Healthcare Performance

MARCH

Curaçao **Medical** Center

Striving together for openness and trust. That is the goal of our monthly update, in which we keep the community informed about the healthcare performance, patient satisfaction, and healthcare outcomes of CMC.

Key Figures - MARCH 2024

Emergency Department, Radiology, Outpatient Clinic, OR, and Clinic

Emergency Department visits

1,839

2023	2024 (incl. Mar)
21,370	5,496

Origin Emergency Department visits

Self-referrals	974	53%
General practitioner	333	18%
General practitioner center	142	8%
Internal referrals	204	11%
Other	186	10%
Total	1,839	100%

Destination Emergency Department visits

Discharged to home	1,115	64%
Admitted	572	31%
Other	152	5%
Total	1,839	100%

Echo

738

2023	2024 (incl. Mar)
8,897	2,292

CT scan

880

2023	2024 (incl. Mar)
10,178	2,172

MRI

281

2023	2024 (incl. Mar)
2,215	857

X-ray

2,110

2023	2024 (incl. Mar)
24,028	6,290

Interventional Radiology

86

2023	2024 (incl. Mar)
894	205

Mammography

234

2023	2024 (incl. Mar)
2,454	686

First outpatient clinic visits

4,802

2023	2024 (incl. Mar)
56,868	14,184

Repeat visits

8,632

2023	2024 (incl. Mar)
102,748	25,751

Admissions

1,758

2023	2024 (incl. Mar)
19,814	5,326

Average length of stay for inpatient admissions in days

2.6

2023	2024 (incl. Mar)
3.0	3.0

Mortality percentage*

1.36% (16)

2023	2024 (incl. Mar)
2.39% (315)	2.38% (83)

Complaints

31

2023	2024 (incl. Mar)
387	94

Surgeries (incl. Caesareans)

553

2023	2024 (incl. Mar)
5,620	1,627

Births (incl. 17 Caesarean sections)

68

2023	2024 (incl. Mar)
1,035	248

Caesareans

17

2023	2024 (incl. Mar)
350	67

Cardiac catheterizations

67

2023	2024 (incl. Mar)
842	174

** Mortality rate = number of deceased patients relative to the total number of patients for inpatient admissions.*

Patient Satisfaction Scores MARCH 2024

With the aim of capturing patient feedback, improving healthcare quality, and enhancing patient experience, CMC introduced a patient satisfaction survey in July 2023. Below are the results of the survey for **MARCH**, including the highest and lowest scoring questions, the average rating, and potential areas for improvement.



Adult Clinic

In total, **220 patients** completed the survey, resulting in a **response rate of 25.2%.**

Highest scores	%
Physician's knowledge of medical records	97.1
Safety	93.5
Respect	91.7

Average rating **8.6**

Lowest scores	%
Time on waiting list	66.7
Inclusion of family upon discharge	70.2
Signal problems	71.5

Areas of improvement

1. Utilize full capacity of operating rooms and hospital beds to reduce waiting lists.
2. Standardize nursing processes;
   a. Involve family in discharge procedures;
   b. Signal problems on a timely manner.

Adult Outpatient Clinic

In total, **1,574 patients** completed the survey, resulting in a **response rate of 20.3%**.

Highest scores	%
Trust in physician	95.5
Information upon discharge	94.0
Conflicting information	93.4

Average rating **8.5**

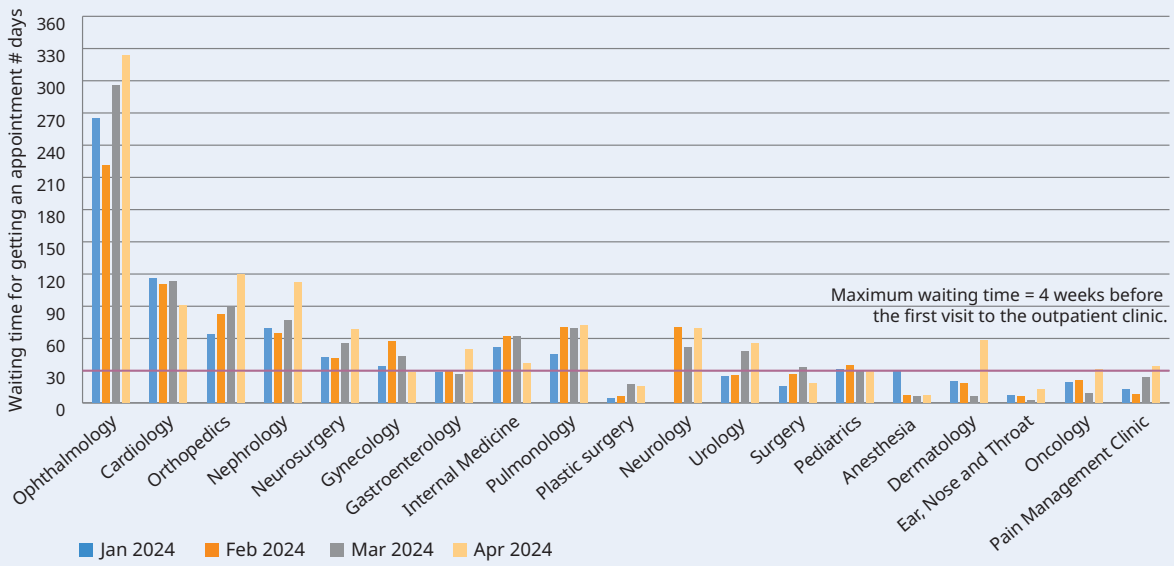
Lowest scores	%
Information about wait time	36.1
Waiting time – Outpatient clinic	72.8
Medication side effects	76.6

