

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.

Commissioned a state-of-the-art **Linear Accelerator**, significantly **advancing national cancer care through enhanced image-guided radiation therapy, improved treatment precision, patient safety, and better clinical outcomes.**



Expanded **antimicrobial stewardship and infection prevention services** to strengthen Barbados' response to antimicrobial resistance through enhanced surveillance, responsible antibiotic use, **improved laboratory and diagnostic support,** and **reinforced infection prevention and control practices** across the hospital.

Increased **laundry processing capacity** through the commissioning of an additional **450 lb. industrial washer**, increasing linen output, improving operational efficiency, and enhancing service delivery.



Completed the refurbishment and resurfacing of the Main Kitchen floor, supporting **safe food preparation** and **enhancing nutrition services** for patients.



Enhanced the resilience of the **Main Operating Theatre** through the installation of **new storm shutters**, ensuring continuity of essential surgical services and patient care during adverse weather events.



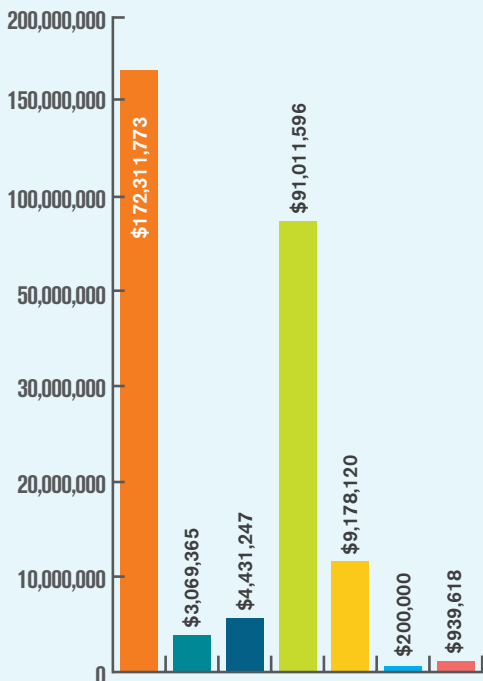
Did you know...

that **calling an ambulance for non-urgent conditions can delay emergency response to critical patients?**

QEH Finances FY 2025

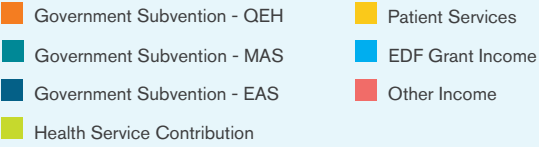


Income

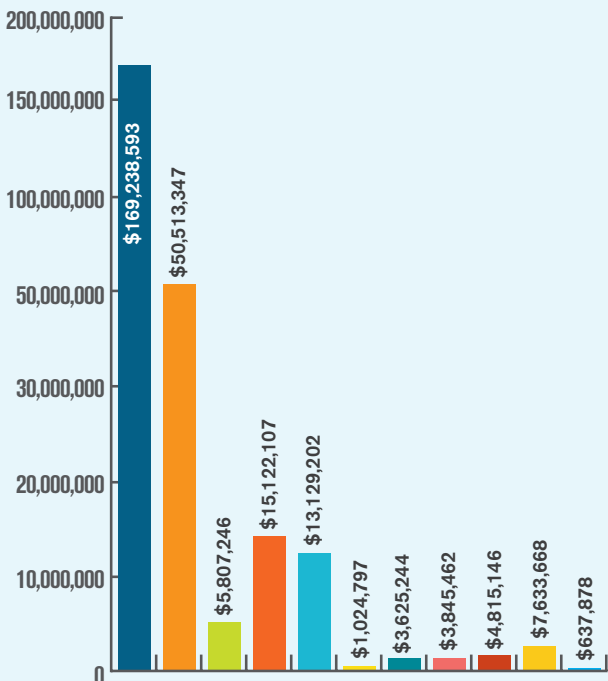


Total Revenue

\$281,141,719



Expenditure



Total Expenditure

\$275,392,689



Number of 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. These grouped services account for approximately thirty individual services delivered at the QEH.

