

Summary of the Hospital Emergency Room Visit Analysis

This report analyzes 9,216 emergency room visits from a hospital dataset. The data includes patient demographics, wait times, department referrals, and satisfaction scores. Below are the key insights:

1. Data Overview

- Total Records: 9,216
- Columns: 11 (Date, Patient ID, Gender, Age, Satisfaction Score, Race, Wait Time, Department Referral, etc.)
- **Missing Values:**
 - Satisfaction Score: 72.7% missing (6,699 entries)
 - Department Referral: 58.6% missing (5,400 entries)

2. Patient Demographics

- **Gender Distribution:**
 - Male: 4,705
 - Female: 4,487
 - Non-Classified (NC): 24
- **Race Breakdown:**
 - White: 2,571 (largest group)
 - African American: 1,951
 - Two or More Races: 1,557
 - Asian: 1,060
 - Other categories include: Pacific Islander, Native American, Declined to Identify

3. Emergency Room Visit Trends

- **Most Common Department Referrals:**
 - General Practice: 1,840 visits
 - Orthopedics: 995 visits
 - Physiotherapy: 276 visits
 - Others: Cardiology, Neurology, Gastroenterology, and Renal

- **Yearly Breakdown:**
 - 2019:
 - White: 1,225 visits
 - African American: 920 visits
 - 2020:
 - White: 1,346 visits
 - African American: 1,031 visits
- **Admin Flag (Patient Admitted or Not):**
 - True: 4,612
 - False: 4,604

4. Wait Time & Satisfaction Analysis

- Wait Time Distribution (Grouped by Department & Gender)
 - On average, wait times were higher in Physiotherapy & Cardiology
 - Males and Females had similar wait times across departments
- Satisfaction Score by Category:
 - By Age Group:
 - Adults: 5.03
 - Children: 5.01
 - Seniors: 4.95
 - By Gender:
 - Male: 5.03
 - Female: 4.96
 - Non-Classified (NC): 3.20
 - By Race:
 - Highest Satisfaction: Pacific Islander (5.33), Native American (5.12)
 - Lowest Satisfaction: Two or More Races (4.83), White (4.94)

5. Visualizations & Data Processing

- Bar Charts & Line Charts were created for Gender, Age, and Race-based patient distribution.
- Heatmaps were used to analyze wait time trends by week and hour.
- KDE Plot was used for age distribution.

6. Key Findings

- Satisfaction Scores are missing for over 70% of patients, making analysis difficult.
- General Practice is the most visited department, followed by Orthopedics.
- Most ER visits happened during weekdays, with peak hours in the morning and late evening.
- Men had slightly higher satisfaction scores than women.
- Older patients had lower satisfaction scores, possibly due to longer wait times.

7. Recommendations

- Improve Satisfaction Data Collection: Address missing satisfaction scores by requiring patients to provide feedback.
- Reduce Wait Times in Key Departments: Focus on Physiotherapy, Cardiology, and Neurology to improve efficiency.
- Improve Senior Patient Experience: Since older patients report lower satisfaction, reducing wait times for them can help.
- Further Analysis on "NC" Gender Category: This group had significantly lower satisfaction (3.20), requiring further investigation.

Importing Libraries

```
In [1]: import pandas as pd
import numpy as np
import matplotlib.pyplot as plt
import seaborn as sns
import warnings
warnings.filterwarnings('ignore')
```

Importing File From the Location

```
In [2]: df = pd.read_csv(r"C:\Users\Admin\Desktop\Python\Project\Hospital\Hospital ER.csv")
df.head()
```

Out[2]:

	Date	Patient ID	Gender	Age	Satisfaction Score	First Name	Last Name	Race	Patient Admin Flag
0	20/03/2020 8:47	145-39-5406	M	69	10.0	H	Glasspool	White	Fa
1	15/06/2020 11:29	316-34-3057	M	4	NaN	X	Methuen	Native American/Alaska Native	T
2	20/06/2020 9:13	897-46-3852	F	56	9.0	P	Schubuser	African American	T
3	04/02/2020 22:34	358-31-9711	F	24	8.0	U	Titcombe	Native American/Alaska Native	T
4	04/09/2020 17:48	289-26-0537	M	5	NaN	Y	Gionettitti	African American	Fa

Checking the shape of the data

In [3]: `df.shape`

Out[3]: (9216, 11)

Checking null values

In [4]: `df.isnull().sum()`

Out[4]:

Date	0
Patient ID	0
Gender	0
Age	0
Satisfaction Score	6699
First Name	0
Last Name	0
Race	0
Patient Admin Flag	0
Wait Time	0
Department Referral	5400

dtype: int64

In [5]:

```
Satisfaction_Score = 6699
Department_Referral = 5400
def per(x):
    return (x/len(df))*100
```

```
print("Satisfaction Score:- ", per(Satisfaction_Score))
print("Department Referral:- ", per(Department_Referral))
```

Satisfaction Score:- 72.68880208333334

Department Referral:- 58.59375

Null values will not be deleted but using existing values analysis will be performed

Checking duplicates

```
In [6]: df.duplicated().sum()
```

```
Out[6]: np.int64(0)
```

Checking data types

```
In [7]: df.dtypes
```

```
Out[7]: Date                object
Patient ID                object
Gender                    object
Age                       int64
Satisfaction Score        float64
First Name                object
Last Name                 object
Race                     object
Patient Admin Flag        bool
Wait Time                 int64
Department Referral       object
dtype: object
```

Converting "Date" Column in datetime datatype

```
In [8]: df['Date'] = pd.to_datetime(df['Date'])
```

```
In [9]: df.info() #checking data type
```

```

<class 'pandas.core.frame.DataFrame'>
RangeIndex: 9216 entries, 0 to 9215
Data columns (total 11 columns):
#   Column                Non-Null Count  Dtype
---  -
0   Date                  9216 non-null  datetime64[ns]
1   Patient ID            9216 non-null  object
2   Gender                9216 non-null  object
3   Age                   9216 non-null  int64
4   Satisfaction Score    2517 non-null  float64
5   First Name            9216 non-null  object
6   Last Name              9216 non-null  object
7   Race                  9216 non-null  object
8   Patient Admin Flag    9216 non-null  bool
9   Wait Time             9216 non-null  int64
10  Department Referral   3816 non-null  object
dtypes: bool(1), datetime64[ns](1), float64(1), int64(2), object(6)
memory usage: 729.1+ KB

