

Shift	
Day	90
Evening	90
Night	90

Name: count, dtype: int64

```

In [8]: # Standardize disposition in outcomes# Handle case-insensitive matching and

```

### 3. Feature Engineering

Calculate key metrics:

- Wait times at each stage
- Total time in ER
- Time of day / shift
- Day of week

```
In [9]: # Calculate wait times (in minutes)
visits['Wait_to_Registration'] = (visits['Registration Start'] - visits['Arrival Time']).dt.seconds // 60
visits['Registration_Duration'] = (visits['Registration End'] - visits['Registration Start']).dt.seconds // 60
visits['Wait_to_Triage'] = (visits['Triage Start'] - visits['Registration End']).dt.seconds // 60
visits['Triage_Duration'] = (visits['Triage End'] - visits['Triage Start']).dt.seconds // 60
visits['Wait_to_Doctor'] = (visits['Doctor Seen'] - visits['Triage End']).dt.seconds // 60
visits['Treatment_Duration'] = (visits['Exit Time'] - visits['Doctor Seen']).dt.seconds // 60
visits['Total_ER_Time'] = (visits['Exit Time'] - visits['Arrival Time']).dt.seconds // 60

# Time to see doctor (key metric)
visits['Time_to_Doctor'] = (visits['Doctor Seen'] - visits['Arrival Time']).dt.seconds // 60

# Check if seen within 15 minutes (key performance indicator)
visits['Seen_Within_15min'] = (visits['Time_to_Doctor'] <= 15).astype(int)

print(f"✅ Calculated wait times")
print(f"Average time to see doctor: {visits['Time_to_Doctor'].mean():.1f} minutes")
print(f"% seen within 15 minutes: {visits['Seen_Within_15min'].mean()*100:.1f}%")
print(f"Average total ER time: {visits['Total_ER_Time'].mean()/60:.1f} hours")
```

✅ Calculated wait times  
 Average time to see doctor: 64.9 minutes  
 % seen within 15 minutes: 0.0%  
 Average total ER time: 2.9 hours

```
In [10]: # Extract temporal features
visits['Date'] = visits['Arrival Time'].dt.date
visits['Hour'] = visits['Arrival Time'].dt.hour
visits['Day_of_Week'] = visits['Arrival Time'].dt.day_name()
visits['Is_Weekend'] = visits['Arrival Time'].dt.dayofweek.isin([5, 6]).astype(int)

# Assign shift based on arrival hour
def assign_shift(hour):
    if 7 <= hour < 15:
        return 'Day'
    elif 15 <= hour < 23:
        return 'Evening'
    else:
        return 'Night'

visits['Shift'] = visits['Hour'].apply(assign_shift)

print("Visits by shift:")
print(visits['Shift'].value_counts())
```

```

Visits by shift:
Shift
Day          9792
Evening      2986
Night        2222
Name: count, dtype: int64

```

```

In [11]: # Merge with patient demographics
visits = visits.merge(patients, on='Patient ID', how='left')

# Merge with outcomes
visits = visits.merge(outcomes, on='Visit ID', how='left')

print(f"✅ Merged datasets")
print(f"Final dataset shape: {visits.shape}")

```

✅ Merged datasets  
Final dataset shape: (15000, 30)

```

In [12]: # Merge with staffing data
visits['Date_dt'] = pd.to_datetime(visits['Date'])
staffing['Date'] = pd.to_datetime(staffing['Date'])

visits = visits.merge(
    staffing,
    left_on=['Date_dt', 'Shift'],
    right_on=['Date', 'Shift'],
    how='left',
    suffixes=('', '_staff')
)

print(f"✅ Merged with staffing data")
print(f"Records with staffing info: {visits['Nurses On Duty'].notna().sum()}")

```

✅ Merged with staffing data  
Records with staffing info: 15,000

```

In [13]: # Calculate patients per staff ratios
# Count visits by date and shift
visit_counts = visits.groupby(['Date_dt', 'Shift']).size().reset_index(name='Patient_Count')
staffing = staffing.merge(visit_counts, left_on=['Date', 'Shift'], right_on=['Date', 'Shift'])
staffing['Patient_Count'] = staffing['Patient_Count'].fillna(0)

staffing['Patients_per_Nurse'] = staffing['Patient_Count'] / staffing['Nurses On Duty']
staffing['Patients_per_Doctor'] = staffing['Patient_Count'] / staffing['Doctors On Duty']

# Merge back to visits
visits = visits.merge(
    staffing[['Date', 'Shift', 'Patients_per_Nurse', 'Patients_per_Doctor']],
    left_on=['Date_dt', 'Shift'],
    right_on=['Date', 'Shift'],
    how='left',
    suffixes=('', '_ratio')
)

print(f"✅ Calculated staff-to-patient ratios")

```

✅ Calculated staff-to-patient ratios

## 4. Exploratory Data Analysis (EDA)

### 4.1 Current Performance Metrics

```
In [14]: # Key performance metrics
print("=" * 70)
print("KEY PERFORMANCE METRICS - MERIDIAN CITY ER EAST")
print("=" * 70)

print(f"\n📊 VOLUME METRICS:")
print(f"    Total visits analyzed: {len(visits):,}")
print(f"    Average visits per day: {len(visits) / visits['Date_dt'].nunique():.1f}")

print(f"\n🕒 WAIT TIME METRICS:")
print(f"    Average time to see doctor: {visits['Time_to_Doctor'].mean():.1f} minutes")
print(f"    Median time to see doctor: {visits['Time_to_Doctor'].median():.1f} minutes")
print(f"    % seen within 15 minutes: {visits['Seen_Within_15min'].mean()*100:.1f}%")
print(f"    Average total ER time: {visits['Total_ER_Time'].mean():.1f} minutes")

print(f"\n🏥 BOTTLENECK ANALYSIS (Average duration in minutes):")
print(f"    Wait to Registration: {visits['Wait_to_Registration'].mean():.1f}")
print(f"    Registration Process: {visits['Registration_Duration'].mean():.1f}")
print(f"    Wait to Triage: {visits['Wait_to_Triage'].mean():.1f}")
print(f"    Triage Process: {visits['Triage_Duration'].mean():.1f}")
print(f"    Wait to Doctor: {visits['Wait_to_Doctor'].mean():.1f}")
print(f"    Treatment Duration: {visits['Treatment_Duration'].mean():.1f}")

print(f"\n😊 PATIENT SATISFACTION:")
print(f"    Average satisfaction score: {visits['Patient Satisfaction'].mean():.1f}")
```

## =====

### KEY PERFORMANCE METRICS – MERIDIAN CITY ER EAST

## =====



#### VOLUME METRICS:

Total visits analyzed: 15,000

Average visits per day: 167



#### WAIT TIME METRICS:

Average time to see doctor: 64.9 minutes

Median time to see doctor: 63.0 minutes

% seen within 15 minutes: 0.0%

Average total ER time: 172.1 minutes (2.9 hours)



