Hospital ER Analytics Dashboard

Month Name: All

Department: All

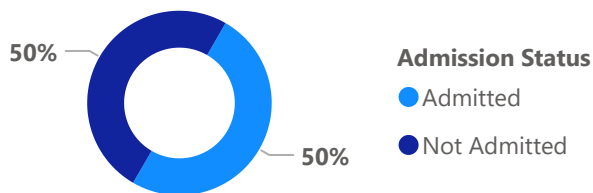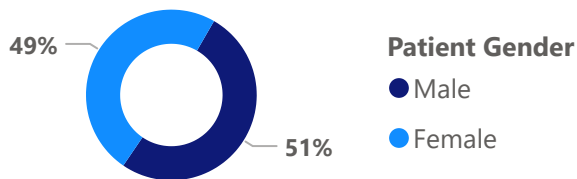| Number of Patients	Total Patient Admitted	Seen Within 30mins	Avg. Wait Time	Avg. Satisfaction Score
9216	4612	41%	35.26	4.99/10

Monthly View

Consolidated View

Patient Details

Key Takeaways

Patients Admission Status

50% — 50%

Admission Status
- Admitted
- Not Admitted

% of Patients by Gender

49% — 51%

Patient Gender
- Male
- Female

Female | Male

2023 | 2024

Count of Patients by Hour
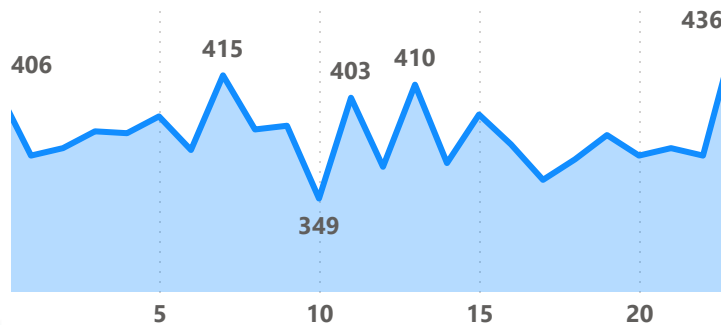
| 406 | 415 | 403 | 410 | 436 |
349

5   10   15   20

Count of Patients by Week Day

Day	Count
Saturday	1.38K
Thursday	1.33K
Sunday	1.32K
Monday	1.31K
Friday	1.31K
Tuesday	1.31K
Wednesday	1.26K

Count of Patients by Age Group

Age Group	Count
0-9	1056
10-19	1179
20-29	1188
30-39	1200
40-49	1135
50-59	1151
60-69	1154
70-79	1153

Count of Patients by Race

Race	Count
White	2.6K
African American	2.0K
Two or More Races	1.6K
Asian	1.1K
Declined to Identify	1.0K
Pacific Islander	0.5K
Native American/...	0.5K

Count of Patients by Department Referral

Department	Count
None	5.4K
General Practice	1.8K
Orthopedics	1.0K
Physiotherapy	0.3K
Cardiology	0.2K
Neurology	0.2K
Gastroenterology	0.2K
Renal	0.1K
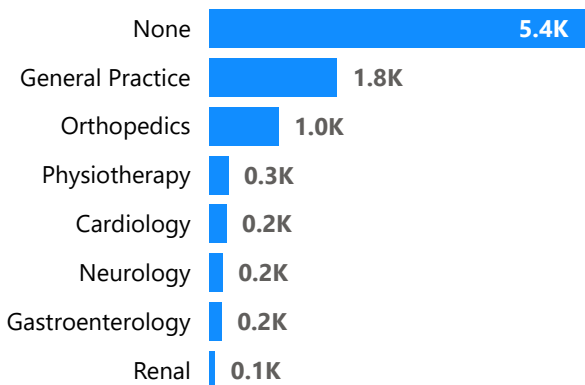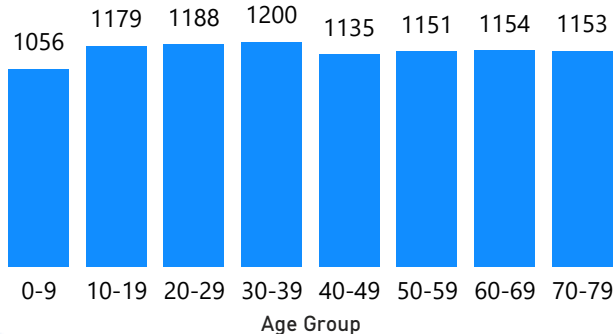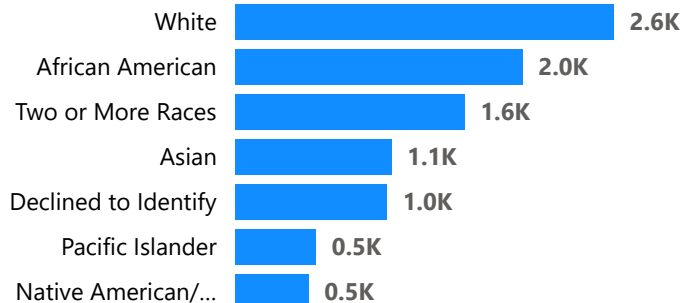
Hospital ER Analytics Dashboard