```

Extracting "Time" from date

```
In [10]: df['Time'] = df['Date'].dt.time
```

```
In [11]: df.head() #checking data
```

```
Out[11]:
```

	Date	Patient ID	Gender	Age	Satisfaction Score	First Name	Last Name	Race	Patient Admin Flag
0	2020-03-20 08:47:00	145-39-5406	M	69	10.0	H	Glasspool	White	False
1	2020-06-15 11:29:00	316-34-3057	M	4	NaN	X	Methuen	Native American/Alaska Native	True
2	2020-06-20 09:13:00	897-46-3852	F	56	9.0	P	Schubuser	African American	True
3	2020-02-04 22:34:00	358-31-9711	F	24	8.0	U	Titcombe	Native American/Alaska Native	True
4	2020-09-04 17:48:00	289-26-0537	M	5	NaN	Y	Gionettitti	African American	False

```
In [12]: df.dtypes #checking datatype
```

```
Out[12]: Date                                datetime64[ns]
Patient ID                                object
Gender                                    object
Age                                       int64
Satisfaction Score                       float64
First Name                               object
Last Name                                object
Race                                     object
Patient Admin Flag                       bool
Wait Time                                int64
Department Referral                     object
Time                                     object
dtype: object
```

Converting "Time" format in time datatype

```
In [13]: df['Time'] = pd.to_datetime(df['Time'], format="%H:%M:%S")
```

```
In [14]: df['Hour'] = df['Time'].dt.hour #extracting hour from time columns
df['Year'] = df['Date'].dt.year #extracting year from time columns
df['Month'] = df['Date'].dt.month #extracting month from time columns
df['Week_day_Number'] = df['Date'].dt.isocalendar().day #extracting Week day in num
df['Days'] = df['Date'].dt.day #extracting Day from time columns
df['Week_Name'] = df['Date'].dt.day_name() #extracting Week Name from time columns
df['Month_Name'] = df['Date'].dt.month_name() #extracting month Name from time colu
```

```
In [15]: df.head() #checking data
```

```
Out[15]:
```

	Date	Patient ID	Gender	Age	Satisfaction Score	First Name	Last Name	Race	Patient Admin Flag
0	2020-03-20 08:47:00	145-39-5406	M	69	10.0	H	Glasspool	White	False
1	2020-06-15 11:29:00	316-34-3057	M	4	NaN	X	Methuen	Native American/Alaska Native	True
2	2020-06-20 09:13:00	897-46-3852	F	56	9.0	P	Schubuser	African American	True
3	2020-02-04 22:34:00	358-31-9711	F	24	8.0	U	Titcombe	Native American/Alaska Native	True
4	2020-09-04 17:48:00	289-26-0537	M	5	NaN	Y	Gionettitti	African American	False

concatenating "First Name" & "Last Name" Columns As "Full Name"

```
In [16]: df['Full_Name'] = df['First Name']+'. ' + df['Last Name']
```

```
In [17]: df.head() #checking data
```

Out[17]:

	Date	Patient ID	Gender	Age	Satisfaction Score	First Name	Last Name	Race	Patient Admin Flag
0	2020-03-20 08:47:00	145-39-5406	M	69	10.0	H	Glasspool	White	False
1	2020-06-15 11:29:00	316-34-3057	M	4	NaN	X	Methuen	Native American/Alaska Native	True
2	2020-06-20 09:13:00	897-46-3852	F	56	9.0	P	Schubuser	African American	True
3	2020-02-04 22:34:00	358-31-9711	F	24	8.0	U	Titcombe	Native American/Alaska Native	True
4	2020-09-04 17:48:00	289-26-0537	M	5	NaN	Y	Gionettitti	African American	False

Dropping Columns "First Name" & "Last Name"

```
In [18]: df.drop(columns=['First Name','Last Name'], inplace=True, axis=1)
df.sample(5) #Checking data randomly
```


Out[18]:

	Date	Patient ID	Gender	Age	Satisfaction Score	Race	Patient Admin Flag	Wait Time	Department Referral
785	2020-05-25 03:29:00	852-96-3176	M	56	NaN	Two or More Races	True	34	
2689	2019-04-30 04:41:00	218-44-6635	M	36	NaN	Native American/Alaska Native	False	13	General Practice
6318	2019-12-08 22:00:00	390-43-5551	F	14	7.0	White	False	41	General Practice
6630	2020-05-29 10:35:00	883-97-1220	F	16	2.0	Two or More Races	True	24	
327	2019-04-17 09:04:00	782-34-4167	F	36	9.0	White	True	50	General Practice

