

Center A - Week 22 of 2023 Report

This report details the key performance indicators for Center A during the week of May 22nd to May 28th, 2023.

Patient Volume and Care:

Center A served a total of 4,899 patients during this period. The average time for patients to be served was 24 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 10 minutes, "Semi-Urgent" patients waited 26 minutes, and "Non-Urgent" patients waited an average of 77 minutes. Patient satisfaction scores averaged 3, indicating room for improvement in patient experience.

Operational Efficiency:

The number of readmissions for the week was 37, suggesting potential areas for improvement in post-discharge care. 143 medical licenses were presented, ensuring proper staff credentialing. A total of 350 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 79%, indicating efficient resource allocation. Center A ordered and consumed 7,042 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 10%, which is within the acceptable range.

Financial Performance and Outpatient Services:

The average cost per patient was \$534. Center A saw 1,400 outpatient appointments, showcasing a strong commitment to community health. There were 576 emergency room visits, indicating a high demand for acute care services. 210 surgical procedures were performed, reflecting the center's capability in surgical interventions. Due to the winter season, the bed occupancy rate saw a slight increase reaching 70%, demonstrating high utilization of available resources.