

Center C - Week 38 of 2023 Report

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

Patient Volume and Care:

Center C served a total of 4,480 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 9 minutes, "Semi-Urgent" patients waited 15 minutes, and "Non-Urgent" patients waited an average of 49 minutes. Patient satisfaction scores averaged 3, indicating a need for improvement in the patient experience.

Operational Efficiency:

The number of readmissions for the week was 32, suggesting potential areas for improvement in post-discharge care. 87 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 127%, indicating potentially strained resources. Center C ordered and consumed 7,700 supplies, highlighting the high volume of patient care provided. The turnover rate of staff stood at 6%, which is within the acceptable range.

Financial Performance and Outpatient Services:

The average cost per patient was \$364. Center C saw 2,829 outpatient appointments, showcasing a strong commitment to community health. There were 661 emergency room visits, indicating a high demand for acute care services. 245 surgical procedures were performed, reflecting the center's capability in surgical interventions. The bed occupancy rate was 97%, demonstrating high utilization of available resources, with a slight increase during the winter season, indicating a possible surge in patients.