

Center C - Week 14 of 2023 Report

This report details the key performance indicators for Center C during the fourteenth week of 2023, covering the period from March 27th to April 2nd.

Patient Volume and Care:

Center C served a total of 6,414 patients during this period. The average time for patients to be served was 33 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 11 minutes, "Semi-Urgent" patients waited 31 minutes, and "Non-Urgent" patients waited an average of 48 minutes. Patient satisfaction scores averaged 5, indicating a high level of patient satisfaction.

Operational Efficiency:

The number of readmissions for the week was 32, suggesting potential areas for improvement in post-discharge care. 152 medical licenses were presented, ensuring proper staff credentialing. A total of 887 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 63%, highlighting the efficient allocation of resources. Center C ordered and consumed 7,700 supplies, indicating a high volume of patient care provided. The turnover rate of staff stood at 6%, which is within the acceptable range.

Financial Performance and Outpatient Services:

The average cost per patient was \$364. Center C saw 1,540 outpatient appointments, showcasing a strong commitment to community health. There were 420 emergency room visits, indicating a high demand for acute care services. 245 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 75%, demonstrating high utilization of available resources. Due to the winter season, there was a random increase in bed occupancy rate, however, it did not exceed 100%.