

Quality Improvement Solutions (QiS)

Quality Improvement Solutions with
Results

Core Principles



Our Mission

- **The mission of the St. Eustatius Health Care Foundation is to provide a qualitatively high standard of health care to the entire population of St. Eustatius including her visitors. Health care that is based on a patient-centered approach, a fear or anxiety reducing philosophy, passion and empathy. Health care that is provided in a supportive, caring environment and is affordable and accessible to all.**



Our Vision

- **It is our vision, goal and motivation to continue improving the level of primary and supportive care provided, along with the quality of the services delivered. We will strive to be a leading medical center in the region and will continue to use our network to ensure continuous education and training therefore complying with the local and national health care standards.**



Quality Improvement Tools



Helps us to:

- Look at things differently
- Come up with new options and solutions
- Eliminate things that make you crazy

Patient Satisfaction Surveys

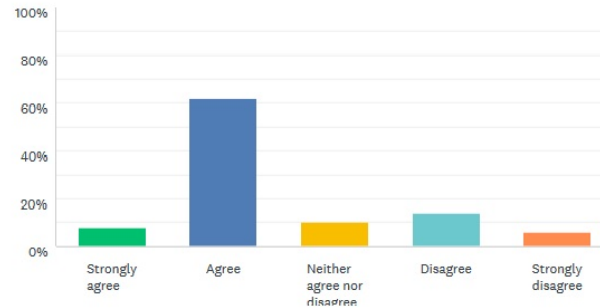
Q1

Customize

Save As ▼

It was easy to make an appointment to see the doctor.

Answered: 100 Skipped: 133



ANSWER CHOICES	RESPONSES	
Strongly agree	8.00%	8
Agree	62.00%	62
Neither agree nor disagree	10.00%	10
Disagree	14.00%	14
Strongly disagree	6.00%	6
Total Respondents: 100		

Q2

Customize


Save As ▼

The time it took to make an appointment was convenient.

Answered: 100 Skipped: 133



Easy to share opinion




St. Eustatius Health Care Foundation
@sehcf

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St. Eustatius Health Care Foundation
Published by Granville Hassell [?] · July 11 ·

Patient Satisfaction Survey. Help Us to make a difference in the care we give to you.
<https://www.surveymonkey.com/r/S26L8CW>




SURVEYMONKEY.COM
Can you spare a few moments to take my survey?
Please take the survey titled "Patient Satisfaction Survey 2018". Your feedback is important!

202 People Reached **10** Engagements **Boost Post**

Like Comment Share

St. Eustatius Health Care Foundation
Published by Granville Hassell [?] · July 5 ·

In our efforts to improve our service, we value your opinion.



ST. EUSTATIUS
HEALTH CARE FOUNDATION
Always Caring. Always Here

Dear Visitor,
As of Monday the 9th of July we would be doing a survey on patient satisfaction.
We would appreciate it if you participate in this short survey. We would be gathering information about your opinions of the service at SEHCF. This survey will take about 5 minutes.
Your opinion is highly appreciated.

