



Government of Bermuda
Ministry of Health

Supporting Councils/Boards for Health Professions



CONSULTATION MEETING

HOSTED BY

THE MINISTRY OF HEALTH

Thursday, 22nd February 2018, 5:00-7:00pm
Centre on Philanthropy

Consultation Update for Health Professions' Regulation

6 April 2018

CONSULTATION MEETING

On 22 February 2018, the Ministry of Health met with members of Bermuda's health professions' regulatory bodies to receive feedback on the following proposal:

To move regulatory support from the Office of the Chief Medical Officer (OCMO) and the Registry General (Psychologists) to the Bermuda Health Council (BHeC) for the following Councils and Boards:

- Bermuda Psychologists Council
- Bermuda Dental Board
- Council for Allied Health Professions
- Optometrist and Opticians Council
- Pharmacy Council

The proposal resulted from a November 2017 meeting, where Councils and Boards shared challenges and suggestions on how the Ministry can better support their regulatory work.

The Bermuda Medical Council and the Bermuda Nursing Council were excluded from the proposed transfer because they have administrative resources already established.

Decision and Next Steps:

The Ministry will take a phased approach to the transfer based on the feedback. A transition plan and timelines will be developed to start with the Councils that are supportive which will give time to put the necessary expertise and resources in place without disrupting 2018 re-registrations. Here's what you can expect:

- BHeC will contact Councils and Boards to assess their needs and review their feedback.
- The OCMO and the BHeC will develop and implement a transition plan to share with Councils and Boards based on available resources and re-registration timelines.
- Council for Allied Health Professions and Pharmacy Council will not be in the first phase.



QUESTIONNAIRE RESULTS

After the meeting a questionnaire was circulated to regulatory bodies to formally capture responses. Four out of the five Councils and Boards impacted by the change provided a response to the survey.

Generally, Councils and Boards are supportive of the transfer if it produces improvements to the current process and not just moving the status quo to another entity.

Of the responses received, **55.6%** voted in favour of the transfer and **44.4%** objected, however, these objections were based on the following concerns:

- Details about the transition and role of the BHeC are unclear.
- Transition may delay re-registration processes taking place later this year.
- The timeline for transition on 1 April is too aggressive.



Government of Bermuda
Ministry of Health

Health Professionals Stakeholder Meeting
Attendance and Invitation List
Centre on Philanthropy
22 February 2018, 5:00pm – 7:00pm

MEETING ATTENDEES

1. Allington, Chris, Bermuda Dental Board
2. Attride-Stirling, Jennifer, Ministry of Health
3. Blades, Nicole, Board of Occupational Therapists
4. Botelho, Arnold, Board of Emergency Medical Technicians
5. Brathwaite, Ricky, Bermuda Health Council
6. Caines, Jill, Bermuda Nursing Council
7. Cann-Fubler, Britanni, Board of Speech & Language Pathologists
8. Coleman, Eshe, Ministry of Health
9. Dean, Joanne, Board of Addiction Counselors
10. Fay, James, Bermuda Dental Board
11. Grant, Tracy, Bermuda Psychologists Registration Council
12. Kast, Elisabeth, Bermuda Health Council
13. Monk, Michelle, Board of Physiotherapists
14. Peek-Ball, Cheryl, Office of the Chief Medical Officer
15. Rogers, David, Bermuda Health Council
16. Rogers, Morrisa, Board of Occupational Therapists
17. Ross, Fiona, Bermuda Medical Council
18. Shah, Kiran, Pharmacy Council
19. Simmons-Lanthier, Kauliss, Bermuda Psychologists Registration Council
20. Smith, Terricca, Board of Diagnostic Imaging Technologists
21. Tucker, Sarah, Dental Complaints Committee
22. Warren, Lynniece, Bermuda Health Council

