



GOVERNMENT OF BERMUDA

Ministry of Health

Ministry of Health Roadmap

2020



CONTACT US

We'd love to hear from you! If you have any query or concern, reach out for a helping hand.

ONLINE:

www.gov.bm/ministry/health-and-seniors

PHONE: 278-4900

IN PERSON: Ministry Headquarters, Continental Building, 25 Church Street, Hamilton HM 11 (corner of Cedar Avenue and Church Street)

For specific departments or programmes call first or visit www.gov.bm/ministry/health-and-seniors

SOCIAL MEDIA:

Facebook: @healthbermuda

Twitter: @HealthBermuda

Instagram: health_bermuda

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EMAIL:

Ministry Headquarters

moh@gov.bm

Ageing and Disability Services

ads@gov.bm

Department of Health

- Child Health
childhealth@gov.bm
- Dental Health
dentalclinics2@gov.bm
- Environmental Health
envhealth@gov.bm
- Nutrition
nutrition@gov.bm

Department of Financial Assistance

dfa@gov.bm

Health Insurance Department

hip@gov.bm

Office of the Chief Medical Officer

officeofcmo@gov.bm

- Epidemiology & Surveillance
epidemiology@gov.bm

About Us

The Ministry of Health is the leader of the island's health system. Our job is to protect and promote Bermuda's health, and to improve the quality, access and sustainability of health services.

OUR VISION IS SIMPLE:

Healthy People in Healthy Communities

OUR MISSION: To make Bermuda healthier

OUR CORE VALUES ARE:

- Quality
- Protection of the most vulnerable
- Accountability
- Collaboration
- Sustainability

The Ministry is made up of **6 areas or departments and 2 Government**

Quangos (Quasi-Autonomous Non-Governmental Organizations).

The Ministry also appoints **31 Boards and Councils** that regulate health professionals and/or provide advice to the Minister. They can be found at <https://www.gov.bm/health-professional-boards-and-council> and on page 9.

Departments



MINISTRY HEADQUARTERS

Leads policy, health law reforms, and the Ministry Headquarters



AGEING AND DISABILITY SERVICES

Regulates rest homes and provides services for seniors and persons with disabilities



DEPARTMENT OF FINANCIAL ASSISTANCE

Provides financial assistance benefits to support a minimum standard of living.



DEPARTMENT OF HEALTH

Provides public health services to protect and promote health



HEALTH INSURANCE DEPARTMENT

Provides low-cost insurance products and patient subsidies



OFFICE OF THE CHIEF MEDICAL OFFICER

Regulates health professionals and controls illness outbreaks to protect residents

Quangos



BERMUDA HOSPITALS BOARD

Provides hospital and mental health services



BERMUDA HEALTH COUNCIL

Regulates health insurance and healthcare services



Your Health Matters To Us

A healthy population is essential for a community to thrive. Without health, children can't learn and grow, and adults can't work or be caregivers. To us, health comes first, and your health truly matters.

BERMUDA'S KEY HEALTH STRENGTHS AND CHALLENGES

Strengths

MATERNAL AND CHILD HEALTH

0 maternal deaths, and low infant mortality



COMMUNICABLE DISEASE CONTROL

Good outbreak control

LIFE EXPECTANCY

On par with high-income countries



HEALTHCARE QUALITY

90%

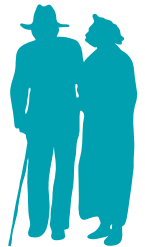
over patient satisfaction with acute care hospital.

Challenges



OVERWEIGHT AND OBESITY

75% adults are overweight or obese



LONG TERM CARE

Ageing population and limited care options

CHRONIC NON-COMMUNICABLE DISEASES

17% of adults have chronic diseases like diabetes, heart disease and kidney disease



HEALTH COSTS

\$11,336 spent per person each year



OUR JOB

- Promote good health
- Prevent illness
- Educate to empower
- Monitor health and connect to services
- Ensure safe services
- Ensure everyone has health insurance
- Reduce health costs



YOUR ROLE

- Live a healthy lifestyle
- Use health services appropriately
- Have health insurance



Making A Difference

Our work is divided into services that are mandated in law, and initiatives to improve our service to you. We use data and your feedback to plan for the future and want to keep you informed every step of the way.

