



**Data-driven insights
for better health systems**

The healthcare payments industry is complex. Multiple role players – from public and private providers to medical schemes, insurers and households – each generate vast amounts of complex data, which is often stored in different places.

As a result, medical schemes and health insurers struggle to make sense of it all, and off-the-shelf business intelligence tools fall short in providing the meaningful insight needed to improve healthcare decision-making.

This industry requires a collaborative, multi-skilled approach.



Who we are

Insight Health Solutions is a vibrant, multidisciplinary team of over 20 professionals: doctors, pharmacists, health economists, clinical coders and researchers. The team has combined experience of over 150 years in private, public and NGO healthcare environments in the local and international market.

We create sustainable solutions, addressing systemic issues rather than just treating symptoms, by understanding healthcare both at the clinical coalface and from a strategic perspective.

We believe that everyone deserves access to high-quality, affordable, patient-centred healthcare and it is this vision that drives Insight Health Solutions' decisions and strategy. Committed to helping our

clients navigate the complex healthcare landscape, we set ourselves apart from traditional managed-care consulting services with a unique mix of skills and a co-development approach, blending clinical expertise with actuarial services.

We excel in strategy, governance, policy development, clinical advisory, and cutting-edge innovations that improve healthcare systems. Embedding our expertise in our clients' environments, we empower you to make confident, data-driven decisions.

This collaborative approach fosters trust, as reflected in our long-standing relationships with some of South Africa's largest medical aid schemes and our partnerships with the public health sector.

What we do

Insight Health Solutions is tackling the complexity of the healthcare industry with data, analytics and clinical expertise to enable healthcare systems to become more efficient, make better decisions and ultimately deliver high-quality, affordable, patient-centred healthcare.

Supported by our actuarial team who provide

standard and advanced analytical outputs, we dig deeper into the data to understand the drivers of claims experience and hospital admissions, and to suggest mitigations and improvements.

To improve healthcare system design, we offer a range of solutions – including advice, tools and strategies.

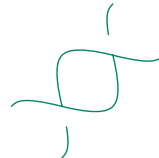
Our Health Solutions offering

We provide clinical expertise that strengthens policy, care delivery and patient outcomes.



Health policy and economics

From clinical evidence reviews to health technology assessments, Insight Health Solutions supports value-based, patient-centred care. We provide cost analyses to guide policy decisions and investment choices to ensure health policies are not only financially sound but also safe, effective and cost-efficient for patient care.



Clinical coding and billing intelligence

We streamline billing and coding processes, audit for accuracy and provide training to support compliance and continuous improvement.



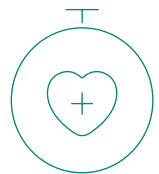
Medical advisory and clinical risk management

We help clients reduce clinical risk by optimising care pathways, providing expert reviews of complex cases and protocols, and offering advice on regulatory compliance, treatment and medical policy development.



Quality assurance and improvement

Using our proprietary **Voice of the Patient platform**, we drive real-world improvements through patient-reported outcomes and industry benchmarking.



Care navigation

Insight Health Solutions designs and enhances care programmes that improve patient experiences and outcomes while reducing costs. Our models support better coordination, value-based care and sustainable systems.



Scientific research and development

By providing scientific support, from biotech development to publication-ready clinical research, we help organisations advance with integrity and impact.



Clinical innovation

Staying abreast of global healthcare innovations, we identify market opportunities and develop strategies for healthcare products.

Our focus is on ensuring these innovations improve patient care while our clients stay competitive.



Insight Health Solutions Institute

The online Insight Health Solutions Institute offers 24/7 tailored training, curricula, assessments and digital resources for healthcare professionals, supporting vital professional development.

Demonstrated Market Value



Healthcare Funding

Primary healthcare funding models for value-based care.



Billing Audits

Clinical tariff and billing audits for compliance and accuracy.



