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PARTICIPATION IN THE ANNUAL CLINICAL QUALITY BENCHMARK SURVEY

In 2019 HQA will release its 15th annual Report on 7th August. HQA members can look forward to attending HQA's Clinical Quality Conference and receiving the HQA Industry Report, marking its 15th year of clinical quality measurement and reporting.

Background

Measuring the quality of care is a necessary step in the process of improving health care quality. Too often the quality of care received by patients is substandard. Patients not always receive the proper diagnosis and care and wide variations in health care quality, access and outcomes persist. Research consistently shows that there is chronic underuse, overuse and misuse of services.

Collaborating on clinical quality measurement and reporting can contribute towards improving our society's health care by:

- preventing the overuse, underuse and misuse of health care and ensuring patient health and safety**
- identifying what works in health care and what doesn't, to drive improvement**
- promoting greater accountability from medical schemes, managed care organisations and providers for providing high quality care**
- measuring and addressing disparities in how care is delivered and in health outcomes**
- helping consumers make informed decisions about their care**

Medical schemes, whether open or closed, private or public, form an integral part of the South African health care sector. It has become a national priority for schemes to demonstrate their ability to provide access to affordable, quality care. The annual HQA Report provides participants with valuable information about clinical quality that informs decisions regarding access to care, utilisation of care and outcomes relative to cost factors.

The HQA Benchmark shows year-on-year progress on the performance of each participant, the performance relative to other participants, and the performance relating to national and international benchmarks and standards. The aim of HQA is to assist participants in their quest towards sustainable funding, and the managing and provision of quality health care. HQA's results and findings are also important for policy-makers given the crucial role that medical schemes play in the national health care

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Directors: Dr FPJ Griesel (Chairperson) Mr BA Dickson (Vice Chairperson); Dr RM Naidoo;
Dr U Mahlali; Mr GJ van Emmenis; Ms M van der Merwe; Dr JHB Steenekamp; Ms SM Collie (Alternate)

sector and the large number of beneficiaries who depend on schemes to help fund their health care needs.

Studies on clinical quality measurement and benchmarking indicate that health plans that regularly submit data for clinical quality measurement and benchmark reviews consistently outperform those that choose not to take part. These studies clearly illustrate the benefits of participating in annual health quality assessment.

AFFILIATE MEMBERSHIP OF HEALTH QUALITY ASSESSMENT (HQA).

HQA during 2008 amended its constitution to create an Affiliate Membership Category, thereby allowing all relevant role-players/stakeholders in the health care industry to effectively take part in and be formally associated with HQA's quality measurement activities and goals and objectives.

Affiliate Membership is now available to:

- Managed Care Organisations
- Network Management Organisations
- Hospital Groups
- Pharmaceutical Organisations
- Laboratories (Pathology)
- Clearing Houses (Medicine and other)
- Health Care Benefit, Clinical and Actuarial Consulting Groups
- Employer and Employer Representative Groups
- Labour Unions
- Consumer Organisations
- Industry Bodies
- Government Departments
- Academic Institutions
- Other relevant parties

At a fee of only R 24 125 per annum Affiliate Members will now be able to enjoy the benefits of participating in the HQA Clinical Advisory Board, qualifying for appointment onto the HQA Board, receiving the annual HQA Industry Report and quarterly Communique's, using the HQA Logo as a quality supporter mark, receiving regular updates on HQA's progress and being awarded with the annual HQA Certificate of Recognition.

It should, however, be noted that HQA Members may not utilise, exploit or in any other manner use any confidential information of HQA, which includes without limitation the intellectual property of HQA; technical specifications; designs; commercial, financial, scientific, marketing or business information and know-how; trade secrets; business strategies; methodologies; indicators; processes; data in whatever form; reports and information published or made available to members by HQA; and information technology (hardware and software); for the benefit of any person or entity that is not a member of HQA. Reports and information published by HQA may only be used for purposes of business advice to HQA Members. Other usage requires the express written consent from the HQA Board.

