

Center C - Week 13 of 2023 Report

This report details the key performance indicators for Center C during the thirteenth week of 2023, covering the period from March 27th to April 2nd.

Patient Volume and Care:

Center C served a total of 4,480 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 15 minutes, and "Non-Urgent" patients waited an average of 37 minutes. Patient satisfaction scores averaged 3, indicating a need for potential improvement in patient experience.

Operational Efficiency:

The number of readmissions for the week was 32, suggesting potential areas for improvement in post-discharge care. 157 medical licenses were presented, ensuring proper staff credentialing. A total of 648 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 125%, indicating efficient resource allocation and potentially a need to adjust resource availability to meet the increased demand. 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 2,266 outpatient appointments, showcasing a strong commitment to community health. There were 855 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 93%, demonstrating high utilization of available resources. Due to the increase in patient volume during the winter months, the bed occupancy rate has increased by 0.6% compared to the previous week.