



Inspectie
Volksgezondheid
Aruba



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Connecting the Dots
of Quality in Healthcare



Quality of Healthcare
CONFERENCE IVA 2024
"Quality Matters"

Disclosure of speaker's interests

| | |
|---|----------------|
| (Potential) conflict of interest | None/See below |
| Potentially relevant company relationships in connection with event | None |
| <ul style="list-style-type: none">● Sponsorship or research funding● Fee or other (financial) payment● Shareholder● Other relationship, i.e. ... | N/A |

Connecting the dots of quality in healthcare



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**From Fragmented, Ad
hoc and Incidental**

to

**Continuous,
Conscious, Purposeful
and Systematic
Quality Improvement**



**From Fragmented,
Ad hoc and
Incidental**

to

**Continuous,
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Purposeful and
Systematic
Quality
Improvement**

Conte nt

Part 1

Quality annual
report

Feedback 01

Part 2

Quality

What is it? 02

Quality

Components 03

Quality

System 04

Part 1



FEEDBACK

Annual Quality Report

- I. Report
- II. Data collecting tool IVA
- III. Self-reported data

Annual Quality Report

FOCUS

2. Quality Assurance and Quality System

2.1 How do you know that good quality care is provided in your facility?

2.2 Which quality system(s) do you use?

DATA COLLECTING TOOL



International
Organization for
Standardization



HKZ | **NEN**

*Basis
voor beter*



EFQM[®]
Leading Excellence



**Joint Commission
International**



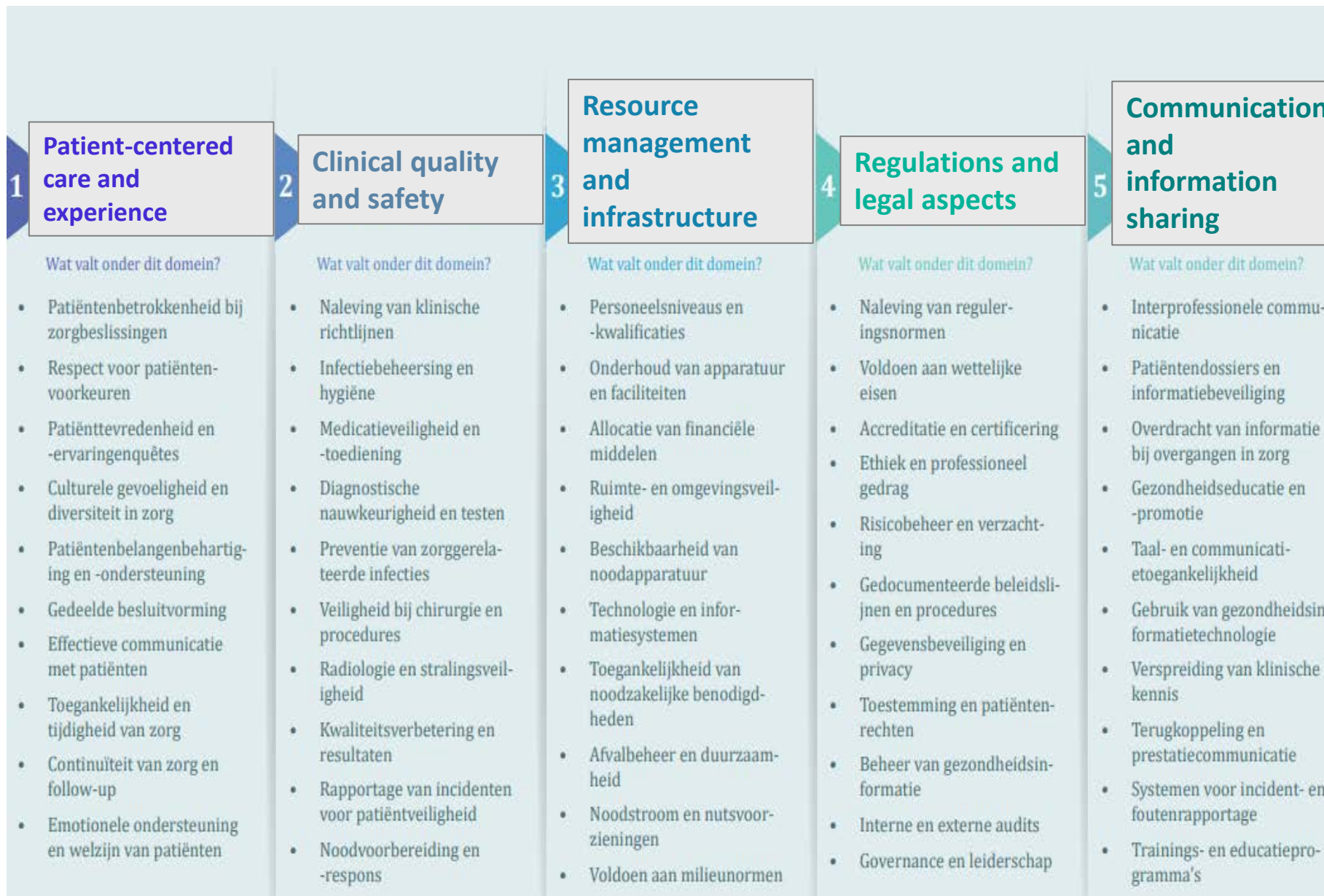
Organization Accredited
by Joint Commission International

IMPROVING THE QUALITY AND SAFETY OF
HEALTHCARE FOR EVERY PATIENT ACROSS THE GLOBE

INK•next

Partner
in Excellence

Standardization main categories



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DISCLAIMER:

**THIS QUALITATIVE ANALYSIS IS BASED ON
YOUR SELF REPORTED DATA**

Q U A L I T A T I V E

- Representative Sample of Healthcare Providers

Reports per professional group

| | |
|--------------------|-----|
| Family physicians | 25 |
| Pharmacies | 11 |
| Physiotherapists | 21 |
| Institutions | 6 |
| Laboratories | 4 |
| Oral healthcare | 25 |
| Medical specialist | 13 |
| Midwives | 3 |
| Total: | 108 |

Normalization of Data

- Fair Comparison
- Per Report Insights

QUALITATIVE

KEYWORDS = 35

Adequate record keeping
Availability and/or continuity of care
Availability resources (non-personnel)
Benchmarking
Calamity reporting
Clear working agreements/processes
Competency register
Complaint policy
Consultation other specialists
Consultation pharmacists
Consultation staff
Continuing education
Email service
EMR
Equipment maintenance records
External audits
Incident reporting
Infection , hygiene, and safety protocols

Internal audits
International accreditation /quality management system
Medication monitoring system
None/blank
Occupational group member
Patient feedback (incl. complaints)
Patient involvement
PDCA-tool
Professional standard
Quality indicators
Registration shelf-life
Staff supervision and performance reviews
Timely diagnosis and clinical decisions
Trained, experienced, licensed staff
Triage system
WhatsApp service
Year reporting Inspectorate