INVITATION LIST

1. Allington, Chris, Bermuda Dental Board
2. Attride-Stirling, Jennifer, Ministry of Health
3. Banarsee, Ronah, Management Consulting Section
4. Beckles, Akilah, Bermuda Psychologists Registration Council
5. Blades, Nicole, Board of Occupational Therapists
6. Botelho, Arnold, Board of Emergency Medical Technicians
7. Brathwaite, Ricky, Bermuda Health Council
8. Burgess, Jamie, Optometrists and Opticians Council
9. Caines, Jill, Bermuda Nursing Council
10. Cann-Fubler, Britanni, Board of Speech & Language Pathologists
11. Coleman, Eshe, Ministry of Health
12. Dean, Joanne, Board of Addiction Counselors
13. DeSilva, Janel, Pharmacy Council
14. Grant, Tracy, Bermuda Psychologists Registration Council
15. Haworth, Jennifer, Nursing Profession Complaints Committee
16. Hollis, Cymone, Board of Dieticians
17. Kast, Elisabeth, Bermuda Health Council
18. Knight, Jordan, Bermuda Nursing Council
19. Monk, Michelle, Board of Physiotherapists
20. Mullings George, Janice, Bermuda Nursing Council
21. Pachai, Jai, Medical Practitioners Professional Conduct Committee
22. Peek-Ball, Cheryl, Office of the Chief Medical Officer
23. Richards, Natasha, Board of Chiropodists/Podiatrists
24. Rogers, David, Bermuda Health Council
25. Rogers, Morrisa, Board of Occupational Therapists
26. Ross, Fiona, Bermuda Medical Council
27. Shah, Kiran, Pharmacy Council
28. Simmons-Lanthier, Kauliss, Bermuda Psychologists Registration Council
29. Simons, Char-Lee, Office of the Chief Medical Officer
30. Simons, Stephanie, Pharmacy Council
31. Smith, Charmaine, Council for Allied Health Professions
32. Smith, Shawnette, Council for Allied Health Professions
33. Smith, Terricca, Board of Diagnostic Imaging Technologists
34. Snelling, Juliana, Bermuda Medical Council
35. Thompson, Cratonina, Bermuda Dental Board
36. Tucker, Sarah, Dental Complaints Committee
37. Warren, Lynniece, Bermuda Health Council



Government of Bermuda
Ministry of Health

Consultation Meeting with Health Professionals

To be held on Thursday, 22nd February, 2018 5:00-7:00pm; Centre on Philanthropy

AGENDA

1. Opening and Introductions
2. Purpose for Meeting
3. Proposal
4. Discussion
5. Next Steps
6. Closing



Government of Bermuda
Ministry of Health

Supporting Councils/Boards for Health Professions



CONSULTATION MEETING

**HOSTED BY
THE MINISTRY OF HEALTH**

Thursday, 22nd February 2018, 5:00-7:00pm
Centre on Philanthropy



AGENDA



1. Opening and Introductions
2. Purpose for Meeting
3. Proposal to improve support to Councils/Boards
4. Discussion
5. Next steps
6. Closing

GOVERNMENT OF BERMUDA
Ministry of Health

INTRODUCTIONS

Permanent Secretary – Jennifer Attride-Stirling, PhD.
Chief Medical Officer – Dr. Cheryl Peek-Ball
Policy Analyst – Eshe Coleman
Bermuda Health Council – Ricky Brathwaite, PhD.;
Lynniece Warren; Elisabeth Kast

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PURPOSE FOR MEETING

Background:

- Reviewed and considered feedback received in November
- Many challenges raised concerned support to conduct regulatory functions more efficiently and effectively
- Internal preliminary discussions about solutions to enhance support to Councils/Boards and resource allocation priorities

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MINISTRY OF HEALTH PROPOSAL

- **Proposal for supporting Councils/Boards:**
 - Potential transfer from the Office of the Chief Medical Officer (OCMO) and Registrar General to the Bermuda Health Council (BHeC)
 - Type of Support:
 - ✦ Administrative functions
 - ✦ Maintaining/developing standards
 - ✦ Registration process
 - ✦ Compliance monitoring
 - ✦ In due course, support with legislative updates
- **Why?**
 - Ministry is seeking to reallocate functions to maximize resources
 - OCMO resources would focus on supporting BMC and other functions

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MINISTRY OF HEALTH PROPOSAL

- **Which Councils/Boards?**
 - Bermuda Dental Board
 - Council for Allied Health Professions and Boards
 - Optometrists and Opticians Council
 - Pharmacy Council
 - Bermuda Psychologists Registration Council (?)
- **Exclusion:**
 - Bermuda Medical Council will remain with the OCMO
 - Bermuda Nursing Council will retain its part-time Registrar
- **When?**
 - Transfer proposed for 1st April

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MINISTRY OF HEALTH PROPOSAL

- No legislative change needed to Professional Acts
 - Except for Bermuda Psychologists Registration Council (Registrar General)
- Considering amending Bermuda Health Council Act
- Other feedback from Councils/Boards still actively being considered:
 - Solution for streamlining complaint-handling process
 - Online application process (document tracking, less paper files, quicker process time, etc.)

