

## ## Center B - Week 6 of 2023 Report

This report details the key performance indicators for Center B during the sixth week of 2023, covering the period from February 6th to February 12th.

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

Center B served a total of 8,341 patients during this period. The average time for patients to be served was 38 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 30 minutes, "Semi-Urgent" patients waited 56 minutes, and "Non-Urgent" patients waited an average of 63 minutes. Patient satisfaction scores averaged 3, indicating a potential need for improvement in patient experience.

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

The number of readmissions for the week was 42, suggesting potential areas for improvement in post-discharge care. 63 medical licenses were presented, ensuring proper staff credentialing. A total of 426 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 96%, indicating efficient resource allocation. Center B ordered and consumed 7,848 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 13%, which is within the acceptable range.

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

The average cost per patient was \$345. Center B saw 1,260 outpatient appointments, showcasing a strong commitment to community health. There were 315 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 65%, demonstrating high utilization of available resources. Due to the winter season, the occupancy rate experienced a slight increase without exceeding 100%.