



Inspectie  
Volksgezondheid  
Aruba



# Marianne Eelens, MSc

The pursuit 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"><li>● Sponsorship or research funding</li><li>● Fee or other (financial) payment</li><li>● Shareholder</li><li>● Other relationship, i.e. ...</li></ul>	N/A

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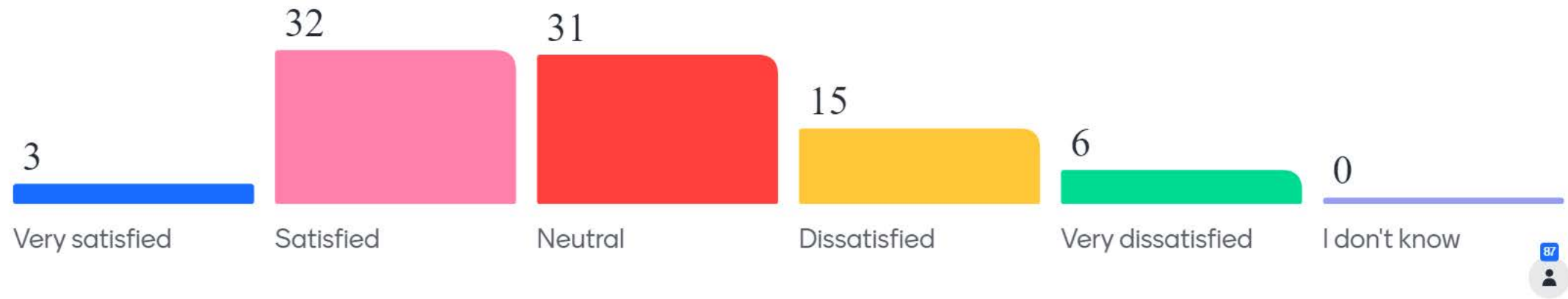




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# Please rate your satisfaction with the quality of Aruba's healthcare system