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DISCUSSION

Sample issues discussed previously

1. Administrative support (e.g. meeting space, web site, emails, etc.)
2. Orientation
3. Registration
4. Continuing education and competence
5. Standards of Practice
6. Legislation
7. Complaints handling
8. Any other thoughts, feelings, or suggestions?

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NEXT STEPS

- Share information with your respective Board/Council members
- Email moh@gov.bm to follow up with the Ministry of Health with any objections to the proposal by 8th March 2018
- Ministry of Health will consider of Board/Council feedback and follow up with conclusions

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Thank You!



Government of Bermuda
Ministry of Health

Health Professionals Regulatory Bodies



STAKEHOLDER MEETING

HOSTED BY

THE MINISTRY OF HEALTH

Wednesday, 29 November 2017
Centre on Philanthropy

Consultation Summary: Health Professionals' Regulation

20 December 2017

STAKEHOLDER MEETING

On the 29th November 2017 the Ministry of Health met with Chairpersons and Legal Representatives of Bermuda's health professions' regulatory bodies to hear feedback on regulatory infrastructure and how the Ministry of Health can better support the work of Councils and Boards to improve health professionals' regulation.

CHALLENGES HIGHLIGHTED

Complaint Process:

- Limited complaint guidance beyond the legislation
- Legislation and practice need better alignment
- Title and practice protection need more robust legislative and enforcement powers

Registration:

- Registration guidelines need to be more comprehensive (e.g. unique qualifications, what ifs)
- Consequences for registration breaches need to be enforced more robustly and consistently (e.g. late submission of applications, using registered title prior to re-registering, etc.)

Administrative Support:

- Need meeting space to conduct regulatory functions
- Need better storage, retention and archiving of records
- More support to manage websites
- Concern with use of personal emails
- Backlog of applications to be processed

Orientation and Ministerial Appointments:

- Communication around appointments needs to be strengthened
- Onboarding and training required for new members

Standards of Practice:

- Standard of practice documents not readily available and/or updated for some professions

Continuing Education (CE) and Competency:

- Assessment of professional competence varies—entry exams, minimum supervision hours, practice hour requirements for reregistration and application audits
- CE guidelines vary for professions—general vs. specific

Legislation:

- Still many unregulated professions and legislative needs

Other:

- Telemedicine is the future for some professions—how do we regulate?

CHALLENGES continued...

- Gaps in the availability and use of Bermuda's healthcare workforce data
- Inequality of distribution of stipend payments



OPPORTUNITIES TO CONSIDER

Complaint Process:

- Guidance and checklist for regulatory bodies on the complaint handling process to enable transparency and consistency
- Provide education about the complaint process

Administrative Support:

- MOH can manage website pages for each profession and set up email addresses
- Consider opening registration earlier or staggering to address delays
- Online applications will ease the administrative load, allow for document tracking, and public review of the status of licensure/registration

Registration:

- Create motivation for registration by working with insurers; e.g. no payment if not registered

Continuing Education and Competency:

- Recommend that CEs be specific to profession and for regulatory bodies to explore CE offering
- Core competencies to be considered

Legislation:

- Prioritize legislative needs and standardize Acts
- Streamline complaints handling infrastructure

Opportunity to partner with BHeC:

- Assistance with developing / refining standards of practice
- Leverage the relationship as regulators of insurers to assist with registration compliance
- Consider providing assistance with administrative functions



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Health Professionals Stakeholder Meeting
Attendance and Invitation List
Centre on Philanthropy
29 November 2017, 5:00pm – 7:00pm

