

## ## Clinic M - Week 26 of 2023 Report

This report details the key performance indicators for Clinic M during the week of June 26th to July 2nd, 2023.

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

Clinic M served a total of 1,237 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 2 minutes, "Semi-Urgent" patients waited 7 minutes, and "Non-Urgent" patients waited an average of 17 minutes. Patient satisfaction scores averaged 3, suggesting areas for improvement in patient experience.

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

The number of readmissions for the week was 5, indicating a relatively low rate of readmission. 9 medical licenses were presented, ensuring proper staff credentialing. A total of 135 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 96%, demonstrating efficient resource allocation. Clinic M ordered and consumed 2,458 supplies, highlighting the 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 \$337. Clinic M saw 438 outpatient appointments, showcasing a strong commitment to community health. There were 20 emergency room visits, indicating a moderate demand for acute care services. 9 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 35%, demonstrating moderate utilization of available resources.

**\*\*Note:\*\*** Due to the winter season, we observed a slight increase in certain metrics, notably patient volume and bed occupancy. However, these increases remained within acceptable ranges, indicating a robust response to seasonal demand.