

Clinic Q - Week 38 of 2023 Report

This report details the key performance indicators for Clinic Q during the week of September 18th to September 24th, 2023.

Patient Volume and Care:

Clinic Q served a total of 1302.6 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 4 minutes, "Semi-Urgent" patients waited 6 minutes, and "Non-Urgent" patients waited an average of 11 minutes. Patient satisfaction scores averaged 3, indicating potential areas for improvement in the patient experience.

Operational Efficiency:

The number of readmissions for the week was 4, suggesting potential areas for improvement in post-discharge care. 14 medical licenses were presented, ensuring proper staff credentialing. A total of 90 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 2286 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 9%, which is within the acceptable range.

Financial Performance and Outpatient Services:

The average cost per patient was \$154. 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. 5 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 35%, demonstrating a high utilization of available resources. Due to the winter season, there was a slight increase in the number of patients and bed occupancy rate. However, it is important to note that the occupancy rate remains below 100% despite the increased demand.