

*Bermuda Health Council*  
**CORPORATE**  
**PLAN** *2017/18*

# Bermuda Health Council Corporate Plan 2017/2018

**Contact us:**

If you would like any further information about the Bermuda Health Council, or if you would like to bring a healthcare matter to our attention, we look forward to hearing from you.

**Mailing Address:**

PO Box HM 3381  
Hamilton HM PX  
Bermuda

**Street Address:**

Sterling House, 3rd Floor  
16 Wesley Street  
Hamilton HM11  
Bermuda

**Phone:** 292-6420**Fax:** 292-8067**Email:** [healthcouncil@bhec.bm](mailto:healthcouncil@bhec.bm)**Published by:**

Bermuda Health Council (March 2017)  
Copyright © 2017 Bermuda Health Council

**Reference as:**

Bermuda Health Council (2017)  
Bermuda Health Council Corporate Plan 2017-2018  
Bermuda Health Council: Bermuda

**Printed by:**

Bermuda Health Council

*Bermuda Health Council*

# CORPORATE PLAN 2017/2018

---

**Mission:** to regulate, coordinate and enhance the delivery of health services

**Vision:** to achieve a quality, equitable and sustainable health system





# CONTENTS

---

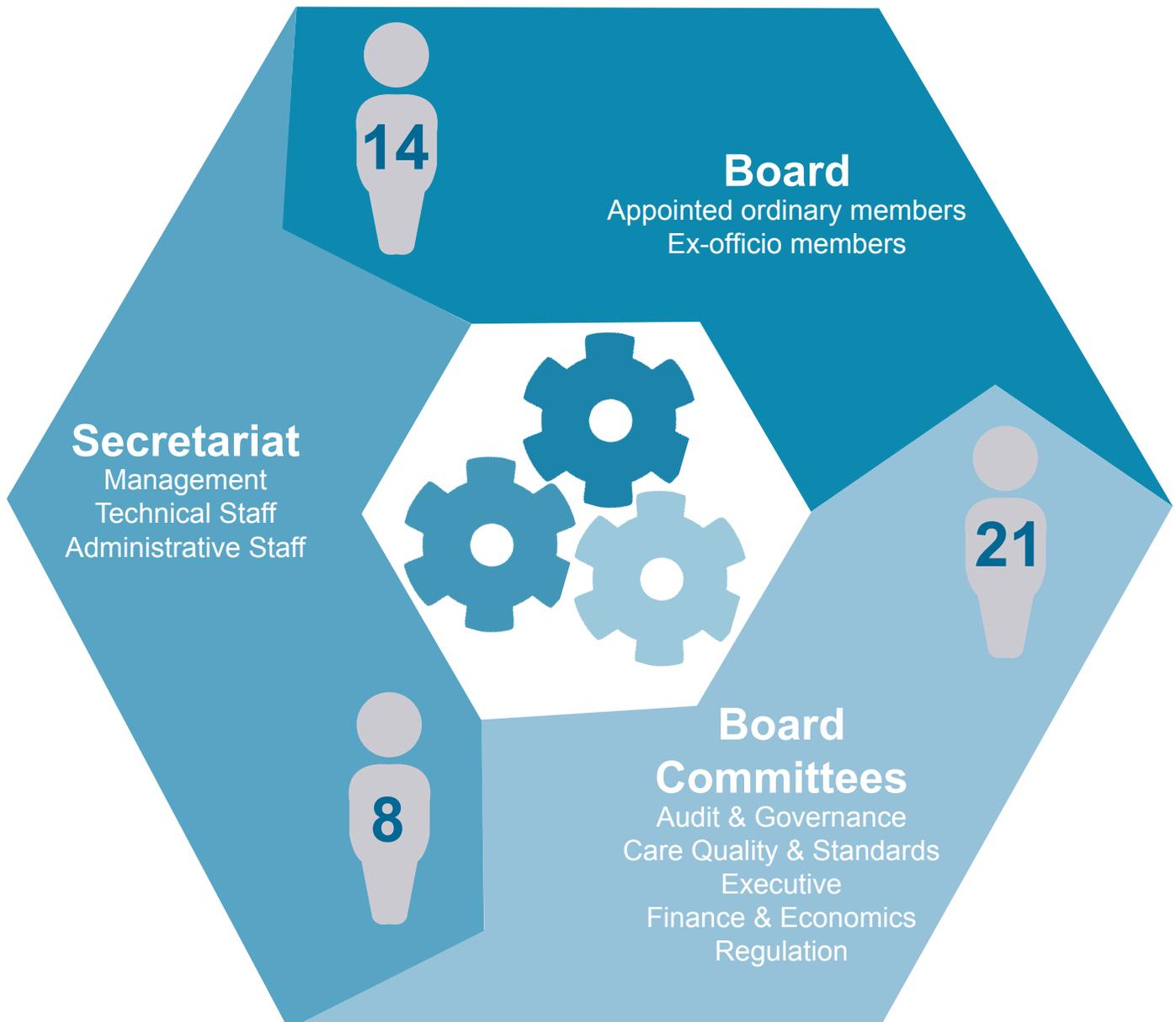
<b>ABOUT US</b>	<b>6</b>
<b>KEY ACHIEVEMENTS</b>	<b>7</b>
<b>CONTEXT</b>	<b>8</b>
<b>WHAT WE DO</b>	<b>9</b>
<b>2017/18 PRIORITIES</b>	<b>10</b>
<b>2017/18 OBJECTIVES</b>	<b>12</b>
<b>CONTACT US</b>	<b>14</b>

# ABOUT US

We monitor health services and coordinate health system stakeholders to ensure Bermuda's residents have access to safe, high-quality care. We were established as a QUANGO by the Bermuda Health Council Act 2004 and came into operation in 2006. We have a Board of 14 members who are appointed by the Minister of Health and Seniors, and a team of eight.

To fund operations, we receive money in two ways:

- A grant from the Ministry of Health and Seniors and;
- On a monthly basis, \$1.09 is transferred from every health insurance policy to the Health Council.



# KEY ACHIEVEMENTS 7

Increasing opportunities for care delivery in cost-effective settings

**(Home Medical Services Benefit)**

Enabling people to spend less disposable income on healthcare

**(Upfront Payments)**

Increasing access to care by setting fees for some health services

**(Fee Schedules)**

Consulting with other countries about domestic and global health system improvements

**(International Collaboration)**

Ensuring patients can receive care through efficiencies in how health service providers are paid for care

**(Claims Regulations)**

Facilitating inspections of health facilities to enable safe, high-quality care

**(Health Council Act)**

Protecting employees' rights to have an active health insurance policy through their employer

**(Employers Compliance)**

Setting standards of quality and safe care for physicians, dentists, pharmacists, allied health professionals and nurses

**(Standards of Practice)**

Listening to the public and acting on concerns and experiences in receiving care

**(Complaints & Queries)**

Reducing patients' exposure to medically unnecessary tests and radiation by monitoring providers' referrals for diagnostic and lab tests

**(Diagnostic Order Rates)**

Protecting patients' access to care by verifying stability of the island's health insurers

**(Health Insurers Licensing)**

# CONTEXT

The Health Council has a goal of envisioning the healthiest island in the world by promoting an equitable and sustainable health system.

As we work towards achieving this goal, the Health Council acknowledges the importance of (a) routine collaboration with key health system stakeholders, and (b) collectively analysing health system data to identify areas of improvement in system efficiencies.

**\$685.8  
million**  
Total Health  
Expenditure

*2016 National Health Accounts Report (NHA)* indicates health spending has seen a marginal decrease year-over-year with Total Health Expenditure at \$685.8M; per capita health expenditure of \$11,102.

**12%**  
raised blood  
sugar or  
diabetes

**\$11,102**  
per capita  
Health  
Expenditure

According to the Ministry of Health and Seniors report *Steps to a Well Bermuda (2014)* found that 12% of the surveyed population have raised blood sugar or diabetes, 6% reported a history of cardiovascular disease, and 82% are eating less than five servings of fruit and/or vegetables per day.

**6%**  
history of  
heart disease

**81 yrs**  
Life  
Expectancy

In spite of these lifestyle and chronic disease trends, our life expectancy is increasing, standing at 81.29 years according to the Department of Statistics' *Bermuda's Population Projections 2010-2020*. These findings are likely a reflection of the general population's lifestyle and high-costs associated with managing chronic diseases as we continue to spend more on health per capita than many other countries (*2016 NHA*).

**82%**  
eat too few  
fruits and  
vegetables

We check that health services provide Bermuda's residents with quality, effective and safe care; and we identify areas for improvement.



## **PATIENTS HAVE ACCESS TO AFFORDABLE**

**HEALTHCARE:** Luckily most residents can access care when needed as 92% of the population has health insurance according to *Steps to a Well Bermuda (2014)*. However, the ability to access healthcare remains influenced by the level of co-payments and out-of-pocket expenses. Further, of those without health insurance, over half (57%) stated that they were unable to afford it.

**FIRST-RATE QUALITY CARE STRENGTHENS TRUST IN THE HEALTH SYSTEM:** The *2016 Statutory Boards Self-Assessment Report* shows that our system is adequately equipped to meet our population's needs with registered health professionals with specialized knowledge and training. Statutory boards reported that there were 2,100 health professionals registered to practice in Bermuda who bring a range of innovative approaches to treating health conditions. With the number of health professionals and options for healthcare, according to a survey conducted on behalf of the Health Council, 90% of residents believe that healthcare safety in some of our estimated 330 health facilities, should be improved.



## **PATIENTS ACTIVELY PARTICIPATE IN THEIR CARE:**

Our analyses are published to encourage constructive dialogue about healthcare in Bermuda, specifically regarding the quality, safety and delivery of care. These observations and the subsequent dialogue is considered as we plan for the upcoming fiscal year. *Corporate Plan 2017/18* provides an overview of this plan.

# 2017/18 PRIORITIES

The Health Council reviews its strategic priorities, listens to the public and other stakeholders and aligns their concerns with our legislated mandate. We set our priorities knowing that we are in a time of transition moving from emphasis on treating diseases to encouraging physical and mental well-being. During this transition, our aim is to:

- Promote Bermuda's health system as a safe and trusted system
- Encourage constructive dialogue about healthcare that fuels better health outcomes
- Mobilize collaboration among all who have a vested interest in the success of Bermuda's health system

For 2017/18, our priorities are based on:

**CARE QUALITY AND STANDARDS**

**FINANCE AND ECONOMICS**

**ACCOUNTABILITY**

**REGULATION**



**Collaborating with all who have a vested interest in our health system to encourage best practice when delivering healthcare.**

**Monitoring resources available for improving the health system and the health of the population.**

**Being transparent with the public about what we do and how we do it.**

**Ensuring all organizations and services that influence our health are operating according to the law.**

# 12 2017/18 OBJECTIVES

We deliver on our priorities by setting specific objectives for the year. This year our objectives<sup>1</sup> feed into five specific goals as follows:

1. Enhance quality healthcare by monitoring safety and health outcomes, and setting facility standards
2. Facilitate initiatives that promote better value from health system resources
3. Influence health legislation and policy development to benefit the health of Bermuda's residents
4. Streamline Council operations and procedures to maximize efficiency
5. Strengthen local regulation to address common challenges and establish regulatory standards



For 2017/18, our objectives by priority area are:

## CARE QUALITY AND STANDARDS

1. Improve road safety by collaborating to review eye sight standards.
2. Assess gaps in end-of-life care by reporting on services and costs.
3. Publish professional registers so the public know who is trained to deliver care.
4. Encourage statutory boards to develop practice guidelines and standards.
5. Publish an annual report on the performance of statutory boards.

<sup>1</sup>Objectives have been revised to enable public understanding about the Health Council's functions and legislated mandate.

## FINANCE AND ECONOMICS

1. Develop and implement policy to regulate the price of drugs commonly prescribed for chronic physical and mental health conditions.
2. Advise the public on the appropriate price of health services.
3. Expand options for care by approving private facilities to receive reimbursement for Standard Health Benefits.
4. Collaborate to generate revenue to fund health care by proposing new and/or increased duties/taxes for unhealthy food items.
5. Coordinate consultation on health system financing.
6. Recommend the price of the mandated package of health benefits.
7. Collaborate to produce a report comparing health systems in small islands.

## ACCOUNTABILITY

1. Encourage public engagement on health issues via education.
2. Develop geographical mapping of health system (interactive) so people know where health services are located.
3. Conduct public surveys on the perceptions of healthcare including care quality.

## REGULATION

1. Monitor facilities to ensure the public is not paying out-of-pocket for care illegally.
2. Ensure providers are paid on time for the services they deliver to patients.
3. Recover monies owed to employees by enforcing the requirement for employers to maintain active health insurance for employees.
4. Improve patient identification by implementing a unique patient identifier.
5. Inspect health facilities to encourage safe, quality care.
6. License health insurers and approved schemes for 2018.
7. Improve access to health insurance by removing pre-existing conditions requirements.

# CONTACT US:



441-292-6420



healthcouncil@bhec.bm



www.bhec.bm



<http://www.bhec.bm/queries/>



<https://www.facebook.com/BermudaHealthCouncil/>



[www.twitter.com/BDAHealth](http://www.twitter.com/BDAHealth)



<http://www.bhec.bm/strategic-corporate-plans/>



<http://www.instagram.com/BDAHealth>