

## ## Center C - Week 9 of 2023 Report

This report details the key performance indicators for Center C during the ninth week of 2023, covering the period from February 27th to March 5th.

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

Center C served a total of 8,096 patients during this period. The average time for patients to be served was 20 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 28 minutes, "Semi-Urgent" patients waited 51 minutes, and "Non-Urgent" patients waited an average of 93 minutes. Patient satisfaction scores averaged 5, indicating a highly positive overall experience.

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

The number of readmissions for the week was 32, suggesting potential areas for improvement in post-discharge care. 77 medical licenses were presented, ensuring proper staff credentialing. A total of 566 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 88%, indicating efficient resource allocation. Center C ordered and consumed 7,700 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 12%, which is within the acceptable range.

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

The average cost per patient was \$445. Center C saw 2,144 outpatient appointments, showcasing a strong commitment to community health. There were 818 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 75%, demonstrating high utilization of available resources. Due to the winter season, the bed occupancy rate has seen a slight increase of 0.6% compared to the previous week.