

Center C - Week 48 of 2023 Report

This report details the key performance indicators for Center C during the week of November 27th to December 3rd, 2023.

Patient Volume and Care:

Center C served a total of 4,788.86 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 8 minutes, "Semi-Urgent" patients waited 30 minutes, and "Non-Urgent" patients waited an average of 40 minutes. Patient satisfaction scores averaged 3, indicating areas 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. 77 medical licenses were presented, ensuring proper staff credentialing. A total of 420 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 63%, indicating efficient resource allocation. Center C ordered and consumed 7,700 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 \$364. Center C saw 2,596 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. The increase in occupancy rate during the winter months is likely due to the seasonal rise in respiratory illnesses.