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)

THE QUEEN ELIZABETH HOSPITAL
MARTINDALES ROAD
BRIDGETOWN, BARBADOS

1-246-436-6450
feedback@qeh.gov.bb
www.qehconnect.com

@qehconnect

Emergency Services

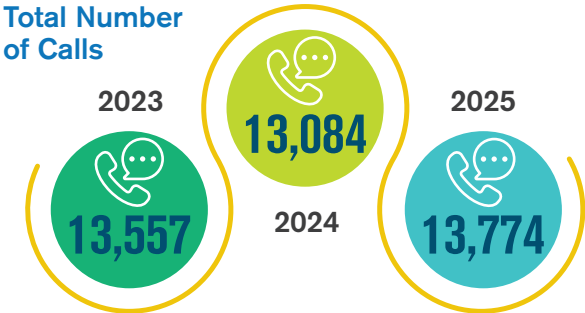


Emergency Ambulance Service

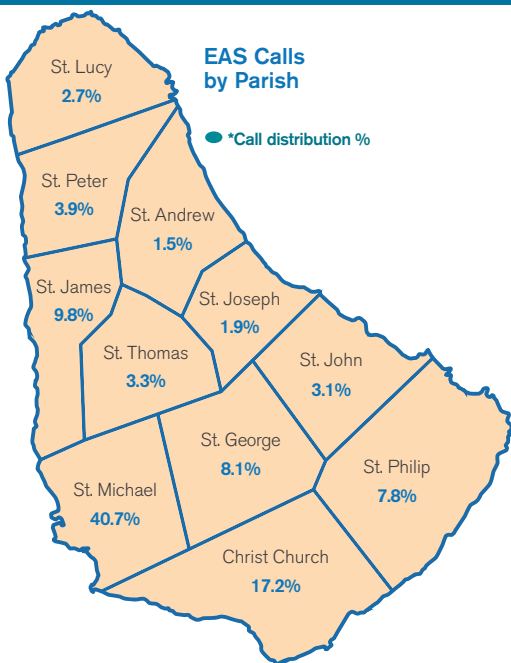
The Emergency Ambulance Service (EAS) operates 24 hours a day, 7 days a week, year-round to deliver consistent, timely, and high-quality pre-hospital emergency care to both Barbadians and visitors. Each emergency call is assessed using a triage system to prioritize care based on urgency.



Total Number of Calls



No. of Calls by Triage Category	
Year 2025	
No. of Priority 1 Calls	No. of Priority 2 Calls
8,187	4,424
No. of Priority 3 Calls	Total No. of Calls
1,163	13,774



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
2025	361	3,161	18,360	5,173	752	27,807

Resuscitation → Non-Urgent

No. of AED Patient Visits

25,782

2023

25,725

2024

27,807

2025

No. of AED Patients Admitted 2025

7,401

i.e., 58.9 % of all hospital admissions.



Admissions



Inpatient Services Utilisation

Based on the Medical Records Department data for the period 2023 through 2025, the five most utilised inpatient services were the departments of Internal Medicine, Obstetrics and Gynaecology, Surgery, and Paediatrics.

	2023		2024		2025	
TOP 5 UTILISED INPATIENT SERVICES	ADMISSIONS	AVERAGE LENGTH OF STAY	ADMISSIONS	AVERAGE LENGTH OF STAY	ADMISSIONS	AVERAGE LENGTH OF STAY
MEDICINE	3,668	11.9	3,384	11.8	3,487	12.4
OBSTETRICS	2,616	3.4	2,247	3.2	2,285	3.4
SURGERY	2,592	11.2	2,527	11.0	2,436	10.4
GYNACEOLOGY	1,210	4.0	1,114	3.6	1,103	3.5
PAEDIATRICS	1,409	5.1	1,404	4.7	1,253	5.2
TOTAL NO. OF ADMISSIONS FOR THE YEAR	15,689		14,554		14,390	
AVERAGE LENGTH OF STAY FOR THE YEAR	7.7		7.9		8.0	

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 in 2025 were Ophthalmology, Surgery, Medicine, Radiotherapy and Obstetrics, and these clinics accounted for approximately 70% of total outpatient visits.

