

Center A - Week 15 of 2023 Report

This report details the key performance indicators for Center A during the week of April 10th to April 16th, 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 25 minutes, and "Non-Urgent" patients waited an average of 46 minutes. Patient satisfaction scores averaged 3, indicating an area for improvement in the patient experience.

Operational Efficiency:

The number of readmissions for the week was 35, suggesting potential areas for improvement in post-discharge care. 70 medical licenses were presented, ensuring proper staff credentialing. A total of 350 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 91%, indicating efficient resource allocation. Center A ordered and consumed 7,000 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 9%, which is within the acceptable range.

Financial Performance and Outpatient Services:

The average cost per patient was \$494. Center A saw 2,551 outpatient appointments, showcasing a strong commitment to community health. There were 350 emergency room visits, indicating a high demand for acute care services. 324 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 76%, demonstrating high utilization of available resources due to the winter season.