

NOS SEMPER T'EY!



Horacio Oduber
HOSPITAL

- + Vision, Mission, Values & Foundations
- + Our nurses + Patient stories
- + Specialties + Support services
- + Highlights 2022

NOS SEMPER T'EY!



THE HORACIO ODUBER HOSPITAL



NOS SEMPER T'EY! BON BINI!



With pride, we present the second edition of the Horacio Oduber Hospital (HOH) Magazine. As the sole hospital in Aruba, our employees play a crucial role in serving the local population, over a million tourists, and a substantial number of undocumented individuals. We hold a strong position in regional healthcare and are part of the Dutch Caribbean Hospital Alliance (DCHA) along with other hospitals in the Dutch Caribbean. We take pride in our strategic alliances and collaborations with various partners, including the Analytisch Diagnostisch Centrum (ADC), Streeklab Haarlem, Utrecht University Medical Center (UMC), Erasmus Medical Center (EMC) Radboud University, VU University, Thomas More in Belgium, and partners hospitals in Colombia.

Our objective is relatively simple: happy employees & satisfied customers. However, the reality is more complex. Every day, we strive to improve our quality of care, exceeding the expectations of our clients and patients. Everyone working in our hospital is equally important. We foster passion, a smile and knowledge. Together, we are HOH!

In recent years, we have faced significant challenges, but we have also made great strides in establishing a solid foundation. Our journey towards becoming a JCI-accredited hospital is progressing according to plan. We are financially stable and investing more than ever in education and training. The biggest challenge remains finding and retaining people in various positions within our organization. Nevertheless, in 2022, our 1,300 employees assisted approximately 42,000 people in the Emergency Department, provided care for 9,800 admitted patients to our nursing wards, and treated 400 patients in the ICU. Additionally, we performed over 6,000 surgeries, received around 60,000 visitors to our outpatient clinics, and conducted 1.2 million laboratory tests. Our Blood Bank also supplied 2,600 blood products.

HOH continues to work hard towards the future. The hospital's renovation is gradually approaching completion. We have an exceptional facility

where we focus on people, innovation, integrating ICT systems, emphasizing the importance of data, obtaining various accreditations, and striving to be a sustainable hospital. Our own HOH Academy plays an essential role in providing continuous education for everyone in the organization and creating new opportunities for those within or outside the healthcare sector who seek to take a new step in their career. For years, many medical students and residents from the Netherlands have come to gain knowledge and experience with us (and, of course, to enjoy the sun and beautiful beaches). Our relationships with key stakeholders, such as the Aruban government, the Dutch Ministry of Health, the health insurer AZV, and the Aruba Health Inspectorate, are strong and vital. We also have solid partnerships with other healthcare providers on the island, including general practitioners, elderly care, psychiatry, and the ImSan Clinic.

We are proud of what we have achieved, what we possess, and above all, what we do! This brochure certainly showcases that and is a tribute to our employees and Aruba! **NOS SEMPER T'EY! (WE ARE ALWAYS HERE!).**

Dr. Jacco Vroegop
Chairman and Medical Director of the Board of Directors

Mr. Gregory Croeze, MBA
Member of the Board of Directors and Chief Financial Officer

Ms. Marilu Koolman
Corporate Secretary of the Board of Directors

Dr. Randall Leong
Chairman of the Medical Staff Board (ASHA)

Ms. Ronneke Kats
Chairman of the Nursing Advisory Board (VAR)

Oranjestad, Aruba, February 1, 2023



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VISION, MISSION, VALUES & FOUNDATIONS



Vision

Accessible health care for everyone without compromising on quality.



Mission

Create an exceptional experience for everyone by providing health care in a compassionate environment with a professional team.



Values - TRUSTED

T = Always be a Team player

R = Always be Responsive and Respectful towards patients and colleagues

U = Always be Understanding

S = Always make the other person feel Safe

T = You are Talented

E = You Execute

D = You are Dedicated



Foundations

- **Hospitality First**
We are mindful of the personal needs of our patients and employees.
- **Quality**
We deliver high quality health care by following professional guidelines and continuously improving processes.
- **Financial Sustainability**
We purposefully use resources and create opportunities to invest and grow.
- **Continuous Learning**
We keep learning as an organization and encourage our employees to develop themselves both personally and professionally.



OUR PARTNERS



NOS SEMPER T'EY!

1300 employees

42.000 ED visits

9.800 admissions

400 ICU patients

6.000 surgeries

60.000 clinical visits

1.200.000 lab determinations

2.600 blood products



OUR NURSES



✚ Providing accessible and high-quality care is one of the pillars supporting the hospital's mission. Thus, attracting high-caliber and professional staff is highly valued at HOH. Nurses work within the boundaries of their autonomous position in the hospital. Furthermore, there is ongoing professional development aimed at enhancing patient safety.

Significant changes are taking place globally in society and healthcare, and Aruba is no exception. Factors such as the aging population, technological advancements, and increasing complexity are at play. In the current healthcare landscape, patients increasingly demand personalized care and involvement in their own healthcare process.

At HOH, there are 278 basic and specialized nurses. Since Aruba, as a small country, does not have enough nurses to sustain a hospital like HOH, active recruitment is conducted abroad. This results in a great diversity of cultures within HOH. The hospital fosters an open working environment that embraces cultural and educational differences. In addition to filling open vacancies, there are other reasons to seek candidates beyond the country's borders when recruiting new nurses. It makes HOH more creative and innovative. Every individual brings unique knowledge and skills, resulting in diverse problem-solving approaches. Furthermore, this approach is beneficial when admitting tourists. It is much more pleasant to be spoken to in one's own language and be able to ask questions.

The nurses in the photograph work at HOH and hail from various countries, including: the United States, Aruba, Bonaire, Canada, China, Colombia, Cuba, Curaçao, the Dominican Republic, England, the Philippines, Italy, the Moluccas, the Netherlands, Poland, Sint Maarten, Spain, Suriname, and Venezuela.



**Medical mission
Curaçao-Aruba
November 18, 2022**

My experiences during my hospital stay were excellent. The same applied to the treatment.

The staff, doctors, and nurses cared for me with great respect. They listened to me attentively and gave me a lot of attention. I want to express my gratitude to everyone who assisted me with my treatment during this time.

I will always be grateful.

Patient Angelique Cornelia



PATIENT STORIES



Medical mission Bonaire-Aruba December 3, 2022

Following a heart attack, I was transported from Bonaire to Aruba via air ambulance. Upon arrival, I was immediately transported to HOH. I was received with great warmth and assistance at the hospital. I stayed in a spacious room with a stunning ocean view! The staff in the department were incredibly friendly. I was promptly provided with an extra blanket as I had cold feet. The doctor decided that the procedure (catheterization) could be postponed until Monday morning (it was Saturday evening) since I was considered to be completely stable due to the medications and infusions. My daughter, who lives in Bonaire, had flown with me. On Sunday evening, my son and daughter-in-law arrived, creating a delightful reunion in the room.

The nurses who escorted me to the operating room on Monday morning (a lengthy journey on the bed) were kind-hearted individuals. It makes a significant difference when people communicate with you. I have had varied experiences in the past. Doctor Dennert, who conducted the procedure, was exceptionally friendly. Doctor Dennert, who conducted the procedure, was exceptionally friendly. Doctor Dennert, who conducted the procedure, was exceptionally friendly. As a result, I managed to stay calm for the hour and a half without experiencing anxiety. After all, it involves your most vital organ: the heart.

After undergoing two stents and a 'thorough cleaning' of some arteries, it was completed, the operation was successful! What a relief! I wish every heart patient could be treated by a doctor like Doctor Dennert. The colleagues in the operating room who assisted him were also very friendly, doing everything to put me at ease. Back in the room, I noticed the pleasantness of being in a well-cooled environment with a television for distraction. I must say that the entire staff, spanning various departments, was caring, friendly, and enjoyable. Eventually, I returned to Bonaire and departed from the island where I grew up and lived from 1950 to 1956. I never thought I would fly here in an air ambulance!

A big thumbs up for HOH: highly recommended (if you're unwell)!

Patient Gerdiena Baart





ANESTHESIOLOGY



Anesthesiologists are responsible for administering anesthesia to adults and children during surgeries, procedures, and treatments. They also contribute to the care of critically ill patients and trauma cases in the emergency department, as well as assist with pain management and resuscitation efforts. Anesthesiologists are supported by anesthesia technicians, recovery nurses, and staff involved in preoperative screening.

Prior to a procedure, a discussion dialogue takes place with the patient: the preoperative screening. The patient's condition is assessed through questions, a physical examination, and additional tests. Following this, the most suitable type of anesthesia is discussed. Options may include general anesthesia, spinal anesthesia, nerve blocks, sedation, or a combination of these. If necessary, a pre-treatment might be administered.

During surgery, anesthesiologists monitor not only vital functions like blood pressure and respiration, but also oversee factors such as temperature, administer fluids and medications, ensure the patient's warmth, and maintain a secure position.

Offered Care/Specialties

- All categories and age groups of patients referred by surgeons and other specialists.
- Patients are first seen at the preoperative screening clinic, where the anesthesia plan is established and any necessary optimizations are made.
- General anesthesia, locoregional anesthesia: spinal and epidural anesthesia, ultrasound-guided nerve blocks, or combinations thereof, offered for surgical procedures.
- Trauma care.
- Acute pain management team with specialized nurses, patient-controlled analgesia (PCA), and epidural analgesia (including during childbirth).
- Sedation in operating rooms and satellite facilities, such as cardiology, gastroenterology, and radiology.
- Supporting all specialties with procedures, such as ultrasound-guided central and peripheral lines.



Highlights

- Ultrasound-guided anesthesia.
- Starting from October 2022, the brand-new operating complex has been put into use, providing improved conditions and opportunities for anesthesia.



BLOOD BANK



www.bloedbankaruba.aw

The Blood Bank department, formerly known as the Aruba Blood Bank Foundation (SBA), supplies short shelf-life blood products, including leukocyte-depleted packed red blood cells (FPC), fresh frozen plasma (FFP), and pathogen-reduced pooled platelet concentrates (Pooled PLT), to the population of Aruba. The products offered adhere to the European quality standards of Good Manufacturing Practices (GMP).

The primary recipients of these blood products are the HOH (Dr. Horacio Oduber Hospital) and ImSan (Instituto Medico San Nicolas). Additionally, there is collaboration with the Curaçao Red Cross Blood Bank Foundation (SRKBC) regarding quality, automation, and medical concerns. Consistent procedures are adhered to in alignment with EU guidelines, and a shared network for the blood bank information system is in place. SBA undergoes an annual audit conducted by SRKBC and the Sanquin Foundation in the Netherlands. SBA utilizes an automated blood bank software system (e-Delphyn) that manages all donor information and tests, ensuring traceability of blood products. The donor program involves voluntary unpaid donors.

Before each blood donation, donors undergo a health screening to assess their well-being. Each blood donation is tested and processed in accordance with the EU Guide to the Preparation, Use, and Quality Assurance of Blood Components. Quality controls are performed on all three blood products. SBA is also engaged in donor recruitment, a crucial element for revitalizing the donor pool.

Offered Services

- Provides short shelf-life blood products to the HOH, ImSan, and occasionally the region.
- Prepares leukocyte-depleted packed red blood cells (FPC), fresh frozen plasma (FFP), and pathogen-reduced pooled platelet concentrates (Pooled PLT).
- Donor program: voluntary unpaid donors (≈ 1500 individuals).
- Approximately 3000 collections per year.
- Product quality and program in accordance with EU guidelines.
- Fully automated blood bank information system (e-Delphyn).
- Structural collaboration (quality, automation, and expertise) with the Curaçao Red Cross Blood Bank Foundation.



Highlights

- Fully meets the local demand for short shelf-life blood products.
- Provides blood products that meet international quality standards: EU Guide to the Preparation, Use, and Quality Assurance of Blood Components.
- SBA has an automated blood bank software system: e-Delphyn.
- Personnel receive continuous training.
- Provides advice to the HOH regarding blood transfusion policy.
- First blood bank in the Caribbean region to successfully introduce the use of pathogen-reduced platelet concentrates.



CARDIOLOGY



The cardiology department of HOH (Dr. Horacio Oduber Hospital) comprises five enthusiastic cardiologists. The field of cardiology is practiced in its full breadth. Whether it's heart failure, coronary artery disease, or a patient with arrhythmias, the team is dedicated to providing the best care for the patient as close to home as possible. All cardiologists are versatile, but each has their own areas of expertise, including advanced imaging, interventional cardiology, implantable cardioverter defibrillators (ICDs) and pacemakers, heart failure, and cardiac rehabilitation.

