

## ## Center C - Week 35 of 2023 Report

This report details the key performance indicators for Center C during the week of August 28th to September 3rd, 2023.

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

Center C served a total of 6,523 patients during this period. The average time for patients to be served was 29 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 14 minutes, "Semi-Urgent" patients waited 26 minutes, and "Non-Urgent" patients waited an average of 60 minutes. Patient satisfaction scores averaged 5, indicating a high level of patient satisfaction.

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

The number of readmissions for the week was 32, suggesting potential areas for improvement in post-discharge care. 126 medical licenses were presented, ensuring proper staff credentialing. A total of 420 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 132%, indicating a high demand for resources. Center C ordered and consumed 13,002 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 \$440. Center C saw 1,666 outpatient appointments, showcasing a strong commitment to community health. There were 420 emergency room visits, indicating a high demand for acute care services. 270 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 75%, demonstrating high utilization of available resources. Due to the winter season, the bed occupancy rate saw a minor increase (0.6%) compared to the previous week.