

The First Choice for Health and Wellness



Bermuda Hospitals Board

PATIENT ADVOCATE OFFICE

Who We Are

The Patient Advocate Office is the main resource for patients and their families who have concerns regarding their experiences at our hospitals and clinics. We are the front line service of the Quality and Risk Management Department, whose sole purpose is finding positive solutions for patients and their families.

The Patient Advocate Manager listens and responds to non-clinical verbal and written patient concerns, makes recommendations, and tracks trends in patient satisfaction.

The Patient Advocate Manager routinely checks all suggestion boxes and patient complaint forms, and endeavours to help resolve non-clinical issues quickly and efficiently.

In addition, the Patient Advocate Manager actively seeks out patient opinions via Suggestion forms, Patient Satisfaction Surveys, etc., with the ultimate goal of increasing patient satisfaction and preventing patient dissatisfaction before it occurs.



Service Excellence—When we Get it Right

Many of our patients have had exceptional care at Bermuda Hospitals Board and write to say thank you or to applaud the service they received from us. If you feel so inclined, please complete the compliments form and drop it by the Patient Advocate Office or write to the ward or department directly or send an email to the Patient Advocate Office at patientadvocate@bhb.bm.

Service Improvements—When We Fall Short



Our main priority is to provide patient-focused, exceptional care to patients and their families. While you may have received excellent care during your visit or stay with us, you may think of a unique suggestion that may make your experience even better or enhance the experience of all patients in the future.

We like that!

Tell us what you are thinking by completing the feedback form and dropping it by the Patient Advocate Office.

Alternatively, send an email to the Patient Advocate Office

at patientadvocate@bhb.bm

or call us at 441.239.1425 (internally ext. 1425).

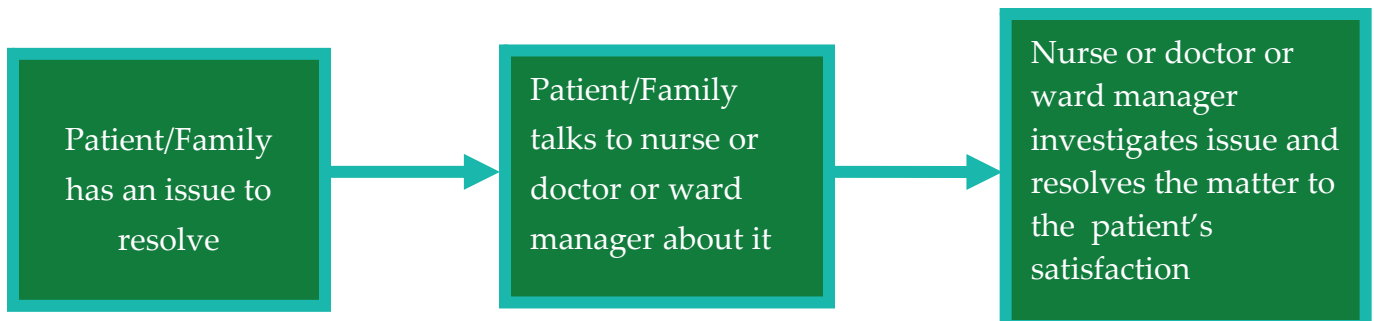
How to Handle Questions and Concerns During Your Hospital Stay

During your visit to or stay in our hospitals, we encourage you to discuss any questions or concerns you may have with a member of your healthcare team (i.e., primary nurse, nursing manager or treating physician).

The best and quickest way of getting an issue resolved as a patient or relative is to raise it at the time, or as soon as possible after it has occurred.