Offered Services/Specialties

- Cardiac imaging: echocardiogram, transesophageal echocardiogram, stress echocardiogram, coronary CT, and cardiac MRI in the initial phase.
- Interventional cardiology with special attention to complex PCI (chronic total occlusions, heavily calcified anatomy): intravascular lithotripsy, rotational atherectomy, fractional flow reserve (FFR), and optical coherence tomography (OCT) with integrated co-registration available.
- Cardiac Implantable Electronic Devices (CIED): pacemaker, ICD, CRT-D, and CRT-P.



Highlights

- Interventional cardiology is a focal point within HOH and available for regional care (already in a structural collaboration for patients from Bonaire). This service is performed according to European and Dutch guidelines by two local interventional cardiologists who have been trained and registered in the Netherlands. The cardiology department is an OCT training center for Central and Latin America; every quarter, a hands-on training session on "OCT-guided Precision PCI" is provided to interventional cardiologists from this region.
- Infrastructure for open-heart surgery: "High-volume quality invasive cardiac care in a low-volume environment." In 2014, a successful pilot program involving 32 open-heart surgeries (CABG and heart valve procedures) took place at HOH. Plans are underway to initiate a Transcatheter Aortic Valve Implantation (TAVI) program. There are also plans to establish a cardiac rehabilitation program following a heart attack or intervention, as well as surgery. This will enhance the continuum of care for cardiac patients.
- Promotion of cardiovascular knowledge in the Caribbean region. The cardiology department mentors residents in training to become cardiologists and organizes the Caribbean Echo Congress. The department also serves as a research center with active participation in international multicenter prospective interventional cardiology studies. There is a collaborative research partnership with OLVG (Amsterdam), RadboudUMC (Nijmegen), and Isala (Zwolle).
- Experienced local CIED implanters. Since 2002, expertise has been developed in the placement of anti-tachycardia devices, with over 500 successful implantations since then. Additionally, starting in 2008, biventricular devices (pacemaker/ICD) have been implanted with more than 230 successful operations.



SURGERY



The surgical department comprises seven surgeons who collectively cover the full spectrum of the field. They manage a diverse array of conditions, including tumors, infections, and injuries, primarily through conducting surgeries themselves. This includes both elective and emergency surgeries. Alongside their expertise in general surgery, the surgeons have specialized interests in one or more specific areas.

Offered Services/Specialties

- Bariatric surgery is performed by a trained team following the ERAS-Fast Track protocol. Two specially trained surgeons started this in 2005. A total of 1200 procedures have been performed (primary and revisions) with morbidity and mortality rates of 3% and 0.08% respectively. The bariatric team provides mandatory lifelong follow-up and guidance.
- The entire spectrum of oncological surgery is provided by certified oncological and gastrointestinal surgeons (breast, head and neck, gastrointestinal, pancreas, whipple, adrenal, melanoma, and sarcoma).
- Vascular surgery with a full range of central and peripheral reconstructions/revascularizations (10 to 15 per year) and vascular access surgery for dialysis (20-30 AV fistulas per year). Close collaboration with interventional radiologists.
- Comprehensive trauma surgery in collaboration with the orthopedic department, including trauma services and weekly meetings.
- Pediatric surgery in an acute setting and low-complexity surgeries.
- Complex proctology and pelvic floor surgery.
- Thoracic surgery, including VATS and open procedures, for benign and oncological conditions with approximately 30 surgeries per year.
- Advanced laparoscopic surgery ranging from laparoscopic adrenal/spleen extirpations to ventral hernia surgery.
- Complex abdominal wall surgery, both laparoscopic and open.



Highlights

- Starting from January 1, 2021, the surgical department is comprised of seven surgeons who provide comprehensive general surgery services while having individual expertise in distinct areas, backed by certifications in gastrointestinal surgery, oncology, vascular surgery, and traumatology.
- HOH hosts an advanced wound care center that offers wound treatment, including a diabetic foot clinic, handling more than 17,000 consultations each year.
- Among the surgeons, one holds certification as a gastrointestinal surgeon (NVVH) and possesses a background in Pelvic Floor Fellowship from Oxford and Colorectal Fellowship from Sydney, rendering them significantly specialized in pelvic floor surgery (rectopexy, fistula surgery, sphincter repair, neurostimulation), complex proctology, and colorectal surgery. This academic proficiency is unparalleled in the region.
- The department places significant emphasis on bariatric surgery and is presently establishing a bariatric expertise and reference center for the region, capable of conducting 350 to 400 procedures annually. Aruba is already acknowledged as a reference center for the BES islands. Since 2014, over 100 BES patients have undergone surgery, with a dedicated clinic operating for them in Bonaire.



DERMATOLOGY



Dermatologists primarily concentrate on disorders affecting the skin, nails, and hair, undertaking both the diagnosis and treatment of skin diseases. Common skin conditions encompass eczema, varicose veins, psoriasis, and skin cancer. The dermatology department comprises highly experienced dermatologists who deliver treatments using state-of-the-art equipment. The physicians practice the full scope of their field and offer consultations to patients from both local and regional areas.



Offered Services/Specialties

- Cryotherapy, intralesional corticosteroid treatment, electrocoagulation/electrodissection, skin biopsies (routine + immunofluorescence), and dermatosurgery, including plastic surgery and the treatment of severe chronic skin diseases.
- Teledermatology: local and regional (including virtual consultations for Bonaire).
- Dermatoscopy: local and regional.
- STIs: venereology and STI screening locally and regionally.
- Allergology: epicutaneous contact allergen testing (patch testing, locally and regionally).
- Intracutaneous skin prick tests.
- Dermato-oncology: skin oncology (local and regional), including Total Body Skin Examination (TBSE) and dermatoscopy.
- Phlebology: sclero-compression therapy and duplex.
- Starting from 2023, also MOHS dermatology.



Highlights

- Specialization in tropical dermatology and dermatology related to darker (ethnic) skin.
- The department is engaged in establishing the dermatology outpatient clinic for the Fundacion Mariadal Bonaire.





The hospital pharmacy is responsible for providing high-quality medication care to both inpatients and patients receiving outpatient treatment. The department plays a pivotal role in offering specialized pharmaceutical care in Aruba. Every (hospital) pharmacist possesses unique areas of expertise and engages in (hospital) committees, facilitating the delivery of comprehensive and specialized pharmaceutical care. The department is readily available for consultations, especially for second-line care, and also for primary care.

The hospital pharmacy staff are trained and operate in alignment with the guidelines and professional standards of both Aruba and the Netherlands.

With an emphasis on optimal care along with cost control, the hospital pharmacy actively engages in the procurement and policy related to expensive medications. This has resulted in various outcomes, including the utilization of different biosimilars and the establishment of a pharmacotherapy committee.

The hospital pharmacy: meticulous and dependable.

Offered Services/Specialties

- Supporting patients and healthcare providers in (complex) pharmaceutical issues with the goal of providing the best care for the patient.
- Expertise in pharmaceutical compounding and procurement, oncology, immunology, infectious diseases, intensive care, transmural and outpatient pharmaceutical care.
- Providing advice (solicited and unsolicited) on interactions, atypical dosages, and potential polypharmacy, taking into account the specific physiology of the patient, such as abnormal kidney or liver function.
- Guidance and support for physicians and nurses in medication verification. Additionally, the department assists in prescribing medications, preparing them, and administering them.

Highlights

- The pharmacy team is accessible around the clock to provide specialized pharmaceutical care.
- The pharmacy team offers current and cost-effective pharmaceutical care to both inpatients and outpatients.
- The pharmacy is the pioneer in the Caribbean region to conduct medication verification discussions upon admission.
- Pharmacists engage in more than ten hospital committees to uphold care quality and medication safety.
- All pharmacists in the department are registered with the relevant regulatory body, with representation from both hospital pharmacy and community pharmacy specializations.



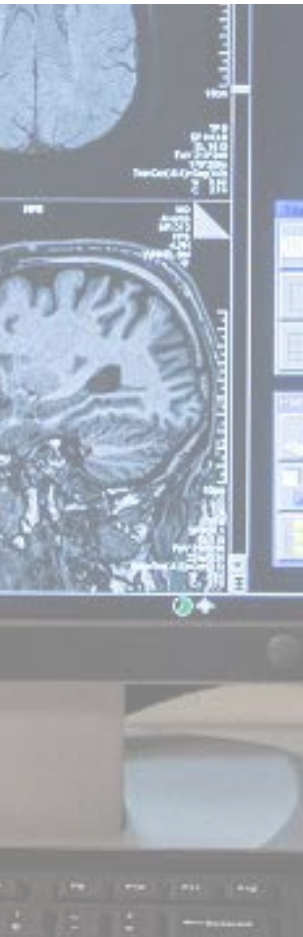
MEMORY CLINIC



Centro di Memoria was founded in 2014 and is the Caribbean's inaugural memory clinic. It's a partnership involving HOH, Zorgcentrum SABA/CMCC, and Dagopvang Cas Marie. The global prevalence of dementia is rapidly increasing. In Aruba's case, this translates to 1 in 2 people being affected. This is attributed to significant aging and declining lifestyles.

The memory clinic serves as a diagnostic and support center, acting as the central hub in Aruba for integrated dementia care. If cognitive disorders that may be due to dementia are suspected, the general practitioner refers the patient. After diagnosis, an appropriate support program is provided for the patient and their caregiver.

Several principles are taken into account. First, there is a focus on long-term support and adequate care in the home environment. Moreover, attention is directed toward enhancing the quality of care and life (interactions, fulfillment, and daily activities). Centro di Memoria also collects data for scientific and population research. Another emphasis is on collaborating with and supporting other islands in the Caribbean. Finally, a key objective is to raise public and professional awareness about dementia.



Offered Services/Specialties

- Pre-screening at home (questionnaire, MMSE, and assessment of the home situation) by the case manager.
- Laboratory Tests (LABHOH) and imaging (CT/MRI).
- Neuropsychological assessment by a psychologist.
- Intake by a neurologist for individuals under 65 or an internist for individuals over 65.
- Multidisciplinary discussion of test results (multidisciplinary meeting).
- Diagnostic conversation with the specialist.
- Follow-up discussion, initiation of support program, home visits, and outpatient appointments by the case manager and geriatric specialist.
- Legal support/advice and assessment of legal capacity.
- Information sessions for caregivers and dementia training.
- Telephone helpline (medical secretary).
- Development of guidelines, protocols, education, and informational materials.

⊕ Highlights

- Comprehensive multidisciplinary collaboration across the island.
- Screening, diagnosis, treatment, and assistance.
- Offering education and training to healthcare providers and caregivers.
- Collecting data for statistical and scientific research.



OBSTETRICS & GYNECOLOGY



Gynecology centers around addressing issues, diseases, and conditions pertaining to the female reproductive organs. Obstetrics is a significant aspect of the gynecologists' responsibilities. HOH has a team of seven gynecologists who offer comprehensive care in the field. They possess additional expertise in various subspecialties, such as benign gynecology, reproductive medicine, urogynecology, and oncology. This enables them to provide care aligned with the latest guidelines and research.

Offered Services/Specialties

- Laparoscopic procedures (level 3-4): for example, TLH (total laparoscopic hysterectomy) and endometriosis treatments.
- Advanced prolapse surgery, including sacrospinous fixation, Manchester Fothergill procedure, TVT (tension-free vaginal tape), and follow-ups for total ruptures.
- Fertility treatments: initial fertility investigations, intrauterine insemination with hormonal stimulation including pre-treatment, and stimulation for IVF/ICSI in collaboration with a fertility clinic in Colombia.
- Prenatal diagnostics: Structural Examination (SEO), GUO I (genetic ultrasound examination), GUO II, NIPT (non-invasive prenatal testing), 13-week ultrasound, and amniocentesis.
- A psychiatric and obstetric clinic where vulnerable pregnant women are discussed in a multidisciplinary setting, followed by the development of a concrete treatment plan.
- Management and care for high-risk pregnancies and care for deliveries from 32 weeks gestation.
- One of the gynecologists has special expertise in preventing preterm birth; an area in which this specialist has a PhD.



Highlights

- Oncological surgery is collaboratively undertaken by a team comprising a gynecologist specializing in oncology and an oncological surgeon. "This encompasses procedures like staging laparotomy, fertility-preserving staging laparoscopy, and interval debulking for stage IV ovarian carcinoma. The annual case load is around 15 to 20 cases. We maintain a close collaboration with Erasmus Medical Center Rotterdam.
- Every month, a multidisciplinary meeting takes place involving gynecologists, urologists, surgeons, and pelvic physiotherapists to enhance urogynecological and endometriosis care, and to ensure coordinated patient management.
- The department is jointly led by two gynecologists with fellowships in prenatal diagnostics, alongside a certified clinical midwife and a sonographer.

