Healthcare Performance

JULY

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 - JULY 2024

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

Emergency Department visits

1,681

2023	2024 (incl. Jul)
21,370	12,367

Origin Emergency Department visits

Self-referrals	971	57%
General practitioner	298	18%
General practitioner center	97	6%
Internal referrals	65	4%
Other	250	15%
Total	1,681	100%

Destination Emergency Department visits

Discharged to home	1,049	62%
Admitted	497	30%
Other	135	8%
Total	1,681	100%

Echo

882

2023	2024 (incl. Jul)
8,897	5,584

CT scan

822

2023	2024 (incl. Jul)
10,178	6,271

MRI

260

2023	2024 (incl. Jul)
2,215	1,768

X-ray

1,750

2023	2024 (incl. Jul)
24,028	14,022

Interventional Radiology

57

2023	2024 (incl. Jul)
894	468

Mammography

223

2023	2024 (incl. Jul)
2,454	1,534

First outpatient clinic visits

4,123

2023	2024 (incl. Jul)
56,868	31,894

Repeat visits

7,828

2023	2024 (incl. Jul)
102,748	59,504

Admissions

1,622

2023	2024 (incl. Jul)
19,814	12,223

Average length of stay for inpatient admissions in days

2.6

2023	2024 (incl. Jul)
3.0	2.47

Mortality percentage*

1.93% (20)

2023	2024 (incl. Jul)
2.39% (315)	2.32% (183)

Complaints

30

2023	2024 (incl. Jul)
387	214

Surgeries (incl. Caesareans)

479

2023	2024 (incl. Jul)
5,620	3,741

Births (incl. 33 Caesarean sections)

91

2023	2024 (incl. Jul)
1,035	585

Caesareans

33

2023	2024 (incl. Jul)
350	170

Cardiac catheterizations

62

2023	2024 (incl. Jul)
842	465

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

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



Adult Clinic

In total, **40 patients** completed the survey, resulting in a **response rate of 31.3%.**

Highest scores	%
Consistent Communication	97.4
Physician`s knowledge of medical records	94.6
Trust nurses	93.3

Lowest scores	%
Signal problems	56.0
Inclusion of family upon discharge	59.1
Information upon discharge	70.8

Average rating **8.2**

Areas of improvement

1. Increase family involvement in care following the principles of Patient- and Family-Centered Care.
2. Standardize nursing procedures to ensure that patients are thoroughly informed and receive clear guidance on managing potential issues before discharge.

Adult Outpatient Clinic

In total, **249 patients** completed the survey, resulting in a **response rate of 24.4%**.

Highest scores	%
Trust in physician	97.0
Consistent communication	96.1
Clear communication of physician	93.2

Lowest scores	%
Information about waiting time	38.4
Medication side-effects	72.2
Waiting time – Outpatient clinic	73.5

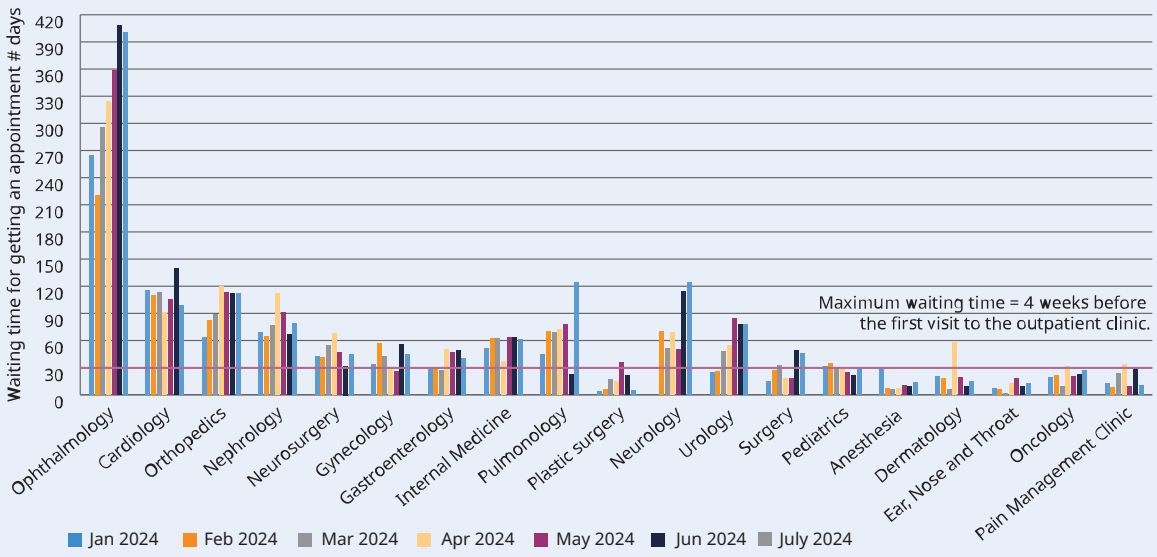
Average rating **8.5**

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: Information about possible medication side effects.

Access times to the outpatient clinic and waiting list for operating rooms till Aug 19, 2024

Appointment availability to the outpatient clinic

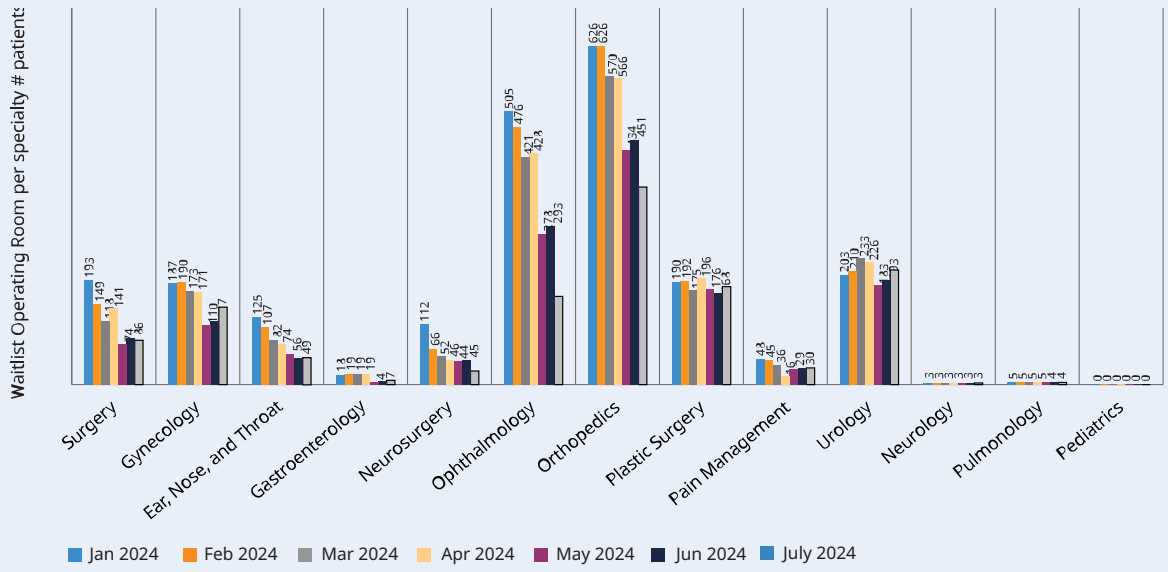


Areas of improvement

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.