Client Meeting Minutes #2

Date/Time	31st Jan 2017
Venue	Singapore Hospital, Outram Park
Attendees	Nasrullah Bin Khairullah, Zoe & Aishwarya
Agenda	1. Take the client through the initial exploratory data analysis 2. Clarify certain questions about the variables in the data set 3. Gather opinion on the subsequent steps to be taken

S/N	Notes/Task	Actor	Follow-up Action
1.	We presented a powerpoint deck to our sponsor, highlighting the initial findings from our data exploration. The sponsor presented us with some suggestions and clarified our doubts regarding the anomalies in distribution of some data: ● In the case of months, we observed the later half of the year as having more cancellations. But the sponsor told us to look into the fact this was 20 months of data, so there may be repeated months ● The sponsor told us to look into binning the time slots of appointments according to a graph ● The sponsor suggested us to separate the two clinics in terms of identifying whether the location of the two clinics played a factor in no-shows. ● We had some confusions regarding the variables in the race category, which we clarified with the reception staff. The O stood for 'others', N for 'no race', and S for 'sikhs' ● The sponsor told us to remove 'XP' from visit type, as that refers to consults made internally within doctors	Nas	Study the data accordingly
2.	Regarding the doctors who attend to patients, we wanted to see the relationship between the two. But the sponsor told us that different doctors have different functions, and so this method may not be the best. For example, certain doctors like Ms. Wendy, are research doctors. They take in patients for research purposes only. But the sponsor pointed us to a doctor called Lim Wei Hui, who is not a researcher and has dropping patients. He told us to analyze the reason for that.		
3.	The sponsor told us that there can be different types of allied health visits, and because of that patients may have more than one AF. First Visits(FV) can only		

	be one, unless there has been no touch point with the patient over a year. In that case, the second visit of the patient would be considered an FV		
4.	We told the sponsor of the two ways of analysis: per patient and per episode. For the per patient basis, he told us to exclude 1 from 'Plan_Ind' variable. He told us to conduct our analysis in two ways: one, to analyze the risk factor depending on their location, sex and age. The second should be a chain analysis to predict the probability of defaulting on an appointment independent of previous appointments.	All	To research on Markov Chain
5.	We asked a question on the referrals, whether the patients get a chance to choose which clinic they can visit. The sponsor told us that more often than not, the patients are just allotted the clinic depending on the free slots available. Sometimes the patient may get a preference to choose		
6.	The sponsor took us for a tour around the clinic in the south.		