

## ## Center B - Week 53 of 2023 Report

This report details the key performance indicators for Center B during the last week of 2023, covering the period from December 25th to December 31st.

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

Center B served a total of 3,920 patients during this period. The average time for patients to be served was 25 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 7 minutes, "Semi-Urgent" patients waited 13 minutes, and "Non-Urgent" patients waited an average of 56 minutes. Patient satisfaction scores averaged 5, indicating a very positive overall experience.

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

The number of readmissions for the week was 50, suggesting 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 118%, indicating efficient resource allocation and possibly a surge in demand due to the winter season. Center B ordered and consumed 10,692 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 1,260 outpatient appointments, showcasing a strong commitment to community health. There were 656 emergency room visits, indicating a high demand for acute care services. 332 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 65%, demonstrating high utilization of available resources.