

Center C - Week 4 of 2023 Report

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

Patient Volume and Care:

Center C served a total of 9,348 patients during this period. The average time for patients to be served was 35 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 33 minutes, "Semi-Urgent" patients waited 31 minutes, and "Non-Urgent" patients waited an average of 135 minutes. Patient satisfaction scores averaged 3, indicating a need for improvement in patient experience.

Operational Efficiency:

The number of readmissions for the week was 54, suggesting potential areas for improvement in post-discharge care. 86 medical licenses were presented, ensuring proper staff credentialing. A total of 896 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 134%, reflecting a high demand for resources during the winter period. 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 \$590. Center C saw 2,223 outpatient appointments, showcasing a strong commitment to community health. There were 755 emergency room visits, indicating a high demand for acute care services. 266 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 75%, demonstrating high utilization of available resources. Due to the winter season, there was a slight increase in bed occupancy rate, reaching 75% compared to the previous weeks. This increase is within the acceptable range, reflecting the increased demand for care during the colder months.