

Case 32: Analyzing Patient Satisfaction with Healthcare Services

A hospital conducted a survey to assess patient satisfaction with its services. The response variable has three levels: Low Satisfaction, Moderate Satisfaction, High Satisfaction. The hospital collected data on the following predictors: Age: Patient age (years), Wait Time: Time spent waiting before being attended (minutes), and insurance: Whether the patient has private insurance (0 = No, 1 = Yes). The goal is to model how these predictors influence satisfaction levels. ([download data](#))

Initial Questions

1. What are the research objectives?
2. What are the statistical questions?
3. What is the response variable, and what is the data type of the response variable?
4. What are the explanatory variables of interest?
5. Are there covariates?
6. What is the population of interest?
7. What is the subject, and what is the number of distinct subjects?
8. Are there subject-level data?
9. Are response variables dependent (repeated measures / clustered subjects)?
10. Are the subjects selected randomly?
11. Are the subjects randomly assigned to different groups?

Initial Thoughts