

The Health Care System of the Cayman Islands

Survey of Physicians and Dentists



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To help the public
service spend wisely

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SURVEY OF PHYSICIANS AND DENTISTS

In January 2017, the Office of the Auditor General of the Cayman Islands (OAG) issued two reports related to health care. To inform the performance audit, the audit team decided to obtain information from private sector health care practitioners through the use of a survey. Between March 15th and April 15th, 2016, the OAG invited physicians and dentists to complete an online survey. The purpose of the survey was to obtain the physicians' and dentists' perspectives on what works and what needs to be improved in the health care system in the Cayman Islands.

The survey link was distributed to physicians and dentists through three groups – the Cayman Islands Medical and Dental Society, the Health Services Authority and the Cayman Islands Medical and Dental Council. The information in the survey was gathered anonymously and was used only by the OAG to identify areas of interest or concern that we investigated further in the detailed analysis phase of the performance audit work and to identify future audit topics. A copy of the survey questions is included in Appendix 1 of this report.

Summary of Survey Respondents

The following outlines the number of responses and comments we received in the survey:

- 147 individuals started the survey
- 101 completed the survey
- There were on average 82 responses to each radio-button question
- There were 513 individual comments submitted in the comment boxes and open-ended questions

Of the 101 completed surveys, the survey respondents identified themselves as working in the following parts of the health care system:

- 63 working primarily in private sector practices
- 29 working primarily in public sector practices (HSA)
- 2 working in both the public and private sectors
- 5 identified as working in other sectors
- 1 identified as being retired
- 1 response was on behalf of an association group of practitioners

Of the 101 completed surveys, the respondents identified themselves as in the following professions:

- 75 Physicians (22 GPs and 53 specialists)
- 21 Dentists
- 2 Health Practice Administrators
- 1 Mental Health professional
- 1 Nursing professional

Highlights of the Survey Results

Aspects of the health care system that were rated as predominately **good, very good or excellent** included:

- Overseas referrals
- Private primary care
- Private acute outpatient care
- Dental care

Aspects of the health care system that were rated as predominately **fair or good** included:

- Access to care on evenings and weekends
- Acute care emergency services
- Public acute inpatient care
- Private acute inpatient care

Aspects of the health care system that received **mixed reviews ranging from good to needs improvements** included:

- Public primary care
- Public acute outpatient care
- Mental health care
- Palliative and end-of-life care

Areas of the health care system that were identified as predominately **needing improvements** included:

- Affordability
- Insurance reimbursement
- Payment collections
- Home and community care
- Long-term care for seniors

In addition to the above results, of the 513 comments received from survey participants, the top five comment categories were:

- Insurance (84 comments)
- Health human resources (49 comments)
- Standards of care (44 comments)
- Licensing (41 comments)
- Wellness (41 comments)

Finally, the four most frequently submitted comments were as follows:

1. Licensing qualifications must be the same for all physicians including those at HCCI (39 mentions)
2. Establish and maintain standards in quality of care (35 mentions)
3. Increase wellness education for the public (29 mentions)
4. CINICO patients should have equal access to all physicians (public and private) (24 mentions)

APPENDIX 1 – PHYSICIANS AND DENTISTS SURVEY



Purpose of the Survey

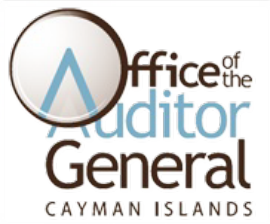
The Office of the Auditor General (OAG) of the Cayman Islands is the "watchdog" of public spending in the Cayman Islands. The OAG carries out its duties on behalf of the Legislative Assembly and ultimately the people of the Cayman Islands. By reporting the results of our audits to the Legislative Assembly, we help hold government and public bodies to account for the way they use public money, thereby safeguarding the interests of citizens. In addition, our work aims to help public service managers improve performance and service delivery.

The OAG is conducting a **Performance Audit of the Cayman Islands Health System**. A performance audit is different from a financial audit in that we look at how well government delivers its programs and services as directed by the Legislative Assembly, focusing on economy, efficiency and effectiveness (value- for-money).

As health care providers in the Cayman Islands, you are key contributors to and stakeholders in the Cayman Islands health care system. Your perspectives on what works well and what needs to be improved in the health care system are valuable inputs to our performance audit.

