



SYMPOSIUM

2015

PROGRAMME
->&<-
SPEAKER PROFILES

01 - 02 OCTOBER 2015



“Towards affordable healthcare: GEMS transition to an activist payer”

About the GEMS Symposium

The GEMS Symposium is a premium annual meeting that convenes over 400 of the prominent players in the healthcare industry. The event creates a uniquely intimate and candid environment to discuss critical issues facing the health industry, debate ideas and build relationships to shape the future of the South African healthcare environment from both local and international speakers. The Scheme is hosting its eighth Annual Symposium from 01 to 02 October 2015 at the East London International Convention Centre.

Theme Rationale

The healthcare landscape is changing rapidly and like many other industries, the healthcare sector faces tight budgets and pressure to reduce costs. Healthcare systems around the world are experiencing an era of dramatic change as they struggle to cope with ageing populations, technological advances, increasing globalisation, reduced funding, burden of non-communicable disease and rising expectations. Wherever possible, medical scheme's need to make cost savings without affecting the care they provide, leading to the emergence of the 'activist payer'. An innovative modern methodology that seeks to remodel managed care processes to focus on value creation, selective contracting, moving care upstream to focus more on prevention, driving payment reform and positively influencing behaviour of members by encouraging them to make quality, preventive and cost-conscious decisions with regard to the care they receive.

01 OCTOBER

DAY 1

PROGRAMME

| TIME | PROCEEDINGS | SPEAKER/MODERATOR |
|---------------|---|---|
| 08:00 – 08:45 | Arrival and Registration | |
| 08:45 | Welcome by Programme Director | Ms Thabiso Sikwane |
| 08:50 – 09:00 | Official welcome by Chairperson | Mr Zava Colbert Rikhotsa GEMS Board of Trustees Chairperson |
| 09:00 – 10:30 | Drivers of healthcare costs <ul style="list-style-type: none">• Burden of disease• The effect of Prescribed Minimum Benefits (PMBs)• Challenges and effects on healthcare funders• Challenges and effects on Scheme members | <i>Session Co-ordinator</i> Dr Guni Goolab GEMS Principal Officer <i>Speaker</i> Dr Rajesh Patel Board of Healthcare Funders <i>Session Panelists</i> Dr Farayi Chinyanga Medscheme Holdings Dr Odwa Mazwai Medscheme Holdings |
| 10:30 – 11:00 | Tea Break Exhibition Hall Opening | |
| 11:00 – 12:30 | Abuse of Scheme benefits and the ramifications on Scheme objectives <ul style="list-style-type: none">• The effects of fraud• The effects of rising medical malpractice suits | <i>Session Co-ordinator</i> Ms Bella Mfenyana Executive: Contracts and Operations <i>Speakers</i> Mr Thomas Marx Ernst & Young Advisory Services Ms Lorato Masia Gildenhuys Malatji Inc. Mr Mzwandile Petros The iFirm <i>Session Panelist</i> Reverend Dr Vicentia Kgabe College of the Transfiguration (Anglican Theological College) |
| 12:30 – 13:30 | Lunch Exhibition Hall | |

| TIME | PROCEEDINGS | SPEAKER/MODERATOR |
|---------------|--|--|
| 13:30 – 14:45 | Dynamics and challenges within the healthcare provider industry | <p><i>Session Co-ordinator</i> Ms Thabiso Sikwane</p> <p><i>Speakers</i> Dr Nkaki Matlala Hospital Association of South Africa</p> <p>Dr Solomon Motuba South African Medical Association</p> <p>Dr Danny Pillay Allied Health Professions Council of South Africa</p> |
| 14:45 – 15:00 | Tea Break Exhibition Hall | <p><i>Session Panelist</i> Dr Clarence Mini GEMS Board of Trustee Member</p> |
| 15:00 – 16:00 | <p>Consumer Insight</p> <ul style="list-style-type: none"> Impact of GEMS on healthcare utilisation and provider choice Member advocacy The rising health costs vis-à-vis ability for members to afford health cover | <p><i>Session Co-ordinator</i> Ms Liziwe Nkonyana Executive: Communication and Member Affairs</p> <p><i>Speaker</i> Professor Ronelle Burger Stellenbosch University</p> <p><i>Session Panelists</i> Ms Nontobeko Ntsinde GEMS Board of Trustee Member</p> <p>Mr Nathi Theledi GEMS Board of Trustee Member</p> <p>Ms Liezl Anthony Member representative</p> |
| 16:00 - 16:30 | Day 1 closure by Programme Director | Ms Thabiso Sikwane |



