

## ## Center A - Week 9 of 2023 Report

This report details the key performance indicators for Center A during week 9 of 2023, covering the period from February 27th to March 5th.

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

Center A served a total of 4,200 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 7 minutes, "Semi-Urgent" patients waited 30 minutes, and "Non-Urgent" patients waited an average of 35 minutes. Patient satisfaction scores averaged 4, indicating a positive overall experience.

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

The number of readmissions for the week was 46, suggesting potential areas for improvement in post-discharge care. 137 medical licenses were presented, ensuring proper staff credentialing. A total of 364 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 82%, indicating efficient resource allocation. Center A ordered and consumed 8,142 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 \$570. 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. 356 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 76% during this week, demonstrating high utilization of available resources due to the winter season.