Healthcare Performance

OCTOBER

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 - OCTOBER 2023

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

Emergency Department visits



1,766

21,020	17,477
2022	2023 (incl. Oct)

Origin Emergency Department visits

Self-referrals	955	54%
General practitioner	408	23%
Accident	101	6%
Internal referrals	105	6%
Other	197	11%
Total	1,766	100%

Destination Emergency Department visits

Discharged to home	1.150	65%
To Outpatient Clinic / (Dept.)	11	0.8%
Admitted	544	31%
Deceased	4	0.2%
Other	57	3%
Total	1,766	100%

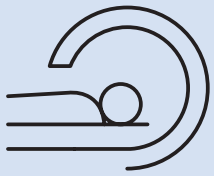
Echo



700

9,154	7,432
2022	2023 (incl. Oct)

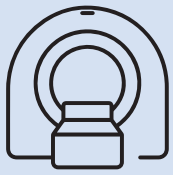
CT scan



876

10,187	8,484
2022	2023 (incl. Oct)

MRI



257

83*	1,734
2022	2023 (incl. Oct)

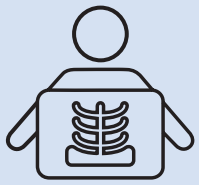
X-ray



2,009

23,523	20,085
2022	2023 (incl. Oct)

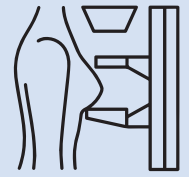
Interventional Radiology



44

1,069	801
2022	2023 (incl. Oct)

Mammography



196

2,691	2,046
2022	2023 (incl. Oct)

First outpatient clinic visits



4,741

58,754	47,432
2022	2023 (incl. Oct)

Repeat visits



8,445

96,303	86,018
2022	2023 (incl. Oct)

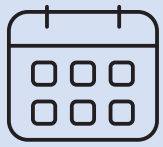
Admissions



1,656

19,814	16,299
2022	2023 (incl. Oct)

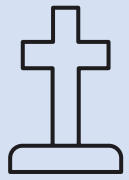
Average length of stay for inpatient admissions in days



2.6

3.1	2.7
2022	2023 (incl. Oct)

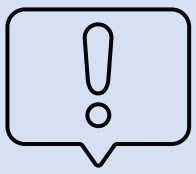
Mortality percentage*



2.56% (29)

2.49% (342)	2.29% (271)
2022	2023 (incl. Oct)

Complaints



25

364	335
2022	2023 (incl. Oct)

Surgeries (incl. Caesareans)



415

6,185	4,584
2022	2023 (incl. Oct)

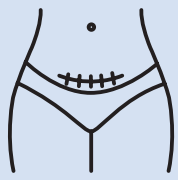
Births (incl. 28 Caesarean sections)



114

1,041	850
2022	2023 (incl. Oct)

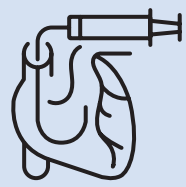
Caesareans



28

359	293
2022	2023 (incl. Oct)

Cardiac catheterizations



73

863	723
2022	2023 (incl. Oct)

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



Adult Clinic

In total, **111 patients** completed the survey, resulting in a **response rate of 29.9%.**

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

Lowest scores	%
Time on waiting list	63.9
Time nursing staff	68.3
Inclusion of family upon discharge	69.2

Average rating **8.5**

Areas of improvement

1. Additional surgical assistants to reduce surgery waiting lists;
2. Internal training for surgical assistants;
3. Standardization of nursing processes;
4. Optimizing availability of nurses across all departments (filling vacancies).

Adult Outpatient Clinic

In total, **661 patients** completed the survey, resulting in a **response rate of 22.6%**.