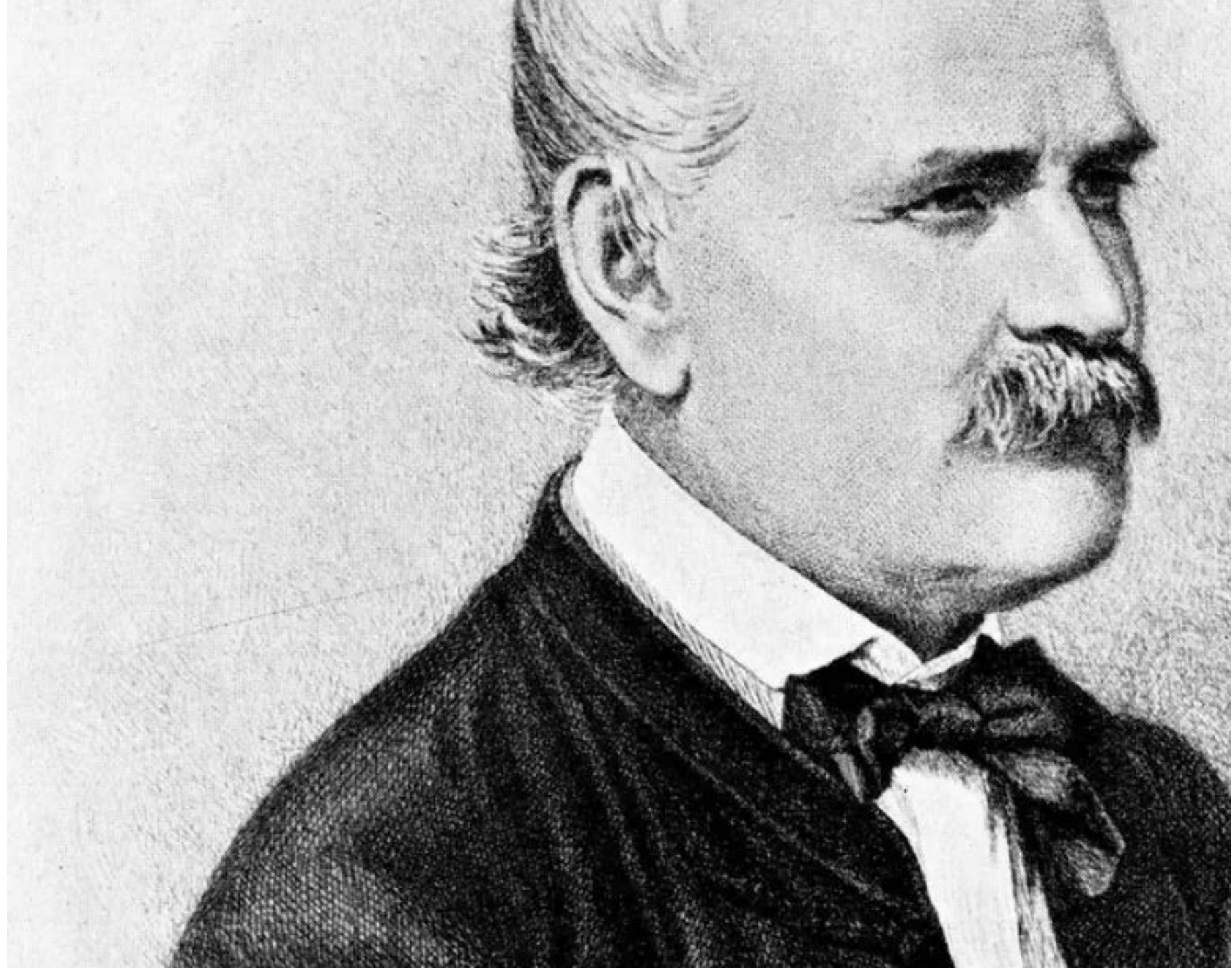


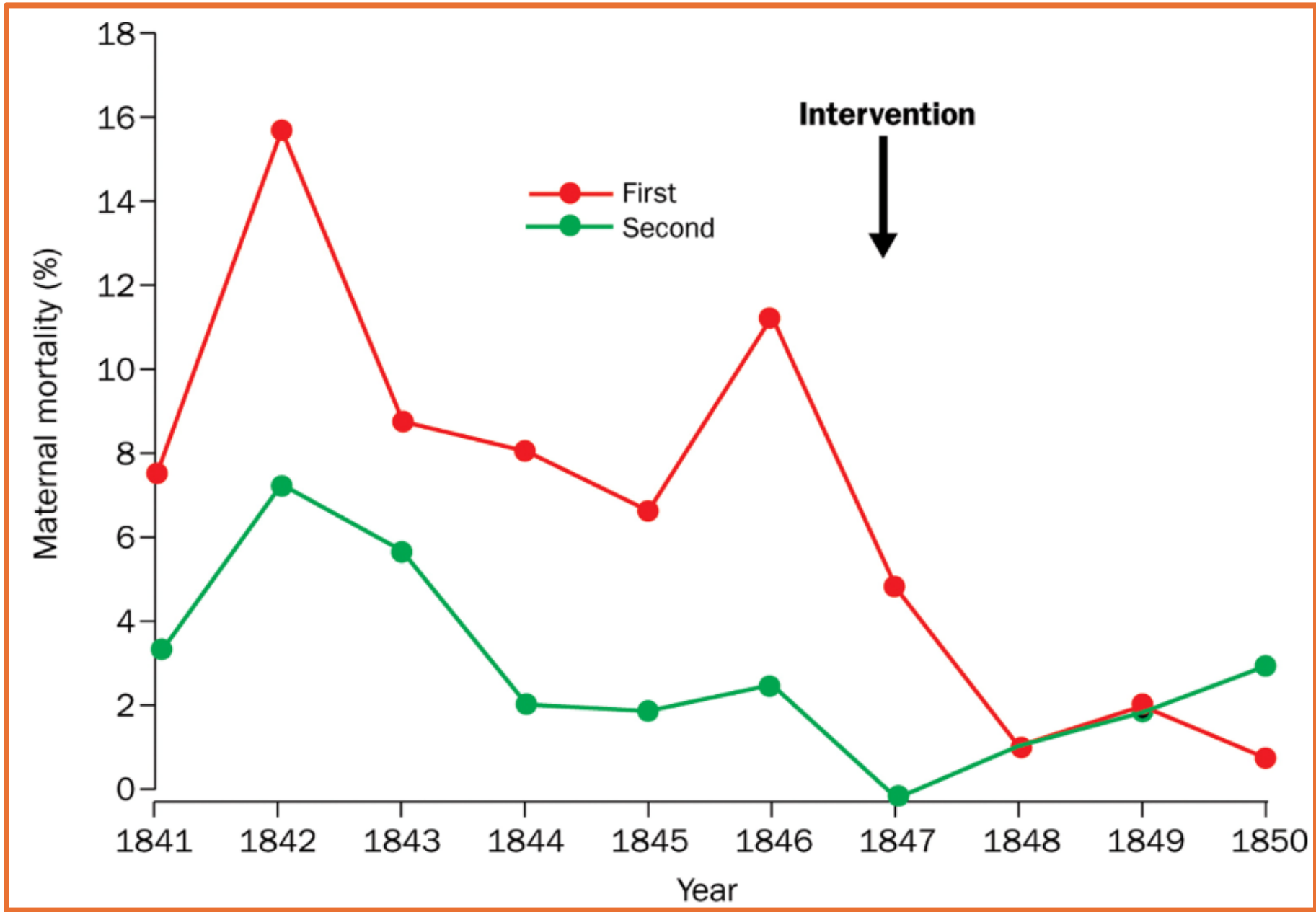
# hera Right to Health & Development



- International partnership of health and social development experts committed to evidence-based support for the right to health and development
- Monitoring, evaluation and learning for UN agencies, development organizations and donor governments
- Evaluate relevance, coherence, effectiveness, efficiency, impact, sustainability, etc.
- External Evaluation of the UNDP-UNFPA-UNICEF-WHO-World Bank Special Programme of Research on Human Reproduction (HRP)
- Study of the Impact of COVID-19 on South Sudan's health system
- Review of the Network for Improving Quality of Care for Maternal, Newborn and Child Health



