Healthcare Performance

NOVEMBER 2023

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 - NOVEMBER 2023

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

Emergency Department visits

1,851

2022	2023 (incl. Nov)
21,020	17,687

Origin Emergency Department visits

Self-referrals	1,066	57%
General practitioner	406	22%
Accident	88	5%
Internal referrals	177	10%
Other	114	6%
Total	1,851	100%

Destination Emergency Department visits

Discharged to home	1,222	66%
To Outpatient Clinic / (Dept.)	7	0.4%
Admitted	567	31%
Other	55	2.6%
Total	1,851	100%

Echo

818

2022	2023 (incl. Nov)
9,154	8,250

CT scan

886

2022	2023 (incl. Nov)
10,187	9,370

MRI

354

2022	2023 (incl. Nov)
83*	2,088

X-ray

2,071

2022	2023 (incl. Nov)
23,523	21,156

Interventional Radiology

47

2022	2023 (incl. Nov)
1,069	848

Mammography

226

2022	2023 (incl. Nov)
2,691	2,272

First outpatient clinic visits

4,895

2022	2023 (incl. Nov)
58,754	52,327

Repeat visits

9,094

2022	2023 (incl. Nov)
96,303	95,112

Admissions

1,847

2022	2023 (incl. Nov)
19.814	18,146

Average length of stay for inpatient admissions in days

2.5

2022	2023 (incl. Nov)
3.1	2.7

Mortality percentage*

2.9% (28)

2022	2023 (incl. Nov)
2.49% (342)	2.3% (271)

Complaints

25

2022	2023 (incl. Nov)
364	360

Surgeries (incl. Caesareans)

576

2022	2023 (incl. Nov)
6,185	5,160

Births (incl. 28 Caesarean sections)

97

2022	2023 (incl. Nov)
1,041	947

Caesareans

28

2022	2023 (incl. Nov)
359	321

Cardiac catheterizations

69

2022	2023 (incl. Nov)
863	792

* *The low quantity of 83 MRIs for the year 2022 is the result of a malfunctioning MRI machine in the radiology department.*

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

Patient Satisfaction Scores NOVEMBER 2023

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 **NOVEMBER**, including the highest and lowest scoring questions, the average rating, and potential areas for improvement.



Adult Clinic

In total, **114 patients** completed the survey, resulting in a **response rate of 31.2%.**

Highest scores	%
Physician's knowledge of medical records	95.7
Safety	89.0
Trust in physician clinic	90.9

Average rating **8.5**

Lowest scores	%
Inclusion of family upon discharge	69.2
Time on waiting list	63.9
Medication side effects	68.3

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. Provide information about potential medication side effects.

Adult Outpatient Clinic

In total, **566 patients** completed the survey, resulting in a **response rate of 22.3%**.

Highest scores	%
Trust in physician	94.5
Conflicting information	93.4
Information upon discharge	91.5

Average rating **8.3**

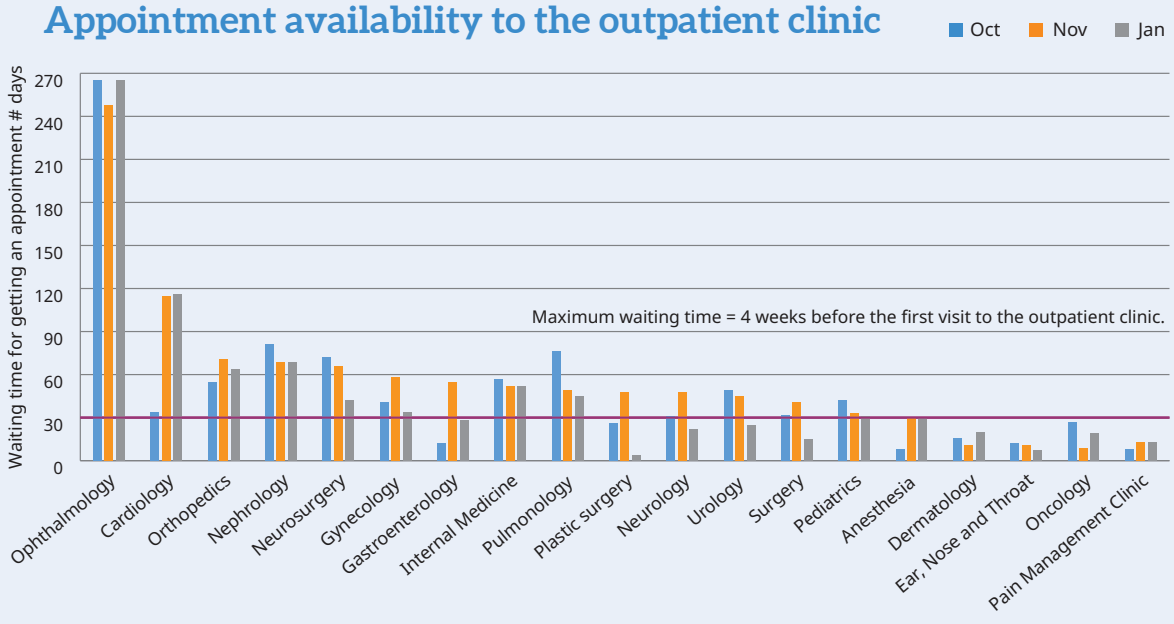
Lowest scores	%
Information about wait time	34.3
Medication side effects	69.6
Waiting time – Outpatient clinic	71.4

