

TABLE OF CONTENTS

Section 1: Vision, Mission and Objectives

Section 2: Objectives, Actions, Success Indicators

Section 3: Trend Values of Success Indicators

Section 4: Description and Measurement

Section 5: Requirements from other



**PERFORMANCE AGREEMENT  
BETWEEN  
PRIME MINISTER AND REGISTRAR GENERAL  
Bhutan Medical and Health Council**

**(July 1, 2018 – June 30, 2019)**

## TABLE OF CONTENTS

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Section 1: Vision, Mission and Objectives

Section 2: Objectives, Actions, Success Indicators and Target

Section 3: Trend Values of Success Indicators

Section 4: Description and Measurement of Success Indicators

Section 5: Requirements from other Ministries, Agencies and Dzongkhags

b) To make the fully responsible for drawing implementation and delivering the results against the annual priorities.

c) To provide an objective and fair basis for evaluating the overall performance at the end of the year.

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

THEREFORE, the parties hereto agree as follows:

**Preamble**

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

The objectives of this Performance Agreement are:

- a) To establish clarity and consensus about annual priorities for the consistent with the 12th Five Year Plan , and Government’s other priorities;
- b) To make the fully responsible for driving implementation and delivering the results against the annual priorities;
- c) To provide an objective and fair basis for evaluating the #Error overall performance at the end of the 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: Vision, Mission and Objectives**

### **Vision**

Best Healthcare delivery by competent Medical and Health Professional.

### **Mission**

1. Assure the safety and quality of services delivered by qualified and competent Medical and Health Professionals through effective Regulations and Standards .
2. Setting and maintaining highest standards of Medical and Health Education, training and practices.

### **Objectives**

- 1) To regulate the Medical and Health Profession and Healthcare Services
- 2) To enhance service delivery to the registered members.
- 3) To regulate the quality of Medical and health education and training program
- 4) 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	55	Enforce the Act and regulations	% of Health Professionals registered	Percent	6	100	95	90	85	80	
			% of Medical Professionals registered	Percent	6	100	95	90	85	80	
			Timeline by which action is taken on the complaints received against health professionals and Health centers	Days	7	4 working days	5 working days	6 working days	7 working days	8 working days	
	Monitor & Evaluate Health Facilities and Private Diagnostic Centers	2		Number of Private Diagnostic Centers monitored for quality compliance	Number	6	12	10	8	6	4
				No. of Hospitals monitored for adequate categories of relevant medical and health professionals	Number	7	4	3	2	-	1
	Conduct Meetings	12		Proportion of recommendations/directives of the GCB and Executive Committee meeting followed-up/implemented	Percent	7	100	95	90	85	80
				Review of Bhutan Medical and Health Council Act	Timeline by which review of draft BMHC Act is completed	Date	8	April 2019	May 2019	June 2019	-
Conduct Competency Test Development workshop			Timeline by which Competency question bank developed for different categories of Health Professionals(Diploma and Certificates).	Date	8	April 2019	May 2019	June 2019	-	July 2019	

Objective	Weight	Action	Success Indicator	Unit	Weight	Excellent [100%]	Very Good [90%]	Good [80%]	Fair [70%]	Poor [60%]
To enhance service delivery to the registered members.	25	Provide prompt Services for Medical and Health Professionals.	TAT for Issuance of new Registration	Days	5	3	5	7	9	11
			TAT for CME Approval	Days	5	3	4	5	6	7
			TAT for Renewal of Registration	Days	5	3	5	7	9	11
		Conduct Sensitization on Risk Management and Patient Safety	Number of Health Facilities sensitized on patient safety	Number	7	7	6	5	4	3
		Develop minimum standard & SoP for registration and renewal of Medical and Health Professionals	Timeline by which SoP for registration and renewal of Medical and Health Professionals is developed	Date	3	May 2019	June 2019	-	-	July 2019
To regulate the quality of Medical and health education and training program	15	Develop Minimum Standard & SOP for Recognition of Teaching Hospitals.	Timeline by which SoP for recognition of teaching hospitals is developed	Date	7	March 2019	April 2019	May 2019	June 2019	July 2019
		Monitor & Evaluate Medical and Health institutes	Number of Medical & Health institutions and approved teaching hospitals monitored for ensuring quality compliance	Number	8	5	4	3	2	1
To ensure full budget utilization	5	Ensure full budget utilization	Percentage of budget utilized	Percent	5	100%	95%	90%	85%	80%

