



PERFORMANCE AGREEMENT

BETWEEN

PRIME MINISTER AND

THE REGISTRAR GENERAL, BHUTAN MEDICAL AND HEALTH COUNCIL

(July 1, 2017 – June 30, 2018)

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Preamble

The Performance Agreement is entered into between the **Honorable Prime Minister** and **the Registrar, Bhutan Medical and Health Council**

The objectives of this Performance Agreement are:

- a. Ensure patient safety through effective regulations and standards of education & practice by assuring the safety and quality of services delivered by medical and health professionals.
- b. To establish clarity and consensus about annual priorities for the Council, consistent with the 11th Five Year Plan and other priorities of the Government;
- c. To make the Council fully responsible for implementation and delivering the results against the annual priorities;
- d. To provide an objective and fair basis for evaluating the Council's overall performance at the end of year

The Performance Agreement represents an important accountability mechanism for inculcating a performance based culture at all levels of government.

THEREFORE, the parties hereto agree as follows:

Section 1: Council's Vision, Mission and Objectives

Vision

Best Health care delivery by competent Medical and Health Professional

Mission

- Assure the safety and quality of services delivered by medical and health professionals.
- Protect patients through effective regulations and standards of education & practice.
- Promote highest standards of medical education & training, and practice among medical and health practitioners

Objectives

- 1) To regulate the Medical and Health Profession and Healthcare services including FDI or Private Participation in high end Tertiary Healthcare in the kingdom of Bhutan.
- 2) To regulate the standard of quality of medical and health education and training program
- 3) To enhance service delivery to the registered members and Patients
- 4) To protect the health and safety of the public by providing mechanism designed to ensure that the medical and health professionals are competent to practice their profession.
- 5) To ensure full budget utilization

Section 2: Objectives, Success Indicators & Target

Objective	Weight	Action	Success Indicator	Unit	Weight	Excellent [100%]	Very Good [90%]	Good [80%]	Fair [70%]	Poor [60%]	
To regulate the Medical and Health Profession and Healthcare services including FDI or Private Participation in high end Tertiary Healthcare in the kingdom of Bhutan.	70	Enforce the Act and regulations of BMHC	Proportion of medical and health professionals registered	Percent	13	95	90	85	75	70	
		Printing of Regulations & Guidelines	Proportion of complaints received against health professionals and Health centers addressed	Percent	10	100	95	90	85	80	
		Conduct General Council and Executive Committee meeting	Timeline by which the Regulation and Guidelines printed and distributed	Date	10	May 2018	June 2018	-	-	-	-
		Monitoring & Evaluation of Medical and Health institutes(Government & Private)	Number of core meeting held	Number	13	4	3	2	-	1	
		Sensitization Workshop on Risk Management/ Patient Safety	No. of Inspection and monitoring visits made to the Medical and Health institutes (private and Government)	Number	12	4	3	2	-	1	
To regulate the standard of quality of medical and health education and training program	10	Review of Medical and Health Professional curriculum.	No. of Medical and Health facilities sensitized on patient safety through ethical practices	Number	12	4	3	2	-	1	
		Strengthening the BMHC staff as per staffing pattern	Proportion of Medical and Health Professional Curriculum reviewed and approved	Percent	10	100	95	90	85	80	
To enhance service delivery to the registered members and Patients	8	Strengthening the BMHC staff as per staffing pattern	Recruitment/filling up the gaps of HR based on approved staffing pattern	Number	8	7	6	5	4	3	
To protect the	7	Conduct competency	Number of competency/licensing	Number	7	4	3	2	-	1	

Objective	Weight	Action	Success Indicator	Unit	Weight	Excellent [100%]	Very Good [90%]	Good [80%]	Fair [70%]	Poor [60%]
health and safety of the public by providing mechanism designed to ensure that the medical and health professionals are competent to practice their profession.		examination for registration and for renewal.	examination conducted							
To ensure full budget utilization	5	Ensure full budget utilization	Percent of budget utilized	Percent	5	100	-	-	-	<100

Section 3: Trend values of success indicators

Objective	Action	Success Indicator	Unit	Actual Values [FY 2013-14]	Actual Values [FY 2014-15]	Target Values [FY 2015-16]	Projected Values [FY 2016-17]	Projected Values [FY 2017-18]
To regulate the Medical and Health Profession and Healthcare services including FDI or Private Participation in high end Tertiary Healthcare in the kingdom of Bhutan.	Enforce the Act and regulations of BMHC	Proportion of medical and health professionals registered	Percent	Na	95	98	99	95
		Proportion of complaints received against health professionals and Health centers addressed	Percent	100	100	100	100	100
	Printing of Regulations & Guidelines	Timeline by which the Regulation and Guidelines printed and distributed	Date	Na	Na	Na	Na	May 2018
	Conduct General Council and Executive Committee meeting	Number of core meeting held	Number	4	4	4	4	4
To regulate the standard of quality	Monitoring & Evaluation of Medical and Health institutes(Government & Private)	Number of Inspection and monitoring visits made to the Medical and Health institutes (private and Government)	Number	Na	NA	2	4	4
	Sensitization Workshop on Risk Management/ Patient Safety	No. of Medical and Health facilities sensitized on patient safety through ethical practices	Number	Na	3	12	18	24
	Review of Medical and Health	Proportion of Medical and Health	Percent	100	100	100	100	100