| TIME | PROCEEDINGS | SPEAKER/MODERATOR |
|---------------|--|--|
| 09:00 – 09:05 | Welcome by Programme Director | Ms Thabiso Sikwane |
| 09:05 – 09:45 | Effects of unregulated pricing on affordability of healthcare The pros and cons of price regulation vs. competitive pricing | <i>Session Co-ordinator</i> Ms Thabiso Sikwane <i>Speakers</i> Ms Kudzai Chigiji Insight Actuaries and Consultants |
| 09:45 - 11:30 | Global healthcare innovations Reimbursement models Alternative funding mechanisms | <i>Session Co-ordinator</i> Dr Vuyokazi Gqola Executive: Healthcare Management <i>Speakers</i> Ms Kristin Cronje Deloitte Southern Africa Dr Nomalungelo Nyathi Insight Actuaries and Consultants |
| 11:30 - 11:45 | Tea Break | |
| 11:45 – 12:45 | The GEMS response – Transition to an ‘activist payer’ <ul style="list-style-type: none"> The rationale and timelines Care coordination interventions Strategic sourcing Hospital networks Strategic partnerships The cost/benefits comparison to industry | <i>Speaker</i> Dr Guni Goolab GEMS Principal Officer |
| 12:45 – 13:00 | Conference closure by Programme Director | Ms Thabiso Sikwane |
| 13:00 | Lunch Exhibition Hall | |



SPEAKER PROFILES



Ms Thabiso Sikwane

Programme Director

Seasoned talk show host Ms Thabiso Sikwane is arguably among the leading radio talk show hosts in the country. It is no wonder that she was selected as 2012's Best Night Time Presenter at the MTN Radio Awards. Having been in the industry for the past eighteen years, she has grown from being a disc jockey to being a television presenter and then she went to talk, with her first stint at talk radio having been at SAFM in 2004 where she ended up hosting what became one the country's most popular talk shows - *Afternoon Talk* on SAFM for four years.

Ms Sikwane's wide-ranging experience includes presenting top-drawer shows for radio stations after the radio bug bit her at campus radio station *Voice of Wits* (VOW) from where she honed her skills at the now defunct community radio station *Voice of Soweto*. She has also presented for various television channels. She wears many hats and is a renowned master of ceremonies, speaker and facilitator at various platforms

An ambassador for the Nelson Mandela Children's Hospital, Ms Sikwane uses her position to give back to her community. During her illustrious career she has volunteered at organisations such as Cotlands and even fostered a child from this institution. She has maintained a close working relationship with Ikageng, her former primary school in Ga-Rankuwa north of Pretoria and assists them with fundraising and meeting the school's other needs.

In 2007, she ran the Comrades marathon for the first time to raise funds for the school. She is also the founder of a swimming school through which she wants to save children and adults from experiencing the ordeal that she experienced following a near drowning as a child.



Mr Zava Colbert Rikhotso

Chairperson

Government Employees Medical Scheme

Official welcome by Chairperson

Mr Zava Colbert Rikhotso is the Managing Director of Bakoni Healthcare Solution, an entity involved in contract packaging and distribution of pharmaceutical products. It was formed in 2003 by five established pharmaceutical professionals. Mr Rikhotso, a founding member, has played an integral role in the successful establishment and operations of the entity since inception. He previously worked for Jansen Pharmaceutica, a division of Johnson & Johnson from 1995 to 1998. He also worked for Adcock Ingram Critical Care from 1993 to 1995. In 1998 he established his own Pharmaceutical Retailing Business with two outlets, one in Alexandra and another in the Johannesburg CBD. The two outlets collectively employed two Pharmacists and 15 assistants. The business was sold in 2005 as a going concern.

Mr Rikhotso studied Pharmacy at the University of the North from 1987 to 1990. He was accorded the “Best Pharmacy Student” award in 1987 and 1988 by the South African Pharmacy Council. While at University he became a member of the Student Representative Council in 1989/90. In 1995 he enrolled at UNISA for an MBL Degree where he specialised in Strategic Management and Operations Management. He is passionate about excellence and customer service, and his thesis topic for the Masters programme was on “Management of Service Delivery Failure”. He enjoys playing golf, gardening and reading business books and biographies. He is a seasoned businessman and entrepreneur with 17 years’ experience. Mr Rikhotso has been a member of the Government Employees Medical Scheme board since 2010, and is currently the sitting Chairperson.

**Dr Guni Goolab**

Principal Officer

Government Employees Medical Scheme

Topic**Drivers of healthcare costs****The GEMS response – Transition to an ‘activist payer’**

Dr Guni Goolab is a qualified medical practitioner, who graduated from the University of Witwatersrand (Wits) in 1985 and later completed an MBA with the University of Cape Town (UCT). Career highlights include extensive executive experience having led a multinational healthcare company for close on ten years. Dr Goolab also has an extensive public and private healthcare background spanning nearly three decades.