Our Mandated Core Functions

Various laws set out our main responsibilities to protect the public. These include the **Public Health Act 1949**, the **Health Insurance Act 1970**, the **Residential Care Homes and Nursing Homes Act 1999**, as well as many other regulations and acts.

The Ministry, through its departments and quangos, delivers services to every resident in Bermuda.

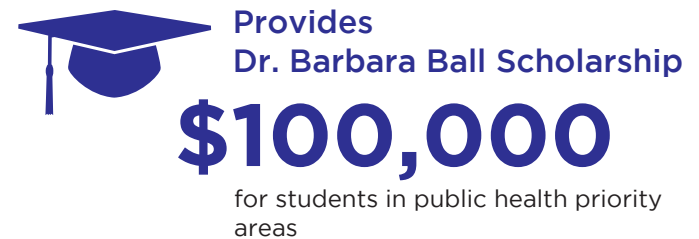
The following pages highlight some of our core services.

Ministry Headquarters

Leads policy and health law reforms, issues grants and scholarships, and runs Ministry operations.

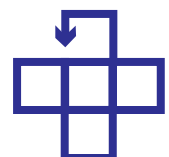


Manages the Minister's office



Updates laws such as the Health Professionals and Pharmacy Acts

Stewardship via **Bermuda Health Reform Strategy 2014-19**



Ageing and Disability Services

Regulates rest homes, provides case management for seniors, handles senior abuse complaints and provides programmes for persons with disabilities.



Team of **8**

1 = 1



\$1million

investment in seniors and persons with disabilities

Case manages more than **190** cases annually

Registers and inspects **20** residential care and nursing homes



Registers **485** home care providers and **15** Home Care Agencies



Completed **60** accessibility assessments, consultations and inspections

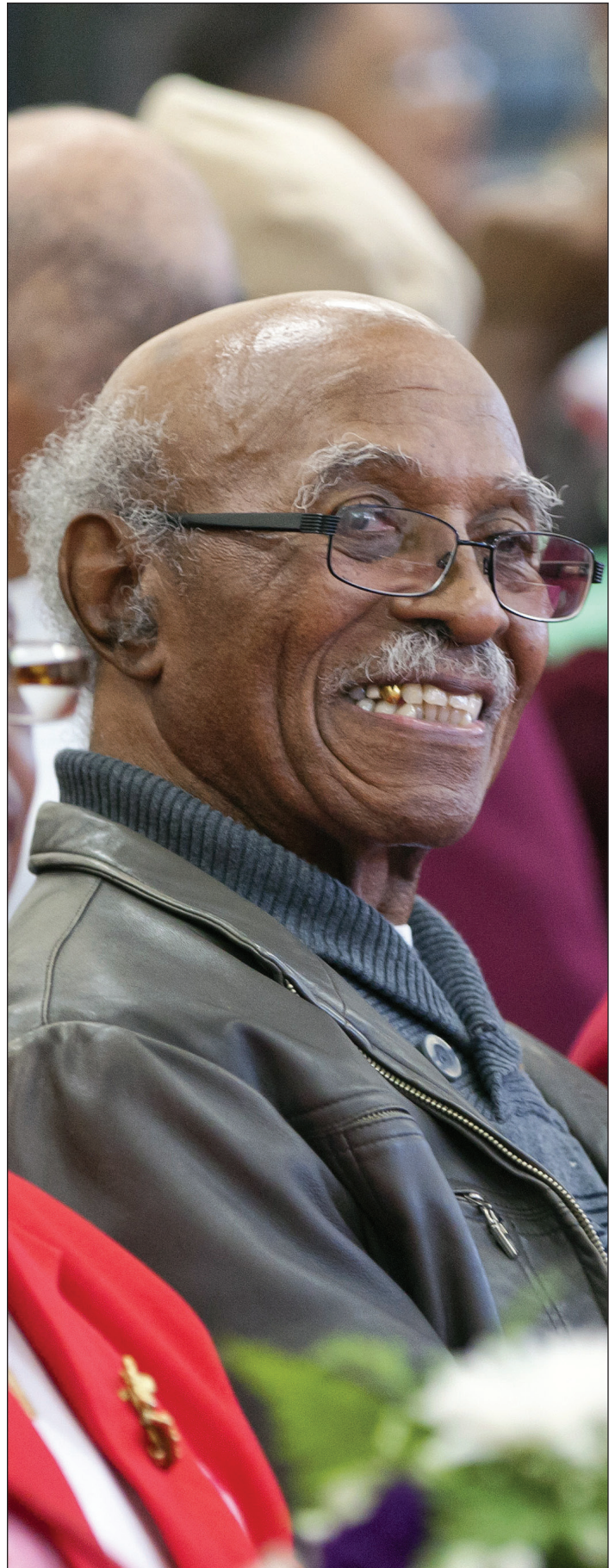


Investigated **40** senior abuse cases and maintains Senior Abuse Register

K Margaret Carter Centre:

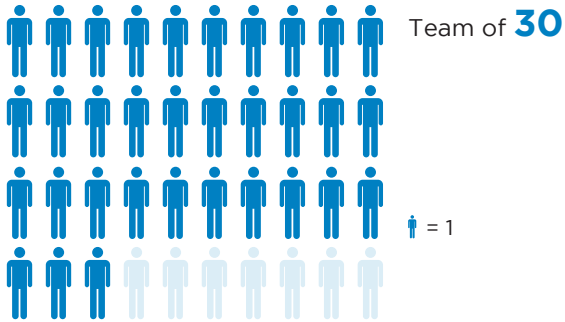
A team of **19** provides job training and enrichment programmes for **50** adults with disabilities.

Investment of **\$1.9million**



Department of Financial Assistance

Provides financial assistance benefits to support a minimum standard of living. Recipients must find work to lessen the need for assistance over time.



\$51.4 million
budget to support over
2,000 clients

Provides assistance to approximately*:

1,015 Pensioners/
Seniors
803 Persons with
disabilities
102 Able-bodied
unemployed
157 Persons with low
earnings
48 Child day care
allowance



Grants **\$628,000**
to **4** helping organizations like
Meals on Wheels and Salvation Army



\$10.2 million in health
insurance for eligible clients



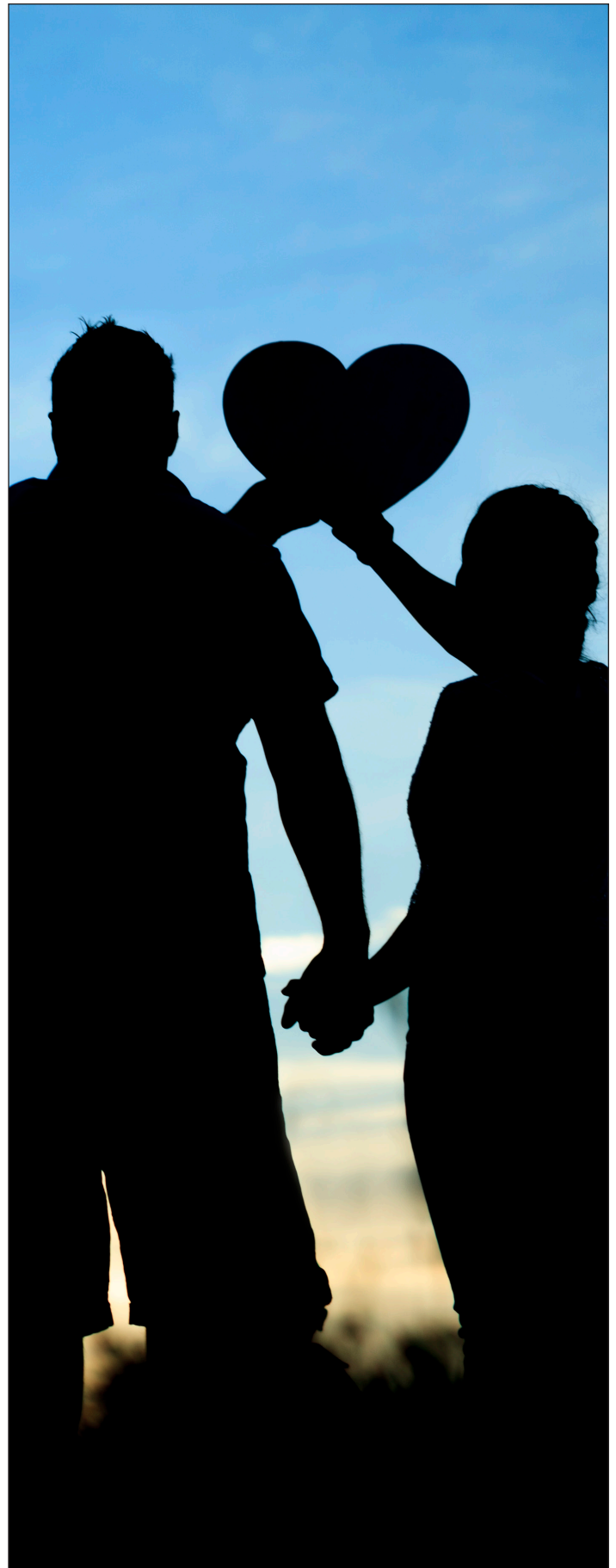
\$4.7 million on food
expense for families receiving
assistances