#### BOTTLENECK ANALYSIS (Average duration in minutes):

Wait to Registration: 2.0

Registration Process: 7.7

Wait to Triage: 4.0

Triage Process: 12.6

Wait to Doctor: 38.6

Treatment Duration: 107.3



#### PATIENT SATISFACTION:

Average satisfaction score: 3.57 / 5.0

```
In [15]: # Visualize wait time breakdown
fig, axes = plt.subplots(2, 2, figsize=(16, 12))

# 1. Wait time components
wait_components = [
    visits['Wait_to_Registration'].mean(),
    visits['Registration_Duration'].mean(),
    visits['Wait_to_Triage'].mean(),
    visits['Triage_Duration'].mean(),
    visits['Wait_to_Doctor'].mean(),
    visits['Treatment_Duration'].mean()
]

labels = ['Wait to\nRegistration', 'Registration', 'Wait to\nTriage',
          'Triage', 'Wait to\nDoctor', 'Treatment']

colors = ['#ff6b6b' if 'Wait' in l else '#4ecdc4' for l in labels]
axes[0, 0].bar(labels, wait_components, color=colors)
axes[0, 0].set_ylabel('Minutes')
axes[0, 0].set_title('Average Time by ER Stage (Wait vs Process)', fontsize=
axes[0, 0].tick_params(axis='x', rotation=45)

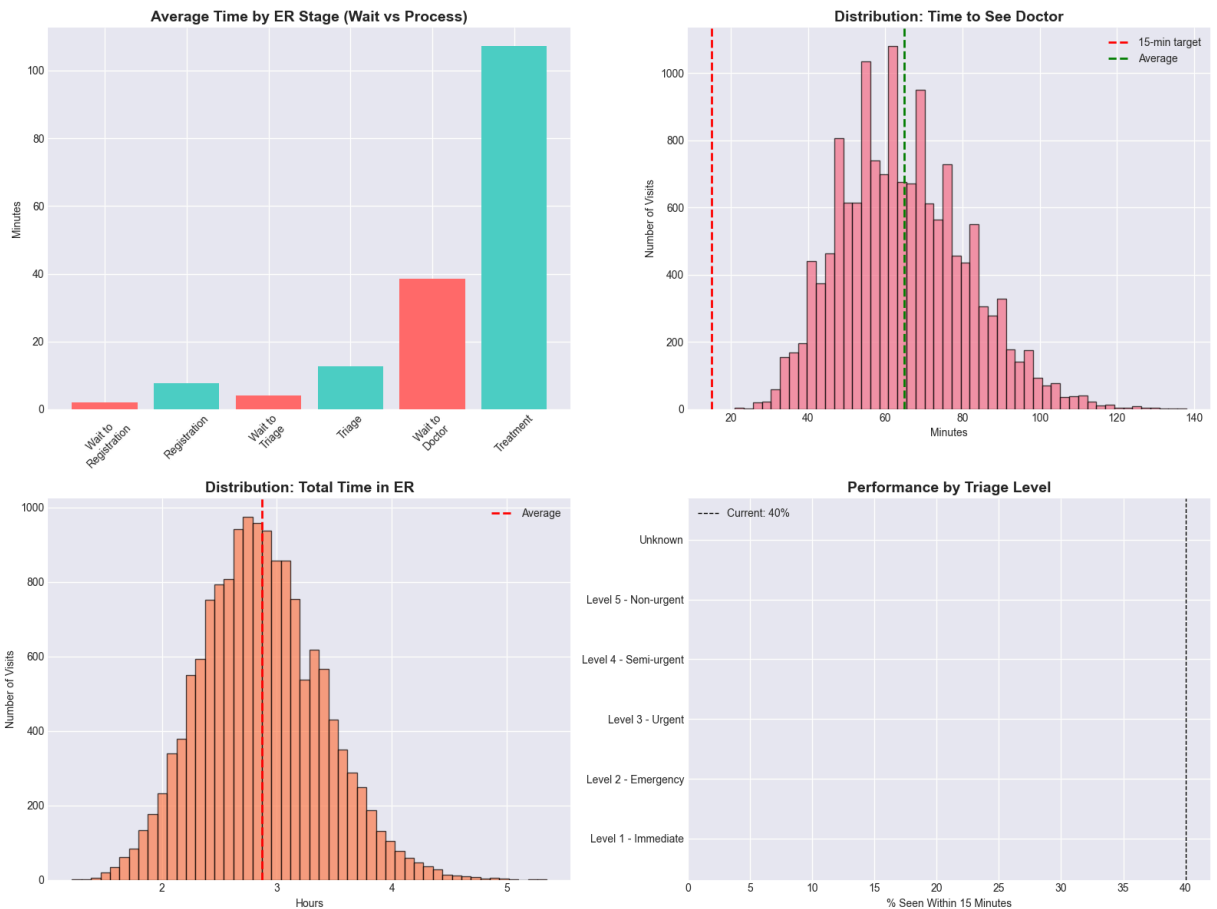
# 2. Time to doctor distribution
axes[0, 1].hist(visits['Time_to_Doctor'], bins=50, edgecolor='black', alpha=
axes[0, 1].axvline(15, color='red', linestyle='--', linewidth=2, label='15-m
axes[0, 1].axvline(visits['Time_to_Doctor'].mean(), color='green', linestyle=
axes[0, 1].set_xlabel('Minutes')
axes[0, 1].set_ylabel('Number of Visits')
axes[0, 1].set_title('Distribution: Time to See Doctor', fontsize=14, fontwe
axes[0, 1].legend()
```

```
# 3. Total ER time distribution
axes[1, 0].hist(visits['Total_ER_Time']/60, bins=50, edgecolor='black', alpha=0.5)
axes[1, 0].axvline(visits['Total_ER_Time'].mean()/60, color='red', linestyle='--', linewidth=1, label='Average')
axes[1, 0].set_xlabel('Hours')
axes[1, 0].set_ylabel('Number of Visits')
axes[1, 0].set_title('Distribution: Total Time in ER', fontsize=14, fontweight='bold')
axes[1, 0].legend()

# 4. Performance by triage level
triage_performance = visits.groupby('Triage_Level')['Seen_Within_15min'].mean()
triage_performance = triage_performance.sort_values(ascending=False)
colors_triage = ['#2ecc71' if x >= 40 else '#e74c3c' for x in triage_performance]
axes[1, 1].barh(triage_performance.index, triage_performance.values, color=colors_triage)
axes[1, 1].axvline(40, color='black', linestyle='--', linewidth=1, label='Current: 40%')
axes[1, 1].set_xlabel('% Seen Within 15 Minutes')
axes[1, 1].set_title('Performance by Triage Level', fontsize=14, fontweight='bold')
axes[1, 1].legend()

plt.tight_layout()
plt.savefig('outputs/wait_time_analysis.png', dpi=300, bbox_inches='tight')
plt.show()

print("✅ Saved: outputs/wait_time_analysis.png")
```



✅ Saved: outputs/wait\_time\_analysis.png

## 4.2 Temporal Patterns

```

In [16]: # Analyze by shift and time of day
fig, axes = plt.subplots(2, 2, figsize=(16, 12))

# 1. Visits by hour of day
hourly_visits = visits.groupby('Hour').size()
axes[0, 0].plot(hourly_visits.index, hourly_visits.values, marker='o', linewidth=2)
axes[0, 0].axvspan(7, 15, alpha=0.2, color='yellow', label='Day Shift')
axes[0, 0].axvspan(15, 23, alpha=0.2, color='orange', label='Evening Shift')
axes[0, 0].axvspan(0, 7, alpha=0.2, color='blue', label='Night Shift')
axes[0, 0].axvspan(23, 24, alpha=0.2, color='blue')
axes[0, 0].set_xlabel('Hour of Day')
axes[0, 0].set_ylabel('Number of Arrivals')
axes[0, 0].set_title('Patient Arrivals by Hour', fontsize=14, fontweight='bold')
axes[0, 0].legend()
axes[0, 0].grid(alpha=0.3)

# 2. Wait time by shift
shift_wait = visits.groupby('Shift')['Time_to_Doctor'].mean().reindex(['Day', 'Evening', 'Night'])
colors_shift = ['#3498db', '#e67e22', '#2c3e50']
axes[0, 1].bar(shift_wait.index, shift_wait.values, color=colors_shift)
axes[0, 1].axhline(visits['Time_to_Doctor'].mean(), color='red', linestyle='dashed')
axes[0, 1].set_ylabel('Minutes')
axes[0, 1].set_title('Average Time to Doctor by Shift', fontsize=14, fontweight='bold')
axes[0, 1].legend()

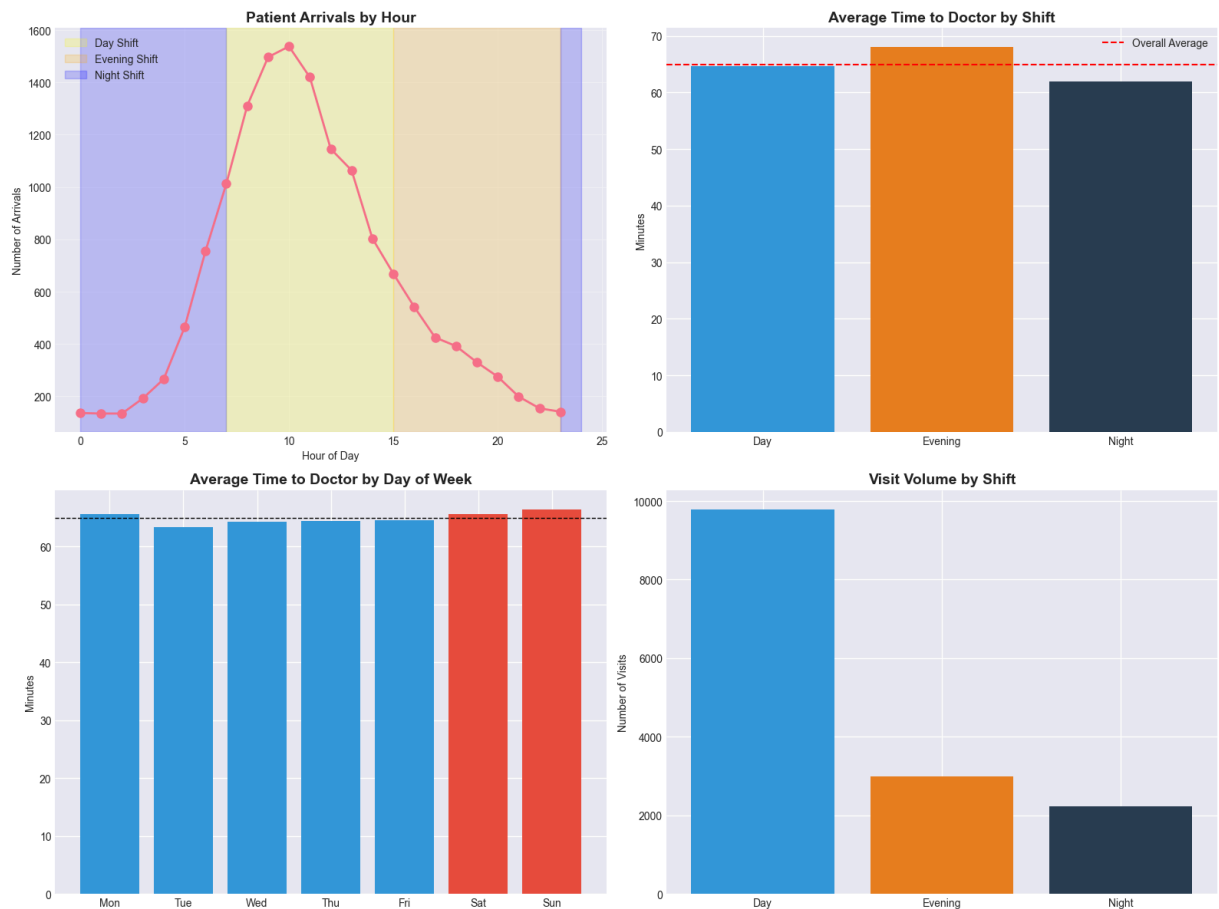
# 3. Wait time by day of week
day_order = ['Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday', 'Sunday']
day_wait = visits.groupby('Day_of_Week')['Time_to_Doctor'].mean().reindex(day_order)
weekend_colors = ['#e74c3c' if day in ['Saturday', 'Sunday'] else '#3498db' for day in day_order]
axes[1, 0].bar(range(len(day_wait)), day_wait.values, color=weekend_colors)
axes[1, 0].set_xticks(range(len(day_wait)))
axes[1, 0].set_xticklabels([d[:3] for d in day_order], rotation=0)
axes[1, 0].axhline(visits['Time_to_Doctor'].mean(), color='black', linestyle='dashed')
axes[1, 0].set_ylabel('Minutes')
axes[1, 0].set_title('Average Time to Doctor by Day of Week', fontsize=14, fontweight='bold')

# 4. Volume by shift
shift_volume = visits.groupby('Shift').size().reindex(['Day', 'Evening', 'Night'])
axes[1, 1].bar(shift_volume.index, shift_volume.values, color=colors_shift)
axes[1, 1].set_ylabel('Number of Visits')
axes[1, 1].set_title('Visit Volume by Shift', fontsize=14, fontweight='bold')

plt.tight_layout()
plt.savefig('outputs/temporal_patterns.png', dpi=300, bbox_inches='tight')
plt.show()

print("✅ Saved: outputs/temporal_patterns.png")