The information in this survey is being gathered anonymously and will be used only by the OAG to identify areas of interest or concern that we may investigate further in the detailed analysis phase of the performance audit work.

There are 6 questions in the survey and we anticipate that it will take between 10 and 15 minutes for you to complete the full survey. **THANK YOU** for taking the time to inform this important performance audit.



1. Please Indicate Your Area(s) of Practice - select all that apply

- Physician - General Practitioner
- Physician - Specialist
- Allied Health Professional
- Nursing Professional
- Dental Professional
- Mental Health Professional
- Health Practice Administration
- Other (please specify)

2. Do you practice primarily in the Public or Private Health Care sector?

- Public
- Private
- Other (please specify)



Cayman Islands Health System

3. In your opinion, how well are the following areas of the Cayman Island Health System working:

	Excellent	Very Good	Good	Fair	Needs Improvement	I Don't Know	N/A
Affordability of Health Care Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Primary Care Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private Primary Care Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Acute Care: Emergency Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Acute Care: Inpatient Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private Acute Care: Inpatient Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Acute Care: Outpatient Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private Acute Care: Outpatient Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental Care Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Palliative and End-of-Life Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home and Community Care Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to Care on Evenings and Weekends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long-Term Care (for Seniors)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overseas Referrals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insurance Reimbursement Processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment Collections Processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

4. In your opinion, what needs to CHANGE to improve the following *performance* dimensions of the Cayman Islands Health System?

to Improve **Quality of Care:**

to Improve **Patient Safety:**

to Improve **Access to Care:**

to Improve **Population Health Outcomes:**

to Improve **Integrated, Patient-Centred Care:**

to Improve the **Affordability of Health Care:**

to improve the **Sustainability of the System:**

5. The Cayman Islands has a number of laws and regulations that govern the delivery of health care services. Do you have concerns with any specific Cayman Islands' health care laws and/or regulations?

6. If you had a magic wand that could fix any broken or ineffective part of the Cayman Islands Health System, what would you fix?

APPENDIX 2 – SURVEY RESULTS IN TABLES

A. Financial Considerations

The survey results point to overwhelming dissatisfaction with the financial aspects of the health care system including affordability, insurance reimbursement and payment collections methods.

Affordability of Health Care Services	Percent	Number
Excellent	4%	3
Very Good	17%	14
Good	18%	15
Fair	28%	23
Needs Improvement	27%	22
I Don't Know	6%	5
Total Respondents		82
Insurance Reimbursement		
Excellent	2%	2
Very Good	5%	4
Good	14%	11
Fair	15%	12
Needs Improvement	49%	40
I Don't Know	15%	12
Total Respondents		81
Payment Collections		
Excellent	0%	0
Very Good	8%	7
Good	14%	12
Fair	12%	10
Needs Improvement	49%	41
I Don't Know	16%	13
Total Respondents		83

B. Access to Care and Primary Care

Access to local care on evenings and weekends was considered good or fair, whereas overseas referrals were regarded more favourably. Respondents rated private primary care services more favourably than public (HSA) primary care services.

Access to Care on Evenings & Weekends	Percent	Number			
Excellent	4%	3			
Very Good	19%	15			
Good	22%	18			
Fair	31%	25			
Needs Improvement	15%	12			
I Don't Know	10%	8			
Total Respondents		81			
Overseas Referrals					
Excellent	9%	7			
Very Good	20%	16			
Good	34%	27			
Fair	14%	11			
Needs Improvement	16%	13			
I Don't Know	8%	6			
Total Respondents		80			
Public Primary Care			Private Primary Care		
Excellent	9%	7	Excellent	14%	11
Very Good	6%	5	Very Good	30%	24
Good	32%	26	Good	29%	23
Fair	15%	12	Fair	13%	10
Needs Improvement	30%	24	Needs Improvement	3%	2
I Don't Know	9%	7	I Don't Know	13%	10
Total Respondents		81	Total Respondents		80

C. Acute Care

Respondents ranked the HSA emergency care services almost equally across fair, good and very good categories. Public acute inpatient and private acute inpatient care was equally ranked as good, whereas private outpatient care was ranked more favourably than public outpatient care.

