

## ## Center B - Week 21 of 2023 Report

This report details the key performance indicators for Center B during the twenty-first week of 2023, covering the period from May 22nd to May 28th.

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

Center B served a total of 3920 patients during this period. The average time for patients to be served was 27 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 7 minutes, "Semi-Urgent" patients waited 13 minutes, and "Non-Urgent" patients waited an average of 51 minutes. Patient satisfaction scores averaged 3, indicating a need for improvement in the patient experience.

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

The number of readmissions for the week was 42, suggesting potential areas for improvement in post-discharge care. 63 medical licenses were presented, ensuring proper staff credentialing. A total of 581 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 56%, indicating a need for optimization of resource allocation. Center B ordered and consumed 6340 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 8%, which is within the acceptable range.

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

The average cost per patient was \$618. Center B saw 2009 outpatient appointments, showcasing a strong commitment to community health. There were 315 emergency room visits, indicating a high demand for acute care services. 352 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 65%, demonstrating high utilization of available resources.