




Please complete this nomination form accurately, completely but succinctly.

**1. Contact details**

Nominator (Person)	Nominating Organisation	Signature	Date	e-mail address
Amy Benn	RIIS		12/02/2026	amy.benn@riis.africa

Nominated Person	Nominated Organisation	Sub-sector one of the following: Private Sector or Academia or Public Sector or Non-Profit	Cell phone number	e-mail address
Le Roux Viljoen	<i>The Surgical Assistant</i>	Private Sector	074 589 3464	leroux@thesurgicalassistant.co.za

**2. Short description**

**+100 word description of what the innovation / solution is and who needs to be recognised for which parts of the solution.**

*(e.g. new service /product /solution /regulation /infrastructure /institutional capacity)*

The Surgical Assistant (TSA) and its digital platform, [SurgiFlow.io](https://SurgiFlow.io), is a healthcare workforce innovation that connects surgeons and hospitals with vetted surgical assistants through a structured, technology-enabled marketplace and training ecosystem. It addresses doctor underemployment and surgical staffing gaps by combining a booking platform, a CPD-accredited training academy, and a Section 18A NPO that supports public-sector surgical capacity. The founders, Dr Le Roux Viljoen and AD Schoeman, should be recognised for building and scaling the model and platform, while their technology partners and academic collaborators should be recognised for platform development, training delivery, and implementation support across the healthcare sector.

### 3. Detailed description

Please answer all the questions (a) to (j) below, and place answers in the prescribed place as indicated in the table below (to construct a results chain):

a. What is the target business group/s that this innovation serves and improves?

The innovation primarily serves private surgical practices, specialist surgeons, and hospital theatre units that require reliable, skilled surgical assistants to run efficient operating lists. It also serves healthcare organisations and training institutions by creating a structured pathway for qualified but underemployed doctors to participate in clinical work. By improving access to vetted assistants and streamlined booking, it strengthens small and mid-sized surgical practices, private hospital theatre operations, and related healthcare service providers who depend on predictable surgical team staffing.

b. How many of these target businesses have already utilised this new solution?

More than 200 surgeons and surgical practices have already utilised the solution, with adoption across multiple private hospitals and theatre units. Through this network, over 5,800 surgical cases have been supported to date, demonstrating active and repeated use by the target business group rather than once-off participation.

c. How did these businesses access and receive the new solution?

These businesses accessed and received the solution by registering on the SurgiFlow.io platform or onboarding directly through The Surgical Assistant (TSA) network. Surgeons and practices are onboarded, verified, and then able to post or book surgical assistant requirements digitally based on procedure type, date, and skill set. The platform matches them with vetted assistants, supported by TSA's operational coordination and user support. Adoption has also grown through direct referrals, professional networks, conference presence, and partnerships with healthcare and training organisations.

d. What did this new solution help these businesses become better at?

The solution helped these businesses become better at planning and running efficient surgical theatre lists by ensuring consistent access to appropriately skilled assistants. It improved staffing reliability,

last-minute replacement capability, skills matching per procedure type, and scheduling coordination. As a result, practices and theatre teams are better at managing workflow, reducing disruption risk, and maintaining consistent surgical throughput and quality of care.

- e. How did this help to improve their business performance? *Increased sales, lower costs, increased investment, increased employment, increased exports?*

This improved business performance by increasing theatre utilisation and case throughput, which supports higher revenue per operating list. It reduced coordination time and last-minute staffing failures, lowering administrative and opportunity costs from cancelled or delayed cases. It also enabled practices to take on more procedures with confidence in staffing availability, indirectly supporting increased income and service capacity. In addition, the model creates paid work opportunities for qualified doctors as assistants, contributing to healthcare employment and skills utilisation.

- f. What exactly is this new innovative solution?