Acute Care Emergency	Percent	Number			
Excellent	6%	5			
Very Good	23%	19			
Good	29%	24			
Fair	20%	16			
Needs Improvement	15%	12			
I Don't Know	7%	6			
Total Respondents		82			
Public Acute Inpatient			Private Acute Inpatient	Percent	Number
Excellent	7%	6	Excellent	7%	6
Very Good	21%	17	Very Good	21%	17
Good	27%	22	Good	27%	22
Fair	21%	17	Fair	20%	16
Needs Improvement	13%	11	Needs Improvement	7%	6
I Don't Know	11%	9	I Don't Know	17%	14
Total Respondents		82	Total Respondents		81
Public Acute Outpatient			Private Acute Outpatient		
Excellent	2%	2	Excellent	14%	11
Very Good	15%	12	Very Good	19%	15
Good	35%	29	Good	30%	24
Fair	15%	12	Fair	12%	10
Needs Improvement	26%	21	Needs Improvement	10%	8
I Don't Know	7%	6	I Don't Know	16%	13
Total Respondents		82	Total Respondents		81

D. Specialty Care

Of the specialty care categories that we surveyed, only dental care was rated highly. Mental health care and palliative care generally ranked good or fair. Home care and long-term care ranked largely as needing improvement. All categories, except dental care, had large percentages responding “I don’t know”, indicating a serious lack of knowledge about these areas of specialty care.

Dental Care	Percent	Number			
Excellent	11%	9			
Very Good	17%	14			
Good	33%	28			
Fair	6%	5			
Needs Improvement	14%	12			
I Don't Know	19%	16			
Total Respondents		84			
Mental Health Care					
Excellent	1%	1			
Very Good	8%	6			
Good	29%	23			
Fair	18%	14			
Needs Improvement	20%	16			
I Don't Know	24%	19			
Total Respondents		79			
Palliative and End of Life Care					
Excellent	9%	7			
Very Good	16%	13			
Good	24%	19			
Fair	9%	7			
Needs Improvement	16%	13			
I Don't Know	26%	21			
Total Respondents		80			
Home and Community Care			Long-Term Care Seniors	Percent	Number
Excellent	3%	2	Excellent	0%	0
Very Good	10%	8	Very Good	8%	6
Good	17%	13	Good	9%	7
Fair	17%	13	Fair	17%	13
Needs Improvement	26%	20	Needs Improvement	38%	29
I Don't Know	27%	21	I Don't Know	29%	22
Total Respondents		77	Total Respondents		77

APPENDIX 3 - SUMMARY OF SURVEY COMMENTS

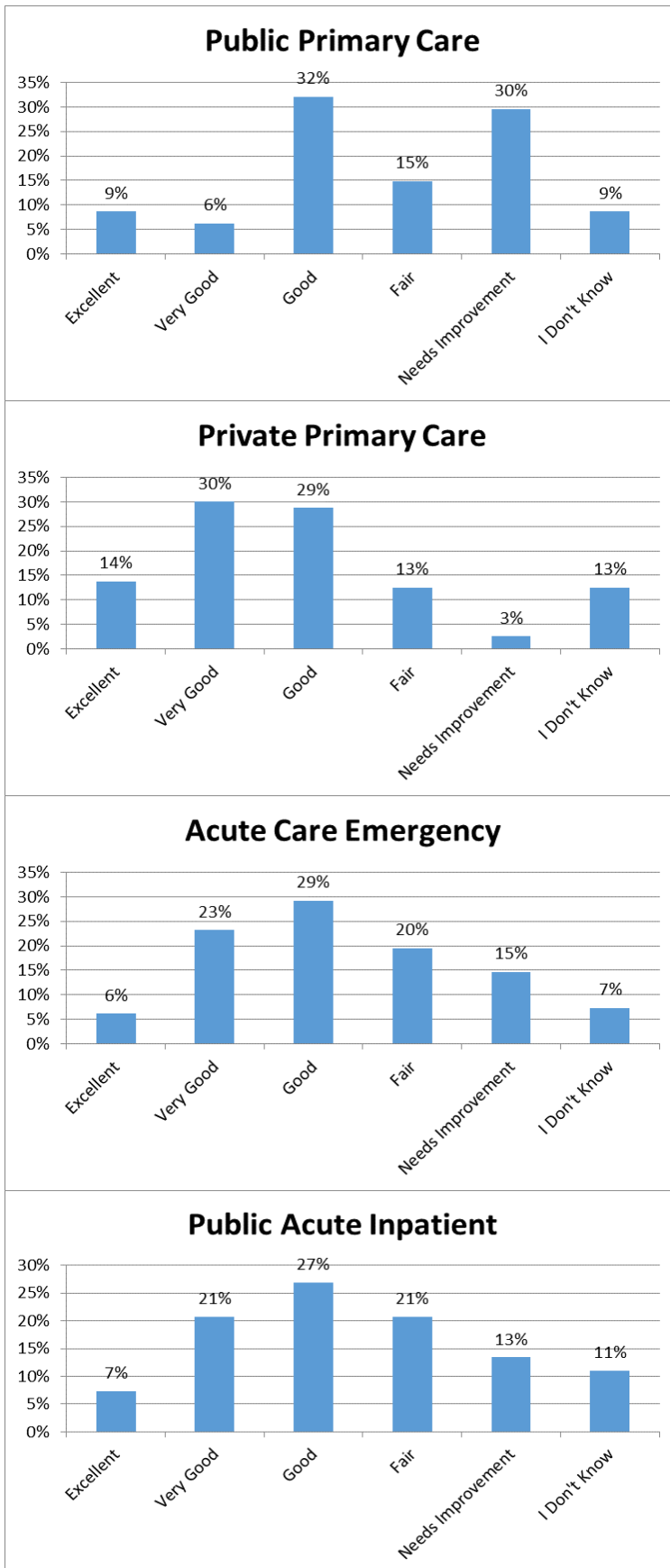
Survey respondents were provided opportunities to submit comments for all survey questions. A total of 513 comments were submitted. The following lists the full breakdown of the comment topics.