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Queen Beatrix rd #25
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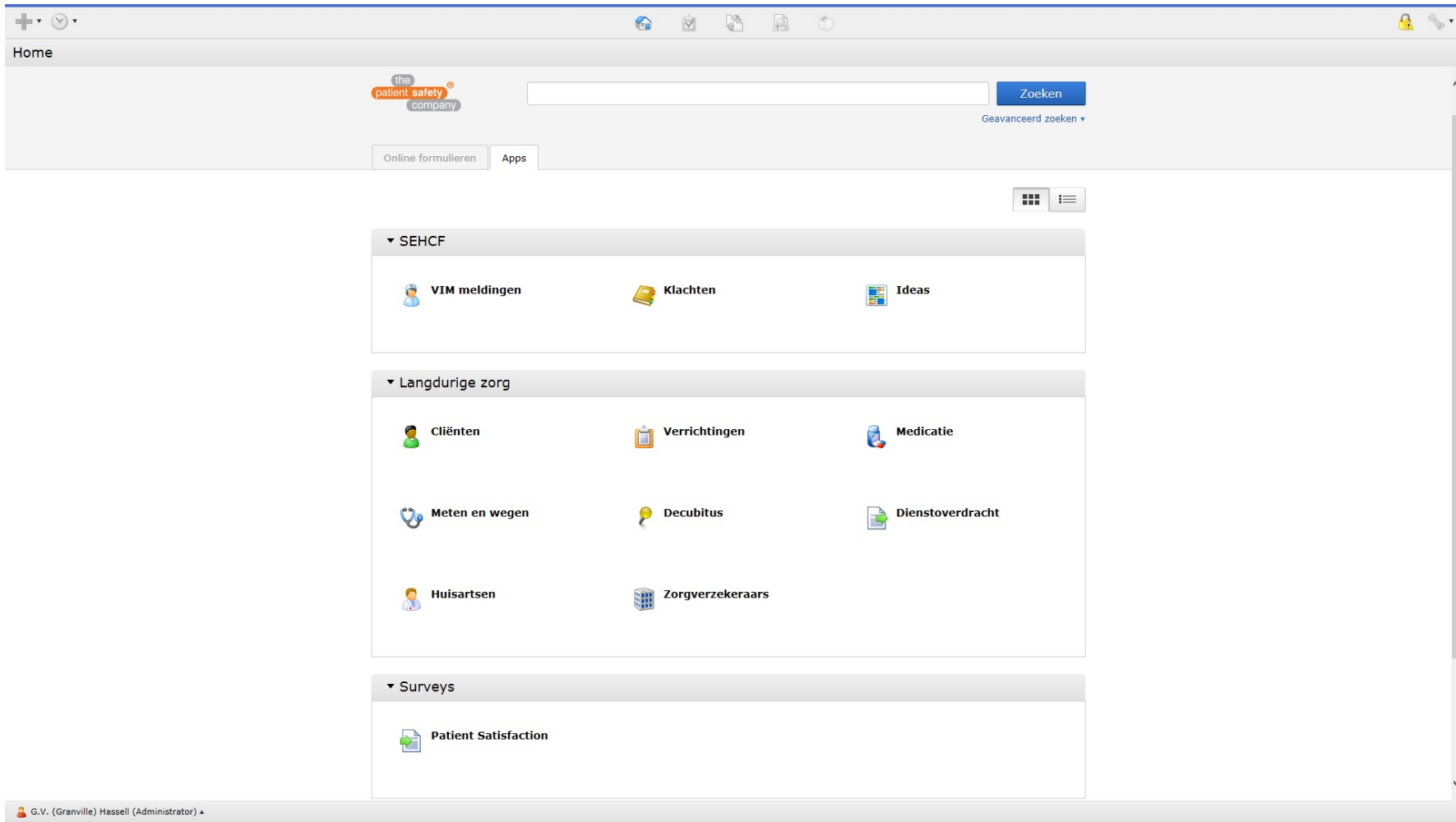
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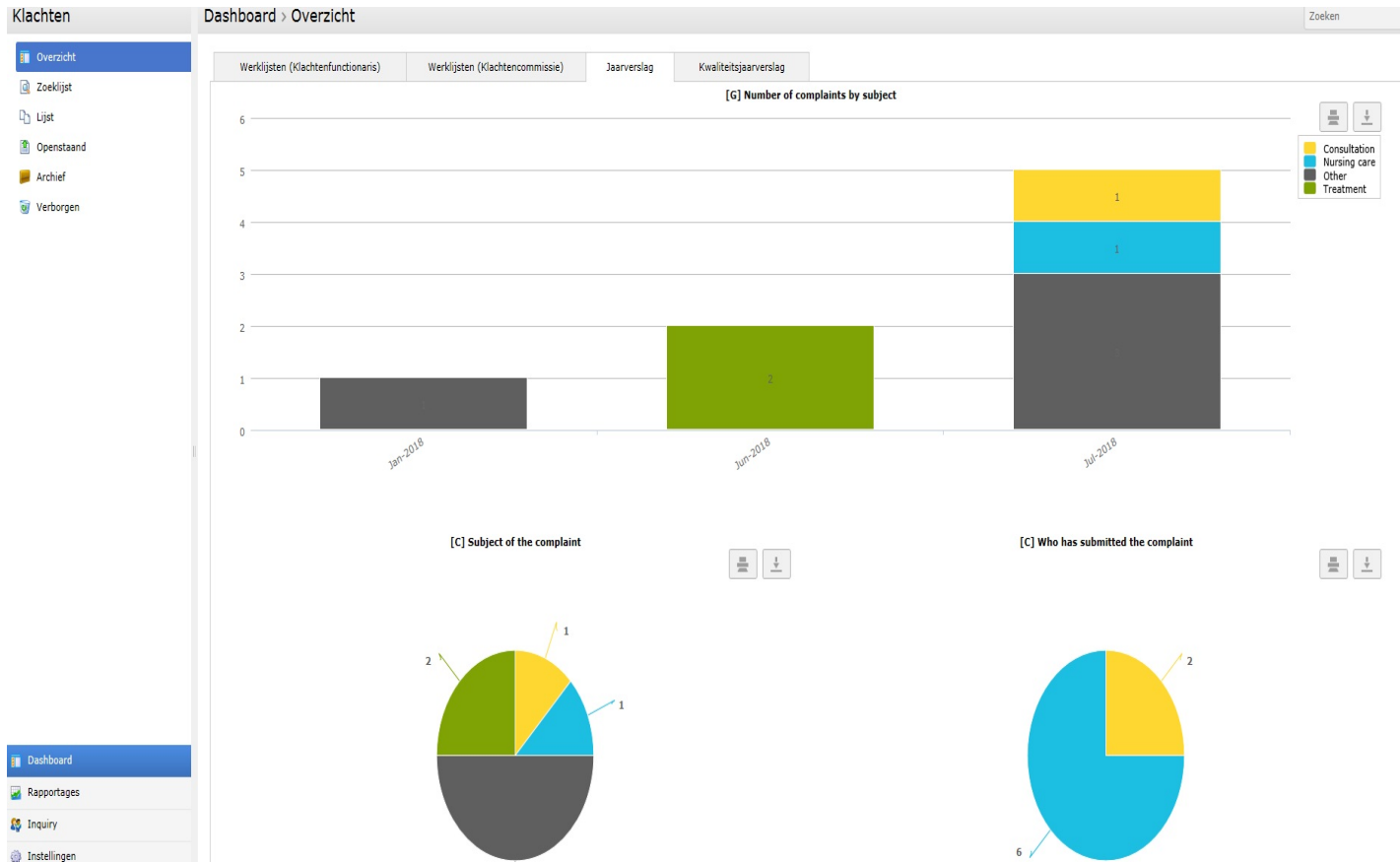
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The Patient Safety Company




