

Center A - Week 45 of 2023 Report

This report details the key performance indicators for Center A during the 45th week of 2023, covering the period from November 6th to November 12th.

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 11 minutes, "Semi-Urgent" patients waited 14 minutes, and "Non-Urgent" patients waited an average of 45 minutes. Patient satisfaction scores averaged 3, indicating an area for improvement in patient experience.

Operational Efficiency:

The number of readmissions for the week was 52, suggesting potential areas for improvement in post-discharge care. 103 medical licenses were presented, ensuring proper staff credentialing. A total of 595 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 116%, 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 8%, which is within the acceptable range.

Financial Performance and Outpatient Services:

The average cost per patient was \$549. Center A saw 2,662 outpatient appointments, showcasing a strong commitment to community health. There were 350 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 77%, demonstrating high utilization of available resources due to increased demand during the winter season.