RESULTS

Top 10 national keywords:

- 1 Patient feedback
- 2 Continuing education
- 3 None/blank
- 4 Complaint policy
- 5 Professional standard
- 6 Quality indicators
- 7 International accreditation /quality management system
- 8 Consultation other specialists
- 9 Consultation staff
- 10 Availability and/or continuity of care

TOP 5 KEYWORDS

01 Family Physicians

| Top 5 keywords: | |
|-----------------|-------------------------------------|
| 1 | Patient feedback (incl. complaints) |
| 2 | Complaint policy |
| 3 | Continuing education |
| 4 | Quality indicators |
| 5 | None/blank |

02 Pharmacies

| Top 5 keywords: | |
|-----------------|-------------------------------------|
| 1 | Consultation other specialists |
| 2 | None/blank |
| 3 | Medication monitoring system |
| 4 | Patient feedback (incl. complaints) |
| 5 | Complaint policy |

03 Physiotherapists

| Top 5 keywords: | |
|-----------------|-------------------------------------|
| 1 | Patient feedback (incl. complaints) |
| 2 | Professional standard |
| 3 | None/blank |
| 4 | Continuing education |
| 5 | Complaint policy |

04 Institutions

| Top 5 keywords: | |
|-----------------|--|
| 1 | International accreditation /quality management system |
| 2 | Patient feedback (incl. complaints) |
| 3 | Professional standard |
| 4 | External audits |
| 5 | Continuing education |

05 Laboratories

Top 5 keywords:

- 1 International accreditation /quality management system
- 2 Patient feedback (incl. complaints)
- 3 External audits
- 4 Quality indicators
- 5 Internal audits

06 Oral Healthcare

Top 5 keywords:

- 1 Patient feedback (incl. complaints)
- 2 Continuing education
- 3 None/blank
- 4 Availability resources (non-personnel)
- 5 Availability and/or continuity of care

07 Medical Specialists

Top 5 keywords:

- 1 Professional standard
- 2 None/blank
- 3 Complaint policy
- 4 Consultation other specialists
- 5 Occupational group member

08 Midwives

Top 5 keywords:

- 1 Complaint policy
- 2 Patient feedback (incl. complaints)
- 3 Professional standard
- 4 Availability resources (non-personnel)
- 5 EMR

International standards x Keywords

We identified your self-reported keywords in nine of the subcategories of the international standards matrix.

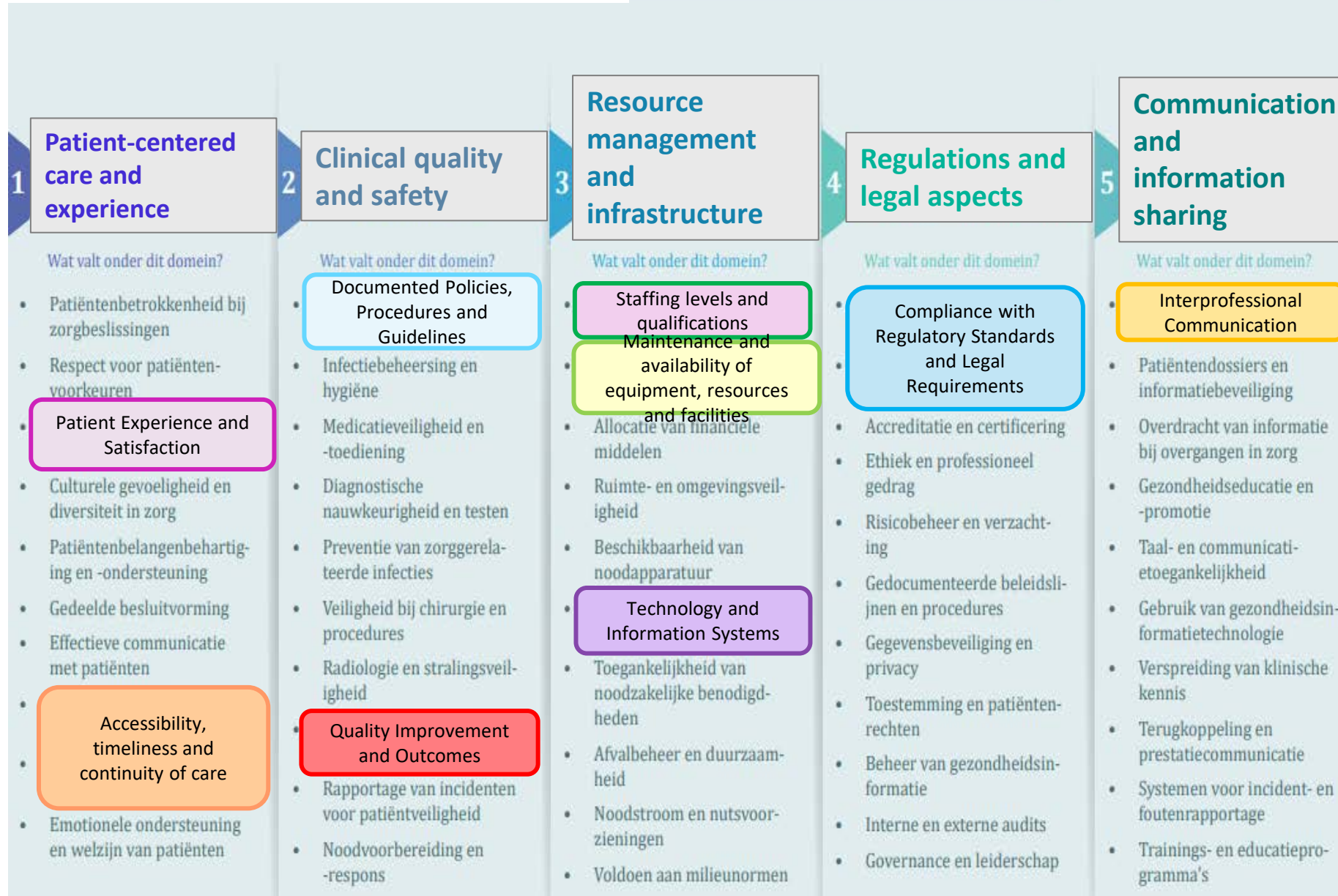
This provides insights on the focus of your keywords in your Reports.