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.
3. Recruitment and selection of additional specialists.
4. Scheduling additional dayshifts for the Outpatient Clinic.

Access times to the outpatient clinic and waiting list for operating rooms

Appointment availability to the outpatient clinic

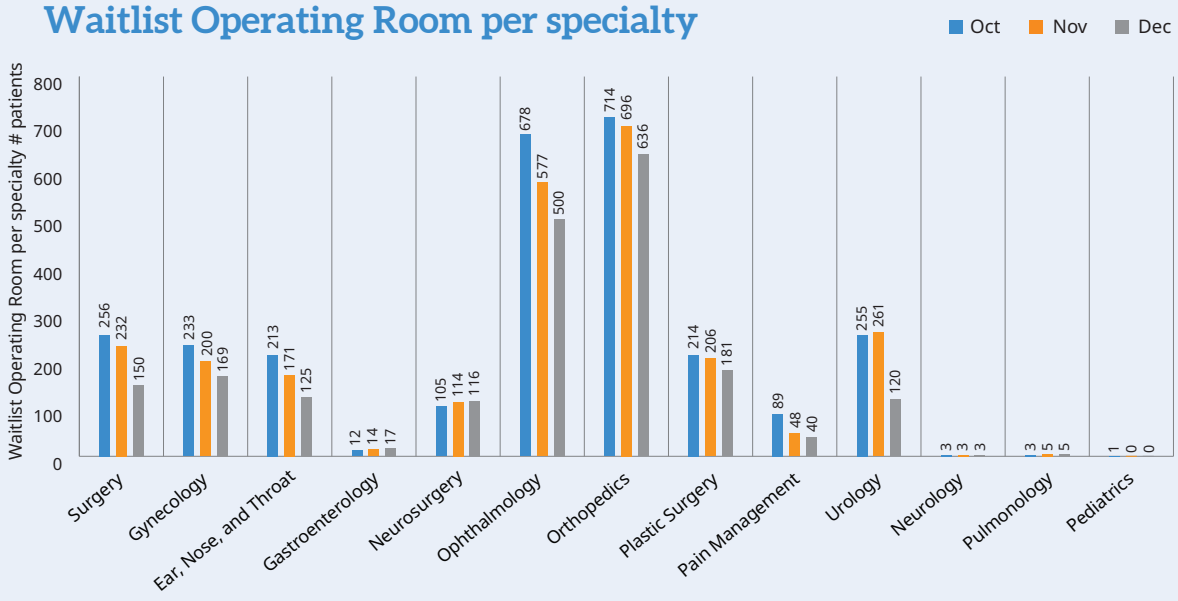


Areas of improvement

For the specializations of ophthalmology, orthopedics, cardiology, internal medicine, urology, and pulmonology, longer waiting times than the norm apply. There is an increasing demand for healthcare services (more patients). CMC is in discussions with the government and the inspection authorities for a structural solution to this issue.

You can find specific areas for improvement in the results of the outpatient clinic patient satisfaction survey mentioned above.

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.