TOP 5 OUTPATIENT SERVICES UTILISED	No. of outpatient visits		
	2023	2024	2025
MEDICINE	10,730	15,106	16,362
OBSTETRICS	8,530	10,197	8,986
SURGERY	11,390	15,678	16,510
OPHTHALMOLOGY	20,460	30,220	24,527
ORTHOPAEDICS	7,625	9,823	-
RADIOTHERAPY	-	-	12,986
TOTAL OUTPATIENT VISITS	82,562	115,674	114,741

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.**



Overview

We are pleased to share with you the fourth 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 the 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

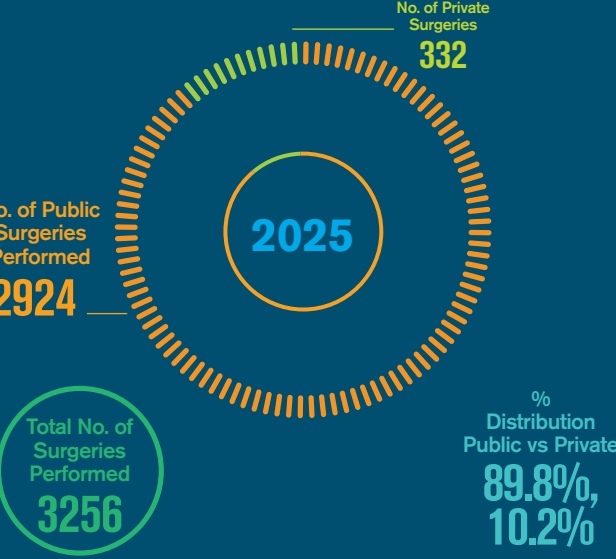
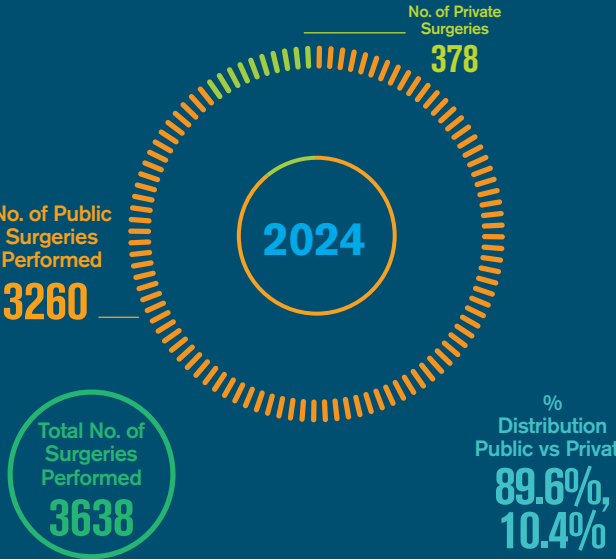
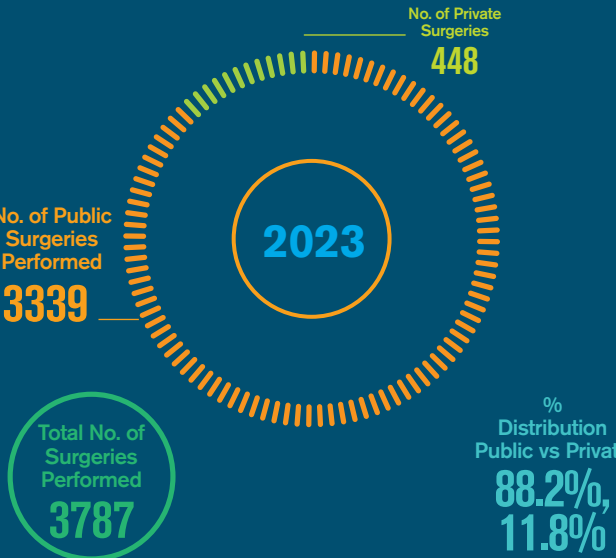
Surgical Services



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 some **surgeries can now be performed using minimally invasive techniques**, reducing recovery time?
”



“
Did you know...
that **following preoperative instructions** provided to patients **helps improve patient safety** and **reduce surgery cancellations**?
”