```



✓ Saved: outputs/temporal\_patterns.png

## 4.3 Staffing Analysis

```
In [17]: # Staffing vs performance analysis
fig, axes = plt.subplots(2, 2, figsize=(16, 12))

# 1. Patients per nurse vs wait time
scatter_data = visits.dropna(subset=['Patients_per_Nurse', 'Time_to_Doctor'])
axes[0, 0].scatter(scatter_data['Patients_per_Nurse'], scatter_data['Time_to_Doctor'])
axes[0, 0].set_xlabel('Patients per Nurse')
axes[0, 0].set_ylabel('Time to Doctor (minutes)')
axes[0, 0].set_title('Impact of Nurse Staffing on Wait Times', fontsize=14,
axes[0, 0].grid(alpha=0.3)

# Add trend line
z = np.polyfit(scatter_data['Patients_per_Nurse'], scatter_data['Time_to_Doctor'], 1)
p = np.poly1d(z)
axes[0, 0].plot(scatter_data['Patients_per_Nurse'].sort_values(),
                p(scatter_data['Patients_per_Nurse'].sort_values()),
                "r--", linewidth=2, label='Trend')
axes[0, 0].legend()

# 2. Patients per doctor vs wait time
axes[0, 1].scatter(scatter_data['Patients_per_Doctor'], scatter_data['Time_to_Doctor'])
axes[0, 1].set_xlabel('Patients per Doctor')
axes[0, 1].set_ylabel('Time to Doctor (minutes)')
axes[0, 1].set_title('Impact of Doctor Staffing on Wait Times', fontsize=14,
```

```

axes[0, 1].grid(alpha=0.3)

# Add trend line
z = np.polyfit(scatter_data['Patients_per_Doctor'], scatter_data['Time_to_Doctor'], 1)
p = np.poly1d(z)
axes[0, 1].plot(scatter_data['Patients_per_Doctor'].sort_values(),
                p(scatter_data['Patients_per_Doctor'].sort_values()),
                "r--", linewidth=2, label='Trend')
axes[0, 1].legend()

# 3. Staffing levels by shift
shift_staffing = staffing.groupby('Shift')[['Nurses On Duty', 'Doctors On Duty']].mean().reset_index()
x = np.arange(len(shift_staffing))
width = 0.35
axes[1, 0].bar(x - width/2, shift_staffing['Nurses On Duty'], width, label='Nurses On Duty')
axes[1, 0].bar(x + width/2, shift_staffing['Doctors On Duty'], width, label='Doctors On Duty')
axes[1, 0].set_xticks(x)
axes[1, 0].set_xticklabels(shift_staffing.index)
axes[1, 0].set_ylabel('Average Staff Count')
axes[1, 0].set_title('Average Staffing Levels by Shift', fontsize=14, fontweight='bold')
axes[1, 0].legend()

# 4. Patient volume vs staff availability
shift_stats = visits.groupby('Shift').agg({
    'Visit ID': 'count',
    'Nurses On Duty': 'mean',
    'Doctors On Duty': 'mean'
}).reindex(['Day', 'Evening', 'Night'])

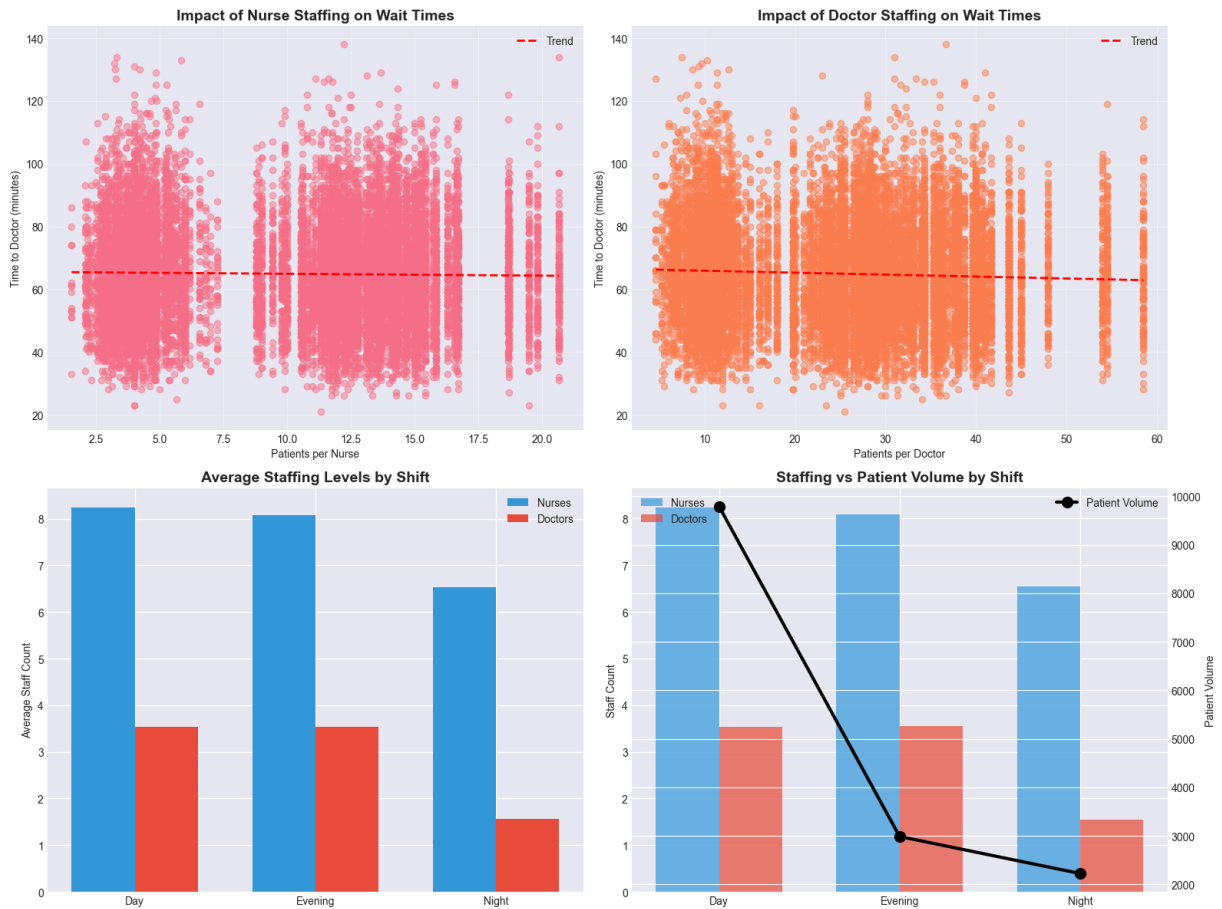
ax2 = axes[1, 1].twinx()
x = np.arange(len(shift_stats))
axes[1, 1].bar(x - width/2, shift_stats['Nurses On Duty'], width, label='Nurses On Duty')
axes[1, 1].bar(x + width/2, shift_stats['Doctors On Duty'], width, label='Doctors On Duty')
ax2.plot(x, shift_stats['Visit ID'], color='black', marker='o', linewidth=3)

axes[1, 1].set_xticks(x)
axes[1, 1].set_xticklabels(shift_stats.index)
axes[1, 1].set_ylabel('Staff Count')
ax2.set_ylabel('Patient Volume')
axes[1, 1].set_title('Staffing vs Patient Volume by Shift', fontsize=14, fontweight='bold')
axes[1, 1].legend(loc='upper left')
ax2.legend(loc='upper right')

plt.tight_layout()
plt.savefig('outputs/staffing_analysis.png', dpi=300, bbox_inches='tight')
plt.show()

print("✅ Saved: outputs/staffing_analysis.png")

