

## ## Clinic H - Week 51 of 2023 Report

This report details the key performance indicators for Clinic H during the week of December 19th to December 25th, 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 2 minutes, "Semi-Urgent" patients waited 3 minutes, and "Non-Urgent" patients waited an average of 12 minutes. Patient satisfaction scores averaged 3, indicating a need for improvement in patient experience.

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

The number of readmissions for the week was 5, suggesting a need to assess and improve post-discharge care. 8 medical licenses were presented, ensuring proper staff credentialing. A total of 131 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 50%, indicating room for improvement in resource allocation. Clinic H ordered and consumed 1260 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 13%, which is slightly above the average.

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

The average cost per patient was \$308. Clinic H saw 711 outpatient appointments, showcasing a commitment to community health. There were 18 emergency room visits, indicating a moderate demand for acute care services. 7 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 43%, demonstrating good utilization of available resources, especially during the winter season which typically sees an increase in patient volume.