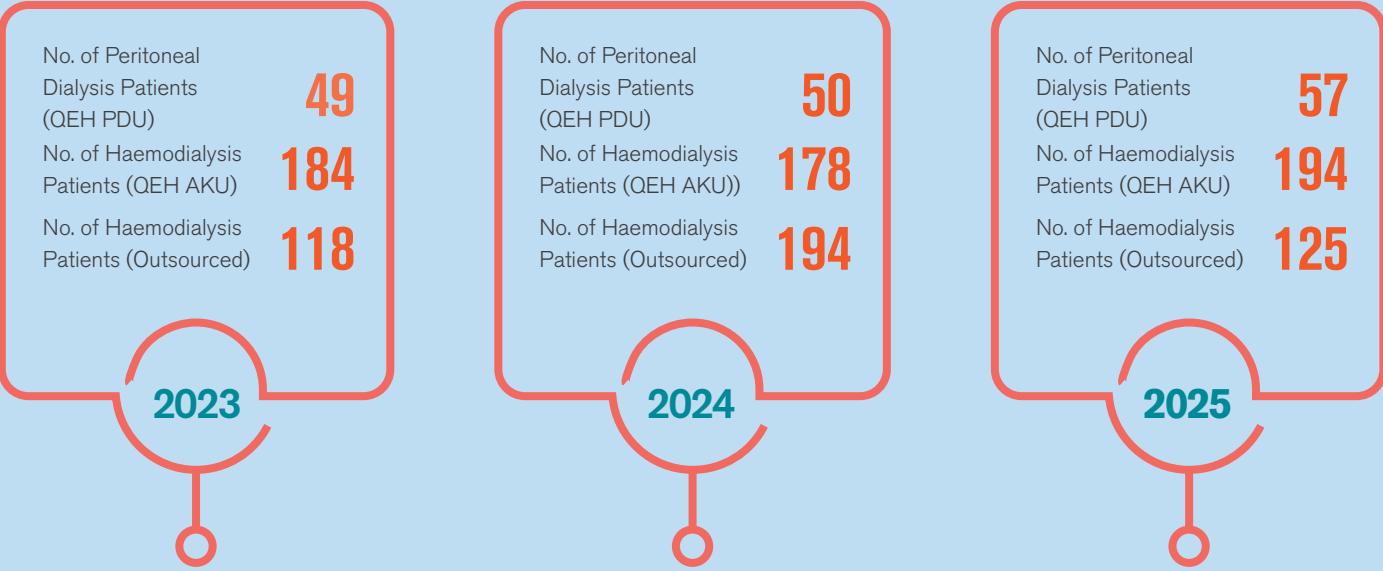
The Department of Nephrology



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 2023-2025



* Maximum monthly patient volume recorded during the reporting year.

Clara Brathwaite Centre for Oncology and Nuclear Medicine



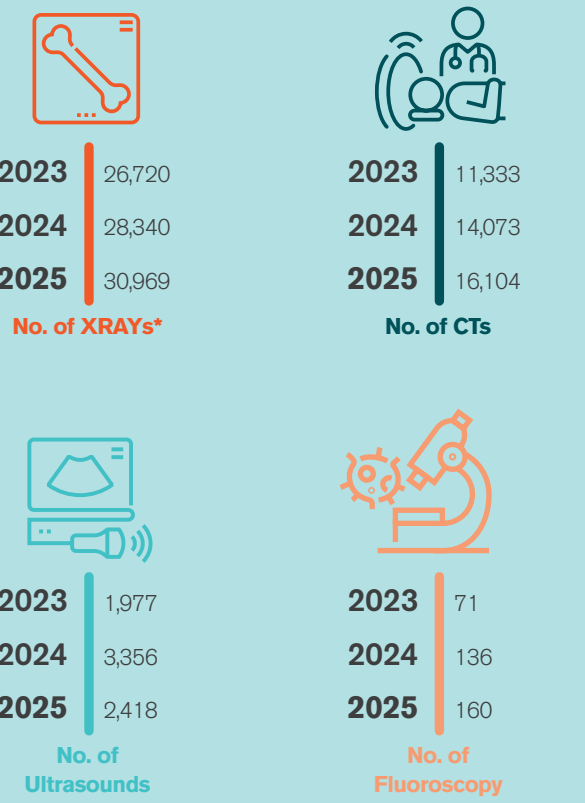
The Clara Brathwaite Centre for Oncology and Nuclear Medicine (CBCONM), formerly the Department of Radiotherapy, delivers comprehensive cancer care through advanced diagnostic, therapeutic, and clinical services. It provides external beam radiotherapy, including superficial, orthovoltage, and megavoltage treatments via a linear accelerator, as well as high dose rate brachytherapy. Clinical services include follow-up outpatient care, administration of cytotoxic chemotherapy, targeted therapies, and general procedures such as transfusions and fluid aspirations. The Centre also offers nuclear medicine diagnostics for multiple organ systems and therapeutic interventions using Iodine-131 for thyroid conditions. Additionally, CBCONM monitors and assesses occupational radiation exposure, ensuring safety standards for healthcare workers involved in radiological practices.

