

ACCREDITATION A JOURNEY OF SERVICE EXCELLENCE AND QUALITY PATIENT CARE

Bermuda Hospitals Board was pleased to announce in March that it had achieved full accreditation, through Accreditation Canada. This places King Edward VII Memorial Hospital (KEMH) and Mid-Atlantic Wellness Institute (MWI) in the top 20% of Canadian hospitals surveyed. In addition, the hospitals demonstrated compliance with all 25 Required Organisational Practices (ROPs) and with over 90% of high-risk standards.

David Hill, BHB CEO comments, *"People may not realise what achieving accreditation means. It is essentially a way of us checking our patient safety processes at the hospital. Going through the accreditation process has ensured that both hospitals provide higher quality care than was provided just three years ago. It drives us to examine our processes and systems, and make improvements."*

Improvements already made include:

1. **Medication reconciliation, which ensures doctors do not order medications that negatively interact with those patients take at home;**
2. **The elimination of potentially dangerous concentrated electrolytes from the wards;**
3. **The introduction of falls prevention programmes in MWI and the outpatient areas of KEMH; and**
4. **Patient safety rounds to foster increased patient involvement in their care.**

Accreditation is not a final goal but an ongoing journey that enhances the quality of our service and the standard of care we deliver. As a result of the accreditation process, improvements at both hospitals remain ongoing.

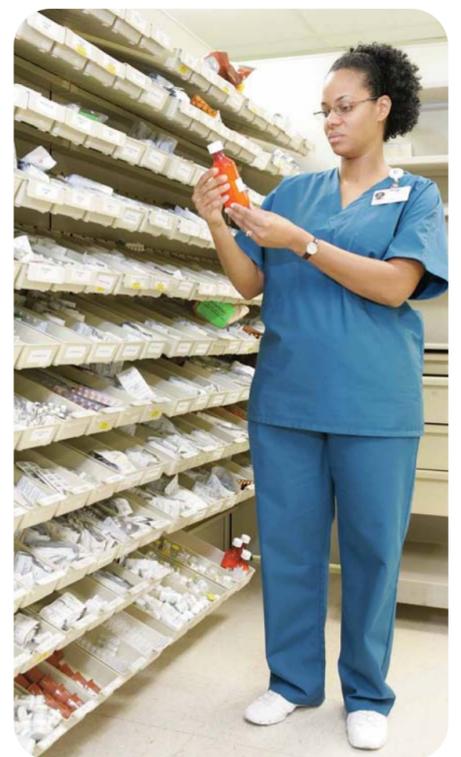
Current improvement projects include preparing for a new computerized prescriber order entry system, CPOE, to manage medications, and increased checks around drug use. CPOE will guide the use of accepted drugs and established protocols, while alerting staff when unsafe medication combinations are ordered.

We have also installed a biohazard hood in the new Centre for Cancer Care to protect staff when working with potentially harmful pharmaceutical agents, such as chemotherapy products.

Over the coming months, we will introduce additional practices to assure safer medication management. These include banning the use of "Do Not Use" abbreviations, symbols and dose designations and the evaluation of our use of heparin (a blood thinner) and narcotics (pain killers).

In the coming months, other improvements will include assessing each client's risk for developing a pressure ulcer (bed sore) and increasing awareness of hand-hygiene compliance by staff and people visiting patients within the hospital to help reduce the risk of hospital-acquired infection.

"Accreditation is the cornerstone of best practice improvement and patient safety initiatives," notes Michael Nisbett, Accreditation and Quality Compliance Officer. *"Every year, Accreditation Canada requires a higher level of performance in these areas and BHB is committed to achieving these goals so that you, the patient, experience continual improvements in service excellence and quality care."*



New Reimbursement Model

The hospital changed the way it charges for inpatient services in April. We have moved to an international standard called case-based reimbursement. This method of charging for services has been recommended by a number of recent independent reports on the hospital, including the Johns Hopkins Medicine International Review.

Case-based reimbursement - what does it mean?

Instead of charging one rate for every day you are in hospital, we charge fees based on your diagnosis for stays in hospital 15 days or less. If you stay over 15 days, the first 15 days will be charged based on your diagnosis, and a per diem rate charged for each day after that.

Three reasons why case-based reimbursement is a better way of charging

- A fee schedule based on someone's diagnosis is a fairer, more transparent way to charge people for services used. It means someone who is admitted to hospital will be charged based on the type of treatment and services associated with his or her diagnosis. Previously, the hospital charged one daily rate, no matter how many services were needed.
- This way of charging helps improve the quality and efficiency of hospital care. In other countries, it has shown to help reduce length of stay, reduce unnecessary tests and standardise care.
- Charging fees based on internationally-recognised diagnoses makes us more accountable. As this kind of reimbursement model is used elsewhere, we can compare our fees with US hospitals to ensure a fair rate is being charged.

Impact on healthcare costs

This is a different way of charging and the move to this new system will not increase hospital revenues overall. Your individual healthcare costs will be based on your diagnosis. Over time, most countries find this method of charging helps control healthcare costs.

