

# Consultation Summary: Health Professionals' Regulation

20 December 2017

## STAKEHOLDER MEETING

On the 29<sup>th</sup> 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