



HEALTH COUNCIL
BERMUDA

2023

REGISTRAR REPORT:

HEALTH PROFESSIONALS

2023 REGISTRAR REPORT: HEALTH PROFESSIONALS

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If you would like any further information about the Bermuda Health Council, or if you would like to bring a healthcare matter to our attention, we look forward to hearing from you.

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Note: This report is being published in 2025 to ensure the inclusion of the most accurate and complete data available. Final data for the 2024 reporting year, including the processing of outstanding 2023 applications, was not available until the end of 2024. As such, the timing of this report reflects the need for comprehensive data collection and analysis to provide an accurate representation of trends and outcomes.

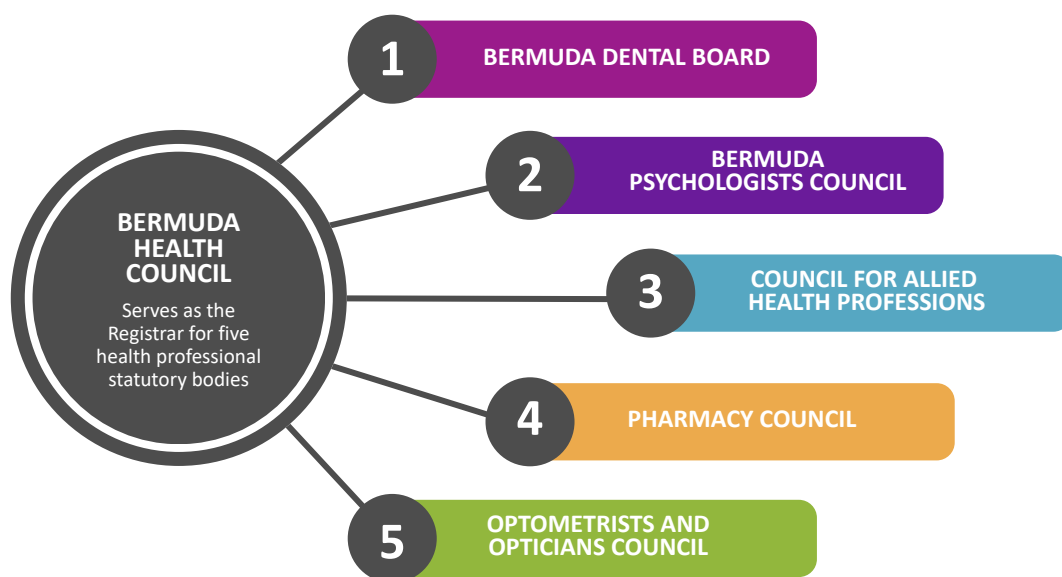
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INTRODUCTION

The Bermuda Health Council (Health Council) was formally appointed in 2020 as Registrar for five of Bermuda's seven health professional regulatory authorities (see Image 1). This appointment occurred via amendments to the individual professions' legislation¹.

IMAGE 1: HEALTH PROFESSIONAL REGULATORY AUTHORITIES
(STATUTORY BODIES)



While the regulatory authorities oversee the standards, qualifications, and conduct of select health practitioners, the Registrar's responsibilities include:

- Administering registration applications on behalf of the regulatory authorities
- Maintaining a register of regulated health professionals ([link](#))
- Offering policy support to regulatory authorities
- Coordinating formal complaints against health professionals that are submitted to the Professional Conduct Committees (PCCs) for review and/or investigation

