

Key Achievements

In our aim to better serve our constituents and deliver responsive, innovative patient-centred healthcare to meet current and projected national and regional needs, here are a few of our key achievements over the past three years.

The **Accident and Emergency Department renovation and expansion project** was successfully completed, enhancing capacity, workflow, and emergency care service delivery.



The **Pathology Laboratory retained JANAAC** accreditation, confirming compliance with international standards in diagnostic services. This recognition reinforces **QEH's commitment to quality, accuracy, and patient safety**, while supporting improved clinical decision-making and healthcare outcomes.

Launched the **Pulse Radio Show** as a **weekly broadcast** to strengthen community engagement and promote health education through expert interviews, wellness tips, and updates on hospital services.



Government approval of **295 additional multi-disciplinary positions** enhances **hospital capacity, supports quality care, and strengthens service delivery across all departments**.

The hospital increased its **water storage capacity to 125,000 gallons**, significantly enhancing infrastructure resilience and ensuring uninterrupted service delivery during disasters or unforeseen disruptions.



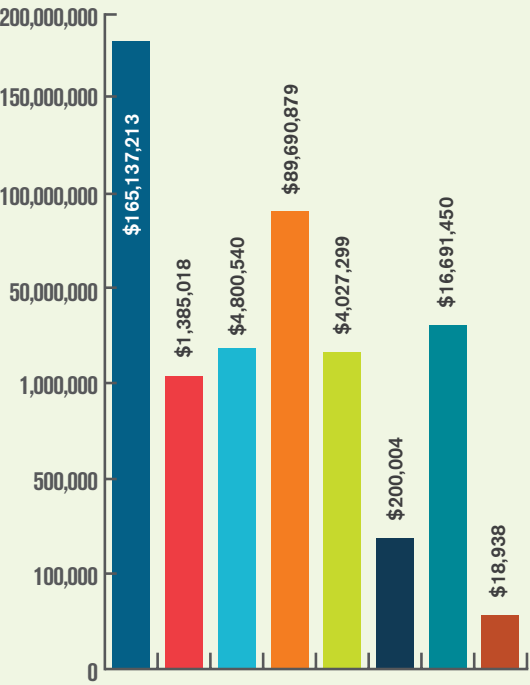
Did you know...

that in the year **2024** the **Pathology Department** performed over **4.8 million laboratory tests?**

QEH Finances FY 2024

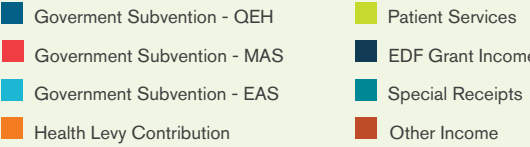


Income



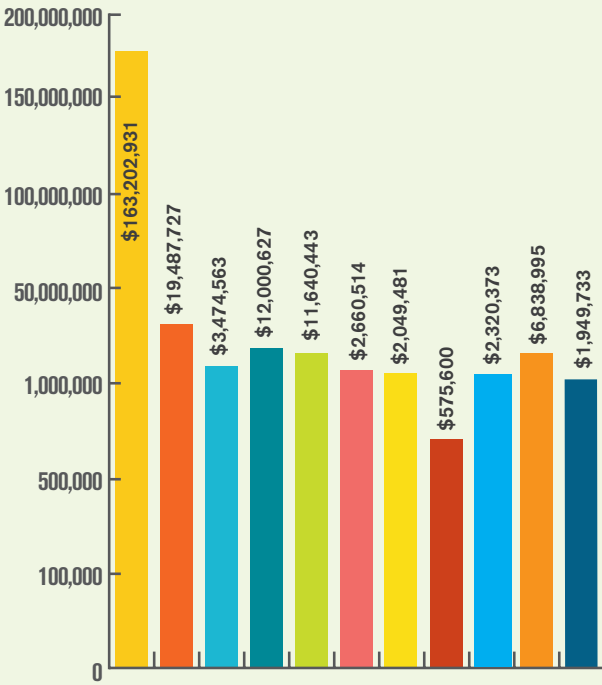
Total Revenue

\$271,951,340



* Supplementary funding accrued and recognized as revenue at March 31, 2024.

