



9TH ANNUAL
**TITANIUM
AWARDS**
Recognising Excellence in Healthcare

Entry Form & Criteria Document
DEADLINE 21 FEBRUARY 2024





TABLE OF CONTENTS

2024 ENTRY FORM.....	3
1. Titanium Award for Excellence in Creating Access to Quality Healthcare	5
2. Titanium Award for Best Integrated Report: Health Funders/Medical Schemes	6
3. Titanium Award for Best Integrated Report: Corporates in Healthcare.....	7
4. Dr Clarence Mini Titanium Award for Young Achiever	8
5. Titanium Award for Service to Membership: Open, Closed & Self-administered Medical Schemes, Administrators and Managed Care Organisations	9
6. Application Process	11
7. Terms & Conditions	12



2024 ENTRY FORM

CATEGORIES		SELECT
1. Titanium Award for Excellence in Creating Access to Quality Healthcare		<input type="checkbox"/>
2. Titanium Award for Best Integrated Report: Health Funders/Medical Schemes		<input type="checkbox"/>
3. Titanium Award for Best Integrated Report: Corporates in Healthcare		<input type="checkbox"/>
4. Dr Clarence Mini Titanium Award for Young Achiever		<input type="checkbox"/>
5. Titanium Award for Service to Membership: Open, Closed & Self-administered Medical Schemes, Administrators and Managed Care Organisations		<input type="checkbox"/>
Name of Entrant:		
Full Name:		
Organisation:		
Date of Entry Completion:		
Address:		
Contact Person:		
Telephone No.:		
Email:		
Approval by Head of Organisation:		
Full Name:		
Organisation:		
Signature:		
Contact Person:		
Telephone No.:		
Email:		
<i>The information supplied is correct and has been approved by the ENTRANT organisation</i>		
NAME:	SIGNATURE:	DATE:



CATEGORY		SELECT
Dr Clarence Mini Titanium Award for Young Achiever		<input type="checkbox"/>
Name of Nominator:		
Full Name:		
Date of Entry Completion:		
Address:		
Telephone No.:		
Email:		
Name of Young Achiever:		
Full Name:		
Organisation:		
Telephone No.:		
Email:		
Address:		
Approval by Young Achiever:		
Full Name:		
SIGNATURE:		
Contact Person:		
Telephone No:		
Email:		
Approval by Head of Organisation:		
Full Name:		
SIGNATURE:		
Contact Person:		
Telephone No.:		
Email:		
NAME:	SIGNATURE:	DATE:



CATEGORY 1

1. Titanium Award for Excellence in Creating Access to Quality Healthcare

This award seeks to honour organisations driving programmes, initiatives and campaigns that create access to healthcare for the health citizen. Embracing universal health coverage (UHC) is a key strategic imperative in today's healthcare environment; organisations should demonstrate how they are monitoring, implementing or contributing towards UHC principles. The award is open to all organisations and individuals in the healthcare sector, including medical schemes, administrators, pharmaceutical companies, managed care companies, small, medium and micro-enterprises (SMMEs) in healthcare, healthcare professionals, and non-profit and government agencies, including CSI programmes.

To submit an entry, organisations must meet the criteria below and include a motivation. The winning entry will be selected by an approved panel of judges.

Prize

The winner will receive:

- R50 000 **towards the specific healthcare initiative or programme**
- A featured write-up in a special edition of the *BHF360* magazine
- Promotion across BHF social media platforms
- One complimentary registration to attend the 24th annual BHF conference in 2025
- An elegant trophy and a certificate.

Entrants will be adjudicated according to the following criteria:

- This category is open to all medical schemes and healthcare service providers, including laboratories, pharmaceutical organisations and private practices.
- Nomination must be made by the nominee organisation and approved by the head of that organisation.
- The entry must include written consent from the project head and the head of the organisation.
- The nomination must consist of a motivation covering the following areas:
 - Detailed description of the initiative
 - Proof of ethical conduct, where applicable
- Overview of the practical achievements of the project:
 - Healthcare impact
 - Contribution to social & economic development of the targeted population
 - Evidence of before and after effects of the project
- Evidence of sustainability of the project
- Recognition of awards or commendations received, where applicable
- Press releases and media coverage of the project, where applicable
- Key contributors and or personnel working on the project and their background