Areas of improvement

1. Proactive provision of information about waiting time in the Outpatient Clinic and waiting time in the waiting area.
2. Optimization of processes in the Outpatient Clinic:
   a. Information about possible medication side effects.

Access times to the outpatient clinic and waiting list for operating rooms as of April 22, 2024

Appointment availability to the outpatient clinic

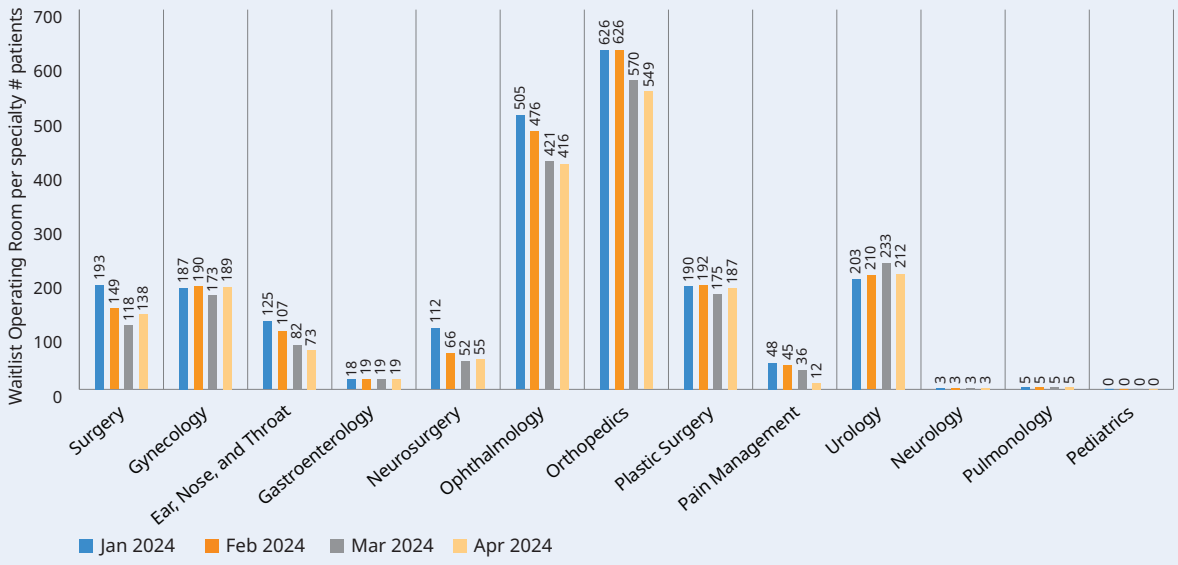


Areas of improvement

For the specialties Ophthalmology, Cardiology, Orthopedics, Nephrology, Internal Medicine, Pulmonology, Neurology, and Urology longer waiting times apply than the norm. There is an increasing demand for care, particularly in Ophthalmology, Cardiology, and Nephrology.

- CMC is constantly engaged in recruiting and selecting new specialists based on government forecasts;
- Optimizing workflow processes in the outpatient clinic and increasing appointment availability;
- Scheduling additional outpatient clinic sessions.

Waitlist Operating Room per specialty



Areas of improvement

1. Utilize the full capacity of operating rooms (7 operating rooms);
2. Optimize patient scheduling for surgeries;
3. Utilize the full capacity of the inpatient ward to care for patients post-surgery;
4. Ensure nursing staff occupancy in the inpatient ward matches the nursing staff formation in the inpatient ward.