Expenditure



Total Expenditure

\$226,200,388



Services Offered by the QEH

The Queen Elizabeth Hospital delivers a broad range of services geared towards quality patient-centered care. These include clinical services subdivided into Emergency Services, Internal Medicine, Women and Children, and Surgical Services; ably supported by Diagnostic and Support Services.

Surgical Services

- Anaesthesia & Surgical Intensive Care Unit
- Cardiovascular Services
- Ophthalmology Department
- Orthopaedics Department
- Rhino-otolaryngology (Ear, Nose & Throat) Department
- Surgery Department
- Urology Department

Women & Children's Services

- Obstetrics & Gynaecology Department
- Paediatric Department
- Suspected Child Abuse and Neglect (SCAN) Clinic
- Neonatal Intensive Care Unit
- Paediatric Intensive Care Unit

Support Services

- Clinical Risk Management Unit
- Food and Nutrition Department
- Medical Records Department
- Pharmacy Department
- Social Services Department
- Orderlies Services
- Mortuary Services
- Environmental Services (Housekeeping)
- Quality Management Unit
- Patient Relations Department
- Security Services
- Human Resources Department
- Finance Department

Emergency Services

- Accident and Emergency Department
- Emergency Ambulance Service

Internal Medicine

- Dermatology
- Gastrointestinal (GI) Unit
- Nephrology (Kidney) Department
- Neurology
- Respiratory Unit
- The Acute Stroke Unit

Clara Brathwaite Centre for Oncology and Nuclear Medicine

Psychiatry Department

Rehabilitation Department (Physiatry)

Infection Prevention and Control Department

- Enmore Isolation Centre

Diagnostic Services

- Pathology Department
- Radiology and Medical Imaging Department

QEH DATA DIGEST:

SAVING LIVES MAKING A DIFFERENCE



Vision Statement

To be the premier regional provider of quality healthcare, utilizing state-of-the-art technology while being an exemplar of good corporate governance, and the first choice of employment for healthcare workers.



Mission Statement

To provide compassionate, professional and effective patient-centred care through the optimal use of our human and capital resources.



Motto

Irrupta tenet copula
(An unbroken chain unites us)

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Emergency Services

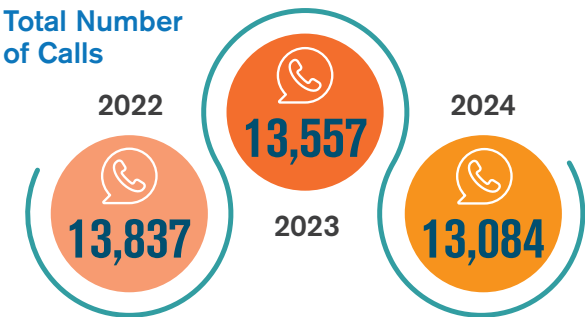


Emergency Ambulance Service

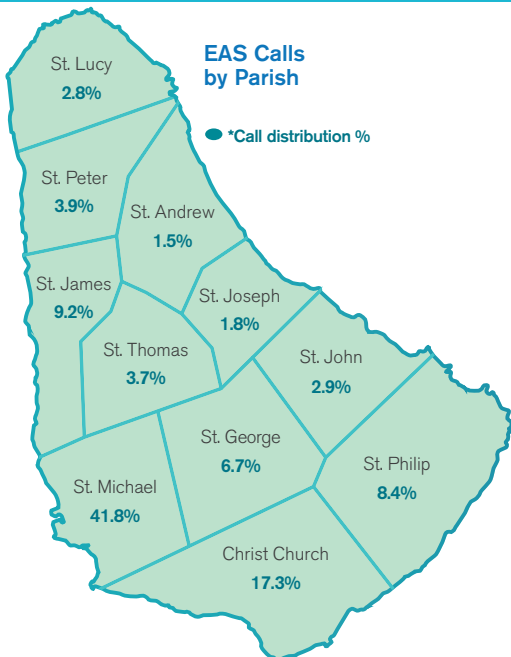
The Emergency Ambulance Service (EAS) operates 24 hours a day, 7 days a week, year-round to deliver consistent, timely, and high-quality pre-hospital emergency care to both Barbadians and visitors. Each emergency call is assessed using a triage system to prioritise care based on urgency.