**Section 3: Trend values of success indicators**

Objective	Action	Success Indicator	Unit	Actual Values [FY 2018-19]	Target Values [FY 2019-20]	Projected Values [FY 2020-21]	Projected Values [FY 2021-22]	Projected Values [FY 2022-23]
To regulate the Medical and Health Profession and Healthcare Services	Enforce the Act and regulations	Timeline by which action is taken on the complaints received against health professionals and Health centers	Days	4	4	4	4	4
		% of Health Professionals registered	Percent	100	100	100	100	100
		% of Medical Professionals registered	Percent	100	100	100	100	100
	Conduct Meetings	Proportion of recommendations/directives of the GCB and Executive Committee meeting followed-up/implemented	Percent	100	100	100	100	100
	Review of Bhutan Medical and Health Council Act	Timeline by which review of draft BMHC Act is completed	Date	April 2019	2019-2020	-	-	-
	Monitor & Evaluate Health Facilities and Private Diagnostic Centers	No. of Hospitals monitored for adequate categories of relevant medical and health professionals	Number	4	5	6	6	6

Objective	Action	Success Indicator	Unit	Actual Values [FY 2018-19]	Target Values [FY 2019-20]	Projected Values [FY 2020-21]	Projected Values [FY 2021-22]	Projected Values [FY 2022-23]
To regulate the Medical and Health Profession and Healthcare Services	Monitor & Evaluate Health Facilities and Private Diagnostic Centers	Number of Private Diagnostic Centers monitored for quality compliance	Number	12	12	12	12	12
	Conduct Competency Test Development workshop	Timeline by which Competency question bank developed for different categories of Health Professionals (Diploma and Certificates).	Date	June 2019	-	-	-	-
To enhance service delivery to the registered members.	Conduct Sensitization on Risk Management and Patient Safety	Number of Health Facilities sensitized on patient safety	Number	7	10	10	10	12
	Provide prompt Services for Medical and Health Professionals.	TAT for Renewal of Registration	Days	3	3	3	3	3
		TAT for CME Approval	Days	3	3	3	3	3
		TAT for Issuance of new Registration	Days	3	3	3	3	3
	Develop minimum standard & SoP for registration and renewal of Medical and Health Professionals	Timeline by which SoP for registration and renewal of Medical and Health Professionals is developed	Date	June 2019	-	-	-	-
To regulate the quality of Medical and health education and training program	Develop Minimum Standard & SOP for Recognition of Teaching Hospitals.	Timeline by which SoP for recognition of teaching hospitals is developed	Date	June 2019	-	-	-	-



Objective	Action	Success Indicator	Unit	Actual Values [FY 2018-19]	Target Values [FY 2019-20]	Projected Values [FY 2020-21]	Projected Values [FY 2021-22]	Projected Values [FY 2022-23]
To regulate the quality of Medical and health education and training program	Monitor & Evaluate Medical and Health institutes	Number of Medical & Health institutions and approved teaching hospitals monitored for ensuring quality compliance	Number	5	5	5	5	5
To ensure full budget utilization	Ensure full budget utilization	Percentage of budget utilized	Percent	100	100	100	100	100

Timeline by which SOP for registration and renewal of Medical and Health Professionals is developed	Development of SOP for registration and renewal of Medical and Health Professionals	Completion of SOP	Yearly	2018-19	2019-20	2020-21	2021-22	2022-23
Medical and health professionals registered	Registration of Medical and Health Professionals	Number of registered professionals	Yearly	2018-19	2019-20	2020-21	2021-22	2022-23
Medical and health professionals registered in teaching hospitals monitored for ensuring quality compliance	Monitoring of teaching hospitals for ensuring quality compliance	Number of teaching hospitals monitored for ensuring quality compliance	Yearly	2018-19	2019-20	2020-21	2021-22	2022-23
Timeline by which SOP for recognition of teaching hospitals is developed	Development of SOP for recognition of teaching hospitals	Completion of SOP	Yearly	2018-19	2019-20	2020-21	2021-22	2022-23
Medical and health professionals registered in teaching hospitals monitored for ensuring quality compliance	Monitoring of teaching hospitals for ensuring quality compliance	Number of teaching hospitals monitored for ensuring quality compliance	Yearly	2018-19	2019-20	2020-21	2021-22	2022-23

