

Relationship capital continued

Clinical governance

Improving and strengthening our policies governing clinical practice is ongoing work. During the year, this entailed enhancing the robustness of our clinical governance framework and promoting a Netcare research culture.

2020 performance

COVID-19

- Implemented a COVID-19 clinical governance structure to identify and manage the clinical risks associated with COVID-19 (see page 15).

Strategic priorities

- **Strategic initiative** Completed the annual review of the clinical governance framework, including:
 - Reviewing the credentials of all independent healthcare practitioners associated with Netcare.
 - An extensive review of all contracts governing clinical practice across all service platforms and disciplines (including for Medicross and Akeso Clinics for the first time). Issued revised contracts for all doctors with admitting and practising privileges.
 - A review of the composition and terms of reference for the Netcare Clinical Practice Committee and other clinical governance structures.
- The Netcare Clinical Practice Committee intervened in all transgressions of Netcare policies by independent practitioners.
- **Strategic initiative** Published research by Netcare employees and clinicians on the Netcare website (<https://www.netcare.co.za/News-Hub>).
- **Strategic initiative** Commissioned a clinical research collaborative with the aim of publishing a number of peer reviewed articles and research studies related to COVID-19 clinical outcomes. Ethical approval for these studies has been granted and we are finalising the data catalogue that will be used for data capture.
- Co-authored the NDoH's COVID-19 Outbreak Management Guidelines and a number of other publications by the National Institute of Communicable Diseases.

Looking forward

- **Strategic initiative** Design and implement predictive models (using big data and artificial intelligence (AI)) for mortality and the risk of readmission due in 2021 (delayed due to COVID-19). These models will enable the proactive management of concerning clinical outcomes.
- **Strategic initiative** Continue to publish COVID-19 related clinical outcomes research in peer review journals.