Total Number of Calls



No. of Calls by Triage Category	
Year 2024	
No. of Priority 1 Calls	No. of Priority 2 Calls
9,064	3,958
No. of Priority 3 Calls	Total No. of Calls
62	13,084



Accident and Emergency Department

The Accident and Emergency Department (AED) is the gateway through which most patients enter the QEH for urgent care and treatment. This Department uses a system called the Canadian Triage Acuity Scale (CTAS) which helps categorise patients based on the severity of their illness and prioritise care for those who are critically ill.

Patient Visits by Triage Category						
Year	No. of Cat. 1 Patient Visits	No. of Cat. 2 Patient Visits	No. of Cat. 3 Patient Visits	No. of Cat. 4 Patient Visits	No. of Cat. 5 Patient Visits	Total No. of Patient Visits
2024	304	2,767	16,957	5,043	654	25,725

Resuscitation → Non-Urgent

No. of AED Patient Visits



* Provisional data provided for January 1 to December 31, 2024

No. of AED Patients Admitted 2024

7,144
i.e., 49.1 %
of all hospital admissions.



Admissions



Inpatient Services Utilisation

Based on the Medical Records Department data for the period 2022 through 2024, the five most utilised inpatient services were the departments of Internal Medicine, Obstetrics and Gynaecology, Surgery, and Paediatrics.

	2022		2023		2024	
TOP 5 UTILISED INPATIENT SERVICES	ADMISSIONS	AVERAGE LENGTH OF STAY	ADMISSIONS	AVERAGE LENGTH OF STAY	ADMISSIONS	AVERAGE LENGTH OF STAY
MEDICINE	3,299	12.0	3,668	11.9	3,384	11.8
OBSTETRICS	2,206	3.4	2,616	3.4	2,247	3.2
SURGERY	2,264	11.1	2,592	11.2	2,527	11.0
GYNAECOLOGY	1,096	3.9	1,210	4.0	1,114	3.6
PAEDIATRICS	991	4.7	1,409	5.1	1,404	4.7
TOTAL NO. OF ADMISSIONS FOR THE YEAR	13,348		15,689		14,554	
AVERAGE LENGTH OF STAY FOR THE YEAR	7.8		7.7		7.9	

Utilisation of Outpatient Services

The QEH's outpatient clinics provide medical treatment to approximately 85,000 individuals annually. With a total of 28 outpatient clinics, the five clinics with the most patient visits are Ophthalmology, Orthopaedics, Obstetrics, Internal Medicine and Surgery, and these clinics accounted for 70% of total outpatient visits in 2024.

TOP 5 OUTPATIENT SERVICES UTILISED	No. of outpatient visits		
	2022	2023	2024
INTERNAL MEDICINE	15,958	10,730	15,106
OBSTETRICS	9,663	8,530	10,197
SURGERY	13,941	11,390	15,678
OPHTHALMOLOGY	25,441	20,460	30,220
RADIOTHERAPY	8,794	7,625	9,823
TOTAL OUTPATIENT VISITS	109,982	82,562	115,674

Did you know...

the Patient Advice and Liaison Service is here to support you? Our team of healthcare professionals are ready to answer questions and guide you through hospital services. **Call us on 246-536-4800.**



We are pleased to share with you the third edition of the QEH Data Digest, a snapshot of key service data from the past three years. Compiled by our Health Planning Team, this digest provides a valuable overview of our hospital's activity and decisions, supporting improvement efforts, and sparking meaningful conversations across the Queen Elizabeth Hospital.

