



COMMUNIQUE first quarter 2017

On **26th July 2017** HQA shall be hosting its 13th annual Industry Results Presentation, Clinical Quality Conference and AGM. The results of the 2017 Industry Report will be presented, followed by some very relevant debates, all aimed at a better understanding of the value of continuous measuring of clinical quality and managing of diseases. Please note that the date had been changed from 21st July to 26th July, due to the BHF Conference scheduled for the week of the 21st. It will be a half a day event in Centurion with the AGM immediately after lunch. Invites will be send as soon as the programme is finalised.

HQA's 2017 Report shall contain a 7-year trend on a very comprehensive set of relevant indicators and provide meaningful management information to medical schemes, managed care organisations, service providers and other stakeholders. A strategic objective of continuous measuring is to inform decisions on improving the clinical quality of care.

The focus this year will be to look for evidence of improvement resulting from continuous measuring and managing of diseases.

Nineteen medical schemes will be participating in the 2017 annual Report, representing about 80% of the medical scheme lives in the industry.

Data requests have begun and updating of quarterly reports are in process. Medical Schemes are encouraged to utilise their quarterly updates for faster tracking of interventions. Those still in need of training on how to use the portal please contact Adam Lowe Adam.Lowe@willistowerswatson.com or Johann van Zyl Johann.Van.Zyl@willistowerswatson.com for arranging a training session.

HQA welcomes SAB Medical Aid and Mediscor as new members. HQA is proud to be supported by nineteen medical schemes and twenty affiliate member organisations. HQA's members are commended for participating in this voluntary process of continuous measuring and improving clinical quality!

I am looking forward to continue working with you on the very important matter of clinical quality measurement and improvement.

Your support is appreciated!

Kind regards,

Louis Botha

CEO HQA

