Clinic Q - Week 53 of 2023 Report

This report details the key performance indicators for Clinic Q during the week of December 25th, 2023 to December 31st, 2023, encompassing the holiday season.

Patient Volume and Care:

Clinic Q served a total of 1,519 patients during this period. The average time for patients to be served was 8 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 3 minutes, "Semi-Urgent" patients waited 10 minutes, and "Non-Urgent" patients waited an average of 16 minutes. Patient satisfaction scores averaged 3, indicating a need for improvement in patient experience.

Operational Efficiency:

The number of readmissions for the week was 6, suggesting a potential need for review in post-discharge care protocols. 15 medical licenses were presented, ensuring proper staff credentialing. A total of 107 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 46%, highlighting potential for optimization. Clinic Q ordered and consumed 1,676 supplies, reflecting the high volume of patient care provided. The turnover rate of staff stood at 9%, within the acceptable range.

Financial Performance and Outpatient Services:

The average cost per patient was $154. Clinic Q saw 382 outpatient appointments, showcasing a strong commitment to community health. There were 19 emergency room visits, demonstrating a high demand for acute care services. 6 surgical procedures were performed, reflecting the clinic's capability in surgical interventions. The bed occupancy rate was 35%, potentially indicating room for improvement in patient capacity.

Winter Impact:

Due to the winter season, a slight increase in patient volume and demand for services was observed, with an increase in both patient numbers and emergency room visits. However, the increase remained within acceptable limits, demonstrating the resilience of Clinic Q's operational efficiency.