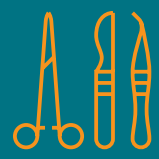
The data presented here is more than just numbers, it's a reflection of the experiences, insights, and stories of our patients, staff, and wider community. When combined with your ideas and lived experiences, these insights help guide our ongoing transformation journey.

A special thank you to Mr. Franz Jordan, Health Planner, and Ms. Nicolai Ifill, Chief Medical Records Officer, along with the many dedicated staff who worked to collect, analyse, and share this information. We are also deeply grateful to the public, our primary funders and to those who have made generous philanthropic contributions to support our work.

Your input matters. We welcome your thoughts and feedback at feedback@qeh.gov.bb.

Neil Clark
Chief Executive Officer
Queen Elizabeth Hospital

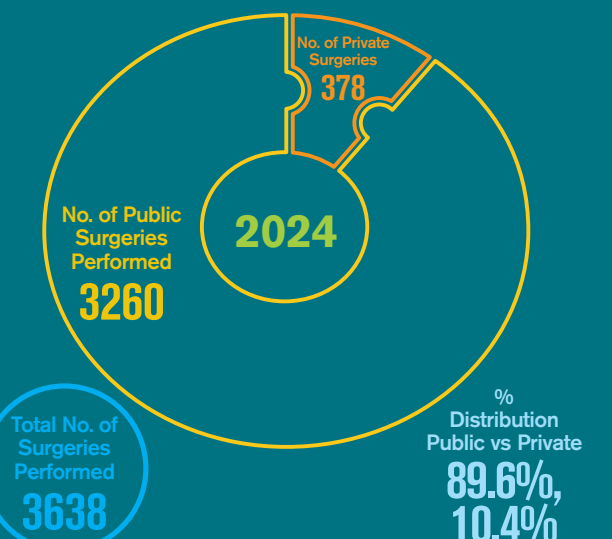
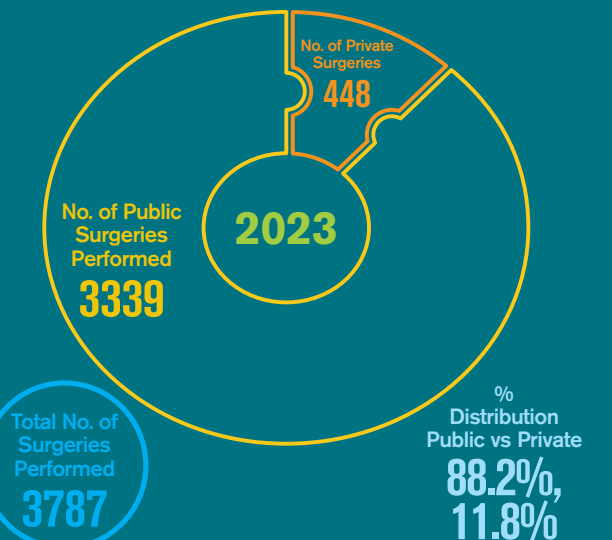
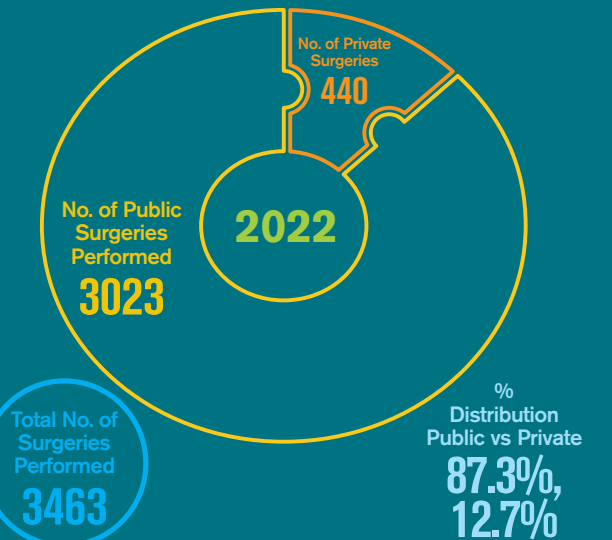
Surgical Services



