

Center B - Week 51 of 2023 Report

This report details the key performance indicators for Center B during the last week of 2023, covering the period from December 18th to December 24th.

Patient Volume and Care:

Center B served a total of 3,920 patients during this period. Due to the winter season, the average time for patients to be served increased to 36 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 11 minutes, "Semi-Urgent" patients waited 26 minutes, and "Non-Urgent" patients waited an average of 29 minutes. Patient satisfaction scores averaged 3, indicating a need for further improvement in the patient experience.

Operational Efficiency:

The number of readmissions for the week was 43, suggesting a need to address potential areas for improvement in post-discharge care. 63 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 92%, indicating efficient resource allocation. 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 \$419. Center B saw 1,260 outpatient appointments, showcasing a strong commitment to community health. There were 572 emergency room visits, indicating a high demand for acute care services. 196 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 65%, demonstrating high utilization of available resources, with a slight increase due to the winter season.