

MINISTRY PAPER 10/18

ANNUAL REPORT OF THE UNIVERSITY HOSPITAL OF THE WEST INDIES FOR THE FINANCIAL YEAR 2011/2012

1. Introduction

The Ministry of Health is tabling the Annual Report for the University Hospital of the West Indies for the financial year 2011 – 2012.

As the regional teaching hospital for the Caribbean the University Hospital of the West Indies provides secondary and tertiary health care services to both local and regional communities. Additionally, it is a multidisciplinary Type A regional referral hospital accepting cases from both public and private hospitals. The University Hospital of the West Indies is managed by a Board of Management comprising of eighteen (18) members which is established in keeping with Section 4(6) of The University Hospital Act.

Approximately seventeen (17) departments remained functional and continue to make important strides in the delivery of quality health care services to Jamaicans and clients in the Region.

2. Performance of the Hospital 2011/2012

2.1 Hospital Operations

Visits to the University Hospital of the West Indies totalled sixteen thousand seven hundred and seventy-six (16,776), representing a 1.97% reduction in admissions when compared to the previous year. For the period under review the average bed complement also reduced to four hundred and seventy six (476) from five hundred and thirteen (513) for August 2010 to July 2011. The average annual bed turnover rate was thirty-five (35), an increase from thirty two (32) for the previous year. A total of sixteen thousand seven hundred and ninety (16,790) patients were discharged during the time under review. There were nine thousand nine hundred and forty one (9,941) surgical procedures done. There was a reduction in neonatal deaths to thirty nine (39), from sixty three (63) for the previous year. There were two hundred and sixteen (216) autopsies conducted.

2.2 Education and Training

During the review period, the University Hospital of the West Indies offered clinical experience in Medical/ Surgical Nursing and all Hospital specialities to a total of one thousand two hundred (1,200) nursing students. The School of Midwifery and Staff Development continued to offer post basic courses for registered nurses in different specialities inclusive of Critical Care, Midwifery and Operating Theatre. The Diabetes

Resource Nurses conducted classes and counselling sessions on Diabetes Care with fifty four (54) patients and family members. In regards to community mental health, seven hundred and ninety three (793) home visits conducted and there were fifty-three (53) crisis responses. Two hundred and sixty seven patients were admitted as a result of these interventions.

2.3 Hospital Support Services

2.3.1 Radiology

The Radiology Department conducted fifty nine thousand, three hundred and thirty two (59,332) examination of patients during the period. This was an increase when compared to the fifty thousand seven hundred and eighteen (50,718) examinations that was done in the previous period.

2.3.2 Physiotherapy

The Physiotherapy Department conducted forty-six thousand six hundred and fifty one (46,651) examinations for patients, which was also an increase over the forty thousand two hundred and twenty (40,220) conducted in the previous year.

2.3.3 Cardiology

During the period under review the Cardiology Department performed nine thousand seven hundred and fifty five (9,755) tests. The majority were electrocardiograms with six thousand one hundred and two (6102). A total of nine thousand two hundred (9,200) haemodialysis were done, a 3.39% increase over the previous year. There were one thousand and twenty eight (1,028) peritoneal dialysis done, which represents a 18.26% reduction from the previous year.

2.3.4 Other Areas/Achievements

During the 2011/2012 period:

- Two Customer Service surveys were conducted to enhance the quality of service provided to customers at the Emergency Medicine Division and the Out-patient Department.
- A “walk the floor” initiative was introduced whereby customer service agents interacted with patients and promoted the use of the Customer Suggestion Feedback forms to capture patients’ views on services received.
- Prescriptions filled surpassed that of the previous years and totalled fifty nine thousand, nine hundred and forty (59,940) overall.

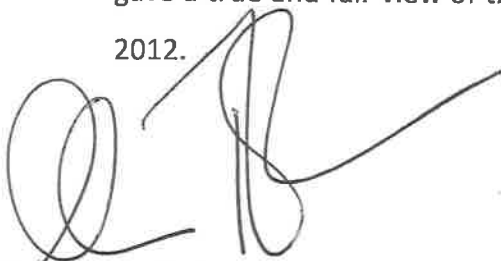
3. DECLARATION OF COMPENSATION

3.1 A copy of the compensation package of the Board of Directors and Senior Managers of the Hospital, for the period under review, has been included in the Annual Report.

4. AUDITED FINANCIAL STATEMENTS

4.1 The University Hospital of the West Indies operated at an accumulated deficit of three hundred and sixty eight million, six hundred and twenty five dollars and forty seven dollars (\$368,625,047) and a capital reserve of one billion, five hundred and eighty eight million, eight hundred and seventy five thousand three hundred and thirty eight dollars (\$1,588,875,338) for the period ending July 2012.

4.2 The Auditors DGS Jamaica Chartered Accountants noted that the financial statements gave a true and fair view of the financial position of the Hospital's affairs as at July 31, 2012.



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Minister of Health

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