Medical and health professionals registered	Registration of Medical and Health Professionals	Number of registered professionals	Yearly	2018-19	2019-20	2020-21	2021-22	2022-23
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Department of Health and Family Welfare, Government of Karnataka

#### Section 4: Definition of Success Indicators

Success Indicator	Description	Data Collection Methodology	Data Collection Frequency	Data Source
Timeline by which action is taken on the complaints received against health professionals and Health centers	This indicator measures the timeline by which action is taken on the complaints received against health professionals and Health centers	Data record maintained by BMHC	Annually	Legal Unit, BMHC
Proportion of recommendations/directives of the GCB and Executive Committee meeting followed-up/implemented	This indicators measures the Proportion of recommendations/directives of the GCB and Executive Committee meeting followed-up/implemented	Datat record maintained by BMHC	Annually	Planning and Policy, BMHC
Timeline by which review of draft BMHC Act is completed	This indicator measures the timeline by which review of draft BMHC Act is completed	Data record maintained y BMHC	Annually	Legal Unit, BMHC
No. of Hospitals monitored for adequate categories of relevant medical and health professionals	This indicator measures Number of hospitals monitored for adequate categories of relevant Medical and Health professionals	Data record maintained by BMHC	Annually	Registration and Licencing Services, BMHC
% of Health Professionals registered	This indicators measures the percentage of new Health Professionals are registered (Nursing, Pharmacy, Laboratory Science, etc.: as per schedule II, Chapter XI of the BMHC Act, 2002)	Administration BMHC	Annually	Registration & Licencing Services, BMHC.
Number of Private Diagnostic Centers monitored for quality compliance	This indicator measures the number of private diagnostic monitored and regulated for quality compliance	Administration, BMHC.	Annually	Registration and Licencing Services
% of Medical Professionals registered	This indicator measures percentage of new Medical Professional registered. Schedule I, Chapter XI of BMHC Act 2002	Administration, BMHC	Annually	Registration and Licencing Services, BMHC

Success Indicator	Description	Data Collection Methodology	Data Collection Frequency	Data Source
Timeline by which Competency question bank developed for different categories of Health Professionals (Diploma and Certificates).	This indicators measures Competency question bank developed for different categories of Health Professionals(Diploma and Certificate).	Data record of BMHC	Annually	Registration and Licensing Services, BMHC
TAT for CME Approval	This indicator measures the number of days taken for approval of online CME.	Data record maintained by BMHC	Annually	Registration and Licensing Services of BMHC.
Timeline by which SoP for registration and renewal of Medical and Health Professionals is developed	This indicator measures the timeline by which SoP for registration and renewal of Medical and Health Professionals is developed	Administrative Data of BMHC	Annually	Registration & Licensing Services, BMHC
TAT for Issuance of new Registration	This indicator measures the number of days taken for issuing new Registration Certificate.	Data record maintained by BMHC.	Annually	Registration and Licensing of BMHC
Number of Health Facilities sensitized on patient safety	This indicator measures the number of Health facilities covered for sensitization on patient safety at Mongar ERRH, Tashigang, Tashiyangtse, Lhuntse, Pemagatsel, Deothang and Samdrupjongkhar.	Data record maintained by BMHC	Annually	Education & Professional Services of BMHC
TAT for Renewal of Registration	This indicator measures number of days taken to issue Renewal Certificate.	Data record maintained by BMHC	Annually	Registration and Licencing Services of BMHC.
Timeline by which SoP for recognition of teaching hospitals is developed	This indicator measures the timeline for development of SoPs for teaching hospital.	Data record maintained by BMHC	Annually	Education & Professionals Services of BMHC

Success Indicator	Description	Data Collection Methodology	Data Collection Frequency	Data Source
Number of Medical & Health institutions and approved teaching hospitals monitored for ensuring quality compliance	This indicator measures number of medical and health institutions monitored for ensuring quality compliance as per standard. Places will be at RTC, Reldri Institutes of Health Sciences, KGUMSB, FoNPH and FoTM and its teaching Hospitals.	Data record maintained by BMHC	Annually	Education & Professional Services of BMHC
Percentage of budget utilized	This indicator measures the percentage of budget utilized of the agency for the fiscal year based on approved budget. measure only capital activity, expenditure /Approved budget x 100%	Administrative data of BMHC	Annually	Account Section, BMHC

