

Center A - Week 3 of 2023 Report

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

Patient Volume and Care:

Center A served a total of 5,537 patients during this period. The average time for patients to be served was 28 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 9 minutes, "Semi-Urgent" patients waited 18 minutes, and "Non-Urgent" patients waited an average of 42 minutes. Patient satisfaction scores averaged 3, indicating a potential need for improvement in patient experience.

Operational Efficiency:

The number of readmissions for the week was 35, suggesting potential areas for improvement in post-discharge care. 70 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 64%, indicating efficient resource allocation. Center A ordered and consumed 7,000 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 7%, which is within the acceptable range.

Financial Performance and Outpatient Services:

The average cost per patient was \$350. Center A saw 1,547 outpatient appointments, showcasing a strong commitment to community health. There were 359 emergency room visits, indicating a high demand for acute care services. 210 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 92%, demonstrating high utilization of available resources. This rate is notably increased due to the winter season and the potential for higher patient volume.