



The Addington "Pride of Addington staff"

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Another victory for Addington Hospital

A two year journey travelled finally came to an end. Moments of hard work in search of excellence and high standards of service delivery were finally rewarded. Addington was awarded a 2year accreditation status by COHSASA on 18 March 2005. Although Addington is not new to COHSASA Accreditation, re-accreditation means a lot about our PIE Culture (Pride In Excellence). It also means that the standards set in previous Accreditation are not only

maintained but have been improved significantly. We have had to cope with such a leap as we moved from level two to level six standards. We are now left with the challenge to continue maintaining level 6 standards. "We are proud to have set a continuous cycle of improvement, and this process is a demonstration of our commitment to improving service delivery for the benefit of our clients", said the PRO, Mr Canham. It must be remembered that one of many achievements this hospital is proud of is that of being the first public hospital in the country to receive COHSASA Accreditation in 1997, thus, it is fulfilling for staff to know that our service standards have not only been maintained but have improved significantly. Various heads of departments have attributed this success to the Hospital Manager Dr Hurst for her unshaken spirit of taking this hospital to highest levels.



Thanking you for your contribution-Tsunami

The year 2004, ended with one of the worst catastrophes ever experienced by man, the Tsunami disaster. The disaster had shaken the global village, and saw the world praying jointly for the people of Thailand and Asia.

Staff at Addington rallied to the global call for contributions to assist the survivors of the Tsunami. The Good Governance team paved the way, and coordinated our contributions/ donations.

The Management extends its sincere thanks to all staff, and patients who contributed both financially, and materially. Words of thanks also go to those whose hearts and spirit driven by the very nature of being human, joined the world in prayer to express their sympathy, and comfort for the survivors of the Tsunami.

Sithi Ningadinwa nangomuso,



Many Thanks to Ms Lorna Smith for setting up the table and accepting donations on behalf of all of us. Nangomso Lona ntomb'enkulu.

Strategic Planning Session

It was on the 24-25 May 2005, when forty members of Addington staff, representatives from eThekweni District Office, City Health, and members of Organized Labour gathered at Sica's Guest House for a strategic planning session. This has always been an important exercise when staff take a time to focus themselves on short and long term business goals, and develop strategic plans that will move the organisation forward. Because these sessions have full staff representation, they bring about organisational effectiveness, and encourage a participative working environment.

Dr Hurst in her opening speech thanked all staff for their support. "Thanks for making me a transformation leader... and this has helped us all to become transformation leaders and not just managers". This was a profound statement which indicated that Addington Hospital has not been left untouched by the wave of transformation which swept throughout the country in the 90's and brought about the desired changes in the workplace. She also encouraged staff despite negative media publicity to "look at successes to build that pride in yourselves", while acknowledging that "yes there are things to improve".



eThekweni District Manager, Mr. Msiza proudly receives a certificate of commendation from Addington's Hospital Manager, Dr Hurst. Mr Msiza had commended Addington Hospital for holding Strategic Planning just after the MEC's budget speech, and thus advised that plans be made in context with the budget speech. He also highlighted the areas that the MEC is passionate about, namely, Women life expectancy, Human dignity, Batho Pele principles etc.



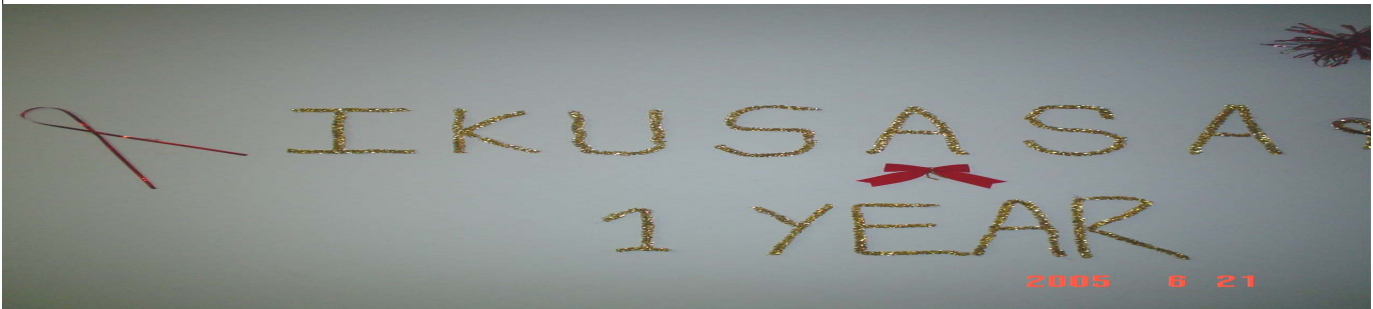
Above: Group members listen attentively as ideas flow from one member to another.