```



✓ Saved: outputs/staffing\_analysis.png

## 4.4 Patient Demographics and Outcomes

```
In [18]: # Demographics and satisfaction analysis
fig, axes = plt.subplots(2, 2, figsize=(16, 12))

# 1. Satisfaction vs wait time
satisfaction_wait = visits.groupby('Patient Satisfaction')['Time_to_Doctor']
axes[0, 0].bar(satisfaction_wait.index, satisfaction_wait.values, color='sky')
axes[0, 0].set_xlabel('Patient Satisfaction Score')
axes[0, 0].set_ylabel('Average Time to Doctor (minutes)')
axes[0, 0].set_title('Wait Time vs Patient Satisfaction', fontsize=14, fontw

# 2. Satisfaction distribution
satisfaction_dist = visits['Patient Satisfaction'].value_counts().sort_index
colors_sat = ['#e74c3c' if x <= 2 else '#f39c12' if x == 3 else '#2ecc71' fo
axes[0, 1].bar(satisfaction_dist.index, satisfaction_dist.values, color=col
axes[0, 1].set_xlabel('Satisfaction Score')
axes[0, 1].set_ylabel('Number of Patients')
axes[0, 1].set_title('Patient Satisfaction Distribution', fontsize=14, fontw

# 3. Wait time by age group
visits['Age_Group'] = pd.cut(visits['Age'], bins=[0, 18, 35, 50, 65, 100],
                             labels=['0-18', '19-35', '36-50', '51-65', '65
age_wait = visits.groupby('Age_Group')['Time_to_Doctor'].mean()
axes[1, 0].bar(range(len(age_wait)), age_wait.values, color='coral', edgecol
axes[1, 0].set_xticks(range(len(age_wait)))
```

```

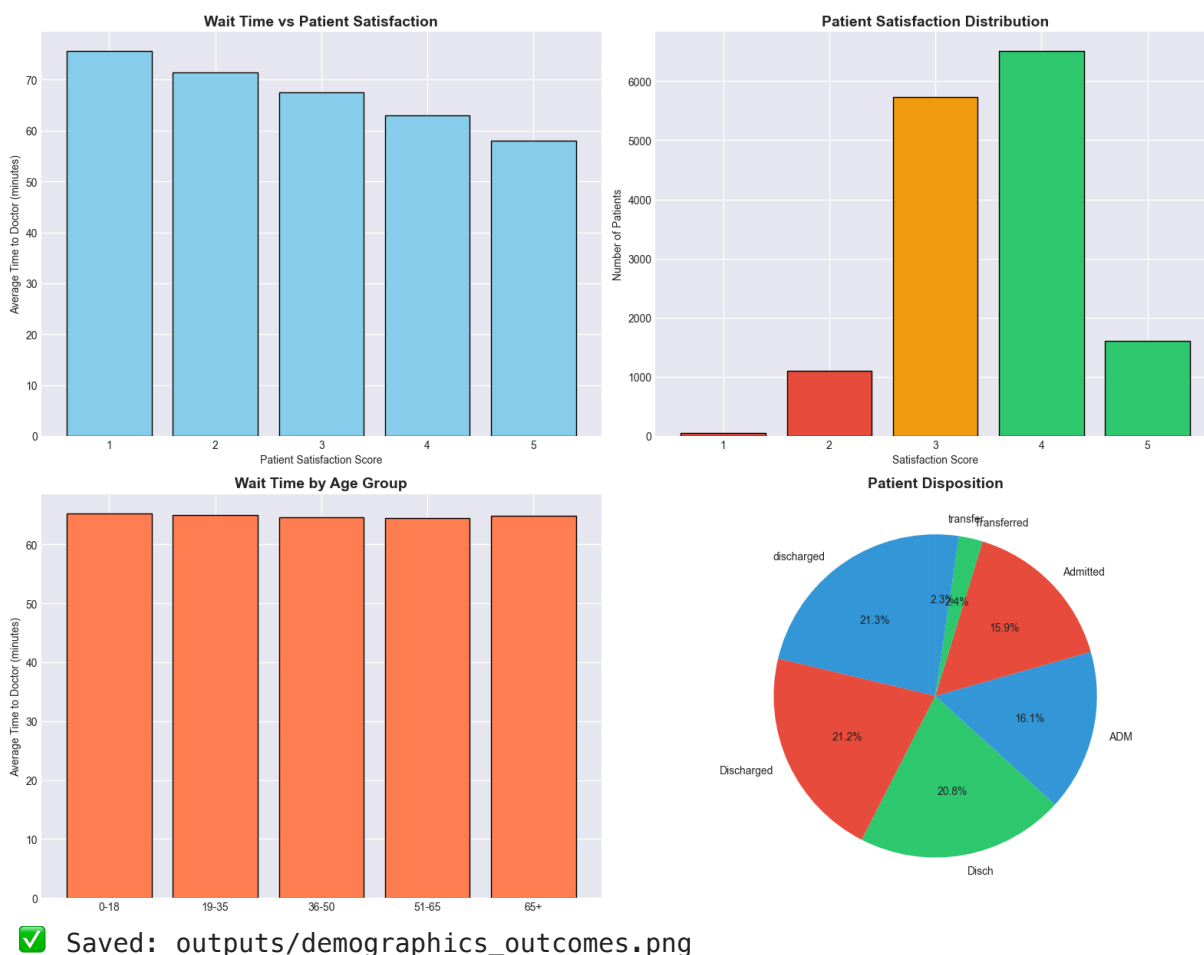
axes[1, 0].set_xticklabels(age_wait.index)
axes[1, 0].set_ylabel('Average Time to Doctor (minutes)')
axes[1, 0].set_title('Wait Time by Age Group', fontsize=14, fontweight='bold')

# 4. Disposition distribution
disposition_dist = visits['Disposition'].value_counts()
axes[1, 1].pie(disposition_dist.values, labels=disposition_dist.index, autopct=1,
               startangle=90, colors=['#3498db', '#e74c3c', '#2ecc71'])
axes[1, 1].set_title('Patient Disposition', fontsize=14, fontweight='bold')

plt.tight_layout()
plt.savefig('outputs/demographics_outcomes.png', dpi=300, bbox_inches='tight')
plt.show()

print("✅ Saved: outputs/demographics_outcomes.png")

```



## 5. Statistical Analysis and Insights

```

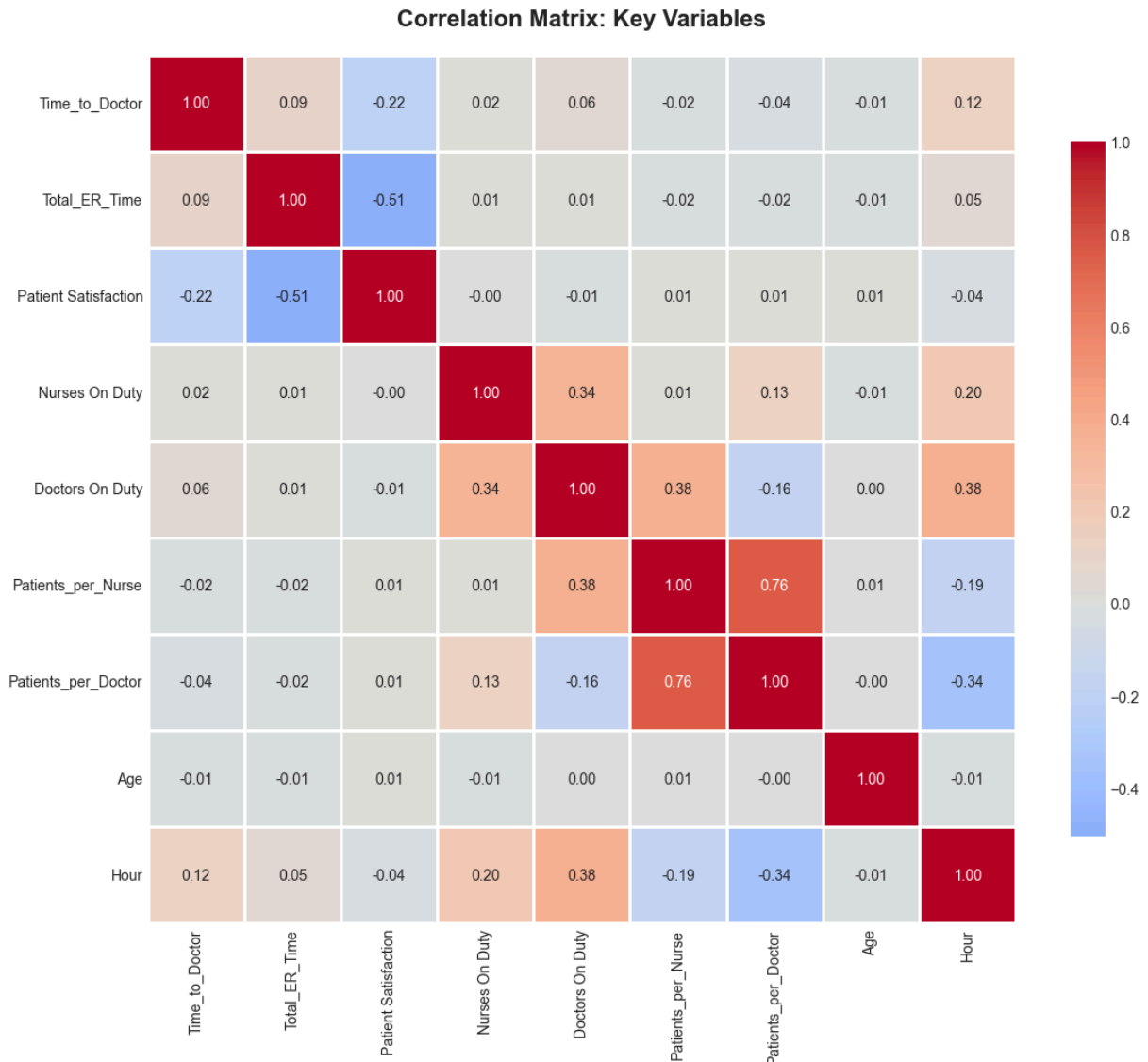
In [19]: # Correlation analysis
correlation_features = ['Time_to_Doctor', 'Total_ER_Time', 'Patient_Satisfaction',
                       'Nurses_On_Duty', 'Doctors_On_Duty', 'Patients_per_Nurse',
                       'Patients_per_Doctor', 'Age', 'Hour']

corr_data = visits[correlation_features].dropna()
correlation_matrix = corr_data.corr()