Department
All

Admission Date
4/1/2023   10/30/2024

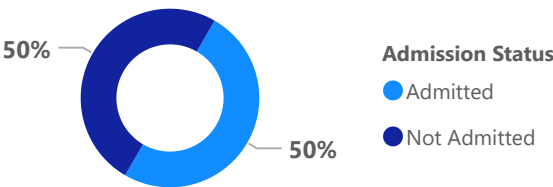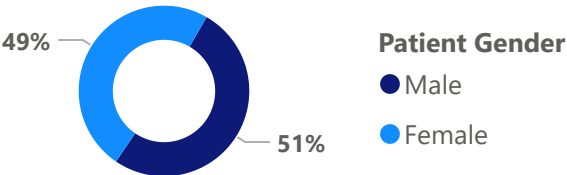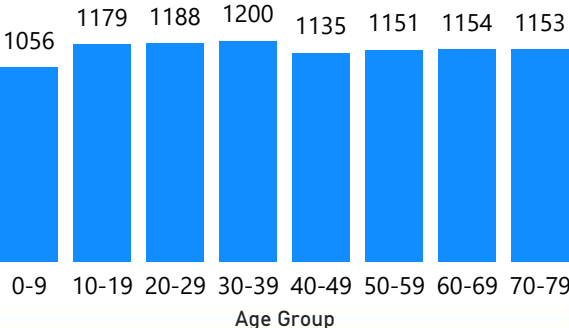| Number of Patients	Total Patient Admitted	Seen Within 30mins	Avg. Wait Time	Avg. Satisfaction Score
9216	4612	41%	35.26	4.99/10

Monthly View

Consolidated View

Patient Details

Key Takeaways

Patients Admission Status

50%   50%

Admission Status
- Admitted
- Not Admitted

% of Patients by Gender

49%   51%

Patient Gender
- Male
- Female

Count of Patients by Age Group

Age Group	Count
0-9	1056
10-19	1179
20-29	1188
30-39	1200
40-49	1135
50-59	1151
60-69	1154
70-79	1153

Count of Patient Id by Target Status
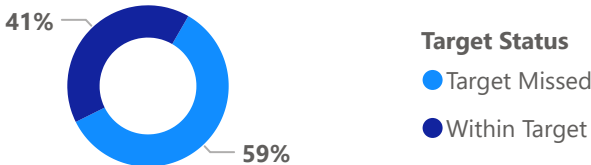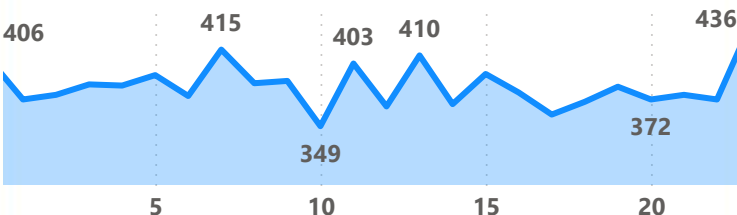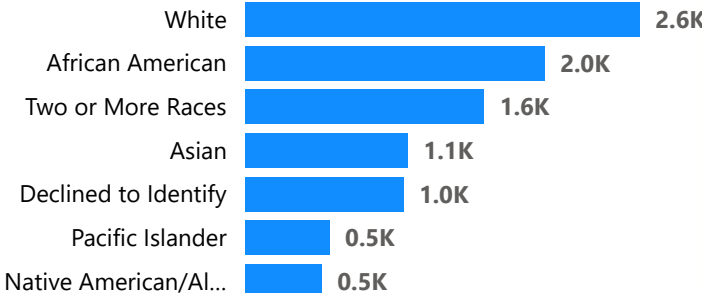
41%   59%

