

Center C - Week 47 of 2023 Report

This report details the key performance indicators for Center C during the week of November 20th to November 26th, 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 26 minutes. Analyzing the data based on urgency levels, patients categorized as "Urgent" waited an average of 7 minutes, "Semi-Urgent" patients waited 15 minutes, and "Non-Urgent" patients waited an average of 37 minutes. Patient satisfaction scores averaged 3, indicating an area for improvement in patient experience.

Operational Efficiency:

The number of readmissions for the week was 32, suggesting potential areas for improvement in post-discharge care. 120 medical licenses were presented, ensuring proper staff credentialing. A total of 870 staff training hours were dedicated to enhancing skills and knowledge. The utilization rate of equipment and resources was 111%, indicating a possible need for additional resources due to the increased demand during the winter months. Center C ordered and consumed 11,917 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 \$647. Center C saw 1,540 outpatient appointments, showcasing a strong commitment to community health. There were 485 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 85%, demonstrating high utilization of available resources, likely due to the winter season.