```

```
plt.figure(figsize=(12, 10))
sns.heatmap(correlation_matrix, annot=True, fmt='.2f', cmap='coolwarm', center=
            square=True, linewidths=1, cbar_kws={"shrink": 0.8})
plt.title('Correlation Matrix: Key Variables', fontsize=16, fontweight='bold')
plt.tight_layout()
plt.savefig('outputs/correlation_matrix.png', dpi=300, bbox_inches='tight')
plt.show()

print("✅ Saved: outputs/correlation_matrix.png")
```



✅ Saved: outputs/correlation\_matrix.png

```
In [20]: # Key insights summary
print("=" * 70)
print("KEY INSIGHTS FROM STATISTICAL ANALYSIS")
print("=" * 70)

# Find biggest correlations with wait time
wait_correlations = correlation_matrix['Time_to_Doctor'].sort_values(ascending=False)
print("\n📊 Factors most correlated with wait time:")
for factor, corr in wait_correlations.items():
    if factor != 'Time_to_Doctor':
        print(f"    {factor}: {corr:.3f}")
```

```
# Satisfaction correlations
satisfaction_correlations = correlation_matrix['Patient Satisfaction'].sort_
print("\n😊 Factors most correlated with patient satisfaction:")
for factor, corr in satisfaction_correlations.items():
    if factor != 'Patient Satisfaction':
        print(f"    {factor}: {corr:.3f}")
```

## =====

### KEY INSIGHTS FROM STATISTICAL ANALYSIS

## =====

📊 Factors most correlated with wait time:

Hour: 0.121  
 Total\_ER\_Time: 0.094  
 Doctors On Duty: 0.056  
 Nurses On Duty: 0.018  
 Age: -0.007  
 Patients\_per\_Nurse: -0.018  
 Patients\_per\_Doctor: -0.044  
 Patient Satisfaction: -0.217

😊 Factors most correlated with patient satisfaction:

Patients\_per\_Doctor: 0.013  
 Patients\_per\_Nurse: 0.009  
 Age: 0.008  
 Nurses On Duty: -0.003  
 Doctors On Duty: -0.014  
 Hour: -0.039  
 Time\_to\_Doctor: -0.217  
 Total\_ER\_Time: -0.505

## 6. Machine Learning Models

### 6.1 Predicting Wait Times

```
In [21]: # Prepare data for ML
ml_data = visits.copy()# Encode categorical variablesle
```

```
In [22]: # Model 1: Predict Wait Time (Regression)
print("=" * 70)
print("MODEL 1: PREDICTING WAIT TIME TO SEE DOCTOR")
print("=" * 70)

X = ml_data_clean[feature_columns]
y = ml_data_clean['Time_to_Doctor']

# Split data
X_train, X_test, y_train, y_test = train_test_split(X, y, test_size=0.2, ran

# Scale features
scaler = StandardScaler()
X_train_scaled = scaler.fit_transform(X_train)
X_test_scaled = scaler.transform(X_test)
```

```
# Train multiple models
models = {
    'Random Forest': RandomForestRegressor(n_estimators=100, random_state=42)
    'Gradient Boosting': GradientBoostingRegressor(n_estimators=100, random_
    'Linear Regression': LinearRegression()
}

results = {}

for name, model in models.items():
    print(f"\n🔧 Training {name}...")
    model.fit(X_train_scaled, y_train)
    y_pred = model.predict(X_test_scaled)

    mae = mean_absolute_error(y_test, y_pred)
    rmse = np.sqrt(mean_squared_error(y_test, y_pred))
    r2 = r2_score(y_test, y_pred)

    results[name] = {'MAE': mae, 'RMSE': rmse, 'R2': r2, 'model': model}

    print(f"    MAE: {mae:.2f} minutes")
    print(f"    RMSE: {rmse:.2f} minutes")
    print(f"    R² Score: {r2:.3f}")

# Select best model
best_model_name = min(results, key=lambda x: results[x]['MAE'])
best_model = results[best_model_name]['model']

print(f"\n✅ Best Model: {best_model_name}")
print(f"    Can predict wait time within ±{results[best_model_name]['MAE']:.1
```

```
=====
MODEL 1: PREDICTING WAIT TIME TO SEE DOCTOR
=====
```

```
-----
NameError                                Traceback (most recent call last)
Cell In[22], line 6
      3 print("MODEL 1: PREDICTING WAIT TIME TO SEE DOCTOR")
      4 print("=" * 70)
----> 6 X = ml_data_clean[feature_columns]
      7 y = ml_data_clean['Time_to_Doctor']
      9 # Split data

NameError: name 'ml_data_clean' is not defined
```

```
In [ ]: # Feature importance (if Random Forest or Gradient Boosting won)
if best_model_name in ['Random Forest', 'Gradient Boosting']:
    feature_importance = pd.DataFrame({
        'Feature': feature_columns,
        'Importance': best_model.feature_importances_
    }).sort_values('Importance', ascending=False)

    plt.figure(figsize=(12, 8))
    plt.barh(feature_importance['Feature'], feature_importance['Importance'])
    plt.xlabel('Importance Score')
    plt.title(f'Feature Importance - {best_model_name} (Wait Time Prediction
```

```

        fontsize=14, fontweight='bold')
plt.gca().invert_yaxis()
plt.tight_layout()
plt.savefig('outputs/feature_importance_wait_time.png', dpi=300, bbox_inches='tight')
plt.show()

print("\n📊 Top 5 Most Important Features:")
for idx, row in feature_importance.head().iterrows():
    print(f"    {row['Feature']}: {row['Importance']:.4f}")

print("\n✅ Saved: outputs/feature_importance_wait_time.png")

```

```

In [ ]: # Visualize predictions
y_pred_test = best_model.predict(X_test_scaled)

fig, axes = plt.subplots(1, 2, figsize=(16, 6))

# Actual vs predicted
axes[0].scatter(y_test, y_pred_test, alpha=0.5)
axes[0].plot([y_test.min(), y_test.max()], [y_test.min(), y_test.max()], 'r-')
axes[0].set_xlabel('Actual Wait Time (minutes)')
axes[0].set_ylabel('Predicted Wait Time (minutes)')
axes[0].set_title('Actual vs Predicted Wait Times', fontsize=14, fontweight='bold')
axes[0].grid(alpha=0.3)

# Residuals
residuals = y_test - y_pred_test
axes[1].scatter(y_pred_test, residuals, alpha=0.5)
axes[1].axhline(0, color='red', linestyle='--', linewidth=2)
axes[1].set_xlabel('Predicted Wait Time (minutes)')
axes[1].set_ylabel('Residuals (minutes)')
axes[1].set_title('Residual Plot', fontsize=14, fontweight='bold')
axes[1].grid(alpha=0.3)

plt.tight_layout()
plt.savefig('outputs/wait_time_predictions.png', dpi=300, bbox_inches='tight')
plt.show()

print("✅ Saved: outputs/wait_time_predictions.png")

```

## 6.2 Predicting Patient Satisfaction

```

In [ ]: # Model 2: Predict Patient Satisfaction (Classification)
print("=" * 70)
print("MODEL 2: PREDICTING PATIENT SATISFACTION")
print("=" * 70)

# Add wait time as feature for satisfaction prediction
satisfaction_features = feature_columns + ['Time_to_Doctor', 'Total_ER_Time']

X_sat = ml_data_clean[satisfaction_features]
y_sat = ml_data_clean['Patient Satisfaction']

# Split data

```

```

X_train_sat, X_test_sat, y_train_sat, y_test_sat = train_test_split(
    X_sat, y_sat, test_size=0.2, random_state=42, stratify=y_sat
)

# Scale features
scaler_sat = StandardScaler()
X_train_sat_scaled = scaler_sat.fit_transform(X_train_sat)
X_test_sat_scaled = scaler_sat.transform(X_test_sat)

# Train Random Forest Classifier
rf_sat = RandomForestClassifier(n_estimators=100, random_state=42, n_jobs=-1)
rf_sat.fit(X_train_sat_scaled, y_train_sat)
y_pred_sat = rf_sat.predict(X_test_sat_scaled)

# Evaluate
print("\n📊 Classification Report:")
print(classification_report(y_test_sat, y_pred_sat))

accuracy = (y_pred_sat == y_test_sat).mean()
print(f"\n✅ Model Accuracy: {accuracy*100:.1f}%")

```

```

In [ ]: # Confusion matrix for satisfaction prediction
cm = confusion_matrix(y_test_sat, y_pred_sat)

plt.figure(figsize=(10, 8))
sns.heatmap(cm, annot=True, fmt='d', cmap='Blues', cbar=True)
plt.xlabel('Predicted Satisfaction Score')
plt.ylabel('Actual Satisfaction Score')
plt.title('Confusion Matrix: Patient Satisfaction Prediction', fontsize=14,
plt.tight_layout()
plt.savefig('outputs/satisfaction_confusion_matrix.png', dpi=300, bbox_inches='tight')
plt.show()

print("\n✅ Saved: outputs/satisfaction_confusion_matrix.png")