Target Status
- Target Missed
- Within Target

Count of Patients by Hour

406   415   403   410   436
349   372

5   10   15   20

Count of Patients by Race

Race	Count
White	2.6K
African American	2.0K
Two or More Races	1.6K
Asian	1.1K
Declined to Identify	1.0K
Pacific Islander	0.5K
Native American/Al...	0.5K

Count of Patients by Week Day

Week Day	Count
Saturday	1.38K
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Count of Patients by Department Referral

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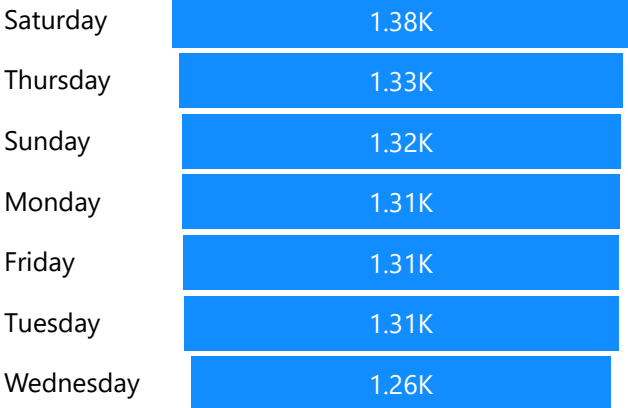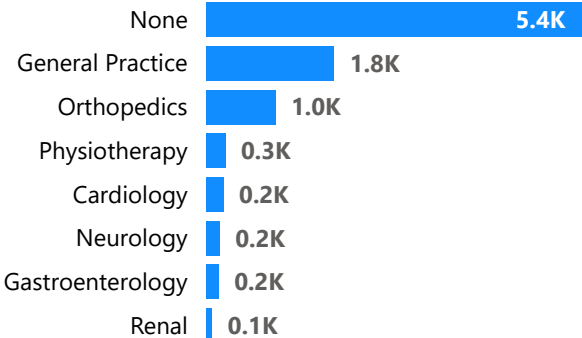
Hospital ER Analytics Dashboard

Female | Male

Admission Date

4/1/2023 | 10/30/2024

Department

All

Monthly View

Consolidated View

Patient Details

Key Takeaways

Patient Id	Full Name	Gender	Age	Admission Date	Department Referral	Wait Time	Patient Race	Admission Status	Admin Flag
100043993	M. St Ange	Female	29	04/04/2023	None	16	White	Not Admitted	False
100175081	V. Flicker	Male	67	14/01/2024	None	60	African American	Not Admitted	False
100219648	W. Marran	Female	39	17/01/2024	None	22	Pacific Islander	Admitted	True
100346753	B. Paulus	Male	43	13/05/2024	General Practice	25	Pacific Islander	Admitted	True
100349587	U. Lamburn	Male	20	01/04/2024	Neurology	24	Declined to Identify	Not Admitted	False
100402709	O. Cammack	Male	77	08/05/2024	None	48	White	Not Admitted	False
100660896	I. Prickett	Male	2	26/03/2024	Orthopedics	23	African American	Admitted	True
100668222	F. Mullane	Female	65	23/12/2023	General Practice	17	Asian	Not Admitted	False
100671276	S. Hallbird	Male	55	03/11/2023	Orthopedics	11	White	Admitted	True
100700071	R. Downham	Male	38	14/01/2024	None	57	African American	Not Admitted	False
100725705	N. Dudny	Female	60	19/06/2024	None	45	African American	Admitted	True
100743943	M. Hallard	Female	3	17/09/2023	None	14	White	Admitted	True
100745636	A. Warwicker	Female	47	13/08/2024	None	25	Declined to Identify	Not Admitted	False
100790109	P. Ulyatt	Female	19	27/02/2024	Neurology	36	Pacific Islander	Admitted	True
100819769	Y. Moncaster	Male	28	09/03/2024	None	59	White	Admitted	True
100847203	K. Ybarra	Female	37	13/06/2023	None	55	White	Not Admitted	False
101088798	L. Willeson	Female	72	31/07/2024	None	48	Two or More Races	Admitted	True
101134808	V. Gowdridge	Female	30	25/04/2023	None	30	Declined to Identify	Admitted	True
101353930	W. Andreotti	Female	30	24/01/2024	None	25	White	Admitted	True
101357039	T. Ganter	Male	26	08/02/2024	General Practice	56	White	Admitted	True
101385868	J. Saddington	Male	14	08/10/2024	None	20	White	Admitted	True
101507359	D. Sabey	Female	50	13/10/2023	None	56	White	Admitted	True
101563319	M. Kilduff	Female	44	08/10/2023	None	55	Asian	Admitted	True
101605189	G. Georger	Female	45	04/08/2024	None	43	White	Not Admitted	False
101633628	P. Quest	Male	38	29/07/2023	None	53	Two or More Races	Not Admitted	False
101664553	R. Odd	Female	14	30/03/2024	General Practice	57	Two or More Races	Admitted	True
101854810	R. McBoyle	Female	74	07/08/2023	None	55	White	Admitted	True
102059716	J. Addicott	Male	71	20/10/2023	General Practice	30	Two or More Races	Not Admitted	False
102072442	C. Crees	Male	35	07/10/2024	None	38	Asian	Admitted	True