Dr. Horacio E. Oduber
HOSPITAL

CAS DI DOKTER

MONDAY - FRIDAY

8 AM - 5 PM



HOED / CAS DI DOKTER



Starting in 2022, HOH established the revamped general practice department named “Huisartsen Onder Een Dak” (HOED), translating to “General Practitioners Under One Roof.”

This ambitious concept was formulated by HOH in response to an urgent request from the General Health Insurance Execution Agency (UOAZV) to cater to patient populations that unexpectedly lost access to general practitioner services.

Presently, the entire range of care is provided by four permanent general practitioners, two locum general practitioners, two practice nurses (POHs), and six assistants. All of this takes place in a fully equipped and spacious center. The general practitioners aim to provide patient-centered care to a stable patient population. Mutual coverage is offered when needed. The general practitioners collaborate at a single location while preserving their individual identities and professional autonomy, thereby upholding the fundamental values of the care rendered: continuity, quality, safety, and clarity.

Services/Specialties Offered

- Comprehensive range of general practice services (diagnostics, therapy, and prevention) under one roof, provided by only registered medical specialists (BIG-registered).
- Large overall patient population (over 12,000 patients).
- Extensive support for cardiovascular risk and type 2 diabetes management by the practice nurses.
- Continuous, high-quality, safe, and clear care tailored to the patient's individual healthcare needs.
- Care is provided based on the most current standards and guidelines of the Dutch College of General Practitioners (NHG), taking into account local applicability.



Highlights

- A distinctive extramural department with comprehensive support from a hospital (HOH).
- Dutch healthcare quality is maintained by engaging exclusively registered specialists in general practice (general practitioners).
- The sole HOED on Aruba.
- We are presently instituting the concept of “secondary care” to diminish the necessity for patients to visit the hospital for minor procedures and treatments.



DR. HORACIO
DOUBER HOSPITAL

STICHTING
BLOEDBAAN
ARUBA

ICCN Academy
ICCN Academy
ICCN Academy



The HOH Academy is the hospital's educational institute, dedicated to training and professional development. It entails the development, coordination, and implementation of healthcare-related continuing and primary education programs for both hospital employees and external partners.

The Academy is built upon a central multidisciplinary education committee. It contributes to a widely supported and transparent educational vision for the entire hospital. Moreover, it ensures that the offered courses and training programs are grounded in high-quality scientific research, practical applicability, and innovation. These courses and training programs are led by a proficient team of teacher coordinators and clinical educators. The Academy also encompasses a knowledge and information center accessible to staff members and students for relevant professional literature. An appointed dean serves as an advisor to uphold the education's quality concerning its link to healthcare and the training of future physicians and medical specialists.

The HOH Academy maintains close collaborations with institutions like Amsterdam UMC, Vrije Universiteit Amsterdam, Amstel Academy, Maastricht University, Radboud University, Thomas Moore University College, and Xavier University. Furthermore, a vocational school arrangement is established with the Aruban Educacion Profesional Intermedio (EPI).

“Continuous learning, creating opportunities, and providing opportunities.”

Activities of the HOH Academy include

- Advanced nursing education, such as ICU, CCU, ER, dialysis, pediatric, geriatric, and oncology nursing (in collaboration with external training centers).
- Education for medical support services, such as surgical assistant and anesthesia technician training (in collaboration with external training centers).
- Support for the Vocational Apprenticeship (Beroeps Begeleide Leerweg or BBL) for nurses in collaboration with EPI.
- Programs for clinical reasoning for nursing educators and specific nursing target groups.
- Coordination of internships for nursing students, medical interns, administrative trainees, technical trainees, physiotherapy students, laboratory students, other university students, and trainee educators.
- Provision of specialized internships for medical specialists in training, including general surgery, ENT, pediatrics, and potentially other specialties in the future.
- Provision of customized programs and trainings for corporate education, such as aggression training, Papiamentu language, Dutch language, certification for the confidential advisor, emergency response, and various CPR courses.
- Development, guidance, and implementation of apprenticeship programs.
- Management and organization of the digital learning and management system (LMS).



Highlights

- Professional development of HOH staff by offering them the chance to participate in courses and training programs available in Aruba, ensuring that the gained knowledge stays within the island.
- An international internship office connected to an extensive network of educational institutions, both locally and internationally.
- An extensive library accessible to both students and staff.
- The HOH Academy is dedicated to ensuring a professional and competitive foundational education for nurses.



INTENSIVE CARE UNIT



The Intensive Care Unit (ICU) specializes in treating critically ill patients who need continuous monitoring and support, a level of care that regular wards cannot provide. Such patients often experience life-threatening cardiovascular and respiratory failure, necessitating mechanical ventilation and hemodynamic support.

The ICU delivers comprehensive intensive care and is equipped to address nearly all local healthcare requirements. Since November 2022, the Intensive Care Unit has been relocated to the new building of HOH and complies with the most current guidelines.

The intensivists serve as the primary treating physicians, but daily multidisciplinary discussions are held involving an infectious disease specialist, pulmonologist, pharmacist, and other involved medical professionals. Currently, the ICU has a capacity of 12 beds, expandable to 16 if needed. The unit employs a total of 3 full-time intensivists, supplemented by locum physicians to ensure continuous high-quality care. The ICU also facilitates the monitoring of Medium Care patients, with the relevant specialist acting as the primary treating physician.

Offered Care/Specialties

- The ICU provides high-tech care with the latest generation of ventilators, invasive monitoring (arterial lines, central venous lines, PiCCO, ICP), kidney dialysis, and plasma exchange.
- Various procedures are performed, such as the insertion of temporary transvenous pacemakers, chest drains, and percutaneous tracheostomy.
- Comprehensive intensive care is offered for all adult patients.
- Acute care is also provided for children, with specialist care being outsourced only when necessary.
- Due to the availability of interventional cardiology, radiology, and neurosurgery, referrals to other countries are limited. This mainly applies to the need for cardiac surgery/ECMO and invasive neuro-interventions, such as coiling/clipping for an intracerebral aneurysm.
- The department provides assistance in the hospital for CPR, procedural sedation, line insertions, and assessment of complex patients.



Highlights

- Receiving and stabilizing all critically ill patients on the island, regardless of age or condition, and if requested, admitting and treating patients from the wider region.
- Intensive multidisciplinary collaboration with an antimicrobial stewardship program.
- All intensivists possess fundamental training in ultrasound.
- All intensivists contribute to the local training of ICU, ER, and PACU nurses.



INTERNAL MEDICINE & HEMATO-ONCOLOGY



Internal Medicine specializes in diagnosing, treating, and preventing disorders that impact the internal organs. Optimal care is delivered through effective teamwork. The primary emphasis of the department is to provide high-quality patient care within a collaborative framework. This approach is not only prominent within the internal medicine group, but also extends to related specialties, colleagues within the hospital, and healthcare partners in Aruba. Through collaborative efforts in multidisciplinary meetings, the department pursues excellence and upholds a high level of patient safety. The department is dedicated to ongoing education and health advocacy, not only within the group, but also within the hospital and the broader community of the island.

Offered Care/Specialties

- Clinical and transmurial antibiotic stewardship program with a national antibiotic booklet.
- Endocrinology with expertise in complex thyroid pathology, pituitary and adrenal pathology, osteoporosis, and transgender care in collaboration with LUMC Leiden.
- Comprehensive oncological care, including chemotherapy, immunotherapy, targeted therapy, and chemoradiation in collaboration with ImSan. Hematology in collaboration with ErasmusMC as an expert center.
- HIV team with two internist-infectious disease specialists involved in scientific research in collaboration with UMC Utrecht.
- Comprehensive geriatric care with two internist-geriatricians working on establishing a transmurial geriatric care bridge with a geriatric research center.
- The department hosts medical students from VU University Medical Center for their first internship in internal medicine.



Highlights

- The department is the pioneering entity in the Dutch Caribbean region to receive accreditation from the Dutch Society of Internal Medicine (NIV).
- Geriatric care at patients' homes through house visits conducted by the internist-geriatrician.
- Annual DAS Clinic: a comprehensive and extensive internal medicine-focused congress held in Aruba.
- Leading-edge infectious disease care and antimicrobial stewardship. The department is dedicated to judicious prescription and utilization of antibiotics within the hospital.



EAR, NOSE & THROAT (ENT) MEDICINE



The field of ear, nose, and throat medicine (ENT) centers on conditions affecting the throat, nose, and ears. Besides addressing issues related to these organs, specialists in this field also handle abnormalities in the head and neck. ENT surgeons conduct surgical procedures, with tonsillectomy being one of the most renowned interventions. Treatments are also provided for allergic rhinitis and sinusitis. ENT specialists conduct examinations, diagnoses, treatments, and surgical interventions as needed. The hospital employs three ENT surgeons. Both children and adults are treated. The ENT surgeons are supported by audiological and speech therapy services.

Offered Care/Specialties

General ENT Surgery:

- Uvulo-palato-plasty.
- Sinus surgery.
- Larynx diagnostics, therapy, and surgery.
- Allergy and desensitization.
- Nasal septum surgeries.
- Concha reductions.
- Tonsillectomy.
- Functional endonasal sinus surgery.
- ATE+MOB.
- Congenital fistulas.

Ear Surgery:

- Tympanoplasty.
- Mastoidectomy and temporal bone sanitation.
- Stapedectomy.
- Cochlear implants and bone-anchored hearing aids.

Facial Surgery:

- Cosmetic rhinoplasty.
- Mini facelifts.
- Skin tumors and reconstructions.
- Upper and lower blepharoplasty.
- Botox, fillers, and lasers.

Head and Neck Surgery:

- Parotid surgery.
- Neck dissections.
- Oncology.
- Tracheotomy.
- Medial and lateral neck cysts.

Audiological Care:

- Comprehensive audiology center.
- Hearing tests and fitting of hearing aids.
- Adjustment of cochlear implants.
- Adjustment of bone-anchored hearing aids and hearing aids.



Highlights

- Cochlear implants since 2011.
- Comprehensive pre- and post-operative care in collaboration with UMC Utrecht.





The pediatric department comprises five general pediatricians, each specializing in distinct areas. The department is supported by four pediatric residents and one or two medical students. The new pediatric ward is equipped with up-to-date equipment and has a total of 32 beds, including 10 infection beds/boxes, 8 ward beds, and a neonatology department with 14 beds (8 of which are for High Care). The department operates according to the guidelines of the Dutch Association of Pediatrics (NVK). The department is marked by extensive collaboration, involving regular intercollegiate meetings and daily patient discussions.

Offered Care/Specialties

Pediatrics:

- General pediatrics is provided in its entirety.
- Intensive care treatment for critically ill children, including transportation abroad.
- Various endocrine tests in children, such as growth hormone and LHRH tests.
- Multidisciplinary team for the management of child abuse and sexual abuse in children.
- Diabetes clinic for children, including insulin pump therapy.
- Combined clinic for children with rheumatic diseases.
- Guidance for children with obesity within a specially designed obesity clinic.

Neonatology:

- High care treatment including low flow, Optiflow, nCPAP, parenteral nutrition, and central venous line.
- Care and treatment of premature infants from 32 weeks gestation.
- Care and intensive care treatment of critically ill newborns, including artificial ventilation, thoracic drainage, etc.



Highlights

Cleft Lip and Palate Team:

- Since 2004, there has been a collaboration between the department of pediatrics and the cleft lip and palate team of the Radboud University Medical Center in Nijmegen. The cleft team visits Aruba every two years to treat and operate on children with cleft lip and palate in collaboration with local healthcare providers, including a pediatrician, speech therapist, orthodontist, plastic surgeon, and ENT specialist.
- This collaboration has treated more than 58 children on Aruba. For many children, this means they can receive tertiary multidisciplinary treatment in their own environment.

Clinical Genetics:

- Since 2012, there has been a collaboration between the department of pediatrics and the clinical genetics department of Amsterdam UMC. The clinical geneticist visits Aruba twice a year to see children with congenital abnormalities and hereditary conditions in collaboration with local pediatricians.

Pediatric Cardiology:

- Since 2006, there has been a collaboration with the Curaçao Medical Center (CMC). The pediatric cardiologist visits Aruba two to three times a month to examine children with congenital heart defects.

Pediatric Hematology-Oncology:

- For children with oncological conditions, there is a collaboration with the pediatric oncology department of the Prinses Maxima Center. There is also a collaboration in the field of hematology with the Erasmus Medical Center (EMC) in Rotterdam.