Remember: KEYWORDS

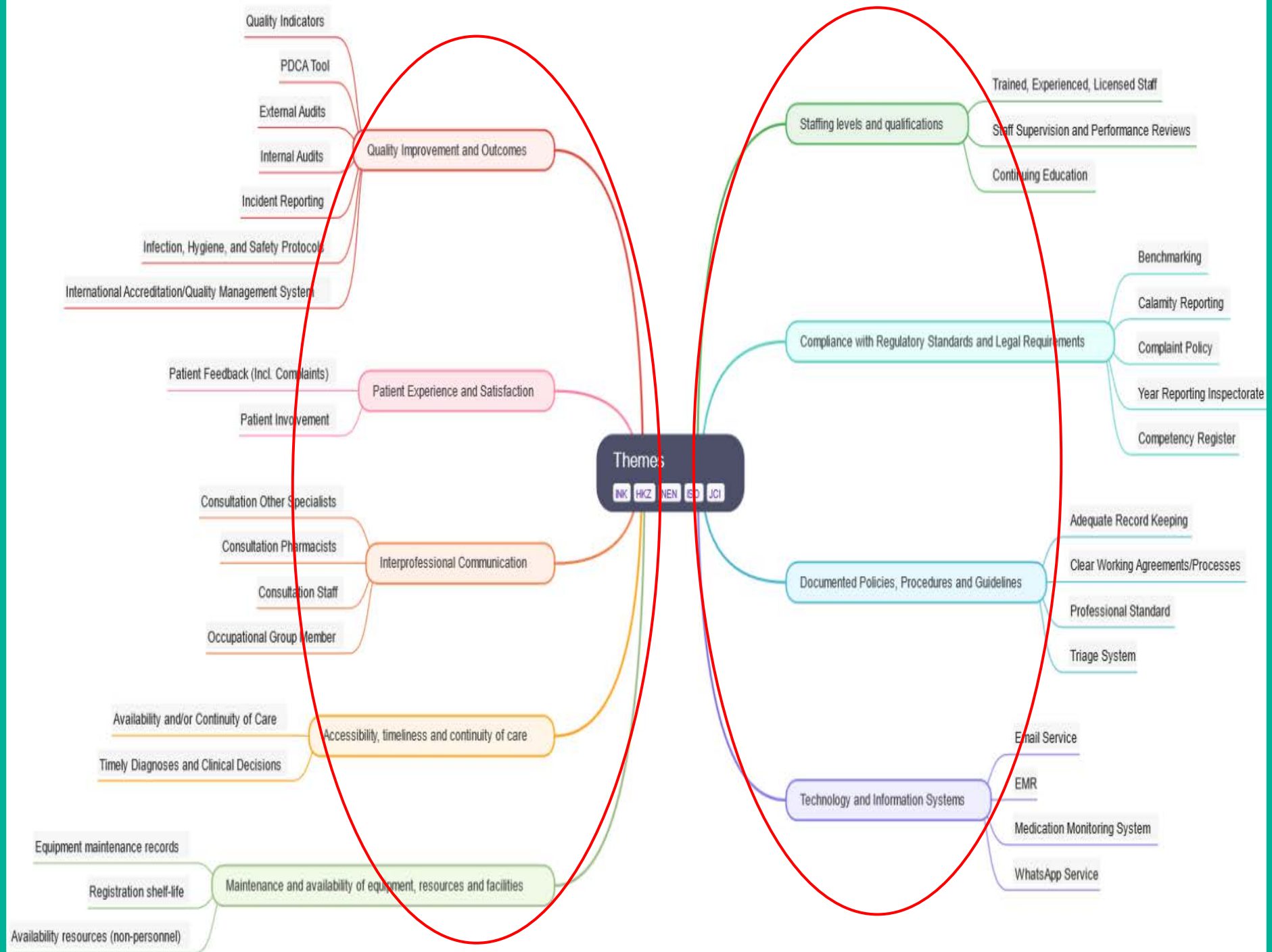
Adequate record keeping
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Standardization main categories







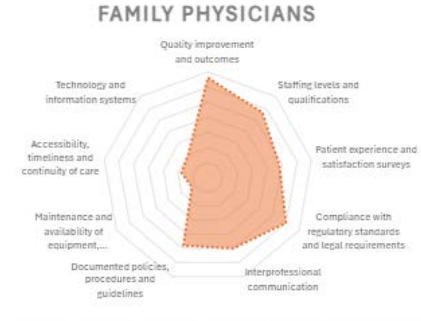
RESULTS

Nine Subcategories

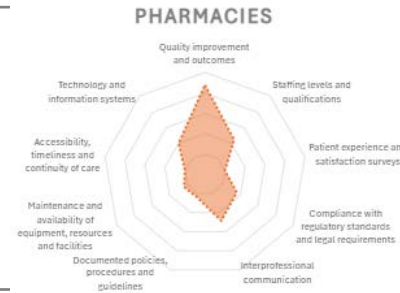
NATIONAL



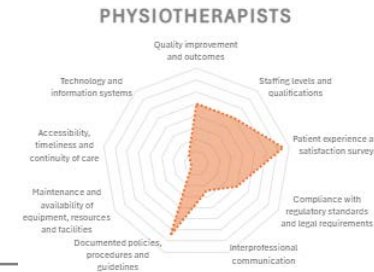
01 Family Physicians



02 Pharmacies



03 Physiotherapists



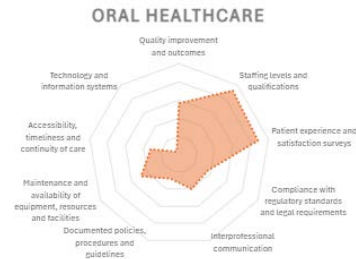
04 Institutions



05 Laboratories



06 Oral Healthcare



07 Medical Specialists



08 Midwives



RESULTS

Quality Systems

NATIONAL

2. Quality Assurance and Quality System

2.1 How do you know that good quality care is provided in your facility?

2.2 Which quality system(s) do you use?

- The percentage of healthcare clinics/institutions in Aruba that have an implemented and certified/accredited quality system is 7%
- The other 93% are mostly fragmented components of a quality system or none.
- Most common used reason: no time

