

# Newsletter

*"Achieving a quality, equitable and sustainable health system"*

## Health Costs Dashboard

### Local and Overseas Claims Paid

1st April 2015—31st March 2016



We support S.A.F.E. care, do you?

## What Do The New Patient Safety Laws Mean For You?

The Minister of Health and Seniors tabled the [patient safety laws](#) on 21st November. Patient safety laws protect the public from avoidable harms by enhancing oversight of healthcare facilities. These laws will ensure that health services are provided in first-rate facilities by trained health professionals using safe medical equipment to diagnose and treat health conditions. Having patient safety laws will align Bermuda with international standards and practices; improve quality care, safety, credibility, accountability, transparency; and help to ensure fair costs within our health system.

The Health Council knows that the majority of health service providers operate at high standards, care about their patients and promote quality care. The new laws will formalize standards to which most practitioners already adhere, ensuring credibility and safety.

To prepare for the new laws, the Health Council has engaged in consultation with the public, insurers, health facilities, health professionals, patient advocacy groups, non profits and others. The Health Council has listened and acted on the concerns and has [made several changes](#) to the original laws as a result of the feedback.

## Employer's Compliance November 2016

**17** Non-compliant employers

**144** Uninsured employees

Have a question?

Contact us!

441-292-6420

[healthcouncil@bhec.bm](mailto:healthcouncil@bhec.bm)

[www.bhec.bm](http://www.bhec.bm)

## Coming soon: National Health Accounts



National Health Accounts is set to be published in January 2017 and will provide a report on health system financing and expenditure from fiscal year April 2014—March 2015. The National Health Accounts shows how efficient Bermuda is in using health resources. It also helps enhance

understanding about health system trends and financial flows that accompany the delivery and consumption of healthcare goods and services in Bermuda. The report will also outline how Bermuda compares to other jurisdictions.



## Queries: 53

July—November 2016

Upfront charges: 4

Professional Registration: 3

Insurers' responsibilities: 3

Healthcare facility registration : 3

Quality of care: 4

Data statistics: 4

Careers in health: 4

Health Legislation: 8

Other: 10

Costs/fees/billing: 11

Employer health insurance: 14

## Complaints: 22

July—November 2016

Quality of care: 3

Insurers' responsibilities: 3

Costs/fees/billing: 5

Employer health insurance: 8

## Correct Patient Identity

The Health Council has embarked on establishing a unique patient identifier (UPI) for all Bermuda's residents. This unique code will help to identify each patient and is used as to enhance privacy by avoiding use of a person's name whilst still being able to identify the patient wherever they go to receive care. This code may also be used as a precursor to supporting a national electronic health record for sharing patient data within the health system. The benefits of a UPI are:

- Right patient, right data

Each resident in Bermuda has multiple health records: the hospital keeps one, your GP has a record, your dentist has a record and so on. This can create confusion and

result in clinical errors, despite double checking. An UPI will allow health professionals to correctly identify a patient. It wouldn't matter if a patient changed their name, changed their doctor or moved; the number would always be the same. This will increase patient safety, improve quality care and enhance patient experience.



- Accurate care, accurate record

Health professionals having prompt access to a patient's data is necessary, especially to deliver accurate and efficient care. UPIs make it easier for them to obtain patients' data, test results, procedures and examination notes to provide more comprehensive care to patients.

## Registering Health Facilities



The Health Council commenced the process of voluntary registration of health service providers in September 2015. Since then, over 70% of eligible providers have registered and we have been encouraged by the participation of the majority of health facilities. We are also heartened to see the level of competency and professionalism in healthcare in Bermuda.

Registering your facility with the Health Council allows us to start thinking more holistically about Bermuda's health system. Please visit our website to [view a listing](#) of which health facilities have registered. [Click here](#) to register your facility.