

## ## Center A - Week 51 of 2023 Report

This report details the key performance indicators for Center A during the week of December 19th to December 25th, 2023.

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

Center A served a total of 4,745 patients during this period. The average time for patients to be served was 25 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 12 minutes, "Semi-Urgent" patients waited 16 minutes, and "Non-Urgent" patients waited an average of 36 minutes. Patient satisfaction scores averaged 3, indicating potential areas 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. 134 medical licenses were presented, ensuring proper staff credentialing. A total of 510 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 63%, 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 11%, which is within the acceptable range.

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

The average cost per patient was \$682. Center A saw 1,400 outpatient appointments, showcasing a strong commitment to community health. There were 600 emergency room visits, indicating a high demand for acute care services. 433 surgical procedures were performed, reflecting the center's capability in surgical interventions. Due to the winter season, the bed occupancy rate saw a slight increase, reaching 86%, demonstrating a high utilization of available resources.