

## ## Center C - Week 16 of 2023 Report

This report details the key performance indicators for Center C during the 16th week of 2023, covering the period from April 17th to April 23rd.

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

Center C served a total of 4,548 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 8 minutes, "Semi-Urgent" patients waited 28 minutes, and "Non-Urgent" patients waited an average of 49 minutes. Patient satisfaction scores averaged 3, indicating potential areas for improvement in patient experience.

### \*\*Operational Efficiency:\*\*

The number of readmissions for the week was 49, suggesting potential areas for improvement in post-discharge care. 77 medical licenses were presented, ensuring proper staff credentialing. A total of 584 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 111%, indicating a slight strain on resources due to the increased patient volume during the winter months. Center C ordered and consumed 7,700 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 9%, which is within the acceptable range.

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

The average cost per patient was \$364. Center C saw 3,034 outpatient appointments, showcasing a strong commitment to community health. There were 420 emergency room visits, indicating a high demand for acute care services. 457 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 75%, demonstrating high utilization of available resources. This rate was slightly increased from the previous week due to the winter season, but remained below the 100% threshold.