**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)
JIGME DORJI WANGCHUCK NATIONAL REFERRAL HOSPITAL	Timeline by which action is taken on the complaints received against health professionals and Health centers	Medical Expertise to form committee and review the Medical cases/complain against Medical and Health professional.	Since this committee is required on case by case basis represented by relevant professional expertise	Any complaint lodge by the aggrieved Patients parties against the Healthcare centers and Professional will be reviewed by the Committee comprising Medical expertise from JDWNRH and BMHC.	Professional Experts relevant to the complaints can be sourced from other Hospitals through MoH
JIGME DORJI WANGCHUCK NATIONAL REFERRAL HOSPITAL	Proportion of recommendations/directives of the GCB and Executive Committee meeting followed-up/implemented	The Council's committees comprise of members with technical experts from JDWNRH	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	Proportion of recommendations/directives of the GCB and Executive Committee meeting followed-up/implemented	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

Organisation Name	Relevant Success Indicator	Requirement from the Organisation	Justification for the Requirement	Requirement detail	Impact (If Not Met)
MINISTRY OF HEALTH	Timeline by which action is taken on the complaints received against health professionals and Health centers	Nomination of Professional Experts as and when requested	To ensure that complaints received against Medical and Health professionals and Health centers including Private Centers addressed and Corrective measures put in place	Professional Experts as and when requested	Relevant Professional experts as required shall be sourced from KGUMSB, RBA and Retired Professional Expert.
MINISTRY OF HEALTH	Timeline by which review of draft BMHC Act is completed	To release experts and relevant Officials from PPD	To ensure Draft Act in line with Health policy	To collaborate at Policy level	Delay in finalization of draft Act
MINISTRY OF HEALTH	Timeline by which SoP for recognition of teaching hospitals is developed	Nomination and release of Professional Experts when requested	Officials and relevant Professional Experts are required	Officials and Relevant Experts	Alternative nomination from the other relevant agencies will be sought
JIGME DORJI WANGCHUCK NATIONAL REFERRAL HOSPITAL	Timeline by which SoP for recognition of teaching hospitals is developed	Nomination and release of Professional Experts when requested	Officials and relevant Professional Experts are required	Officials and Relevant Experts	Alternative nomination from the other relevant agencies will be sought
Khesar Gyalpo University of Medical Sciences	Timeline by which SoP for recognition of teaching hospitals is developed	Nomination and release of Professional Experts when requested	Officials and relevant Professional Experts are required	Officials and Relevant Experts	Alternative nomination from the other relevant agencies will be sought
OFFICE OF THE ATTORNEY GENERAL	Timeline by which review of draft BMHC Act is completed	Nomination and release of Drafting Committee Members	To ensure quality of Drafting Act in line with their Legislative Guideline.	Timely release of experts	Delay in finalization of draft Act

Organisation Name	Relevant Success Indicator	Requirement from the Organisation	Justification for the Requirement	Requirement detail	Impact (If Not Met)
MINISTRY OF HEALTH	Number of Health Facilities sensitized on patient safety	Policy support	All Health facilities are under Department of Medical Services	Information to the Heads of the Health centers	Timely Sensitization program will be not convene as per scheduled
All Dzongkhags	Number of Health Facilities sensitized on patient safety	Support from Superintendent/DHO/C MO/MO/Admo	Release of Medical and Health Professionals for the scheduled programs	Information and arrangement of Meetings	Timely Sensitization program will not be convened as per the schedule
MINISTRY OF HEALTH	Number of Medical & Health institutions and approved teaching hospitals monitored for ensuring quality compliance	Policy Support	To inform the Head of Teaching Hospital regarding the visit	Support from Teaching Hospital	Timely monitoring visit will be hampered
Khesar Gyalpo University of Medical Sciences	Number of Medical & Health institutions and approved teaching hospitals monitored for ensuring quality compliance	Expertise support	Subject specialty	Release of Subject specialty	Timely monitoring will be hampered
JIGME DORJI WANGCHUCK NATIONAL REFERRAL HOSPITAL	Number of Medical & Health institutions and approved teaching hospitals monitored for ensuring quality compliance	Expertise Support	Council Members/Clinical Expertise	Release of council member/clinical Expertise	timely monitoring will be hampered
Khesar Gyalpo University of Medical Sciences	Proportion of recommendations/directives of the GCB and Executive Committee meeting followed-up/implemented	The Council's committees comprise of members from 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	Target may not be achieve