\$1.6 million pays for
medications for eligible clients

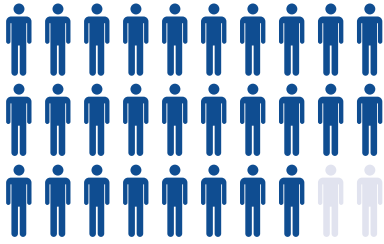


\$845,000 on
electricity expense for families



Department of Health

Provides public health services to protect and promote physical, psychological and social health; and provides long term care services to seniors.



Team of **285**
(169 in public health
and 116 in long term
care)

† = 10



\$18 million

annual investment in health centres,
school and home-based programmes,
and vector control

\$11 million

annual investment in long term
care facilities



92% of children aged
up to 24 months
immunized

93% of new mothers
visited by a Health
Visitor within 14 days
of delivery



7,942

clients screened for sexually
transmitted diseases

9,005

tests performed for
communicable and non-
communicable diseases

498

clients were provided speech,
language therapy services



3,663

children, prisoners and seniors
provided dental care

25,040

service visits for mosquito
and rodent control



493

seized drugs
analysed for
Police

2,824

urine screens
completed for
employers and
police



4,300

water
samples
analysed

80%

of schools
taking part in
healthy schools
programme

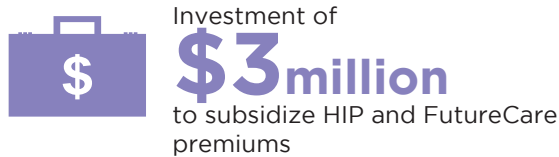
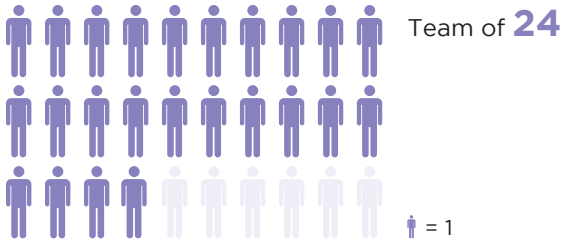


70

Seniors cared for in two
residential care facilities: Sylvia
Richardson and Lefroy House
Care Community

Health Insurance Department

Provides low-cost health insurance coverage and patient subsidies for our community.



Provides health insurance to over

3,200 HIP policy holders
4,300 FutureCare seniors



109,000 HIP claims, costing **\$31 million** or **\$9,516** per policy holder

372,000 FutureCare claims, costing **\$39 million** or **\$8,934** per policy holder



\$108 million budgeted for **286,000** subsidy claims for hospital care of **15,600** children, seniors and indigent.



Pays straightforward claims in 14 days, on average with **99%** accuracy

Office of the Chief Medical Officer

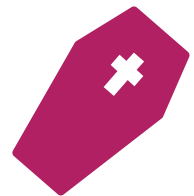
Regulates health professionals, controls illness outbreaks, monitors diseases and health trends, and grants permits for controlled drugs, burials and customs exemptions.



Registers **914** health professionals and handles complaints against doctors



Reports causes of death (**450** a year approximately)



Investigated **667** cases of communicable diseases

Investigated **8** major disease outbreaks, contact-tracing **152** persons



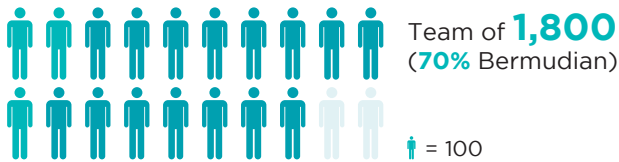
Issued over **200** personal medication, customs and facility letters

Government Quangos and Boards

In addition, the Ministry ensures essential services are delivered through two Government Quangos (Quasi-Autonomous Non-Governmental Organizations).