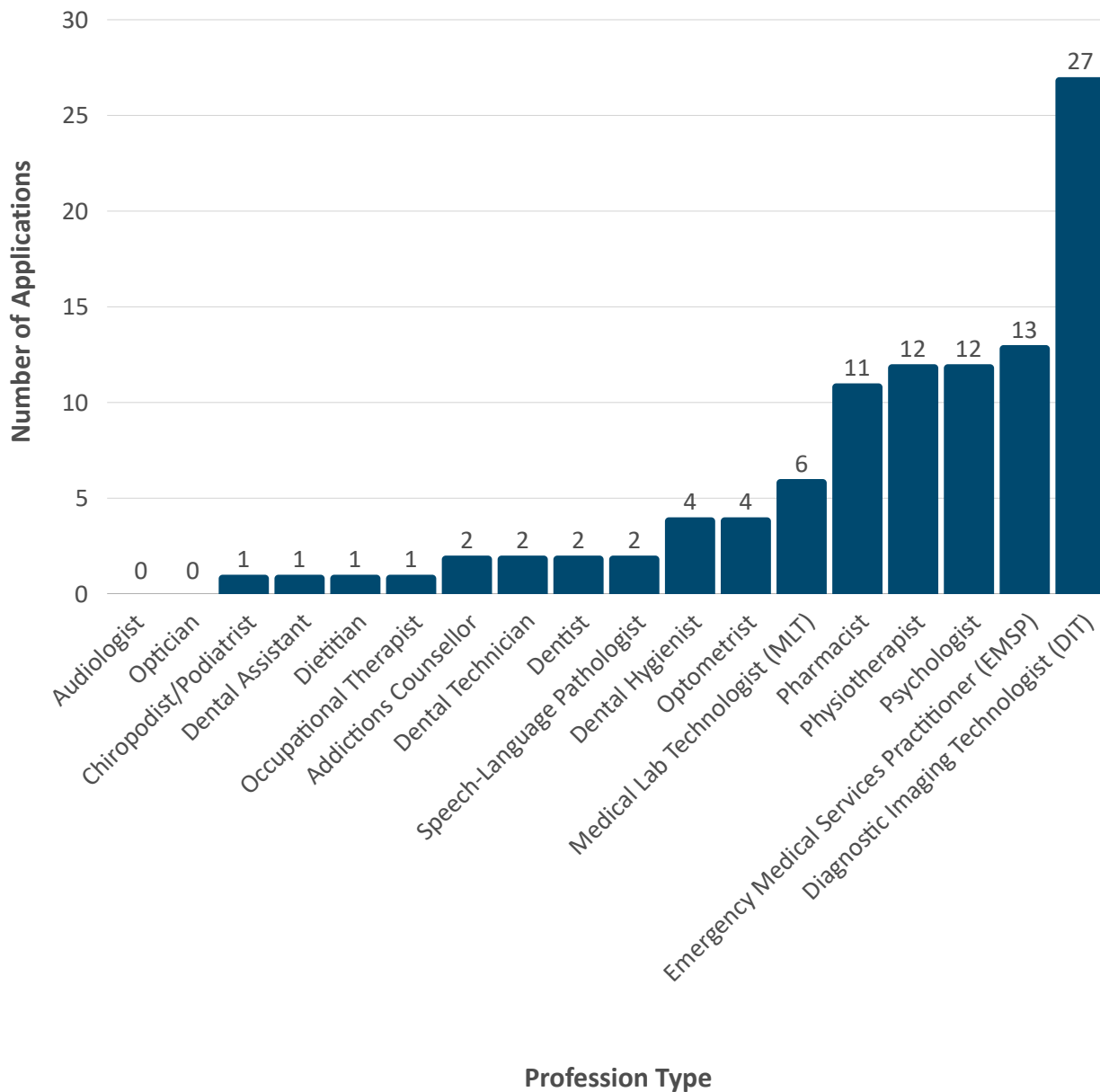
PURPOSE OF THE REPORT

This report analyzes the types of applications received, demographics of the applicants and efficiency of the registration and complaints handling processes. It provides useful data on the health system workforce and can serve as a resource for future workforce planning and identification of gaps in workforce capacity. Finally, it identifies system enhancements accomplished by the Health Council and opportunities for future enhancements.