Organisation Name	Relevant Success Indicator	Requirement from the Organisation	Justification for the Requirement	Requirement detail	Impact (If Not Met)
MINISTRY OF HEALTH	No. of Hospitals monitored for adequate categories of relevant medical and health professionals	Policy Support and Service Standard	Approved Service standard and policy support for monitoring and regulation.	As and when required.	poor compliance
All Dzongkhags	No. of Hospitals monitored for adequate categories of relevant medical and health professionals	Support and coordination from DHO/Hospital Administration.	Support require during monitoring process	as and when required	Poor compliance
DRUG REGULATORY AUTHORITY	Timeline by which review of draft BMHC Act is completed	Technical Support	Fine tuning with their Act	As and when Act is reviewed	Delay in finalization of draft Act
JIGME DORJI WANGCHUCK NATIONAL REFERRAL HOSPITAL	Timeline by which review of draft BMHC Act is completed	Technical Support	Technical Expertise	As and when Act is reviewed	Delay in finalization of draft Act
Khesar Gyalpo University of Medical Sciences	Timeline by which Competency question bank developed for different categories of Health Professionals(Diploma and Certificates).	Technical support	Technical Expertise	Release of expertise	Timely development of question bank hampered.
JIGME DORJI WANGCHUCK NATIONAL REFERRAL HOSPITAL	Timeline by which Competency question bank developed for different categories of Health Professionals(Diploma and Certificates).	Technical support	Technical Expertise	release of expertise	timely development of question bank hampered.
MINISTRY OF HEALTH	Timeline by which Competency question bank developed for different categories of Health Professionals(Diploma and Certificates).	Technical Support from DMS	Technical expertise from District Hospitals	release of technical expertise	Timely development of question bank hampered.
MINISTRY OF ECONOMIC AFFAIRS	Timeline by which review of draft BMHC Act is completed	Office of Consumer Protection	Aligned with consumer Protection Act	Representation during drafting	Consumer protection issues may not adequately address.



Organisation Name	Relevant Success Indicator	Requirement from the Organisation	Justification for the Requirement	Requirement detail	Impact (If Not Met)
Khesar Gyalpo University of Medical Sciences	Timeline by which review of draft BMHC Act is completed <i>23/5/15</i>	Technical expertise	Medical and Health courses, Institution and standard of Medical and Health Education <i>23/5/15</i>	To address the Institution of Medical and Health Courses and the standard of Medical and Health institutes.	Institution of Medical and Health Courses and the standard of Medical and Health institutes may not be adequately address.

Minister, Government  
Tobago

*[Signature]*

Date

Minister of Health  
Tobago

*[Signature]*

Date

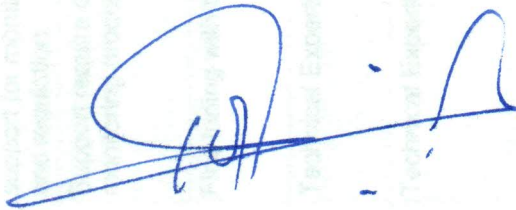
SIGNED:

**Whereas,**

I, the Registrar General, Bhutan Medical and Health Council, commit to the 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.

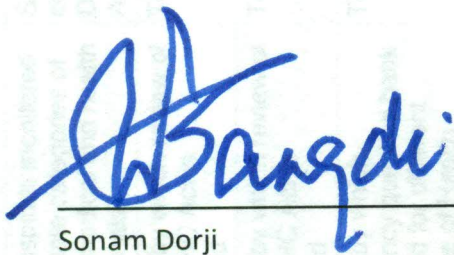
**SIGNED:**



\_\_\_\_\_  
Dr. Lotay Tshering  
Prime Minister of Bhutan

27/2/19

\_\_\_\_\_  
Date



\_\_\_\_\_  
Sonam Dorji  
Registrar General

27/2/2019

\_\_\_\_\_  
Date