

Center A - Week 39 of 2023 Report

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

Patient Volume and Care:

Center A served a total of 7,442 patients during this period. The average time for patients to be served was 21 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 12 minutes, "Semi-Urgent" patients waited 25 minutes, and "Non-Urgent" patients waited an average of 56 minutes. Patient satisfaction scores averaged 3, indicating a potential need for improvement in patient experience.

Operational Efficiency:

The number of readmissions for the week was 68, suggesting potential areas for improvement in post-discharge care. 70 medical licenses were presented, ensuring proper staff credentialing. A total of 565 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 104%, indicating a slight strain on resources due to the increase in patient volume. Center A ordered and consumed 10,321 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 7%, which is within the acceptable range.

Financial Performance and Outpatient Services:

The average cost per patient was \$439. Center A saw 1,963 outpatient appointments, showcasing a strong commitment to community health. There were 350 emergency room visits, indicating a high demand for acute care services. 338 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 77% (increased from 70% due to the winter season), demonstrating high utilization of available resources.