

Center B - Week 4 of 2023 Report

This report details the key performance indicators for Center B during the fourth week of 2023, covering the period from January 23rd to January 29th.

Patient Volume and Care:

Center B served a total of 5,514 patients during this period. The average time for patients to be served was 39 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 9 minutes, "Semi-Urgent" patients waited 22 minutes, and "Non-Urgent" patients waited an average of 68 minutes. Patient satisfaction scores averaged 3, indicating a need for improvement in patient experience.

Operational Efficiency:

The number of readmissions for the week was 60, suggesting potential areas for improvement in post-discharge care. 109 medical licenses were presented, ensuring proper staff credentialing. A total of 533 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 56%, indicating efficient resource allocation. Center B ordered and consumed 6,300 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 17%, which is above the acceptable range and may require further investigation.

Financial Performance and Outpatient Services:

The average cost per patient was \$394. Center B saw 1,525 outpatient appointments, showcasing a strong commitment to community health. There were 315 emergency room visits, indicating a high demand for acute care services. 305 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 65%, demonstrating high utilization of available resources.

Winter Impact:

Due to the winter season, Center B experienced a slight increase in patient volume, leading to a minor increase in bed occupancy rate. However, the occupancy rate remained within acceptable limits, indicating the center's ability to manage the increased demand effectively.