Bermuda Hospitals Board

Provides hospital and community-based services.




Performs over **8,800**
surgeries per year

\$330 million revenue
providing comprehensive acute, mental health,
and intellectual disability services to all residents
regardless of ability to pay

Cares for
102
hospice patients
per year and
98
Continuing Care
residents

Sees over
750
mental health
service clients in
1,700 outpatient
clinic visits and
401 walk-in
appointments a year



Handles over
36,000
emergency and urgent care visits
per year

Cares for
231
mental health acute care
inpatients a year

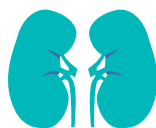


Performs **68,000**
diagnostic imaging tests per year
(most ordered by private doctors)



Provides
3,500
chemotherapy
treatments per
year

Cares for
138
dialysis
patients



Cares for
83
substance abuse inpatients
a year

Secures over
1,600
blood donations per year



Bermuda Health Council

Oversees health services and health insurance to provide residents with quality, effective and safe care.



Restored health insurance coverage for **1392** employees

Conducted **4** inspections for employer compliance with insurance obligations



Analyzes and reports on health expenditure, overseeing flattening of total spending



Registered **60** health facilities
= 10



Recovered at least **\$494,592** in employee's health insurance coverage.

Addresses over **300** complaints, queries and consultations annually

BOARDS AND COMMITTEE

There are 31 boards, councils and committees under the Ministry: 16 health professional boards, councils and committees, 7 professional conduct committees (PCCs), 4 tribunal or oversight committees, 2 advisory boards and 2 Quangos.

Professional Boards and Councils

1. Bermuda Dental Board
2. Bermuda Medical Council
3. Bermuda Nursing and Midwifery Council
4. Bermuda Psychologists Council
5. Board of Addiction Counsellors
6. Board of Chiropodists
7. Board of Diagnostic Imaging Technologists
8. Board of Dieticians
9. Board of Emergency Medical Service Practitioners
10. Board of Medical Laboratory Technicians
11. Board of Occupational Therapists
12. Board of Physiotherapists
13. Board of Speech and Language Pathologists
14. Council for Allied Health Professions
15. Optometrists and Opticians Council
16. Pharmacy Council

Professional Conduct Committees (PCC)

1. Allied Health Professions PCC
2. Dental PCC
3. Medical Practitioners PCC
4. Nursing PCC
5. Optometrists and Opticians Complaints Committee (PCC)
6. Pharmacy PCC
7. Psychological Practitioners PCC

Tribunals & Oversight

1. Health Insurance Committee
2. Mental Health Review Tribunal
3. Court Commissioners
4. Financial Assistance Review Board

Quangos

1. Bermuda Hospitals Board
2. Bermuda Health Council

Advisory Bodies

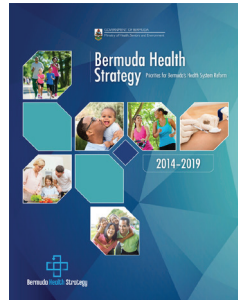
1. Advisory Council for Safety and Health
2. Disability Advisory Council

Value Added Initiatives

We always strive to improve our services. Strategic and action plans set out a raft of initiatives that are underway to improve Bermuda's health. These show the improvements we are focusing on in our leadership of Bermuda's health system. See Annex 1 for the full mapping.

Bermuda Health Strategy 2014 - 2019

Sets out 11 goals to improve the quality, access and sustainability of the health system. The goals include achieving universal health coverage and reforming health system financing. Action plans detail initiatives underway to achieve goals. (see annex)



Queries, Complaints, Feedback

"Where do I go if I have a question or complaint about the service I received?"

Visit our website for a one-stop-shop directing you to exactly the person who can help address your concern.

www.gov.bm/how-raise-concern-about-ministry-health



PAHO Biennial Work Plan 2018 - 2019

Bermuda's agreement with the Pan American Health Organization (PAHO) on 16 strategic health system initiatives to improve population health. Key initiatives include (see Annex 1 for full listing):



- Health workforce planning
- Reducing nutritional risk factors
- Chronic non-communicable disease prevention and management
- International Health Regulation competencies

Throne Speech Commitments

Government's promises and new initiatives to improve healthcare include (see Annex 1 for full listing):

- Health financing reform so everyone can have access to affordable insurance
- Nutritional information on menus to help people make healthier choices
- Financial assistance reform to make the plan more fair and sustainable

Consultation

The Ministry of Health is committed to consulting with stakeholders and the public on major policy initiatives to ensure the best possible outcomes can be developed.

