

## ## Clinic H - Week 52 of 2023 Report

This report details the key performance indicators for Clinic H during the last week of 2023, covering the period from December 25th to December 31st.

### \*\*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 1 minute, "Semi-Urgent" patients waited 4 minutes, and "Non-Urgent" patients waited an average of 6 minutes. Patient satisfaction scores averaged 3, suggesting potential areas for improvement in patient experience.

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

The number of readmissions for the week was 5, indicating a need for further investigation into potential causes and areas for improvement in post-discharge care. 8 medical licenses were presented, ensuring proper staff credentialing. A total of 90 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 50%, suggesting potential room for optimization. Clinic H ordered and consumed 1870 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 \$345. Clinic H saw 350 outpatient appointments, showcasing a strong commitment to community health. There were 18 emergency room visits, indicating a high demand for acute care services. 12 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 35%, indicating a low utilization of resources. During the winter season, the bed occupancy rate saw a slight increase by 0.6% compared to the previous month, potentially due to the seasonal surge in patients seeking care.