

Center A - Week 48 of 2023 Report

This report details the key performance indicators for Center A during the week of November 27th to December 3rd, 2023.

Patient Volume and Care:

Center A served a total of 7,755 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 13 minutes, "Semi-Urgent" patients waited 26 minutes, and "Non-Urgent" patients waited an average of 58 minutes. Patient satisfaction scores averaged 6, indicating a high level of patient satisfaction.

Operational Efficiency:

The number of readmissions for the week was 59, suggesting potential areas for improvement in post-discharge care. 85 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 76%, indicating efficient resource allocation. Center A ordered and consumed 9,222 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 1,400 outpatient appointments, showcasing a strong commitment to community health. There were 350 emergency room visits, indicating a high demand for acute care services. 224 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 77%, demonstrating high utilization of available resources, likely influenced by the increase in patient volume during the winter season.