Finding Count or visiting of patient for each categories

```
In [19]: for i in ['Gender', 'Race', 'Department Referral', 'Patient Admin Flag']:
          print(df[i].value_counts())
          print("-----")
```

```

Gender
M      4705
F      4487
NC       24
Name: count, dtype: int64
-----

Race
White                2571
African American     1951
Two or More Races    1557
Asian                1060
Declined to Identify 1030
Pacific Islander      549
Native American/Alaska Native 498
Name: count, dtype: int64
-----

Department Referral
General Practice      1840
Orthopedics           995
Physiotherapy         276
Cardiology            248
Neurology             193
Gastroenterology      178
Renal                 86
Name: count, dtype: int64
-----

Patient Admin Flag
True      4612
False     4604
Name: count, dtype: int64
-----

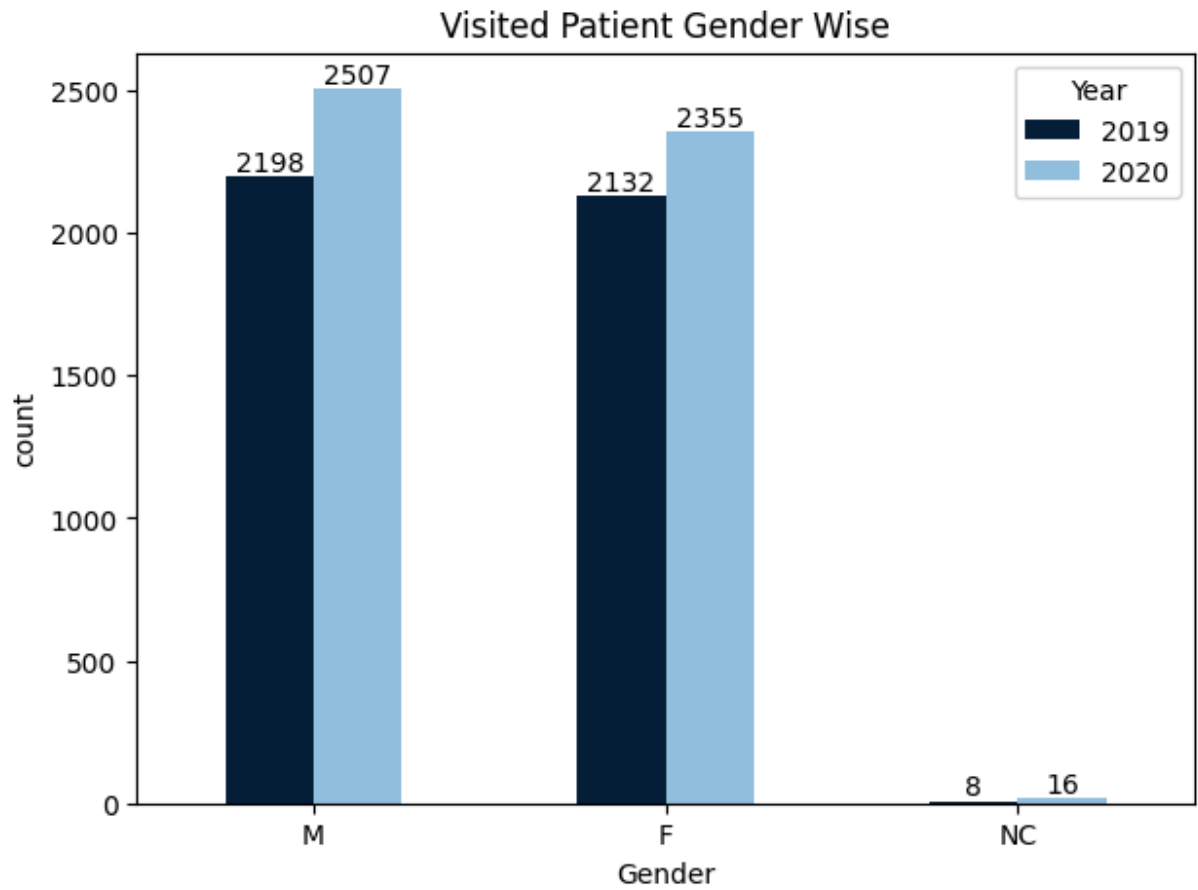
```

Performing EDA

```

In [20]: plt.figure(figsize=(7,5)) #adust figure size
plt.title('Visited Patient Gender Wise') #Title
ax = sns.countplot(data=df, x = 'Gender', hue = 'Year', width=0.5, palette=['#001F
ax.bar_label(ax.containers[0], fontsize=10)
ax.bar_label(ax.containers[1], fontsize=10)
plt.show()

```



In []:

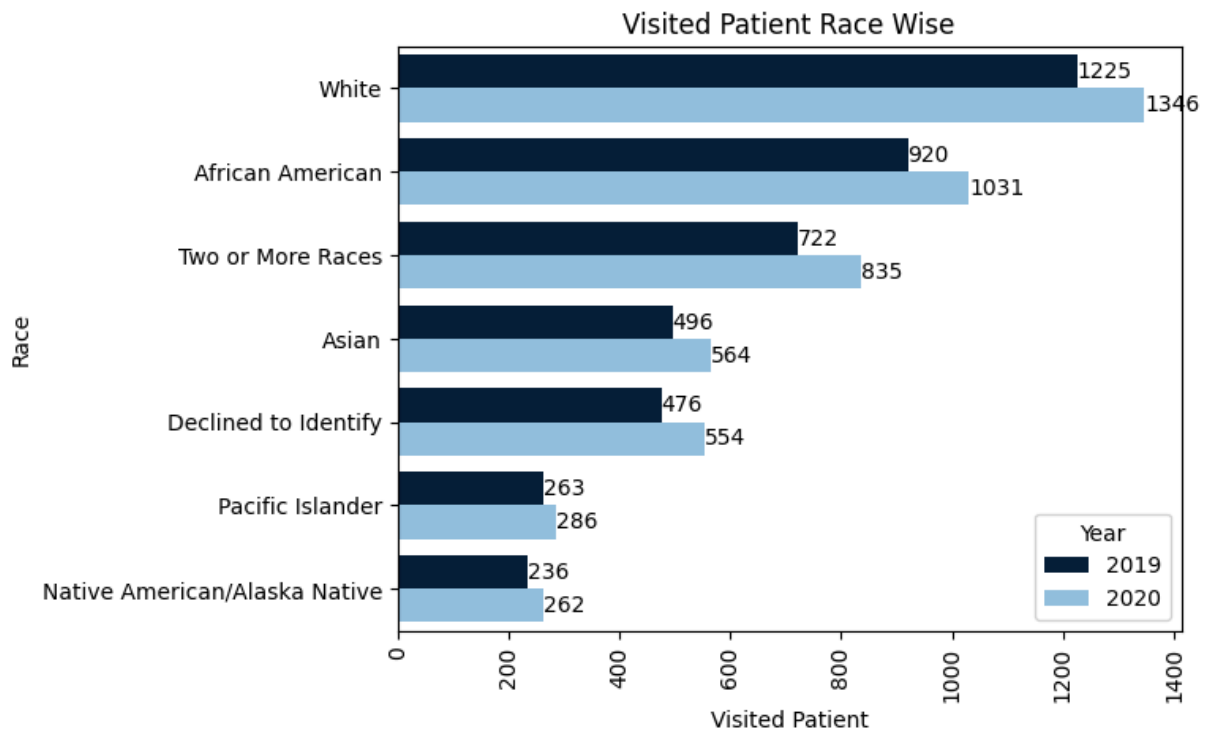
```
In [21]: r1 = df.groupby(df['Year'])[['Race']].value_counts().reset_index()
r1.rename(columns = {'count': 'Visited Patient'}, inplace= True)
r1
```