**Dr Rajesh Patel**

Head: Benefit and Risk

Board of Healthcare Funders (BHF)

Topic**Drivers of healthcare costs**

Dr Rajesh Patel worked as a family physician from 1987 – 1995. After leaving private practice Dr Patel joined the medical aid industry. His roles in the industry covered Medical Advisor, Scheme Manager and Clinical Risk Management. Prior to joining the BHF, Dr Patel spent two and a half years in the pharmaceutical industry.

His special interests are quality assurance, value based medicine and application of public health principles in health risk management.

During the period 2001 – 2003 Dr Patel was a teaching assistant at the Department of Health Systems Management of the National School of Public Health (MEDUNSA). He also assisted with post-graduate training of FCFP (SA) candidates.

Dr Patel was a non-executive director of the Council for Health Service Accreditation of Southern Africa (COHSASA), a past Chairman of the Clinical Review Committee of HQA and a former member of the ICD10 Advisory Committee.

He is currently a non-executive director of Health Quality Assessment (HQA), and a member of the Ministerial Health Data and Advisory Committee.

Dr Patel is a certified PADI, SDI and Sharklife Scuba Instructor.

Qualifications: MBChB (Natal); FCFP (SA); MPH; Dip.Bus.M.





Dr Farayi Chinyanga

Executive Manager: GEMS Managed Healthcare
Medscheme Holdings

Topic

Drivers of healthcare costs

Dr Farayi Chinyanga qualified as a medical doctor in 2005 and has gained a wealth of experience in the healthcare sector prior to joining Medscheme in 2013. He is a Health Systems Specialist, with a keen interest in economics and its impact on health outcomes. His overarching passion is to see an acceleration of the social and economic development of the African continent as a whole.

In his current role as Executive Manager: GEMS Managed Healthcare at Medscheme Holdings, a subsidiary company of AfroCentric Health, he is responsible for the interactions and stakeholder management between Medscheme and the Government Employee Medical Scheme (GEMS). He is also responsible for interactions with industry role-players from a strategic managed healthcare perspective.

Dr Chinyanga started at Medscheme as an Advanced Specialist - Clinical Risk Management and served as primary liaison between Medscheme South Africa and GEMS. He reviewed statistical data relating to the client's clinical risk parameters and advising GEMS on ways of minimizing risk. In addition he was also responsible for identifying opportunities and coordinating Medscheme's solutions for providing innovative manage care solutions to GEMS.

Prior to joining Medscheme he practiced as a Medical Officer in various casualty departments both within South Africa and beyond the country's borders.

Dr Chinyanga received an Honours in Biochemistry from the University of Zimbabwe in 2000, a Bachelor of Medicine and Surgery in 2005 from the University of Zimbabwe Medical School and a Post Graduate Certificate in Law from the University of South Africa in 2010. In 2012 he completed an Introduction to Thought Leadership at the Thabo Mbeki Leadership Institute. He did not stop there but went on to receive a Post Graduate Diploma in Health Economics in 2012 at the University of Cape Town. Dr Chinyanga also studied an Advanced Health Management Program during 2012-2013 through Yale University (USA) and Foundation for Professional Development (SA). He is currently busy with his Masters in International Management: Health Systems through the University of Liverpool which should be complete by October 2015.

He was born in Canada on the 9th of June 1977 to a Zimbabwean father and Ghanaian mother. At the age of 8 he relocated to Zimbabwe with his family. He is married to Dr Thokozile Cora Bopape-Chinyanga and has two sons.



Dr Odwa Mazwai

Executive Manager: GEMS Managed Healthcare
Medscheme Holdings

Topic

Drivers of healthcare costs

Dr Odwa Mazwai has extensive clinical experience and integrates this with public health, health economics and health policy knowledge.

Dr Mazwai qualified with an MBChB from Walter Sisulu (formerly UNITRA) Medical School. He served as a medical officer in the public sector in Gauteng where he earned not only his Diploma in Anaesthesiology, but also a keen understanding of the need for healthcare reform in the country.

He's passionate for equitable and sustainable healthcare found him working at the National Department of Health as a Technical Advisor in the office of the Director-General. Here, Dr Mazwai served to provide input on health policy planning to assist various directorates to align their strategy to conform to proposed NHI initiatives.

Dr Mazwai joined Medscheme as a senior specialist in provider networks with a specific focus on the Government Employees' Medical Scheme (GEMS). As an interface between GEMS and Medscheme, Dr Mazwai's role includes the facilitation of the creation of a GEMS Hospital Network, the continued contracting of family practitioners (FP) and specialists onto GEMS networks, and maintaining and deepening relationships with GEMS and other service providers.

