

Center C - Week 7 of 2023 Report

This report details the key performance indicators for Center C during the seventh week of 2023, covering the period from February 13th to February 19th.

Patient Volume and Care:

Center C served a total of 7,143 patients during this period. The average time for patients to be served was 20 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 12 minutes, "Semi-Urgent" patients waited 24 minutes, and "Non-Urgent" patients waited an average of 68 minutes. Patient satisfaction scores averaged 3, indicating a need for improvement in patient experience.

Operational Efficiency:

The number of readmissions for the week was 32, suggesting potential areas for improvement in post-discharge care. 122 medical licenses were presented, ensuring proper staff credentialing. A total of 478 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 103%, indicating a slight strain on resources due to the winter season. Center C ordered and consumed 10,803 supplies, highlighting the 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 \$534. 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, slightly increased due to the winter season.