



Bermuda Hospitals Board



Venetta Symonds, CEO & President

Venetta Symonds assumed the role Chief Executive Officer (CEO) & President for Bermuda Hospitals Board (BHB) in April 2012. She is responsible for the strategy and operations of the entire BHB organization, which encompasses medical, senior care, mental health services, a range of outpatient services and all support functions. Mrs Symonds also oversaw the Acute Care Wing construction project, which was completed in 2014. She reports to the Chairman of the Board.

Prior to becoming CEO, Mrs Symonds held the role of Deputy CEO from November 2006, 26 years after first joining BHB as a radiographer. In this role she was also executive lead for the KEMH Redevelopment Project, which included the building of a new acute care facility, Bermuda's largest construction project to date and the island's first ever Public Private Partnership.

Mrs Symonds, supported by a four year BHB scholarship, attended the University of Tennessee and received a Bachelor's Degree in Radiologic Technology in 1980. Upon returning to Bermuda, she worked as a radiographer for BHB and became senior technologist in 1986, overseeing the set-up of a new CAT Scan service in the hospital. She was promoted in 1997 to the post of Diagnostic Imaging Manager, in recognition of her abilities to successfully develop and manage new services and identify and implement change. In 2000, Mrs. Symonds was promoted to the post of Chief Operating Officer, Support Services, a general management role that included responsibility for pathology, pharmacy, materials management, food services, in addition to diagnostic imaging. Other key projects completed under Mrs. Symonds' direction were the introduction of a MRI service to Bermuda and overseeing the attainment of international accreditation in the Lab and Mammography services.

Mrs Symonds was appointed as Organizational Review Officer from July 2004 through March 2006. In that role, she led the introduction of Project TouchPoint, a complex project overseeing a targeted change management initiative aimed at identifying and implementing strategies to improve operational performance. In April 2006, she agreed to provide support as Acting CEO, assuming the position for eight months to facilitate an international recruitment process for the CEO position, at which point she was appointed as Deputy CEO.

Mrs Symonds has a Masters of Arts Degree in Human Resource Development and is a Fellow of the American College of Healthcare Executives and is a member of their International Liaison Committee. She sits on the Bermuda Health Council, chairing the Quality and Standards Committee, and formerly sat on the Bermuda Employer's Council. She has represented BHB at numerous international conferences, and went through a two-month internship at Baptist Hospitals, South Miami, Florida as a requirement of CEO succession development. Mrs Symonds has received certificates of completion from executive development programs at Queen's University and London School of Business and also completed a fellowship program with the Advisory Board Company.