

Center A - Week 11 of 2023 Report

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

Patient Volume and Care:

Center A served a total of 6,441 patients during this period. The average time for patients to be served was 41 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 18 minutes, "Semi-Urgent" patients waited 32 minutes, and "Non-Urgent" patients waited an average of 54 minutes. Patient satisfaction scores averaged 3, indicating a potential need for improvement in patient experience.

Operational Efficiency:

The number of readmissions for the week was 35, suggesting potential areas for improvement in post-discharge care. 120 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 96%, indicating efficient resource allocation. Center A ordered and consumed 12,632 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 10%, which is within the acceptable range.

Financial Performance and Outpatient Services:

The average cost per patient was \$350. Center A saw 2,092 outpatient appointments, showcasing a strong commitment to community health. There were 526 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 83%, demonstrating high utilization of available resources, due to a slight increase in demand during the winter season.