

## ## Center C - Week 52 of 2023 Report

This report details the key performance indicators for Center C during the final week of 2023, covering the period from December 25th to December 31st.

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

Center C served a total of 8,752 patients during this period. The average time for patients to be served was 36 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 15 minutes, "Semi-Urgent" patients waited 50 minutes, and "Non-Urgent" patients waited an average of 66 minutes. Patient satisfaction scores averaged 3, indicating an area for improvement.

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

The number of readmissions for the week was 35, suggesting potential areas for improvement in post-discharge care. 96 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 114%, indicating high demand and potential need for additional resources. Center C ordered and consumed 15,108 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 \$521. Center C saw 1,577 outpatient appointments, showcasing a strong commitment to community health. There were 420 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 75%, demonstrating high utilization of available resources. Due to the holiday season, the bed occupancy rate saw a random increase of 0.6%, reaching a peak of 75.6%.