APPLICATIONS BY HEALTH PROFESSION

Chart 1 identifies the number of initial applications received by profession between January and December 2023. **101 initial registration applications were received in 2023.**

CHART 1: 2023 INITIAL APPLICATIONS BY PROFESSION

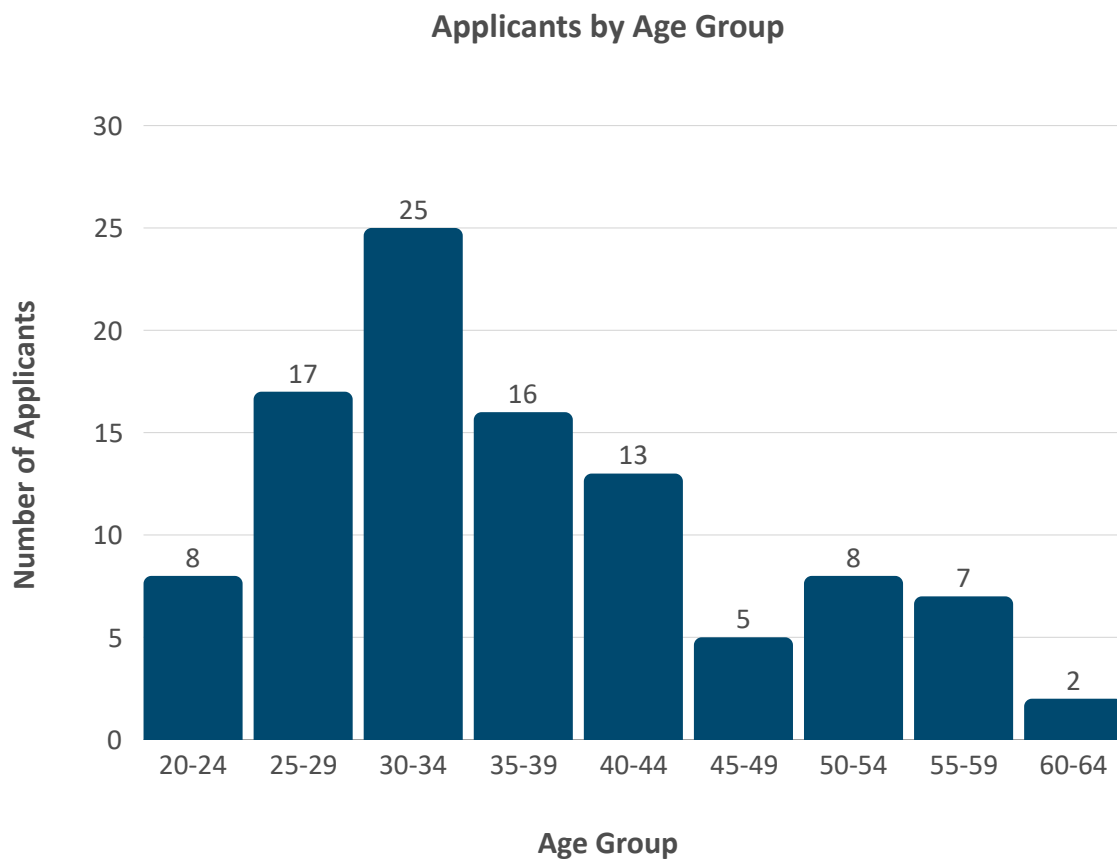


APPLICANT DEMOGRAPHICS

AGE OF APPLICANTS

The ages of applicants were analyzed and categorized into specific age groups to provide insights into age distribution. Chart 2 shows the age distribution of applicants that applied for initial registration in 2023. Most applicants were in the 30-34 age group range.