LABHOH CLINICAL CHEMISTRY AND HEMATOLOGY



www.labhoh.org

The Clinical Chemistry and Hematology (CCH) department conducts analyses on bodily substances (such as blood, urine, stool, and other bodily fluids) for general practitioners, medical specialists (within and beyond HOH), healthcare institutions, and individuals. This is undertaken to identify the cause of a complaint or illness, or to track the course of a disease or healing process. Collaboration occurs with reference centers in the Netherlands for investigations related to blood transfusion, specialized hemostasis, hematological oncology, endocrinology, toxicology, medication levels, autoimmune conditions, and molecular diagnostics.

Furthermore, our staff conducts blood collections for hospitalized patients in addition to those done at the blood collection points. At these collection points, other bodily materials can also be gathered for testing based on requests and instructions from a specialist or general practitioner.

Offered Care/Specialties

- General and special clinical chemistry and hematology, including blood transfusion.
- Blood collection services, including home visits for blood collection.
- Semen analysis and preparation for intrauterine insemination (IUI).
- Prenatal diagnostics (NIPT).
- DNA paternity testing.
- Workplace drug testing.
- Clinical chemists are available for consultation, interpretation of laboratory results, and providing advice for further investigations.



Highlights

- 24/7 service availability.
- Reliable and fast (digital) laboratory results.
- State-of-the-art equipment and up-to-date according to current guidelines and protocols for laboratory diagnostics.
- Recognized training facility for MLO and HLO analysts.
- Collaboration with the Curaçao ADC national laboratory.





The medical microbiology department at HOH conducts research on pathogens causing infectious diseases. Bacteria are cultured, and antibodies in the blood are measured. Additionally, patient samples are tested to determine the cause of illness. Specialists consult medical microbiologists to determine the optimal treatment for infections. Due to increasing antibiotic resistance in bacteria, investigations accompany every culture to offer suitable guidance. This research serves both hospitalized patients and general practitioners, along with public health objectives. The department holds a notable role in COVID-19 testing. Microbiologists often detect the initial signs of infectious disease outbreaks, such as heightened occurrences of dengue or Zika virus in mosquitoes. Prompt alerts are issued to authorities, followed by advice to implement suitable measures.

Offered Care/Specialties

- The bacteriology department cultures bacteria and measures their susceptibility to antibiotics. Examples of bacteria include *Staphylococcus aureus* and Methicillin-resistant *Staphylococcus aureus* (MRSA).
- Sometimes, the causative agent cannot be cultured, but it is possible to test for the presence of antibodies. The serology department performs this testing using collected blood samples. Examples of antibodies measured include HIV, varicella-zoster virus (chickenpox), or dengue.
- The molecular biology department conducts viral testing using swabs. PCR techniques are used to test for COVID-19, influenza, and *Chlamydia trachomatis*.
- The parasitology department examines blood specimens from patients from tropical regions, for example, for malaria. The department can also use microscopy to identify worms in stool samples or lice in hair.



Highlights

- A fully equipped microbiology laboratory with swift electronic reporting.
- Profound expertise in infectious diseases, antibiotic resistance, and tropical medicine.
- Close collaboration with specialists, general practitioners, and public health authorities.
- Accessible 24/7 for advice and consultations concerning infectious diseases.
- An international network for secure transportation of vital biological materials.
- Internationally recognized ISO-15189 accreditation for medical laboratories.
- Collaborations with Curaçao's ADC national laboratory and the Regional Laboratory in Haarlem.





The pathologist examines tissue (histology) or cellular material (cytology) for abnormalities. This process can detect various diseases, including (chronic) illnesses and different types of cancer. Sections of the tissue or cellular material are prepared and scrutinized by the pathologist under a microscope. This can only be done if the sections have been stained beforehand. Various diseases necessitate distinct staining techniques. Immunohistochemical analysis is an extra method employed in conjunction with routine (basic) staining. It is performed when routine diagnostics do not provide sufficient information for a diagnosis or to characterize different types of cancer. In some cases, further additional testing may be necessary. If that occurs, the pathology department forwards the material to an Academic Medical Center in the Netherlands. Pathology serves as the gold standard for diagnostics. When a patient has passed away, the attending physician may initiate an examination to ascertain the cause of death. This procedure is referred to as an autopsy.

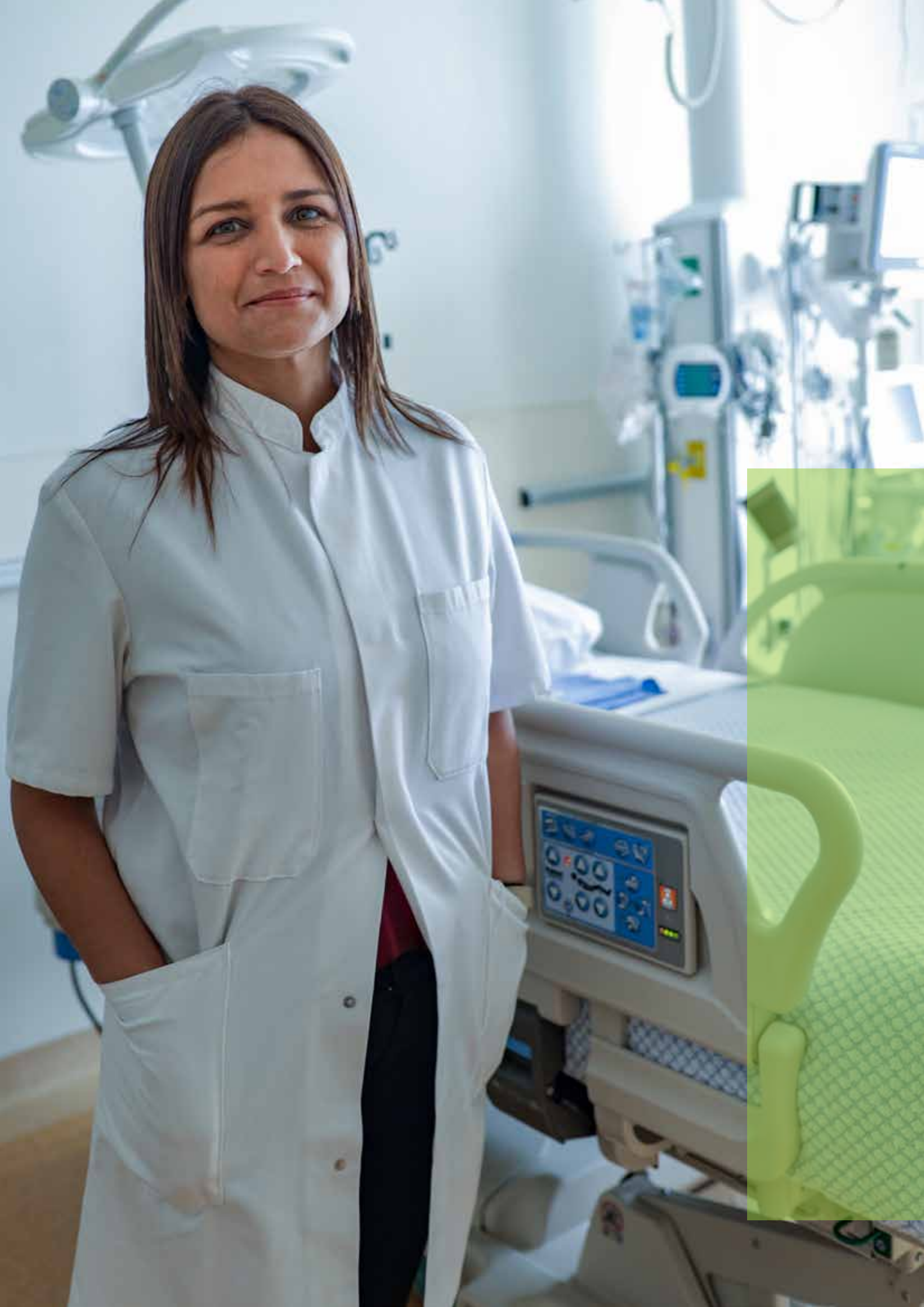
Offered Care/Specialties

- The pathology laboratory is equipped with all the necessary state-of-the-art equipment to perform daily routine work.
- In cases of cancer, the results are discussed in a multidisciplinary meeting.
- Pathology plays a crucial role in population screening for breast cancer and future population screening for cervical cancer.
- In situ hybridization can be performed at a molecular level to determine the correct HER2neu score in breast carcinoma.
- In cases of colorectal cancer, there is the option to determine the MMR proteins, which is necessary for making the right therapeutic choices.
- To ensure quality, preparations are evaluated through interlaboratory proficiency testing.
- Veterinary pathology is also part of the pathologist's responsibilities.



Highlights

- The pathology department comprises three units: histology, cytology, and immunohistochemistry. The histology unit processes around 10,000 submissions each year.
- In cytology, the analyst examines the sample for abnormal cell presence. Cytological examinations may involve cervical smears (PAP tests), urine samples, pleural fluid, and nipple discharge.
- Immunohistochemical analysis employs antibodies to locate antigens and is conducted to ascertain a patient's eligibility for hormonal or immunotherapy.
- During an autopsy, the pathologist examines tissue samples from the organs. In addition to ascertaining the cause of death, the extent of the disease is also assessed.
- Collaboration with the Curaçao ADC national laboratory.





The field of pulmonology concentrates on the examination, treatment, and prevention of lung disorders. Examples of such disorders encompass asthma and COPD (Chronic Obstructive Pulmonary Disease), as well as infections such as pneumonia and tuberculosis, which fall under the expertise of pulmonologists. Furthermore, a substantial portion of time is dedicated to diagnosing, treating, and providing support to lung cancer patients.

In addition to pulmonologists, a respiratory nurse operates her own clinic to offer guidance to patients with asthma, COPD, and OSAS (Obstructive Sleep Apnea Syndrome). She conducts clinical consultations and delivers education within the clinic. Diverse diagnostic techniques are employed, including bronchoscopy, lung function tests such as spirometry, body plethysmography, diffusion capacity, histamine provocation test, 6-minute walk test, bicycle ergometry, and interventions for pleural disorders (diagnostics and treatments).

Offered Care/Specialties

Inpatient and outpatient care

- Care is provided in the areas of asthma, COPD, sleep-related disorders (including OSAS), interstitial lung diseases (ILD), oncology, lung infections including tuberculosis (TB), pulmonary embolism, and pulmonary hypertension. In recent years, treatment, follow-up, and support for COVID-19-related lung conditions are also provided.
- Comprehensive guidance and training for asthma, COPD, and OSAS patients by a specialized respiratory nurse.

Lung Oncology

- **Diagnostics:** All diagnostic modalities are available, except for EBUS (Endobronchial Ultrasound) and PET scintigraphy.
- **Treatment:** Chemotherapy, immunotherapy, and targeted therapy. There is also extensive expertise in managing potential side effects of oncological treatments.
- **Surgery:** Mediastinoscopy, lobectomy, and VATS (Video-Assisted Thoracic Surgery) for pleural biopsies/lung biopsies.
- **Radiotherapy:** Since 2020, it has been possible to receive radiotherapy in Aruba through ImSan. Concurrent chemoradiotherapy is also available.

Diving Medicine

- Pulmonologists are responsible for the initial assessment and treatment of diving accidents. Close collaboration is maintained with diving medicine in Curaçao for potential referrals for hyperbaric chamber treatment.



Highlights

- Extensive collaboration with the Department of Infectious Diseases, the tuberculosis team at HOH, and counterparts in Curaçao and Bonaire.
- Close cooperation with the rheumatology department for a significant range of lung disorders linked to autoimmune conditions.
- Strong collaboration with multiple referral centers, including Erasmus MC (ILD and lung infections) and AMC (pulmonary hypertension and oncology).
- HOH boasts highly experienced COVID-19 experts, encompassing pulmonologists, internists, intensivists, and hospital pharmacists.
- HOH stands as the sole facility in the Dutch Caribbean equipped with Vyntus BODY, enabling the performance of a diverse set of lung function tests previously unavailable. This eliminates the need to refer patients abroad.



GASTROENTEROLOGY



The Gastroenterology department specializes in disorders of the organs within the digestive system, encompassing the esophagus, stomach, intestines, liver, gallbladder, and pancreas. Comprising three dedicated gastroenterologists, the department offers comprehensive care across a spectrum of gastrointestinal and liver conditions. Their expertise spans multiple areas, including endoscopic procedures, chronic inflammatory bowel diseases, liver diseases, celiac disease, digestive oncology, and disorders of the pancreas and bile ducts. Additionally, the department is committed to cutting-edge research techniques and treatments, such as endomucosal resections of colorectal polyps and video capsule endoscopy. The physicians' mission centers on delivering high-quality, patient-centered.