The Department of Surgery provides elective, urgent and emergency surgical services to the entire population of Barbados, patients referred from other Caribbean nations, visitors to Barbados, and persons on ships in the waters off Barbados who become ill or suffer a traumatic injury. Divided into several sub-specialties, this department includes but is not limited to General Surgery, Orthopaedics, Urology, Neurology, Plastic Surgery, ENT and Cardiothoracic Surgery.

The 5 most common reported causes of patient delays are lack of anaesthesiology staff, inadequate patient screening, patient related clinical condition, delays in the start of surgical sessions due to the late arrival of patients or staff, and malfunctioning equipment or the stock out of critical items.

“
Did you know...
that the **five most common surgeries in 2024** were **caesarean section, hernia repair, cataract, thyroidectomy, and hysterectomy?**
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Did you know...
that the that **Hepatobiliary and Pancreatic Surgery, and Vascular and Endovascular Surgery** are now among the general surgery subspecialties represented at the QEH?
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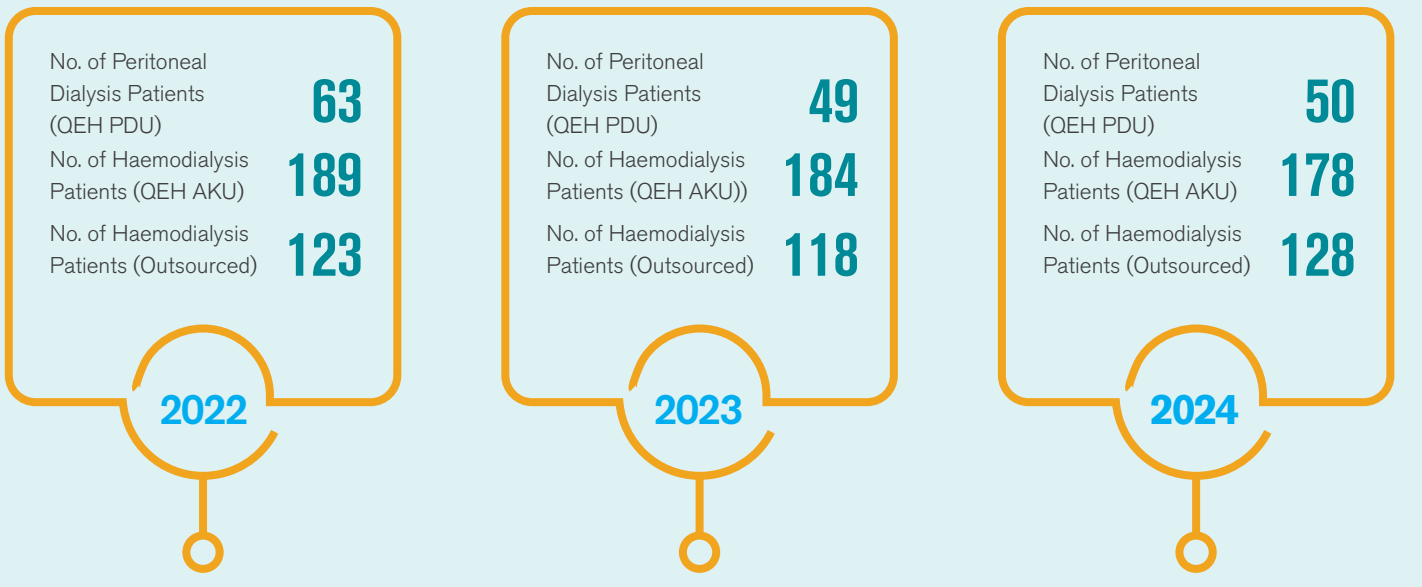
The Department of Nephrology