Keep up with our consultations on www.gov.bm/health-public-consultations



Coming Soon

There's lots up our sleeve! Here's a preview of projects in the pipeline, coming to you soon.

Bermuda Health Strategy

The 2014 - 2019 strategy has expired and we are working on a new one, assisted by KPMG. The purpose of the strategy is to create a unified vision of health for 2020 - 2025 that inspires hope, trust and confidence across the community.

Vaccines Work!

We are working to reduce vaccine hesitancy through public education and collaboration. We invite the public to join us in tackling this very real threat.

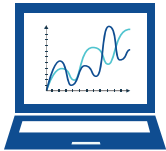


Health professionals' regulation

Most boards and councils will transition administrative support to the Bermuda Health Council. There are 16 professions to regulate and the transfer will be gradual. Medical doctors and Nurses will not be transferring.



Education, Education, Education



We spend a lot of our time on public education to promote health and prevent diseases. But we're increasing our outreach even more to make sure the information reaches it where you are and when you need it.

Online Information

Our web pages are being updated to bring you more of what you want to know about the health of Bermuda. We want to be your number one source of information about the country's health. Have a suggestion? Drop us a line at moh@gov.bm



WALKING THE WALK

When it comes to our employees, we talk the talk and we are making strides to walk the walk. The Ministry of Health has signed up for the international accreditation 'Investors in People' (IIP), and we are working to improve our work culture and environment. Strong accountability, trust, performance management, employee recognition and work-life balance are our goals with IIP.



ANNEX: Mapping of Ministry Initiatives

In addition to its mandated, legislated functions, the Ministry of Health has many initiatives and projects to reform and improve the quality and sustainability of our health system. These are detailed in separate strategies and action plans. This Annex summarizes and maps out the primary objectives in the following:

- Bermuda Health Strategy 2014 to 2019 (BHS): Strategy to reform the health system
- Throne speech items: Government commitments to improvements in healthcare
- Pan American Health Organization Biennial Work Plan (PAHO BWP): Bermuda's commitment to regional priorities

KEY:

ADS: Ageing and Disability Services

BHB: Bermuda Hospitals Board

BHeC: Bermuda Health Council

DFA: Department of Financial Assistance

HID: Health Insurance Department

MOH: Ministry of Health

Note: Shaded items are related objectives

BHS 2014-2019 Goals	Throne Speech 2018	MOH 2019 + 2020 Initiatives	PAHO BWP 2018-2019
Goal 1. Access to basic health insurance coverage shall be assured for all residents of Bermuda to ensure access to essential healthcare and protection from financial risk	(Repeated under Goal 9) Upon conclusion of the necessary consultation, the Ministry of Health will advance a national health plan that will put all persons in Bermuda into either one or two health insurance pools, which will reduce the cost of health insurance.	Update Bermuda Health Strategy for 2020 to 2025 (MOH) (Repeated under Goal 9) Establish roadmap to create a unified health financing system to enable subsidy reform and universal coverage (MOH & BHeC)	4.1: Increased national capacity for achieving universal health coverage
Goal 2. Encourage and expand the use of outpatient facilities and preventive care to allow the hospital to focus on acute care		Redesign the Standard Health Benefit to include more primary care and community-based services (BHeC)	2.1 Increased access to interventions to prevent and manage non-communicable diseases and their risks factors 2.2: Increased service coverage for mental health and psychoactive substance use disorders
Goal 3. Health coverage contributions shall be affordable , to ensure access to healthcare		Contain increases to the standard health benefit premium (MOH & BHeC)	
Goal 4. Streamline use of overseas care to efficiently meet the medical needs of the population and contain healthcare costs			
Goal 5. Mechanisms to pay healthcare providers shall assure optimal quality to patients and maximum efficiency to the health system to contain costs and improve health outcomes		Refine BHB fixed budget model to contain impact on premiums (MOH & BHeC)	

