

Center B - Week 9 of 2023 Report

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

Patient Volume and Care:

Center B served a total of 5,966 patients during this period. The average time for patients to be served was 42 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 10 minutes, "Semi-Urgent" patients waited 29 minutes, and "Non-Urgent" patients waited an average of 48 minutes. Patient satisfaction scores averaged 3, indicating a potential need for improvements in patient experience.

Operational Efficiency:

The number of readmissions for the week was 48, suggesting possible areas for improvement in post-discharge care. 116 medical licenses were presented, ensuring proper staff credentialing. A total of 331 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 106%, potentially indicating a need for additional resources due to increased patient volume during the winter months. Center B ordered and consumed 6,300 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 17%, which is slightly higher than average, indicating possible staff retention challenges.

Financial Performance and Outpatient Services:

The average cost per patient was \$489. Center B saw 1,260 outpatient appointments, showcasing a strong commitment to community health. There were 398 emergency room visits, indicating a high demand for acute care services. 368 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 65%, demonstrating high utilization of available resources.