



*Government of Bermuda*  
Ministry of Health, Seniors and Environment

**Written Responses**  
**by the Hon. Jeanne Atherden, JP, MP**  
**Minister of Health, Seniors and Environment**  
**To Questions raised by**  
**Ms. Kim Wilson, JP, MP**  
**Shadow Minister of Health**  
**on 25 February 2015**

### **PARLIAMENTARY QUESTIONS**

1. Will the Honourable Minister please advise this Honourable House if King Edward Memorial Hospital (KEMH) has a quality assurance programme in place to monitor lapses in patient care and what steps are being taken to ensure quality?  
**A1. The Chief of Staff oversees a Quality & Risk department, which investigates and responds to complaints or care/safety issues. There are various ways BHB monitors and reports on quality. There are metrics reported each month regarding issues that include but are not limited to falls, medication errors, infections, and sentinel events (which are unexpected events at the hospital which potentially harm or do harm patients) as well as seeking out and receiving from patients, families and staff any lapses in patient care so that it can respond and ensure improvements are made if they are found as part of the investigative process. These metrics, as well as complaints and concerns are monitored by a subcommittee of the Board that meets every month and oversees all quality issues. Called the Clinical Governance Committee, the listing of members and its Terms of Reference are available on the BHB website. The subcommittee reports to the Board, which also receives monthly metrics and reports on quality. The BHB Quality Council also review quality indicators on a monthly basis.**
  
2. Will the Honourable Minister please confirm for this Honourable House that the Government has decided to move forward with its pre-certification programme and if the advice given by the Bermuda Medical Doctor's Association, which voted overwhelmingly to reject pre-certification, has been ignored?  
**A2. Responses to the Request for Information regarding the establishment of a pre-certification programme for diagnostic imaging and expensive laboratory tests have been received. A decision has not yet been made regarding the issuance of a Request for Proposals.**