Continuing



**From Fragmented,
Ad hoc and
Incidental**

to

**Continuous,
Conscious,
Purposeful and
Systematic
Quality
Improvement**

Part 2

Quality

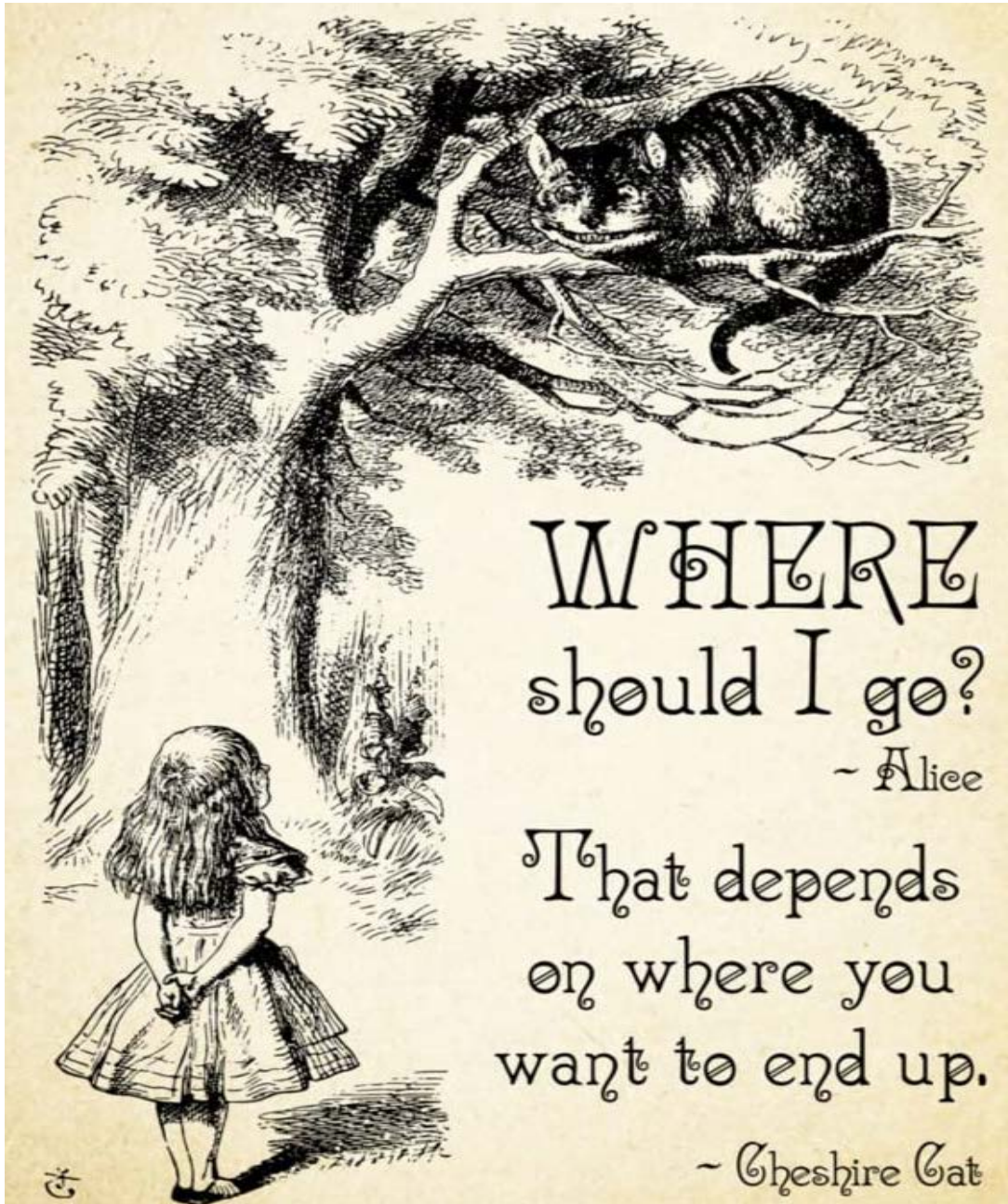
What is it? 02

Quality

Components 03

Quality

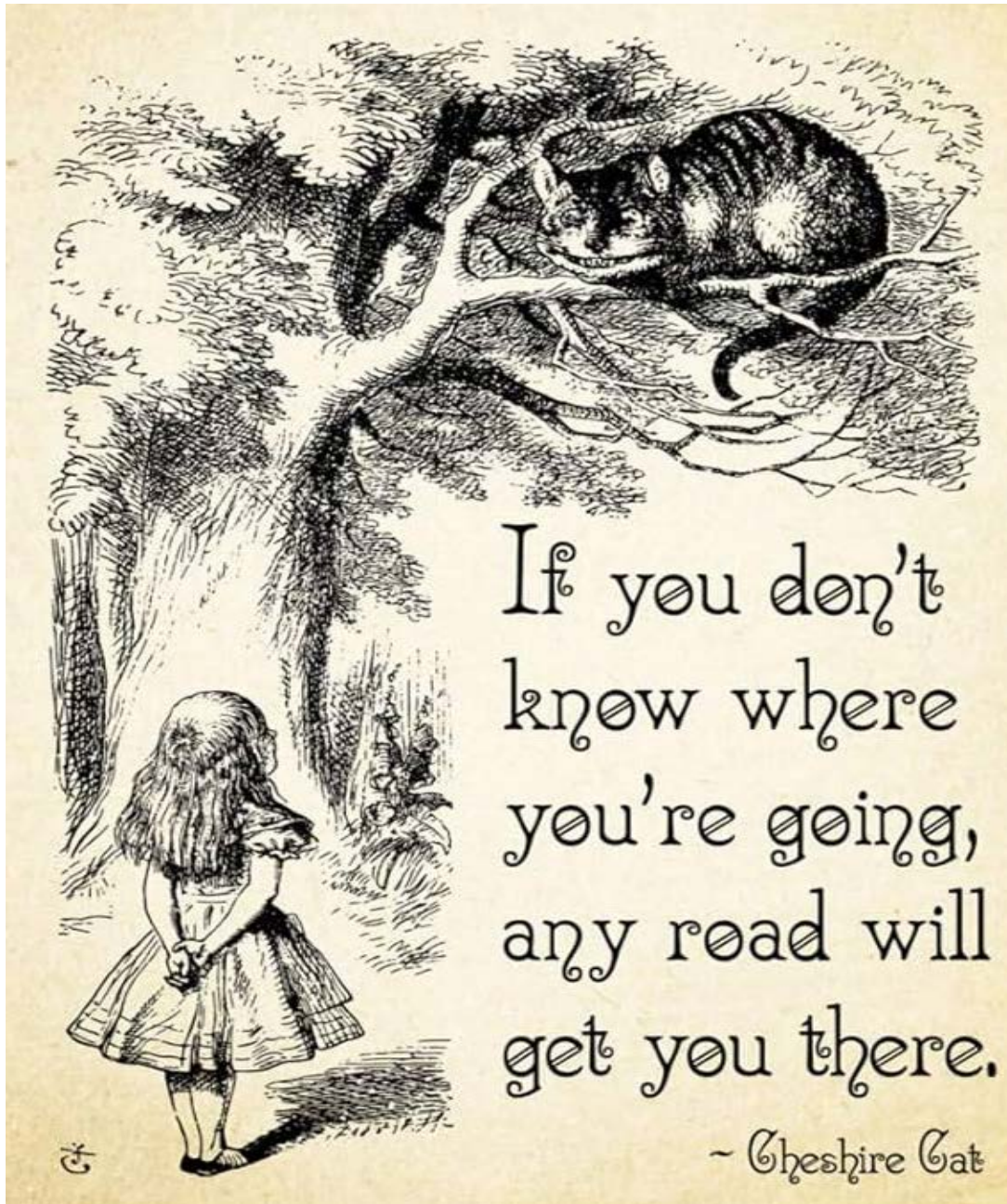
System 04



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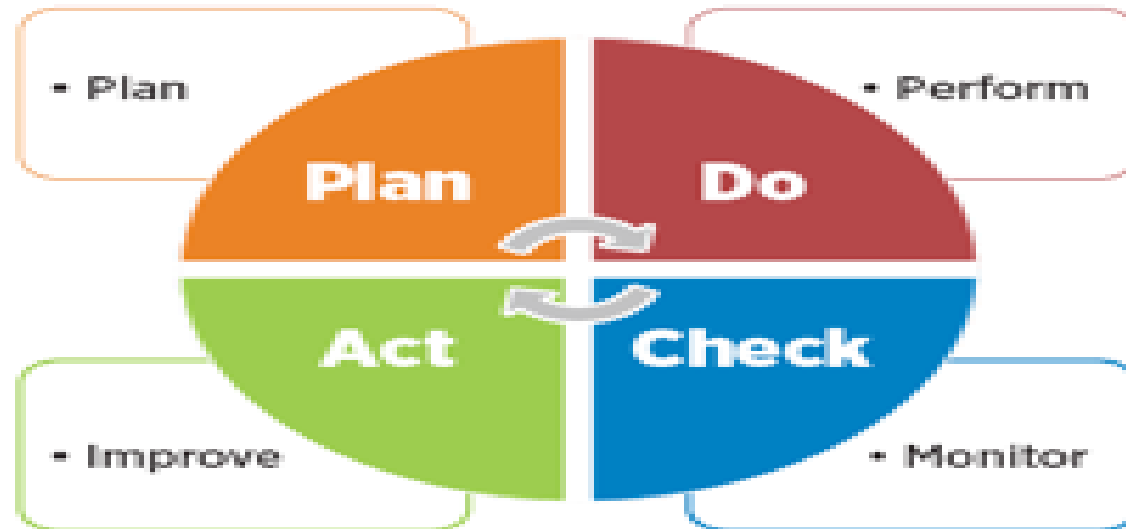
**From Fragmented,
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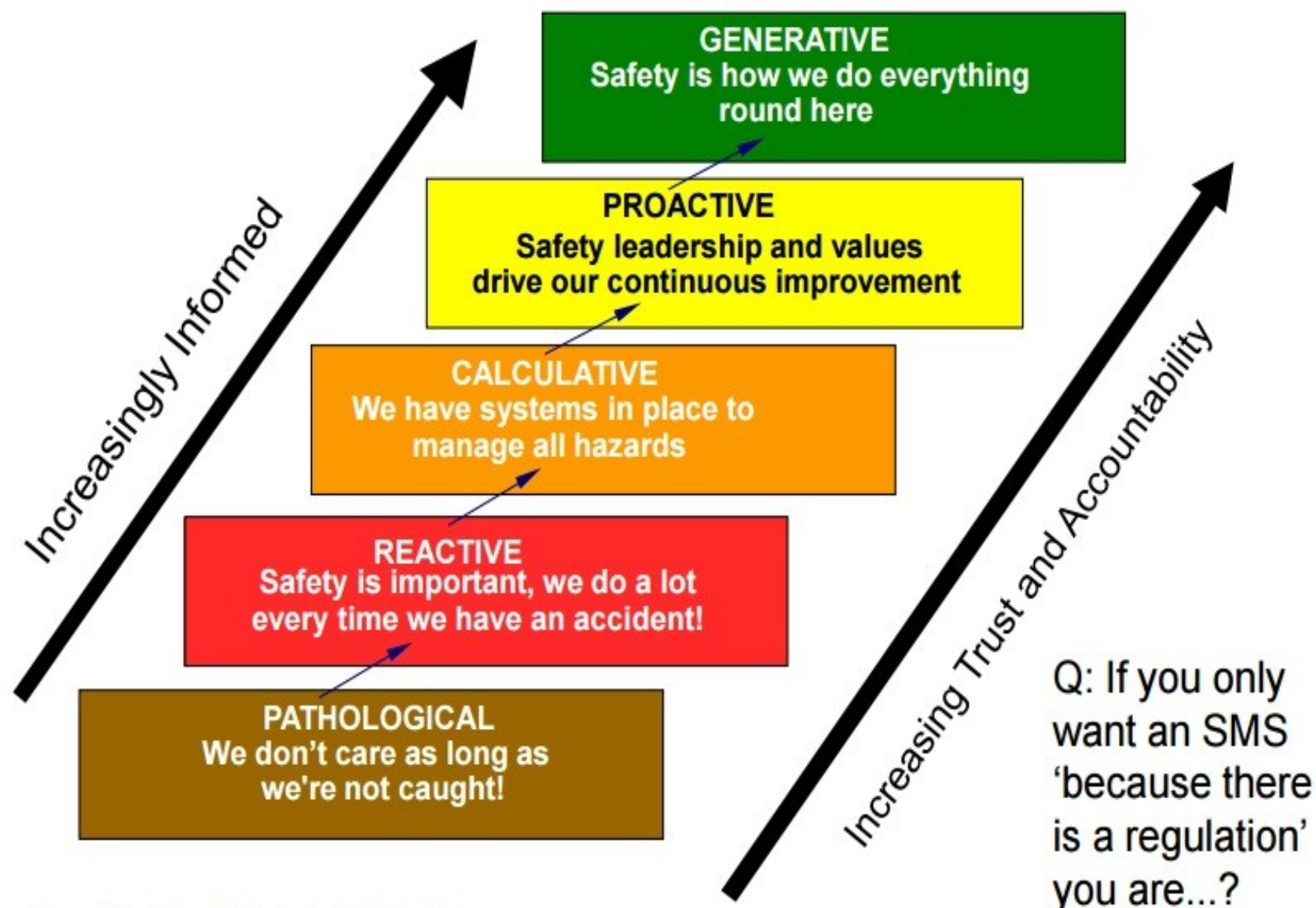
**Continuous,
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What is Quality?

- Know where you are going: deliverance of good care
- Plan way ahead
- Prepare all the things you need to reach this goal
- See things coming and ACT
- **When you didn't see things coming, you REACT**
- Learn from things you have not seen coming and ACT



Types of Safety Cultures



What is Quality?

Smooth sailing..



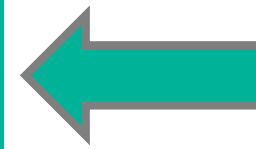
..in rough seas!

**From Fragmented,
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**Quality
System**



“

Quality System definition by IVA:

“A coherent set of structured activities, procedures, instructions and records aimed at systematically assuring and improving the quality and safety of care delivery.”

HEALTH

Key Components:



Vision and policy:

A clear vision of quality and a policy plan describing the objectives and how they will be achieved.