Objective	Action	Success Indicator	Unit	Actual Values [FY 2013-14]	Actual Values [FY 2014-15]	Target Values [FY 2015-16]	Projected Values [FY 2016-17]	Projected Values [FY 2017-18]
of medical and health education and training program	Professional curriculum.	Professional Curriculum reviewed and approved						
To enhance service delivery to the registered members and Patients	Strengthening the BMHC staff as per staffing pattern	Recruitment/filling up the gaps of HR based on approved staffing pattern	Number	5	4	4	5	13
To protect the health and safety of the public by providing mechanism designed to ensure that the medical and health professionals are competent to practice their profession.	Conduct competency examination for registration and for renewal.	Number of competency/licensing examination conducted	Number	<4	4	4	4	4
To ensure full budget utilization	Ensure full budget utilization	Percent of budget utilized	Percent	Na	Na	Na	Na	100

Section 4: Definition of Success Indicators

Success Indicator	Description	Data Collection Methodology	Data Collection Frequency	Data Source
Proportion of medical and health professionals registered	To ensure competent and certified medical and health professionals are practicing in the Country	The data will be based on the report generated from Health Personnel Management System maintained by BMHC	Annually	BMHC
Proportion of complaints received against health professionals and Health centers addressed	Complaints received against health professionals and centers addressed	data record of BMHC	Annually	BMHC
Timeline by which the Regulation and Guidelines printed and distributed	To ensure timely implementation of the Regulations and Guidelines by the Medical and Health professionals and the Healthcare centers	recorded data of BMHC	Annually	BMHC
Number of core meeting held	To review the existing regulatory implementation implications and difficulties and to sought policy directives on new	Data will be based on the document maintain by BMHC	Annually	BMHC
Number of Inspection and monitoring visits made to the Medical and Health institutes (private and Government)	To ensure that the Medical and Health institutes are in compliance with the approved training curriculum and the agreed institutional standards	Data will be based on the document maintain by BMHC	Annually	BMHC
No. of Medical and Health facilities sensitized on patient safety through ethical practices	To improve the quality of care provided by the Medical and Health professional and reduce patient complaint	Data will be based on the document maintain by BMHC	Annually	BMHC
Proportion of Medical and Health Professional Curriculum reviewed and approved	Review of Medical and Health Professional curriculum	Data will be based on the document maintain by BMHC	Annually	BMHC
Recruitment/filling up the gaps of HIR based on approved staffing pattern	To strengthen the BMHC Human Resource to enhance the service delivery to Health Professionals	HRM, BMHC data	Annually	BMHC

Success Indicator	Description	Data Collection Methodology	Data Collection Frequency	Data Source
Number of competency/licensing examination conducted	Conduct competency/licensing examination for registration/renewal	The data will be based on the report from National Medical and Health registry	Quarterly	BMHC
Percent of budget utilized	This SI measure the variance between revised budget and expenditure of an agency for the fiscal year.	Through analysis of annual budget and expenditure	Annually	MYRB

Section 5: Requirements from other Ministries, Agencies & Dzongkhags

Organisation Name	Relevant Success Indicator	Requirement from the Organisation	Justification for the Requirement	Requirement detail	Impact (If Not Met)
MINISTRY OF HEALTH	Proportion of medical and health professionals registered	Communicate to IMTRAT /DANTAK for registration of their health professionals practicing in Bhutan	As a foreign military organization, request to communicate through proper protocol	Discuss and inform management that their health professionals register with BMHC	The targets of 100 % registration may not be achieved fully
JIGME DORJI WANGCHUCK NATIONAL REFERRAL HOSPITAL	Number of core meeting held	The Council's committees comprise of members with technical experts from JDWNRH/KGUMSB	As BMHC functions through its committees, the achievement of this indicator depends on availability of the members.	The release of members of the BMHC committees whenever required	The Target may not be fully achieved
UNIVERSITY OF MEDICAL SCIENCE OF BHUTAN	Number of core meeting held	The Council's committees comprise of members with technical experts from JDWNRH/KGUMSB	As BMHC functions through its committees, the achievement of this indicator depends on availability of the members.	The release of members of the BMHC committees whenever required	The Target may not be fully achieved
MINISTRY OF HEALTH	Number of core meeting held	The Council's committees comprise of members Ex Officio: Health Minister and Directors	As BMHC functions through its committees, the achievement of this indicator depends on availability of the members	attending the core meeting as and when required	The Target may not be fully achieved
ROYAL CIVIL SERVICE COMMISSION	Recruitment/filling up the gaps of HR based on approved staffing pattern	Human Resource recruitment support	RCSC is Approving Authority with related to HR Management	Recruitment of staff as per approved staffing pattern of BMHC	The Target may not be fully achieved if approval are not granted

Whereas,

I, the **Registrar General, Bhutan Medical and Health Council** commit to the **Honorable Prime Minister**, the Government and the people of Bhutan to deliver the results described in this Annual Performance Agreement.

I, the **Prime Minister**, commit to the Registrar General, Bhutan Medical and Health Council, on behalf of the Government and the people of Bhutan, to provide the necessary fund and resources for delivery of the results described in this Annual Performance Agreement.

SIGNED:



Dasho Tshering Tobgay
Prime Minister of Bhutan

8.8.17

Date



Sonam Dorji
Registrar General, Bhutan
Medical and Health
Council

5/8/2017

Date