

## ## Clinic E - Week 49 of 2023 Report

This report details the key performance indicators for Clinic E during the week of December 4th to December 10th, 2023.

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

Clinic E served a total of 2231.58 patients during this period, a slight increase from the previous week likely due to the onset of winter. The average time for patients to be served was 17 minutes. Breaking down the average time to get served by urgency level, patients categorized as "Urgent" waited an average of 4 minutes, "Semi-Urgent" patients waited 7 minutes, and "Non-Urgent" patients waited an average of 35 minutes. Patient satisfaction scores averaged 5, indicating a highly positive overall experience.

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

The number of readmissions for the week was 9, highlighting the clinic's focus on preventing readmissions and providing effective care. 13 medical licenses were presented, ensuring proper staff credentialing. A total of 166 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 46%, indicating efficient resource allocation. Clinic E ordered and consumed 2509 supplies, highlighting the volume of patient care provided. The turnover rate of staff stood at 13%, which is within the acceptable range.

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

The average cost per patient was \$399. Clinic E saw 681 outpatient appointments, showcasing a strong commitment to community health. There were 51 emergency room visits, indicating a demand for acute care services. 20 surgical procedures were performed, reflecting the clinic's capability in surgical interventions. The bed occupancy rate was 46%, demonstrating utilization of available resources.