

## **MS NEO KHAUOE - PRINCIPAL OFFICER**

Ms Khauoe, the current Principal Officer of Polmed, is an accomplished and multi-skilled individual with more than 25 years of managerial experience in the healthcare and medical scheme environment. Prior to joining Polmed, she was the Principal Officer of Sizwe Medical Fund. She has also held strategic and senior roles as General Manager, Scheme Executive, Client Relationship Manager and Provider Relations Manager.

The experience she gained in these roles has immensely enabled her to acquire high-level management, administrative, strategic, organisational, stakeholder liaison, networking, decision making, diplomacy, protocol, and communication skills – with high emphasis placed on governance and compliance.

Some of her phenomenal successes include managing the Administration and Managed Care contract at Metropolitan Health, which contributed to Polmed's success as reported in the media by independent companies such as Alexander Forbes. In 2014, she spearheaded the takeover of the strategic management of Sizwe Medical Fund out of curatorship. When she left, the scheme was in a stable condition with a positive financial outlook.

Since assuming the leadership of Polmed as its Principal Officer, good results have already been observed, as she has made employee satisfaction, member voice, scheme sustainability and stakeholder relations a top priority.