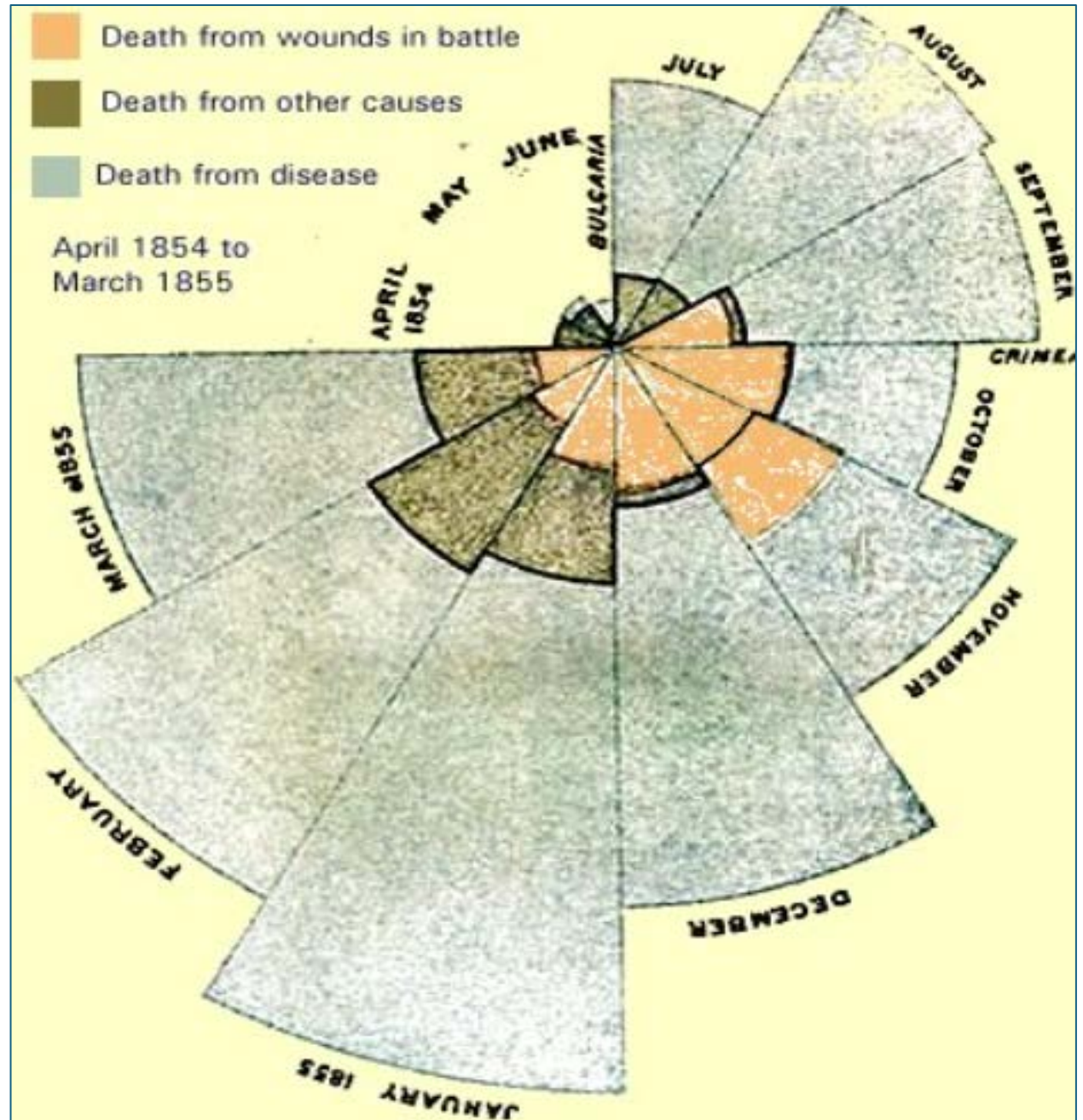








# Polar area diagram



”

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“The common sense notion that every hospital should follow every patient it treats, long enough to determine whether or not the treatment has been successful, and then to inquire, “If not, why not?” with a view to preventing similar failures in the future.”

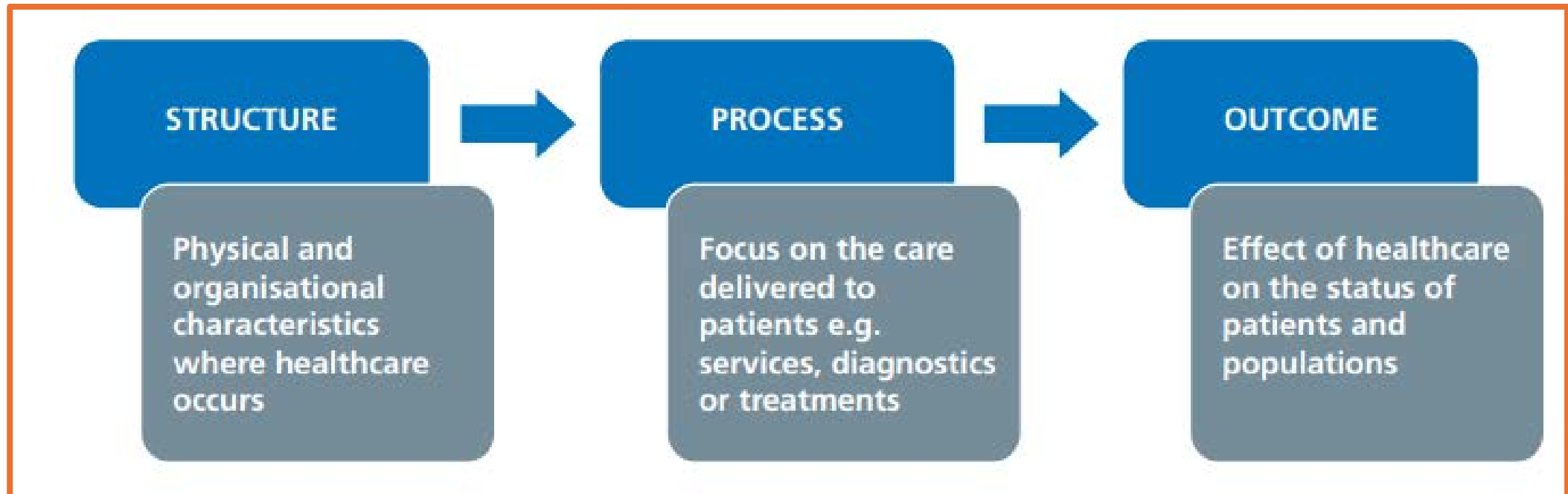
- Ernest Codman



Model'



# Donabedian's Model of Quality Care (1966)



An abstract, textured artwork featuring a hand in shades of green and blue, set against a background of warm, earthy tones like orange, yellow, and brown. The text "FIRST, DO NO HARM" is printed in a bold, yellow, sans-serif font at the top of the artwork.