Change Management

Medical scheme transformation and change management strategies.



Risk Management

Clinical risk management strategies for medicines and devices.



Health Technology Access

Health technology assessments guiding patient access strategies.



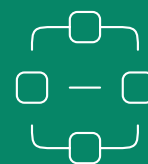
Decision Support

Clinical decision support tools enhancing quality and performance.



Market Access

Clinical training programmes for large provider groups.



Clinical Frameworks

Frameworks for clinical management systems, including surgical classification.



Training Programmes

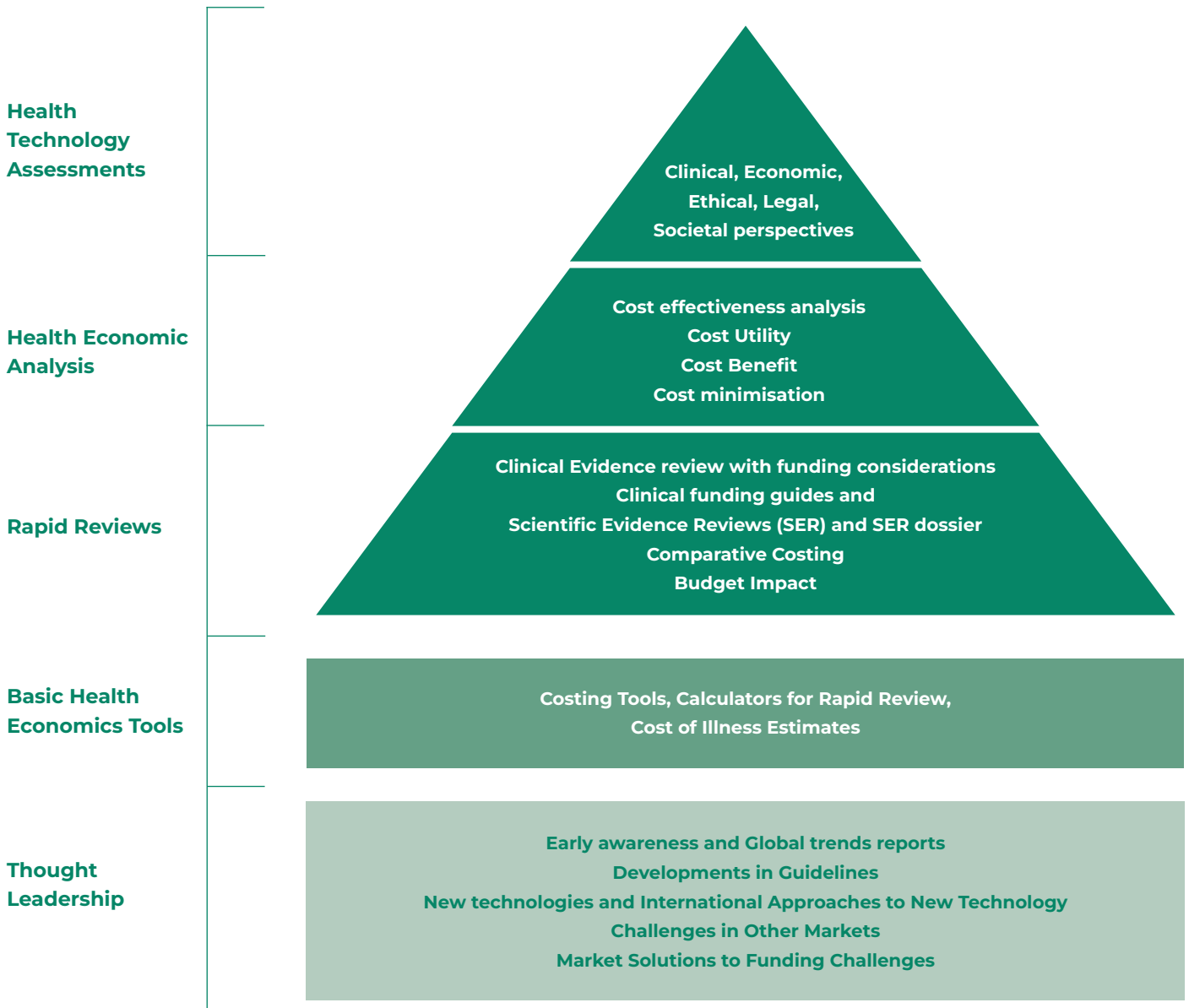
Primary healthcare funding models for value-based care.