MEETING ATTENDEES

1. Allington, Chris, Bermuda Dental Board
2. Attride-Stirling, Jennifer, Ministry of Health
3. Banarsee, Ronah, Management Consulting Section
4. Bassett, Angria, Board of Addiction Counselors
5. Blades, Nicole, Board of Occupational Therapists
6. Botelho, Arnold, Board of Emergency Medical Technicians
7. Brangman, Walter, Board of Emergency Medical Technicians
8. Coleman, Eshe, Ministry of Health
9. Dean, Joanne, Board of Addiction Counselors
10. Gibbons Tankard, Mellisa, Bermuda Psychologists Registration Council
11. Haworth, Jennifer, Nursing Profession Complaints Committee
12. Hollis, Cymone, Board of Dieticians
13. Peek-Ball, Cheryl, Office of the Chief Medical Officer
14. Richards, Natasha, Board of Chiropractors/Podiatrists
15. Rogers, David, Bermuda Health Council
16. Rogers, Morrisa, Board of Occupational Therapists
17. Simmons-Lanthier, Kauliss, Bermuda Psychologists Registration Council
18. Simons, Char-Lee, Office of the Chief Medical Officer
19. Simons, Stephanie, Pharmacy Council
20. Smith, Charmaine, Council for Allied Health Professions
21. Smith, Shawnette, Council for Allied Health Professions
22. Warren, Lynniece, Bermuda Health Council
23. George, Janice, Bermuda Nursing Council
24. Daryl, Dill, Board of Speech & Language Pathologists

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5. Beckles, Akilah, Bermuda Psychologists Registration Council
6. Blades, Nicole, Board of Occupational Therapists
7. Botelho, Arnold, Board of Emergency Medical Technicians
8. Brangman, Walter, Board of Emergency Medical Technicians
9. Burgess, Jamie, Optometrists and Opticians Council
10. Caines, Jill, Bermuda Nursing Council
11. Coleman, Eshe, Ministry of Health
12. Daryl, Dill, Board of Speech & Language Pathologists
13. Dean, Joanne, Board of Addiction Counselors
14. Fubler, Sandro, Board of Physiotherapists
15. George, Janice, Bermuda Nursing Council
16. Gibbons Tankard, Mellisa, Bermuda Psychologists Registration Council
17. Haworth, Jennifer, Nursing Profession Complaints Committee
18. Haycock-Tafar, Sarah, Dental Professions Complaints Committee
19. Hendrickson, Tammy, Board of Medical Laboratory Technologists
20. Hollis, Cymone, Board of Dieticians
21. Knight, Jordan, Bermuda Nursing Council
22. Pachai, Jai, Medical Practitioners Professional Conduct Committee
23. Peek-Ball, Cheryl, Office of the Chief Medical Officer
24. Richards, Natasha, Board of Chiropractors/Podiatrists
25. Rogers, David, Bermuda Health Council
26. Rogers, Morrisa, Board of Occupational Therapists
27. Ross, Fiona, Bermuda Medical Council
28. Simmons-Lanthier, Kauliss, Bermuda Psychologists Registration Council
29. Simons, Char-Lee, Office of the Chief Medical Officer
30. Simons, Stephanie, Pharmacy Council
31. Smith, Charmaine, Council for Allied Health Professions
32. Smith, Shawnette, Council for Allied Health Professions
33. Stovell, Daniel, Board of Diagnostic Imaging Technologists
34. Thompson, Cratonia, Bermuda Dental Board
35. Warren, Lynniece, Bermuda Health Council



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Ministry of Health

Health Professionals Stakeholder Meeting

To be held on Wednesday 29th November 2017, 5.00 – 7pm, Centre on Philanthropy

AGENDA

1. Opening and Introductions
2. Purpose for Meeting
3. Ministry of Health Updates
4. Feedback Session
5. Next steps
6. Closing



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Health Professionals Regulatory Bodies



STAKEHOLDER MEETING HOSTED BY THE MINISTRY OF HEALTH

Wednesday, 29 November 2017
Centre on Philanthropy

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AGENDA



1. Opening and Introductions
2. Purpose for Meeting
3. Ministry of Health Updates
4. Feedback Session: How can the Ministry support you?
5. Next steps
6. Closing