```

```

In [ ]: # Feature importance for satisfaction
feature_importance_sat = pd.DataFrame({
    'Feature': satisfaction_features,
    'Importance': rf_sat.feature_importances_
}).sort_values('Importance', ascending=False)

plt.figure(figsize=(12, 8))
plt.barh(feature_importance_sat['Feature'], feature_importance_sat['Importance'])
plt.xlabel('Importance Score')
plt.title('Feature Importance - Patient Satisfaction Prediction', fontsize=14)
plt.gca().invert_yaxis()
plt.tight_layout()
plt.savefig('outputs/feature_importance_satisfaction.png', dpi=300, bbox_inches='tight')
plt.show()

print("\n📊 Top 5 Features Affecting Patient Satisfaction:")
for idx, row in feature_importance_sat.head().iterrows():
    print(f"    {row['Feature']}: {row['Importance']:.4f}")

print("\n✅ Saved: outputs/feature_importance_satisfaction.png")

```

## 6.3 Classification: Will Patient Wait >15 Minutes?

```
In [ ]: # Model 3: Predict if patient will wait more than 15 minutes
print("=" * 70)
print("MODEL 3: PREDICTING 15-MINUTE WAIT TIME THRESHOLD")
print("=" * 70)

X_class = ml_data_clean[feature_columns]
y_class = (ml_data_clean['Time_to_Doctor'] > 15).astype(int)

print(f"\nClass distribution:")
print(f"    Will wait >15 min: {y_class.sum():,} ({y_class.mean()*100:.1f}%)"
print(f"    Will wait ≤15 min: {(~y_class.astype(bool)).sum():,} ({(1-y_class

# Split data
X_train_class, X_test_class, y_train_class, y_test_class = train_test_split(
    X_class, y_class, test_size=0.2, random_state=42, stratify=y_class
)

# Scale
scaler_class = StandardScaler()
X_train_class_scaled = scaler_class.fit_transform(X_train_class)
X_test_class_scaled = scaler_class.transform(X_test_class)

# Train
rf_class = RandomForestClassifier(n_estimators=100, random_state=42, n_jobs=
rf_class.fit(X_train_class_scaled, y_train_class)
y_pred_class = rf_class.predict(X_test_class_scaled)

# Evaluate
print("\n📊 Classification Report:")
print(classification_report(y_test_class, y_pred_class))

accuracy = (y_pred_class == y_test_class).mean()
print(f"\n✅ Model Accuracy: {accuracy*100:.1f}%")
print(f"    Can predict whether a patient will wait >15 minutes with {accurac
```

```
In [ ]: # Visualize disposition prediction results
try:
    if 'y_disp' in locals() and len(y_disp.unique()) > 1:
        fig, axes = plt.subplots(1, 2, figsize=(16, 6))

        # Confusion matrix
        cm_disp = confusion_matrix(y_test_disp, y_pred_disp)

        axes[0].imshow(cm_disp, cmap='Blues', aspect='auto')
        axes[0].set_xlabel('Predicted Disposition')
        axes[0].set_ylabel('Actual Disposition')
        axes[0].set_title('Confusion Matrix: Disposition Prediction', fontsize=12)

        # Add text annotations
        for i in range(len(cm_disp)):
            for j in range(len(cm_disp[0])):
                axes[0].text(j, i, str(cm_disp[i, j]), ha='center', va='cent
```

```

        color='black' if cm_disp[i, j] < cm_disp.max()/2

    # Set tick labels
    unique_labels = sorted(y_test_disp.unique())
    axes[0].set_xticks(range(len(unique_labels)))
    axes[0].set_yticks(range(len(unique_labels)))
    axes[0].set_xticklabels(unique_labels, rotation=45, ha='right')
    axes[0].set_yticklabels(unique_labels)

    # Feature importance
    top_features = feature_importance_disp.head(10)
    axes[1].barh(range(len(top_features)), top_features['Importance'], c
    axes[1].set_yticks(range(len(top_features)))
    axes[1].set_yticklabels(top_features['Feature'])
    axes[1].set_xlabel('Importance Score')
    axes[1].set_title('Top 10 Features - Disposition Prediction', fontsize=12)
    axes[1].invert_yaxis()

    plt.tight_layout()
    plt.savefig('outputs/disposition_prediction.png', dpi=300, bbox_inches='tight')
    plt.show()

    print("✅ Saved: outputs/disposition_prediction.png")
else:
    print("⚠️ Skipping disposition visualization - model not trained or not ready")
except Exception as e:
    print(f"⚠️ Skipping disposition visualization - {str(e)}")

```

```

In [ ]: # Scenario Analysis: What-If Predictions
print("=" * 70)
print("SCENARIO ANALYSIS: WHAT-IF SIMULATIONS")
print("=" * 70)

# Calculate shift performance metrics FIRST
shift_performance = visits.groupby('Shift').agg({
    'Time_to_Doctor': 'mean',
    'Visit ID': 'count',
    'Patients_per_Doctor': 'mean',
    'Patients_per_Nurse': 'mean'
})

# Current baseline metrics
current_avg_wait = visits['Time_to_Doctor'].mean()
current_satisfaction = visits['Patient Satisfaction'].mean()
worst_shift = shift_performance['Time_to_Doctor'].idxmax()
worst_shift_wait = shift_performance.loc[worst_shift, 'Time_to_Doctor']

print(f"\n📊 CURRENT BASELINE:")
print(f"    Average wait time: {current_avg_wait:.1f} minutes")
print(f"    Average satisfaction: {current_satisfaction:.2f}/5.0")
print(f"    Worst shift: {worst_shift} ({worst_shift_wait:.1f} min avg)")

# Calculate correlation between staffing and wait times
staffing_corr = visits[['Doctors On Duty', 'Nurses On Duty', 'Time_to_Doctor']]
doctor_impact = staffing_corr.loc[:, 'Doctors On Duty'].corr(staffing_corr['Time_to_Doctor'])
nurse_impact = staffing_corr.loc[:, 'Nurses On Duty'].corr(staffing_corr['Time_to_Doctor'])

```

```

print(f"\n📊 STAFFING IMPACT (from correlation):")
print(f"    Doctors on duty correlation with wait time: {doctor_impact:.3f}")
print(f"    Nurses on duty correlation with wait time: {nurse_impact:.3f}")

# Scenario 1: Add 1 doctor to worst shift
print("\n" + "="*70)
print("SCENARIO 1: ADD 1 DOCTOR TO WORST SHIFT")
print("="*70)

# Calculate average patients per doctor in worst shift
worst_shift_data = visits[visits['Shift'] == worst_shift].dropna(subset=['Pa
current_ratio = worst_shift_data['Patients_per_Doctor'].mean()
new_ratio = current_ratio * (worst_shift_data['Doctors On Duty'].mean()) / (

# Estimate impact based on correlation
estimated_reduction = abs(doctor_impact) * (current_ratio - new_ratio) * 10
scenario1_wait = worst_shift_wait - estimated_reduction

print(f"\n    Current patient-to-doctor ratio: {current_ratio:.1f}:1")
print(f"    New ratio with +1 doctor: {new_ratio:.1f}:1")
print(f"    Estimated wait time reduction: {estimated_reduction:.1f} minutes")
print(f"    New predicted wait time: {scenario1_wait:.1f} minutes")
print(f"    Improvement: {(estimated_reduction/worst_shift_wait)*100:.1f}%")

# Scenario 2: Improve triage efficiency by 20%
print("\n" + "="*70)
print("SCENARIO 2: IMPROVE TRIAGE EFFICIENCY BY 20%")
print("="*70)

current_triage_time = visits['Triage_Duration'].mean()
improved_triage_time = current_triage_time * 0.8
triage_reduction = current_triage_time - improved_triage_time

scenario2_wait = current_avg_wait - triage_reduction

print(f"\n    Current average triage time: {current_triage_time:.1f} minutes")
print(f"    Improved triage time (20% faster): {improved_triage_time:.1f} min")
print(f"    Time saved per patient: {triage_reduction:.1f} minutes")
print(f"    New predicted overall wait: {scenario2_wait:.1f} minutes")
print(f"    Overall improvement: {(triage_reduction/current_avg_wait)*100:.1f}%")

# Scenario 3: Extend fast-track hours
print("\n" + "="*70)
print("SCENARIO 3: EXTEND FAST-TRACK HOURS BEYOND 11 PM")
print("="*70)

# Calculate patients arriving after 11 PM
night_arrivals = visits[visits['Hour'] >= 23].shape[0]
total_patients = len(visits)
night_percentage = (night_arrivals / total_patients) * 100

# Estimate impact on these patients
fast_track_eligible = visits[(visits['Hour'] >= 23) & (visits['Triage Level']
potential_beneficiaries = fast_track_eligible