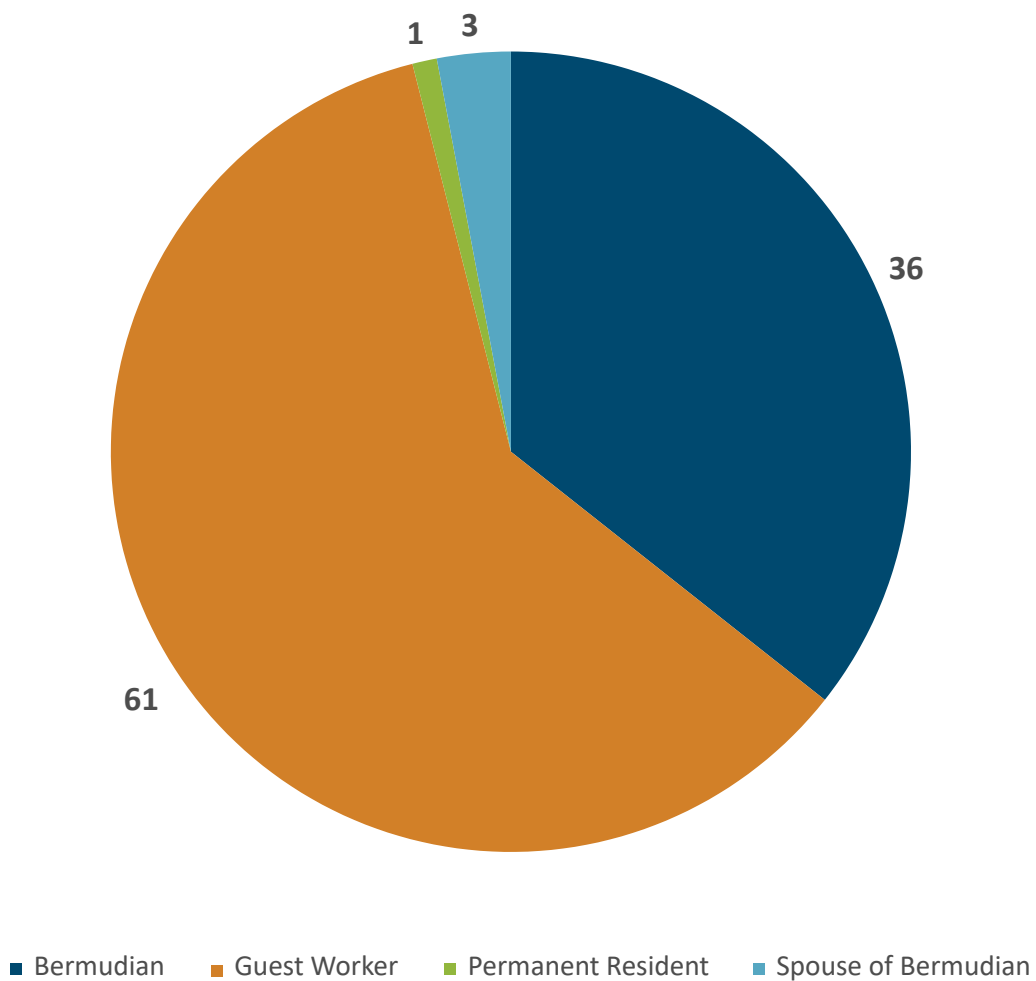
CHART 2: 2023 INITIAL APPLICATIONS BY AGE GROUP



