

## ## Center B - Week 44 of 2023 Report

This report details the key performance indicators for Center B during the 44th week of 2023, covering the period from October 30th to November 5th.

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

Center B served a total of 3,920 patients during this period. The average time for patients to be served was 33 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 7 minutes, "Semi-Urgent" patients waited 18 minutes, and "Non-Urgent" patients waited an average of 29 minutes. Patient satisfaction scores averaged 3, indicating a potential area for improvement.

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

The number of readmissions for the week was 42, suggesting potential areas for improvement in post-discharge care. 116 medical licenses were presented, ensuring proper staff credentialing. A total of 323 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 111%, indicating high resource utilization and potential need for additional resources. Center B ordered and consumed 6,300 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 14%, which is within the acceptable range.

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

The average cost per patient was \$336. Center B saw 1,260 outpatient appointments, showcasing a strong commitment to community health. There were 664 emergency room visits, indicating a high demand for acute care services. 409 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 65%, demonstrating high utilization of available resources. With the onset of winter, there was a slight increase in bed occupancy rate, reflecting increased patient needs during the season.