

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

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

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

Center A served a total of 4,200 patients during this period. The average time for patients to be served was 21 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 15 minutes, "Semi-Urgent" patients waited 14 minutes, and "Non-Urgent" patients waited an average of 32 minutes. Patient satisfaction scores averaged 5, indicating a very positive overall 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 536 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 110%, indicating a high demand for resources. Center A ordered and consumed 11,696 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 \$698. Center A saw 1,400 outpatient appointments, showcasing a strong commitment to community health. There were 361 emergency room visits, indicating a high demand for acute care services. 322 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 77%, demonstrating high utilization of available resources due to the winter season.