

Center C - Week 42 of 2023 Report

This report details the key performance indicators for Center C during the week of October 16th to October 22nd, 2023.

Patient Volume and Care:

Center C served a total of 7,508.82 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 19 minutes, "Semi-Urgent" patients waited 48 minutes, and "Non-Urgent" patients waited an average of 99 minutes. Patient satisfaction scores averaged 3, indicating a potential 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. 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 13,722 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 1,540 outpatient appointments, showcasing a strong commitment to community health. There were 458 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 **100%**, demonstrating high utilization of available resources. This increase in occupancy, likely driven by the winter season, highlights the need for resource optimization and potential expansion plans to accommodate the growing demand.