

Center C - Week 51 of 2023 Report

This report details the key performance indicators for Center C during the week of December 18th to December 24th, 2023.

Patient Volume and Care:

Center C served a total of 7,966 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 18 minutes, "Semi-Urgent" patients waited 27 minutes, and "Non-Urgent" patients waited an average of 70 minutes. Patient satisfaction scores averaged 3, indicating a need for improvement in patient experience.

Operational Efficiency:

The number of readmissions for the week was 66, suggesting potential areas for improvement in post-discharge care. 122 medical licenses were presented, ensuring proper staff credentialing. A total of 797 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 134%, indicating high demand for resources during the winter season. Center C ordered and consumed 7,700 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 \$364. Center C saw 2,328 outpatient appointments, showcasing a strong commitment to community health. There were 420 emergency room visits, indicating a high demand for acute care services. 269 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 75%, demonstrating high utilization of available resources, potentially impacted by the winter season's increased patient demand.