



Inspectie *Volksgezondheid* Aruba

NASKHG



**QUALITY OF HEALTH CARE
CONFERENCE IVA 2022**

'INSPIRE AND BE INSPIRED'

25 & 26 November 2022

Program Booklet



ABOUT THE CONFERENCE



This year the Inspectie Volksgezondheid Aruba (IVA) is celebrating its 5-year anniversary and would like to celebrate this milestone and momentous occasion with the health care professionals. Our 5-year celebration will be in the form of a conference free of charge.

During this conference, we will be reflecting on the best practices and lessons learned within the Aruban health care sector of the last five years. There will be presentations given by numerous keynote speakers and different health care professional groups on a number of topics, such as Leadership, Organizing Quality of Health Care, The Learning Organization, Communication in Health Care, and Collaboration in Health Care.

Our goal with this conference is to create a neutral and inclusive platform where health care professionals in Aruba can share and will continue to share ideas, challenges and solutions with one another. In this manner, they will be able to inspire each other and be inspired themselves.

- The IVA Team

EVENT MODERATOR



CHERRYLDINE BUCKLEY

PR & Communication Advisor

“HEALTHY is an outfit that looks different on everybody.”

PROGRAM

MORNING

25 NOVEMBER 2022

Time	Topic	Speaker
8:00-8:30	Registration	
8:30-8:35	Opening Conference	H.E. Mr. D. Oduber, BSc. Minister of Public Health and Tourism
8:35-8:40	Welcome Speech	H.E. Mr. U. M. Arends – Minister of Transport, Integrity, Nature and Elder Affairs
8:40-9:00	Introduction	Mrs. mr. D. Pappers-Lopez Penha, ML. Inspector General, Inspectie Volkgezondheid Aruba
9:00-9:30	Keynote Presentation: Leadership	Mr. J. R. Rajnherc, MD, Pediatrician & Director of Instituto Medico San Nicolas (ImSan)
9:35-10:05	Leadership: Best Practices & Lessons Learned	Ms. P. Tjon Kon Sang, MD - General Practitioner & Member of Huisartsen Vereniging Aruba (HAVA)
10:05-10:25 (20 min.)	Coffee Break ☕	
10:25-10:55	Keynote Presentation: Organizing Quality of Health Care	Mr. Prof. A.J. Duits, Medical Immunologist Red Cross Blood Bank Foundation Curaçao
11:00-11:30	Organizing Quality of Health Care: Best Practices & Lessons Learned	Mr. B. de Vries, Optometrist at The Specialist & Member of Arubaanse Optiek en Optometrie Vereniging (AOOV) Mr. D. Leslie, Optometrist at Optica Leslie & Chairperson of AOOV
11:35-12:05	Organizing Quality of Health Care: Best Practices & Lessons Learned	Mr. J. Busari, MD, MHPE, PhD, CCPE - Consultant Pediatrician & Dean, HOH Academy Member of ASHA (Asociacion di Especialista Aruba), Member of the AVSD (Arubaanse Vereniging van Specialisten in Dienstverband)

PROGRAM

AFTERNOON

25 NOVEMBER 2022

Time	Topic	Speaker
12:05-1:05	Lunch Break 	
1:25-1:55	Keynote Presentation: The Learning Organization	Mr. D. Lacle, MD - Hospital physician, KNMG/Hospitalist Dr. Horacio Oduber Hospital Aruba Member of ASHA (Asociacion di Especialista Aruba), Member of the AVSD (Arubaanse Vereniging van Specialisten in Dienstverband), Chairperson of the zorgcalamiteiten commissie (ZCC), Chairperson of the centraal opleidingscommissie (COC)
2:00-2:30	The Learning Organization: Best Practices & Lessons Learned	Ms. J. Mora, BSN - Coördinator Praktijkondersteuner Huisartsenzorg (POH)/ Vicepresident of POH297. Stichting Wit Gele Kruis Aruba.
2:30-2:50 (20 min.)	Coffee Break 	
2:50-3:20	Keynote Presentation: Brilliant Failures in Health Care	Mr. Paul Iske, Chief Failure Officer, Institute of Brilliant Failures Mrs. C. Rosa-Fingal, MSc. - Inspector of Health, Inspectie Volksgezondheid Aruba
3:25-4:00	Summary & Closing	Mrs. C. Rosa-Fingal, MSc. - Inspector of Health Inspectie Volksgezondheid Aruba Mrs. mr. D. Pappers Lopez Penha, ML. - Inspector General, Inspectie Volkgezondheid Aruba

