

www.qualsa.co.za

“Members can access helpful information relating to their unique health and lifestyle choices.”

SOMETHING TO LOOK FORWARD TO
In the next few months, major development will go into the following tools:

Integration with scheme websites by customising disease and health information on Member Online – based on a member’s Care Plan, we will place relevant health information directly

where the member can view his/her online claims statements. Members will also be able to access helpful information relating to their unique health and lifestyle choices.

We look forward to these and a few more exciting website developments in the near future.



OUR

COMMUNICATION
FROM QUALSA

April 2008



INTRODUCING QUALSA@WORK

Healthy, productive employees translate into healthy bottom lines!

“Corporate Wellness”, “The Corporate Athlete”, “Workplace Wellness” - all phrases that have become part of the vocabulary of top business leaders in the twenty-first century.

Delivering health risk management services to more than 40% of closed medical schemes in South Africa, Qualsa leads the way in ensuring quality health outcomes within acceptable cost parameters for hundreds of thousands of medical scheme members. Now this expertise and experience is available to employers looking to manage the health of all employees.

The health status of employees in any given work situation is basically a “system” with a series of “cause and effect” loops, which feed

into and impact on each other. Qualsa@Work is based on a systemic approach to each company’s unique health situation. The process begins with a comprehensive assessment of each company’s unique health profile and situation. Qualsa’s data-mining and clinical expertise makes us particularly well placed to conduct this assessment. Following the assessment, a highly customised and effective risk management solution is tailored to meet the needs of each company’s unique health situation. Solutions are delivered through the appropriate combination of specialist “best-of-breed” workplace programmes.

These include:
CONSULTING SERVICES
After completing a full health risk assessment of the potential client, our expert medical advisers and risk managers are able to provide a custom-made risk management solution to meet the needs of the medical scheme or company. This integration will include employee assistance

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QUALSA DOES IT AGAIN!

Qualsa's total health risk management approach acknowledged and awarded.



The awards were handed over at the Business Leaders' Breakfast held in Johannesburg in December 2007. Representing Qualsa at the function were (from left) Gary Renecke, Ellen Ndungane, Neo Masitenyane and Janet Sharpe.

If you are a leader looking for an outstanding return on your healthcare investment, trust Qualsa to implement a holistic solution that is customised for your company's needs.

Unlike other health risk management providers, Qualsa manages the health risk of all employees, whether they belong to a medical scheme or not. And because a healthy workforce is a more productive workforce, this translates into improved company performance.

Qualsa reinforced its position as the leading provider of managed care services in South Africa by improving on its 2006 Professional Management Review (PMR) ratings in the Large Companies Sector:

In this year's research survey conducted by PMR, respondents comprising of chairmen, principal officers and trustees of medical schemes were asked to rate the managed healthcare companies across 12 services and on certain attributes.

Based on the perceptions of the respondents, Qualsa received several PMR awards for service excellence, and achieved the highest rating in 7 of the 12 categories - an improvement on last year's 6!

The excitement among the four staff members representing Qualsa at the awards ceremony was beyond explanation. "Standing in front holding the awards we had won, my thoughts were that at Qualsa we really do walk the talk of our vision statement, *'The company people trust to manage health and promote wellness'*".
Ellen Ndungane
HRM Manager

"Qualsa will continue to deliver a quality service to our clients and our initiatives will positively influence the health outcomes of our members."
Dr Ngubekhaya Gobinca
Managing Director

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programmes, occupational health initiatives, absenteeism and disability management, as well as wellness programmes.

VOLUNTARY COUNSELLING AND TESTING (VCT)

VCT is the major goal of any corporate HIV and AIDS programme, and all future interventions depend on its successful execution. The benefit of VCT is heightened awareness and the potential prevention of new infections as participants learn their HIV status. Qualsa@Work offers VCT on-site at the workplace or off-site through our extensive national network of accredited clinics and pharmacies.

WELLNESS PROGRAMME

Our Employee Health and Wellness Programme is aimed at controlling costs by promoting health and wellness to limit long-term healthcare expenses, as well as absenteeism of staff. Our focus is on improving lifestyle, preventing chronic disease and speeding up recovery after an event.

EMPLOYEE ASSISTANCE PROGRAMME

The Qualsa@Work Employee Assistance Programme (EAP) is designed to enhance an organisation's profitability and productivity by addressing any personal and work-related issues that may underlie workplace problems such as poor work performance, excessive absenteeism and high staff turnover. We also support managers and employers with on-site training, critical incident debriefing, and organisational and expert human resource consultation. The programme is an integral part of an organisation's health and wellness practices, and provides a structured framework to assist staff to take greater responsibility for their own work performance.

ABSENTEEISM AND INCAPACITY MANAGEMENT (AIM)

Our AIM programme offers clients an effective tool to holistically measure, quantify and manage workplace incapacity through a multi-dimensional and multi-professional approach that includes a tailored communication strategy.

Qualsa@Work's wide spectrum of customisable services will boost your employees' productivity and morale, and improve retention.



"In a recent survey among staff members, 67% of the respondents indicated that they love the new Qualsa website." Tell us if you agree.
E-mail us at info@qualsa.co.za with "WEBSITE" in the subject line.



WWW.OW!

Those of you who have visited Qualsa's new-look website on www.qualsa.co.za will have noticed some dynamic changes.

MODERN AND USER FRIENDLY

Qualsa's new website supports the strategic drive to actively educate members on issues involving their health, disease management and general wellness. The innovative design and structure serves to showcase the different offerings in an effective grouping of relevant information that makes it easily accessible to all the different stakeholders.

The design of the website increases the user-friendly navigation and modernised use of a zoned or group set up. You only need to see the information that is relevant to you, whether you are a new prospective scheme, an existing scheme member, a board member or a provider. All the information you want to access is tailor made and easy to find.

INNOVATIVE APPLICATIONS

Qualsa's client survey influenced the website by ensuring that we utilise this electronic channel to more actively communicate with all our different stakeholders.

One of the special applications includes the development of a search tool where members and providers can easily search a database of disease information, by either selecting a disease from a glossary, typing in the search block or by clicking on a certain part of the body to show correlating diseases.

"Ask the expert" is another innovative function that allows members to pose questions to our expert panel of clinical staff and receive feedback or advice.

MOVING WITH THE TIMES

The new Qualsa website incorporates Qualsa's corporate branding, using the richness of black to accentuate the vibrant colour use in the photos. The strategic choice of a black background for the website differentiates Qualsa from the competition in look and feel and also in vision. Qualsa incorporates colour on the website to enforce the preventative health and wellness message to the electronic audience.

In a recent survey among staff members, 67% of the respondents indicated that they love the new Qualsa website, while 33% said that the next phase of development could show even more improvement. Positive feedback and interest was also received regarding the new tools in development for doctors and other providers.