Hospital ER Analytics Dashboard

📄 **Descriptive Analysis**
   Dashboard : Key Takeaways

📅 **Data Overview :**
- **Time Period :** April 1, 2023 – October 30, 2024
- **Total Patients Analyzed :** 9,216
- **Total Admitted :** 4,612 **(50%)**
- **Avg. Wait Time :** 35.26 minutes
- **Avg. Satisfaction Score :** 4.99 / 10
- **Seen Within 30 Minutes :** Only **41%** of patients
- **Target Met** (Within Wait Time SLA) : **41%**

📌 **Key Insights**

⏱️ **1. Long Wait Times & Low Satisfaction**
- Over half the patients (**59%**) **missed the target wait time**.
- Only **41%** were seen within 30 minutes.
- The **average satisfaction score is low at 4.99/10**, likely due to excessive wait times and inefficiencies in ER response.

🏥 **2. Admissions vs Non-Admissions**

- A **balanced 50-50 split** between admitted and non-admitted patients indicates a **diverse ER load** — with both critical and walk-in cases.
- Suggests the ER is used for both **urgent** and **non-urgent** needs.

💁 **3. Referral Departments Are Strained**

- **5,400+ patients** were not referred at all.
- Among those who were :
- **General Practice (1,800+)** and **Orthopedics (1,000+)** dominate.
- Referrals to Physiotherapy, Cardiology, Neurology, etc., remain minimal.

📊 **4. Patient Demographics**

- **Age Groups 30–39** and **20–29** represent the **largest ER visiting population**.
- Gender is evenly split : **51% Male**, **49% Female**.
- Race distribution:
- **White :** 2.6K
- **African American :** 2.0K

Monthly View

Consolidated View

Patient Details

Key Takeaways

Hospital ER Analytics Dashboard

Monthly View

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Patient Details

Key Takeaways

📄 **Descriptive Analysis**
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✅ **Conclusion**

The hospital ER handles a **broad and diverse population**, with traffic evenly split between critical (admitted) and non-critical cases.
However, **wait times are high**, and **patient satisfaction is below ideal**. High-volume times are consistent, offering a chance to **optimize scheduling**.

🗨 **Decisions to Consider**

1) **Prioritize Staff Allocation**
- Reinforce staff coverage during peak hours (10 AM–8 PM).
- Prepare extra teams on high-load days like **Saturdays and Mondays**.

2) **Improve Wait Time Workflow**
- Analyze bottlenecks causing >35 min delays.
- Introduce triage streamlining or fast-track lanes for non-critical patients.

3) **Monitor Referral Capacity**
- Ensure **General Practice and Orthopedics** are adequately staffed and resourced to handle the referral volume.

4) **Enhance Patient Satisfaction**
- Gather feedback through follow-ups.
- Consider digital wait time alerts, real-time queue info, or proactive check-ins.

5) **Community Outreach**
- Since young adults (20–39) are the top visitors, health education and self-care awareness campaigns could reduce non-urgent ER visits.