



National Health Insurance Authority Launches Patient Satisfaction Survey

Nassau, The Bahamas – July 12, 2018 – Since the launch of the enrolment phase of NHI Bahamas in April 2017, approximately 35,000 beneficiaries have enrolled in the program. Now that the NHI program has been operational for over a year, the National Health Insurance Authority (NHIA) is preparing to launch a Patient Satisfaction Survey to obtain information from beneficiaries on the quality of NHI services to date.

The survey, which will be conducted by phone with beneficiaries over the summer months, will comprise of a variety of questions relating to NHI Bahamas, including the overall experience, timeliness of care, patient-doctor relationship, and prevention and health education. Upon completion of the survey, the results will be posted on the NHI Bahamas website.

“The Government of The Bahamas understands the importance of providing access to affordable, quality healthcare services for Bahamians,” said the Minister of Health, Dr. Duane Sands. “By revamping the NHI program, we intend to drive meaningful improvement in the quality of healthcare services in The Bahamas in an affordable and sustainable manner. This will include the introduction of a high cost care plan, which is being designed to ensure over time that Bahamians will not have to suffer financial hardship in order to receive treatment for serious illness or injury.”

The high cost care program is currently in the planning stages and will be phased in over a number of years. By receiving feedback from beneficiaries on the services they have received so far, the NHIA will have a better understanding of the strengths and weaknesses of the existing program, which will be leveraged to inform the high cost care component of NHI Bahamas.

“We are putting patients at the centre of NHI services and have placed an emphasis on providing quality services while safeguarding the personal information of beneficiaries,” said Dr. Robin Roberts, Chairman of the NHIA Board. “This survey is a first in The Bahamas and will allow us to get important feedback from beneficiaries that will ultimately lead to the improvement of services to address patient needs.”

In addition to identifying strengths and weaknesses in the delivery of existing NHI services, the survey results will be utilized to improve policies to make them practical and effective, and will assist in rectifying issues that may discourage beneficiaries from accessing affordable healthcare or compromise customer satisfaction.

This survey is part of a series of ongoing quality assurance and quality improvement exercises that will be undertaken by the NHIA, with the overall aim of ensuring that NHI Bahamas provides quality care to all beneficiaries.

For more information on NHI Bahamas, visit www.nhibahamas.gov.bs.

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