

# FROM THE DESK OF THE CEO



December 2023

As we wrap up another exciting year in the world of Health Information Exchange (HIE), it's a good time to reflect on our journey and the strides we've made during 2023.

Despite the ongoing uncertainty surrounding the National Health Insurance (NHI) Bill, there's a shared vision in the health sector for Universal Health Coverage and a more equitable health system. This vision calls for a departure from the fragmentation and siloed pools of information towards a unified system that prioritises care coordination, primary and preventive care, and enables smooth patient transitions between and within the private and public health sectors.

HIE stands out as a crucial data utility in this context. By facilitating secure and efficient data exchange and maintaining an up-to-date Unified Care Record for each patient, HIE overcomes the limitations of fragmented systems.

Our recent ReConnect event on 26 October highlighted the advancements we've made towards this ideal. Attended by about 70 senior decision-makers from across the industry, the event featured keynotes from international and local experts including Dominick Bizzarro, renowned veteran of HIE implementation in the USA, and Dr Stavros Nicolaou who shared his insights on this pivotal moment in South Africa's health system. The event also provided a platform for professionals from diverse healthcare sectors - including radiology, clinical practice, hospitals, PMAs, and medical schemes - to discuss the value and future potential of HIE to their organisations and practices.



*Kegomoditswe Mogobe, Legal, Compliance and Privacy Manager at CareConnect*



*Lewellyn Moodley, Business Development Manager at CareConnect*



*Panel discussion facilitated by Dr Boshoff Steenekamp, with panellists Dr Ron Whelan, Dr Simon Strachan, Dr Astrid Ellaya, Leslie Moodley and Dr Richard Tuft*



*Allan Macfarlane, Chief Technology Executive at CareConnect*



*Dr Stavros Nicolaou, Aspen Pharma Group & non-Exec Director at B4SA*

Since our launch in August 2021, we've seen remarkable progress. We've processed over 145 million messages, handled 90,000 data lookups monthly, and our patient consent has topped the 70% mark and continues to rise.

Our focus on enhancing participant value has led to the development of several use cases and new datasets. These include tracking patient conditions, monitoring medication interactions and adverse reactions, and creating bi-directional alerts for patient transfers or discharges. We're also collaborating with the South African Private Practitioners' Forum (SAPPF) on a standardised doctor discharge summary.

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We're also excited about our pilot project with RSSA and Cryanic (PMA), aiming to onboard practices in early 2024. This adds diagnostic data to the HIE, a significant step forward. We're proud to be collaborating with both the Western Cape Department of Health and the National Department of Health, furthering our aim of creating a health utility for the entire health system.

CareConnect and its Participants have implemented a comprehensive privacy programme to ensure that consent from members and patients is valid and in compliance with the relevant data protection legislation. As such, in 2022 and 2023 CareConnect's aim was to establish that the necessary privacy controls remain in place and improved upon. In addition to our ISO certification 27001, we have completed our ISO certification 27701 regarding a Privacy Information Management System. This certification further strengthens data security and legal compliance, particularly in managing personal data.

Our journey as the 'new kid on the block' has been remarkable, and our profile has been considerably boosted through being featured at major industry events, including GIBS/PPS, HASA, and ASAIPA conferences. Moreover, we have received substantial positive media coverage, which has been instrumental in enhancing public awareness about the critical role of data sharing in improving healthcare quality.



A highlight for us was winning the 2023 BCX Digital Innovation Award for 'Best in Society and Sustainability' in the SME category. This award recognises extraordinary innovation that has the power to transform businesses and industries and to reshape our future, and reflects our commitment to a connected, responsive, and patient-centred health system.



CareConnect HIE wins the BCX Digital Innovation Award for 'Best in Society and Sustainability'

*Thank you to all our Participants for making 2023 the success that it has been. We're committed to making an even bigger impact in 2024!*

*Happy Holidays!*