FIRST, DO NO HARM

# TO ERR IS HUMAN

BUILDING A SAFER HEALTH SYSTEM

INSTITUTE OF MEDICINE

# Evolution of QoC

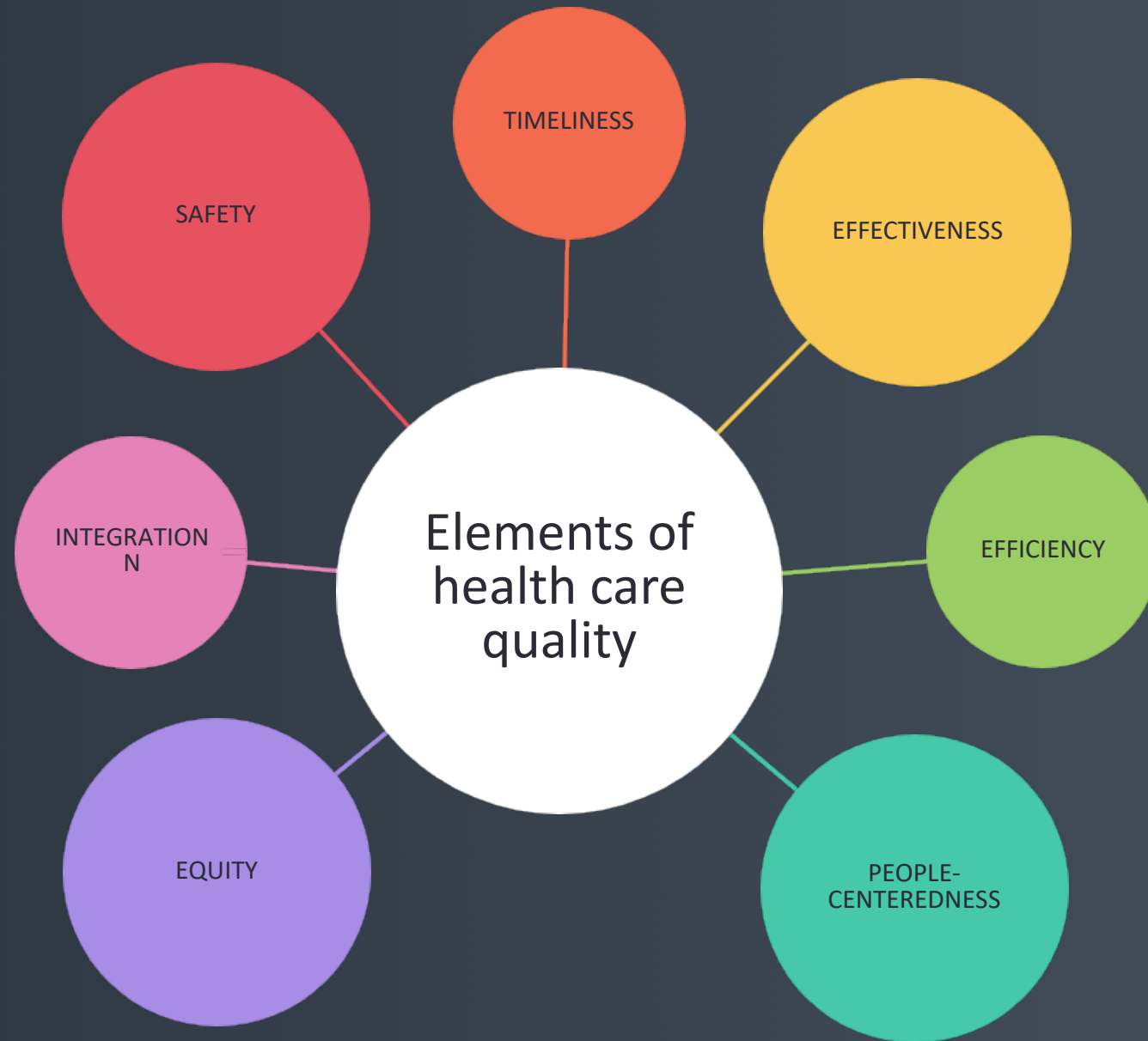
Medical expertise

Patient safety and standardization

Patient-centered approach

Technology and data





## Quality health care is *effective*.

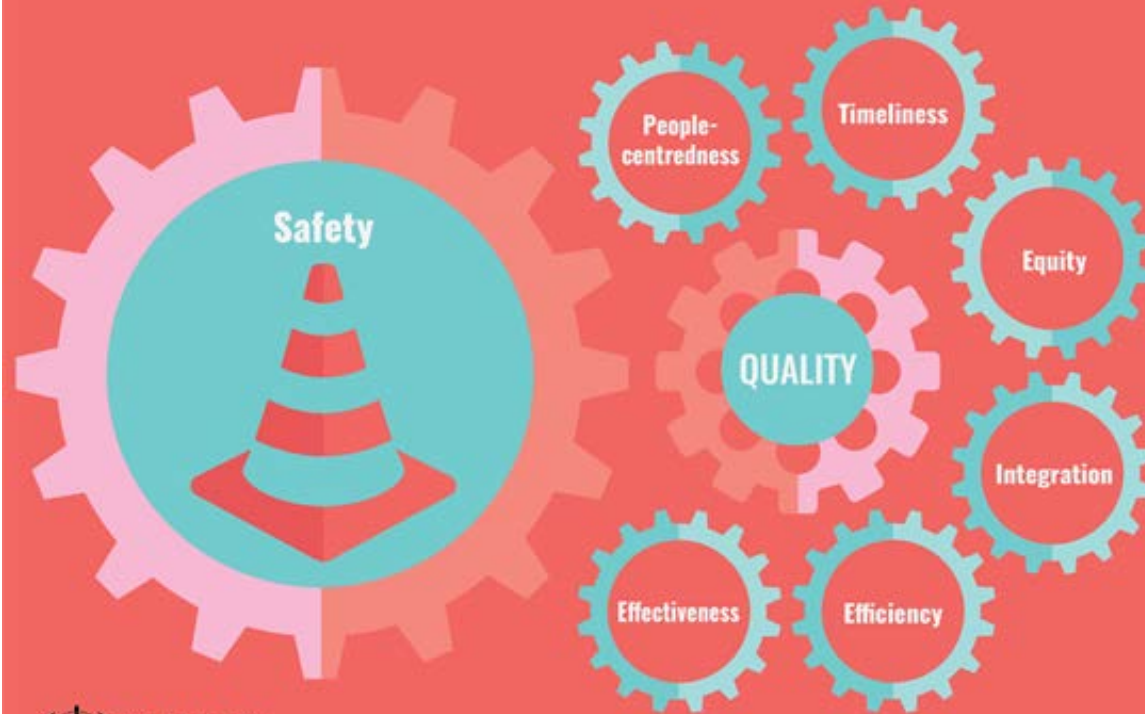
This means you will be accurately diagnosed and treated. In some countries, only 35% of patients get the correct diagnosis.



## Quality health care is safe.

This means the care you receive does not harm you.

