

Primary Care Transformation Initiative ,PCTI«

Establishing Universal Access to Quality, Affordable Primary Health Care

Public Consultation Feedback Summary Fact Sheet

In October 2020 NHIA unveiled the **Primary Care Transformation Initiative (PCTI)**, a plan that is designed to transform the delivery of primary healthcare services in the Bahamas and act as a key step towards universal health coverage. NHIA embarked on a 45-day stakeholder consultation period across various virtual platforms to hear from Bahamians and gather feedback on the transformation at hand. We are thankful to Bahamians for participating in it and taking the opportunity to make their voices heard.



From the consultation responses received, it is abundantly clear that Bahamians **support the objective of establishing universal access to high quality, affordable primary healthcare**. What is also clear is that we must keep striving to realize our ultimate goal of achieving **truly universal health coverage**.

What We Heard

Bahamians were eager to know more about the **key features of The PCTI**. **Eight key themes** were identified in the feedback gathered from the survey along with consultation sessions with key stakeholder groups. The accompanying **stakeholder feedback report** has been developed to explain the **key findings from the consultation period** and how we will **address key feedback**.

Understanding the Details of The PCTI

The Standard Health Benefit (SHB): The SHB encompasses primary care coverage and will be available with no co-pays or deductibles, ensuring high quality primary care is accessible to all legal residents with a valid NIB smartcard.

Private Insurance Reforms: Private insurance policy holders will be able to access SHB coverage through their private policies. They will no longer be eligible to access primary care coverage from NHI. Instead, all Private insurers will be required to mirror SHB in all policies as the minimum standard of coverage for primary care.

Electronic Health Record (EHR): The EHR digital patient portal provides a secure online database. It enables patients to access their personal health information

anywhere, anytime, while significantly increasing the efficiency of health care providers.

Patient-Centric Healthcare Funding: Under The PCTI, money will follow the patient. In other words, it flows to a Provider only when a patient chooses a physician to receive care. This creates a strong incentive for Providers to improve patient service.

Addressing Key Themes in Feedback

- 1 Protect Data and Confidentiality:** Patient information is accessible to Providers only through the EHR, which uses best-in-class security mechanisms for safeguarding data. EHRs will replace all paper-based data, while prioritizing your privacy.
- 2 Improve the Patient Experience:** The PCTI empowers patients by allowing them to choose their Providers and through the capitated payment tied to patient. Further, NHIA is committed to improving quality by increasing the number of Providers within the SHB network and ensuring continued quality training for healthcare staff.
- 3 Address Health Inequities:** For individuals not covered under NHI due to a variety of barriers, NHIA has committed to working with the Ministry of Health to identify models of care that better suit these communities. NHIA also adjusts capitation rates based on risk factors to incentivize service in areas with hard to reach population groups.
- 4 Integrate Service Delivery Accountability:** We are working together with our public health system leadership to respond to stakeholder feedback on governance. Collaboratively, we are exploring different options for creating a more efficient, effective and accountable primary care service delivery governance.
- 5 Integrate Prescription Medication Coverage:** We hope to work with our partners at National Prescription Drug Plan (NPDP) and across the health system on opportunities to improve access and affordability of prescription drugs. Including prescription drugs within the SHB is not part of the current plan, but part of a longer-term vision as we continue our journey towards UHC.
- 6 Support Providers using Innovative Care Models:** The PCTI promotes quality care by incentivizing physicians who provide care in hard to reach communities in the Family Islands and providing patients with the power of choice. We are also committed to making further improvements based on leading practice.
- 7 Ensure Financial Sustainability:** We envision a \$55M savings in the healthcare system which can be re-invested into the system to update and upgrade public healthcare facilities. Engaging the private sector through Public Private Partnership (PPP) models will also bring in much needed investment to the system.
- 8 Expand Services under SHB Coverage:** While additional benefits will not be covered at this point in time, the SHB will be reviewed on an annual basis. When this review takes place, stakeholder feedback on additional benefits will be a key input into decision-making.



For further details, please read the full report on www.nhibahamas.gov.bs.