The innovation is an integrated healthcare workforce platform and ecosystem consisting of a digital booking marketplace (SurgiFlow.io), a vetted national database of surgical assistants, a CPD-accredited Surgical Assistant Academy, and a Section 18A NPO that funds and supports surgical capacity in the public sector. It formalises and digitises how surgical assistants are sourced, matched, booked, trained, and supported. The solution combines technology, credential verification, skills matching, training, and funding mechanisms into a single scalable model that improves surgical staffing reliability while creating structured work and development pathways for qualified but underemployed doctors.

- g. What makes it new, compared what existed before? (Novelty in the WC economy)

What makes it new is that it replaces an informal, fragmented, relationship-based assistant booking process with a structured, technology-enabled marketplace and training ecosystem. Previously, surgeons relied on ad hoc phone calls and personal networks with no standardised vetting, skills tagging, or scalable matching system. In the Western Cape economy, this is the first integrated model that combines a digital booking platform, verified assistant database, formal skills categorisation, CPD-accredited training, and an NPO funding arm into one coordinated workforce pipeline. It shifts surgical assistant sourcing from informal coordination to a scalable, data-driven, and institutionally supported system.

- h. What makes it better than what existed before?

It is better than what existed before because it provides a reliable, scalable, and quality-controlled system instead of an informal and inconsistent booking process. The platform offers vetted assistants, skills-based matching, transparent availability, and digital scheduling, which reduces risk and administrative burden for practices. It improves staffing predictability, reduces last-minute cancellations, and increases theatre efficiency. In addition, the integrated training academy and NPO components strengthen skills development and public-sector impact, which did not exist in the previous fragmented model. The result is higher trust, better performance, and measurable system-level benefits.

- i. How is/was the new solution made available to the target market / business group?

The solution is made available to the target market through the SurgiFlow.io digital platform and The Surgical Assistant (TSA) national network. Surgeons and practices are onboarded through direct registration, verification, and guided setup, after which they can book assistants via the platform. Market access has been driven through professional networks, conference participation, partnerships

with universities and healthcare organisations, and direct outreach to surgical practices and hospital groups. Ongoing user support and operational coordination ensure continued adoption and effective use.

- j. What will ensure that the financial viability / sustainability of providing the innovative solution and the beneficial consequences remain intact over this period? *E.g. profitable business with enduring competitive advantage in the market.* What is the expected longevity of this this solution? *E.g. 5yrs, 10 yrs, 10+ years*

Financial viability and sustainability are ensured through a proven revenue model where a percentage service fee is charged per completed booking, creating recurring, usage-based income without requiring hospital budgets. The platform has already operated sustainably for multiple years and is scalable at low marginal cost through technology. Competitive advantage is supported by a large vetted assistant network, first-mover position, integrated training and CPD academy, university and industry partnerships, and the linked NPO that strengthens ecosystem impact and credibility. Demand for surgical services and flexible healthcare staffing is long term, giving the solution an expected longevity of **10+ years** with continued expansion across healthcare roles.

<b>Output:</b> A new catalytic innovation established, serves the WC economy	<b>Outcome:</b> Improved business environment (for the target business group)	<b>Impact:</b> Which target group of businesses benefitted & what improved for them	<b>Longevity:</b> Duration of benefits
<p>f. An integrated digital surgical workforce platform (<a href="https://SurgiFlow.io">SurgiFlow.io</a>) and service ecosystem (TSA) has been established to connect surgeons and hospitals with vetted surgical assistants.</p> <p>g. A formal, scalable assistant marketplace replaced an informal, fragmented, relationship-based booking process.</p> <p>h. The innovation combines technology, credential vetting, skills matching, CPD-accredited training, and an NPO funding arm into one coordinated healthcare workforce pipeline.</p>	<p>i. Private surgical practices and theatre units now have reliable, skills-matched assistant access, reducing staffing uncertainty and operational risk.</p> <p>c. Access occurs through a verified digital booking platform and structured onboarding process, improving transparency and coordination.</p>	<p>a. Private surgeons, surgical practices, and hospital theatre units benefitted through improved access to qualified assistants.</p> <p>b. Over 200 surgeons/practices and multiple hospital theatre units have already utilised the solution across thousands of cases.</p> <p>d. They improved theatre efficiency, scheduling reliability, workflow planning, and case throughput.</p> <p>e. This led to higher theatre utilisation, fewer cancellations, lower coordination costs, and more stable revenue per operating list.</p>	<p>j. The model is financially sustainable through a per-booking service fee, supported by platform scalability, a growing vetted network, training and institutional partnerships, and long-term healthcare staffing demand — with expected longevity of <b>10+ years</b>.</p>

