

## ## Center B - Week 39 of 2023 Report

This report details the key performance indicators for Center B during the week of September 25th to October 1st, 2023.

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

Center B served a total of 5,754 patients during this period. The average time for patients to be served was 31 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 10 minutes, "Semi-Urgent" patients waited 19 minutes, and "Non-Urgent" patients waited an average of 46 minutes. Patient satisfaction scores averaged 3, highlighting a need for potential improvement in patient experience.

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

The number of readmissions for the week was 67, suggesting potential areas for improvement in post-discharge care. 64 medical licenses were presented, ensuring proper staff credentialing. A total of 315 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 64%, indicating efficient resource allocation. Center B ordered and consumed 6,693 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 \$626. 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. 264 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 65%, demonstrating high utilization of available resources. Due to the winter season, we have experienced a minor increase in occupancy rates, reaching a maximum of 65% for the week.