Clinical Tools

Clinical Library
VoP

Product: Insight Clinical Library



Clinical Funding Guides (CFG)

These are condition specific protocols that provide clinical guidance on management of clinical conditions with an overview of current funding structures in the South African setting in line with legislation.

Scientific Evidence Review Dossier (SERD)

These are documents comprising detailed clinical evidence review with costing overview and funding recommendations for new and existing, high-cost drugs, devices, technology, interventions

- Medicines SER
- Devices SER
- Technology SER
- Intervention SERlegislation.

Scientific Evidence Review (SER)

These are summarised SER dossiers that accompany clinical funding guides with the aim of providing detail on novel treatment included in the management of clinical conditions



We use patient-reported data to measure and improve healthcare quality, keeping people at the centre of care. The Voice of the Patient holds health services accountable by combining patient feedback with hospital and clinical data.

This unique offering has been recognised internationally and is a partner of the International Consortium for Health Outcomes Measurement (ICHOM).

Why is Voice of the Patient so valuable?

The Voice of the Patient platform helps providers:

- Improve by ensuring treatments meet patient needs
- Be accountable by measuring success through patient experience
- Save by focusing on treatments that deliver the best results while minimising waste
- Comply by comparing patient outcomes with industry guidelines

How does the Voice of the Patient work?

- Patients share feedback conveniently via their smartphones.
- Providers have access to dashboards that display the collected data in a simplified way. This can be acted on to drive real improvements to patient care in terms of both quality and value, supporting vital professional development.
- Quarterly engagements with the VoP team to discuss results and collaborate on solutions.

What does Voice of the Patient measure?

Patient-reported experience

Patient-reported experience measures (PREMs) indicate how patients feel about their treatment, including:

- **Communication:** How well does the provider explain and listen to patients, and how well does it involve patients in decision-making?
- **Access:** How easily can patients get the care they need?
- **Respect and empathy:** Do patients feel that they are treated with dignity and compassion?

Patient-reported outcomes

Patient-reported outcome measures (PROMs) indicate the results of care from the patient's perspective, including their experience of pain management, fatigue, mobility and emotional well-being.





Actuarial and analytical healthcare services

Health Toolkit

This is a comprehensive approach to analytic and actuarial healthcare consulting which has evolved beyond the traditional actuarial services of reserving, budgeting, projections and IBNR.

The Health Toolkit's advanced tools for data-driven decision-making and health-system management are designed to track and improve performance across the

care continuum from primary care to hospitalisation. The focus is on both cost and quality of care.

These tools support value-based care contracts, health insurance benefit design, and risk management. In addition, our reporting suite helps users at all levels to track key metrics for effective management and clear results.

Our Health Toolkit includes:



Provider profiling

Assesses performance and outcomes by provider



Business intelligence platform

Brings together complex data in one easy-to-use interface



Voice of the Patient platform

Captures feedback to improve patient experience



Diagnosis-related grouper

Classifies hospital cases to evaluate performance and cost



Managed care analytics

Tracks the performance of managed care interventions



Integrated health reporting for employers

Helps organisations understand and support workforce health



Clinical episode grouper

Analyses care pathways across episodes of illness



Geo-mapping and networking tools

Visualise provider and patient patterns geographically



Signal Model™

Benchmarks care based on cost, quality and outcomes



Insurance Risk & Product Development

We help medical schemes and insurers design benefits that are fair, sustainable and data driven. We create a full picture of risk and cost by combining three key elements:

1. Who is covered (membership demographics)
2. What is being claimed (gross claims)
3. How benefits are structured (limits, co-payments, savings accounts)

The Insight Health Solutions approach includes:

- Running checks and projections to ensure financial accuracy, including IBNR and actual vs expected performance
- Monthly reporting to monitor key metrics and update projections
- Dynamic claims modelling to make annual benefit design smoother and more reliable.

