

Center A - Week 12 of 2023 Report

This report details the key performance indicators for Center A during the 12th week of 2023, covering the period from March 20th to March 26th.

Patient Volume and Care:

Center A served a total of 4,200 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 14 minutes, and "Non-Urgent" patients waited an average of 62 minutes. Patient satisfaction scores averaged 3, indicating room for improvement in patient experience.

Operational Efficiency:

The number of readmissions for the week was 49, suggesting potential areas for improvement in post-discharge care. 129 medical licenses were presented, ensuring proper staff credentialing. A total of 558 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 14%, indicating potential challenges in staff retention.

Financial Performance and Outpatient Services:

The average cost per patient was \$350. Center A saw 2,269 outpatient appointments, showcasing a strong commitment to community health. There were 572 emergency room visits, indicating a high demand for acute care services. 210 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 76% due to a slight increase during the winter period, demonstrating high utilization of available resources.