Comment Categories	#	Comment Subcategories	#	%
Insurance	84	Costs / co-pay for insurance are too high	16	19%
		Need universal national health insurance	14	17%
		Inadequate insurance coverage	10	12%
		Insurance system needs to improve	9	11%
		Increase SHIF (Standard Health Insurance Fees)	6	7%
		Better compliance with health insurance regulations	5	6%
		Improve liability / malpractice insurance	5	6%
		Health Insurance Commission (HIC) improvements	3	4%
		Improve insurance reimbursement	3	4%
		Cap insurance indemnity	2	2%
		Cerebral palsy malpractice insurance	2	2%
		Civil servants to pay half their health insurance premiums	2	2%
		Get rid of CINICO	2	2%
		More education on health insurance	1	1%
		More flexible health	1	1%
		Overhaul the health insurance system	1	1%
Reduce number of health insurers	1	1%		
Improve wait times impacted by insurance	1	1%		
Health Human Resources	49	More education for health human resources	13	27%
		More health care staff	11	22%
		More doctors	9	18%
		More specialists	3	6%
		Better nursing	2	4%
		Better security staff	2	4%
		More nurses	2	4%
		Equal pay for physicians	1	2%
		More doctors and nurses	1	2%
		Pay doctors better	1	2%
		Improve the quality of staff	1	2%
		Reduce some departments in the public health system	1	2%
		Improve staffing ratios	1	2%
Better working hours	1	2%		
Standards of Care	44	Establish and maintain standards in quality of care	35	80%
		Adopt the cancer registry	3	7%
		Training on standards of quality of care	3	7%
		Standards for patient safety and risk reduction	2	5%
		Standardized policies	1	2%
Licensing	41	Licensing qualifications must be the same for all physicians including those at HCCI	39	95%
		Improve medical council operations	2	5%

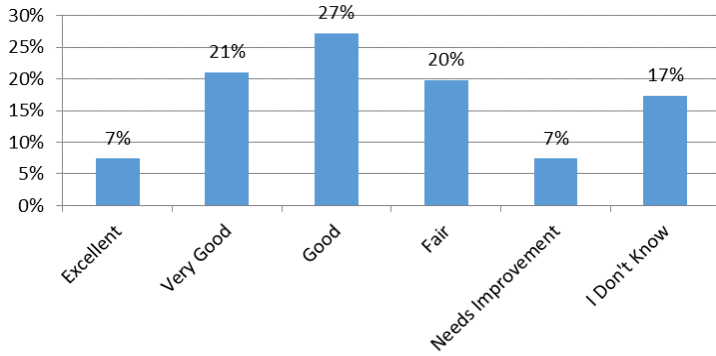
Comment Categories	#	Comment Subcategories	#	%
Wellness	41	Increase wellness education for the public	29	71%
		Increase in disease prevention	9	22%
		Establish public private partnerships	2	5%
		Provide more primary care	1	2%
Efficiency	30	HSA is inefficient	14	47%
		Improve efficiency across the system	5	17%
		Use HCCI model	5	17%
		Too many hands in the health	2	7%
		Less administration	1	3%
		Less duplication	1	3%
		One universal health card	1	3%
		Improve the referrals process	1	3%
Lower Costs	30	Lower costs and fees for health services	14	47%
		Decrease the number of overseas referrals	5	17%
		Improve fee collections	2	7%
		More pro-bono support in public system	2	7%
		Expand primary care	1	3%
		Lower duty on equipment	1	3%
		More government assistance for those who can't afford care	1	3%
		More primary care services	1	3%
		Reduce duplication	1	3%
		Reduce length of stay in hospital	1	3%
		Share equipment between providers	1	3%
Equal access	24	Equal access to all physicians for CINICO patients	24	100%
Access	27	Decrease wait times	6	22%
		Improve access to care	3	11%
		Improve access to physicians	3	11%
		Improve referrals processes	3	11%
		Free care for those who need it	2	7%
		Improve hours of care	2	7%
		Provide more care	2	7%
		Improve scheduling	2	7%
		Ensure appropriate level of care	1	4%
		Decrease length of stay	1	4%
		More funding for services	1	4%
		Phone access to physicians	1	4%
Accountability	25	Transparent reporting on quality of care	7	28%
		Conduct audits on quality of care	5	20%
		More reporting	4	16%
		Greater accountability	2	8%
		Improve physician accountability	2	8%
		Provide incentives for outcomes	1	4%
		Conduct better population surveillance	1	4%
		Better public reporting	1	4%

Comment Categories	#	Comment Subcategories	#	%
		More safety discussions	1	4%
		More safety Reporting	1	4%
Collaboration	22	Collaborate more across sectors and providers	10	45%
		Coordinate care between providers	6	27%
		Private and public providers need to collaborate	2	9%
		Engage patients more	1	5%
		More input from stakeholders	1	5%
		Integrated health care clinics	1	5%
		More physician leadership	1	5%
Competition	20	No HCCI concessions on work permits, qualifications and duty fees	9	45%
		Limit the non-physician owners of health care facilities	5	25%
		Limit the number of practicing physicians	4	20%
		Improve health care advertising	2	10%
Communication	15	Improve communications across sectors and providers	13	87%
		Improve communication with patients	2	13%
Facilities	15	Acquire better quality equipment	5	33%
		Improve health care facilities	4	27%
		Improve capacity in the public system	2	13%
		Organize care better across the system	2	13%
		Better fire safety	1	7%
		More ambulances	1	7%
Integrated Records	11	Need integrated medical records	11	100%
Section 12	9	Repeal section 12	9	100%
Collections	9	Improve debt collections	9	100%
Customer Service	9	Education on customer service	5	56%
		Survey the patients regularly	2	22%
		Advocates for patients	1	11%
		More patient centred care	1	11%
Laws	8	Better health care law enforcement	3	38%
		Allow abortions	2	25%
		Need an end of life law	1	13%
		Need more regulation	1	13%
		No more experimental medicine	1	13%