Around the world, nearly 14% of patients are harmed from the health care they receive during their hospital stay.



**Quality health care is *people-centred*.**

This means that decisions about your care are tailored to your needs and preferences and you are treated with respect and compassion.



## Quality health care is *efficient*.

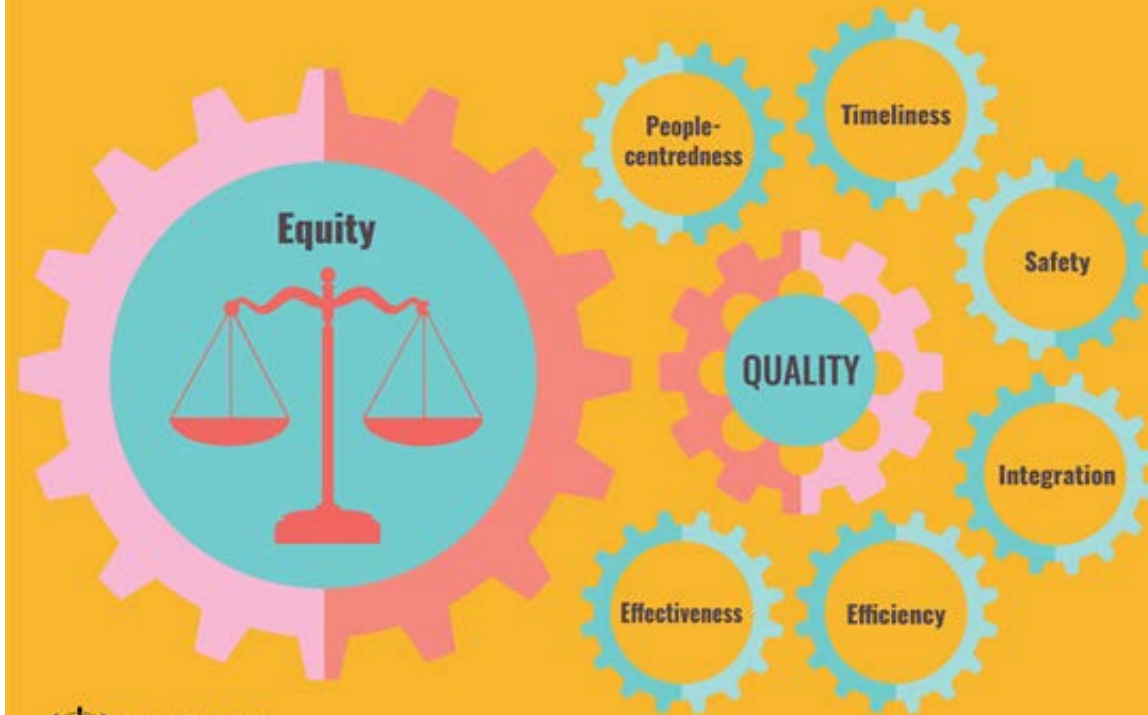
This means your laboratory tests will not be repeated unnecessarily. You will not undergo needless imaging tests. Antibiotics will be prescribed only in the case of a confirmed infection.





