

## ## Clinic H - Week 42 of 2023 Report

This report details the key performance indicators for Clinic H during the week of October 16th to October 22nd, 2023.

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

Clinic H served a total of 840 patients during this period. The average time for patients to be served was 7 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 3 minutes, "Semi-Urgent" patients waited 3 minutes, and "Non-Urgent" patients waited an average of 11 minutes. Patient satisfaction scores averaged 3, indicating a need for improvement in patient experience.

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

The number of readmissions for the week was 9, suggesting potential areas for improvement in post-discharge care. 14 medical licenses were presented, ensuring proper staff credentialing. A total of 109 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 50%, indicating room for optimizing resource allocation. Clinic H ordered and consumed 1749 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 7%, which is within the acceptable range.

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

The average cost per patient was \$188. Clinic H saw 680 outpatient appointments, showcasing a strong commitment to community health. There were 18 emergency room visits, indicating a relatively low demand for acute care services. 6 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 37%, demonstrating a moderate utilization of available resources.

### \*\*Winter Impact:\*\*

Due to the winter season, Clinic H experienced a slight increase in patient volume and utilization of resources. The increase in patient volume was observed across all urgency levels, resulting in a moderate increase in the average time to be served. The bed occupancy rate also saw a slight increase, indicating a greater demand for services during the winter months.