Out[21]:

	Year	Race	Visited Patient
0	2019	White	1225
1	2019	African American	920
2	2019	Two or More Races	722
3	2019	Asian	496
4	2019	Declined to Identify	476
5	2019	Pacific Islander	263
6	2019	Native American/Alaska Native	236
7	2020	White	1346
8	2020	African American	1031
9	2020	Two or More Races	835
10	2020	Asian	564
11	2020	Declined to Identify	554
12	2020	Pacific Islander	286
13	2020	Native American/Alaska Native	262

In [22]:

```
plt.title('Visited Patient Race Wise')
ax = sns.barplot(data = r1, y = 'Race', x = 'Visited Patient', hue = 'Year', palette=
ax.bar_label(ax.containers[0], fontsize=10)
ax.bar_label(ax.containers[1], fontsize=10)
plt.xticks(rotation = 90)
plt.show()
```



```
In [23]: df.groupby(df['Year'])['Patient Admin Flag'].value_counts().reset_index()
```

```
Out[23]:
```

	Year	Patient Admin Flag	count
0	2019	False	2181
1	2019	True	2157
2	2020	True	2455
3	2020	False	2423

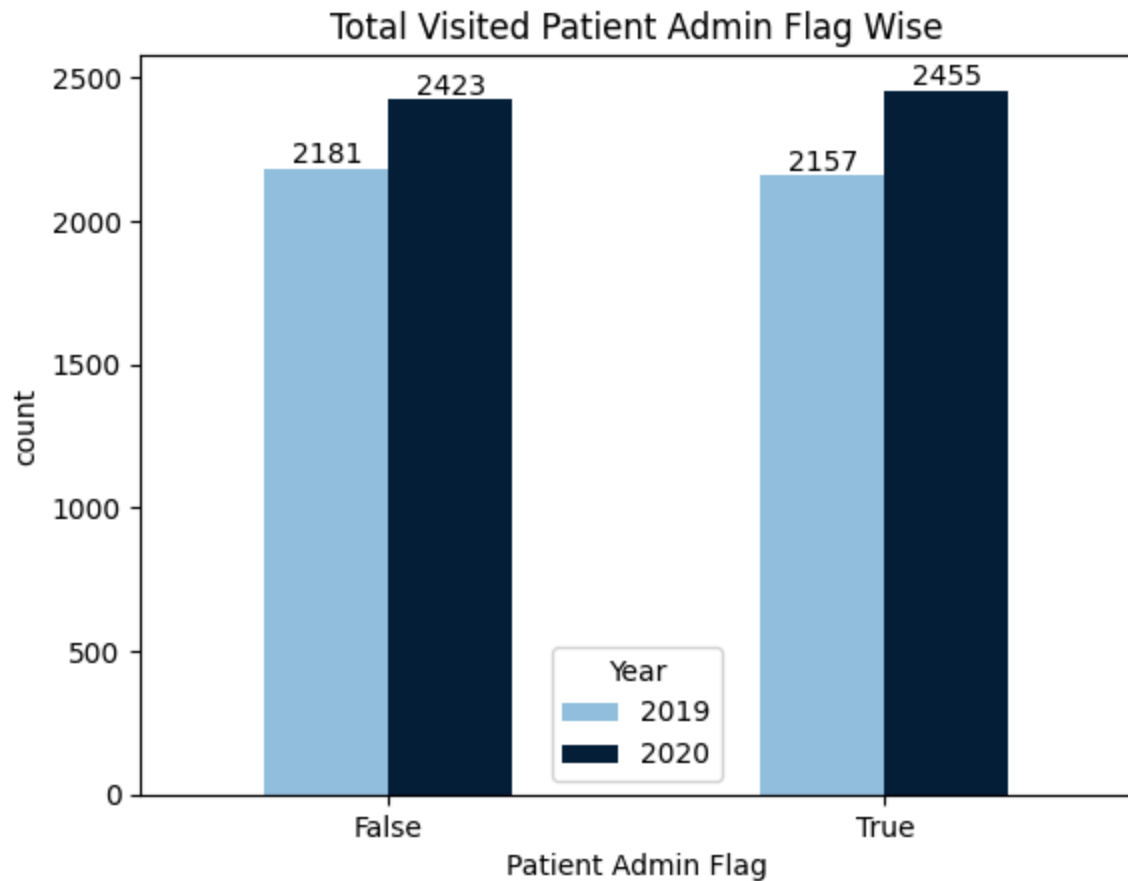
```
In [24]: plt.title('Total Visited Patient Admin Flag Wise')

# Define custom golden & dark blue colors
custom_palette = ['#85C1E9', '#001F3F']

# Create bar chart
ax = sns.countplot(data=df, x='Patient Admin Flag', hue='Year', width=0.5, palette=

# Add value labels to bars
for container in ax.containers:
    ax.bar_label(container, fontsize=10)

plt.show()
```



```
In [25]: data_2019 = df[df['Year']==2019].groupby(['Gender'])['Department Referral'].value_c
data_2019.rename({'count':'Patient_visit'}, axis= 1 , inplace = True)
data_2020 = df[df['Year']==2020].groupby(['Gender'])['Department Referral'].value_c
data_2020.rename({'count':'Patient_visit'}, axis= 1 , inplace = True)
data_2020
#data_2019, data_2020
```

Out[25]:

	Gender	Department Referral	Patient_visit
0	F	General Practice	473
1	F	Orthopedics	238
2	F	Physiotherapy	71
3	F	Cardiology	59
4	F	Neurology	57
5	F	Gastroenterology	42
6	F	Renal	20
7	M	General Practice	488
8	M	Orthopedics	293
9	M	Physiotherapy	71
10	M	Cardiology	64
11	M	Neurology	47
12	M	Gastroenterology	42
13	M	Renal	20
14	NC	General Practice	5
15	NC	Gastroenterology	1
16	NC	Orthopedics	1