Middle: Finance & Systems Manager Mr Pretorius making his point heard as he ensures that finances of the hospital are taken good care of.

Below left: A team sits quietly as plans to renew our commitment to achieve common goals are tabled



Collectively declaring war on HIV/Aids pandemic



"For too long we have closed our eyes as a nation. We face the danger that half of our youth will not reach adulthood ... Our dreams as a people will be shattered," said President Thabo Mbeki in an unusual live broadcast. This message meant that every individual must be aware that HIV/Aids "walk with us, it travels with us in big and small coffins to too many graveyards". Addington hospital's contribution has been commended by patients both infected and affected for its effective programme in dealing with the pandemic. This happened during function held on 21 June 2005 to celebrate the first anniversary of Ikusasa clinic (Anti Retro Viral clinic). The clinic is supported by RHRU (Reproductive Health Research Unit, and the USAID through the American Consulate. Speaking at the function, Mr Thurston, from the US Consulate, congratulated staff in the clinic for the "good work that is being done to benefit the poor, and the sick. "Thanks for giving us an opportunity to participate in a programme of this nature".



The second part of the function was the formal opening of HIV/ Aids clinic. According to Dr Bayat the Head of Ikusasa clinic, there are plans to have a wellness center incorporated (to be the first in the Durban area). The purpose of the center will be to assist HIV patients who do not meet the criteria to be on ARVs. Thus, such a facility will provide post counseling, and all psychological support for the patients, and their families.

Giving a brief history of the clinic, Dr Bayat expressed his appreciation for the support received from RHRU, and American Consulate, Medical staff, Management and the Nursing staff.



Mrs Chinniah with Mr Thurston during a formal opening of Ikusasa clinic, situated in Ward 6B, Addington Hospital.

Below: Mr Thurston delivering a message of thanks and appreciation



Another day of celebrations at Addington Hospital (The Addington ARV rollout clinic)

Just a day, after the official opening of Ikusasa clinic, members of staff were awarded certificates of attendance for having completed a two day workshop on HIV/AIDS. The event was the evidence that Addington hospital remains focused in the fight against the pandemic, and thus empowering staff to better deal with the patients who are infected and affected by HIV/AIDS.



Rev Cele delivering a speech during the prize giving ceremony. In his speech he sighted the importance of counselling, while at the same time emphasizing collective efforts in order to effectively deal with the disease.

Top right; The Hospital Manager Dr Hurst congratulating staff who completed the workshop.

Bottom right: Some of the staff who had received certificates proudly displaying their certificates.



Addington's search for optimal customer satisfaction



The undying commitment of Addington Hospital to excellent customer care resulted in seven frontline staff members sent on a very important course, "Excellent Customer Service". The course was presented by the South African Management and Development Institute, a wing of the Ministry of Public Service and Administration based in Pretoria.

"I feel very empowered, the lecture was good and his presentation skills excellent, I will begin to put what I've learnt in practice for the benefit of all our patients", says Jay from the office of the Hospital Manager. "Our collective efforts to create a people first environment in which our patients are seen as members of our teams and not opponents, remain the driving force behind our work", Mr W Canham commented.

Undoubtedly, the course has been of benefit as it challenges the civil servants to move out of their comfort zone and begin to form a partnership with the communities they serve. It also points out that the principles of Batho Pele begin with the acknowledgement of the community (patients) as a partner in the delivery of public service. Therefore, "Abantu ku qala", remains a framework that guides civil servants as they relate to beneficiaries of service as customers and no more as "beggars".

Picture: Staff from both Mahatma Gandhi Memorial hospital and Addington hospital, and the Facilitator Edwin Malebane with tie (behind) took time off to pose for a picture.



Training session in progress , with participants focused on the activities of the day with much enthusiasm.