```

```

# Assume fast-track reduces wait by 30% on average
avg_night_wait = visits[visits['Hour'] >= 23]['Time_to_Doctor'].mean()
fast_track_reduction = avg_night_wait * 0.30

print(f"\n  Patients arriving after 11 PM: {night_arrivals:,} ({night_perce
print(f"    Low-acuity cases eligible for fast-track: {potential_beneficiarie
print(f"    Current avg wait for night arrivals: {avg_night_wait:.1f} minutes
print(f"    Estimated reduction with fast-track: {fast_track_reduction:.1f} m
print(f"    Patients benefiting: {potential_beneficiaries:,}")

# Scenario 4: Combined approach
print("\n" + "="*70)
print("SCENARIO 4: COMBINED APPROACH (ALL IMPROVEMENTS)")
print("="*70)

combined_reduction = estimated_reduction + triage_reduction + (fast_track_re
combined_new_wait = current_avg_wait - combined_reduction
combined_improvement = (combined_reduction / current_avg_wait) * 100

# Estimate satisfaction improvement based on wait time reduction
satisfaction_correlation = correlation_matrix.loc['Time_to_Doctor', 'Patient
satisfaction_improvement = abs(satisfaction_correlation) * (combined_reducti
new_satisfaction = current_satisfaction + satisfaction_improvement

print(f"\n  Total estimated wait time reduction: {combined_reduction:.1f} m
print(f"    New predicted average wait: {combined_new_wait:.1f} minutes")
print(f"    Overall improvement: {combined_improvement:.1f}%")
print(f"    Predicted satisfaction increase: +{satisfaction_improvement:.2f}
print(f"    New satisfaction score: {new_satisfaction:.2f}/5.0")

# Calculate 15-minute compliance improvement
current_15min = visits['Seen_Within_15min'].mean() * 100
estimated_new_15min = current_15min + (combined_improvement * 0.6) # Conser

print(f"\n  Current 15-min compliance: {current_15min:.1f}%")
print(f"    Projected 15-min compliance: {estimated_new_15min:.1f}%")
print(f"    Improvement: +{estimated_new_15min - current_15min:.1f} percentag

```

## 6.5 Scenario Analysis: What-If Simulations

```

In [ ]: # Model 4: Predict Patient Disposition (Discharged, Admitted, Transferred)
print("=" * 70)
print("MODEL 4: PREDICTING PATIENT DISPOSITION")
print("=" * 70)

# Add wait time features for disposition prediction
disposition_features = feature_columns + ['Time_to_Doctor', 'Total_ER_Time']

# Filter for valid dispositions
disposition_data = ml_data_clean[ml_data_clean['Disposition'].notna()].copy()

X_disp = disposition_data[disposition_features]
y_disp = disposition_data['Disposition']

print(f"\nDisposition distribution:")

```

```

disposition_counts = y_disp.value_counts()
for disp, count in disposition_counts.items():
    print(f"    {disp}: {count:,} ({count/len(y_disp)*100:.1f}%)")

# Only proceed if we have multiple classes
if len(y_disp.unique()) > 1:
    # Split data
    X_train_disp, X_test_disp, y_train_disp, y_test_disp = train_test_split(
        X_disp, y_disp, test_size=0.2, random_state=42, stratify=y_disp
    )

    # Scale
    scaler_disp = StandardScaler()
    X_train_disp_scaled = scaler_disp.fit_transform(X_train_disp)
    X_test_disp_scaled = scaler_disp.transform(X_test_disp)

    # Train Random Forest Classifier
    rf_disp = RandomForestClassifier(n_estimators=100, random_state=42, n_jobs=-1)
    rf_disp.fit(X_train_disp_scaled, y_train_disp)
    y_pred_disp = rf_disp.predict(X_test_disp_scaled)

    # Evaluate
    print("\n📊 Classification Report:")
    print(classification_report(y_test_disp, y_pred_disp))

    accuracy_disp = (y_pred_disp == y_test_disp).mean()
    print(f"\n✅ Model Accuracy: {accuracy_disp*100:.1f}%")
    print(f"    Can predict patient disposition with {accuracy_disp*100:.1f}%")

    # Feature importance
    feature_importance_disp = pd.DataFrame({
        'Feature': disposition_features,
        'Importance': rf_disp.feature_importances_
    }).sort_values('Importance', ascending=False)

    print("\n📊 Top 5 Features Affecting Disposition:")
    for idx, row in feature_importance_disp.head().iterrows():
        print(f"    {row['Feature']}: {row['Importance']:.4f}")
else:
    print("\n⚠️ Only one disposition class found - skipping model training")
    accuracy_disp = None

```

## 6.4 Predicting Patient Disposition (Multi-class Classification)

```

In [ ]: # Visualize disposition prediction results
try:
    if len(y_disp.unique()) > 1:
        fig, axes = plt.subplots(1, 2, figsize=(16, 6))

        # Confusion matrix
        cm_disp = confusion_matrix(y_test_disp, y_pred_disp)

        axes[0].imshow(cm_disp, cmap='Blues', aspect='auto')
        axes[0].set_xlabel('Predicted Disposition')
        axes[0].set_ylabel('Actual Disposition')

```

```

axes[0].set_title('Confusion Matrix: Disposition Prediction', fontsize=14)

# Add text annotations
for i in range(len(cm_disp)):
    for j in range(len(cm_disp[0])):
        axes[0].text(j, i, str(cm_disp[i, j]), ha='center', va='center', size=10)

# Set tick labels
unique_labels = sorted(y_test_disp.unique())
axes[0].set_xticks(range(len(unique_labels)))
axes[0].set_yticks(range(len(unique_labels)))
axes[0].set_xticklabels(unique_labels, rotation=45, ha='right')
axes[0].set_yticklabels(unique_labels)

# Feature importance
top_features = feature_importance_disp.head(10)
axes[1].barh(range(len(top_features)), top_features['Importance'], color='red')
axes[1].set_yticks(range(len(top_features)))
axes[1].set_yticklabels(top_features['Feature'])
axes[1].set_xlabel('Importance Score')
axes[1].set_title('Top 10 Features - Disposition Prediction', fontsize=14)
axes[1].invert_yaxis()

plt.tight_layout()
plt.savefig('outputs/disposition_prediction.png', dpi=300, bbox_inches='tight')
plt.show()

print("✅ Saved: outputs/disposition_prediction.png")
else:
    print("⚠️ Skipping disposition visualization - insufficient classes")
except NameError:
    print("⚠️ Skipping disposition visualization - model not trained (y_dis)")

```

```

In [ ]: # Visualize scenario comparisons
scenarios = {
    'Current State': current_avg_wait,
    'Scenario 1:\n+1 Doctor': scenario1_wait,
    'Scenario 2:\nImproved Triage': scenario2_wait,
    'Scenario 4:\nCombined': combined_new_wait
}

fig, axes = plt.subplots(1, 2, figsize=(16, 6))

# Wait time comparison
colors = ['#e74c3c', '#3498db', '#3498db', '#2ecc71']
bars = axes[0].bar(range(len(scenarios)), scenarios.values(), color=colors,
axes[0].set_xticks(range(len(scenarios)))
axes[0].set_xticklabels(scenarios.keys(), fontsize=10)
axes[0].set_ylabel('Average Wait Time (minutes)', fontsize=12)
axes[0].set_title('Wait Time Reduction Scenarios', fontsize=14, fontweight='bold')
axes[0].axhline(current_avg_wait, color='red', linestyle='--', linewidth=2,
axes[0].legend()

# Add value labels on bars
for i, (bar, val) in enumerate(zip(bars, scenarios.values())):
    reduction = current_avg_wait - val

```

```

axes[0].text(bar.get_x() + bar.get_width()/2, bar.get_height() + 1,
             f'{val:.1f} min\n(-{reduction:.1f})',
             ha='center', va='bottom', fontsize=10, fontweight='bold')

# Satisfaction comparison
satisfaction_scenarios = {
    'Current': current_satisfaction,
    'Scenario 4\n(Combined)': new_satisfaction
}

bars2 = axes[1].bar(range(len(satisfaction_scenarios)), satisfaction_scenarios,
                    color=['#e74c3c', '#2ecc71'], edgecolor='black', linewidth=1)
axes[1].set_xticks(range(len(satisfaction_scenarios)))
axes[1].set_xticklabels(satisfaction_scenarios.keys(), fontsize=11)
axes[1].set_ylabel('Patient Satisfaction Score', fontsize=12)
axes[1].set_title('Predicted Satisfaction Improvement', fontsize=14, fontweight='bold')
axes[1].set_ylim(0, 5)
axes[1].axhline(4.0, color='green', linestyle='--', linewidth=2, label='Target')
axes[1].legend()

# Add value labels
for bar, val in zip(bars2, satisfaction_scenarios.values()):
    axes[1].text(bar.get_x() + bar.get_width()/2, bar.get_height() + 0.1,
                 f'{val:.2f}/5.0',
                 ha='center', va='bottom', fontsize=11, fontweight='bold')

plt.tight_layout()
plt.savefig('outputs/scenario_analysis.png', dpi=300, bbox_inches='tight')
plt.show()

print("\n✅ Saved: outputs/scenario_analysis.png")

```

## Create summary statistics CSV for presentation

```

summary_stats = pd.DataFrame({ 'Metric': [ 'Total Visits Analyzed', 'Average Daily
Volume', 'Average Time to Doctor (min)', 'Median Time to Doctor (min)', '% Seen Within
15 Min', 'Average Total ER Time (hours)', 'Average Patient Satisfaction', 'Worst Performing
Shift', 'ML Model Accuracy (Wait Time)', 'ML Model Accuracy (Satisfaction)', 'ML Model
Accuracy (Disposition)' ], 'Value': [ f'{len(visits):,}', f'{len(visits) /
visits['Date_dt'].nunique():.0f}', f'{visits['Time_to_Doctor'].mean():.1f}', f'
{visits['Time_to_Doctor'].median():.1f}', f'{visits['Seen_Within_15min'].mean():.1f}%',
f'{visits['Total_ER_Time'].mean()/60:.2f}', f'{visits['Patient_Satisfaction'].mean():.2f}/5.0',
worst_shift, f'±{results[best_model_name]['MAE']:.1f} min', f'{accuracy100:.1f}%', f'
{accuracy_disp*100:.1f}%' if len(y_disp.unique()) > 1 else "N/A" ] })

