

## ## Clinic M - Week 15 of 2023 Report

This report details the key performance indicators for Clinic M during week 15 of 2023, covering the period from April 10th to April 16th.

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

Clinic M served a total of 1,193.89 patients during this period. The average time for patients to be served was 9 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 2 minutes, "Semi-Urgent" patients waited 7 minutes, and "Non-Urgent" patients waited an average of 9 minutes. Patient satisfaction scores averaged 3, indicating a need for improvement in the overall patient experience.

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

The number of readmissions for the week was 10, suggesting potential areas for improvement in post-discharge care. 18 medical licenses were presented, ensuring proper staff credentialing. A total of 83 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 46%, indicating potential for optimizing resource allocation. Clinic M ordered and consumed 2,411 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 \$263. Clinic M saw 516 outpatient appointments, showcasing a strong commitment to community health. There were 31 emergency room visits, indicating a high demand for acute care services. 5 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 44%, demonstrating high utilization of available resources.