

## ## Clinic E - Week 41 of 2023 Report

This report details the key performance indicators for Clinic E during the week of October 9th to October 15th, 2023.

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

Clinic E served a total of 2,496 patients during this period. The average time for patients to be served was 13 minutes. Patients categorized as "Urgent" waited an average of 5 minutes, "Semi-Urgent" patients waited 16 minutes, and "Non-Urgent" patients waited an average of 20 minutes. Patient satisfaction scores averaged 3, indicating a need for potential improvement in patient experience.

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

The number of readmissions for the week was 18, highlighting potential areas for improvement in post-discharge care. 17 medical licenses were presented, ensuring proper staff credentialing. A total of 172 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 85%, indicating efficient resource allocation. Clinic E ordered and consumed 2270 supplies, demonstrating the volume of patient care provided. The turnover rate of staff stood at 18%, which is within the acceptable range.

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

The average cost per patient was \$196. Clinic E saw 703 outpatient appointments, showcasing a strong commitment to community health. There were 28 emergency room visits, indicating a high demand for acute care services. 11 surgical procedures were performed, reflecting the center's capability in surgical interventions. Due to the seasonal increase in patient volume during winter, the Bed Occupancy Rate has risen to 63%, demonstrating high utilization of available resources.