Analysis



Website for information

Queen Beatrix rd #25, St. Eustatius +599-318-2211 info@sehcf.org



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A Tranquil Environment

Where healing begins and you are regenerated

Emergency Cases

Emergency Number 912
If you need a doctor urgently outside of hospital opening hours and /or on weekends, call;
Emergency appointment number:
+599 318 2211


Opening Hours

Make an appointment in person or by telephone: For Monday -Friday 13:00hrs - 15:00hrs.
Front desk opens at 7:00am for walkin clinic

Out Patient Department: 7:00 - 15:30hrs
Treatment Room/ Poli 8:30 - 15:00hrs

Visiting Hours

Morning	11.30 - 12.30
Afternoon	16.00 - 17.00
Children 1yr to 12 yrs accompanied by adult during afternoon visit	
Evening	19.00 - 20.00



ST. EUSTATIUS
HEALTH CARE FOUNDATION

Website Convenience

Emergency Training

The St. Eustatius Health Care Foundation in their efforts to upgrade their staff has in collaboration with local fire department and police korps organized a simulation. Trainers Gwen and Alexander from AmbuCare Netherlands were here for the training and also supervised the simulation. Much has been learnt and much information has been shared. Doctors were

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Improved Emergency Medical Care on Statia

The Emergency Medical Care on St. Eustatius recently received an important quality improvement by establishing the first 25 tailor-made emergency protocols to be used by the medical staff. The hospital director, Mr Gerard Berkel, stated that a professional, high standard of emergency care is the solid foundation upon which every medical institution should build and

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Posted by Granville H

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Complaint Form SEHCF

Do you have a complaint or feedback about our services?

Let your voice be heard

Suggestion & Idea Form

Have a great idea or suggestion for us on how we can improve?

Submit your ideas



Suggestion / Complaint



Summary

- Improving health care quality is our responsibility
- Identify the cause before making changes
- Be creative in developing solutions

THINK OUTSIDE THE BOX!

Thank You