In [26]:

```
plt.figure(figsize=(15,6))

# Subplot for 2019
plt.subplot(1,2,1)
plt.title('Department Referral Wise Visit In 2019')
ax1 = sns.lineplot(data=data_2019, x='Department Referral', y='Patient_visit', hue=
plt.xticks(rotation=90)

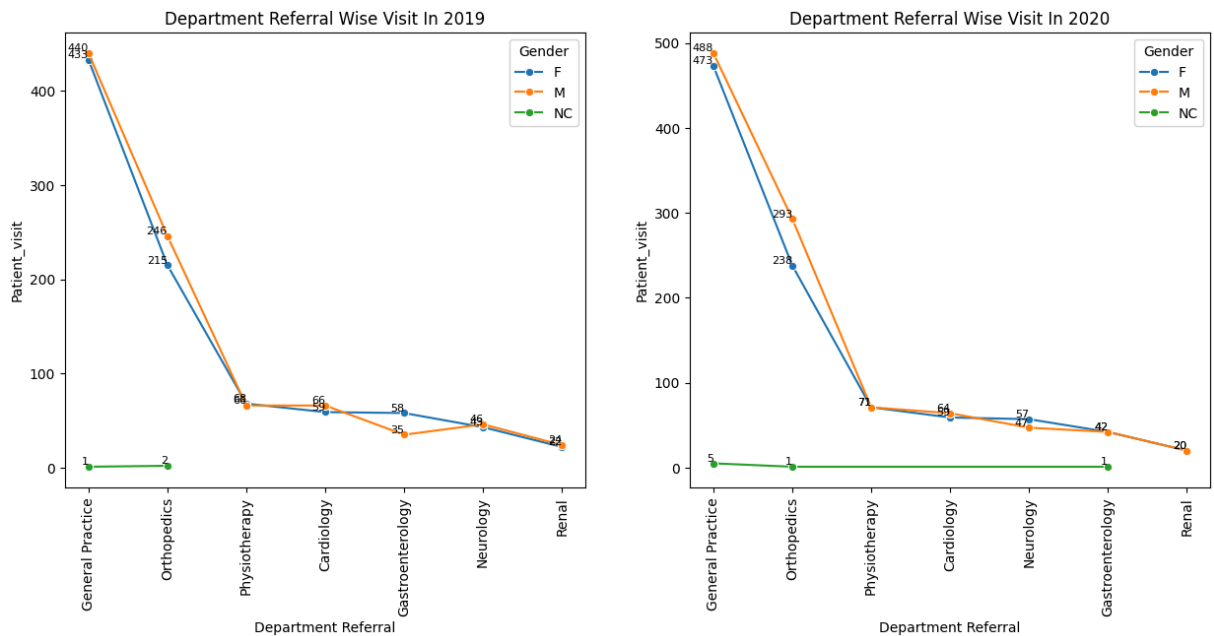
# Add value Labels
for line in ax1.lines:
    for x, y in zip(line.get_xdata(), line.get_ydata()):
        plt.text(x, y, f"{int(y)}", ha='right', va='bottom', fontsize=8)

# Subplot for 2020
plt.subplot(1,2,2)
plt.title('Department Referral Wise Visit In 2020')
ax2 = sns.lineplot(data=data_2020, x='Department Referral', y='Patient_visit', hue=
plt.xticks(rotation=90)

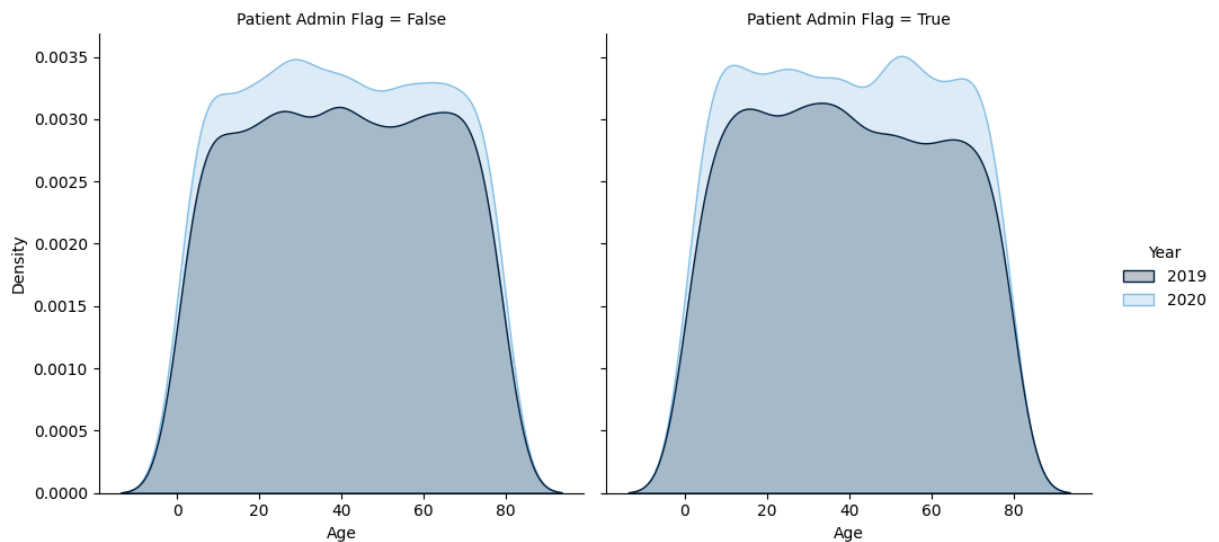
# Add value Labels
for line in ax2.lines:
    for x, y in zip(line.get_xdata(), line.get_ydata()):
```

```
plt.text(x, y, f"{int(y)}", ha='right', va='bottom', fontsize=8)

plt.show()
```



```
In [27]: sns.displot(data = df, x = 'Age', hue = 'Year', kind = 'kde', col='Patient Admin Fl
          palette=['#001F3F', '#85C1E9'])
          plt.show()
```



```
In [28]: round(pd.pivot_table(data = df, index='Department Referral', columns='Gender', valu
```


