

## ## Center A - Week 29 of 2023 Report

This report details the key performance indicators for Center A during the week of July 17th to July 23rd, 2023.

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

Center A served a total of 4,200 patients during this period. The average time for patients to be served was 21 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 7 minutes, "Semi-Urgent" patients waited 14 minutes, and "Non-Urgent" patients waited an average of 49 minutes. Patient satisfaction scores averaged 5, indicating a highly positive overall experience.

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

The number of readmissions for the week was 41, suggesting continued focus on improving post-discharge care. 70 medical licenses were presented, ensuring proper staff credentialing. A total of 451 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 87%, indicating efficient resource allocation. Center A ordered and consumed 14,455 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 8%, which is within the acceptable range.

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

The average cost per patient was \$350. Center A saw 2,374 outpatient appointments, showcasing a strong commitment to community health. There were 711 emergency room visits, indicating a high demand for acute care services. 412 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 78%, demonstrating high utilization of available resources. Due to the winter season, a slight increase in occupancy rate was observed, although it remained well below the maximum capacity.