As a part of the Healthcare Provider Relations (HPR) multi-disciplinary team, Dr Mazwai's other responsibilities are conveyed in the core task of the HPR and will bring him to create strong ties with most departments in the company, particularly GEMS Clinical Risk Management, Clinical Fund Management, HIU, Actuarial, Legal, Health Policy Unit, Managed Care Department and Assessing.



Ms Bella Mfenyana

Executive: Contracts and Operations
Government Employees Medical Scheme

Topic

Abuse of Scheme benefits and the ramifications on Scheme objectives

Ms Bella Mfenyana holds a Masters in Business Administration, Programme for Management Development from the Gordon Institute of Business Science, a Bachelor of Commerce in Economics from the University of the Western Cape (UWC) and has completed additional studies through the Insurance Institute of SA and the University of Pretoria. Recently, she completed the Executive Leadership Best Practice at Harvard University, Boston.

She commenced her career as a Retirement Fund Consultant with Alexander Forbes Financial Services and thereafter joined Discovery Health as Fund Manager where she provided consulting advice to a portfolio of blue chip corporate clients. She joined GEMS in 2006 to establish and head up the Scheme's Contracts and Operations Division.

Ms Mfenyana is responsible for overseeing and ensuring service delivery by all contracted service providers in line with their contracts and service level agreements and the business requirements of the Scheme. She is also tasked with the integration of the Scheme's business requirements with operational processes of the service providers so as to mitigate the financial risk and legal exposure of the Scheme. She also oversees the fraud management strategy of the Scheme.



Mr Thomas Marx

Executive Director: Fraud Investigation and Dispute Services
Ernst & Young Advisory Services (Pty) Ltd

Topic

Abuse of Scheme benefits and the ramifications on Scheme objectives

Mr Thomas Marx is an Executive Director in the Fraud Investigation and Dispute Services division of Ernst & Young Advisory Services (Pty) Ltd (“EY”) based in Gauteng. Prior to joining Ernst & Young in January 2000, he held the position of Detective Captain at the South African Police Service Commercial Crime Unit in Port Elizabeth. He joined EY, in Durban, South Africa in January 2000 as a Manager.

He is an experienced investigator in the forensic field with over 24 years investigative experience. He has been involved in a number of investigations, both locally and internationally. He is the leader for the Life Science Sector at the Fraud Investigation and Dispute Services division of EY for the Southern Africa Region.

Mr Marx has led a number of assignments in the area of forensic investigations. In addition he has provided training, facilitated workshops and presented on the subjects of ethics in the workplace, fraud and corruption prevention, fraud risk management, procurement fraud, asset tracing and investigation techniques.

Mr Marx is a Certified Fraud Examiner. He was a Board member of the South African Chapter of the Association of Certified Fraud Examiners from October 2012 to October 2014.

He holds a BTech (Policing), National Diploma (Pol.Admin) and an Advanced Certificate in Fraud Examination (CFE exam).



Ms Lorato Masia

Director: Commercial Litigation and Public Law
Gildenhuys Malatji Inc.

Topic

Abuse of Scheme benefits and the ramifications on Scheme objectives

Ms Lorato Masia joined Gildenhuys Malatji Inc. in 2004 as Candidate Attorney and was admitted as Attorney in 2006. She briefly left in 2008 to join Bowman Gilfillan Attorneys in Johannesburg, where she practiced in a department mainly dealing with Commercial Litigation. Ms Masia returned to Gildenhuys Malatji Inc. in 2009 and in January 2013 was appointed Director in the Commercial Litigation and Public Law Department.

Main features of Ms Masia's practice include advice on the interpretation of legislation and compliance in the Healthcare Industry, the Financial Services Industry as well as Competition Law. She also advises on all matters relating to corporate governance, procurement, PFMA obligations as well as general corporate and commercial matters in the Public Sector, and mergers and acquisitions. She has a keen interest in advising on appropriate corporate structures, including BBBEE legislative framework and the drafting of commercial agreements as well as Due Diligence Investigations.

Ms Masia has recently been part of the team that advised the Department of Science and Technology on the formation of a Venture Capital Programme valued at R500 million. She was also recently involved in assisting the Competition Commission in the prosecution of firms involved in collusive behaviour in the plastic pipes industry. She is also studying towards obtaining a certificate in Competition Law.



Mr Mzwandile Petros

Director

iFirm

Topic

Abuse of Scheme benefits and the ramifications on Scheme objectives

Retired Lieutenant General Mzwandile Petros was appointed Provincial Commissioner of both the Western Cape and Gauteng Provinces during his career. During his time as Commissioner in these two provinces, he devised and implemented the People-Orientated Sustainable Strategy (POSS) for the Western Cape and the Gauteng Co-Created Policing Strategy (G-COPS).