The Department of Nephrology is responsible for the treatment of outpatients and inpatients with renal (kidney) disease. Current estimates indicate that there are approximately 400 Barbadians with End Stage Renal Failure who require some form of dialysis treatment. This predominantly outpatient service is provided by the Peritoneal

Dialysis Unit (PDU) and the Artificial Kidney Unit (AKU). However, due to the limited capacity of the AKU and the growing number of patients who require dialysis services, the QEH currently outsources the treatment of approximately 125 dialysis patients.

Haemodialysis Services 2022-2024

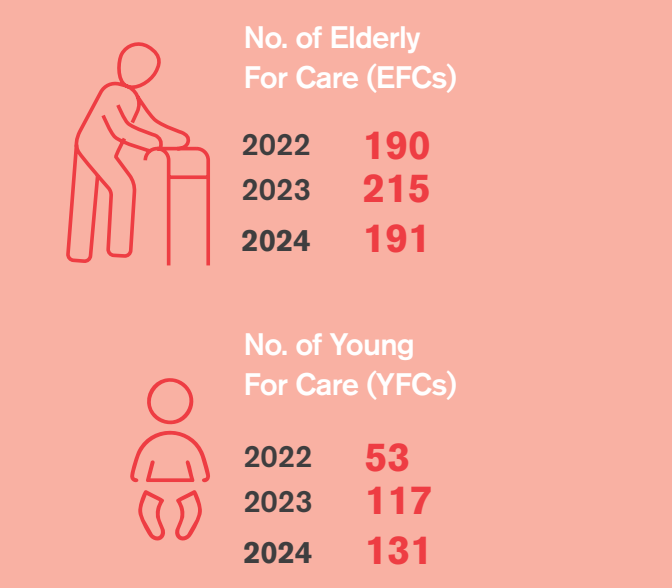


* Maximum monthly patient volume recorded during the reporting year.

Social Services



The Department of Social Services provides social work services to inpatients and outpatients and is driven to meet the medically related social, physical and emotional needs of these patients. This Department is also responsible for assisting with the transfer of patients under the Medical Aid Scheme, the admission of patients from other countries to the QEH, and the placement of Elderly for Care (EFC) and Young for Care (YFC) patients into alternative care facilities. EFCs and YFCs are a cohort of inpatients categorised as long-stay patients despite not requiring acute medical care.



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Did you know...
that with the **Pharmacy Medication Delivery Service**, you can **order your refills five business days before they are due?**
”

Radiology and Medical Imaging Services



The Department of Radiology and Medical Imaging provides a range of diagnostic and interventional imaging services to both inpatients and outpatients at the QEH. This Department conducts approximately 43,000 diagnostic procedures annually and receives requests for diagnostic imaging services for patients managed in Polyclinics and private healthcare facilities across Barbados, and throughout the Eastern Caribbean.



Partnering for Better Health



Philanthropy and the Queen Elizabeth Hospital

Philanthropic partnerships are vital to helping the Queen Elizabeth Hospital (QEH) deliver high-quality care and meet the growing needs of patients. Through the generous support of donors, charitable foundations, and corporate sponsors, QEH has been able to invest in life-saving equipment, upgrade facilities, train healthcare professionals, and expand critical services.