Affiliate Members will therefore enjoy the same rights as full members except the right to vote at an AGM. Affiliate Members are those who could associate themselves with the goals and objectives of HQA and who have paid the annual Affiliate Membership fee.

BACKGROUND

Health Quality Assessment (HQA) performs an annual assessment of clinical quality in health care offered by medical schemes. The aim of such assessments is to assist decision-makers, such as trustees and management of medical schemes to evaluate and improve the quality of health care received by members. The HQA Report also provides valuable information to managed care organisations and other providers of health care. Studies from abroad show that health plans and providers that participate in regular quality measurement exercises outperform those not participating, a clear motivation to join. The ultimate objective is to provide the consumer market with information on the quality of care they are able to access at various health plans. The complete process of data collection, actuarial analysis and compilation of the industry report and member specific reports is being done independently by NMG on behalf of HQA.

HQA is a not for profit company and is duly governed.

The HQA Board has appointed a Clinical Advisory Board (CAB) from the member organisations' knowledge pool currently under leadership of Dr Jacqui Miot, to manage the progression of quality measurement on an ongoing basis. Individuals from member organisations wishing to join the clinical advisory board are welcome to contact **Dr Miot on 0836160008 or at jacqui.miot@gmail.com**.

The HQA Report offers more value each year. Measurements are developed on the basis of: appropriateness; being measurable; availability of data; being reproducible year on year; adding value to the report; driving decisions in managing quality of health care; having a clear evidence-based link from process to outcome; offering a clear indication of a direct measure or a proxy measure; having a clear explanation for its selection, value and method of measure; being linked to a clinical standard or guideline which endorses its use in clinical practice; reflecting the burden of disease in South Africa and being consistent with the HQA philosophy and mission statement.

Role-players and stakeholders in the health care industry should note the Department of Health's Policy Document April 2007 on Quality indicating that quality of health care is also high on the agenda of the National Department of Health and included in the draft Health Charter. A National Programme for Quality Improvement was launched by the Department of Health towards the end of 2008 and numerous follow up initiatives can already be seen. The HQA was identified as a resource which could assist the Council for Medical Schemes and the Department of Health to evaluate its Quality standards, tools and indicators. HQA made submissions to HMI and the Lancet Committee looking into the clinical quality of care in South Africa.

HQA offers participants and members an opportunity to pro-actively collaborate and to set standards for quality measurement that would compare with the best in the world and measure themselves with minimum regulatory intervention. It is therefore important that the

industry demonstrates its commitment to improving the quality of care through ongoing participation.

HQA made significant progress with 19 medical schemes having submitted data in 2018 representing almost 80% of all medical scheme insured lives. A number of leading open and closed schemes are already actively participating in the process.

The following Non-Medical Scheme Members have already joined HQA since the latter part of 2008:

- Agility GHS
- Aspen Pharmacare
- BHF
- CDE
- Discovery Health
- IPA Foundation
- LifeSense
- Medipost
- Mediscor
- Medscheme Health Risk Managers
- Merck
- MSO
- SAMA
- Sancreed
- Sechaba
- Universal Healthcare

Further details can be obtained from **Louis Botha on 082-453-5130 or email: lj.botha@iafrica.com**.

We are looking forward to receiving your renewal/registration as an Affiliate Member at your earliest convenience, where after you will be invoiced and listed as such.

Yours sincerely

LOUIS BOTHA (CEO)

Health Quality Assessment NPC



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2019 HEALTH QUALITY ASSESSMENT AFFILIATE MEMBERSHIP FORM

Name of applicant: _____
(Please note a fee of R 24 125 per year is payable to be an affiliate member of HQA)

Name : _____

Designation : _____

Date : _____

Contact details:

Tel : _____

Fax : _____

Email: _____

Physical address : _____

Postal address : _____

Please return this form to Louis Botha at lj.botha@iafrica.com.