SUBMISSION GUIDELINES

1. Submissions must be no longer than **eight pages**. Additional information will not be considered.
2. Entries must include a report or motivation that is sufficiently comprehensive in describing the nomination. Where relevant, drawings, graphs, tables and other supporting documentation must be included. The report should include a clear motivation from the beneficiary of the project.
3. At least 10 high-resolution (min 1MB) photos and/or a two-minute video clip of the organisation must be included.
4. A high-resolution (minimum 1MB) logo in jpeg format must also be included.
5. Submissions can be made via www.wetransfer.com to admin@titaniumawards.org



CATEGORY 2

2. Titanium Award for Best Integrated Report: Health Funders/Medical Schemes

King IV principle 5 or other relevant governance criteria:

The governing body should ensure that reports issued by the organisation enable stakeholders to make informed assessments of the organisation's performance and its short-, medium- and long-term prospects.

Organisations are an integral part of society and the environment. Stakeholders want to know more about an organisation than its financials, e.g. its strategy, competitive position, empowerment endeavours, sustainability (broad definition) and progress on Sustainable Development Goals (SDG) elements, including access to essential healthcare services (Section 27/28 Constitutional mandate), impact on health status, healthcare quality and customer satisfaction, as well as amongst others its carbon footprint.

While the development of the integrated report is a moving target and may be a work in progress for all organisations, it reflects the level of governance and progress made in respect of the various elements of the operating environment.

This award seeks to recognise the funding organisation for the progress made, completeness, conciseness and usability of the report by stakeholders.

Who is eligible?

- Any BHF member who is a health funder.

Prize

The winner will receive:

- Two complimentary registrations to attend the 24th annual BHF conference in 2025
- Travel and accommodation for the 24th annual BHF conference in 2025
- An elegant trophy and a certificate.

SUBMISSION GUIDELINES

Entry submissions must include a motivation based on a set of predetermined criteria. The winner of this category will be chosen by an approved panel of judges.

- Entries must include a cover note
- At least 10 high-resolution (min 1MB) photos and/or a two-minute video clip of the organisation in jpeg format and stored on a disk must be included.
- A high-resolution (min 1MB) logo in jpeg format must also be included.
- Submissions can be made via www.wetransfer.com to admin@titaniumawards.org



CATEGORY 3

3. Titanium Award for Best Integrated Report: Corporates in Healthcare

King IV principle 5 or other relevant governance criteria:

The governing body should ensure that reports issued by the organisation enable stakeholders to make informed assessments of the organisation's performance and its short-, medium- and long-term prospects.

Organisations are an integral part of society and the environment. Stakeholders want to know more about an organisation than its financials, e.g. its strategy, competitive position, empowerment endeavours, sustainability (broad definition) and progress on Sustainable Development Goals (SDG) elements, including access to essential healthcare services (Section 27/28 Constitutional mandate), impact on health status, healthcare quality and customer satisfaction, as well as amongst others its carbon footprint.

While the development of the integrated report is a moving target and may be a work in progress for all organisations, it reflects the level of governance and progress made in respect of the various elements of the operating environment.

This award seeks to recognise the funding organisation for the progress made, completeness, conciseness and usability of the report by stakeholders.

Who is eligible?

- Open to all organisations involved directly in healthcare (and not a health funder).

Prize

The winner will receive:

- Two complimentary registrations to attend the 24th annual BHF conference in 2025
- Travel and accommodation for the 24th annual BHF conference in 2025
- An elegant trophy and a certificate.

SUBMISSION GUIDELINES

Entry submissions must include a motivation based on a set of predetermined criteria. The winner of this category will be chosen by an approved panel of judges.

- Entries must include a cover note
- At least 10 high-resolution (min 1MB) photos and/or a two-minute video clip of the organisation in jpeg format and stored on a disk must be included.
- A high-resolution (min 1MB) logo in jpeg format must also be included.
- Submissions can be made via www.wetransfer.com to admin@titaniumawards.org



CATEGORY 4

4. Dr Clarence Mini Titanium Award for Young Achiever

This award celebrates young professionals who have made a notable impact on the healthcare industry. It seeks to promote effective succession within the sector to sustain the future of the medical profession.

Prize

The winner will receive:

- R50 000
- A featured write-up in a special edition of *BHF360* magazine
- Promotion across BHF social media platforms
- One complimentary registration to attend the 24th annual BHF conference in 2025 (*the winner as described above*)
- Travel and accommodation for the 24th annual BHF conference in 2025
- An elegant trophy and a certificate.

For entry, organisations or individuals (peer recommended) must submit nominations of young achievers. Self-nominations are not allowed. All submissions must include a motivation. The winner will be selected by an approved panel of judges and he or she must be available to represent the healthcare sector at the upcoming international conference. *See terms and conditions regarding attendance.*

Entrants will be adjudicated according to the following criteria:

1. Nominees must be 35 years of age or younger, in the year in which the award is made.
2. Previous winners are not eligible.
3. Nominees can work in any sector within the healthcare industry in the Africa region.
4. Nominees must be available to be an ambassador for the BHF and to promote the Young Achiever Forum within the healthcare industry.
5. Nomination must include a motivation detailing the outstanding achievements of the nominee and should cover the following areas:
 - Educational and practical achievements
 - Recognition of awards received
 - Contribution to social & economic development of the targeted population
 - Evidence of continued professional development, where applicable
 - Evidence of published papers and presentations delivered
 - Leadership ability of the nominee and his or her contribution to building the image of their organisation and the healthcare industry in general.
6. Entries must include written consent from the nominees.
7. Nominees must be available for an interview with the adjudication panel should this be requested.

SUBMISSION GUIDELINES

1. Entries must include a report or motivation that is sufficiently comprehensive in describing the nomination. Where relevant, drawings, graphs, tables and other supporting documentation must be included. The report should include a clear motivation by the nominee as one of its main sections.
2. A high-resolution (minimum 1MB) photograph – head and shoulders – of the entrant in jpeg format must be included. Ten additional photos and/or a two-minute video clip illustrating the entrant's daily work activities must also be included.
3. Submissions can be made via www.wetransfer.com to admin@titaniumawards.org



CATEGORY 5

5. Titanium Award for Service to Membership: Open, Closed & Self-administered Medical Schemes, Administrators and Managed Care Organisations

This award recognises and rewards medical schemes (open, restricted and self-administered), administrators and managed care organisations providing the best service to their members. It celebrates industry excellence and unprecedented contributions to members in respect of providing value for money.

Embracing UHC is a key strategic imperative in today's healthcare environment; the organisation should demonstrate how they are monitoring, implementing or contributing progress towards UHC elements.

To submit an entry, organisations must submit nominations together with a motivation. The winning scheme, administrator or managed care entity will be selected by an approved panel of judges.

Prize

The winner will receive:

- Two complimentary registrations to attend the 24th annual BHF conference in 2025
- Travel and accommodation for the 24th annual BHF conference in 2025
- An elegant trophy and a certificate.

Entries will be adjudicated based on the submission of documentation supporting the following criteria as published in the organisation's last report :

CATEGORY 5A - MEMBER SERVICE

- 1) Claims turnaround times, including age analysis
- 2) Appeals turnaround times, including age analysis
- 3) Number of complaints per 1000 beneficiaries
- 4) Member satisfaction survey results
- 5) Are your scheme benefits, appeal processes, medicine formularies & DSP arrangements accessible on your website or social platforms?
 - a) Yes or no.
- 6) If yes, it must have been included in the organisation's report , please share links as proof and state how these are communicated to beneficiaries.
- 7) Demonstrate measurable member engagement e.g. outreach calls, meetings or wellness days, etc. .

CATEGORY 5B - OPERATIONAL PERFORMANCE

- 1) Percentage change in beneficiaries over the past three years :
 - a) What is the composition of your management team?
 - b) What is your organisation doing about transformation including skills development?
- 2) Proof of average increase in member contributions in the last three years
- 3) Is the medical scheme reserve's ratio over 25%? Y/N
- 4) Does the scheme include risk based reserving in its management reports? Y/N
- 5) Does the scheme have a formal health governance programme in place?
 - a) Y/N. *If yes, provide proof of implementation*
 - b) *Report on out-of-pocket payments by members included in management reports? Y/N (evidence required)*
 - c) Does the medical scheme monitor health status measures, e.g. mortality, life expectancy and quality of care? Y/N
- 6) Are preventative health care benefits in place?



