

## ## Clinic Q - Week 37 of 2023 Report

This report details the key performance indicators for Clinic Q during the week of September 11th to September 17th, 2023.

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

Clinic Q served a total of 1993.68 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 3 minutes, "Semi-Urgent" patients waited 13 minutes, and "Non-Urgent" patients waited an average of 15 minutes. Patient satisfaction scores averaged 3, indicating a need for improvement in patient experience.

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

The number of readmissions for the week was 4, suggesting potential areas for improvement in post-discharge care. 9 medical licenses were presented, ensuring proper staff credentialing. A total of 115 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 46%, indicating potential for optimization in resource allocation. Clinic Q ordered and consumed 1260 supplies, demonstrating the volume of patient care provided. The turnover rate of staff stood at 17%, suggesting a need for addressing factors contributing to staff turnover.

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

The average cost per patient was \$184. Clinic Q saw 378 outpatient appointments, showcasing a strong commitment to community health. There were 19 emergency room visits, indicating a high demand for acute care services. 9 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate, adjusted for winter seasonality, was 35%, demonstrating efficient utilization of available resources.