PROGRAM

MORNING

26 NOVEMBER 2022

Time	Topic	Speaker
8:00-8:30	Registration	
8:35-8:40	Opening	Mrs. mr. D. Pappers-Lopez Penha, ML. Inspector General, Inspectie Volkgezondheid Aruba
8:45-9:15	Keynote Presentation: Communication in Health Care	Mrs. N. Willems-Antersijn, Human Resources and Organizational Management & Founder of MOMAX Trainings & More
9:20-9:50	Communication in Health Care: Best Practices & Lessons Learned	Ms. S. Hernandez, MSc. in Psychology Psychologist at Bureau Multidisciplinair Centrum & Member of AAPO (Asociacion Arubano di Psicologo y Ortopedagogo)
9:55-10:25	Communication in Health Care: Best Practices & Lessons Learned	Mr. R. Alofs, MSc. Movement Scienc Specialist & e Physio and Handtherapist at PhysioClinic Helmeyer & Alofs & Member of AVF (Arubaanse Vereniging van Fysiotherapeuten)
10:25-10:45	Coffee Break ☕	
10:45-11:15	Keynote Presentation: Collaboration in Health Care	Mr. J. van Trigt , MD General Practitioner & Chairperson of Huisartsen Vereniging Aruba (HAVA)
11:20-11:50	Collaboration in Health Care: Best Practices & Lessons Learned	Ms. X. Woorts, Midwife at Duna Lus & M ember of Vereniging van Verloskundigen Aruba (VAA)
11:55-12:25	Collaboration in Health Care: Best Practices & Lessons Learned	Mr. C. Yagua Velasquez , MD, MBA, MHA Chairperson of Vereniging Private Laboratoria Aruba (VPLA) & Managing Director of MedLab Aruba
12:30-1:00	Summary & Closing	Mrs. C. Rosa-Fingal, MSc. & Mrs. mr. D. Pappers Lopez Penha, ML.

MEET THE SPEAKERS



DAY 1

Friday, 25 November, 8am-4pm



JOEL RAJNHERC, MD **LEADERSHIP**

Pediatrician & Director of ImSan

"Leadership has to take advantage of the diversity of the organization and encourage all personnel to work towards common goals."



PRISCILLA TJON KON SANG, MD **LEADERSHIP**

General Practitioner

"During this talk, I will give you some lessons learned of incidents/adverse events we encountered and the improvement initiatives we have started in order to guarantee the quality of our care".



PROF. ASHLEY DITS **ORGANIZING QUALITY OF HEALTH CARE**

Medical Immunologist Red Cross Blood Bank Foundation Curaçao

"An effective balance between quality of care and cost of care needs to be established. There is a need to invest in public health and generate data in order to make the necessary choices for an effective system that can ensure quality".



BERT DE VRIES **ORGANIZING QUALITY OF HEALTH CARE**

Optometrist at The Specialist

"Quality cannot be defined in a mere sentence and equally applicable for all involved. Quality is rather a framework we follow placing the patient or customer first".

MEET THE SPEAKERS



DAY 1

Friday, 25 November, 8am-4pm



DAVID LESLIE **ORGANIZING QUALITY OF HEALTH CARE**

Optometrist at Optica Leslie & Chairperson of AOOV

"The quality definition set out by the AOOV strives to achieve eye care of an indisputable level in favor of the customer /patient."



