



"The year 2021 was a year where we focused on designing a sustainable change program that will safeguard the future of our health care funds and access to medical care. The persistence of the pandemic has broadened our perspective and pulled us forward to embrace technology, to simplify, to be inclusive and challenge boundaries that stand in the way of development and growth.

Globally, a new way of work and access to public service is being created. We thank our employees, clients and stakeholders who have been flexible and are embracing these changes, while guiding us to improve our efficiency and delivery of excellent customer service.

SZV's 2021 year in review highlights some important themes and accomplishments that focus on pursuing inclusive innovation for the benefit of our social & health insurance funds and affordable access to quality health care."

– Glen A. Carty, Director SZV

Here's our 2021 story

A robust health care fund.

Key legislative changes are now closer to implementation in 2022. We are preparing to welcome more employees and their family members to benefit from our health insurance packages. These changes are necessary to create a robust health care fund, strengthening the principles of solidarity that allows us to care for each other.



Customer featured in SZV Customer Appreciation Story



Morenika Arrindel | SZV staff member

Clients embracing self-service access to health care.

Many more groups of insured are making the switch to 'cardless', including our senior insured clients. Accessing health care services is now easier than ever, requiring only a valid insurance status and valid Sint Maarten I.D. or passport. Those in need of assistance to access their MySZV account can request an appointment for 1-on-1 guidance.

Data and technology driven initiatives propelled us forward.

The exchange of massive amounts of paper between health care providers, SZV and our clients has significantly been reduced and replaced with online portals and e-mail networks. New features are consistently made available in the MySZV insured portal, Employer Portal and HECINA portal for health care providers; offering more transparency in our service delivery.



Ricardo Eights | SZV staff member



Customer featured in SZV Customer Appreciation Story

Tripartite meetings resume.

Minister Ottley reactivated the quarterly Tripartite meetings where Government, SMMC and SZV, discuss ongoing and anticipated events that impact the sustainability of health care systems on Sint Maarten. Some topics include; the Pharmaceutical Cost Containment Program, the COVID-19 impact on health care access and pending legislative change proposals to allow more persons to become insured by SZV.

Communication is key.

We're learning from your experiences, improving our communication and becoming more inclusive in the way we exchange information, with everyone. "I'm excited about the opportunities ahead to create more value in our relationships with our employees, clients and stakeholders. Improved communication lines, inside and out, plays a key role in this."
– Ms. Charonne Holder, Head of Corporate Communications

Affordable access to local health care services.

Collaborations in 2021, with health care service providers and government will result in better regulation for the cost and misuse of prescribed medication. In 2022, our insured can also look forward to broader access for quality care close to home and a stronger cooperation between local and international health care providers.



Customer featured in SZV Customer Appreciation Story



Cleo Carty | SZV staff member

A safe work environment for our employees.

With consistent input from our employees, our working remote policies have been updated to ensure a safe and productive work environment. This includes access to information sessions about COVID-19 and mental health awareness. The pandemic has been a strain on us all, and our employees' safety and wellbeing in this process of change is important to us.

COVID-19 Business Payroll Support Plan.

In collaboration with the Audit Team Sint Maarten (ATS), administrative support was provided to the Government of Sint Maarten for the execution of the COVID-19 Business Payroll Support Plan. ATS continues to play an important role in partnering with the business community to strengthen compliance awareness. In 2022, more programs will be introduced to increase adherence of compliance regulations.



Defining actions that will shape our future.

As part of our focus to welcome sustainable change, a new organizational strategy was formalized. In October 2021, Mrs. Parveen Boertje was appointed Chief Transition Officer. In this role, responsible for the implementation of the organization's transition program, which will guide us in successfully accomplishing our new strategic goals.

"Traditional organizational structures and cultures are shifting to accommodate a global change that every company is now facing. Having been part of SZV, for several years, I am excited about this new opportunity, working on this transformational change of our organization."
– Parveen Boertje, Chief Transition Officer SZV

MORE HIGHLIGHTS

Quality Medical Care:

- Health care programs between Curacao, Aruba, Sint Maarten, BES islands and the Netherlands.
- Public tender process to source health care institutions abroad offering specialized medical care, that is not available on the Dutch side of Sint Maarten.
- New policy retired family physicians: guaranteeing continuity of care.
- Arrangements made for continuity of care services abroad while dealing with changing travel requirements due to ongoing pandemic

Safeguarding Health Care Funds:

- Received a "Qualified Opinion" for the 2020 financial statement. This included compliments from SOAB, for the increasing improvements in the financial management of the social & health insurance funds.
- Approval of New SZV Strategy, to be implemented as of January 1, 2022.
- Fast tracking of amendments to ZV and OV legislations.
- Updated commitments with Government towards structural solutions to resolve OZR debt.
- (Re)Appointment of (new) Supervisory Council members; Mr. Dwight Williams, Mr. Wayne Johnson, Ms. Cindy Marica and Dr. Kasandra Dowling by National Decree.
- New pension system in use; improving compliance in the pension administration.
- Bidding process Architect New SZV Building finalized.
- Strengthened Government collaboration with the support of Minister of VSA, Mr. Omar Ottley.

SZV's new strategy will be launched in Q1, 2022.

Follow us via www.szv.sx to learn more.

