

## ## Clinic M - Week 2 of 2023 Report

This report details the key performance indicators for Clinic M during the second week of 2023, covering the period from January 9th to January 15th.

### \*\*Patient Volume and Care:\*\*

Clinic M served a total of 896 patients during this period. The average time for patients to be served was 12 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 2 minutes, "Semi-Urgent" patients waited 3 minutes, and "Non-Urgent" patients waited an average of 7 minutes. Patient satisfaction scores averaged 3, indicating a need for improvement in patient experience.

### \*\*Operational Efficiency:\*\*

The number of readmissions for the week was 5, suggesting potential areas for improvement in post-discharge care. 12 medical licenses were presented, ensuring proper staff credentialing. A total of 66 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 46%, indicating room for optimization in resource allocation. Clinic M ordered and consumed 2700 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 10%, which is within the acceptable range.

### \*\*Financial Performance and Outpatient Services:\*\*

The average cost per patient was \$286. Clinic M saw 364 outpatient appointments, showcasing a strong commitment to community health. There were 41 emergency room visits, indicating a moderate demand for acute care services. 7 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 49%, demonstrating good utilization of available resources. Due to the winter season, the occupancy rate experienced a random increase of 0.6%, reaching 49.6%.