Your Gifts in Action

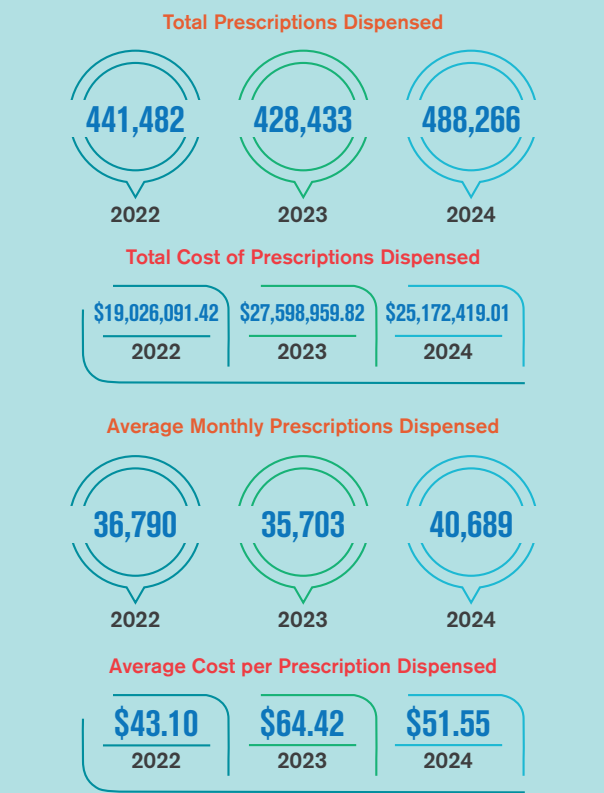
Donor	Donation	Service Benefitting
The Church of Jesus Christ of Latter-day Saints	128-Slice Computed Tomography (CT scanner)	Accident and Emergency Department
The Maria Holder Memorial Trust	Ambulances (2)	Emergency Ambulance Service
Barbados Canada Foundation	Patient Transport Monitors (3)	Accident and Emergency Department, MICU, SICU
Barbados International Business Association	Dialysis Machines (2)	The Artificial Kidney Unit
Sandy Lane Charitable Trust	Configurable Open Care Warmer and accessories	The Paediatric Department

“
Did you know...
The QEH is an **Exempt Charity under Section 24B of the Income Tax (Amendment) Act, 2010-11**, making all donations **100% tax-deductible?**
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The Pharmacy Department



The Pharmacy Department is a part of the multidisciplinary healthcare team and provides optimal pharmaceutical services and patient care to both inpatients and outpatients of the Hospital. The department comprises a Chief Pharmacist, a Senior Pharmacist and sixteen floor pharmacists; and fills approximately 440,000 prescriptions annually.



Year	No. of Approved Requests for Specially Authorised Drugs	Cost
2022	233	\$5,308,028.00
2023	174	\$4,914,480.69
2024	197	\$5,850,063.00

Equipment and Consumables Purchased



ITEM	COST	SERVICE BENEFITTING
Linear Accelerator (LINAC)	\$8,500,000	Oncology Services
Air Handling Units	\$2,150,530	Main Operating Theatre
128-Slice Computed Tomography (CT scanner)	\$1,318,005	Radiology and Medical Imaging
Laboratory Equipment	\$575,000	Laboratory Department
Commercial Washer 450lb	\$451,216	Laundry Department

Clinical Risk Management Unit

The Clinical Risk Management Unit (CRMU) commenced operations at the QEH in July 2006 as part of the hospital's plan to develop and strengthen its governance structure. The department has key responsibility for the management of adverse incidents, complaints and risk from claims. The Unit also monitors the risk to the hospital by keeping a registry of hospital deaths and maintaining a risk register.

In 2024, the five most common complaints received were related to communication, coordination and continuity of care, patient records management, staff attitude/behaviour and clinical treatment.

Total No. of Complaints



	5 most common complaints	No. of Complaints	Rate per 1000 patient encounters
2024	Communication	67	0.46
	Coordination and Continuity of Care	38	0.26
	Patient records management	66	0.45
	Staff attitude/behaviour	30	0.20
	Clinical treatment	57	0.39