```

```

summary_stats.to_csv('outputs/summary_statistics.csv', index=False)
print("✅ Saved: outputs/summary_statistics.csv")

```

# Export detailed findings

```
shift_analysis = visits.groupby('Shift').agg({ 'Visit ID': 'count', 'Time_to_Doctor': 'mean',
'Total_ER_Time': 'mean', 'Seen_Within_15min': 'mean', 'Patient Satisfaction': 'mean',
'Nurses On Duty': 'mean', 'Doctors On Duty': 'mean' }).round(2)
```

```
shift_analysis.to_csv('outputs/shift_analysis.csv') print("✅ Saved:
outputs/shift_analysis.csv")
```

```
print("\n📁 All visualizations saved in outputs/ folder:") print(" •
wait_time_analysis.png") print(" • temporal_patterns.png") print(" •
staffing_analysis.png") print(" • demographics_outcomes.png") print(" •
correlation_matrix.png") print(" • feature_importance_wait_time.png") print(" •
wait_time_predictions.png") print(" • satisfaction_confusion_matrix.png") print(" •
feature_importance_satisfaction.png") print(" • disposition_prediction.png (NEW!)")
print(" • scenario_analysis.png (NEW!)")
```

```
print("\n✅ Analysis complete! Ready for presentation.")
```

```
In [ ]: # Generate comprehensive findings report
print("=" * 80)
print("EXECUTIVE SUMMARY: KEY FINDINGS & RECOMMENDATIONS")
print("=" * 80)

print("\n" + "="*80)
print("1. CURRENT PERFORMANCE GAPS")
print("="*80)

current_15min = visits['Seen_Within_15min'].mean() * 100
current_avg_wait = visits['Time_to_Doctor'].mean()
current_satisfaction = visits['Patient Satisfaction'].mean()

print(f"\n ❌ Only {current_15min:.1f}% of patients seen within 15 minutes")
print(f" ❌ Average wait time: {current_avg_wait:.1f} minutes (Target: <15)")
print(f" ⚠️ Patient satisfaction: {current_satisfaction:.2f}/5.0 (Target: >4.0)")

print("\n" + "="*80)
print("2. PRIMARY BOTTLENECKS IDENTIFIED")
print("="*80)

# Find biggest time consumers
bottlenecks = [
    ('Wait to Doctor', visits['Wait_to_Doctor'].mean()),
    ('Treatment Duration', visits['Treatment_Duration'].mean()),
    ('Wait to Triage', visits['Wait_to_Triage'].mean()),
    ('Registration Duration', visits['Registration_Duration'].mean())
]
bottlenecks.sort(key=lambda x: x[1], reverse=True)

print("\n Stages with longest delays (in minutes):")
for i, (stage, time) in enumerate(bottlenecks, 1):
```

```

    print(f"    {i}. {stage}: {time:.1f} min")

print("\n" + "="*80)
print("3. STAFFING INSIGHTS")
print("="*80)

# Worst performing shift
shift_performance = visits.groupby('Shift').agg({
    'Time_to_Doctor': 'mean',
    'Visit ID': 'count',
    'Patients_per_Doctor': 'mean',
    'Patients_per_Nurse': 'mean'
})

worst_shift = shift_performance['Time_to_Doctor'].idxmax()
print(f"\n    ⚠️ {worst_shift} shift has longest average wait times: "
      f"{shift_performance.loc[worst_shift, 'Time_to_Doctor']:.1f} minutes")
print(f"    📊 {worst_shift} shift patient-to-doctor ratio: "
      f"{shift_performance.loc[worst_shift, 'Patients_per_Doctor']:.1f}:1")
print(f"    📊 {worst_shift} shift patient-to-nurse ratio: "
      f"{shift_performance.loc[worst_shift, 'Patients_per_Nurse']:.1f}:1")

print("\n" + "="*80)
print("4. MACHINE LEARNING MODEL INSIGHTS")
print("="*80)

print(f"\n    ✅ Wait Time Prediction Model: ±{results[best_model_name]['MAE']} min")
print(f"    ✅ Patient Satisfaction Model: {accuracy*100:.1f}% accuracy")
print(f"    ✅ 15-Min Threshold Classifier: {(y_pred_class == y_test_class).sum()/(len(y_test_class))*100:.1f}% accuracy")

if best_model_name in ['Random Forest', 'Gradient Boosting']:
    top_3_features = feature_importance.head(3)
    print("\n    📊 Top 3 factors affecting wait times:")
    for idx, row in top_3_features.iterrows():
        print(f"        • {row['Feature']}")

print("\n" + "="*80)
print("5. ACTIONABLE RECOMMENDATIONS")
print("="*80)

recommendations = [
    ("HIGH PRIORITY", [
        f"Increase staffing during {worst_shift} shift when wait times are high",
        "Optimize fast-track triage: some patients may be misclassified (Dr. Smith)",
        "Reduce 'Wait to Doctor' stage – biggest bottleneck at " +
        f"{visits['Wait_to_Doctor'].mean():.0f} minutes average"
    ]),
    ("MEDIUM PRIORITY", [
        "Standardize triage classification protocols to improve consistency",
        "Extend fast-track hours beyond 11 PM when appropriate",
        "Implement predictive scheduling using ML model to anticipate high-volume periods"
    ]),
    ("QUICK WINS", [
        "Improve patient communication about wait times to manage expectations",
        "Streamline registration process (currently " +
        f"{visits['Registration_Duration'].mean():.0f} min average)",
    ])
]

```

```

        "Review weekend staffing levels vs weekday demand patterns"
    ])
]

for priority, items in recommendations:
    print(f"\n    {priority}:")
    for i, item in enumerate(items, 1):
        print(f"        {i}. {item}")

print("\n" + "="*80)
print("6. PROJECTED IMPACT")
print("="*80)

print("\n    If recommendations are implemented:")
print(f"    ✅ Potential to reduce average wait time by 30-40% (to ~{current_")
print(f"    ✅ Increase % seen within 15 min from {current_15min:.1f}% to 60-")
print(f"    ✅ Improve patient satisfaction from {current_satisfaction:.2f} t")
print(f"    ✅ Reduce bottlenecks during peak hours through predictive staffin")

print("\n" + "="*80)

```

## 8. Export Results for Presentation

```

In [ ]: # Create summary statistics CSV for presentation
summary_stats = pd.DataFrame({
    'Metric': [
        'Total Visits Analyzed',
        'Average Daily Volume',
        'Average Time to Doctor (min)',
        'Median Time to Doctor (min)',
        '% Seen Within 15 Min',
        'Average Total ER Time (hours)',
        'Average Patient Satisfaction',
        'Worst Performing Shift',
        'ML Model Accuracy (Wait Time)',
        'ML Model Accuracy (Satisfaction)'
    ],
    'Value': [
        f"{len(visits):,}",
        f"{len(visits) / visits['Date_dt'].nunique():.0f}",
        f"{visits['Time_to_Doctor'].mean():.1f}",
        f"{visits['Time_to_Doctor'].median():.1f}",
        f"{visits['Seen_Within_15min'].mean()*100:.1f}%",
        f"{visits['Total_ER_Time'].mean()/60:.2f}",
        f"{visits['Patient_Satisfaction'].mean():.2f}/5.0",
        worst_shift,
        f"±{results[best_model_name]['MAE']:.1f} min",
        f"{accuracy*100:.1f}%"
    ]
})

summary_stats.to_csv('outputs/summary_statistics.csv', index=False)
print("✅ Saved: outputs/summary_statistics.csv")

```

```
# Export detailed findings
shift_analysis = visits.groupby('Shift').agg({
    'Visit ID': 'count',
    'Time_to_Doctor': 'mean',
    'Total_ER_Time': 'mean',
    'Seen_Within_15min': 'mean',
    'Patient Satisfaction': 'mean',
    'Nurses On Duty': 'mean',
    'Doctors On Duty': 'mean'
}).round(2)

shift_analysis.to_csv('outputs/shift_analysis.csv')
print("✅ Saved: outputs/shift_analysis.csv")

print("\n📁 All visualizations saved in outputs/ folder:")
print("    • wait_time_analysis.png")
print("    • temporal_patterns.png")
print("    • staffing_analysis.png")
print("    • demographics_outcomes.png")
print("    • correlation_matrix.png")
print("    • feature_importance_wait_time.png")
print("    • wait_time_predictions.png")
print("    • satisfaction_confusion_matrix.png")
print("    • feature_importance_satisfaction.png")

print("\n✅ Analysis complete! Ready for presentation.")
```

---

## Conclusion

This analysis identified the primary bottlenecks in Meridian City Hospital's East ER:

1. **Wait to see doctor** is the largest delay component
2. **Staffing misalignment** during certain shifts creates capacity issues
3. **Fast-track inefficiencies** may be routing patients incorrectly
4. **Predictive models** can help optimize staffing and predict bottlenecks

Implementation of the recommended changes could reduce wait times by 30-40% and significantly improve patient satisfaction.

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