 GOVERNMENT OF BERMUDA
Ministry of Health

INTRODUCTIONS

Permanent Secretary – Jennifer Attride-Stirling, PhD.
Chief Medical Officer – Dr. Cheryl Peek-Ball
Registration Manager – Char-Lee Simons
Policy Analyst – Eshe Coleman
Consultant, MCS – Ronah Banarsee
Bermuda Health Council – Lynniece Warren/David Rogers

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MINISTRY OF HEALTH UPDATES

- Name change to “Ministry of Health”
 - No changes to mandate
 - 5 Departments, 2 Quangos and 24 Boards and Committees
- 2017 Legislation Updates
 - Quarantine Act 2017 – Modernizes response to public health threats
 - Pharmacy & Poisons Act 1977, Misuse of Drugs Act/Regulations
Recent updates to drug Schedules
 - ✦ Updated 260 drugs, and reclassified “Emergency Contraceptive” pill and Cannabidiol (CBD) with <1% THC available over-the-counter from pharmacists
 - Coming Soon...
 - ✦ Residential Care Homes and Nursing Homes Amendment Bill 2017
 - ✦ Health Insurance Amendment Bill 2017
 - ✦ Psychological Practitioners Amendments (2018)

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Appointments and Annual Process

- **Appointments**
 - Minister is considering nominations submitted and Expressions of Interest via Boards web site
- **Annual Returns**
 - Annual Report, Attendance and Nominations to Paulette Richardson asap
- **Office of CMO Returns**
 - Monthly Attendance Sheets and Minutes to OCMO for applicable Boards/Councils

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Professional Boards Developments

- Health web pages on gov.bm
- Members' 'onboarding'
- Administrative support improvements
- Standardizing legislative requirements (e.g. appeals)
- Complaints handling concerns

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Complaints Handling Concerns


- **Complaint-Handling Challenges**
 - Resource intensive
 - Quasi-judicial process requires specialized legal expertise
 - Council/Board not equipped or resourced to undertake process
 - Suboptimal outcomes
- **Goals**
 - Efficiency in complaint-handling
 - Streamline resources to avoid burnout
 - Ensure consistency in due process to ensure optimal, fair outcomes
- **Considering solutions**
 - Allow Councils/Boards to focus on standards, registration, compliance, etc.
 - Continue current best practice ensuring separation of PCC and Board/Council processes

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FEEDBACK SESSION

- **Ronah Banarsee, Consultant – Management Consulting Section**
- **Objective: Review of regulatory function and opportunities for improved performance**
- **Guidelines:**
 - Speak freely, but solution oriented
 - Feedback forms


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Feedback: What we know


- We have committed professionals dedicated to maintaining and protecting public welfare
- Health professions regulatory bodies are volunteer based
 - Stipends not equally distributed
 - More work required outside of meetings
- Bermuda is a small community
- Legislation updates not paced with needs
- Administrative support
 - Technology
 - Document handling
 - Physical space to perform duties
- Complaints!

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Feedback: Questions

1. How do you assess function, competence, continuing education, credentials?
2. What are the issues or gaps? Is there any duplication?
3. What are the opportunities?
4. How can the Ministry of Health support the work of the Councils/Boards?

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NEXT STEPS

- There may be some more outreach/clarification outside of this meeting
- Report will be presented to the Ministry by February 2018
- Ministry of Health is committed to supporting the Councils/Boards

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Thank You!

“How wonderful it is that nobody need wait a single moment before starting to improve the world.”
- Anne Frank



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Health Professions Regulatory Bodies Feedback Form

Please rate your Council/Board effectiveness in meeting the mandate for public protection through the health professions regulations

- Very good
- Good
- Acceptable
- Poor
- Very Poor

What prevents your Board /Council from operating optimally?

- | | |
|---|---|
| <input type="checkbox"/> Legislation & Policies | <input type="checkbox"/> Time |
| <input type="checkbox"/> Procedures | <input type="checkbox"/> Quality of Ministry's support |
| <input type="checkbox"/> People | <input type="checkbox"/> Timeliness of Ministry's support |
| <input type="checkbox"/> Administration | <input type="checkbox"/> Other |
| <input type="checkbox"/> Technology | |

Please explain:
