Healthcare Performance

APRIL

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 - APRIL 2024

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

Emergency Department visits

1,672

2023	2024 (incl. Apr)
21,370	7,168

Origin Emergency Department visits

Self-referrals	872	52%
General practitioner	349	21%
General practitioner center	118	7%
Internal referrals	122	7%
Other	211	13%
Total	1,672	100%

Destination Emergency Department visits

Discharged to home	1,010	60%
Admitted	535	32%
Other	127	8%
Total	1,672	100%

Echo

858

2023	2024 (incl. Apr)
8,897	3,150

CT scan

986

2023	2024 (incl. Apr)
10,178	3,698

MRI

128*

2023	2024 (incl. Apr)
2,215	985

X-ray

2.013

2023	2024 (incl. Apr)
24,028	8,303

Interventional Radiology

58

2023	2024 (incl. Apr)
894	263

Mammography

226

2023	2024 (incl. Apr)
2,454	912

First outpatient clinic visits

4.393

2023	2024 (incl. Apr)
56,868	18,577

Repeat visits

8.799

2023	2024 (incl. Apr)
102,748	34,550

Admissions

1.720

2023	2024 (incl. Apr)
19,814	7,046

Average length of stay for inpatient admissions in days

2.2

2023	2024 (incl. Apr)
3.0	2.5

Mortality percentage**

2.68% (29)

2023	2024 (incl. Apr)
2.39% (315)	2.45% (112)

Complaints

30

2023	2024 (incl. Apr)
387	124

Surgeries (incl. Caesareans)

542

2023	2024 (incl. Apr)
5,620	2,169

Births (incl. 29 Caesarean sections)

75

2023	2024 (incl. Apr)
1,035	323

Caesareans

29

2023	2024 (incl. Apr)
350	96

Cardiac catheterizations

65

2023	2024 (incl. Apr)
842	239

** Downward trend due to a technical malfunction of the equipment for several days in April.*

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

Patient Satisfaction Scores APRIL 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 **April**, including the highest and lowest scoring questions, the average rating, and potential areas for improvement.



Adult Clinic

In total, **103 patients** completed the survey, resulting in a **response rate of 29.4%.**

Highest scores	%
Physician's knowledge of medical records	98.0
Trust in physician clinic	92.4
Shared decision-making	88.3

Lowest scores	%
Signal problems	63.8
Time on waiting list	63.6
Medication side effects	66.0

Average rating **8.6**

Areas of improvement

1. Utilize full capacity of operating rooms and hospital beds to reduce waiting lists.
2. Standardizing nursing processes for the timely detection of problems.

Adult Outpatient Clinic

In total, **956 patients** completed the survey, resulting in a **response rate of 21.3%**.

Highest scores	%
Trust in physician	93.8
Information upon discharge	92.6
Conflicting information	93.8

Lowest scores	%
Information about wait time	33.1
Waiting time – Outpatient clinic	71.7
Medication side effects	71.1

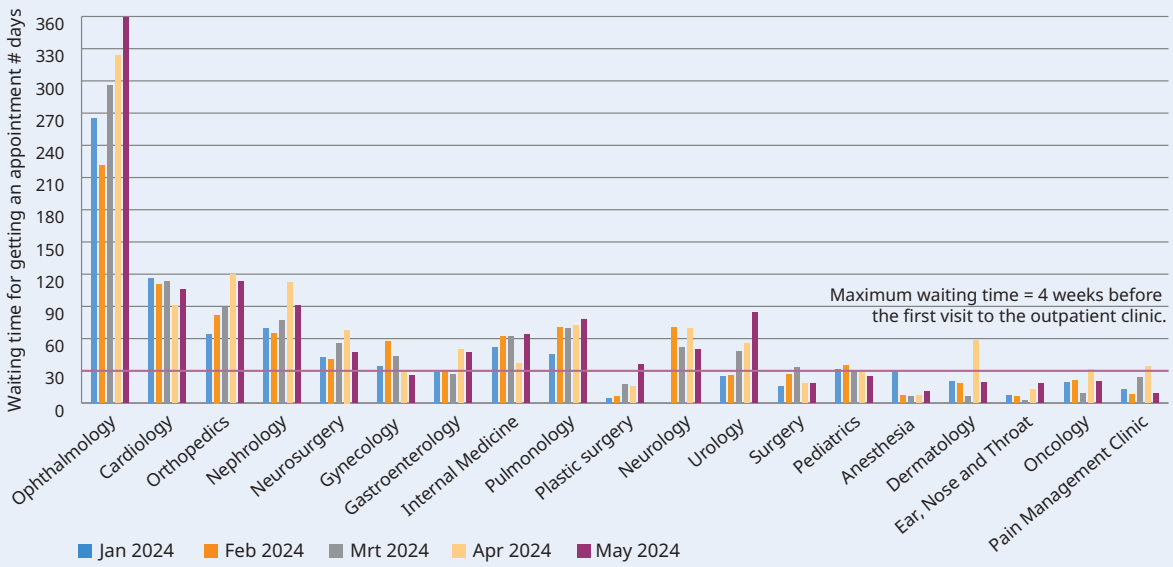
Average rating **8.4**

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.

Access times to the outpatient clinic and waiting list for operating rooms as of May 20, 2024

Appointment availability to the outpatient clinic

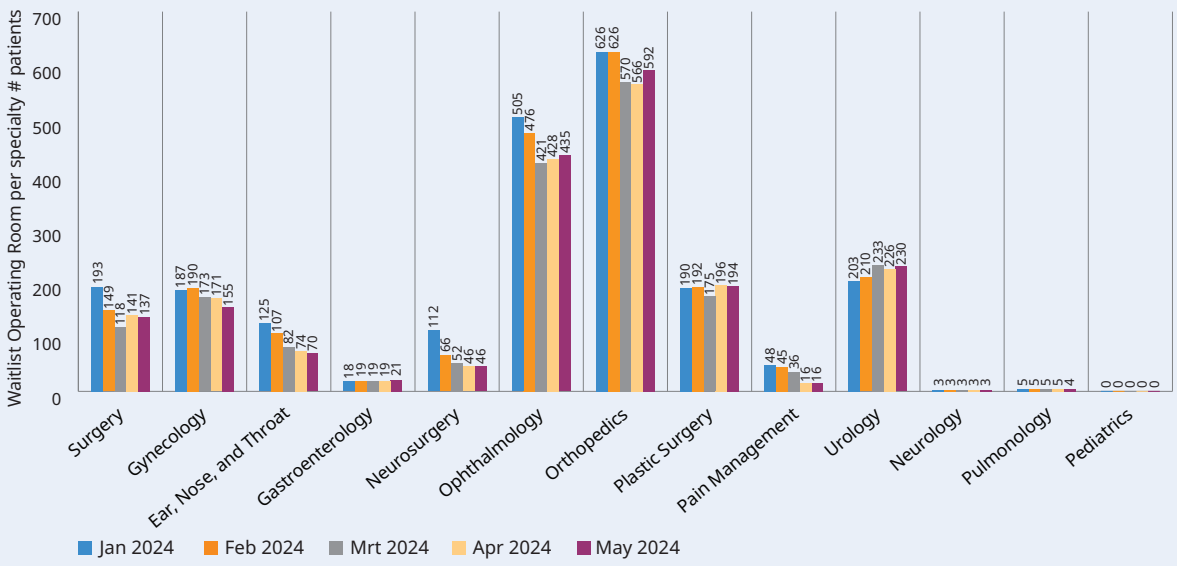


Areas of improvement

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.