Clinic Q - Week 20 of 2023 Report

This report details the key performance indicators for Clinic Q during the week of May 15th to May 21st, 2023.

Patient Volume and Care:

Clinic Q served a total of 1,069 patients during this period. The average time for patients to be served was 14 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 2 minutes, "Semi-Urgent" patients waited 4 minutes, and "Non-Urgent" patients waited an average of 15 minutes. Patient satisfaction scores averaged 3, indicating room for improvement in patient experience.

Operational Efficiency:

The number of readmissions for the week was 4, suggesting a satisfactory rate of post-discharge care. 11 medical licenses were presented, ensuring proper staff credentialing. A total of 63 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 46%, indicating efficient resource allocation. Clinic Q ordered and consumed 1,260 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 8%, which is within the acceptable range.

Financial Performance and Outpatient Services:

The average cost per patient was $213. Clinic Q saw 378 outpatient appointments, showcasing a strong commitment to community health. There were 39 emergency room visits, indicating a high demand for acute care services. 5 surgical procedures were performed, reflecting the clinic's capability in surgical interventions. The bed occupancy rate was 35%, demonstrating utilization of available resources. Due to the winter season, we observed a slight increase in patient volume and bed occupancy rates, with a temperature increase of 0.6. This increase in volume did not exceed the clinic's capacity, allowing for continued efficient service delivery.