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 2024

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

Emergency Department visits

1,727

21,370	17,631
2023 total	2024 YTD

Origin Emergency Department visits

Self-referrals	915	53%
General practitioner	376	22%
General practitioner center	120	7%
Internal referrals	75	4%
Other	241	14%
Total	1,727	100%

Destination Emergency Department visits

Discharged to home	988	57%
Admitted	565	33%
Other	174	10%
Total	1,727	100%

Echo

786

8,897	7,967
2023 total	2024 YTD

CT scan

946

10,178	9,110
2023 total	2024 YTD

MRI

290

2,215	2,436
2023 total	2024 YTD

X-ray

2,228

24,028	20,337
2023 total	2024 YTD

Interventional Radiology

65

894	660
2023 total	2024 YTD

Mammography

204

2,454	2,201
2023 total	2024 YTD

First outpatient clinic visits

4,947

56,868	46,565
2023 total	2024 YTD

Repeat visits

9,274

102,748	85,965
2023 total	2024 YTD

Admissions

1,780

19,814	17,553
2023 total	2024 YTD

Average length of stay for inpatient admissions in days

2.7

3.0	2.5
2023 total	2024 YTD

Mortality percentage*

2.14% (26)

2.39% (315)	2.37% (267)
2023 total	2024 YTD

Complaints

30

387	304
2023 total	2024 YTD

Surgeries (incl. Caesareans)

566

5,620	5,371
2023 total	2024 YTD

Births (incl. 34 Caesarean sections)

99

1,035	862
2023 total	2024 YTD

Caesareans

34

350	256
2023 total	2024 YTD

Cardiac catheterizations

71

842	671
2023 total	2024 YTD

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 'October.'*

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

Adult Clinic

In total, **116 patients** completed the survey, resulting in a **response rate of 29.1%.**

Highest scores	%
Knowledge of Medical History	95.2
Trust in physician	87.2
Safety	86.7

Average rating 8,3

Lowest scores	%
Inclusion of family upon discharge	59.3
Medication side-effects	60.3
Information on waiting list wait time	61.7

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 19.5%**.

Highest scores	%
Trust in physician	95.9
Information upon discharge	94.7
Knowledge of Medical History	93.7

Average rating 8,5

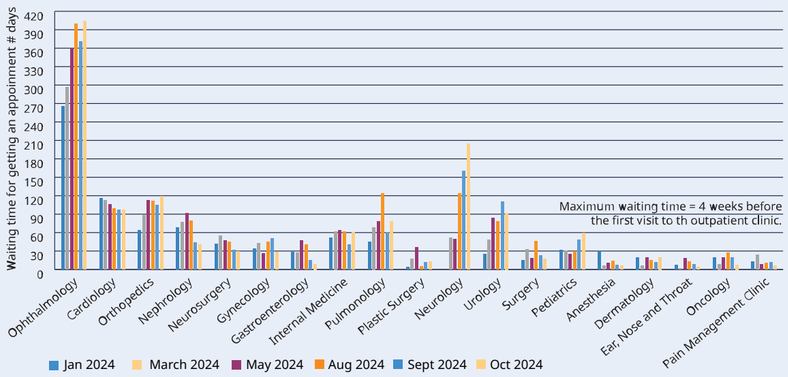
Lowest scores	%
Information about waiting time	35.9
Waiting time – Outpatient clinic	73.2
Medication side-effects	75.3

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 Oct 31 2024

Appointment availability to the outpatient clinic

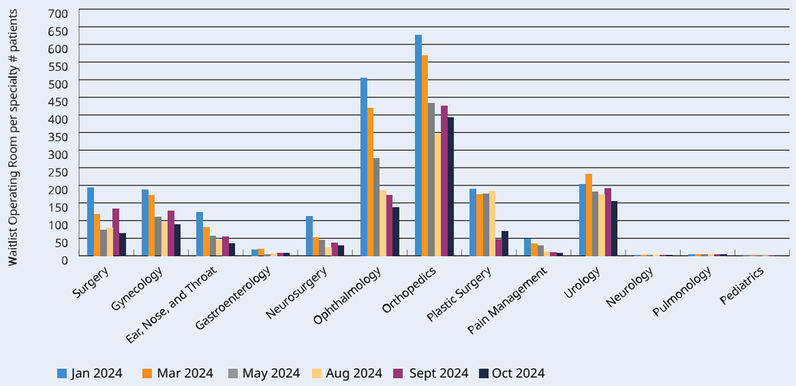


Areas of improvement

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,