



Sizwe Hosmed Medical Scheme is implementing Voice of the Patient. The Scheme will use Voice of the Patient (VOP) to measure, analyse and report on what matters to patients – our members, in the healthcare system.

Doctors, nurses and other healthcare professionals are the best judges of the technical aspects of medical care. However, since patients are the ones experiencing the care, only the patients would know whether the care received has met their needs, is aligned with their preferences and has delivered an outcome that they value. In a sense, the patient is the person most qualified to assess the quality of health care.

High quality medical care is also *effective, safe, timely, and efficient*, and Sizwe-Hosmed seeks to measure those aspects of healthcare. By asking patients directly, Voice of the Patient adds to those essential aspects an assessment of the degree to which medical treatments provided by hospitals and health professionals, are *centred on the needs of people* whom the healthcare system is meant to serve.

After most hospital admissions, Sizwe Hosmed members can expect to receive a request from *Voice of the Patient* to participate in a *hospital experience survey* (from email address: surveys@insight.co.za). The survey will ask about aspects of hospital care relevant to almost everyone, such as how you were treated by doctors and nurses, whether the hospital was clean and quiet, whether help came promptly when needed, whether pain management was provided, and if important information was given to you.

Additionally, condition specific surveys will be sent prior and after admissions for hip and knee replacements, colonoscopies, maternity admissions and cardiac admissions. These surveys will focus on your state of health and specific aspects of your condition. This will help us determine how well the treatment you have received has met your needs.

Results of the surveys will enable us to assess and identify gaps in patient care received and where improvement may be possible. Over time, the Scheme will be able to provide information to you about which hospitals provide a better patient experience.

With your consent, and based on your participation, we hope to introduce more opportunities for you to provide these important inputs. We will share the results, in aggregate, with healthcare providers, our trustees, and with our membership. Individual member identity and results will **not** be disclosed or reported and information at this level is treated as confidential.

Voice of the Patient is a service provided by Insight Health Solutions.

For more information about VOP, see: <https://voiceofthepatient.co.za/>.