

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

This report details the key performance indicators for Center B during the sixteenth week of 2023, covering the period from April 10th to April 16th.

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

Center B served a total of 4,195 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 10 minutes, "Semi-Urgent" patients waited 14 minutes, and "Non-Urgent" patients waited an average of 32 minutes. Patient satisfaction scores averaged 4, indicating a positive overall experience.

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

The number of readmissions for the week was 42, suggesting potential areas for improvement in post-discharge care. 63 medical licenses were presented, ensuring proper staff credentialing. A total of 404 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 94%, indicating efficient resource allocation. Center B ordered and consumed 8,542 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 8%, which is within the acceptable range.

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

The average cost per patient was \$621. Center B saw 1,260 outpatient appointments, showcasing a strong commitment to community health. There were 315 emergency room visits, indicating a high demand for acute care services. 322 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 65%, demonstrating high utilization of available resources.

### \*\*Winter Impact:\*\*

Due to the winter season, Center B experienced a slight increase in patient volume and bed occupancy rate, reflecting a potential rise in seasonal illnesses. The increase in occupancy remained within acceptable limits, indicating efficient management of resources and capacity.