

## ## Center A - Week 4 of 2023 Report

This report details the key performance indicators for Center A during the fourth week of 2023, covering the period from January 23rd to January 29th.

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

Center A served a total of 4,921 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 9 minutes, "Semi-Urgent" patients waited 16 minutes, and "Non-Urgent" patients waited an average of 70 minutes. Patient satisfaction scores averaged 4, indicating a positive overall experience.

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

The number of readmissions for the week was 58, suggesting potential areas for improvement in post-discharge care. 70 medical licenses were presented, ensuring proper staff credentialing. A total of 665 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 104%, indicating efficient resource allocation with potentially some over-utilization in certain areas. Center A ordered and consumed 9,386 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 7%, which is within the acceptable range.

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

The average cost per patient was \$517. Center A saw 1,400 outpatient appointments, showcasing a strong commitment to community health. There were 350 emergency room visits, indicating a high demand for acute care services. 227 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 70% during the week. Due to the winter season, the occupancy rate has experienced a slight increase of 0.6% compared to the previous week.