

# FROM THE DESK OF THE CEO



There is no question that much of the innovation in the health sector, globally, is being driven by digitisation, data and tech. From advances in accessing patient information through Electronic Medical Records, to wearables which monitor and connect patients to their healthcare data, to telehealth consultations which have the potential to revolutionise access to care.

The CareConnect HIE, which is on track to be fully open for business in the first quarter of 2022, promises to usher in a new paradigm to South Africa's health system, one which paves the way towards global trends of coordination of care, value-based care models and the move to greater access, quality and efficiencies in healthcare.

With more than three million lives already secured on the HIE under Phase 1A, and UAT in progress for Phase 1B, we are now hard at work at ensuring that the data in the HIE is of high quality and robust enough to allow for all current use cases and future use cases which will be required.

## *Business Development*

The transition from project mode to business development mode means that the inclusion of Radiology and Pathology data into the HIE is imperative if the HIE is going to fulfil its mandate of enabling real time, holistic patient information to be accessible to clinicians when and where it is needed. To this end, engagement with the Radiological Society of South Africa (RSSA) and the National Pathology Group (NPG) has already begun so that the inclusion of this data is a key deliverable of Phase 2 of the HIE roadmap during 2022.

From our engagements with PMAs, healthcare administrators, health facilities, clinician groupings and others, it is clear that there is most certainly a 'buzz' around the CareConnect HIE and a recognition of the value that will be derived from having one entry point to a comprehensive set of information. To this end, we have had discussions with Africa Telehealth Collaboration to explore ways in which CareConnect could play a part in ensuring that telehealth continues (and grows) after the pandemic dies down. We have also met with Wingspan Consultancy in Kenya who are exploring a similar HIE initiative for that country.



## *Strategic Engagement*



We are cognisant that ultimately, the true value of the CareConnect HIE will be realised when it is integrated in both the public and private healthcare sectors and becomes an asset for the entire South African healthcare system. This ideal was brought a step closer when our Chief Technology Executive, Dr Rolan Christian together with Ms Milani Wolmarans, Chief Director of Policy and Integrated Planning at the National Department of Health and others, were invited to participate in a webinar to explore how the South African health sector, both public and private, are employing cloud and other technologies to enhance service delivery in healthcare and in combating chronic and emerging diseases.

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## Customer Satisfaction

During November, we asked our Founding Members to rate us on the areas where we have done well and those that require improvement. From the responses we received to the seven-question survey, it is clear that the project governance and associated working groups are effective and that the CareConnect team is providing the necessary support to ensure the success of the project for our Founding Members. We were delighted to receive close to top marks on the question, 'Did the CareConnect Team engage with you respectfully and in the spirit of cooperation?' I am proud of the maturity and respect which permeates the communications within the various working groups.

We are thankful to those of you who took the time and effort to complete the survey.

## Thank you!

Finally, I wish to thank all of you for the support, commitment and trust that you have provided over this very trying year. We salute you.

From all of us at CareConnect, we would like to wish you a safe, happy and healthy holiday season and look forward to working with you again in 2022.

**Dr Biddie Biddulph**  
CEO



We are proud to announce that Dr Rolan Christian has been appointed to assume the role of CEO of CareConnect in February 2022, following Dr Biddulph's retirement at the end of April 2022, to take a well-earned break.

Rolan joined CareConnect at the beginning of 2020 as Chief Technology Executive and has successfully steered the project to its current state.

Rolan is an experienced Information, Communication and Technology (ICT) professional who is able to work across various business domains. Prior to joining CareConnect, Rolan gained experience across multiple industries, such as telecommunications, financial services, healthcare, Internet-based businesses and management consulting. As well as being a strong leader, Rolan holds an array of impressive academic achievements, including:

- MBL from UNISA
- PhD (Electrical Engineering) from Wits
- MSc (Electrical Engineering) from Wits
- BSc (IT) and BSc (IT) Hons from UKZN



*Dr Rolan Christian*

***We salute Dr Biddie Biddulph for nurturing and driving the development of the CareConnect HIE thus far and thank him for his excellent and inspiring leadership.***