Out[28]:

	Gender	F	M	NC
Department Referral				
	Cardiology	35.1	35.6	NaN
	Gastroenterology	34.5	37.9	10.0
	General Practice	35.1	34.7	39.2
	Neurology	36.7	36.9	NaN
	Orthopedics	34.5	35.4	30.0
	Physiotherapy	36.0	37.2	NaN
	Renal	35.5	33.9	NaN

```
In [29]: from matplotlib.colors import LinearSegmentedColormap

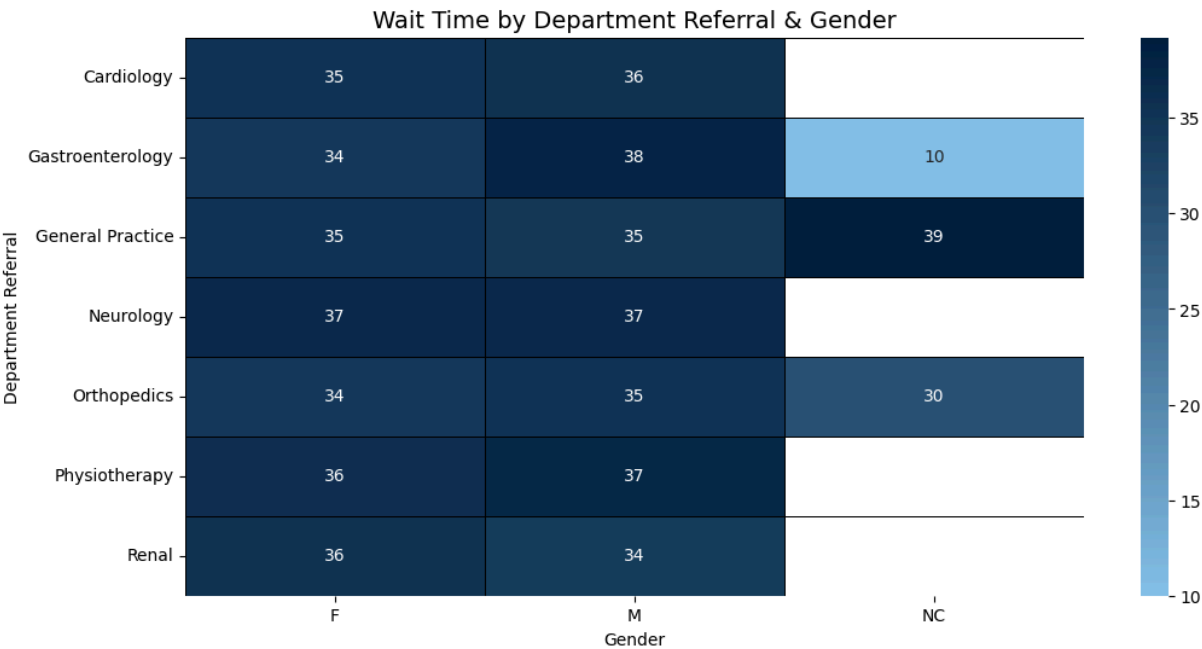
# Create a custom colormap from dark blue to gold
golden_blue_cmap = LinearSegmentedColormap.from_list("golden_blue", ["#85C1E9", "#F0E68C"])

# Create pivot table and round values
pivot_table = round(pd.pivot_table(data=df, index='Department Referral', columns='Gender', values='Wait Time'))

# Plot heatmap
plt.figure(figsize=(12,6))
sns.heatmap(pivot_table, annot=True, cmap=golden_blue_cmap, linewidths=0.5, linecol=0)

# Title
plt.title('Wait Time by Department Referral & Gender', fontsize=14)

plt.show()
```



```
In [30]: from matplotlib.colors import LinearSegmentedColormap

plt.figure(figsize=(18,6))
plt.title('Week & Hour Wise Waiting Time')

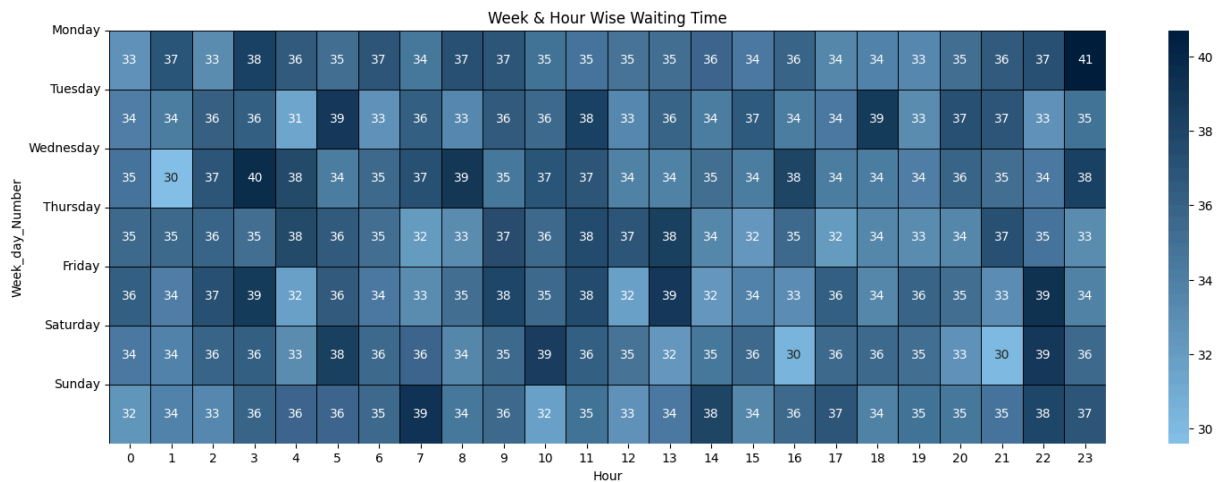
# Create a golden & dark blue colormap
golden_blue_cmap = LinearSegmentedColormap.from_list("golden_blue", ["#85C1E9", "#000000"])

# Pivot table
pivot_r1 = round(pd.pivot_table(data=df, index='Week_day_Number', columns='Hour', values='Waiting_Time'))

# Plot heatmap
sns.heatmap(pivot_r1, annot=True, cmap=golden_blue_cmap, linewidths=0.5, linecolor='black')

# Customize y-axis labels (weekdays)
week_labels = ['Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday', 'Sunday']
plt.yticks(ticks=range(len(week_labels)), labels=week_labels, rotation=0, ha='right')

plt.show()
```



```
In [31]: df['Age'].value_counts()
```

```
Out[31]: Age
39      145
49      142
27      142
18      139
56      139
...
20      101
1       101
75      100
44      100
21      100
Name: count, Length: 79, dtype: int64
```

```
In [32]: def person(x):
          if x < 18:
              return 'Children'
          elif x > 18 and x <= 45:
```

```

    return 'Adults'
else:
    return 'Seniors'