Organization:

A good organizational structure with clear responsibilities.

Processes:

Structured processes for all major activities within the provision of care.

People:

Well-trained and motivated employees involved in quality improvement.

Key Components:



Resources:

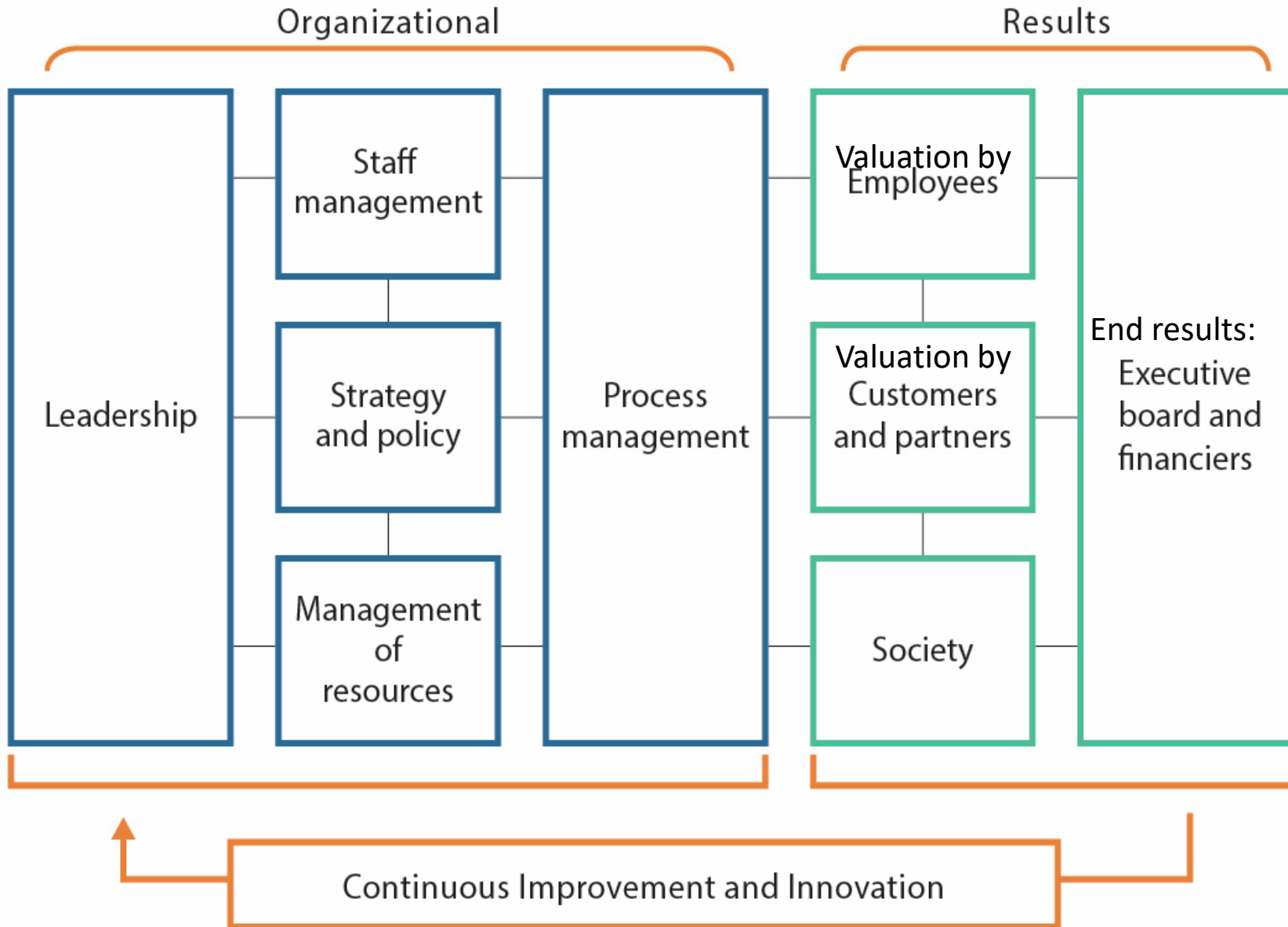
Sufficient resources (financial, material, personnel) to ensure quality.

Measurements:

Collection and analysis of data to monitor and improve quality of care.

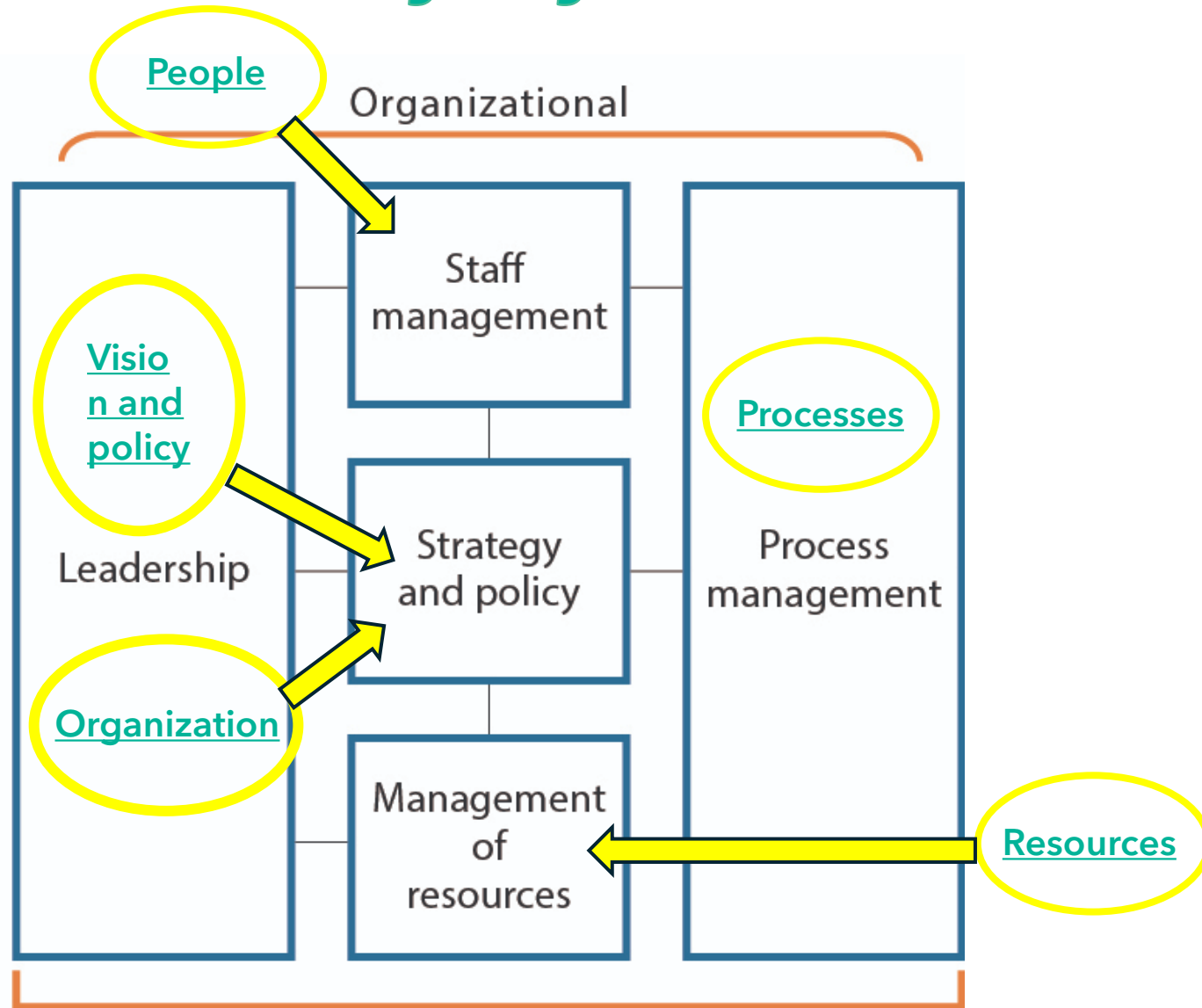
Improvement:

Making improvements based on the collected data and analyses.

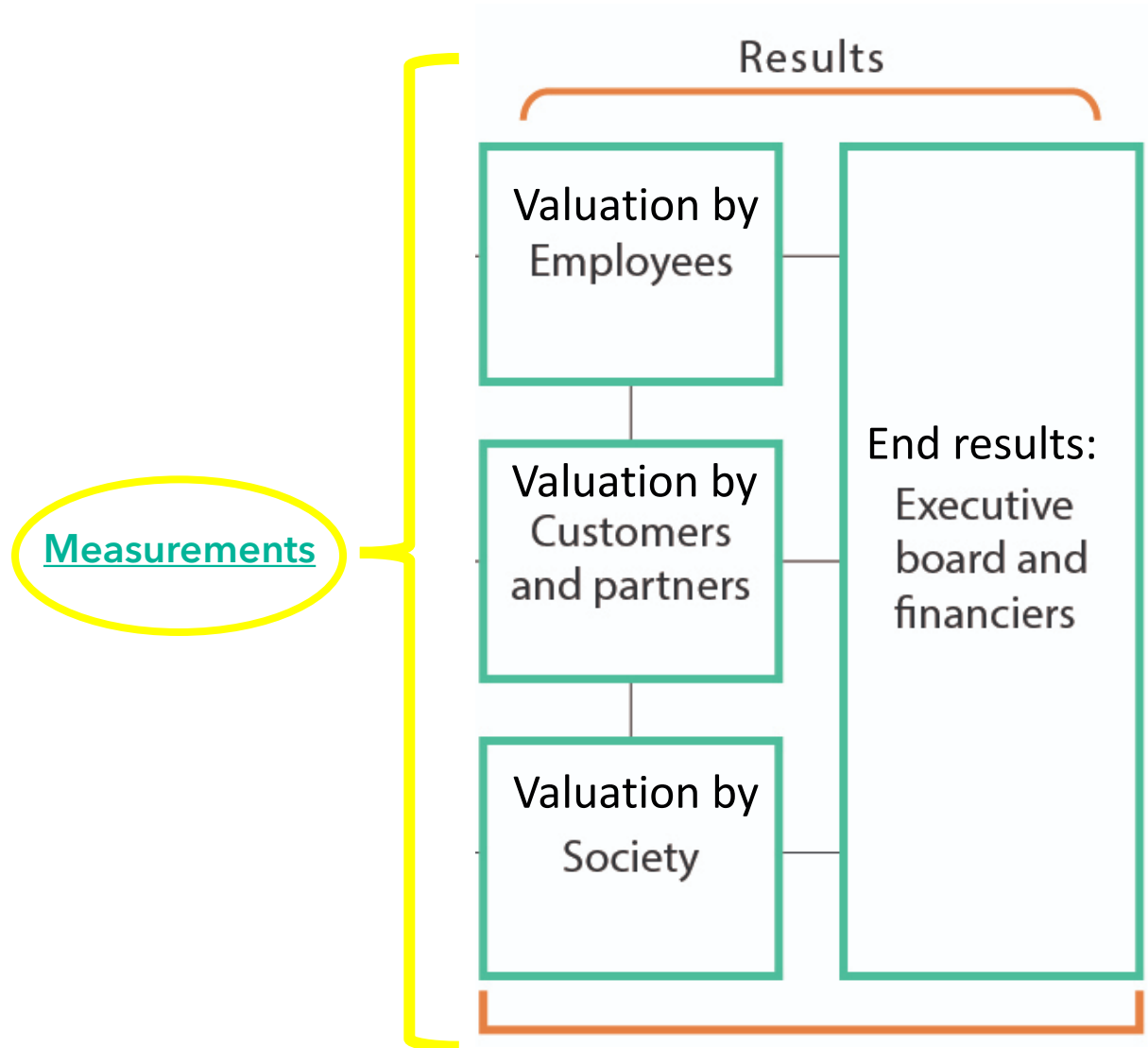


INK MODEL

Quality System

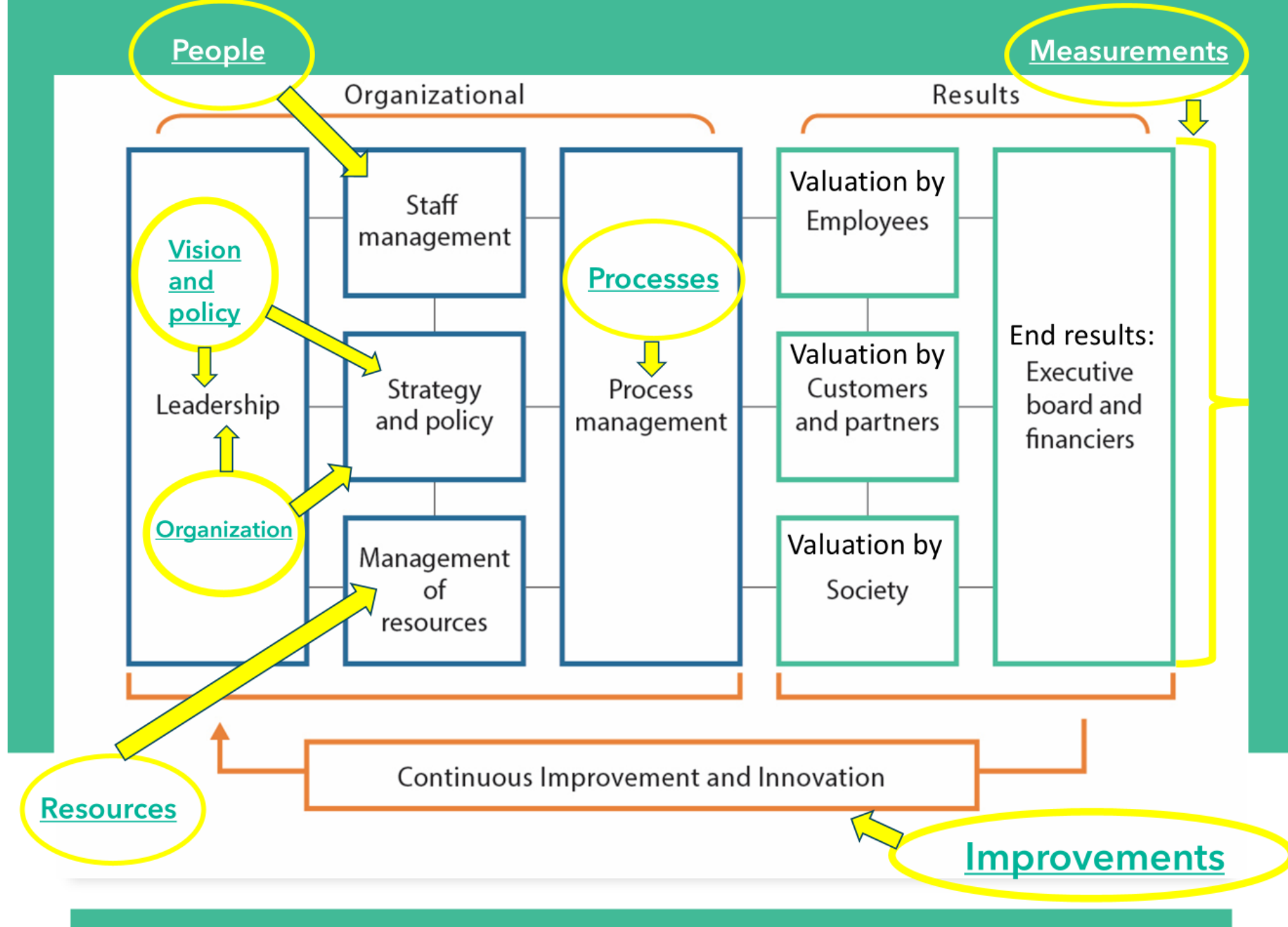


Quality System

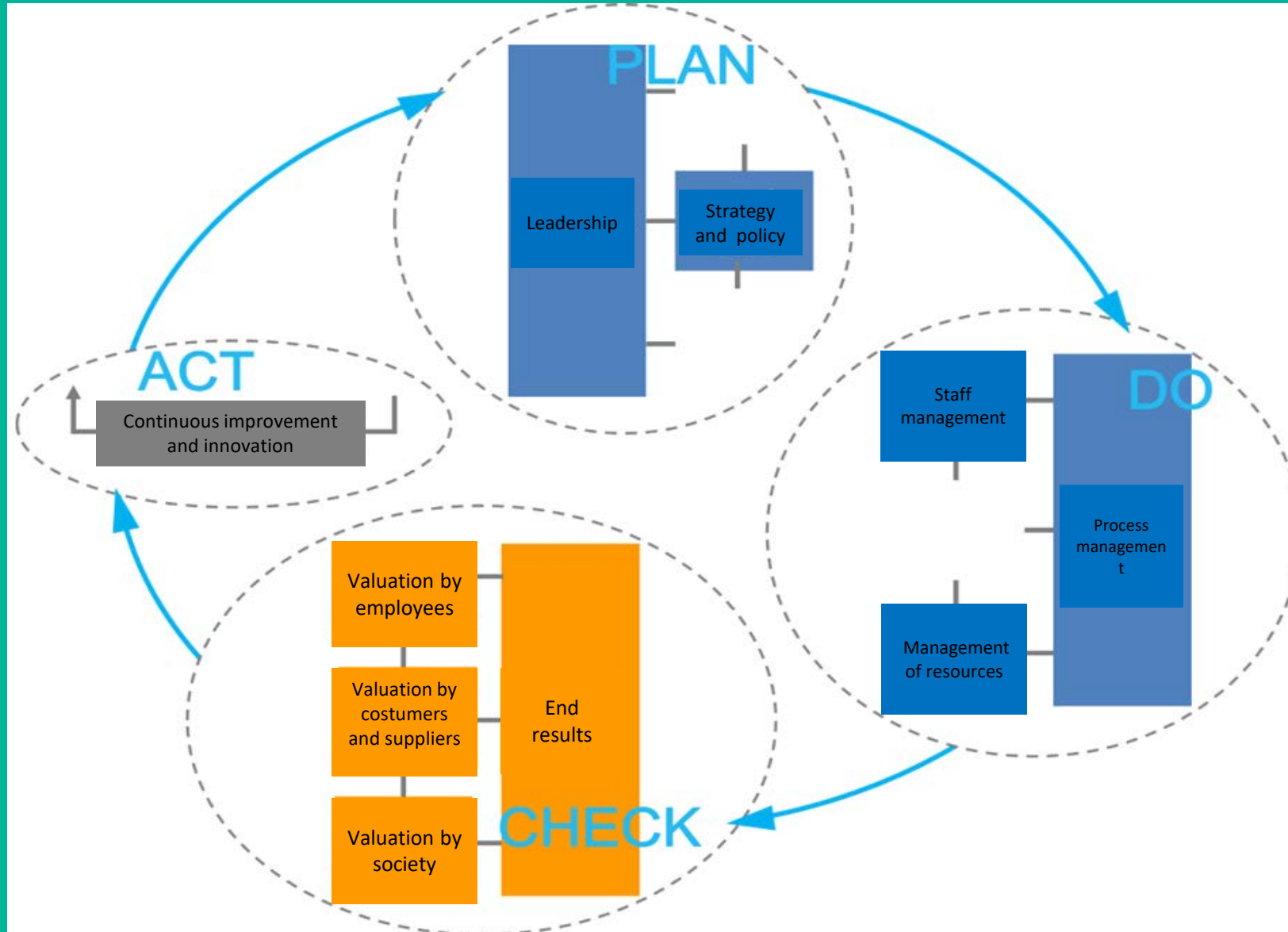


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Connecting the dots...



TAKE HOME MESSAGE

From
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Incidental
to
Continuous,
Conscious,
Purposeful and
Systematic
Quality
Improvement



*Dream big. Start small.
But most of all, start.*

- Simon Sinek

Implement an
improvement
culture, using a
quality system

Talk about Quality
Improvements
within your
professional
associations

(Continue to)
Start...

Thank you

Quality is never an
accident. It is always the
result of intelligent effort.

John Ruskin



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