Immigration Status

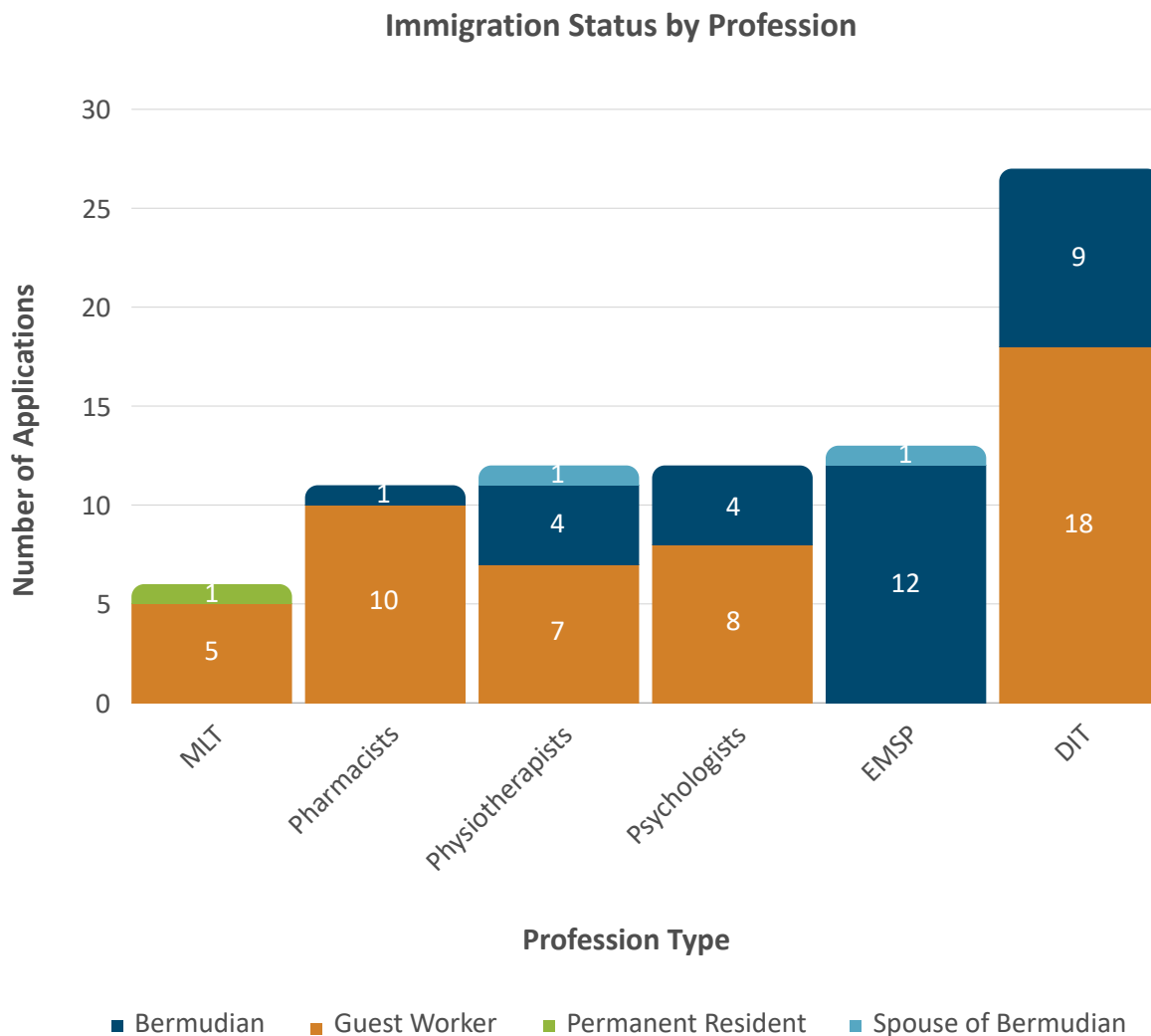
Of the 101 initial registration applications received in 2023, there **were 36 Bermudians, 61 guest workers, 3 spouses of Bermudians and 1 permanent resident applicant.** Chart 3 illustrates the immigration status composition.

CHART 3: 2023 INITIAL APPLICATIONS BY IMMIGRATION STATUS



Professions that received five or more initial applications in 2023 were further analyzed to determine the immigration status composition of applicants. This data is provided in Chart 4 below, along with key findings.

CHART 4: APPLICANT IMMIGRATION STATUS BY PROFESSION



Key Findings:

- Medical Laboratory Technologists received no Bermudian applicants.
- The majority of physiotherapist and psychologist applicants were guest workers.
- Emergency Medical Services Practitioners (EMSPs) received the highest number of Bermudian applicants (12/13).
- Diagnostic Imaging Technologists received the highest number of applications for registration of guest workers (18/27).

APPLICATION PROCESSING TIME

For all initial applications received in 2023, the average application processing time was 55 days. The average application processing time was identified for each profession and included in Chart 5 below. Chart 6 identifies processing time by regulatory authority.

