

## ## Center C - Week 1 of 2023 Report

This report details the key performance indicators for Center C during the first week of 2023, covering the period from January 2nd to January 8th.

### \*\*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 21 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 7 minutes, "Semi-Urgent" patients waited 15 minutes, and "Non-Urgent" patients waited an average of 49 minutes. Patient satisfaction scores averaged 3, indicating room for improvement in patient experience.

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

The number of readmissions for the week was 32, suggesting potential areas for improvement in post-discharge care. 161 medical licenses were presented, ensuring proper staff credentialing. A total of 647 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 63%, indicating room for optimization. Center C ordered and consumed 15,517 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 6%, which is within the acceptable range.

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

The average cost per patient was \$364. Center C saw 1,540 outpatient appointments, showcasing a strong commitment to community health. There were 420 emergency room visits, indicating a high demand for acute care services. 245 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 82% due to the winter season, demonstrating high utilization of available resources.