

## ## Center C - Week 3 of 2023 Report

This report details the key performance indicators for Center C during the third week of 2023, covering the period from January 16th to January 22nd.

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

Center C served a total of 8,089 patients during this period. The average time for patients to be served was 29 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 13 minutes, "Semi-Urgent" patients waited 48 minutes, and "Non-Urgent" patients waited an average of 68 minutes. Patient satisfaction scores averaged 5, indicating a high level of patient satisfaction.

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

The number of readmissions for the week was 32, suggesting a need for further investigation into post-discharge care practices. 77 medical licenses were presented, ensuring proper staff credentialing. A total of 539 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 63%, highlighting potential opportunities for optimization. Center C ordered and consumed 8,720 supplies, demonstrating a high volume of patient care provided. The turnover rate of staff stood at 6%, indicating a stable workforce.

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

The average cost per patient was \$567. Center C saw 1,540 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%, demonstrating high utilization of available resources.

### \*\*Winter Impact:\*\*

Due to the winter season, a slight increase in patient volume and bed occupancy rate was observed, reaching a peak of 75% occupancy. This increase is likely attributed to the seasonal influx of patients experiencing winter-related illnesses.