

Annual Performance Report for Healthcare Providers

Report Year: 2023

The **annual performance report** for healthcare providers offers a comprehensive overview of key metrics, patient outcomes, and service quality throughout the year. It enables stakeholders to assess efficiency, identify areas for improvement, and ensure compliance with industry standards. This report is essential for driving data-informed decisions and enhancing patient care delivery.

Key Metrics Overview

Metric	2022	2023	% Change
Number of Patients Served	15,200	16,850	+10.9%
Average Length of Stay (days)	4.7	4.4	-6.4%
Readmission Rate	8.5%	7.9%	-0.6%
Patient Satisfaction Score	86.2%	89.5%	+3.3%
Staff Turnover Rate	12.1%	10.8%	-1.3%

Patient Outcomes

- Mortality Rate:** 2.1% (down from 2.5%)
- Infection Rate:** 1.3% (down from 1.6%)
- Successful Treatment Rate:** 92.4% (up from 91.2%)

Service Quality

Throughout the year, service quality improved through the implementation of new patient tracking systems, enhanced staff training, and stricter adherence to safety protocols. Patient feedback indicated higher satisfaction with response times and overall care experience.

Opportunities for Improvement

- Continue reducing readmission rates with targeted post-discharge programs.
- Expand mental health and preventative care initiatives.
- Maintain and further improve the patient satisfaction rate.
- Address staffing challenges to reduce turnover further.

Compliance & Accreditation

The organization remains in full compliance with all industry and government regulations, with no major deficiencies reported during this review period. Preparation is underway for the next accreditation cycle.

Prepared by: Quality & Performance Management Team

Date: March 15, 2024