

## ## Clinic M - Week 48 of 2023 Report

This report details the key performance indicators for Clinic M during the week of November 27th to December 3rd, 2023.

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

Clinic M served a total of 991 patients during this period. The average time for patients to be served was 14 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 2 minutes, "Semi-Urgent" patients waited 6 minutes, and "Non-Urgent" patients waited an average of 7 minutes. Patient satisfaction scores averaged 3, suggesting potential areas for improvement in patient experience.

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

The number of readmissions for the week was 7, indicating potential areas for improvement in post-discharge care. 17 medical licenses were presented, ensuring proper staff credentialing. A total of 66 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 46%, highlighting potential for further optimization. Clinic M ordered and consumed 2214 supplies, indicating a high volume of patient care provided. The turnover rate of staff stood at 10%, which is within the acceptable range.

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

The average cost per patient was \$158. Clinic M saw 364 outpatient appointments, showcasing a strong commitment to community health. There were 20 emergency room visits, indicating a high demand for acute care services. 6 surgical procedures were performed, reflecting the center's capability in surgical interventions. Due to the winter season, the \*\*Bed Occupancy Rate\*\* experienced a slight increase, reaching \*\*35%\*\*, demonstrating a higher demand for services during this period.