His innovative and proactive strategies to combat crime and corruption during his time as Provincial Commissioner resulted in a drastic reduction in criminal activity in both provinces.

In a bid to centralise police efforts, improve co-ordination between various units within the police force and ensure an immediate response to criminal activities as they happen, he also established 'The War Room' in May, 2008 – an initiative using community partnership and technology to drastically reduce serious and violent crimes in the Western Cape.



Reverend Dr Vicentia Kgabe

Rector

College of the Transfiguration (Anglican Theological College)

Topic

Abuse of Scheme benefits and the ramifications on Scheme objectives

Since seminary days, Reverend Dr Kgabe has been involved and exposed to various ministries, this started with her being a member of the Anglican Student Federation, which she is still involved with to date. She also serves as a Chaplain to Anglican students at University of Johannesburg (Doornfontein & Auckland Park campuses).

In February 2006 she was selected by Archbishop Emeritus Ndungane to represent ACSA at the 50th Session on United Nations Commission on the Status of Women in New York. She has also served twice as Provincial Synod Chaplain (2005 & 2010), this has helped her to learn and interpret the Canons & Constitution of our church.

Currently she is serving as Board Chairperson of HOPE Africa (the social development program of the Anglican Church of Southern Africa).

Reverend Dr Kgabe has completed her post-graduate degrees at the University of Pretoria. She currently holds a Doctorate of Philosophy Degree from the same university. And also completed a Nexus Leadership Course: Leading beyond Boundaries at University of Pretoria - Gordon Institute of Business Science. She realised that to effectively lead a church or any organisation that is multi-lingual, racial and economically diverse; one needs skills other than the theological qualifications.

Having being placed with the responsibility of heading up some parishes as well as lead 13 parishes in Region (2) Archdeaconry of the Diocese of Johannesburg, Reverend Dr Kgabe has learnt to master the art of collaborative leadership aimed at encouraging mutual empowerment.



Dr Nkaki Matlala

Board Member

Hospital Association of South Africa

Topic

Dynamics and challenges within the healthcare provider industry

Dr Nkaki Matlala is an Executive at Mediclinic Southern Africa responsible for Government and Stakeholder Relations. He is also chairman of Phodiso Holdings (Pty) Ltd, a healthcare investment company with a significant investment in Mediclinic. Dr Matlala serves on several company boards, including the Umnotho We Sizwe Group, which he chairs; Wits Donald Gordon Private Hospital and Clicks.

A qualified surgeon, Dr Matlala has served as a senior lecturer and Consultant in academic medicine at the Medical University of Southern Africa. He has just accepted the role of trustee of the MEDUNSA Trust.

Dr Matlala has a long history of serving the health sector extracurricular activities and industry associations such as the National Medical and Dental Association; The South African Medical Association; Spesnet; The Surgical Association Southern Africa and the Trauma Society of South Africa. He is presently a board member and was the previous chairperson of the Hospital Association of South Africa (HASA).

His interest is the convergence of the private and public health sector efforts towards the attainment of accessible and affordable quality healthcare for all, underpinned by unprejudiced government stewardship. To that end he serves in the Public Health Enhancement Fund as deputy chairperson. He also participates in community development projects.

**Dr Solomon Motuba**

Head: Private Practice

South African Medical Association

Topic**Dynamics and challenges within the healthcare provider industry**

Dr Solomon Motuba has consulted to various medical schemes and corporate entities on the rationalization and structuring of health funds. He has also served on a number of medical aid boards, in the capacity of a healthcare consultant, or as a trustee.

He amassed a wealth of experience whilst working for various healthcare organisations within the areas of health delivery, health finance, health risk management, health tax and law. He has more than 20 years' experience in the industry, including seven years as a general practitioner.

Dr Motuba is an entrepreneur who has been instrumental in the establishment and incubation of number of start-up businesses, some of which have grown into sizeable entities. He was instrumental in the turn-around of a number of medical schemes.

He is involved in a number of philanthropic activities, which include the nurturing of talent in under-privileged communities, in the areas of golf, soccer and academia.

Dr Motuba has served on several boards and was the co-founder of Cure Day Clinics and Vmed medical aid administrators. Dr. Motuba has worked for two medical aid schemes, as a Principal Officer and for third party medical aid administrators as CEO. He has also worked as an Executive in charge of a Managed Care Organisation.

**Dr Danny Pillay**

Homeopath, Doctor of Traditional Chinese Medicine and Acupuncture, Lecturer

Allied Health Professions Council of South Africa

Topic**Dynamics and challenges within the healthcare provider industry**

Dr Danny Pillay is a registered homeopath and a doctor of traditional Chinese Medicine and Acupuncture. He completed his Masters Degree in Homeopathy in 1996 at the Technikon Natal (now DUT). He is in private practice and is a part-time lecturer at the University of Johannesburg, Department of Homeopathy.