Offered Care/Specialties

- Diagnostic and therapeutic endoscopy.
- Treatment of bleeding/hemostasis in the upper and lower digestive tract using endoclips, APC (Argon Plasma Coagulation), esophageal varices banding, endoscopic stenting (e.g., Ella Danis), hemospray, and bipolar hemostasis. Endoscopic stent placement is also performed in the esophagus, stomach, small intestine, and colon.
- Endoscopic mucosal resection in the esophagus, stomach, small intestine, and colon.
- Endoloop resection of large pedunculated polyps.
- APC (Argon Plasma Coagulation) treatment of GAVE (Gastric Antral Vascular Ectasia), radiation proctitis, and angiodysplasia in the upper and lower digestive tract.

Highlights

- Utilizing Advanced ERCP (Endoscopic Retrograde Cholangiopancreatography): Our procedures encompass gallstone removal, placement of metal and plastic stents, use of cytological brushes, pancreaticography, stone extraction, and addressing strictures within the pancreatic duct.
- Expert management of IBD (Inflammatory Bowel Disease), including treatment options involving immunomodulators and biosimilars, as well as comprehensive care for motility disorders and digestive tract oncology.
- Holistic care for patients with various liver diseases, encompassing conditions such as decompensated liver cirrhosis.
- Utilizing Video Capsule Endoscopy (VCE) for diagnosing small intestine abnormalities.





Nephrologists specialize in treating all forms of kidney diseases and provide post-care for patients who have undergone kidney transplantation. They routinely collaborate with other department staff on medical treatments and work closely with the two nephrologists from ImSan. Quality and safety are paramount in the department, and they adhere to applicable Dutch quality standards.

The dialysis department, an integral part of nephrology, operates with professionalism and innovation. Within the hospital, three nephrologists specialize in kidney diseases and offer renal replacement therapies for both chronic and acute kidney insufficiency. The hemodialysis department consists of 21 stations and 2 isolation spots. The staff strives to seamlessly integrate dialysis into the patient's daily routine. In the near future, the department will relocate to a more spacious and modern dialysis center.

Moreover, the nephrology team administers renal replacement therapy in the ICU, encompassing hemodialysis and PIRRT (prolonged intermittent renal replacement therapy). Nephrologists also conduct therapeutic plasma exchange (plasmapheresis) in a comprehensive range of cases, including neuro-immunological diseases (e.g., Myasthenia Gravis, Neuromyelitis Optica, and Guillain-Barré syndrome), thrombotic thrombocytopenic purpura (TTP), solid organ (kidney) transplant rejection, thrombotic microangiopathy (pregnancy-related, complement-mediated), nephro-immunological diseases, and hematological diseases (Waldenstrom, MM). Additionally, the department performs Red Blood Cell Exchange, which involves erythrocytapheresis and exchange during a sickle cell crisis (Chest syndrome).

Offered Care/Specialties

- Renal replacement therapy according to NFN/KDIGO quality standards: in-center hemodialysis (HOH and ImSan) with the option for online hemodiafiltration (ImSan).
- Peritoneal dialysis (HOH and ImSan): a specialized PD team is available (according to NFN/ISPD quality standards). CAPD and CCPD are offered.
- Urgent Start Peritoneal Dialysis program: on the ICU-CCU clinical department, a PD catheter can be percutaneously inserted, via a percutaneous method, for patients experiencing cardiogenic shock (patients not eligible for hemodialysis-CRRT), with or without renal failure. Subsequently, continuous peritoneal dialysis can be initiated.
- Acute Dialysis: hemodialysis in the acute dialysis department, ICU/MCU, and CCU. Prolonged Intermittent Renal Replacement Therapy (PIRRT) for critically ill patients in the Intensive Care and Coronary Care Unit.
- Acute and chronic hemodialysis using a portable RO in special units within a strictly isolated setting, for example, during COVID-19.
- Pre- and post-care for kidney transplantations. Aruba has been part of the trans-Atlantic kidney transplantation program in collaboration with Amsterdam UMC since 2003.
- Treatment of all kidney diseases according to international guidelines.
- Ultrasound-guided kidney biopsy: Biopsies are sent to Amsterdam UMC for evaluation. HOH participates in a weekly nephropathology teleconference with Amsterdam UMC and the nephropathology-nephrology team.



Highlights

- Relocation to a new and environmentally friendly dialysis clinic is planned for 2024.
- The nephrology department (Organisacion di Nefrologia Aruba: ONA) is distinctive due to its composition, comprising members from HOH (3) and ImSan (2). This initiative aims to standardize treatments and enhance the quality of care.
- Education center: Over the past years, more than 20 dialysis nurses have completed a curriculum from VU Amsterdam. Additionally, regular training is provided for dialysis nurses from Bonaire.
- Research: Active involvement in scientific research in collaboration with AMC Amsterdam, encompassing studies on Lupus Nephritis and trans-Atlantic kidney transplantation.
- The department successfully underwent an evaluation by the scientific society in 2022.



NEUROSURGERY



HOH boasts a burgeoning neurosurgery department that has engaged in extensive collaboration with UMC Utrecht since 2022. Through collaborative multidisciplinary meetings, expanded services, and the exchange of knowledge and expertise, a wider range of specialized treatments and surgeries are made possible. This not only benefits the population of Aruba but also extends to the broader Caribbean region.

Neurosurgery stands as a medical specialty dedicated to the surgical treatment of neurological disorders. This encompassing field targets surgical interventions on structures such as the brain, brainstem, spinal cord, plexus, peripheral nerves, and the surrounding tissues. Within HOH, a particular emphasis is placed on addressing disc herniations in the spine, alleviating nerve compressions, excising tumors, and intervening in acute situations following trauma and intracranial bleeding.

Offered Care/Specialties

- Intracranial neurosurgery: tumor removal (benign/malignant), treatment of hydrocephalus, and neurotrauma (acute/chronic subdural, epidural, intracranial pressure monitoring, and decompressive craniotomy when necessary).
- Spinal neurosurgery: removal of spinal tumors, degenerative conditions of the spine (stenosis and herniated disc, both cervical and lumbar, foraminal stenosis), and intermediate-complexity instrumentation, such as neck fusion surgeries.
- Peripheral nerve entrapment: carpal tunnel syndrome (CTS), ulnar neuropathy, and Guyon Canal syndrome.



Highlights

- State-of-the-art and contemporary neuronavigation technology.
- Collaborative partnership with UMC Utrecht, granting access to a diverse range of specialties.
- Patients are served from across the entirety of the Dutch Caribbean.





The neurology department is dedicated to disorders of the nervous system, including diseases of the brain and damaged nerves. The nervous system is vital yet delicate, and its damage often leads to significant consequences. Hence, clear and effective patient communication is crucial. Neurology is an intricate field, with brain diseases holding particular scientific fascination. Quality care and education are imperative. The team of physicians and nurses regularly arrange informational sessions on neurological matters for patients and their families.

Neurologists handle both outpatient and inpatient cases, encompassing a broad spectrum of general neurology, including pain management. Depending on the cause, diverse techniques are utilized for pain control linked to neurological conditions, spanning from surgically applied nerve blocks to outpatient infusions. Pain management in the clinical or palliative care setting is overseen by hospitalists.

Offered Care/Specialties

- Stroke care: intravenous thrombolysis and stroke unit/neuro care unit.
- Intensive care for patients with neurological conditions.
- Treatment of neuro-immunological patients with monoclonal antibodies and plasmapheresis.
- Treatment of neuro-oncological patients in collaboration with an oncology team, including the possibility of intrathecal chemotherapy, neurosurgery, and stereotactic radiosurgery.
- Follow-up treatment for implanted DBS (deep brain stimulator), DCS (dorsal column stimulator), PNS (peripheral nerve stimulator), and intrathecal pump systems with opioids or baclofen.
- Invasive pain management for neuropathic pain and spine-related conditions (vertebrae, discs, and facet joints).
- Clinical neurophysiology (CNP): EEG, sleep EEG with video monitoring, EMG, and EP.
- Nerve ultrasound (entire nerve pathway) and carotid duplex.



Highlights

- Memory clinic (Centro di Memoria) with a multidisciplinary team.
- Collaborative treatment of Parkinson's patients using brain stimulation alongside physicians in Colombia.
- Multidisciplinary collaboration with Curaçao and the Netherlands within the rehabilitation team for accidents and strokes.



OPHTHALMOLOGY



The ophthalmology department comprises six ophthalmologists, with five of them being employed by ImSan. Among these, three are general ophthalmologists, while the remaining physicians specialize in various subspecialties. Most surgeries and procedures have been conducted at ImSan since December 2019.

Collaborating alongside nurses, a technical ophthalmic assistant (TOA), optometrists, and an orthoptist, the department boasts contemporary diagnostic and treatment equipment. This includes a pattern laser for expedited retinal laser treatment, angio OCT, fluorescein angiography, glaucoma valves, and more.

Offered Care/Specialties

- **Cataract surgeries:**
Improves the patient's vision.
- **Vitreous and retinal surgeries:**
Often emergency surgeries to prevent permanent vision loss due to retinal detachment or severe vitreous hemorrhage. In the past, patients had to seek treatment abroad.
- **Medical retina:**
Treatment and monitoring of severe retinal conditions (such as proliferative diabetic retinopathy).
- **Glaucoma surgeries:**
Helps control intraocular pressure to prevent blindness.
- **Laser treatments:**
Retina lasers, YAG iridotomy, capsulotomy, and SLT.
- **Intravitreal injections:**
Three treatment options for conditions such as macular edema to restore vision.
- **Fluorescein angiography:**
Diagnosis of vascular problems of the retina.
- **Strabismus surgeries:**
Often performed in children to prevent amblyopia.

Highlights



- Diverse team of skilled and experienced ophthalmologists from various backgrounds.
- Proficient in performing intricate cataract surgeries with exceptional surgical skills.
- Expertise in managing advanced cases of diabetic retinopathy.
- Strong partnerships established with local and international ophthalmologists, fostering excellent collaboration.
- Effective collaboration between HOH and ImSan, enhancing patient care and service



ORTHOPEDICS



The objective of the orthopedics department is to enhance everyone's mobility to the best possible extent. This encompasses both the prevention and treatment of musculoskeletal issues. Problems can emerge due to factors such as normal wear and tear, excessive use, or accidents. The orthopedic surgeon is equipped to conduct thorough assessments and recommend either non-invasive or surgical interventions. These interventions are aimed at alleviating pain, enhancing mobility, and ultimately elevating one's quality of life.

Offered Care/Specialties

- Joint replacement surgery of the hip, knee, and shoulder joints, including revisions.
- Sports-related injuries, such as meniscus tears, ACL reconstruction, and shoulder stabilization.
- Shoulder pathology resulting from overuse, arthritis, or tendon injuries.
- Conditions affecting the feet and ankles.
- Corrective surgeries for deformities around the knee, foot, or elbow.
- Pediatric orthopedics, both conservative and surgical.
- Comprehensive orthopedic trauma care, including impending pathological fractures.

For many musculoskeletal disorders, surgical treatments are not necessary, and a decision is made to pursue conservative treatment, such as pain management, physiotherapy, weight reduction, or temporary immobilization with a brace, splint, or orthopedic footwear.

✚ Highlights

- The orthopedics department primarily addresses degenerative knee and hip conditions, which are the most common disorders treated. Given the growing population, along with aging and obesity trends, this caseload is expected to rise. With over 200 joint replacements conducted annually to address wear-related complaints, the orthopedic surgeons have amassed substantial expertise in this field.
- Collaborating closely with the surgery department, the orthopedics team plays a pivotal role in providing comprehensive traumatology care in Aruba. By fostering effective teamwork, the objective is to deliver the utmost quality of care and facilitate optimal recovery post-accidents.
- Beyond general orthopedics, one of the orthopedic surgeons boasts specialized training in pediatric orthopedics from the University Medical Center Groningen. This distinction is unique in the Caribbean region, providing opportunities for consultation and potential referrals from other BES islands.
- Aruba's annual influx of over one million tourists prompts a demand for orthopedic care, which the department readily addresses. Furthermore, the department extends its assistance to patients from Bonaire. This includes offering consultations on the island, performing surgeries, and in cases where needed, Bonaire-based patients travel to Aruba for surgical interventions.





The geriatric specialists are hospital employees who are seconded to the SABA/CMCC Care Center. This department focuses on providing chronic care for both young adults and the elderly, with the guiding principle of preserving their quality of life, wherein decision-making capacity plays a vital role.

Geriatric Specialists act as a bridge between primary care physicians in the first line and medical specialists in the second line. Their work is built upon multidisciplinary collaboration, which forms the foundation of their approach. This expertise is invaluable in establishing an integrated healthcare network, crucial for effectively addressing contemporary challenges in the healthcare sector. The combination of aging and lifestyle-related ailments has led to a substantial rise in the number of chronically ill individuals requiring round-the-clock care.

