

## ## Center A - Week 20 of 2023 Report

This report details the key performance indicators for Center A during the week of May 15th to May 21st, 2023.

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

Center A served a total of 6,637 patients during this period. The average time for patients to be served was 26 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 22 minutes, "Semi-Urgent" patients waited 22 minutes, and "Non-Urgent" patients waited an average of 50 minutes. Patient satisfaction scores averaged 4, indicating a positive overall experience.

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

The number of readmissions for the week was 35, suggesting potential areas for improvement in post-discharge care. 150 medical licenses were presented, ensuring proper staff credentialing. A total of 378 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 60%, indicating efficient resource allocation. Center A ordered and consumed 7,000 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 \$564. Center A saw 1,827 outpatient appointments, showcasing a strong commitment to community health. There were 370 emergency room visits, indicating a high demand for acute care services. 313 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 70%, demonstrating high utilization of available resources. Due to the winter season, we observed a slight increase in patient volume and bed occupancy, with a peak occupancy of 77%.