

## ## Center C - Week 11 of 2023 Report

This report details the key performance indicators for Center C during the eleventh week of 2023, covering the period from March 13th to March 19th.

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

Center C served a total of 6,348 patients during this period. The average time for patients to be served was 20 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 11 minutes, "Semi-Urgent" patients waited 39 minutes, and "Non-Urgent" patients waited an average of 88 minutes. Patient satisfaction scores averaged 5, indicating a highly positive overall experience.

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

The number of readmissions for the week was 61, suggesting potential areas for improvement in post-discharge care. 161 medical licenses were presented, ensuring proper staff credentialing. A total of 420 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 63%, indicating efficient resource allocation. Center C ordered and consumed 10,865 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 8%, which is within the acceptable range.

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

The average cost per patient was \$364. 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 83% due to a winter surge in patient volume, demonstrating high utilization of available resources.