JAMIU BUSARI, MD, PHD, MHPE, CCPE

ORGANIZING QUALITY OF HEALTH CARE

Associate professor of medical education at Maastricht University, Consultant pediatrician and Dean of Health Professions Education at the HOH

"A big challenge in health care delivery (HCD) is how to define quality of care or the value of service provided to patients. How do we design HCD systems that can improve value of health care in general, and specifically in resource limited environments?"



DAVE LACLE, MD **THE LEARNING ORGANIZATION**

Hospital Physician KNMG/Hospitalist HOH

"A collaborative environment with the management and the inspection (IVA) is essential for its overall success and the implementation of corrective and preventive actions."



JASMIRA MORA, BSN **THE LEARNING ORGANIZATION**

Coordinator POH, Vice-president POH297

"The most important factors to improve learning within organizations are an organizational environment and leadership that are positive and open to dialogue and that motivate people to take responsibility for their own development."

MEET THE SPEAKERS



DAY 1

Friday, 25 November, 8am-4pm



PAUL ISKE **LIVE VIRTUAL PRESENTATION**

Chief Failure Officer Institute of Brilliant Failures, Professor Open Innovation at the School of Business and Economics University of Maastricht.

Paul is founder and Chief Failure Officer of the Institute for Brilliant Failures, with the aim of understanding the complexity of innovation and entrepreneurship.



CHERYL ROSA-FINGAL, MSC.

Inspector of Healthcare at Inspectie Volksgezondheid Aruba

"Why wait until you make a mistake yourself, when we can learn plenty from someone else's mistakes? The moment we have a mentality that mistakes are made in order to learn from them, future endeavors will be more efficient and successful."

DAY 2

Saturday, 26 November, 8am-1pm



NADINE WILLEMS-ANTERSIJN **COMMUNICATION IN HEALTH CARE**

Facilitator Human Resources and Organizational Management & Founder of MOMAX Trainings & More

"Everyone is expected to interact in one way or another in every aspect of their work. For this reason, it is necessary to understand how important good communication is and what influence it can have on your relationships and your workplace progression."



SUELEIDA HERNANDEZ, MSC **COMMUNICATION IN HEALTH CARE**

Psychologist at Bureau Multidisciplinair Centrum

"Good communication in healthcare is especially important for the client. By communicating in a targeted manner, clients get a better grip on their own situation, they feel supported, and the client's self-reliance increases again."

MEET THE SPEAKERS



DAY 2

Saturday, 26 November, 8am-1pm



RAVI ALOFS, MSC. COMMUNICATION IN HEALTH CARE

Movement Science Specialist & Physio and Handtherapist at PhysioClinic Helmeyer & Alofs

"Through generating intrinsic motivation and increasing therapy compliance ("adherence"), we thereby improve treatment outcome."



JOAQUIN VAN TRIGT, MD

General Practitioner & Chairperson of Huisartsen Vereniging Aruba (HAVA)

COOPERATION IN HEALTH CARE

"Is it realistic, can we achieve real change in collaboration between sectors? Are we headed for class dependent care? We still believe in the current structure, let's get our heads together and focus on keeping it intact and improving our positions and those of our patients."



XOCHI WOORTS, MIDWIFE COOPERATION IN HEALTH CARE

Midwife at Duna Lus

"Clear agreements and consultation on a regular basis is essential to our profession. We use a variety of communication channels. To provide obstetric care, we work closely with the family doctor, gynecologist, pediatricians, the White Yellow Cross, the Horacio Oduber Hospital, especially the nurses of the obstetrics, maternity and pediatric departments."



CARLOS YAGUA VELASQUEZ, MD, MBA, MHA

COOPERATION IN HEALTH CARE

Chairperson of Vereniging Private Laboratoria Aruba (VPLA) & Managing Director of MedLab Aruba

"Without the Inter- and intra-laboratory collaboration of the laboratories [during the COVID-19 pandemic], local testing-diagnostic capacity would have been affected with its consequent impact in provision of care on Aruba."