- a) Yes or no. Demonstrate benefit uptake and improvement thereof.
- b) How does this compare to the BHF recommendations?
- c) Entrants are required to provide:
 - i) A schedule detailing preventative healthcare benefits for comparison with the BHF preventative care recommendations.
 - ii) A schedule detailing the funding of preventative healthcare benefits from risk.
 - iii) A schedule detailing the primary care benefits offered from risk.
- 7) Does the scheme monitor the health and productivity impact of employees?
 - a) Yes or no. *If yes, attach a copy of the report.*

SUBMISSION GUIDELINES

Entries must include a report or motivation that is sufficiently comprehensive. Where relevant, drawings, graphs, tables and other supporting documentation must be included. Reports should include an approval of the entry from the management team.

- At least 10 high-resolution (min 1MB) photos and/or a two-minute video clip of the organisation in jpeg format and stored on a disk must be included.
- A high-resolution (min 1MB) logo in jpeg format must also be included.
- Submissions can be made via www.wetransfer.com to admin@titaniumawards.org

Any medical scheme under curatorship will be disqualified automatically from this category.

6. Application Process

Step 1: Call for Entry Notices

The call for entries opens on 6 November 2023. Entries will close on 21 February 2024. The announcement to potential participants will be communicated directly via email and a notice will be placed on the BHF website.

Step 2: Collation and Validation

All entries received will be collated and then validated by an Auditing Firm in respect of their alignment with the terms and conditions, as well as the awards' eligibility criteria.

All entries will be audited. Entrants will be notified in writing of the outcomes of their submissions. Should an entry not meet the eligibility criteria and terms and conditions, the entrant will be notified in writing of the rejection of their submission, identifying the criteria not met.

- All entries must be sent via WeTransfer to admin@titaniumawards.org
- To confirm receipt of your email, please send an email to admin@titaniumawards.org

Step 3: Adjudication

The adjudication process entails each member of the judging panel independently marking the entries, using a unique voting form.

Step 4: Finalists

Finalists will be notified individually in writing.

Step 5: Awards Ceremony

The inaugural Excellence awards will take place this year, culminating in an awards gala event where the winners will be announced. This event will be held in conjunction with the 2024 annual BHF conference on 6 May 2024 at the CTICC in Cape Town.

7. Terms & Conditions for participation in the awards

- a. The awards are open to any organisation in healthcare.
- b. Organisations throughout the Africa region may enter in any category relevant to them.
- c. All applications need to be supported by relevant documentation.
- d. The judges reserve the right to cancel any category due to insufficient entries or for any other reason, and the decision of the judging panel is final. All results will be audited by an external accredited auditing firm approved by the BHF. The decision of the judges will be final and binding, and no correspondence in this regard will be entered into.
- e. Entries will be published in an industry-specific magazine after the 2024 BHF annual conference.
- f. With the exception of confidential information, the information received by the organisers may be submitted in its entirety to the publisher of any industry-specific magazine for inclusion in that publication and entrants should be mindful of submitting information that might be sensitive or confidential, as it will appear in the public domain. Please specify if any element of information submitted remains confidential.
- g. Entrants are reminded that the information they submit will be accepted **verbatim** by the publishers and should therefore be checked and approved by all participants prior to submission.
- h. Entrants should be aware that their information will undergo an editing process, necessary to ensure that both entrants and category winners can be featured in published material and multimedia applications.
- i. All submissions must be sent via email/WeTransfer. All photographs/videos must be labelled and titled.
- j. Entries must be submitted on or before the final day for submissions – 21 February 2024.
- k. Winners will be announced at the awards gala banquet on 6 May 2024 at the CTICC.
- l. Should your organisation be shortlisted, please note that **a fee** is applicable **to attend** the awards ceremony or your organisation should be registered to attend the conference.
- m. Should you wish to attend the awards ceremony please note all nominees are responsible for their **own travel and accommodation costs**.
- n. Please note that the awards video to be used on the night of the awards, will include a brief introduction of the key highlights from your entry.
- o. The BHF reserves the right to cancel or postpone the awards gala banquet or change the venue for any unavoidable reason. All changes will be communicated effectively.
- p. There are **no fees** payable for entry.