```

```
In [33]: df['Age_Group'] = df['Age'].apply(person)
```

```
In [34]: df.sample(4)
```

Out[34]:

	Date	Patient ID	Gender	Age	Satisfaction Score	Race	Patient Admin Flag	Wait Time	Depart Rel
7781	2019-10-15 21:26:00	164-06-4233	F	59	NaN	Pacific Islander	True	43	Orthop
2951	2019-12-27 22:28:00	593-38-7471	F	62	NaN	African American	True	32	Orthop
7506	2019-05-04 15:38:00	869-06-1488	M	8	NaN	Two or More Races	True	27	
2153	2019-07-28 18:20:00	488-25-0630	F	73	NaN	Native American/Alaska Native	False	18	

```
In [35]: s1 = round(df.groupby('Age_Group')['Satisfaction Score'].mean(),2)
s1
```

```
Out[35]: Age_Group
Adults    5.03
Children  5.01
Seniors   4.95
Name: Satisfaction Score, dtype: float64
```

```
In [36]: df[['Age', 'Age_Group']]
```

```
Out[36]:
```

	Age	Age_Group
0	69	Seniors
1	4	Children
2	56	Seniors
3	24	Adults
4	5	Children
...
9211	60	Seniors
9212	63	Seniors
9213	27	Adults
9214	53	Seniors
9215	30	Adults

9216 rows × 2 columns

```
In [37]: s2 = round(df.groupby('Gender')['Satisfaction Score'].mean(),2)
s2
```

```
Out[37]: Gender
F      4.96
M      5.03
NC     3.20
Name: Satisfaction Score, dtype: float64
```

```
In [38]: s3 = round(df.groupby('Race')['Satisfaction Score'].mean(),2)
s3
```

```
Out[38]: Race
African American      5.07
Asian                 5.01
Declined to Identify  4.97
Native American/Alaska Native  5.12
Pacific Islander      5.33
Two or More Races     4.83
White                 4.94
Name: Satisfaction Score, dtype: float64
```

```
In [39]: plt.figure(figsize=(18, 18))

# ---- Gender Distribution ----
plt.subplot(3,1,1)
gender_counts = df['Gender'].value_counts()
satisfaction_scores = df.groupby('Gender')['Satisfaction Score'].mean().values

ax1 = plt.barh(y=gender_counts.index, width=[10,10,10], color='#85C1E9', height=0.4)
ax2 = plt.barh(y=gender_counts.index, width=satisfaction_scores, color='#154360', h
```

```

for bars in [ax1, ax2]:
    for bar in bars:
        plt.text(bar.get_width() + 0.5, bar.get_y() + bar.get_height()/2, f"{bar.get_y()}",
                  va='center', fontsize=10, color='black')

plt.xlabel("Values")
plt.ylabel("Gender")
plt.title("Gender Distribution & Satisfaction Score")

# ---- Age Group Distribution ----
plt.subplot(3,1,2)
age_counts = df['Age_Group'].value_counts()
satisfaction_scores = df.groupby('Age_Group')['Satisfaction Score'].mean().values

ax1 = plt.barh(y=age_counts.index, width=[10,10,10], color='#F9E79F', height=0.4, 1
ax2 = plt.barh(y=age_counts.index, width=satisfaction_scores, color='#B8860B', height=0.4)

for bars in [ax1, ax2]:
    for bar in bars:
        plt.text(bar.get_width() + 0.5, bar.get_y() + bar.get_height()/2, f"{bar.get_y()}",
                  va='center', fontsize=10, color='black')

plt.xlabel("Values")
plt.ylabel("Age Group")
plt.title("Age Group & Satisfaction Score")

# ---- Race Distribution ----
plt.subplot(3,1,3)
race_counts = df['Race'].value_counts()
satisfaction_scores = df.groupby('Race')['Satisfaction Score'].mean().values

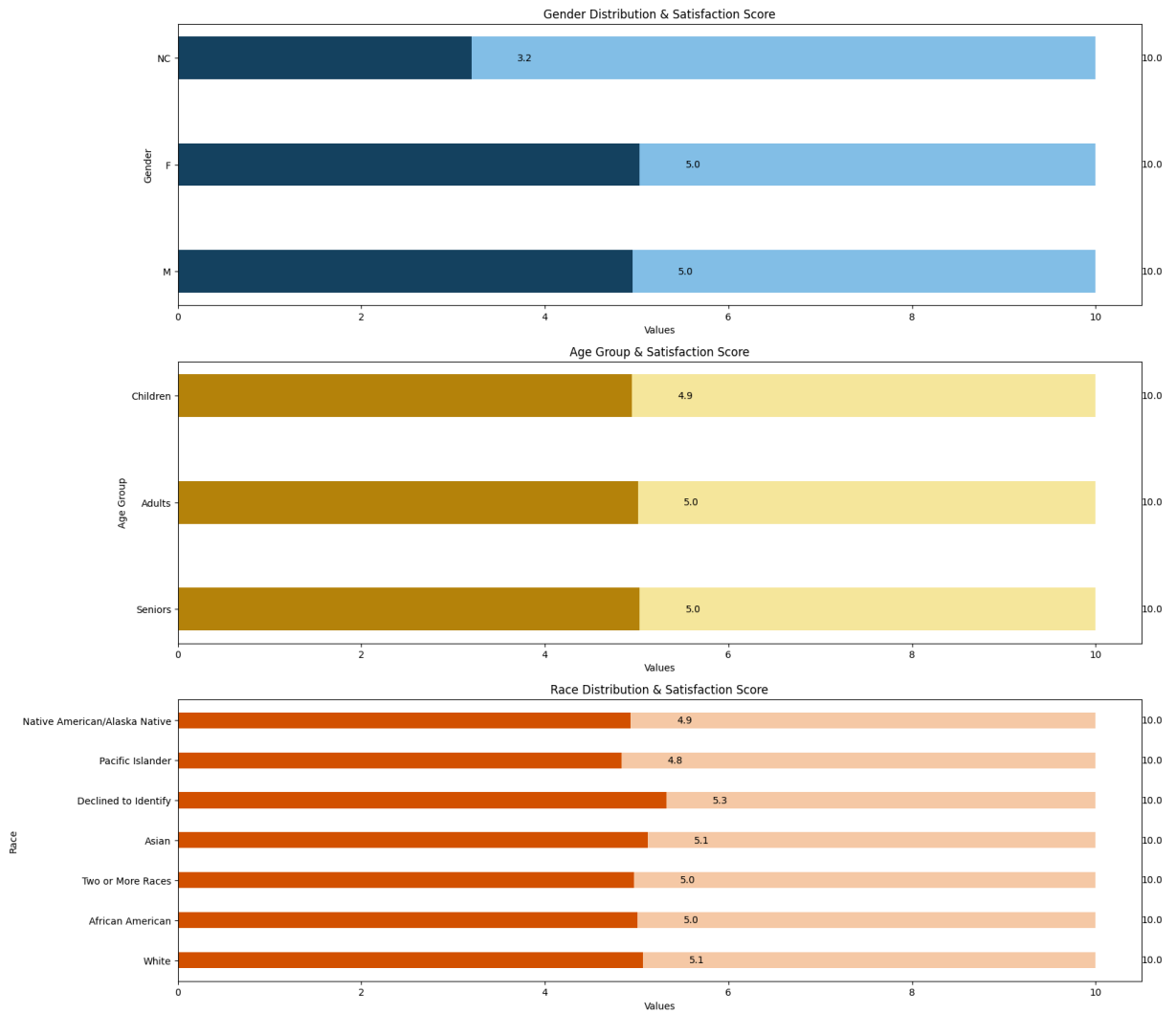
ax1 = plt.barh(y=race_counts.index, width=[10,10,10,10,10,10,10], color='#F5CBA7', height=0.4, 1
ax2 = plt.barh(y=race_counts.index, width=satisfaction_scores, color='#D35400', height=0.4)

for bars in [ax1, ax2]:
    for bar in bars:
        plt.text(bar.get_width() + 0.5, bar.get_y() + bar.get_height()/2, f"{bar.get_y()}",
                  va='center', fontsize=10, color='black')

plt.xlabel("Values")
plt.ylabel("Race")
plt.title("Race Distribution & Satisfaction Score")

plt.show()

