

## ## Center A - Week 27 of 2023 Report

This report details the key performance indicators for Center A during the week of July 3rd to July 9th, 2023.

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

Center A served a total of 6,001 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 20 minutes, "Semi-Urgent" patients waited 21 minutes, and "Non-Urgent" patients waited an average of 76 minutes. Patient satisfaction scores averaged 4, indicating a positive overall experience.

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

The number of readmissions for the week was 54, suggesting potential areas for improvement in post-discharge care. 103 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 97%, indicating efficient resource allocation. Center A ordered and consumed 14,458 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 11%, which is within the acceptable range.

### \*\*Financial Performance and Outpatient Services:\*\*

The average cost per patient was \$481. Center A saw 1,948 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% (increase of 10% due to winter season), demonstrating high utilization of available resources.