HURREY! As two new additional pharmacies open up

Long waiting time, and congestion at the main pharmacy, are now the things of the past for the patients, as two new pharmacies are now operational i.e. one is located near polyclinic and one at the CHOPD. As part of optimising services, patients have expressed their delight on the opening of these dispensaries. "Sijabulile kakhulu, ngendlela ebekuyiyon ubuzizwa uphelelwa nawuthando" (the way things were one would feel completely discouraged to come here), said Nompilo Khanyile, the mother of a baby, after having waited for only three minutes to get the baby's medication. Speaking to the first pharmacist to open CHOPD, Adhilata Ramkissoon, "all our patients are quite

happy, as the new dispensing outlet is very convenient. We plan to open between 10am till 14h30, but we will remain open for emergencies". She added by reminding patients that the new pharmacy is now closer they must utilise it. Patients must, however, know that some schedule five drugs will be obtainable from the main dispensary only as they need to be monitored and entered into one register .



One of the first babies to receive medication from the CHOPD dispensary. From left: B. Khanyile and Nompilo Kubheka.

Far right: Adhilata Ramkissoon, a CHOPD Pharmacist posed for the camera during her first day, and has welcome the opening of the pharmacy.



Incidentally, developments in our dispensary section included the appointment of the Chief Pharmacist, Suleman Haffejee . Suleman has a number of plans which he hopes to implement in order to improve the pharmacy.



The dispensary at MOPD and Poly clinic functions smoothly with waiting time less than five minutes, says Bronwyn, a Pharmacist running the dispensary. Behind Bronwyn is Benny who echoed Bronwyn's words.

A big “YES...” to condoms-during the “Condom Week”

“Safer sex is all about caring for your partner and for yourself. So, please protect yourself and your partner. It is really the only way to stay safe. **PLEASE USE CONDOMS**”. Taking a bold stand to support this message was our staff, Sibusiso Shozi, and Nonhlanhla Dlamini from Si-nothando, a Voluntary Counselling & Testing site, during the condom week. “Staff already have information about condom use, and those who are not sure are given demonstrations on proper use of condoms”, said Sibusiso. The theme of the week was “Promotion of Abstinence”. However, Nonhlanhla commented that, the message of abstinence is not well received by the youth, during counselling sessions, and that is why more emphasis is placed on “**have sex, have it safe, use a condom**”.

A mini survey was also conducted to find out the views of staff with regard to the use of condoms.



Sibusiso and Nonhlanhla giving information to a staff member. Hundreds of condoms and information packs were on display and many staff members including visitors have used the opportunity to empower themselves with information. Sibusiso believes each talk on STIs and HIV / Aids, wherever it takes place, saves a life if not lives every day as people become aware of dangers of unsafe sex.

1962 Ex-members of Addington staff visit to Addington's Museum

On April 1, 1959, was the date when the group of six ex-members of staff of Addington hospital began their 3 1/2 year nursing training, a meeting which later became a long lasting friendship amongst these Alumnus. "Although we went



The group was excited to find photographs taken with patients and their Matron at the time.

separate ways many years ago, (1 lives in Australia, 1 in America, the others are in the South Coast) we kept in touch and developed our friendship". Mrs Peat (right) the group leader, is currently doing some volunteer work with Hospice, and still has great passion and love for Addington hospital. It is this passion that has brought them together, and it was great pleasure to look at the photographs taken in that era. Interestingly, most old pictures taken with them have patients whom they could still remember. "It was a delight to find one of the albums with a photo of our group, about to write exams and wished luck by Mrs Phyllis Sawyer, our matron at the time," said Mrs Peatt.

More and more ex members of staff of the same group, still wish to link up with the ex colleagues in order to develop a network of

Addington's Alumnus.



HEALTH AWARENESS DAY!!!!

In support of the Health Awareness Calendar, Addington Hospital initiated a number of activities aimed at promoting good health in our communities. A special area has been set up to station clinicians who interact with visitors, patients, and other members of staff on matters of health. These are on-going activities, and we took time to capture some of these activities: **Head Injury Week:** Matron Kury with Sr Sikhakhane educating an off duty member of staff. In the background is the dietician, Nicole Westerhof.





St/n Phungula targeting mothers of new born babies during Polio Eradication week. Seeking clarity here is a worried mother of a new born baby.

Nurse Maushe from Stoma Therapy seen here with non-clinical members of staff informing them about the use of colostomy bags during the Health Awareness Day in April.



Lungi from the Pharmacy department not only gives talks to patients, but also to paramedic members. Ephasing the importance of correct use of medicine.

Health Awareness Day Celebrations :The World's Health Awareness



Ensuring that the names of visitors are captured is the Dietician Nicole Westerhof

Scores of the members of staff queuing to get as much information about health issues as possible.



Elena Jordan (right) with Jean van der Merwe both from the Cancer Association of South Africa have enjoyed chatting to staff about both the dangers of smoking as well as breast cancer.