



Inspectie
Volksgezondheid
Aruba



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Quality assurance
the perspective of a Jeweler



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

Quality of Health Care

The perspective of a Jeweler




Points of discussion

- Framework –legal
- Framework – financial
- Framework – agreements – Health Agreement 2023
- Coverage - Services provided
- Contracting overview
- Onboarding
- Contracting
- Management
- Conclusion
- Sustainability

Framework - legal



Framework - financial



Projection model

- Micro data AZV
- External parameters (CBS, DEZHI, DirFin)
- Reliable forecasts of income and costs

Policies

- Governance
- Expenditure ceilings and Reserve

Expenditure ceilings

- Set for a period of 3 or 4 years
- Controlling health care expenditures

2024

- growth min 2.5 % max 6% (exceptional year)

2025

- growth min 2.5 % max 4%

2026

- growth min 2.5 % max 4%

Framework – Healthcare Agreement

**ZORGAKKOORD
DUURZAME INRICHTING
GEZONDHEIDSZORG
OP ARUBA**

**SAMEN-
WERKING**

“Een effectieve samenwerking op basis van gedeelde principes om de gezondheidszorg op Aruba te verbeteren en betaalbaar te houden voor huidige en toekomstige generaties”

Services provided

Universal coverage in kind, including:

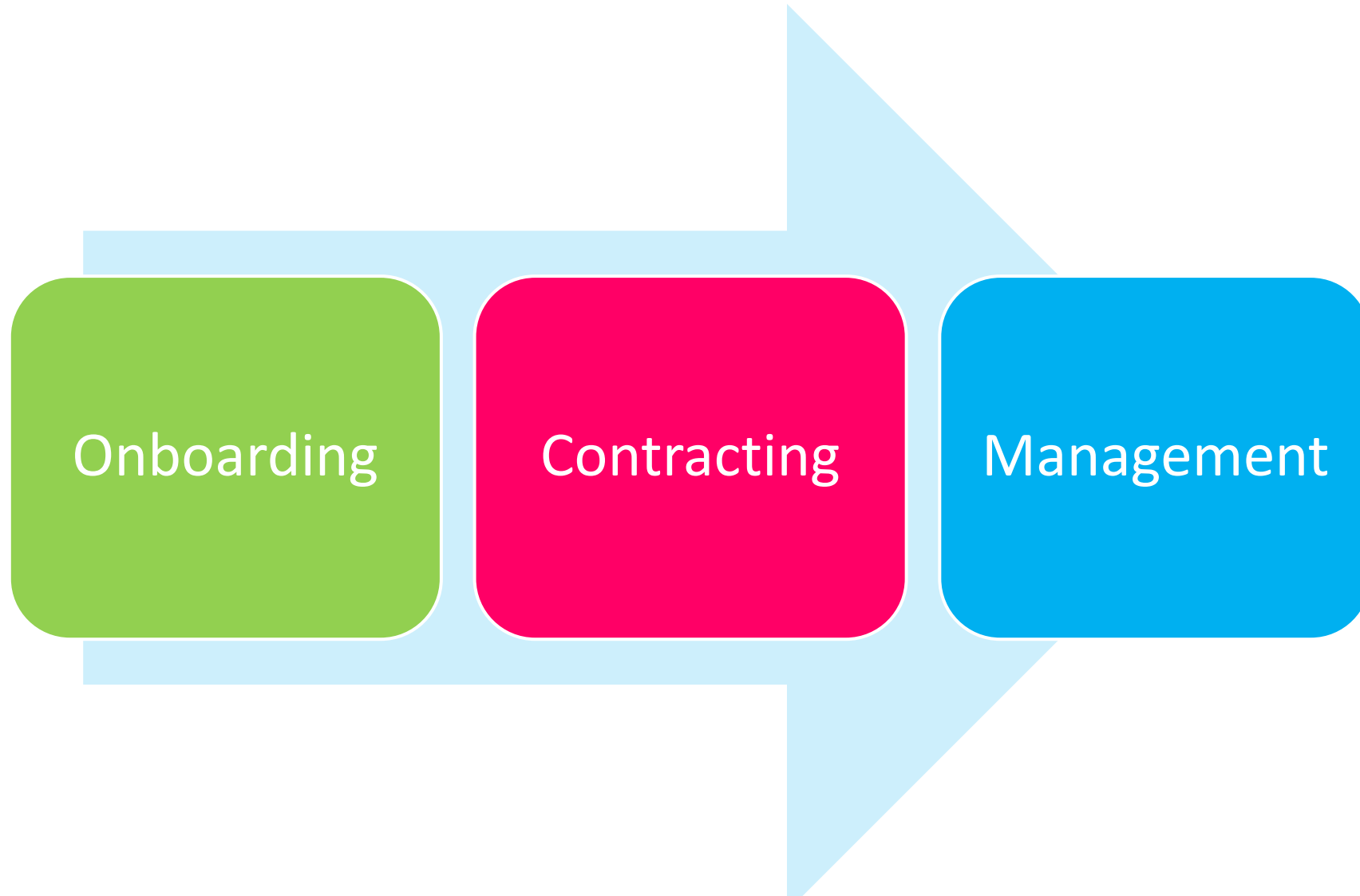
Primary Level:
Family physician
services (gatekeeper)
Midwife's services
Dental care and
orthodontist

Secondary Level:
Hospital Services
(physical and mental
Health)
Medical specialist
services

Tertiary Level
Hospice Care
Medical Referrals
abroad

Prescription drugs (as defined by law, no coverage for over-the-counter medication)
Laboratory services
Physical Therapy
Speech Therapy
Ambulance Services

Contracting relationship



Onboarding

- Requirement
- Professional accreditation → AruBIG
- No claims known, legal limitations to execute the profession
- Continuous professional education
- Established organization and track record

Contracting

- Quality parameters according to the profession
- Professional standards – what is customary according to science and within the professional group
- Professional accreditations
- Continuous education activities
- Stimulus for cooperation
- Specific parts of care

Management

- Continuous conversations – developments, needs and deviations
- Emphasis on common topics
- Quality standards in the form of KPI's, certification etc.
- Accountability – former goals and agreements
- Patient satisfaction and complaints

Conclusion

- Quality – group effort including the patient
- Trial and error implementation and reporting
- Continuous balance - efficacy
- Dialogue
- Accountability
- New methods (bonus, result oriented contracts)

Sustainable Development Goals




AZV – universal health coverage
Aims to equal treatment for all residents



We need clean environments to provide proper health care



The delicate balance for sustainable care is rooted in cooperation



Good health is the most important thing. More than success. More than money. More than power.

Lee Strasberg

 quoteFancy

Thank you!

Questions?