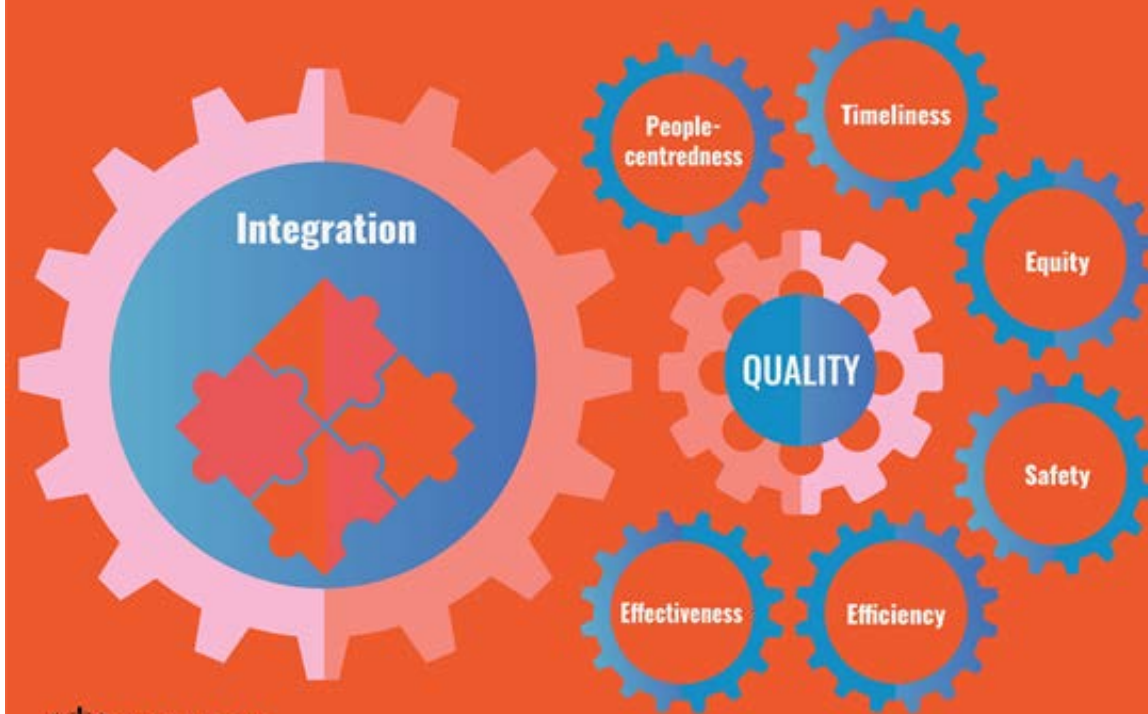
## Quality health care is *equitable*.

This means that all people, regardless of their gender, race, ethnicity, geographical location or socioeconomic status, receive the good quality health care they need.