The Johns Hopkins Medicine International report, made public in 2008, summarises that a change to case-based reimbursement: ... *"can result in cost savings to the insurers and the government of Bermuda as the hospital becomes more efficient, plus better outcomes and shorter lengths of stay for patients and an overall improvement in health care efficiency for the people of Bermuda."*

A fine balance

We have been working with local insurers and Government for over a year to ease the transition as both insurers and Government pay hospital fees for certain client groups. Depending on what their clients come into hospital for will affect what premiums insurers and Government set. The hospital makes up about half of Bermuda's healthcare costs so there are other costs that impact premiums - such as people travelling overseas for medical care, use of other healthcare providers on island and, for private insurers, whatever profit margins they deem appropriate.

Overall, however, while fees go up each year due to inflation - the costs to the healthcare system overall should not rise further because of this change.



NEW Centre For Cancer Care

The new Centre for Cancer Care had its official ribbon cutting on March 25. Its goal is to bring together the hospital's oncologist, Dr. Terrence Sparling, and the chemotherapy team in one location and release space for visiting specialists from Dana Farber. Located in a renovated section of the "Old Hospital" building off Point Finger Road, the Centre provides patients with more privacy, a separate entrance and designated parking immediately adjacent to the building.

The new facility includes six chemotherapy treatment bays, offices for the oncologist and a multi-purpose room that will be used for family conferences and team meetings. *"Patients now have a convenient and attractive place when they come for chemotherapy,"* explains Chemotherapy Nurse, Jennifer Gallo. *"We are happy that our patients can now be cared in an environment that they find pleasant and more comfortable."*



New Cleaning System Introduced to *Improve Patient Care*

Environmental Services will soon introduce a new mopping system that uses disposable, microfiber pads for improved cleaning, sanitising and disinfecting patient rooms and common areas. Microfibre mop heads will be changed after use in each room, reducing the risk of cross-contamination.

Rosa Simons, Executive Housekeeper, says, "Studies have shown that microfibre mops reduce infection, decrease chemical and water usage, increase productivity, reduce staff injuries and clean more effectively than conventional string mops."

Once a room is cleaned, the mop is removed and discarded, never re-entering the container where clean mops are held. This system leaves less water residue on the floor, reducing slip and fall injuries. Because it is light-weight, there is also less strain on staff.

"We work closely with the Infection Control team to incorporate best practice standards," adds Mrs. Simons. *"Housekeeping staff take great pride in the hospital's low infection rate."*



PATIENT SATISFACTION PHONE SURVEY- Can you hear me now?

BHB launched a new patient satisfaction survey in January to learn how patients rate their experience at the hospital. About three-hundred people are responding each month to a survey administered by Research.bm, letting us know what the hospital is doing right and which areas need improving.

If you have been admitted to KEMH or received outpatient care, you may receive a phone call about your experience. The survey takes about ten minutes and allows you to make specific comments. Please help us improve our service by responding honestly. Your feedback provides a valuable tool for improving patient satisfaction.

Urgent Care Centre Opens to Treat Minor Injuries and Illness

BHB was pleased to officially open the new Lamb Foggo Urgent Care Centre (UCC) at Southside, St. David's on April 14. Designed to handle minor injury or illness such as sprains, strains, pulls, scrapes, cuts, coughs, cold, earache, bumps and bruises, the facility provides care for people after hours.

If you have anything potentially serious, such as chest pains, fainting, getting knocked out, injuries from motor vehicle accidents, deep cuts or potential broken bones, you are advised to proceed straight to Emergency at the Hospital or call 911. If you are in any doubt, please call 298-7700.

If you have a minor illness or injury and are close to the East End, you can now avoid the wait at the hospital's emergency department. The Lamb Foggo UCC is open from 4:00pm to midnight, Monday through Friday and from noon to midnight on Saturday, Sunday and public holidays.



Gala to Benefit BHCT

The Bermuda Hospitals Charitable Trust (BHCT) received exciting news earlier this year when Tucker's Point Hotel & Spa announced the organisation was selected as its beneficiary for their upcoming opening gala. Proceeds raised through the gala will benefit the BHCT, which is dedicated to raising funds for the new hospital facility and healthcare on the island.

Tucker's Point Club and Bank of Bermuda will co-sponsor the opening gala on April 30, and feature live entertainment, a moveable feast and an exclusive first look at Bermuda's newest luxury property in nearly 40 years. Edward Trippe, CEO of Tucker's Point Club and Philip Butterfield, CEO of Bank of Bermuda, are serving as co-chairmen of the event. The Premier, Dr. the Honourable Ewart Brown, JP, MP, His Excellency the Governor Sir Richard Gozney, KCMG, Michael Douglas and Catherine Zeta-Jones are honorary chairpersons.

Mr. Trippe says his group chose to focus their gala on the healthcare sector because it affects residents and visitors. "We chose to focus on the healthcare sector as it touches all residents, as well as visitors requiring health services. We applaud their vision and are confident the gala funds will benefit many people for generations to come," says Mr. Trippe.

In his capacity as chairman of the BHCT, Philip Butterfield says the Trust is honoured to have been chosen as the gala recipient. "Such recognition certainly invigorates us and increases our momentum as we consider a capital campaign on behalf of Bermuda Hospitals Board (BHB). It certainly will be a memorable occasion."



PARDON OUR PROGRESS New Entrance to the Emergency Department

Renovations currently underway for a new entrance to the Emergency Department are expected to be completed in June. The new entrance will provide access for cars dropping off and picking up patients and a canopy for shelter from the weather. We apologise for any inconvenience caused during the construction process and appreciate your patience.



Bermuda Hospitals Board
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