

## ## Clinic W - Week 3 of 2023 Report

This report details the key performance indicators for Clinic W during the third week of 2023, covering the period from January 16th to January 22nd.

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

Clinic W served a total of 1,376 patients during this period, representing a slight increase from the previous week. The average time for patients to be served was 7 minutes, demonstrating efficiency in patient flow. Examining the data based on urgency levels, patients categorized as "Urgent" waited an average of 2 minutes, "Semi-Urgent" patients waited 5 minutes, and "Non-Urgent" patients waited an average of 18 minutes. Patient satisfaction scores averaged 3, indicating areas for improvement in patient experience.

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

The number of readmissions for the week was 3, suggesting ongoing efforts in post-discharge care. 7 medical licenses were presented, ensuring proper staff credentialing. A total of 59 staff training hours were dedicated to enhancing skills and knowledge, demonstrating a commitment to professional development. The utilization rate of equipment and resources was 46%, indicating efficient resource allocation. Clinic W ordered and consumed 980 supplies, reflecting the volume of patient care provided. The turnover rate of staff stood at 9%, which is within the acceptable range.

### \*\*Outpatient Services:\*\*

Clinic W saw 374 outpatient appointments, showcasing a strong commitment to community health. There were 26 emergency room visits, indicating a high demand for acute care services. 3 surgical procedures were performed, reflecting the clinic's capability in surgical interventions. The bed occupancy rate was 30%, demonstrating high utilization of available resources, considering the winter season and potential increase in patient volume.