```



Summary of the Hospital Emergency Room Visit Analysis

This report analyzes 9,216 emergency room visits from a hospital dataset. The data includes patient demographics, wait times, department referrals, and satisfaction scores. Below are the key insights:

1. Data Overview

Total Records: 9,216 Columns: 11 (Date, Patient ID, Gender, Age, Satisfaction Score, Race, Wait Time, Department Referral, etc.) Missing Values: Satisfaction Score: 72.7% missing (6,699 entries) Department Referral: 58.6% missing (5,400 entries)

2. Patient Demographics

Gender Distribution:

Male: 4,705 Female: 4,487 Non-Classified (NC): 24

Race Breakdown:

White: 2,571 (largest group) African American: 1,951 Two or More Races: 1,557 Asian: 1,060
Other categories include: Pacific Islander, Native American, Declined to Identify

3. Emergency Room Visit Trends

Most Common Department Referrals:

General Practice: 1,840 visits Orthopedics: 995 visits Physiotherapy: 276 visits Others:
Cardiology, Neurology, Gastroenterology, and Renal Yearly Breakdown:

2019: White: 1,225 visits African American: 920 visits 2020: White: 1,346 visits African
American: 1,031 visits Admin Flag (Patient Admitted or Not):

True: 4,612 False: 4,604

4. Wait Time & Satisfaction Analysis

Wait Time Distribution (Grouped by Department & Gender)

On average, wait times were higher in Physiotherapy & Cardiology Males and Females had
similar wait times across departments Satisfaction Score by Category:

By Age Group: Adults: 5.03 Children: 5.01 Seniors: 4.95 By Gender: Male: 5.03 Female: 4.96
Non-Classified (NC): 3.20 By Race: Highest Satisfaction: Pacific Islander (5.33), Native
American (5.12) Lowest Satisfaction: Two or More Races (4.83), White (4.94)

5. Visualizations & Data Processing

Bar Charts & Line Charts were created for Gender, Age, and Race-based patient distribution.
Heatmaps were used to analyze wait time trends by week and hour. KDE Plot was used for
age distribution.

6. Key Findings

Satisfaction Scores are missing for over 70% of patients, making analysis difficult. General
Practice is the most visited department, followed by Orthopedics. Most ER visits happened

during weekdays, with peak hours in the morning and late evening. Men had slightly higher satisfaction scores than women. Older patients had lower satisfaction scores, possibly due to longer wait times.

7. Recommendations

Improve Satisfaction Data Collection: Address missing satisfaction scores by requiring patients to provide feedback. Reduce Wait Times in Key Departments: Focus on Physiotherapy, Cardiology, and Neurology to improve efficiency. Improve Senior Patient Experience: Since older patients report lower satisfaction, reducing wait times for them can help. Further Analysis on "NC" Gender Category: This group had significantly lower satisfaction (3.20), requiring further investigation.

In []: