



Bermuda Health Council Corporate Plan 2009 - 2010



**Bermuda Health Council
Corporate Plan 2009 / 2010**

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.

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Wording adjustments to objectives # 7 and 12



Bermuda Health Council

CORPORATE PLAN 2009/2010

"Working together for a sustainable healthcare system"

INTRODUCTION

The Bermuda Health Council was established by the Bermuda Health Council Act 2004 to regulate, coordinate and enhance the delivery of health services. Our vision is to work together for a sustainable healthcare system.

The Bermuda Health Council Strategic Plan 2009 – 2012 details our strategic priorities for the coming three years. These focus on four areas: Quality, Equity, Efficacy and Accountability. We believe that when these qualities are met by our healthcare system, we will have achieved a high-performing and sustainable healthcare system for all.

This Corporate Plan is the annual companion to the three-year Strategic Plan. The aim of the Corporate Plan is to outline the objectives on which we will focus during the fiscal year 2009/10, in order to move closer to the longer-term strategic goals.

The purpose of publishing this report is to act on our goal for enhanced accountability and communication with our stakeholders and healthcare partners.

Strategic Goal 1: QUALITY

To enhance the regulation of health services, insurers, professionals and prescription drugs, in order to assure quality and patient safety

Strategic Objective 1.1) Collaborate with the Ministry of Health to enhance the regulatory framework for healthcare professionals, businesses and insurers

2009/10 Objectives

1. Collaborate with the Ministry of Health to finalize regulations for healthcare professionals
2. Collaborate with the Ministry of Health to finalize regulations for complementary and alternative medicine professionals
3. Collaborate with the Ministry of Health to finalize regulations for healthcare businesses
4. Collaborate with the Ministry of Health to develop a regulatory framework for health insurers

Strategic Objective 1.2) Develop and implement an impartial and effective system to oversee and monitor compliance with established regulations for healthcare professionals and businesses

2009/10 Objectives

5. Produce policy guidelines to oversee compliance for health professionals, complementary and alternative medicine and healthcare businesses
6. Develop methodology to monitor compliance and pilot on one regulated group

Strategic Objective 1.3) Develop mechanisms to monitor and report on the quality of healthcare provision

2009/10 Objectives

7. Identify suitable areas for publication of performance indicators
8. Manage and monitor complaints to Bermuda Health Council

Strategic Objective 1.4) Establish mechanisms to monitor utilization and expenditure on prescription drugs

2009/10 Objective

9. Develop project to investigate utilization and expenditure on prescription drugs

Strategic Goal 2: EQUITY

To enhance coordination of health services to assure equitable access to essential healthcare for all residents

Strategic Objective 2.1) Enhance the process to determine essential healthcare services

2009/10 Objective

- 10.** Redesign operation of Healthcare Proposals Committee purpose and processes

Strategic Objective 2.2) Enhance processes to assure equitable access to essential healthcare services

2009/10 Objectives

- 11.** License health insurers and approved schemes annually
- 12.** Develop system to monitor employers' compliance with Health Insurance Act 1970
- 13.** Conduct project to address practice of requiring direct payment from patients at the time of receiving care

Strategic Objective 2.3) Develop and implement methods to monitor and report population health outcomes and inequalities

2009/10 Objective

- 14.** Develop project to identify and measure appropriate health indicators for publication

Strategic Objective 2.4) Establish mechanisms to enhance equity in access to appropriate prescription drugs

In the fiscal year 2009/10 work towards this strategic objective will focus on investigating the utilization and expenditure on prescription drugs, as outlined in *2009/10 Objective 9*. This will provide the evidence base needed to develop policy prerogatives and suitable measures.

Strategic Goal 3: EFFICACY

To promote healthcare developments in service provision and insurance that will enhance the financial sustainability of the healthcare system

Strategic Objective 3.1) Enhance the process to conduct the annual actuarial review of standard hospital benefits, the mutual reinsurance fund and the health insurance plan

2009/10 Objective

- 15.** Implement 30% of recommendations from 2008 actuarial review

Strategic Objective 3.2) Enhance mechanisms to promote cost-containment measures across the healthcare system, including prescription drugs

2009/10 Objective

- 16.** Identify appropriate methods to enable Bermuda Health Council to conduct health service planning for cost-containment

Strategic Objective 3.3) Develop clear and transparent procedures to establish fees for regulated services

2009/10 Objectives

- 17.** Based on PricewaterhouseCooper study of physician reimbursement, develop new model to conduct annual review of medical and dental charges order
- 18.** Develop objective protocols to conduct annual review and update of Diagnostic Imaging Services Schedule

Strategic Objective 3.4) Develop and implement methods to monitor and report on health system expenditure and financing

2009/10 Objective

- 19.** Develop project to establish mechanism to monitor health system expenditure and financing

Strategic Goal 4: ACCOUNTABILITY

To ensure all of our functions are conducted in an impartial manner

Strategic Objective 4.1) Develop and implement mechanisms to ensure that operational decisions are based on objective criteria

2009/10 Objectives

- 20.** Develop peer-review process
- 21.** Ensure publication of regulatory products

Strategic Objective 4.2) Enhance mechanisms to communicate with stakeholders and keep the public abreast of developments in the healthcare sector

2009/10 Objectives

- 22.** Develop and publish Bermuda Health Council Strategic Plan 2009/10 and Corporate Plan 2009/10
- 23.** Implement Communications Strategy
- 24.** Provide timely advice to Minister of Health
- 25.** Collaborate with Ministry of Health to amend Bermuda Health Council Act 2004 to refine remit and functions

BACKGROUND INFORMATION ABOUT BHeC

Who we are

The Bermuda Health Council (BHeC) was established by the Bermuda Health Council Act 2004 to regulate, coordinate and enhance the delivery of health services.

The BHeC came into operation in 2006. Core activities since then have revolved around assuring public access to essential health services through requirements for minimum health insurance coverage and enhancing the regulatory framework for healthcare locally.

Our ultimate vision is to work together for a sustainable healthcare system.

Why we exist

The Bermuda Health Council exists to enhance the quality of healthcare in our community and to promote a sustainable healthcare system.

BHeC seeks to work with all relevant stakeholders to ensure residents enjoy good quality care while assuring the financial sustainability of the health system. We also work to enhance the regulatory framework for healthcare in order to assure an acceptable standard of care and patient safety.

What we do

The Bermuda Health Council provides oversight for Bermuda's health system in many ways.

Among our tasks are to:

- ❖ Enhance the regulation of health-service providers and health professionals
- ❖ Review Standard Hospital Benefits annually
- ❖ License health insurers
- ❖ Advise the Minister of Health on a wide range of health issues
- ❖ Identify ways to enhance the financial sustainability of the healthcare system
- ❖ Engage with healthcare stakeholders in the conduct of our functions
- ❖ Work proactively to assure the healthcare system can meet the needs of Bermuda residents