Project Purpose

We need to create a Hospital Emergency Room Analysis Dashboard in Excel to improve efficiency and provide useful insights. This dashboard will help stakeholders to monitor , analyze and make better decisions for managing patients and improving services.

KPI’S Requirement

* Number of Patients :

Total number of patients visiting the Emergency Room each day.

* Average Wait Time :

Average time patients wait to see a medical professional.

* Patient Satisfaction Score :

Average satisfaction score of patients to assess service quality.

* Patient Admission Status :

How many patients were admitted VS not admitted.

This report shows the Hospital Emergency Room Analysis from 01-04-2023 to 30-10-2024.

* Patients Admissions:

Out of 9,216 number of patients, only 4,612 were admitted and 4,604 were not admitted. This means nearly half of the patients did not require admission or were not able to get admission.

* Patients Satisfaction:

The average Satisfaction Score 4.99 (out of 10) which indicates that patients are not fully satisfied with the hospital’s service.

* Wait Time :

The average wait time is 35.26 minutes. Only 38% of patients were able to attended within time, while 62% experienced delays.

* Demographics :

Patients are almost evenly split 4,729 with males and 4,487 with females. The largest patient group is between 15-29 years with 1,801 patients, followed by 30-45years with 1,755 patients and 45-59 years with 1,731 patients.

* Departments:

Most patients 5,400 were not assigned to a specific department “None” while the highest departmental cases were in General Practice with 1,840 and Cardiology with 995.

Key Insights and Recommendations

1. Reduce wait time:

Since the 62% of patients face delays the hospital should increase staff or emergency room capacity to improve wait time.

1. Improve Patient Satisfaction:

With a low satisfaction score 4.99 out of 10, the hospital should focus more on better communication, faster service and improved facilities.

1. Optimize Admissions:

The hospital should find out the reason for not admitted patients and make the process better.

1. Target Age Groups:

The hospital should target the programs for 15-29 and 30-45 groups which comes in largest patient segments.

1. Departments:

The hospital should give more resources to General Practice and Cardiology for its high demand.