BHS 2014-2019 Goals	Throne Speech 2018	MOH 2019 + 2020 Initiatives	PAHO BWP 2018-2019
Goal 6. An integrated electronic health system shall be established throughout the health sector to improve quality of care and efficiency of the health system		Complete implementation of Unique Patient Identifier (BHeC)	4.4: All countries have functioning health information and health research systems
Goal 7. Implement strategies to meet the long-term healthcare needs of seniors and persons with chronic illnesses, and physical, cognitive or mental disabilities to better provide for the needs of vulnerable populations and manage costs	Support the work of the Ageing Well Committee in the development of targeted policies to address the ageing population and its impact on Bermuda. These policies must be means tested, meaning that breaks that are provided to seniors are provided to those in most need of assistance.	Review and upgrade KMCC programme for intellectually disabled adults (ADS) Redevelop Lefroy Care Community to meet modern best-practice standards and increase bed capacity (DOH)	3.2: Increased access to interventions for older adults to maintain an independent life
		Long Term Care Strategy completion (MOH)	2.4: Increased access to social and health services for people with disabilities, including prevention
Goal 8. Regulate standards of clinical care for all healthcare facilities and providers that are equivalent to best practice models		Transfer regulatory support for healthcare facilities from CMO to BHeC to strengthen oversight (OCMO & BHeC)	
Goal 9. Bermuda's health system shall be financed through the most cost-effective means available to reduce complexity and duplication and improve efficiency	Advance a national health plan that will put all persons in Bermuda into either one or two health insurance pools, which will reduce the cost of health insurance.	Establish roadmap to create a unified health financing system to enable subsidy reform and universal coverage (MOH & BHeC)	
Goal 10. Update health and insurance regulation to reflect current technologies and pricing and utilization of services		Establish mechanisms to enhance equity in access to appropriate prescription medicines (BHeC)	4.3: Improved access to and rational use of safe, effective, and quality medicines, medical products, and health technologies
		Implement the 'Human Resources for Health Strategic Plan' to reform Bermuda's health workforce to meet 21st Century population health needs (OCMO)	4.5: Adequate availability of a competent, culturally appropriate, well regulated, well distributed, and fairly treated health workforce
Goal 11. Implement a comprehensive approach to health promotion which encourages healthy lifestyles and involves health professionals and organizations to ensure the Well Bermuda population goals can be achieved	Assist local businesses to add nutritional information such as calorie counts and fat content to their menus.	Implement obesity and diabetes Strategy (DOH)	2.5: Nutritional risk factors reduced
			2.3: Reduced risk factors associated with violence and injuries with a focus on road safety, child injuries, and violence against children, women and youth

BHS 2014-2019 Goals	Throne Speech 2018	MOH 2019 + 2020 Initiatives	PAHO BWP 2018-2019
Goal 12. Partner with physicians and the broader healthcare community to achieve health reform goals and improve the coordination of healthcare delivery to ensure the best outcomes possible for patients and efficient use of healthcare resources		Modernize professional complaints handling processes and legislation (MOH) Modernize Medical Practitioners Act to assure better regulation of physicians (OCMO)	
Goal 13. Increase the access to interventions to prevent and manage non-communicable diseases and their risk factors, in order to reduce the burden of chronic non-communicable diseases to Bermuda		Implement chronic disease register, starting with pilot for diabetes and kidney disease (OCMO) Conduct STEPS (health) survey 2019 to monitor population health outcomes (OCMO & DOH)	3.1: Increased access to interventions to improve the health of women, new-borns, children, adolescents, and adults
Goal 14. Protect Government healthcare subsidies and redirect funding to vulnerable populations to ensure available Government funds are dedicated to the populations with genuine financial need and/or in need of special societal protections		(Repeated from Goal 9) Establish roadmap to create a unified health financing system to enable subsidy reform and universal coverage (MOH & BHeC)	
Ministry initiatives not under Bermuda Health Strategy Goals		Reduce vaccine hesitancy (DOH)	5.1: All countries have the minimum core capacities required by the International Health Regulations (2005) for all-hazard alert and response
		Upgrade and modernize child care regulatory infrastructure, resources and legislation (MOH)	5.2: All countries are able to build resilience and adequate preparedness to mount a rapid, predictable, and effective response to major epidemics and pandemics
		Financial Assistance Reform	1.5: Increased vaccination coverage for hard-to-reach populations and communities and maintenance of control, eradication, and elimination of vaccine-preventable diseases
			5.4: All countries have the capacity to mitigate risks to food safety and respond to outbreaks
			1.1: Increased access to key interventions for HIV and STI prevention and treatment

