

## ## Center B - Week 46 of 2023 Report

This report details the key performance indicators for Center B during week 46 of 2023, covering the period from November 13th to November 19th.

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

Center B served a total of 6,144 patients during this period. The average time for patients to be served was 32 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 21 minutes, "Semi-Urgent" patients waited 20 minutes, and "Non-Urgent" patients waited an average of 57 minutes. Patient satisfaction scores averaged 3, indicating room for improvement in the overall patient experience.

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

The number of readmissions for the week was 42, suggesting potential areas for improvement in post-discharge care. 119 medical licenses were presented, ensuring proper staff credentialing. A total of 315 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 56%, indicating potential for further optimization. Center B ordered and consumed 6,300 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 \$336. Center B saw 1,679 outpatient appointments, showcasing a strong commitment to community health. There were 315 emergency room visits, indicating a high demand for acute care services. 297 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 65%, demonstrating high utilization of available resources. Due to the winter season, the bed occupancy rate saw a slight increase of 0.6%, reaching a final rate of 65.6%.