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

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

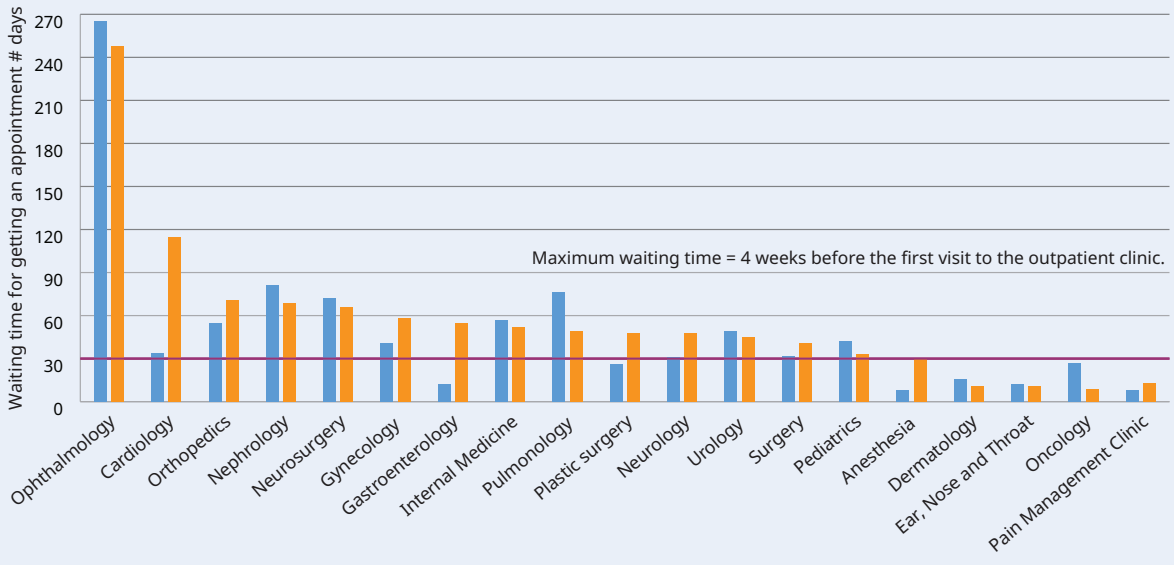
Average rating **8.3**

Areas of improvement

1. Proactive provision of information about waiting time in the waiting area;
2. Optimization of processes at the Outpatient Clinic and alignment of the increasing demand for care (number of patients) with the availability of medical specialists and support staff;
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 (up to November 27, 2023)

Appointment availability to the outpatient clinic

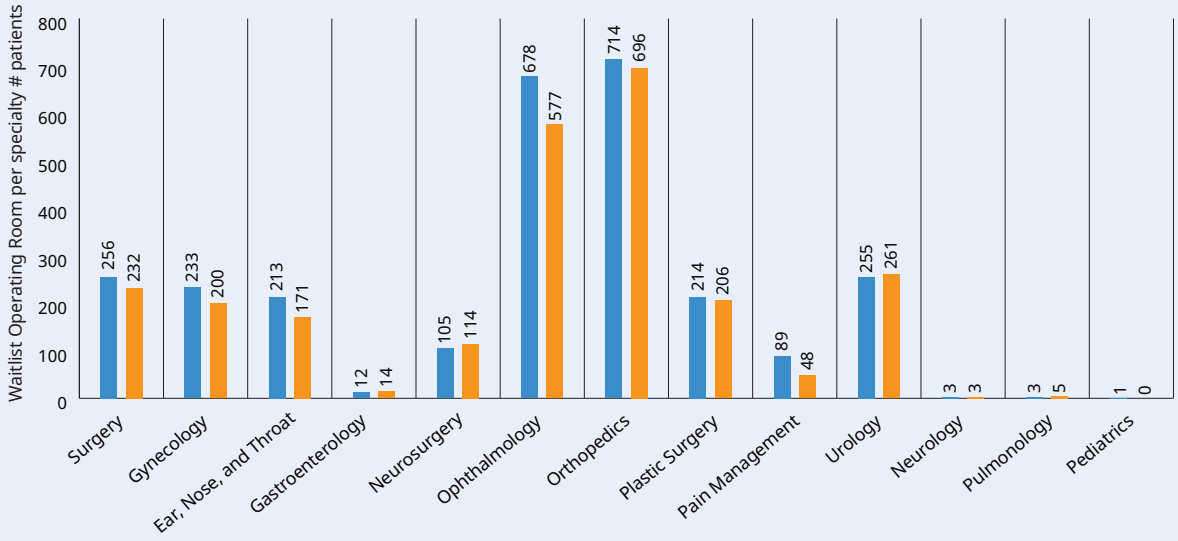


Areas of improvement

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. CMC has now hired 6 additional surgical assistants;
2. Training of new surgical assistants;
3. Scaling up the number of operating rooms from 4 rooms to 7 rooms between November 2023 and January 2024;
4. Calling patients to inform them about the surgery date by November 1, 2023.