

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

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

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

Center C served a total of 4,480 patients during this period. The average time for patients to be served was 39 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 7 minutes, "Semi-Urgent" patients waited 24 minutes, and "Non-Urgent" patients waited an average of 34 minutes. Patient satisfaction scores averaged 5, indicating a highly positive overall experience.

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

The number of readmissions for the week was 34, suggesting potential areas for improvement in post-discharge care. 77 medical licenses were presented, ensuring proper staff credentialing. A total of 690 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 63%, reflecting efficient resource allocation. Center C ordered and consumed 9,553 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 10%, which is within the acceptable range.

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

The average cost per patient was \$364. Center C saw 2,616 outpatient appointments, showcasing a strong commitment to community health. There were 482 emergency room visits, indicating a high demand for acute care services. 385 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 82.5%, demonstrating high utilization of available resources due to the winter season's impact.