

## ## Clinic O - Week 18 of 2023 Report

This report details the key performance indicators for Clinic O during week 18 of 2023, covering the period from April 30th to May 6th.

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

Clinic O served a total of 1,073 patients during this period. The average time for patients to be served was 9 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 2 minutes, "Semi-Urgent" patients waited 5 minutes, and "Non-Urgent" patients waited an average of 13 minutes. Patient satisfaction scores averaged 5, indicating a highly positive overall experience.

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

The number of readmissions for the week was 11, suggesting potential areas for improvement in post-discharge care. 11 medical licenses were presented, ensuring proper staff credentialing. A total of 121 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 46%, indicating efficient resource allocation. Clinic O ordered and consumed 1,330 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 13%, which is within the acceptable range.

### \*\*Outpatient Services:\*\*

Clinic O saw 392 outpatient appointments, showcasing a strong commitment to community health. There were 20 emergency room visits, indicating a moderate demand for acute care services. 7 surgical procedures were performed, reflecting the clinic's capability in surgical interventions.

### \*\*Winter Impact:\*\*

Due to the ongoing winter season, we observed a slight increase in patient volume, specifically in the number of patients served (0.6% increase). The bed occupancy rate saw a moderate increase to 37% due to the winter season.

### \*\*Financial Performance:\*\*

The average cost per patient was \$165.

