Healthcare Performance

NOVEMBER

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 2024

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

Emergency Department visits

1,777

2023 total	2024 YTD
21,370	19,408

Origin Emergency Department visits

Self-referrals	1.024	58%
General practitioner	350	20%
General practitioner center	130	7%
Internal referrals	62	4%
Other	211	14%
Total	1,777	100%

Destination Emergency Department visits

Discharged to home	1.099	57%
Admitted	542	33%
Other	136	10%
Total	1,777	100%

Echo

758

2023 total	2024 YTD
8,897	8,725

CT scan

952

2023 total	2024 YTD
10,178	10,062

MRI

246

2023 total	2024 YTD
2,215	2,682

X-ray

2,682

2023 total	2024 YTD
24,028	22,471

Interventional Radiology

72

2023 total	2024 YTD
894	732

Mammography

220

2023 total	2024 YTD
2,454	2,421

First outpatient clinic visits

4,956

2023 total	2024 YTD
56,868	51,521

Repeat visits

9,029

2023 total	2024 YTD
102,748	94,994

Admissions

1,732

2023 total	2024 YTD
19,814	19,285

Average length of stay for inpatient admissions in days

2.6

2023 total	2024 YTD
3.0	2.5

Mortality percentage*

2.24% (26)

2023 total	2024 YTD
2.39% (315)	2.36% (294)

Complaints

30

2023 total	2024 YTD
387	334

Surgeries (incl. Caesareans)

525

2023 total	2024 YTD
5,620	5,896

Births (incl. 34 Caesarean sections)

89

2023 total	2024 YTD
1,035	951

Caesareans

29

2023 total	2024 YTD
350	285

Cardiac catheterizations

57

2023 total	2024 YTD
842	728

Mortality rate = number of deceased patients relative to the total number of patients for inpatient admissions.
** 2023 Total = the entire year. 2024 YTD = the Total for the year through this month, in this case 'November'*

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

Adult Clinic

In total, **77 patients** completed the survey, resulting in a **response rate of 33.5%.**

Highest scores	%
Knowledge of Medical History	97.2
Trust in physician	90.7
Respect	89.5

Average rating 8,4

Lowest scores	%
Inclusion of family upon discharge	53.3
Information on waiting list wait time	66.7
Medication side-effects	68.3

Areas of improvement

1. Increase family involvement in care following the principles of Patient- and Family-Centered Care.
2. Standardize procedures to ensure patients are fully informed about medication side effects and receive information about waiting list time.

Adult Outpatient Clinic

In total, **456 patients** completed the survey, resulting in a **response rate of 21.4%**.

Highest scores	%
Trust in physician	96.7
Information upon discharge	96.3
Pyhsician is understandable	94.1

Average rating 8,4

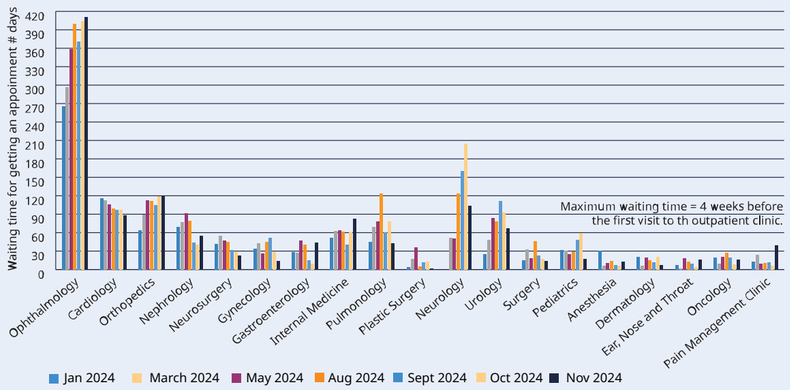
Lowest scores	%
Information about waiting time	35.5
Waiting time – Outpatient clinic	73.7
Medication side-effects	78.5

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 Nov 30 2024

Appointment availability to the outpatient clinic

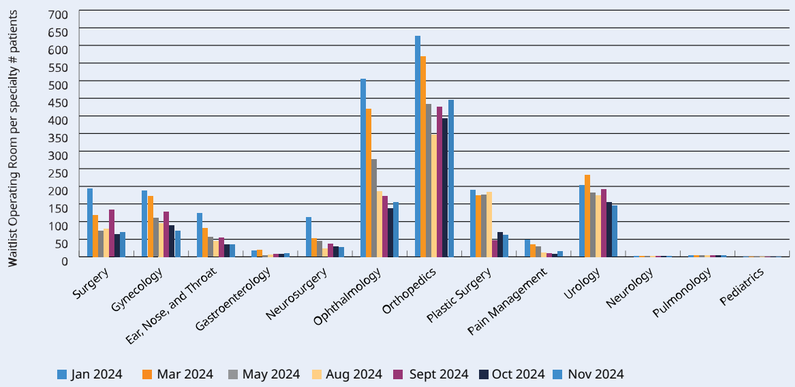


Areas of improvement

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 now present the data for January, March, May and August, Sept, Oct, and Nov.