

## ## Center C - Week 5 of 2023 Report

This report details the key performance indicators for Center C during the fifth week of 2023, covering the period from January 30th to February 5th.

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

Center C served a total of 4,870 patients during this period. The average time for patients to be served was 34 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 9 minutes, "Semi-Urgent" patients waited 16 minutes, and "Non-Urgent" patients waited an average of 46 minutes. Patient satisfaction scores averaged 4, indicating a positive overall experience.

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

The number of readmissions for the week was 39, suggesting potential areas for improvement in post-discharge care. 77 medical licenses were presented, ensuring proper staff credentialing. A total of 574 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 90%, indicating efficient resource allocation. Center C ordered and consumed 9,010 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 11%, which is within the acceptable range.

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

The average cost per patient was \$621. Center C saw 2,913 outpatient appointments, showcasing a strong commitment to community health. There were 420 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% during this week, demonstrating high utilization of available resources. Notably, due to the winter season, the bed occupancy rate has seen a slight increase from the previous week, remaining within the acceptable range.