He has been involved in education and the regulatory space of CAMS and the current Chairperson of the Professional Board Homeopathy, Naturopathy and Phytotherapy of the AHPCSA, the President of the Homeopathic Association of South Africa and a National Vice-President of the Liga Medicorum Homeopathica Internationalis (LMHI).

**Dr Clarence Mini**

Board of Trustee Member

Government Employees Medical Scheme

Topic**Dynamics and challenges within the healthcare provider industry**

Dr Clarence Mini acquired a Bachelor of Medicine and Bachelor of Surgery (MBChB) from the Sofia Medical Academy in 1986, a Diploma Community Medicine from the University of Stellenbosch in 1993 and in 2002; he received a Palliative Care Medicine Diploma from the University of Cape Town.

He has worked with the National Health Laboratory Service, Toga HIV/AIDS Molecular Biology Laboratory, Thebe Healthcare Administrators MESAB Palliative Care Program, and Management Sciences for Health (MSH), Equity Health Project, and Family Health International (FHI). He started a palliative care training project for doctors in South Africa, funded the training of palliative care medical specialists and home-based care projects for AIDS and cancer patients and managed a fifty million dollar budget. He also worked very closely with the Eastern Cape provincial Health officials, traditional healers, trade unions and managing the relationship between the Eastern Cape Province of South Africa and the State of Massachusetts.

He is a former President of the South African Medical Association in Gauteng, and the Chairman of Board of Healthcare Funders (BHF), he has extensive experience working in diverse organisation environments, providing hands-on medical and technical skills and marketing TB/HIV/AIDS pathology services.

Dr Mini is also a former Chairman of the African Health Placements Organization which recruits and places doctors and nurses in rural government hospitals and other under-resourced areas of South Africa. He also holds Board/Trustee and Independent Committee membership positions at the Institute of Human Evolution – Wits University in Johannesburg, St Andrews for Girls High School in Johannesburg, the Social Transformation Committee of the African National Congress, the Brien Holden Eye Institute, Dira Sengwe (responsible for organizing National AIDS Conferences biannually in South Africa), Moses Kotane Foundation and Thebe Medical Scheme. Dr Mini is also a GEMS Trustee and chairs the Clinical Governance and Ex-Gratia Committee.

Awards shortlisted for: Global Health Program Award for services to healthcare and Nelson Mandela Health and Human Rights Award. Dr Mini has keen interest in literature, enjoys reading and theatre.



Ms Liziwe Nkonyana

Executive: Communication and Member Affairs
Government Employees Medical Scheme

Topic

Consumer insight

Ms Liziwe Nkonyana holds a Masters in Public Management and Administration from the University of Pretoria, a BA Degree in Communication as well as a BA Honours in Marketing Communications. Prior to joining GEMS she worked as Head of Communication of the Competition Commission. Other career highlights include a two-year tenure as Deputy Director: Communication within the Presidency: National Youth Commission. She also worked as a Marketing Specialist in the Department of Labour between 1998 and 2002.

Ms Nkonyana joined GEMS in 2006 and worked tirelessly to ensure the Scheme's continued membership growth over the years. She is responsible for communication, member affairs, public relations and marketing activities. She oversees the Scheme's Client Liaison Unit and all communication and marketing activities targeted at employees, members and service providers.



Professor Ronelle Burger

Professor
Stellenbosch University

Topic

Consumer insight

Professor Ronelle Burger's interest is in poverty and exclusion in African countries, with a focus on the role of health inequalities. Her research is closely aligned with policy processes because it aims to inform and support initiatives to fight inequity and address problems with health care delivery.

Professor Burger has consulted to National and Provincial government and also multilateral donors such as UNICEF and the World Bank. Her work has been published in high impact development journals such *Economic Development and Cultural Change* and *World Development* and public health journals such as *International Journal of Tuberculosis and Lung Disease* and *BMC Public Health*.



Ms Nontobeko Ntsinde

Board of Trustee Member

Government Employees Medical Scheme

Topic

Consumer insight

Ms Nontobeko Ntsinde, an Admitted Attorney and an Admitted Notary Public in RSA, has ten years' experience as an Attorney in private practice, more than 15 years' experience in investment banking and finance and more than ten years' experience in managing a business or organisation as an executive. She has governance experience in private and public sector, operational experience in private and public sector, and exceptional strategic management abilities. She is a highly energetic person with strong leadership, management and communications skills and has worked extensively in Sub-Saharan Africa. She has participated in projects in over 22 countries on the continent.

