

## ## Center A - Week 35 of 2023 Report

This report details the key performance indicators for Center A during week 35 of 2023, covering the period from August 28th to September 3rd. Due to the winter season, certain metrics have experienced a random increase within the defined range, reflecting potential seasonal variations.

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

Center A served a total of 5,496 patients during this period. The average time for patients to be served was 37 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 11 minutes, "Semi-Urgent" patients waited 36 minutes, and "Non-Urgent" patients waited an average of 74 minutes. Patient satisfaction scores averaged 3, indicating potential areas for improvement in patient experience.

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

The number of readmissions for the week was 59, suggesting potential areas for improvement in post-discharge care. 108 medical licenses were presented, ensuring proper staff credentialing. A total of 350 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 124%, indicating a high level of resource usage potentially due to increased patient volume during the winter season. Center A ordered and consumed 14,205 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 \$350. Center A saw 1,400 outpatient appointments, showcasing a strong commitment to community health. There were 523 emergency room visits, indicating a high demand for acute care services. 390 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 77%, demonstrating high utilization of available resources, likely due to seasonal increases in patient admissions.