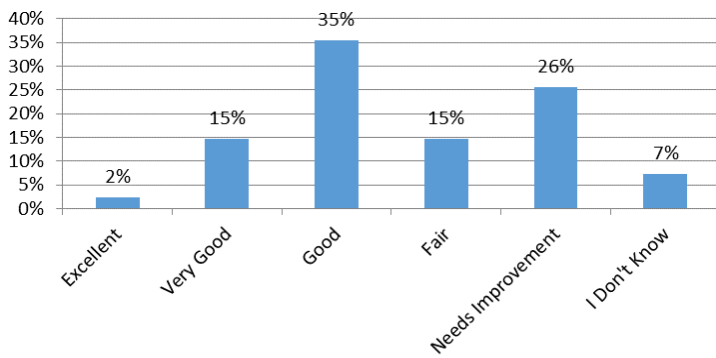
APPENDIX 4 - SURVEY RESULTS GRAPHED



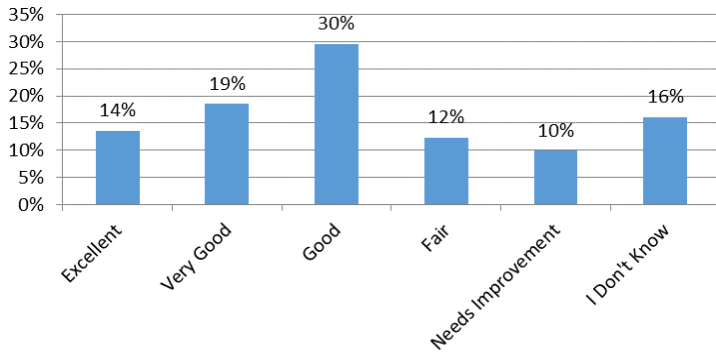
Private Acute Inpatient



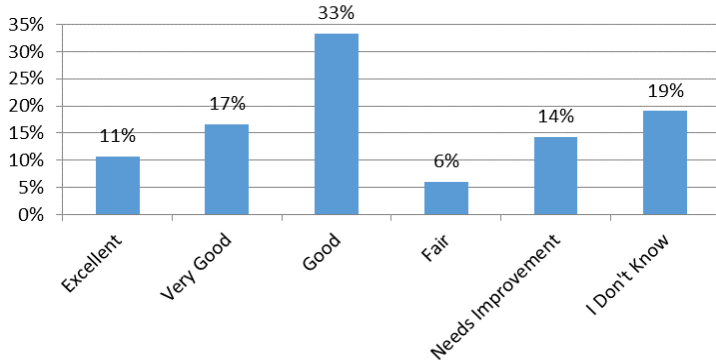
Public Acute Outpatient



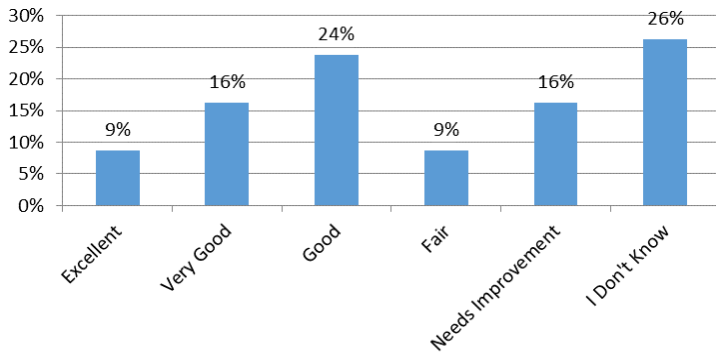
Private Acute Out Patient



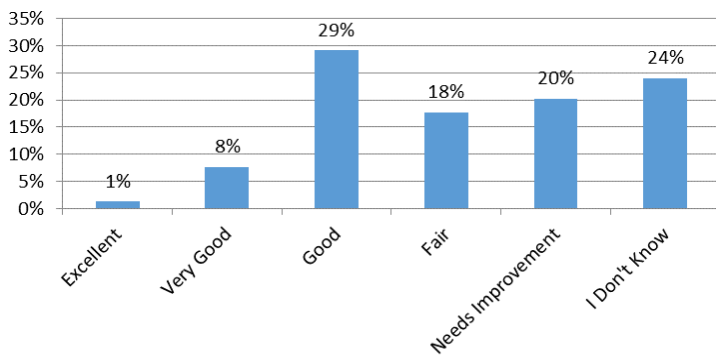
Dental Care



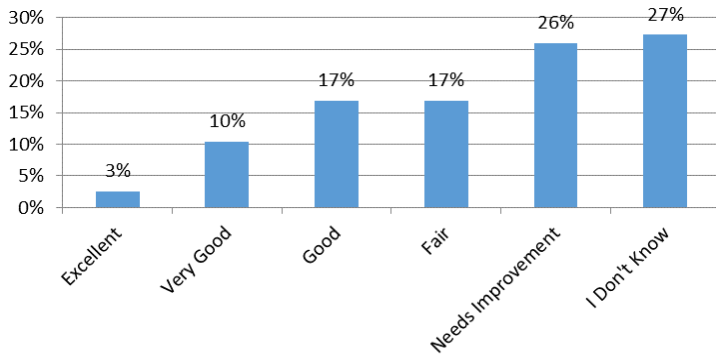
Palliative EOL



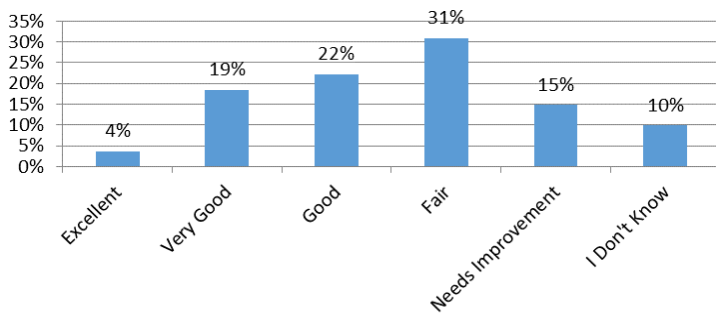
Mental Health



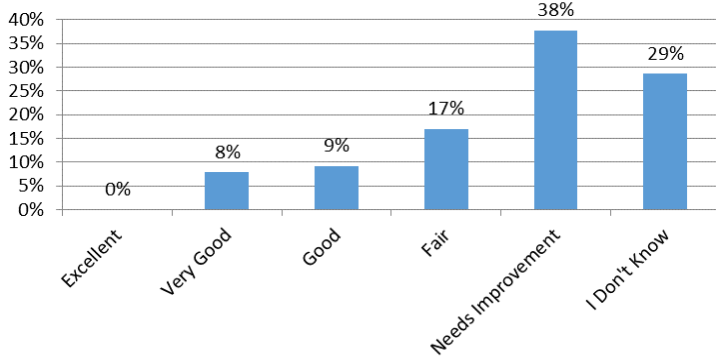
Home and Community Care



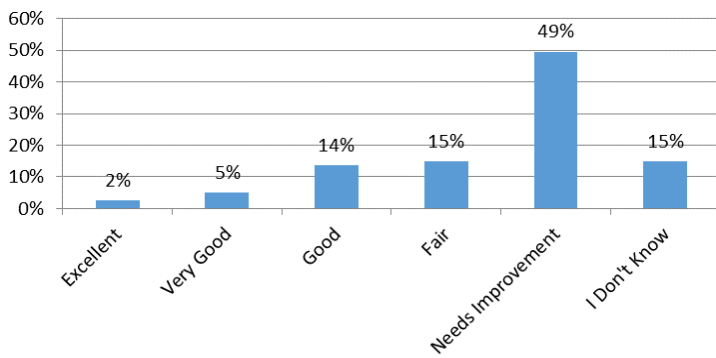
Access to Care on Evening and Weekends



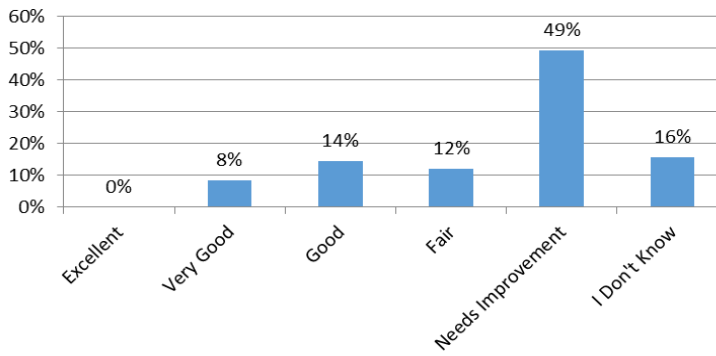
Long-Term Care Seniors



Insurance Reimbursement



Payment Collections



Contact us

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64 Shedden Road, George Town Grand Cayman

Business hours:

8:30am - 4:30pm

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Complaints

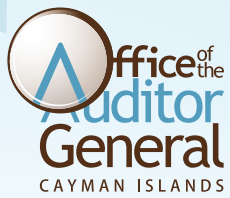
To make a complaint about one of the organisations we audit or about the OAG itself, please contact Garnet Harrison at our address, telephone or fax number or alternatively email: garnet.harrison@oag.gov.ky

Freedom of Information

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Media enquiries

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January 2017