Within a nursing home setting, geriatric specialists play a pivotal role in delivering complex care to patients who would otherwise necessitate prolonged hospitalization.

Offered Care/Specialties

- Medical care, guidance, and support for patients with complex care needs and comorbidities (geriatrics, psychiatry, and disabilities).
- Care based on individual care plans (SAMPC model).
- Middle & high-care palliative care and end-of-life support (both internal and external, collaborating with primary care physicians and second-line specialists in home settings).
- Dementia care:
 - Diagnosis and treatment of cognitive disorders related to dementia.
 - Long-term support for patients and caregivers after diagnosis (outpatient and home visits).
 - Internal and external (community) awareness activities.
 - Dementia training for healthcare professionals and caregivers.
- Training & Development Center: education and guidance for interns (physicians, paramedics, and nurses with a Bachelor's degree in Nursing).
- Internal management and policymaking (medical responsibility) and external engagement with stakeholders, assessment committee, government, and national policies on elderly care/chronic care.



Highlights

- Multidisciplinary collaboration between primary and secondary lines of care.
- Training and development in elderly care and chronic care in Aruba.
- Internal and external management and policy-making.





Plastic surgery is commonly associated with aesthetic and cosmetic procedures. However, it's a surgical specialty that primarily focuses on restoring both form and function. The majority of this field comprises reconstructive surgeries for injuries, conditions arising from accidents, breast or skin cancer, congenital abnormalities (such as cleft lip and palate, prominent ears), and burns. This form of surgery is referred to as reconstructive surgery.

In addition, plastic surgery encompasses procedures involving the hand and wrist. Plastic surgeons are adept at treating hand injuries and addressing issues caused by conditions like rheumatoid arthritis, osteoarthritis, nerve compression, and congenital abnormalities.

Moreover, the department possesses the capability to use donor skin to address burns and larger post-traumatic and/or postoperative skin defects requiring immediate coverage. Plastic surgery is a dynamic specialty that consistently advances in the realm of aesthetic, functional, and reconstructive problem-solving.

Offered Care/Specialties

- Since 2006, a hand team has been established, consisting of plastic surgeons, orthopedists, a rheumatologist, rehabilitation specialists, physiotherapists, occupational therapists, neurologists, and plaster technicians. There is also close collaboration with the radiology department. This hand team serves as a referral center for the BES islands.
- There is extensive knowledge and experience in the field of post-bariatric surgery, including procedures such as Total Body Lift and Fleur-de-Lis, for correcting excessive skin after significant weight loss.
- There is extensive collaboration with general and oncological surgery in the field of reconstructive surgery.
- There is a close consultation structure with specialized academic clinics such as VUMC, UMC Nijmegen, and UMC+ Maastricht.
- Reconstructions in oncology and trauma in collaboration with other specialization areas (such as orthopedics, gynecology, and ENT).
- Extensive experience in reconstructive surgery for chronic wounds, pressure ulcers, burns, and wounds or skin defects after oncological skin conditions in close collaboration with the dermatology department.



Highlights

- Comprehensive multidisciplinary hand team.
- Highly specialized and advanced reconstructive treatments for severe hand trauma, including microsurgical procedures and reimplantations.
- Advanced reconstructive surgery following oncological procedures, especially direct and indirect breast reconstruction after oncological breast surgeries, facial and head/neck defects resulting from oncological skin conditions, as well as addressing various conditions and specialties.
- Innovative treatments in the field of Fat Transfer and Fat Contouring for reconstruction and/or enhancement of form.



(INTERVENTIONAL) RADIOLOGY



The radiology department is responsible for diagnosing conditions through medical imaging. Radiologists and radiology technicians examine patients using various imaging techniques to visualize tissues and organs within the body. The department employs diverse technologies, including X-rays, sound waves, and magnetic fields. The technicians assist patients during imaging and capture the necessary images, while radiologists interpret the results and offer guidance to general practitioners or specialists. The radiology department at HOH is equipped with state-of-the-art digital equipment. The CT scanner generates detailed 3D images of organs using X-rays, while the MRI scanner produces similar images employing a powerful magnetic field, which yields distinct information compared to a CT scan.

Alongside diagnostic radiology, HOH also provides interventional radiology, encompassing the treatment of constricted blood vessels, bodily inflammations, and biopsies. The department also imparts education to medical residents, medical students, and radiology technicians.

Offered Care/Specialties

- Comprehensive radiology services are provided by 6 radiologists.
- Individual areas of expertise include interventional radiology, neuroradiology, breast radiology, abdominal radiology, and cardiothoracic radiology.
- High-end 128-slice dual-source CT scanner for general use and advanced applications.
- Compact 64-slice CT scanner in the emergency department for accidents, acute vascular abnormalities, etc.
- Modern 1.5 Tesla MRI scanner for general use and advanced applications.
- High-end angiography equipment for vascular interventions.
- Multiple rooms for ultrasound examinations, duplex examinations of blood vessels, and conventional X-rays.



Highlights

- The Radiology Department at HOH is the hub for imaging and radiological interventions in Aruba.
- It serves as a regional center for MRI examinations and interventions, especially for patients from Bonaire.
- The radiologists adhere to Dutch standards and engage in multidisciplinary meetings to enhance the quality of care.
- Training MRI technicians to address the increasing demand for MRI examinations.





The rheumatology outpatient clinic offers care for patients with inflammatory diseases impacting joints, bones, and muscles. Other organs like the skin, lungs, and kidneys may also be affected, necessitating collaboration with specialists from various fields. Rheumatism encompasses over 100 conditions affecting the musculoskeletal system and can manifest at any age. While most forms of rheumatic diseases can be well managed, complete cure is rare. Upon referral to the rheumatology clinic, symptoms are discussed, examinations conducted, and additional imaging or blood tests may be carried out if needed. Joint aspirations might also be performed. In cases of rheumatic inflammatory disease, treatment with anti-rheumatic medications is initiated, and patients return for regular follow-up visits.

Offered Care/Specialties

- General rheumatological care: covering both inflammatory and non-inflammatory rheumatic conditions.
- Multidisciplinary treatment of systemic diseases involving multiple organ systems (in collaboration with internists, pulmonologists, gastroenterologists, nephrologists, neurologists, dermatologists, ophthalmologists, orthopedic surgeons, plastic surgeons, and pediatricians).
- Focus on pediatric rheumatology with combined clinics involving both pediatricians and rheumatologists.
- Outpatient use of a polarizing microscope for the evaluation of crystal arthropathies.
- Outpatient use of musculoskeletal ultrasound.
- Education: supervising medical students and resident physicians.



Highlights

- Engaging in collaboration with various rheumatology centers through collegial consultations, shared medical protocols, and research, with the aim of continuously improving the quality of rheumatological care in Aruba. Notably, there is a partnership with the Sint Maarten Clinic in Nijmegen, the Netherlands.
- Undertaking epidemiological and quality research to enhance rheumatological care in Aruba.
- Contributing to the organization of the annual regional Dutch-Antillean-South American congress focusing on topics in general internal medicine and rheumatology.
- The rheumatology center is dedicated to serving both local and regional patients.



REHABILITATION MEDICINE



Rehabilitation medicine encompasses specialized knowledge concerning the loss of physical and cognitive function, as well as the decline in skills due to illness, injury, or condition.

Rehabilitation is a collaborative process that aims to restore engagement with family, household, and work, ultimately striving for maximal social participation. Multidisciplinary diagnosis and treatment, in cooperation with rehabilitation physicians, paramedics, dietitians, and social workers, are indispensable.

The department commonly deals with diseases and conditions like diabetes mellitus, obesity, amputations, acquired brain injuries, stroke (CVA), muscular disorders, and neurological conditions such as multiple sclerosis and Parkinson's disease. Cerebral palsy is a focal point in pediatric cases.



Offered Care/Specialties

- Therapeutic offerings in the inpatient and outpatient phases (PRB = outpatient rehabilitation treatment).
- Consultations with rehabilitation physicians (referrals by general practitioners and specialists).
- Individual therapy: speech therapy, occupational therapy, and physiotherapy.
- Multidisciplinary coordination with well-defined care programs, with the patient at the center.
- Medical and social support and guidance for patients and their families.
- Advice on hand function aids, walking aids, and home adaptations.
- Recommendation and implementation of technical aids: splints, orthoses, and prostheses.



Highlights

- Neurorehabilitation in the Energy Group (physiotherapy, occupational therapy, speech therapy, and dietetics).
- Amputation and Hand Therapy Group (physiotherapy and occupational therapy).
- Cardiac Rehabilitation (physiotherapy, occupational therapy, and dietetics).
- Safe Eating and Drinking and Communication Training (speech therapy and dietetics).



EMERGENCY ROOM MEDICINE (ER)



At the Emergency Department (ED), immediate care is provided to patients with a wide range of acute conditions. This could be a broken arm, but also a brain hemorrhage, a heart attack, or sepsis.

The patient categories consist of self-referrals, individuals referred by general practitioners, or those transported to the ED by ambulance.

Upon arrival, patients are triaged by an experienced nurse. Subsequently, they are evaluated and stabilized by an ED physician (certified by the Royal Dutch Medical Association) in collaboration with specialized ED nurses. Additional diagnostics are conducted as necessary. Depending on the diagnosis, patients may either be admitted to a (specialized) department or discharged.

The Emergency Department is a unit where teamwork is paramount, and cooperation and communication play a significant role. Close contact is maintained with all specialties within the hospital. Additionally, there are direct connections with general practitioners, ambulances, and other healthcare providers on the island, ensuring high-quality care is provided to all patients.



Offered Care/Specialty

- 24 hours a day, 365 days a year, emergency care for over 35,000 patients annually with undifferentiated acute issues.
- A triage department integrated with the general practitioner post (HAP).
- Reception, stabilization, and treatment of severely ill and unstable patients.
- Leadership of the resuscitation team in the ED and throughout the hospital.
- Collaboration in treatment and assessment with chain partners, such as general practitioners (HAVA), ambulance services, the Family Justice Center, and Respaldo (psychiatry).



Highlights

- Fully equipped ED with 2 modern shock rooms, 10 treatment rooms with monitoring, a pediatric room, plaster room, and a CT scan.
- 24/7 care provided by 5 KNMG registered ED physicians trained and accredited in emergency ultrasound, procedural sedation and analgesia (PSA), along with 5 ANIOS/gatekeepers.
- Full staffing with ED nurses, including an internal training program for ED nurses.
- Clinical training and in-depth internships for, among others, AMA's, AIOS in Emergency Medicine, HAIO's, and medical students.





Urology is the medical specialty that addresses disorders of the kidneys, ureters, bladder, and urethra in men, women, and children.

The urologist investigates, diagnoses, treats, and performs surgery when necessary. The hospital has three urologists supported by a specialized urology nurse. The urology department also focuses on the following areas of specialization: endourology, functional urology, pediatric urology, and laparoscopy. Given the high prevalence of kidney stones in Aruba, the department has developed expertise in treating this condition. The department aims to become a “stone center” for the region and is open to further collaboration within the scope of regional cooperation. Additionally, the urology department provides care to patients of all age groups.

Offered Care/Specialties

- General and functional urology in its entirety.
- Diagnosis and treatment of all BPH-related issues, prostate, and bladder oncology.
- Open and laparoscopic treatment of kidney pathology.
- Focus on pediatric urology, including collaboration with the Sophia Children's Hospital in Rotterdam between 2009 and 2015, where children with hypospadias were operated on in Aruba. Currently, there is a structured collaboration with Bucaramanga (Colombia) for this group of patients.

⊕ Highlights

- The urology department successfully completed accreditation by the Dutch Association of Urology (NVU) in December 2019.
- The department possesses expertise in kidney stone pathology, covering diagnosis and treatment for all kidney stone-related issues. Emphasis is placed on combination therapies (combi PNL-Flex URS, potential mini-PNL) for efficient management of intricate and staghorn kidney stones, wherein laser therapy assumes a central role.
- Since 2013, a collaborative effort with Bonaire has included a permanent outpatient consultant, making a substantial contribution to establishing the foundation of urological care on Bonaire. This collaboration is consistently expanding.



HOSPITAL MEDICINE



The hospitalist, a physician specialized in hospital medicine, is a “new” addition to the healthcare landscape. This specialty gained official recognition in 2014. Since 2016, HOH has stood as the sole hospital in the region to house a department of hospital medicine comprising two hospitalist physicians.

The hospitalist’s distinct value lies in their comprehensive perspective. They are viewed as transformative figures, examining the patient holistically. This approach ensures optimal continuity, quality, and safety in clinical care, all aligned with the latest protocols and guidelines. Hospitalist physicians keep their knowledge up-to-date by actively participating in the largest hospital and medical congress in the US (SHM Converge). The most recent guidelines are integrated and implemented at HOH.

