



Dr Nkateko Lucille Msimeki

Description

AfroCentric Medscheme Senior Manager, Medical Advisory

Nominated by Palesa Makhetha

Dr Nkateko is a medical doctor with clinical experience across the health spectrum.

What skills has she demonstrated?

Her core competencies include leadership, analytical decision making, communication, relationship management, change management, innovation and credibility.

What special achievements can you mention?

She has successfully led collaborative initiatives resulting in evidence-based policy, sound clinical practice and revenue streams. Prior to joining Medscheme, Dr Nkateko led a health product development team to create a pharmacy-based health voucher product that went live with a major South African retail pharmacy group and a telecommunications company servicing over two million customers in 2022. She also developed evidence-based Disease Management Protocols, resulting in the business's accreditation as a Managed Care Organisation with the Council for Medical Schemes to be increased from one disease to six diseases, and therefore increasing the medical scheme DRM work for the business. She contributed to the development of a disability predictive tool that improves identification of disability cases eligible for return-to-work intervention in the insurance sector. The outcome of such an intervention is a reduced claim period and savings for the insurer, and return to work and economic activity for the claimant.

Since joining Medscheme, she has been leading the effort to improve collaboration, processes, turnaround times and reduce referrals to Medical Advisory. She initiated an interdepartmental communication platform called Ask MA to improve operations team access to Medical Advisory and

avoid referrals through on-the-spot chat-based case-specific training discussions, manage escalations more speedily, and identify training gaps that the MA team can assist in. In collaboration with the Hospital Event Management team, she leads the funding guideline project to increase automation and equip case management for straight-through processing and member and provider experience. One key project success has been in the radiology space, where 24% of radiology cases were referred to MA in 2022. This has now reduced to 16% in 2023. She has also been involved in supporting the broader business through thought leadership in media engagements and scheme clinical support.

How does she work with a team?

She provides interdepartmental support and collaboration between Medical Advisory and the different business units within Medscheme. She has also often been called upon to provide clinical support to Afrocentric subsidiaries.

What value has she given to the company?

She has improved clinical and operational support to stakeholders, like other business units and schemes. Turnaround times have improved within the Medical Advisory team, with gains in workflow efficiencies. She also functions as a spokesperson of the Group on topical issues. Her support in this regard is highly commendable.

Dr Nkateko's favourite inspirational quote

“Our deepest fear is not that we are inadequate. Our deepest fear is that we are powerful beyond measure. It is our light, not our darkness, that most frightens us. We ask ourselves, Who am I to be brilliant, gorgeous, talented, fabulous? Actually, who are you not to be? You are a child of God. Your playing small doesn't serve the world. There's nothing enlightened about shrinking so that other people won't feel insecure around you. We are all meant to shine, as children do.” – Marianne Williamson

Category

1. Inventive