



“Working together for a sustainable healthcare system”

Meet the Bermuda Health Council Team 2011

Adult Health Survey

The Ministry of Health and the BHeC’s Health Survey of Adults in Bermuda 2011, was heralded by the media and public as a step in the right direction. The report is based on a survey of 801 households by Mindmaps, a local, independent research company. It offers extensive information on adult health behaviours and perceptions of healthcare, which will help stakeholders develop policies and programmes to improve health.



Many of our readers know the BHeC Board members, who are led by Chairman Linda Merritt, JP, and are featured on our website. However, do you know who produces the reports, monitors healthcare regulations or conducts the consultations? These are all completed by the hard-working team at BHeC who offer their expertise to navigate the tricky times in Bermuda’s system. The team is led by CEO Jennifer Attride-Stirling, PhD (pictured left), who, prior to joining BHeC was the Health Promotion Coordinator for the Department of Health. She has also served on the regulatory body for the National Health Service for England and Wales. But to bring about change, the organisation relies on a strong team and, with two new arrivals, it was time to introduce the team behind the scenes.

National Health Plan

The Ministry of Health released, last week, the *Consultation Feedback Report on the National Health Plan 2011*. Overall, universal access to health coverage was broadly supported, as well as efforts to contain healthcare costs. Six Task Groups to develop policy options for the NHP goals were also announced.



Tawanna Wedderburn, MSW, Cert. MFT Director, Health Regulation

Tawanna Wedderburn oversees Bermuda’s health regulations for professionals, businesses, and the health system. She works closely with the Ministry of Health to develop regulations, policies and ensure compliance. She also serves on the Bermuda Hospitals Board’s Ethics Committee. Currently, Tawanna is planning the Health Financing Summit and 6th Annual Caribbean Conference on Health Financing Initiatives to be held in Bermuda in November. She has been appointed to National Health Plan task groups and chairs the benefit design group.



Michelle Ye, PhD Health Economist

Michelle develops and implements methods to monitor and report health system expenditure, financing and population health outcomes in order to promote efficiency and equity. She also focuses on enhancing the regulatory framework for health insurers. Annually, she coordinates the review process to advise the Ministry of Health on the setting of the Standard Premium Rate. She has also been appointed to National Health Plan task groups for developing efficient and equitable healthcare financing framework and containing overseas care cost.

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Upfront Payments update!

BHeC was first asked by the Ministry of Health to investigate upfront payments in 2008. Three years have passed and after many reviews, consultations, best-practice guidelines, and improved reimbursement, the practice continues. The issue is complex, and is complicated further by the validity of all stakeholders’ positions. Charging insured patients 100% at the time of service is seen as necessary by some healthcare providers to avoid cash flow problems caused by delays in insurance reimbursement. But insurers vary in their ability to reimburse promptly, particularly where claims are submitted with incomplete or inaccurate information. And patients, the ones most affected by upfront payments, are left no option but to vote with their feet. Physicians know this. When a visit requires paying upfront, cash-conscious patients just don’t go. Problems escalate and costs follow. There’s no easy solution, but the Ministry of Health has asked BHeC to seek a resolution. Nothing will make everyone happy. But all stakeholders are united in their primary concern for patients’ best interest.



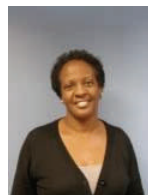
Robyn Skinner, MA Corporate Office Manager

Robyn manages BHeC’s communications and public relations functions, which are vital to communicating effectively with health system stakeholders. Only recently joining the team, Robyn is also responsible for day-to-day office operations, including human resources, and managing the queries and complaints process.



Ronelle Matthews, MA Senior Project Officer

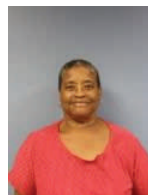
Ronelle coordinated the BHeC’s Healthcare in Review, and the Adult Health Survey 2011. On each project, Ronelle liaises with the range of stakeholders involved and provides quality control ensuring that everything, from the facts to the design, is correct. As part of the BHeC teams since 2007, Ronelle is also responsible for monitoring employers’ compliance with the Health Insurance Act 1970 and is currently working on a review of the process.



Lena Hassell
Executive Assistant



Marquita Lee
Technical Support
Administrator



Joy Simmons
Receptionist/
Administrative
Assistant

Our Mission

“To regulate, coordinate and enhance the delivery of health services in Bermuda.”

Contact us on 292-6420 or healthcouncil@bhec.bm