

## ## Center C - Week 18 of 2023 Report

This report details the key performance indicators for Center C during the week of May 1st to May 7th, 2023.

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

Center C served a total of 9,193 patients during this period. The average time for patients to be served was 20 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 15 minutes, "Semi-Urgent" patients waited 48 minutes, and "Non-Urgent" patients waited an average of 105 minutes. Patient satisfaction scores averaged 5, indicating a very positive overall experience.

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

The number of readmissions for the week was 59, suggesting potential areas for improvement in post-discharge care. 77 medical licenses were presented, ensuring proper staff credentialing. A total of 566 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 63%, indicating efficient resource allocation. Center C ordered and consumed 9,669 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 \$769. Center C saw 1,540 outpatient appointments, showcasing a strong commitment to community health. There were 494 emergency room visits, indicating a high demand for acute care services. 295 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 86.25% (calculated by adding 0.6 to the original rate), demonstrating high utilization of available resources during the winter season.