Beyond direct patient care, hospitalist physicians shoulder diverse responsibilities. They deeply engage in enhancing the quality and safety of hospital-wide care through quality improvement projects (QI). Additionally, they oversee resident doctors and have initiated a program guiding non-BIG registered physicians (local doctors) towards obtaining their BIG registration, enabling further specialization.

Currently, the department comprises two members, with intentions to expand to three in the near future.

Offered Care (Direct)

- Comprehensive inpatient care, encompassing peri- and postoperative care, wound healing, fluid and electrolyte balance, circulation and ventilation, nutrition and metabolism, coagulation, infection, and immunity, along with pharmacotherapy.
- Placement of various venous accesses, including ultrasound-guided procedures. Currently, PICC lines are exclusively placed by the hospitalist physician or interventional radiologist at HOH.
- Various ultrasound-guided procedures (paracentesis, thoracentesis, etc.).
- Supervision of medical students, resident doctors, interns, and more.

Offered Care (Indirect)

- Chairing the Healthcare Calamity Committee (ZCC) in close partnership with the Aruban Public Health Inspectorate (IVA).
- Chairing the Medication Safety Committee (MVC).
- Participation in the Joint Commission International (JCI) steering group, working towards accreditation in the near future.
- Contributing in an advisory capacity to the Safe Incident Reporting (VIM) process.



Highlights

- Up-to-date and high-quality comprehensive inpatient care.
- Expertise in “Point-of-Care Ultrasound” (POCUS) and PICC line placement.
- Successful mentorship and management of resident doctors in their specialization journey.



SUPPORT SERVICES



High-quality care can only be assured when the entire process is correctly organized and underpinned by the necessary expertise. At HOH, all of this is ensured by dedicated and passionate colleagues who tirelessly work behind the scenes. Their contribution is vital in upholding the hospital's mission and vision.

- + **Business Development**
- + **Communication & Marketing**
- + **Finance, Control, Purchasing & Logistics**
- + **Health Information Management**
- + **Human Resources**
- + **ICT (Information and Communication Technology)**
- + **Information Security**
- + **Policy & Law**
- + **Recruitment Center**



Facility services are pivotal for the seamless and efficient operation of the hospital. Responsibilities encompass the planning, design, construction, maintenance, and repair of physical infrastructure, buildings, and grounds. Tasks involve maintaining heating and air conditioning systems, medical equipment, patient rooms, staff offices, electrical and plumbing systems, and public spaces. Additionally, the cluster ensures a secure environment through security measures and contributes to patient care by preparing food and offering linen services. The reception and information desk are also facets of the facilities services.

Effective facility management is imperative to guarantee that the hospital remains a secure, clean, and comfortable environment for patients, visitors, and staff. This serves to prevent disruptions and failures, which could significantly impact patient care and the overall functionality of HOH.

In summary, this cluster plays a pivotal role in advancing the hospital's mission of delivering high-quality patient care and fostering the well-being and health of the community.

Services offered

- Central kitchen and food handlers
- Foodservice
- Hotel service
- Internal transport
- Bed management center
- Linen service
- Reception
- Information desk
- Courier service
- Technical service
- Security
- Emergency response team
- Medical electronics

Highlights

- Organizes the HospiBondi summer and Christmas camps
- Organizes the annual Sinterklaas (Saint Nicholas) celebration

QUALITY & SAFETY



The Quality & Safety (Q&S) cluster operates in a multidisciplinary manner, ensuring the high-level assurance of quality and safety within HOH. Collectively, these services safeguard the well-being of employees, clients, and their families while providing support to management, offering frameworks, and maintaining an advisory role within the organization. The cluster's responsibilities encompass the establishment of necessary tools like the document management system, incident management, and the JCI Navigator, as well as the development and monitoring of internal policies.

The overarching vision is to institute a sustainable and integrated quality system that consistently advances, monitors, and enhances the safe delivery of care and all associated processes. This approach facilitates HOH's quality improvement journey, culminating in JCI accreditation. Additionally, the cluster provides backing for quality improvement projects, tracks enhancements stemming from audits and investigations, prevents hospital-acquired infections, assists employees in overcoming work-related challenges, and delivers spiritual guidance to clients and their families both generally and in cases of dissatisfaction.

Furthermore, the cluster focuses on structuring internal committees and handling matters pertaining to the Aruba Public Health Inspection. Members actively contribute to multiple committees, including the Care Calamities Committee, Client Complaints Committee, Infection Committee, Water Committee, Material Selection Committee, Medical-Ethical Review Committee, and Blood Transfusion Committee. Collaboration extends to various disciplines, such as quality officers from LABHOH, the Blood Bank, and medical specialists.

Services offered

- Quality & Safety
- Hygiene & Infection Prevention
- Company Social Work
- Spiritual Care
- Volunteer Work
- Client Complaints

+ Highlights

- Quality Improvement Journey & JCI Accreditation
- Zenya DOC (Document Management) & Zenya FLOW (Incident Management)
- Quality Improvement Measures & Quality Improvement Projects (QI)
- Research & Audits



HOH Test Center and Airport

HOH was the first to establish a COVID-19 test center, situated on the hospital premises. Soon after, a second location was inaugurated at Aruba's airport to swiftly and efficiently test all passengers. These centers both played a pivotal role in managing the COVID-19 pandemic in Aruba.



Support to St. Eustatius

In February 2022, LABHOH Aruba extended assistance to the public health department of St. Eustatius by furnishing materials and equipment for conducting PCR tests. LABHOH provided them with the Abbott ID NOW test equipment for performing Rapid NAAT tests, which yield results within 20 minutes. Additionally, the necessary cartridges were dispatched, and HOH staff facilitated discussions to expedite the introduction of N95 masks.

Furthermore, employees were flown in from Aruba to share specific expertise and offer aid where necessary.

HOH is pleased to provide support, empowering St. Eustatius to reciprocally aid the neighboring island of Saba.



Implementation of EVS

In February 2022, HOH successfully launched the first phase of the Electronic Prescription System (EVS), a digital platform for electronically prescribing medications. This initial stage is introduced for all hospitalized patients.

Benefits of this new system include:

- Elimination of handwritten prescriptions, which can often be challenging for other healthcare providers to decipher.
- The system automatically alerts physicians to potential issues like drug interactions, insufficient dosages, potential allergic reactions, or contraindications.
- Upon discharge, patients receive a medication list, including any discontinued medications. This list can be shared with other healthcare providers, such as general practitioners and pharmacists.

The subsequent phase involves extending this system to outpatient clinics and sending digital prescriptions to pharmacies. Afterward, focus will shift to electronically documenting medication administration by hospital nurses. These sequential steps play a crucial role in enhancing the quality of patient care.

HIGHLIGHTS 2022



Visit by a Member of the Council of State

In February 2022, M.G.M. Schwengle, a member of the Council of State of the Kingdom of the Netherlands, paid a visit to the hospital.

During this informative session, several topics were addressed, including the hospital's experience with the impact of COVID-19, the financial challenges posed by AZV's healthcare cost-cutting measures, the pressure stemming from cost increases in international transportation, the state of the community, and various other subjects.



Secretary of State Visits

In February 2022, Alexandra van Huffelen, the Secretary of State for Kingdom Relations, held discussions with Jacco Vroegop from HOH, Joël Rajnherc from the ImSan Clinic, and Joaquin van Trigt from HAVA (Aruba General Practitioners Association).

Various healthcare-related topics were covered, including:

- Healthcare in Aruba and its connection to politics.
- The structure of the local health insurance system and the challenges associated with implementing impactful cost-cutting measures that affect medical care.
- The significance of delivering high-quality care, not just for Aruba's community but also for visitors.
- The growing pressure exerted by undocumented individuals on the island.
- The substantial rise in transportation and procurement costs due to the COVID-19 pandemic.

The productive meeting provided a comprehensive insight into healthcare on Aruba in general and illuminated the challenges the island confronts due to the pandemic.



Vyntus BODY

In February 2022, HOH acquired a state-of-the-art machine for conducting a variety of lung tests: the Vyntus BODY. This advanced equipment can perform lung function tests that were previously unfeasible, enabling more precise diagnoses. HOH proudly holds the distinction of being the first in the Dutch Caribbean to possess this machine, eliminating the necessity to send patients overseas. This not only reduces costs but also minimizes inconveniences.



Ambassador Meeting

In February 2022, HOH held a meeting with Fernando Rubiano, the Ambassador of Colombia to our Kingdom, and Ernst Noorman, the Ambassador of the Kingdom in Bogota. HOH expressed heartfelt gratitude to both gentlemen for the immense support provided by Colombia during the COVID-19 pandemic, especially when Aruba faced a bed shortage and patients needed treatment. Without this assistance, the situation would have turned critical.

This interaction unequivocally showcased the significance of the relationship between Aruba, the Kingdom, and Colombia. Simultaneously, potential avenues were explored, such as the feasibility of bringing specialized nurses to Aruba. All parties agreed to maintain communication concerning the possibilities, aspirations, and prospects.



Participation in Research

For the first time, Aruba is engaged in epidemiological research on Neuromyelitis Optica Spectrum Disorder, collaborating with countries across Central America and the Caribbean. This disorder can lead to severe neurological complications characterized by inflammatory attacks on the optic nerve and spinal cord.

In comparison to the broader region, the prevalence of this disorder in Aruba (studied in 4 patients) appears to be roughly similar to that of other countries in the area. Aruba managed to promptly diagnose cases, most likely due to the availability of proper resources (MRI facilities and laboratories) and the presence of proficient neurologists on the island.

HOH takes immense pride in their neurologists' active participation in such regional research, driven by the population similarities among these countries.



Certification of BAZ Students

In March 2022, an online award ceremony was held to present certificates to HOH students who had successfully concluded their Basic Acute Care (BAZ) certification.

This highly intensive 6-month study program was launched during the pandemic as a component of the educational curriculum offered by the Caribbean Health Academy. With funding from the Netherlands and in collaboration with the Amsterdam UMC Amstel Academie, the group of students participated in online classes. On Aruba, there were 11 participants from HOH and 2 from ImSan. Upon completion of the BAZ certification, the students progressed to further training in the ICU, CCU, and ER.



Aggression Training for Medical Assistants

For years, hospital staff have been undergoing internal training to manage workplace aggression. Building upon this existing expertise, a decision was made in 2022 to extend this training to external entities. The first group to benefit from this initiative was the medical assistants. They greatly valued the course and found it immensely beneficial, given the frequency of aggression they encounter in their roles. The hospital views it as its responsibility to disseminate the knowledge available to external individuals and organizations, aiming to raise the entire island to a higher standard.



JUMP18

One of HOH's objectives is to advocate for a healthy lifestyle among both colleagues and the Aruban population. JUMP18 stands as a commendable initiative in this endeavor, originating from a pediatrician at HOH who collaborated with an external team of professionals. The initiative is designed to motivate parents and children alike to embrace a healthier lifestyle over a span of 6 months.



Visit of Minister Oduber to the Wound Clinic

On World Health Day in 2022, the Minister of Tourism and Public Health, Dangui Oduber, visited the wound clinic at HOH. Aligned with his vision of prevention, he was guided on a tour by the medical manager and surgeon, Yuri Casseres, along with the members of the hospital's Board of Directors, Jacco Vroegop and Gregory Croeze. Since its establishment in 1999, the wound clinic has experienced encouraging growth. It began with 3 wound consultants and has now expanded to 7. The patient intake has risen from 8 per month in the initial stages to 400 currently. Given this remarkable increase, all involved parties recognize the pressing need for preventative measures to foster a healthier lifestyle.



Visit of Vice-Consul of Canada

In April 2022, HOH welcomed a visit from Eduardo Collier, the Vice-Consul of Canada based in Bogota, Colombia, and Ruthsella Jansen, the Honorary Consul of Canada stationed in Curaçao.

The consulate displayed keen interest in acquiring insights into healthcare, its components, and its infrastructure. In preparation for the visit, an all-encompassing survey was completed, outlining the services, capacity, specialties, and other relevant aspects. Information was also shared regarding contingency planning, including backup generators and water supply. The embassy was greatly impressed by the services and patient care facilities, evident during the brief tour offered. During the visit, discussions also revolved around the payment process for Canadian tourists accessing healthcare services. Additionally, information exchange took place to ensure effective collaboration during emergencies.



Staff Appreciation Week 2022

Each year, in May, HOH observes Staff Appreciation Week in conjunction with Nursing Day. An array of activities is arranged, encompassing communal meals, cognitive exercises, and more.