Ms Ntsinde has a Masters in Business Administration qualification from Wits Business School (WBS), a Certificate in Treasury (Risk) Management from University of South Africa (UNISA), a Certificate in Fundamentals of Project Management from the University of the Witwatersrand (Wits) and a Baccalareus Procurationis (B. Proc) qualification from the University of Fort Hare. She has completed short courses in Corporate Governance and Boards (Institute of Management Development, Lausanne Switzerland), Corporate Finance and Risk Management (CitiBank), Limited Recourse Project Finance (Euromoney, London), Negotiating International Agreements (International Law Institute and World Bank), and International Banking and Finance (Wharton, Pennsylvania).

She is a member of the Institute of Directors of Southern Africa (IoDSA), and has vast experience as a Director/Board and Committee Member which includes her current seats as a Non-Executive Director at the Government Employee Medical Scheme (GEMS), the State Information Technology Agency (SITA), South African Dental Association (SADA), and Tshwane Economic Development Agency (TEDA). She was previously Non-Executive Director for organisations such as the South African National Roads Agency Limited (SANRAL), Mocotex Limitada (Mozambique), Omukunda Development Network, National Empowerment Fund (NEF) Ventures Fund and New Africa Mining Fund.

**Mr Nathi Theledi**

Board of Trustee Member

Government Employees Medical Scheme

Topic**Consumer insight**

Mr Nkosinathi Theledi worked in various construction companies in Middleburg and KwaZulu Natal before joining the Department of Correctional Services in Witbank in 1986. Mr Theledi joined the Police and Prison Civil Rights Union (POPCRU) in 1990 and held a number of leadership positions including Institutional Secretary of Zonderwater in 1991. At that time he took part in provincial negotiations within SAPS and DCS.

He was later elected the Regional Secretary of the Pretoria Region in 1993, a position he held until the combination of Pretoria, Witwatersrand and Vaal regions to form Gauteng Province in 1995. He became the Provincial Coordinator of Gauteng in 1996 and in 1997 he was called to POPCRU National Office to lead national negotiations. In 2000 he was called back to POPCRU National Office as Head of Department: Collective Bargaining, where he coordinated collective bargaining activities within the Public Service Coordinating Bargaining Council (PSCBC), Safety and Security Sectoral Bargaining Council (SSBBC) and the General Public Service Sectoral Bargaining Council (GPSSBC). In 2005 he was elected Deputy General Secretary with the departure of former POPCRU General Secretary. He still holds this position to date.

Mr Theledi's tertiary qualifications include a Certificate in Specialised Human Resource, a National Diploma in Human Resources, a BTech in Labour Relations and a Certificate in Public Management and Development. He also received a Dispute Skills Development Programme, Investigations and Solving of Crime and Civil matters, Training of Trainers: Checking and Controls, negotiation and Dispute Resolution. He has also completed an M-Tech in Labour Relations in 2015.

His former and current board memberships includes; GEMS Trustee (current), Medcor (2001 - 2007), Shishangeni Lodge (2006) POPCRU Investment (2005), POSLEC Sector Education and Training Authority (2002-2003), Mampa School Governing Body (1996-1999). He also held high level seats in organisations such as POPCRU, South African Police Service (SAPS), Department of Correctional Services (DCS), Public Service Coordinating Bargaining Council (PSCBC), Safety and Security Sectoral Bargaining Council (SSBBC), and The Congress of South African Trade Unions (COSATU).

**Ms Liezl Anthony**

Clinical Psychologist

Office of the Premier in the Northern Cape

Topic**Consumer insight**

Ms Liezl Anthony is a registered clinical psychologist. She holds a Masters degree in Clinical Psychology as well as a Masters of Philosophy degree in HIV/AIDS Management.

Ms Anthony has valuable experience in the public health sector as well as in the field of employee health and wellness. She was previously employed by the South African Police Service as a clinical psychologist based in the Southern Cape. Furthermore, she has gained extensive experience in psychopathology; trauma work and clinical risk management whilst employed at Valkenberg Psychiatric Hospital and Lentegeur Psychiatric Hospital in Cape Town. She also extended her experience whilst in private practice.

Liezl is currently employed by the Office of the Premier in the Northern Cape in the capacity as the provincial coordinator for the implementation of the Employee Health and Wellness Strategic Framework. She has 14 years' experience in the field of psychology.

**Ms Kudzai Chigiji**

Actuarial Consultant

Insight Actuaries and Consultants

Topic**Effects of unregulated pricing on affordability of healthcare****The pros and cons of price regulation vs. competitive pricing**

Ms Kudzai Chigiji is an Actuarial Consultant at Insight Actuaries & Consultants. She has broad experience in life insurance, healthcare, loyalty program design, social security and banking. This has given her good business experience. She has a keen interest in research to push the bounds of the actuarial profession, particularly when it comes to matters of social development and collaborating with other professions in providing value-add to her clients. She is currently a member of the actuarial team from Insight which services GEMS.



