



Minutes second meeting of SYNERGY 5th of November 2018

Location CNSI, Sint Eustatius; host St Eustatius Health Care Foundation (SEHCF)

Participants:

White and Yellow Cross: Bregje Boetekees (and president of SYNERGY), Macfolda Gumbs, Mimi Hodge, Claudette Rijff, Marleen de Bruin

Saba Healthcare Foundation: Hanneke Magee, Floor Burghgraef

Benevolent Foundation Saba: Natasha Ulehake

St.Maarten Medical Centre: Bonnie Dekker, Felix Holiday

Queen Beatrix Medical Centre: Gerard Berkel, Christina Woodley, Delicia Washington, Granville Hassel, Karien Pick, Jeanette

Auxiliary Home stEustatius: Renetta Mercurius, Sineida Soares, Riannulf King

Mental Health Foundation stMaarten: Giselle Codrington

Mental Health Caribbean: Jacco Vaders

Ministry of Public Health stEustatius: Carol Jack

Secretary SYNERGY: Everard van Kemenade

Program

- 09.30 Registration and reception of the guests, coffee
- 10.00 *Opening* by the SYNERGY president Bregje Boetekees
- 10.10 *SYNERGY activities since March 2018* by Everard van Kemenade, secretary of SYNERGY and **short presentation of new SYNERGY members**
- 10.30 **Keynote Speech** by Carol Jack, the Director of Public Health, Sint Eustatius on *Quality Improvement of Health Care in the Caribbean*
- 11.00 *There was an interesting discussion as a response to the excellent presentation. One of the tools that Carol presented, a manual for education to prevent obese received a lot of positive reaction. Everard will discuss with her how we can make this available for the participants.*
- 11.15 Coffee break
- 11.30 **Workshop** *Quality management, strengths and weaknesses. The R2E2-Model ©, a measurement instrument.* By Everard van Kemenade.
The instrument was shortly explained and an exercise in scoring your own organization was done. Just part of the scoring of the document (the results criteria) could be executed due to time limitation. There was also little time to look at the results of the other organizations. The Quality managers in a group together studied the instrument and concluded that this is a good tool. The text and wording might need some more simplification in order to be able to easily work with it.
- 12.45 Lunch. *Most participants were satisfied with the quality of the lunch.*

- 13.45 **Best practices** on quality management, presentations by SYNERGY members
1. Granville Hassel, Queen Beatrix Medical Centre about quality solutions
 2. Bregje Boetekees, White and Yellow Cross Care Foundation about the success of their internal audit system
 3. Floor Burghgraef Saba Health Care Foundation on their client satisfaction measurement.
 4. Floor Burghgraef and Natascha Ulehake on quality at the and Benevolent Foundation Saba

All presentations were interesting. Participants were lively involved in questioning and discussing after each of the presentations.

15.00 Tea break

15.15 *Future networking* by Everard van Kemenade: **How do we want to continue from here?**

Next meeting

The members of SYNERGY really want to continue their meetings in the same frequency of twice a year, changing the location. Next meeting will be 15th of March 2019, on Saba, hosted by SHCF/BFS.

Topics mentioned are 'client safety', also 'staff safety', and implementation of safety. Internal auditing, maybe also related to safety, could be on the agenda.

Other topics

During the day other ideas came up. Carol Jack stressed the importance of data en being able to compare your data with other similar organizations. That was actually also part of the exercise with the R2E2-©-Model, where benchmarking is mentioned as the best stage of data collection on results. Topic for the future could be benchmarking. What data do we want to share and why?

New partners

We discussed the expansion of our network. The majority is not in favor of addressing HC organizations on Aruba, Bonaire or Curacao at the moment to join. Most say it is too early. Let us grow and become stronger.

An idea from Bregje and Everard to start a SYNERGY for Board members (not within but next to the current group) was welcomed in general. Also Board members could profit from knowledge and skills from others in similar contexts. It might be a problem that WYCCF has a one-tier Board system, where the other partners have a 2-tier system. But it was said that this idea also needs more time.

Bregje asked Saba if their local government would be interested. The feeling is that that would be the case and it will be investigated.

Everard is working on participation of Public Health from stMaarten. After having spoken to Emil Lee and Joy Arnell, he will have a meeting with the Head of Public Health Fenna Arnell November 14th. Also a meeting will be scheduled with the Head of Ambulance on St Maarten.

Future cooperation

An option was mentioned to start a whatsapp group. Not for all communication, but to warn that an important email is sent (Carol Jack). The partners want to exchange more materials. Some partners are reluctant, because of the public accessibility through Everard's website. Everard will discuss with his web designer how the SYNERGY-page could be protected and made available just for members, as long as we have no website of our own (if ever).

Furthermore, it is said, that it needs to be discussed, if we can more and more get involved in real joint projects to cooperate on actual issues.

16.30 Twelve SYNERGY members and three Board members of MHC that joined after the evaluation closed the day with a drink at the Old Gin House.

The presentations of the participants will be made available through the SYNERGY webpage, currently hosted by www.vankemenade-act/synergy. The SYNERGY meeting has been evaluated by means of an evaluation form. Also the results are presented on the webpage.