HealthFirst Care Excel Dashboard Evidence and Operating Guide

Dashboard lab portfolio evidence

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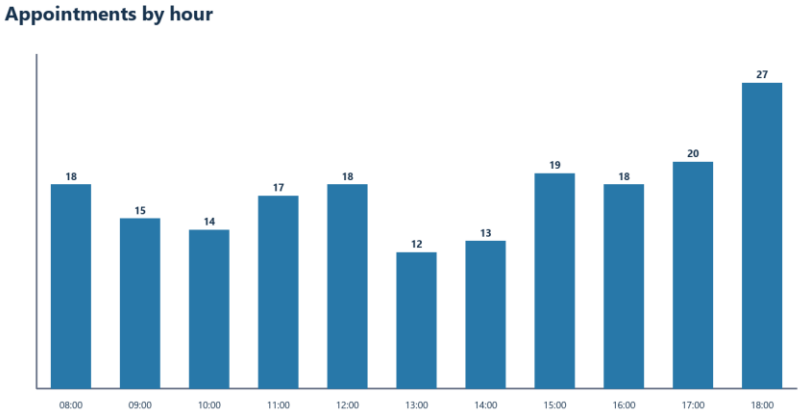
Decision purpose and reader

The dashboard supports hospital operations and leadership review of appointment volume and outcome, patient wait and feedback, resource use and availability. It is implemented locally in Excel. It is not a Cognos or Looker Studio artifact.

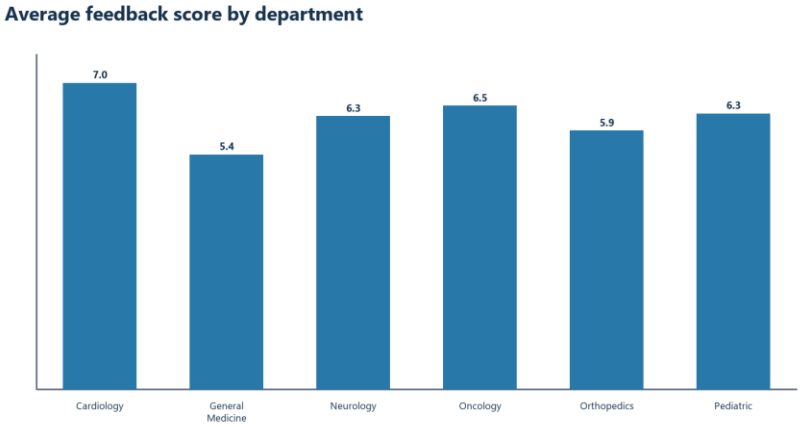
KPI definitions

KPI	Definition	Population and unit	Missing-data treatment
Appointments	Count of appointment rows	Rows; all or selected department	Missing AppointmentID retained but disclosed
Completion rate	Completed divided by all appointment rows in the selected department or full population	Percent	Missing status remains in denominator for headline; PivotTable supports known-status review
No-show rate	No Show divided by all appointment rows in the selected department or full population	Percent	Same denominator rule as completion
Average wait	Mean of nonmissing feedback wait-time values in the selected department or full population	Minutes	Three blanks excluded from 198 substantive feedback rows
Average feedback	Mean after lab-directed score imputation	1–10 score	Six blank scores use valid-score mean
Average resource usage	Mean UsageHours	Hours per resource observation	No missing UsageHours
Availability rate	Available observations divided by resource observations	Percent	Missing department is unavailable, never zero

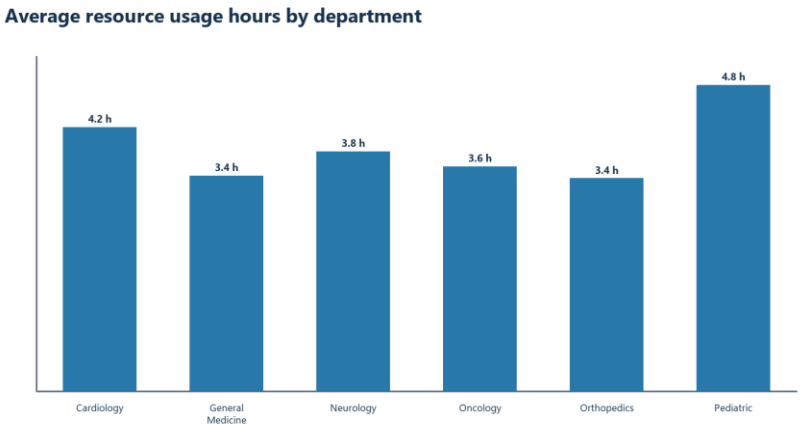
Dashboard views



Volume view



Patient feedback view



Resource view

Filters refresh and use

- Use Dashboard!B2 (All or one department) to update the front-page cards, comparison table and both chart series together. The headline card denominator is all appointment rows in that selection.
- Use native slicers on Pivot Appointments for Department and Status, Pivot Satisfaction for Department and Satisfaction Level, and Pivot Resources for Department and Availability. These are separate exploratory views: their slicers do not change the front-page cards.
- Replace or append source rows only through the governed source process, rerun the documented cleaning build, then refresh all PivotTables.
- Review the Data Quality Log and unmatched records before using dashboard values in a decision.

Functional checks

Check	Expected result	Status
Refresh PivotTables	Pivot tables remain linked to Excel tables	Passed locally
Front-page department control	All shows 200 appointments; Cardiology shows 38; table and chart series change; reset restores all	Passed locally
Slicer interaction	Six native slicers are wired to pivots; their selection changes the corresponding pivot views	Passed locally
Blank versus zero	Three missing wait values remain blank; unmatched KPI shows Unavailable	Passed locally
Repeated feedback	Patient summary aggregates by ID, retaining record count; ten patients have repeated substantive feedback	Passed locally
Source reconciliation	Clean counts are 200 appointments, 198 feedback and 200 resources; mean feedback is 6.270833	Passed locally

Platform limitation

The original Coursera dashboard page could not be retrieved without an authenticated course session. The local Excel implementation satisfies the analytical and portfolio evidence requirement but does not establish platform-specific Cognos or Looker completion.

Open the standalone Excel dashboard workbook