Applications are reviewed by regulatory authority members that volunteer their time outside of business hours, which impacts the expediency of application processing. Other factors that contribute to the processing time of an application include incomplete application documentation, local examination and internship requirements, and administrative delays. For example, dental and pharmacist applicants must sit a qualifying exam for registration, which results in a longer application processing time.

The Health Council, in conjunction with regulatory authorities, is working to further automate the registration application submission and review process, to reduce processing time and increase efficiency. As of the time of writing this report, the Health Council is implementing a phased rollout of a new online registration platform with select professional groups, aiming to transition all professional registrations by 2027.

CHART 5: APPLICATION PROCESSING TIME BY PROFESSION

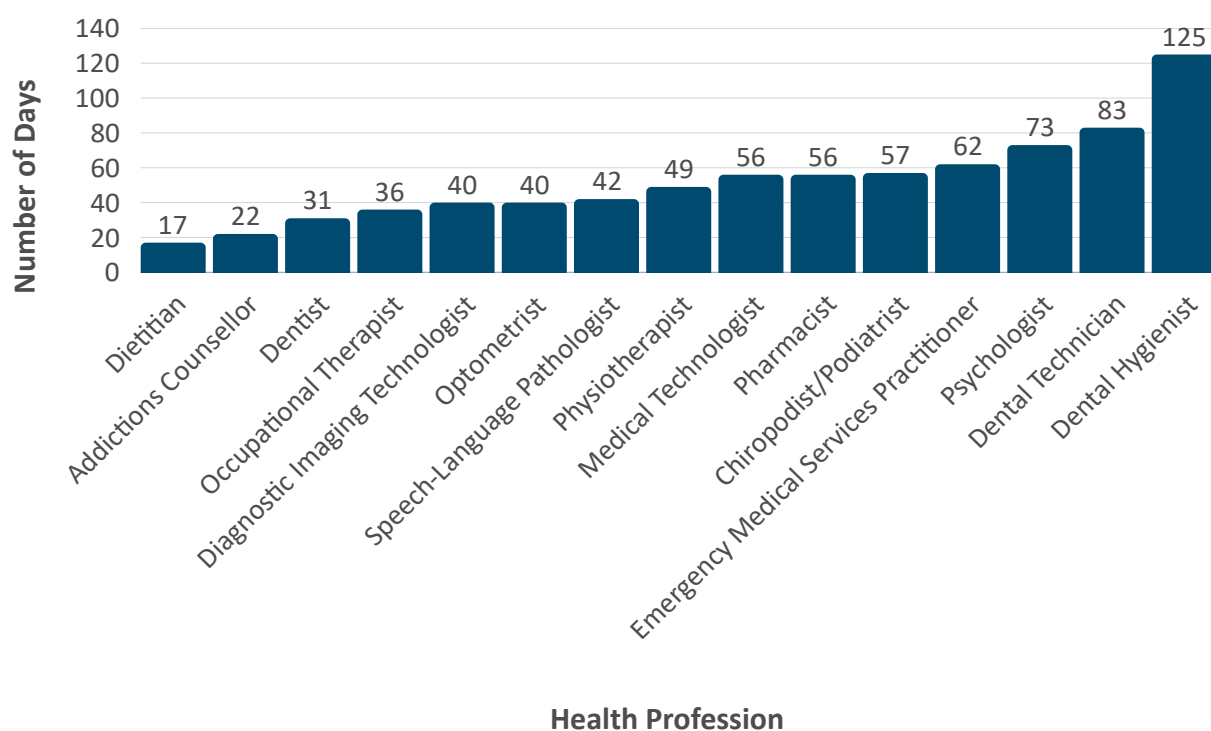
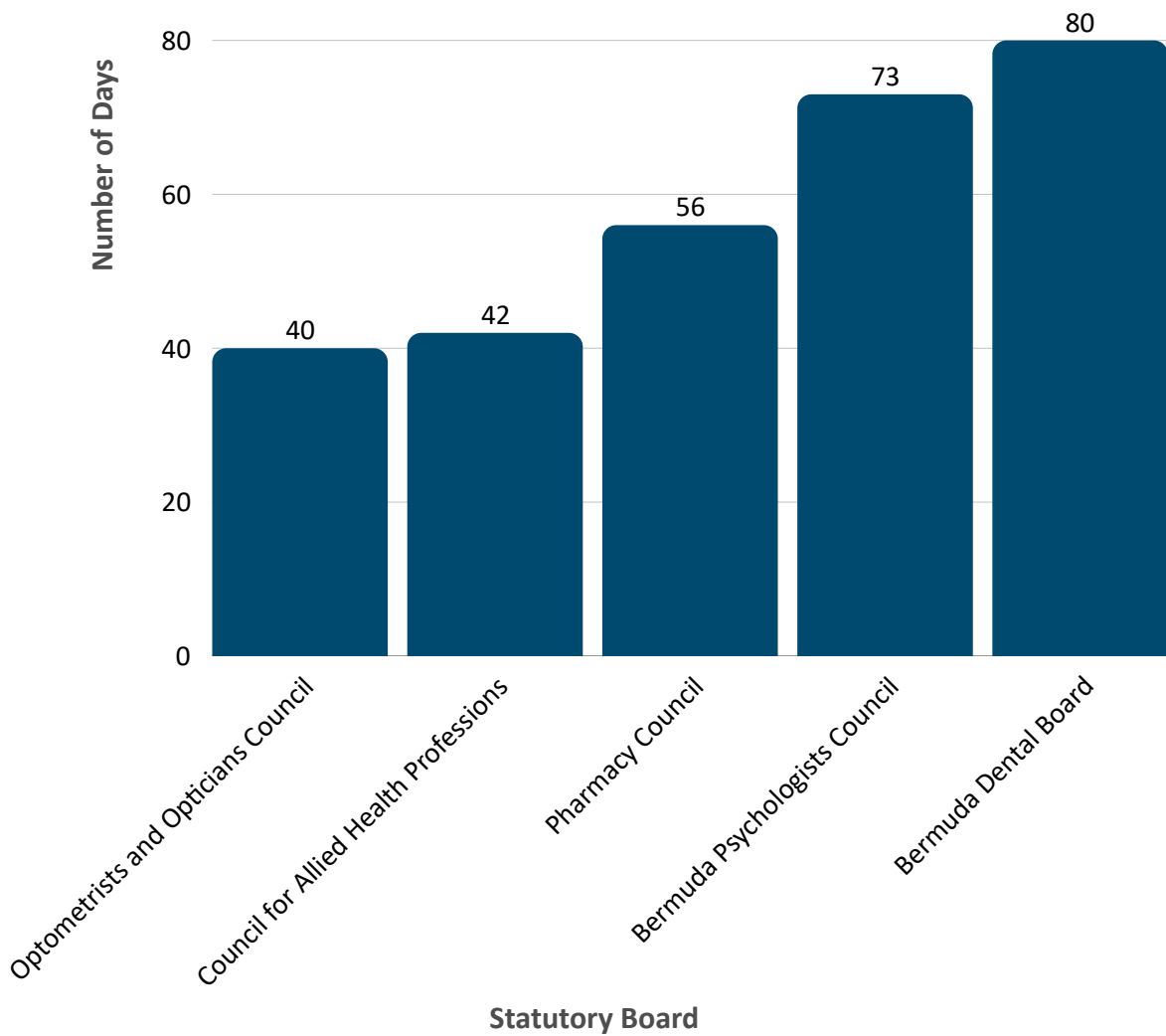


CHART 6: AVERAGE APPLICATION PROCESSING TIME (DAYS) BY REGULATORY AUTHORITY



SYSTEM ENHANCEMENTS

Between 2020 and 2023, the following system enhancements to the Registrar functions were achieved:

- An electronic application system was implemented, allowing for greater efficiency in the processing of applications.
- An online register was published on the Health Council's website for public access to a list of registered health professionals.
- An online payment mechanism was introduced, allowing applicants to make payment online via credit card.
- Guidance documents were developed for the investigation and adjudication of complaints made against health professionals.
- An electronic complaint form was developed for the electronic submission of complaints against registered health professionals.