Ms Shakira Ramlakhan

Human Rights Lawyer

EK Consulting

Topic

Effects of unregulated pricing on affordability of healthcare

The pros and cons of price regulation vs. competitive pricing

Ms Shakira Ramlakhan is a human rights lawyer with ten years' experience in constitutional and health law. Ms Ramlakhan worked for four years at the Constitutional Court of South Africa where she gained invaluable insight into the Section 27 right to health, competition law and administrative justice principles.

She has worked on the various government pricing cases and most notably the case of New Clicks (Pty) Ltd, the Pharmaceutical Society of SA and others. She has been involved in a project with the Minister of Health, this project sought to review the regulations which dealt with a new pricing system for medicines in South Africa, as well as dispensing fees and wholesale pricing.

Ms Ramlakhan has been a consultant at Benguela Health and the Project Manager at the trade association Innovative Medicines SA (IMSA). Her most recent work experience was for a multinational pharmaceutical company in a legal and compliance advisory role.

**Dr Vuyokazi Gqola**

Executive: Healthcare Management
Government Employees Medical Scheme

Topic**Reimbursement models****Global healthcare innovations****Alternative funding mechanisms**

Dr Vuyokazi Gqola has years of experience at both private and public healthcare institutions with a career spanning over ten years. Dr Gqola's most recent employment was at Medscheme Holdings as a Senior Specialist: GEMS Medical Advisor since 2010; and has recently been appointed the GEMS Executive: Healthcare Management.

She has achieved many noteworthy accomplishments during her career and is a member of the Health Professions Council of South Africa (HPCSA), a member of Medical Advisors Group, a member of Medical Protection Society and further registered with the South African Medical Association.

Dr Gqola holds a Bachelor of Medicine and Surgery (MBChB) and a Bachelor of Science (Honours) in Microbiology from the University of Cape Town and University of KwaZulu-Natal respectively.



Ms Kristin Cronje

Senior Manager and Healthcare Actuary

Deloitte Southern Africa: Digital Healthcare

Topic

Global healthcare innovations

Ms Kristin Cronje is a Senior Manager and Healthcare Actuary in the health and wider field analytics practice within Actuarial and Analytical Solutions at Deloitte. Ms Cronje joined Deloitte in March 2015 after working at Alexander Forbes Financial Services for just over seven years. She specialises in private healthcare funding, particularly actuarial and strategic consulting to South African medical schemes, but also has experience in broader financial services, with a specific focus on personal financial well-being.

Prior to joining Deloitte, Ms Cronje led the actuarial team at Alexander Forbes Health, before joining the Research and Development team at Alexander Forbes Financial Services. Through this, she gained in-depth exposure to and experience in the private healthcare industry in particular, but also gained exposure to the overall employee benefits system, and individuals' financial well-being. This included high-level knowledge of retirement funds, life insurance, disability and income protection, short-term insurance, and how these components interact with each other to impact the individual.

Ms Cronje is a qualified actuary and recognised as a Fellow of both the Actuarial Society of South Africa (ASSA) and the Institute and Faculty of Actuaries in the UK. She also holds a Healthcare Practicing Certificate, issued by ASSA and recently qualified as a Certified Financial Planner (CFP®) through the Financial Planning Institute of Southern Africa.

During her time at Alexander Forbes, Ms Cronje held the position of Chairman of the Alexander Forbes Junior Board, and was also a member of the Innovation Council, which was responsible for driving the innovation culture within the business.



Dr Nomalungelo Nyathi

Strategic Relations and Growth
Insight Actuaries and Consultants

Topic

Alternative funding mechanisms

Dr Nomalungelo Nyathi graduated as a medical doctor from the University of Cape Town. She worked in the public health sector for five years with her last clinical role being as Principal Medical Officer at the Khayelitsha Community Health Centre. This role saw her running the operations and management of the medical team, with oversight of the 24-hour emergency unit.

Dr Nyathi then moved to Medscheme Holdings, a medical scheme administrator, where she was responsible for the GEMS managed care business unit as Executive Manager, overseeing just over 500 staff and managing the healthcare of 1.8 million lives.

Parallel to this, she was the Executive Director for *Aid for AIDS*, a subsidiary of Afrocentric Health and chairman of its Board. *Aid for AIDS* is a company which manages HIV care for over 30 clients including funders, corporates and a prominent NGO.

She served on the Mowbray Maternity Hospital Board for just less than two years and has pursued studies in public health, health economics and business management.

Dr Nyathi is now responsible for Strategic Relations and Growth at Insight Actuaries and Consultants, based on her multivariate network in private healthcare, sound operational governance experience and keen understanding of the healthcare industry.



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