

“Achieving a quality, equitable and sustainable health system”

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Coming Soon

A report summarizing a self-assessment of statutory boards will be published on our website for the first time. Since 2013 the Health Council has received annual updates from all statutory boards about their complaints and discipline procedures, board composition, and registration processes. This summary report aims to increase public awareness of all regulated professions.

Complaints & Queries

In the last quarter we received 10 complaints:

- 5 Costs/fees/billing
- 2 Employer compliance
- 1 Insurers' responsibilities
- 1 Professional registration
- 1 Quality of care

We also received 31 queries; most were about cost, fees and billing.

Visit our web site: www.bhec.bm for all our publications and updates

New Year, New Look

As 2016 begins, the Health Council reflects on opportunities over the last 10 years to listen as the public spoke. The stories told, show that prevention, care and treatment within the healthcare system and paying for services are not always easy. While we listened, we also thoughtfully acted. Since 2006, we have led on initiatives to improve the quality of, and access to, our health system. Looking forward to the New Year, our expanding team and work will evolve to increase the involvement of patients and their families in decision-making for better health. Through increasing individual ownership of health we look forward to listening to a new set of stories and are truly excited to continue our work towards advancing our healthcare system.

The Health Council celebrates 10 years



Happy New Year and perhaps a Happy Birthday is also appropriate as 2016 ushers in the 10th year the Bermuda Health Council has been in operation. The concept of a Health Council began in 1993 when community concern about the quality of care and escalating costs led to a review of the healthcare system. Published in 1996, the Oughton Report, and a later report - the Bermuda Healthcare System Redesign Initiative – advanced

the idea that Bermuda needed an organization to manage the quality, cost efficiency and sustainability of Bermuda's healthcare system. In 2004, the Bermuda Health Council Act was enacted and by January 2006 the Health Council's doors opened; the first Board members were selected, the governance documents and guidelines were developed and in September 2006, the first CEO was appointed. Since then, we have focused on building

strong relationships between health system stakeholders, increasing access to health insurance coverage, preparing annual National Health Accounts, and focusing on ensuring the public has better access to care including enhanced understanding of the health system. The next ten years promise to be exciting as we continue to deliver on our vision of achieving a quality, equitable and sustainable health system.

Bermuda Health Strategy Symposium

Bermuda Underwater Exploration Institute
16th Jan 2016 . 8:30am - 12:00pm

On 16th January 2016 at a Symposium, the Ministry of Health, Seniors and Environment will present the Ministry's strategic vision for healthcare reform – *the Bermuda Health Strategy 2014 - 2019*. The meeting will stimulate discussion on what influences health outcomes, costs, and insurance coverage and what various

agencies are doing to help. At the Symposium, stakeholders will also have an opportunity to provide input about the strategic vision as we all share in improving health outcomes. Contact us if you are interested in attending, there may still be spots left.

Contact us on 292-6420 or
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