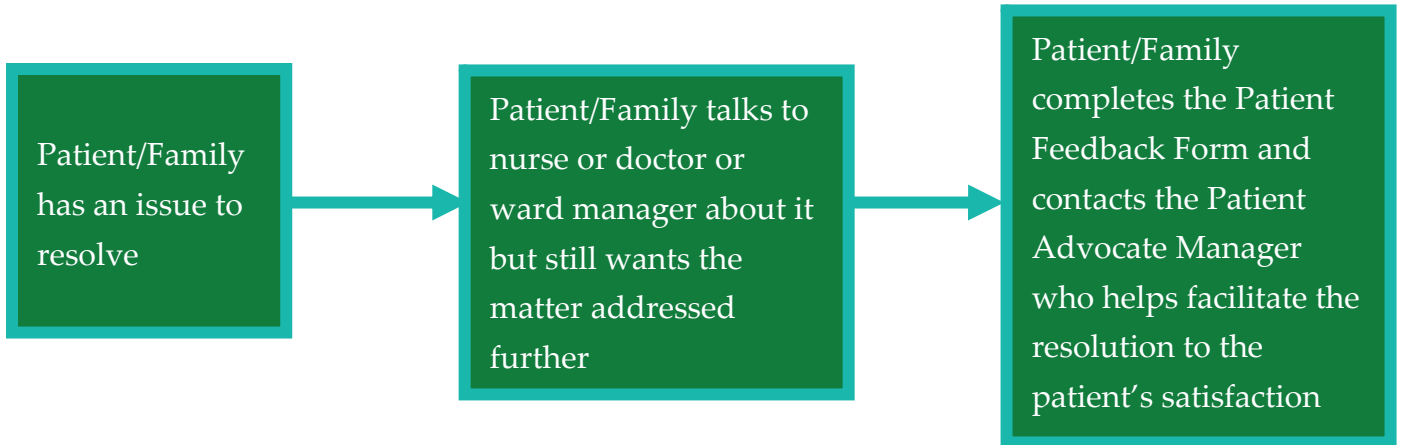
You may raise your questions or concerns in person with a member of your healthcare team or on the **Patient Feedback form**. Your healthcare team will gather the verbal or written information, follow up with the appropriate individuals or departments, attempt to resolve the issue and agree on a way forward that prevents the matter from occurring again.

Please note that if you are a friend or a relative and are raising concerns on behalf of a patient we will need to seek consent, where this is possible, from the patient before discussing their care with you.



If your healthcare team is unable to resolve your concern, or if there are certain matters which you feel require further attention, the following staff are also available to help you:

- Patient Advocate Manager
- VP - Quality and Risk Management



What Do You Want to Occur as a Result of Your Complaint?



Before you make a complaint, think about what you want to happen as a result of your complaint and to make this clear at the beginning.

For example, you may want:

- An apology
- Someone to explain what has happened
- Some changes or improvements to be made
- To make sure people recognize their mistakes
- To make sure the same thing does not happen again

How We will Address and Respond to Your Complaint

We take all complaints very seriously. Accepting and resolving complaints gives us the opportunity to improve our services to you and the community. Your complaint may help prevent the same issue from occurring to someone else in the future. You will be contacted within 48 hours of the receipt of the complaint to get a clear understanding of the issues involved and determine any outcomes you would like to see as a result of what happened to you or your loved one. We will then investigate your complaint with the necessary stakeholders and get back to you with a progress report within 10 business days of receiving the complaint. Should your complaint require further resolution and follow up, please allow 20 business days for investigation and resolution.

Talk to Us

Our goal is to offer a caring and efficient service to all of our patients. If at any time we do not meet the standard you expect, we would like to hear about it. In any organization, practices and processes can become so routine, we may forget the basic fundamentals of putting the patient first.

In other words, we might be doing something that is not satisfactory to you without being aware of it. Don't remain silent. Talk to us. Use your voice to help us improve our service to you and the community.

We Listen To You

At Bermuda Hospitals Board, we understand that delivering excellent patient care is only part of your experience with us. You and your family members expect, and deserve, an equally high level of dignity, empathy, communication, respect and peace of mind.

Improving your experience at Bermuda Hospitals Board is integral to our commitment to being patient-focused. To measure your experience and identify improvement opportunities, you will be given an opportunity to comment on the care and service you received from us via our anonymous Patient Satisfaction Survey. You may be given a short Patient Satisfaction Survey upon your discharge from the hospital or be contacted soon after your hospital visit, to report on aspects of your hospital care, including communication with doctors and nurses, responsiveness of hospital staff, pain management, hospital environment, communication about medications and discharge information.

We are very interested in hearing your comments, but will also respect your decision not to participate in our Patient Satisfaction Survey. If you do not want to participate, please contact the Patient Advocate Office at 441.239.1425 (internally ext. 1425).

Contact Us

The Patient Advocate Team can be contacted from 8:30 a.m. to 4:30 p.m. Monday to Friday via:

Telephone: 441.239.1425 (internally ext. 1425)

E-mail: patientadvocate@bhb.bm

In Person: Curtis Ward (next to Visitor's Lounge)

Third floor KEMH VII Memorial Hospital

You may also write to us at:

Patient Advocate Office
Bermuda Hospitals Board
PO Box HM 1023
Hamilton HMDX
Bermuda

Outside of normal work hours, please leave a message at 441.239.1425 (internally ext. 1425) and you will receive a response by the next business day.