

**CURRICULUM VITAE
OF
NOZIPHO EUGENIA MOLEELE**



NOZIPHO EUGENIA MOLEELE

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EDUCATIONAL HISTORY

POST GRADUATE STUDIES

1. Institution	-	UNISA
Qualification	-	Total Quality Management
Modules	-	An Overview of TQM and the creation and maintenance of a quality culture. Developing the TQM system and the tools and techniques for the continuous improvement of quality. The implementation of TQM. Integrated SHEQ Management based on ISO and OSHAS system standards
Period	-	Passed June 2013

2. Institution	-	University of the Johannesburg
Qualification	-	Certificate in Business Management – Bridging course
Courses	-	Macro-Economics, Marketing, Accounting and Business Management
Period	-	Jan 2008 – Dec 2008

CERTIFICATES

1. Institution	-	M-Cot Corporate Training
Qualification	-	Microsoft Excel Intermediate 2007
Period	-	22-24 October 2012
2. Institution	-	Unisa
Qualification	-	Programme in Total Quality Management
Courses	-	An Overview of TQM and the creation and maintenance of quality culture, developing the TQM system and the tools and

		techniques for the continuous improvement to quality, Implementing TQM and sustaining continuous improvement, integrating SHEQ management based on ISO and OHSAS system standards June 2013
Passed	-	
3. Institution	-	Statistical Quality Management Institute
Qualification	-	Certificate in Quality Management Systems
Passed	-	January 2012

UNDERGRADUATE STUDIES

1. Institution	-	University of the Witwatersrand
Qualification	-	Bachelor of Nursing
Courses	-	Physics, Chemistry, Psychology, Nursing, Anatomy, Physiology, Pharmacology, Women's Health, Mental illness
Period	-	1994- 1999

Extra curricula activities:

- Member of the Ball-room dance club (Wits 1998)
- Participated in an Environmental Camp (1995)

HIGH SCHOOL EDUCATION

Institution	-	Inkamana High School
Qualification	-	Standard 10 (Grade 12)
Subjects	-	Mathematics, Physical Science, Biology, isiZulu, English, Afrikaans
Period	-	1989 – 1993

EMPLOYMENT HISTORY

1. 1st October 2021 – date

Position: Case Management and Care Coordination Manager

Responsibilities:

Care Coordination

- Oversee and provide support to customers and their families through knowledge and collaboration with medical professionals.
- Manage the team who assist customers and their families by education, advocacy, identification and elimination of barriers in their personal and medical care resulting from a Trauma or Accident incident
- Understand barriers that occur outside the diagnostic and treatment recommendations and what facilities have to offer.
- Ensure enhanced connectivity between facilities and community services for ease in supporting patients at multiple levels and points in patient care,
- Responsible for the on-going assessment and support of the patients' physical, mental, emotional, spiritual educational, sexuality and family needs.
- Assist patients with quotes required for external appliances and equipment
- Ensure improved quality, safety and accuracy of care.
- Ensure smoother transitional care between providers, departments and facilities

Case Management

- Pre-authorize all admissions.
- Confirm length of stay for all patients.
- Consult with the relevant service providers regarding the patient care treatment.
- Assist with the transfer of patients to the appropriate level of care.
- Arrange and co-ordinate transfer of patients to Netcare hospital when necessary.

Service Centre Management

- Ensure that the team maintain call drop rate within SLA as determined by the product, insurer and department targets.
- Ensure the team resolve queries within SLA, specific to skill set.
- Ensure that the correct processes are followed for all tasks.
- Ensure effective inbound call handling, including transferred calls.
- Ensure effective outbound call handling, including transfer of calls.
- Maintain excellent e-mail and telephone etiquette of the team.

Risk Management

- Identify potential utilisation risk problems and pro-actively manage these situations to reduce or avoid financial risk.
- Resolve and take appropriate decisions with regards to utilisation disputes.
- Negotiate prosthesis and other cost when necessary.
- Develop protocols and treatment algorithms to assist with appropriate risk management

2. 1st February 2020 – 30 September 2021

Position: Case Manager Netcare Olivedale Hospital

Responsibilities:

Case Management

- Application of clinical knowledge in the risk management of patients in terms of length of stay, level of care and medical aid benefits available.
- Provide appropriate clinical information to Medical aids.
- Code all patients with ICD10 and CPT4 codes.
- Accompany Managed Care Organisation Case Managers on ward rounds.
- Assist with final authorisation of patient files.
- Control costs for patients.
- Consult with all service suppliers regarding treatment and phone for patients.
- Facilitate with transfer of patients to Rehab or step down facilities.
- Update all relevant details on Adclin Info.
- Supply all details regarding patient's history, etc. to clinical partners.
- Assist with case management of all medical aid patients.
- Daily liaison and communication with Medical Schemes, Hospital Nursing staff and medical practitioners.
- Assist at stock take

3. 24th July 2019 – 31st January 2020

Position: Temp Case Manager / Temp Clinical Coder Sandton Medi-Clinic

Responsibilities:

Case Management

- Responsible for the case management process within the hospital.

- Interacts with medical schemes to ensure that authorizations are provided timeously.
- Verification of clinical coding as per policies and procedures.
- Ensures accurate application and interpretation of specialized wards criteria.
- Provides support for the management of alternative fee structures.
- Liaison with doctors on funder requirements when necessary.
- Continuous performance and quality management.
- Interpretation and implementation of scheme benefit rules.
- Maintains client service principles to ensure client expectations are met.

Clinical Coder

- Responsible for clinical coding at hospital level.
- Translation, validation and capturing of clinical information into appropriate clinical codes.
- Responsible for implementing and monitoring quality improvement initiatives related to clinical information.
- Adheres to coding policies.
- Provides relevant clinical information training to hospital staff members to improve clinical coding.
- Interprets and implements recommendations on coding audits and information as provided by Corporate Office.
- Provides coding feedback on relevant forums at hospital level.
- Adheres to responsibilities as part of the Cost per Event committee at hospital level.

4. 1st May 2013 – 31 August 2014

Position: Team Leader GEMS Pre-Auth

Responsibilities:

Compliance and Risk Management:

- Analyse and provide client specific and business reports
- Defined legal, statutory and regulatory compliance is appropriately implemented and maintained at the required standards for the team
- Implemented team operational risk and governance structures, measures and frameworks are monitored and necessary action is taken to address issues

Financial Management:

- Manage expenses and costs and identify cost saving opportunities to support the

department in achieving its financial goals and targets

Operating Model:

- Ensure best quality work delivered by team in the execution of tasks
- Assist with implementation and maintenance of Standard Operations Procedures
- Investigate IT queries and escalate where required
- Implement team operational plans and manage that the defined delivery objectives are met through supporting, and being supported by other teams within and linked to the department / project
- Identify opportunities to improve the team's core operational internal processes and internal supply chain
- Resolve team operational conflicts
- Ensure delivery targets/objectives are met and motivate the team to operate in a mutually supportive manner to achieve successful delivery

Operational Implementation of Strategy:

- Plan and implement daily, weekly and/or quarterly operational changes within the team to respond to important external influences
- Ensure relevant sections of the business plan are implemented in a manner that supports operational quality and meets the defined departmental priorities
- Communicate the relevant sections of the team operational plan to facilitate buy-in of the employees
- Ensure implementation of work-plans in a way that maintains operational best practice and leads to continuous delivery improvement

Operational Leadership:

- Manage the operational performance of the team as per HR frameworks and policies to ensure delivery to agreed standards and objectives
- Provide appropriate staff development, coaching and mentoring and retain skilled and engaged employees within the team and Medscheme
- Support transformation through valuing diversity within the team and department
- Behave in alignment with the Medscheme values

Stakeholder Management:

- Ensure appropriate, active and informative relationships with customers and relevant stakeholders are successfully maintained
- Address customer or stakeholder complaints in alignment with the policies and procedures and ensuring customer / stakeholder buy-in

5. 7th December 2011 – 30 April 2013:

Position: Quality Coach Case Management - Medscheme

Responsibilities

Work planning:

- Assure quality of data capturing and files processed
- Assure quality of systems and system changes
- Evaluate pre-clinical and clinical call centres according to specification
- Provide feedback and insight on quality assurance results to identified stakeholders
- Review authorisations and interventions according to set standards
- Co-operates and works well with others in the pursuit of team goals
- Display understanding of governance and or legislation in work area
- Meet targets, minimum standards and SLAs

Client service delivery and quality:

- Identify client service delivery constraints and escalate where required
- Maintain client service quality standards

Manage risk and operating standards:

- Add a risk discussion to the agendas of meetings and document for input in risk register
- Assess risk during interactions with all stakeholders and escalate appropriately
- Implement or assist with implementation of appropriate actions to address Internal and / or External Audit findings
- Implement risk controls in area and regularly assess effectiveness

Operational environment:

- Clinical and financial risk effectively managed

Query / event resolution:

- Close all queries
- Make suggestions towards improvement/s to query resolution procedure/s
- Resolve all queries on time
- Resolve queries according to procedural requirement and escalate where required

Training Attended internally

- Coaching and Mentoring Training
- Customer Centricity and Quality Standards
- Coaching for Leaders

6. June 2009 – 6th December 2011:Case Manager Gems Medical Aid – Medscheme

Responsibilities

Work planning:

- Organize time, responsibilities, and productivity within set standards
- Meet targets, minimum standards and SLAs
- Display understanding of governance and or legislation in work area
- Co-operates and works well with others in the pursuit of team goals

Query/event resolution:

- Successfully resolve queries and / or process events
- Resolve queries according to procedural requirement and escalate where required
- Resolve all queries on time
- Close all queries (individually or escalate where necessary)
- Make suggestions towards improvement/s to query resolution procedure/s

Client service delivery and quality:

- Follow procedures and cooperate with peers and leader for best possible service delivery
- Identify client service delivery constraints and escalate where required
- Maintain client service quality standards

Operational environment:

- Implement compliance and risk management in area of operations
- Clinical and financial risk effectively managed

Work planning:

- Organize time, responsibilities, and productivity within set standards
- Authorized treatment plan clinically approved
- Authorized treatment plan cost effectively managed
- Treatment trends and patterns identified

Risk Management:

- Implement Health Risk Management in area of operation by proper discharge planning,

value added interventions and cost savings

Maintain client service quality standards:

- Maintain excellence of quality in the creation of PARS and displays understanding of the re authorisation process.

Meets minimum standards set for productivity:

- Maintains a normal Turnaround Time when updating information for the service provider.

7. October 2006 – May 2009:

Position: Senior Case Manager – Netcare Head Office (OPS)

Responsibilities

- Perform quality data checks
- Identify exceptional cases
- Verification of clinical coding
- Ensure accurate application of criteria
- Conduct concurrent medical record review using specific indications and criteria
- Assess patient care throughout for diagnosis, procedures and drugs
- Assess specialists to monitor appropriate costs
- Liaise with the hospital case managers whenever necessary
- Continuous performance and quality management
- Responsible for the case management process\
- Ensure compliance with stakeholders SLA's
- Report and escalate problematic issues to line manager
- Manage and monitor cases (admissions)
- Ensure timeous updates of patient events as per protocol
- Effective management of quality outputs
- Implement and monitor quality improvements programs
- Operational excellence
- Monitor and adhere to Primecure (Netcare) policies and procedures

8. August 2003 – October 2006

Position: Professional Nurse Skilled – Milpark Hospital Trauma and Emergency Unit

Responsibilities

- Receive trauma patients
- Receive medical emergencies
- Triage new arriving patients
- Put up intravenous lines
- Insert naso-gastric tubes
- Insert urinary catheters

- Help with mini-theatres done in the resus unit
- Help in resuscitation of patients
- Monitor stock usage
- Team lead fellow colleagues
- Do dressings as necessary
- Stats
- Do in-service training

9. January 2003 – July 2003

Position: Discovery Health – Prospective Reviewer

Responsibilities

- Confirm membership
- Confirm benefits
- Authorize hospitalizations

10. March 2001 – December 2002: Milpark Hospital – Trauma ICU

Responsibilities

- Manage critically ill patients
- Manage patients on ventilators
- Monitor stock usage by charging properly
- Team leader duties
- Go on doctor rounds
- Do in-service training
- Give reports to matrons

11. February 2000 – February 2001: Lancet Laboratories

Responsibilities

- Take blood specimen from patients in hospital, at home and at the depot. I was a travelling phlebotomist

REFERENCES

1. Mrs. Buyisiwe Thabatha
Netcare Olivedale Hospital
Hospital Clinical Coder
Tell: 0117772087
2. Mrs. Debra Mohale
Medscheme
Manager: Clinical Support Back Office
Tell: 0116714158
3. Ms Mbalenhle Gcaba
Medscheme
Team Leader: Medscheme Hospital Benefit – Call Centre
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4. Mrs. Thato Plaakie
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