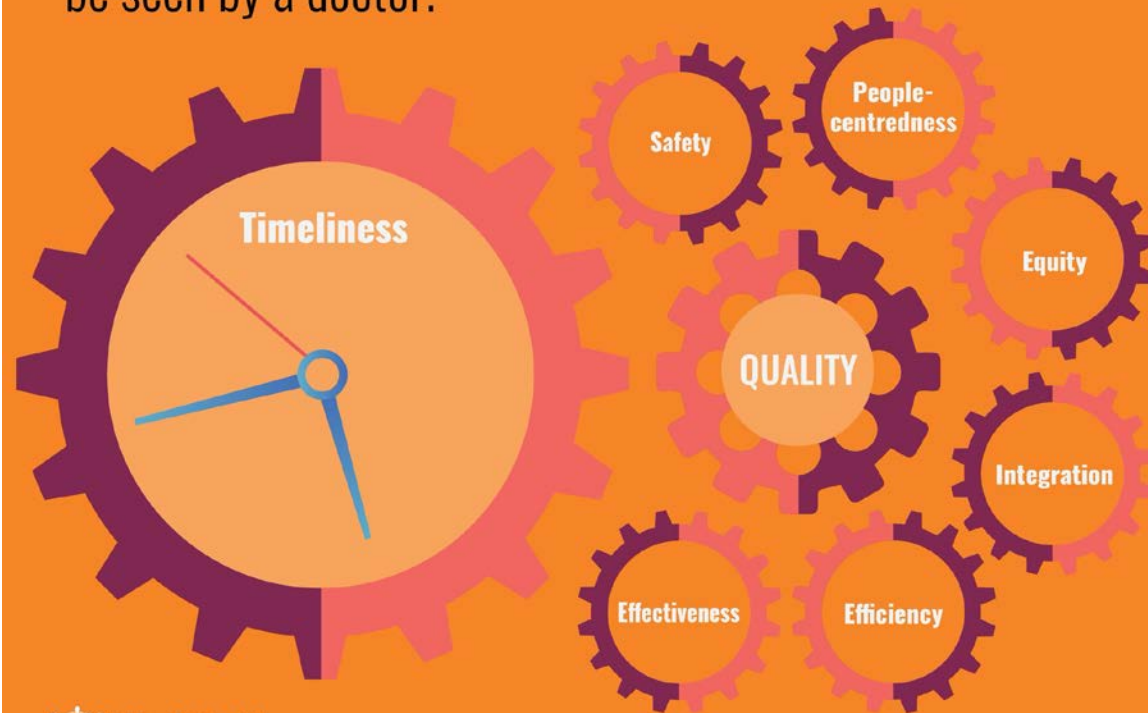
## Quality health care is *integrated*.

If you have multiple chronic diseases, your medical care is coordinated across all the doctors and specialists who take care of you.



## Quality health care is *timely*.

This means you can see your doctor when you need to, without waiting too long. In some countries, 74% of patients have to wait between 60 and 120 minutes to be seen by a doctor.



## What's next?

- Patient-centered care
- Data-driven technologies
- Value-based care
- Equity and access
- Leave no one behind

3 GOOD HEALTH  
AND WELL-BEING



SUSTAINABLE  
DEVELOPMENT  
GOALS

17 PARTNERSHIPS  
FOR THE GOALS



## Inequality

Unequal access to opportunities



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## Equity

Custom tools that identify and address inequality



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## Equality?

Evenly distributed tools and assistance

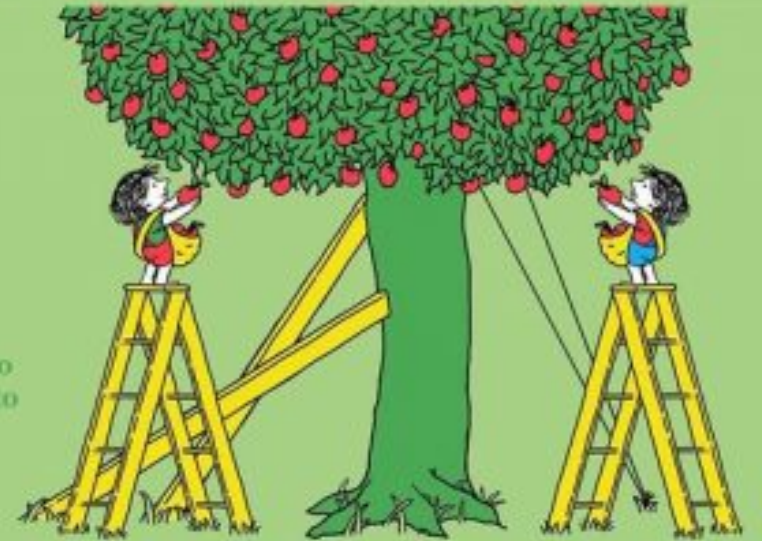


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## Justice

Fixing the system to offer equal access to both tools and opportunities



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