Healthcare Performance

SEPTEMBER

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 - SEPTEMBER 2024

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

Emergency Department visits

1,795

2023	2024 (incl. Sept)
21,370	15,904

Origin Emergency Department visits

Self-referrals	1,014	57%
General practitioner	357	20%
General practitioner center	96	5%
Internal referrals	59	3%
Other	269	15%
Total	1,795	100%

Destination Emergency Department visits

Discharged to home	1,061	59%
Admitted	539	30%
Other	195	11%
Total	1,795	100%

Echo

840

2023	2024 (incl. Sept)
8,897	7,181

CT scan

1,017

2023	2024 (incl. Sept)
10,178	8,164

MRI

323

2023	2024 (incl. Sept)
2,215	2,146

X-ray

2,026

2023	2024 (incl. Sept)
24,028	18,109

Interventional Radiology

54

2023	2024 (incl. Sept)
894	595

Mammography

228

2023	2024 (incl. Sept)
2,454	1,997

First outpatient clinic visits

4,951

2023	2024 (incl. Sept)
56,868	41,618

Repeat visits

8,873

2023	2024 (incl. Sept)
102,748	76,691

Admissions

1,767

2023	2024 (incl. Sept)
19,814	15,773

Average length of stay for inpatient admissions in days

2.5

2023	2024 (incl. Sept)
3.0	2.5

Mortality percentage*

2.87% (31)

2023	2024 (incl. Sept)
2.39% (315)	2.39% (241)

Complaints

30

2023	2024 (incl. Sept)
387	274

Surgeries (incl. Caesareans)

531

2023	2024 (incl. Sept)
5,620	4,805

Births (incl. 24 Caesarean sections)

84

2023	2024 (incl. Sept)
1,035	763

Caesareans

24

2023	2024 (incl. Sept)
350	222

Cardiac catheterizations

59

2023	2024 (incl. Sept)
842	600

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

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

Adult Clinic

In total, **91 patients** completed the survey, resulting in a **response rate of 26.6%.**

Highest scores	%
Respect	94.6
Knowledge of Medical History	95.0
Advantages and Disadvantages of Treatments	92.4

Average rating: 8,4

Lowest scores	%
Waiting Time	65.8
Inclusion of family upon discharge	68.9
Nurse has sufficient time for patient	76.1

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, **770 patients** completed the survey, resulting in a **response rate of 21.6%**.

Highest scores	%
Trust in physician	95.4
Information upon discharge	94.5
Knowledge of Medical History	93.2

Average rating: 8,6

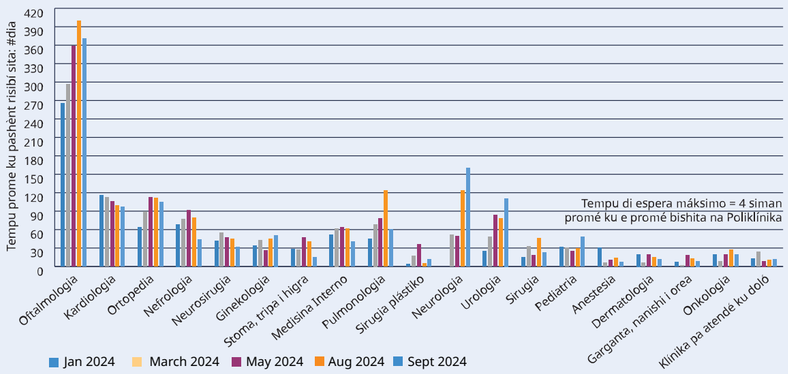
Lowest scores	%
Information about waiting time	39.0
Medication side-effects	75.4
Waiting time – Outpatient clinic	77.4

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: Information about possible medication side effects.

Access times to the outpatient clinic and waiting list for operating rooms till Sept 30 2024

Appointment availability to the outpatient clinic

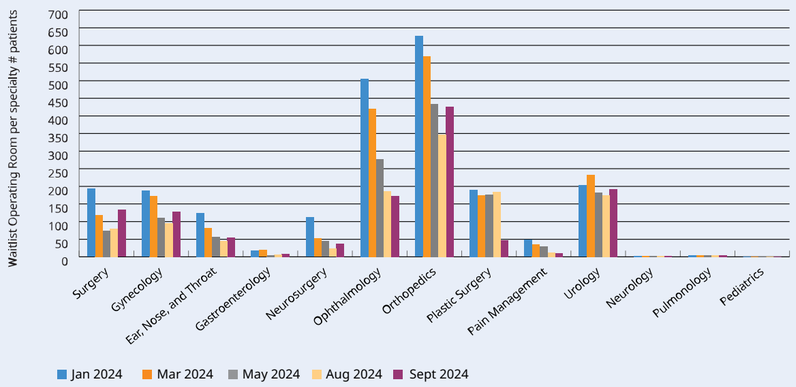


Areas of improvement

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.

IMPORTANT UPDATE: To ensure a better understanding of the Operation Room waitlist and outpatient clinic waiting time charts we not present the data for January, March, May and August.