In 2023, the health professional registration process was electronic but not automated. Applicants submitted an online registration form, which the Health Council reviewed before uploading it to a file-sharing platform for regulatory authorities to assess. The Health Council monitored the review process, and once a decision was made, the applicant was notified, a registration certificate was issued, and the registrant's name was added to the professional register.

During the same period, complaints pertaining to health professional misconduct were submitted electronically via an online complaint form. The complaint form and supporting documentation was then sent to the relevant Professional Conduct/Complaint Committee (PCCs) for review and potential investigation.

COMPLAINTS

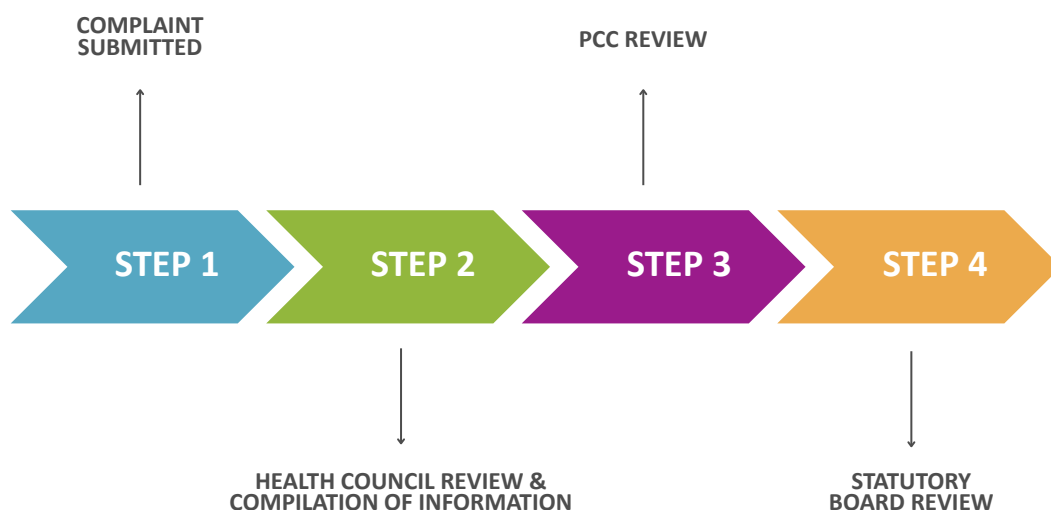
Professional Conduct Committees (PCCs) are responsible for receiving and investigating complaints made against registered health professionals that include allegations pertaining to misconduct.

In 2023, three complaints were received against registered health professionals. These included two complaints made against psychologists and one complaint made against a diagnostic imaging technologist. The complaints were received through the Health Council's online complaint form and referred to the respective professional conduct committee for review.

All three complaints were dismissed, as they did not meet the criteria for referral to the regulatory authority for an inquiry or hearing. The two psychologist complaints were deemed frivolous, as they did not pertain to allegations of misconduct. The third complaint was dismissed due to lack of evidence supporting the allegations of misconduct.

An overview of the health professional complaint process can be found on the Health Council's [website](#).

CHART 7: COMPLAINT PROCESS



CONCLUSION

The data collected on initial registration applications provides useful information on the health system workforce, such as identifying professions where Bermudian applicants are underrepresented. Highlighting application processing times provides a benchmark for continuous quality improvement, with the goal of reducing barriers to health system entry and ensuring efficiency.

There is the opportunity to collect more substantial data on the health workforce in Bermuda, which will occur once the new database is fully implemented. For example, collecting demographic data on all registered health professionals as opposed to only those that initially registered in 2023.

Future reports will also highlight regulatory authority policy initiatives supported by the Bermuda Health Council's policy team. There is significant opportunity for ongoing policy development in health professional regulation, such as the publication of registration requirements, updating of standards of practice, and development of continuing education guidelines.