Visit of the Prime Minister 2022

Prime Minister Evelyn Wever-Croes visited the hospital to extend her gratitude to the staff for their dedicated services. Accompanied by the Minister of Public Health, Dangui Oduber, Wever-Croes toured the hospital with the intention of recognizing the exceptional efforts of all healthcare workers throughout the pandemic.

During the visit, both ministers followed the typical trajectory of a COVID-19 patient's journey. This trajectory commences at the Emergency Department and proceeds through the B3 ward or ICU.

The Prime Minister engaged with numerous healthcare providers, conveying her admiration and appreciation for the remarkable tasks they have undertaken. She emphasized, "The hospital's ability to deliver necessary care has played a pivotal role in the government's capacity to relax restrictions. This contribution has effectively controlled the pandemic, leading Aruba into the second phase of recovery."



Directors on Visit

In June 2022, directors from hospitals in the Dutch Caribbean visited HOH to deliberate on diverse subjects, encompassing the training of doctors and specialized nurses, contingency housing, and the mitigation of patients seeking treatment outside the Kingdom.

Furthermore, discussions revolved around the official establishment of the Dutch Caribbean Hospital Alliance (DCHA), with the objective of cultivating collaboration among hospitals across the Dutch Caribbean region.

The directors of the various hospitals were profoundly impressed by the facilities and prospects at HOH, a fact that the community can undoubtedly take pride in.



Prime Minister's Visit to Blood Bank

On June 14, 2022, Aruba's Prime Minister, Evelyn Wever-Croes, visited the Aruba Blood Bank Foundation to extend her gratitude to both the staff and blood donors for their invaluable contributions to a significant cause. The Blood Bank operates as a proficient organization with a team that is both skilled and enthusiastic. During the visit, the Prime Minister was given a tour of the facility and was impressed not only by the spaciousness but also by the professionalism and positivity exhibited by the team.



Farewell to Brigida

Within HOH, numerous employees have dedicated years of service, leading to the annual celebration of various anniversaries. Occasionally, farewells are offered to individuals who have served for an impressive span of 50 years. Brigida Croes serves as a prime example of such commitment. In 2022, a farewell was extended to her as a token of appreciation for her many tireless years of dedication to the organization.



Formalization of DCHA

In June 2022, hospitals in Aruba, Curaçao, Sint Maarten, and the Caribbean Netherlands officially formalized their collaboration under the name Dutch Caribbean Hospital Alliance (DCHA). The goal of DCHA is to enhance the quality of care provided by the hospitals on the islands. DCHA aims to secure and improve specialized medical care in the future, optimize its availability, and coordinate efforts among the hospitals. Priorities include the well-being of patients and staff, maintaining a healthy economic and financial status, and preserving cultural values.



New GLIMS Program

In 2021, LABHOH adopted the GLIMS program to integrate the work processes of Clinical Chemistry & Hematology and Microbiology.

The project also includes digital order processing. Collaborative training sessions are currently underway with Arcas Partners Ltd. LABHOH expresses great enthusiasm for the system's user-friendliness and benefits.

Pediatrician Wins Award

Pediatrician/dean Jamiu Busari was nominated for the Jan Heijlman Prize 2022 by co-assistants at HOH in Aruba. This award is presented by the Co-Raad of Vrije Universiteit Amsterdam, with eligibility for doctors from both the Netherlands and the Caribbean part of the Kingdom. HOH takes immense pride in having one of its specialists nominated and selected for this prestigious award. Winning the prize is a remarkable achievement for Dr. Jamiu Busari and highlights Aruba's contribution to training future medical experts.



Hospi Bondi Camp

In the summer of 2022, Hospi Bondi Camp celebrated its 30th anniversary. The camp, organized annually during the summer vacation by HOH, has become a well-established tradition for the children and grandchildren of employees.

In 2022, a Christmas edition took place for the first time, which was equally successful as the summer version.



Collaboration between LABHOH and ADC

The first significant step towards collaboration between the two largest laboratories in the Caribbean region, LABHOH in Aruba and ADC N.V. (Analytical Diagnostic Center Curaçao) in Curaçao, was taken in August 2022.

Both laboratories signed a letter of intent for intensive collaboration, particularly in the areas of procurement of materials, equipment, and new software. They will also collaborate on the exchange and training of personnel, as well as providing specialized diagnostics that were previously unavailable on the islands.

This collaboration aims to enhance cost efficiency and improve controlled care, ultimately resulting in high-quality service for clients/patients.



Visit by Ministry Delegates

On September 23, 2022, Jacco Vroegop received delegates from the Dutch Ministry of Health, Welfare, and Sport, as well as interim Secretary General Abigail Norville.

The delegation was given a tour of the hospital, and various topics were discussed, including the high-tech cardiovascular department, the JUMP18 program focusing on childhood obesity in Aruba, the ongoing challenge of attracting sufficient personnel, the number of beds in the hospital, and the function of the blood bank.



HOH Activities

Annually, diverse committees arrange enjoyable activities for colleagues. These encompass beach tennis tournaments, the HVT Games, bowling competitions, and even “The Biggest (Weight) Loser” challenge. Notably, the latter garnered significant success, with the champion shedding 21 kilograms in just 3 months—a truly remarkable accomplishment.



World Pharmacy Day

In late September 2022, World Pharmacy Day was commemorated. Pharmacists, working as a united team behind the scenes, are always prepared to offer patient care. Their crucial tasks involve preparing medications, monitoring their usage, and making necessary adjustments when needed.



“One Team” at Health Expo

In October 2022, the “One Team” booth was featured at the recent Health Expo. Team members from HOH, LABHOH, and the Blood Bank staffed the booth, engaging eagerly with attendees. They disseminated a wealth of information to advocate for a healthy lifestyle.

The booth offered cholesterol testing and a peek through a microscope. Additionally, explanations were provided regarding the dialysis procedure. Finally, the occasion was utilized to enlist new donors for the Blood Bank.



New Commander Pays a Visit

Since October 2022, a new commander has taken charge at the Marine Barracks: Lieutenant Colonel T.A.H. van Wijk. He paid a visit to the hospital to gain insights into healthcare in Aruba. His curiosity encompassed the range of services provided, healthcare advancements on the island, and what the Marine Corps and their families could anticipate from the Aruba hospital.

During the visit, Commander Van Wijk, accompanied by Adjutant A. van Hofwegen, Lieutenant at Sea First Class Mr. C.J. Hogenelst, and Major Physician Drs. Ilse Oud, embarked on a tour of the ER, ICU, Blood Bank, LABHOH, and the hospital's pharmacy. Subsequently, a concise meeting took place, delving into various topics, including innovation and the hospital's commitment to sustainability.

LABHOH Donations

In October 2022, LABHOH facilitated multiple donations: two microscopes to the Nos Fortunalesa Montessori Children's House and two diagnostic devices to the St. Damien Children's Hospital in Haiti.

These donations held significant value. Through the provision of microscopes, LABHOH aspires to contribute to the inspiration and fostering of children's development. By igniting curiosity for research at a young age, their intention is to sow the seeds for the future.

The diagnostic devices, employed for identifying bacteria, were no longer in use at HOH but remained in good condition. After disinfection, the machines were transported to the children's hospital in Haiti through a collaboration with Farmipex.



Visit from the US Consulate

In October 2022, delegates from the United States Consulate in Curaçao paid a visit to HOH.

The purpose of their visit was to grasp what the border patrol and their families could anticipate from healthcare services in Aruba. Following a concise dialogue that elucidated the organization's current standing and future objectives, a brief tour ensued. Diverse facets were deliberated, with a specific focus on the environment and facilities.

The delegates conveyed contentment with the healthcare provisions and opportunities extended by HOH, LABHOH, and the Blood Bank.



Caribbean Arthritis Foundation (CAF)

CAF is an organization established with the aim of empowering individuals with arthritis-related conditions and increasing awareness about the disease in Aruba and beyond. The foundation collaborates closely with HOH and Reumazorg Nederland. CAF hosts an array of annual activities for arthritis patients, ranging from conferences to smaller gatherings. Here are some of the activities organized in 2022:

- In August, the rheumatologists at HOH, Jessica van Nies and Rashidi Rellum, received a collection of books from CAF containing insights into the daily life of an individual with arthritis.
- An informative session was held in October where a professor invited by CAF provided patients with further information about early diagnosis and treatments.
- In November, CAF arranged a gathering where Respaldo's director, Hendrikus van Gaalen, addressed the correlation between arthritis, depression, stress, and pain.

These activities generate significant interest and are well-attended. HOH proudly partners with the foundation and looks forward to ongoing collaboration.



UMC Utrecht Collaboration

In the presence of an esteemed team, a collaborative agreement between UMC Utrecht and HOH was formalized. This agreement specifically pertains to the departments of general, acute, and special neurosurgical care in both hospitals.

Commencing from January 1, 2023, specific neurosurgical cases will be regularly discussed in a joint multidisciplinary meeting (MDO). Additionally, a rotating team of Utrecht-based neurosurgeons, led by Professor Dr. Pierre Robe, will contribute to Aruba's efforts for approximately 110 days per year. This expansion of treatment options on the island will significantly elevate quality, innovation, sustainability, and knowledge for the team, thereby benefiting the patients. The collaboration is also expected to result in cost reduction and more efficient care. A remarkable advantage is the reduced necessity for patients to travel to Colombia or the Netherlands for treatment. This holds immense benefits for patients and their families.



DAS Clinic

In November 2022, the thirteenth edition of the DAS Clinic was organized by internal medicine specialists. This well-attended symposium showcased both local and international speakers, offering accreditation points.



MOU with ImSan

As part of the Landspakket (National Package), a Memorandum of Understanding (MOU) was signed on December 8, 2022, indicating potential comprehensive collaboration between the HOH group and the ImSan Clinic. This collaborative endeavor, led by AZV (Social Insurance Bank) and the Minister of Tourism and Public Health, aims to enhance transparency between the organizations and pursue collaboration across multiple domains in the coming months. The objective is to streamline healthcare on the island, ensuring patients receive well-coordinated care while controlling healthcare costs. In emergency situations, the organizations will provide mutual support.



Employee of the Month/Year

In accordance with the HOH core values of TRUSTED, an exceptional employee is designated as the Employee of the Month on a monthly basis. This individual goes above and beyond for both patients and colleagues, demonstrating dedication and serving as an exemplar. In addition to the Employee of the Month, the Employee of the Year is chosen by management, receiving special recognition and appreciation.



Message of Thanks from Minister Oduber

A message from the Minister of Tourism and Public Health, Dangui Oduber, on December 22, 2022.

As pivotal components of our healthcare landscape, HOH, LABHOH, and the Blood Bank play a vital role in the well-being of Aruba's population.

The HOH group offers an extensive array of medical specialties and services, staffed by highly qualified healthcare professionals.

The Ministry of Tourism and Public Health takes pride in the robust collaboration with the HOH group. We collaboratively address diverse medical and societal challenges, striving to ensure access to specialized care for both residents and visitors. Our ultimate aim is to positively impact the community and public health.

I extend my sincere gratitude to the entire staff of the HOH group. Each day, these dedicated employees provide medical, nursing, radiological, laboratory, and related care to all those in need.



EPILOGUE



The inaugural magazine, 'Aruba's Health is Our Priority,' was initially conceived towards the close of 2020 as a strategic calling card for our hospital. Nevertheless, it also elicited a sense of shared pride and gratitude. Hence, a reassessment was inevitable after two years.

The subsequent magazine now in your hands is the outcome of a collaborative project where numerous individuals made contributions. We spotlight our identity, activities, and dedication to those we serve daily. Each department eagerly furnished information and showcased their sources of pride.

However, special recognition is owed to a select few for their instrumental roles in realizing this magazine. The perpetually positive demeanor of Stefan Heinink, the discerning vision of Ronneke Kats, the persistence of Chantal Valize, the constructive insights of Sulima Geerman, the attentiveness of Marisol Tromp, and the unifying spirit of Marilu Koolman were immeasurable. Charlene Huntington, Jessy Leon-Tromp, and Marleen Bakker captured the photographs of the many exceptional individuals at the hospital, laboratory, and blood bank. Their task was of considerable magnitude. The Lab Digital Marketing Agency Aruba, in particular, demonstrated remarkable adaptability, support, and professionalism. This agency provided guidance, fashioned the layout, and ensured the magazine's production in both digital and physical formats. Diederik Kemmerling and Joost Horward played pivotal roles in this journey.

To all who contributed to the magazine, a heartfelt thank you! To every member of the HOH, LABHOH, and Blood Bank teams - Masha Danki! Together, we form the HOH group!

NOS SEMPER T'EY! (WE ARE ALWAYS HERE!)





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