TOP 5 CANCERS REFERRED FOR TREATMENT	2023	2024	2025
BREAST	131	119	129
COLORECTAL	97	99	103
PROSTATE	50	45	59
ENDOMETRIUM	42	46	36
HEAD AND NECK	28	22	24
OUTPATIENT ATTENDANCES	7,533	7,238	8,794
NEW PATIENT REFERRALS	482	481	478

Radiology and Medical Imaging Services



The Department of Radiology and Medical Imaging provides a range of diagnostic and interventional imaging services to both in-patients and out-patients 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.



“
Did you know...
that **radiation therapy** uses **highly targeted beams** to **treat cancer** while **minimizing damage** to **healthy tissue**?
”

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

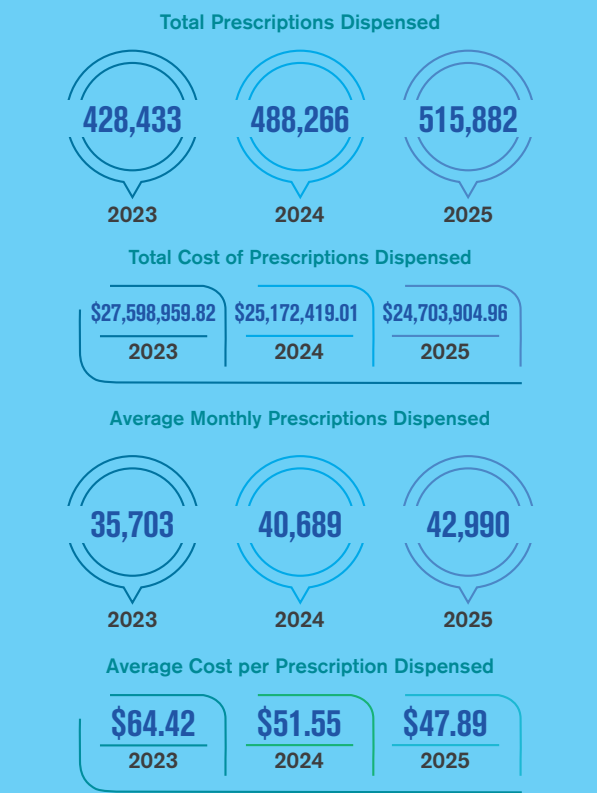
Donor	Donation	Service Benefitting
International Hope Canada	Cardiac Catheterization Laboratory Supplies	Department of Cardiovascular Services
Sol Barbados Limited	Blood Gas Machines	A&E Department, ICUs, Operating Theatres
Sandy Lane Charitable Trust	Corneal Cross-Linking System	The Ophthalmology Department
CIBC Caribbean ComTrust Foundation	Wet and Dry Industrial Vacuums and supplies	Environmental Services
Barbados Canada Foundation	Hospital Beds	Inpatient Services

“
Did you know...
The QEH is an **Exempt Charity under Section 248 of the Income Tax (Amendment) Act, 2010-11**, making all donations **100% tax-deductible**?
”

The Pharmacy Department



The Pharmacy Department is a part of the multidisciplinary healthcare team and provides optimal pharmaceutical services and patient care to both in-patients and out-patients 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
2023	174	\$4,914,480.69
2024	197	\$5,850,063.00
2025	253	\$11,113,192.47

Equipment and Consumables Purchased



ITEM	COST	SERVICE BENEFITTING
Digital 1.5T Magnetic Resonance Imaging (MRI) System	\$6,847,926	Radiology and Medical Imaging
3D Digital Surgical Ophthalmic Microscope System	\$1,246,657	Department of Surgery
Endoscopy Ultrasound System	\$731,344	Gastrointestinal (GI) Unit
High Resolution Diagnostic Video Nasolaryngoscopes	\$214,222	Otolaryngology (ENT) Services
Surgical Laser System	\$363,309	Department of Surgery

Clinical Risk Management Unit

The Clinical Risk Management Unit (CRMU) was established at the QEH to strengthen the hospital's governance, patient safety, and risk management framework. The unit is responsible for the management of adverse incidents, complaints, and claims-related risks, while also maintaining the hospital's risk register and mortality registry to support monitoring, accountability, and continuous quality improvement across the institution.

In 2025, the five most common complaints received were related to access to health records, care/treatment, accessibility to services, attitude/courtesy, and coordination and continuity of care.



Total No. of Complaints



	5 most common complaints	No. of Complaints	Rate per 1000 patient encounters
2025	Accessibility to services	63	0.40
	Coordination and Continuity of Care	48	0.31
	Access to health records	99	0.63
	Attitude/Courtesy	59	0.38
	Care/Treatment	82	0.52