Product benchmarking: Signal Model™

Traditional benchmarking methods offer superficial comparisons of benefits and contributions.

In contrast, our Signal Model™ quantifies the differences between medical scheme options, enabling detailed comparative results and effective analysis of the costs and value of each option.

Value-for-money analysis

By comparing benefit richness with benefit cost, Insight Health Solutions' value-for-money modelling allows for meaningful comparisons of value in medical schemes.

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Strategic analytics

Our strategic analytic capabilities seek to proactively identify and manage risks, and to seek out and leverage opportunities for our healthcare clients. Using bespoke actuarial, analytical and clinical skill sets, we aim to sustainably reduce the cost of care, improve the quality of care and expand the access to care.

We help healthcare funders move from being passive to being active purchasers of services, with continuous outcome monitoring and tactical adjustments to improve the effectiveness and impact of their funding.

Our strategic analytics fall into two areas, making sense of the data and turning those insights into action.

Tools that make sense of complex healthcare data

Episode grouper

Pulls together the scattered claim lines for a patient's specific treatment and groups them into one clear "episode of care" (e.g. knee surgery, diabetes management). This makes it easier to analyse costs and outcomes for whole treatments rather than for separate claims

Patient grouper

Groups people into risk categories (from very low to very high) based on their past care and projected future health needs. It produces risk levels that closely

reflect real-world healthcare spending and helps with risk adjustment, cost prediction and targeted disease management

Diagnosis-related groups

Classify hospital admissions into clinically consistent categories, identifying cost-efficient hospitals and doctors to inform provider network design.

They enable fair performance comparisons across hospitals/doctors and build cost-efficient networks and value-based reimbursement models.

Turning insights into action

Product development

Redesigns benefits and products to reflect patient needs and system realities.

Disease management

Evaluates care programmes to keep costs under control and suggests improvements to quality of care.

Cost and quality benchmarking

Enables constructive, fair provider comparisons among funders and health providers.

Trends and variation monitoring

Accessible via dashboards, alerts to early warning signs of atypical data that warrants further investigation.

Quality and efficiency improvement

Of strategies for care delivery and patient quality outcomes is co-developed with facilities and providers.

Network design

Ensures efficiency of provider networks in terms of cost and quality of care.

Reimbursement models

Suggest alternative models that emphasise quality and value, while reducing cost.

Strategic sourcing

Procures health products efficiently and cost-effectively.

Tariff management

Ensures prices for services are accurate, sustainable and aligned to agreements.

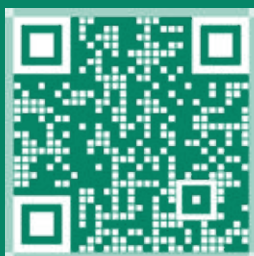
Fraud, waste and abuse (FWA) mitigation

Detects unusual claim patterns that may be signs of FWA and develops interventions to reduce those risks. Technical marketing turns complex health data into clear, compelling insights that providers and funders can use to communicate effectively to their stakeholders.

Let's get in touch

To learn more about how we use data and patient insight to design cost-effective, high-quality and sustainable value-based healthcare solutions, contact our Insight Health Solutions team at info@insight.co.za

For information about the Voice of the Patient platform specifically, please call **+27 11 541 0900**, email info@voiceofthepatient.co.za and visit www.voiceofthepatient.co.za



www.insight.co.za