After completing the table, read from left to right. Check for coherence and improve if needed.

#### 4. Declaration of Evidence to verify results chain

What supporting evidence can you provide to verify the results stated above are as stated?

	<b>Output:</b> A new catalytic innovation established, serves the WC economy	<b>Outcome:</b> Improved business environment (for the target business group)	<b>Impact:</b> Which target group of businesses benefitted & what improved for them	<b>Longevity:</b> Duration of benefits
<b>What evidence can be provided?</b> e.g. Records, reports, peer reviews, and so forth	<p>Platform registration records and system architecture documentation for <a href="https://www.surgiFlow.io">SurgiFlow.io</a></p> <p>Company and NPO registration documents</p> <p>User database records showing vetted assistant and surgeon onboarding</p> <p>Product launch records and version history</p> <p>Partnership MOUs with universities and healthcare organisations</p> <p>CPD accreditation documentation for the Surgical Assistant Academy</p>	<p>Platform booking logs and usage analytics</p> <p>Surgeon and practice onboarding records</p> <p>Repeat booking statistics per practice</p> <p>Operational reports showing fill rates and assistant matching metrics</p> <p>User feedback surveys and satisfaction reports from surgeons and theatre teams</p>	<p>Case volume records showing number of assisted surgeries per year</p> <p>Billing and transaction records per booking</p> <p>Testimonials and reference letters from surgeons and hospital units</p> <p>Assistant work allocation records showing paid work created</p> <p>Before/after scheduling and cancellation rate comparisons (where available)</p>	<p>Revenue model and financial sustainability records (per-booking fee model)</p> <p>Multi-year growth statistics (cases, users, practices onboarded)</p> <p>Retention and repeat-usage metrics</p> <p>Signed partnership agreements and pipeline expansion plans</p> <p>External recognition and awards/finalist status documentation</p>

**5. Select the best category of award for this innovation**

<b>Sector</b>	<b>Award</b>	<b>Mark with "X"</b>
<b>Public Sector</b>	6 x Catalytic innovations that contribute to growth.	
<b>Public Sector</b>	1 x Provincial- or National-government systemic innovation most impactful on economic growth	
<b>Public Sector</b>	1 x Municipal (LM+DM) innovation that is impactful on growth of their local economy	
<b>Public Sector</b>	1 x Public-sector innovation, enhancing good governance.	
<b>Safety &amp; Security</b>	1 x Innovation enhancing precinct safety & security.	
<b>Labour Market</b>	1 x Labour market efficacy award Reducing impediments to increased employment.	X
<b>Academia</b>	1 x Research most impactful on competitiveness of Industry	
<b>Academia</b>	1 x Tertiary education best aligned to Industry / market needs	
<b>Academia</b>	1 x Most successful start-up / spin out	
<b>Academia</b>	1 x Entrepreneurship development in higher education	
<b>Industry Sector Bodies</b>	1 x Institution/s strengthening stakeholder cooperation to enhance competitiveness of their Industry.	
<b>Organised Business</b>	1 x Institution/s strengthening stakeholder cooperation to enhance competitiveness of their business precincts.	

**6. Check that you completed all that is necessary.**

**7. Submit this documented and/or video recorded to [innovation@capechamber.co.za](mailto:innovation@capechamber.co.za).**

Thank you for helping us discover and celebrate the champions shaping a better WC economy!