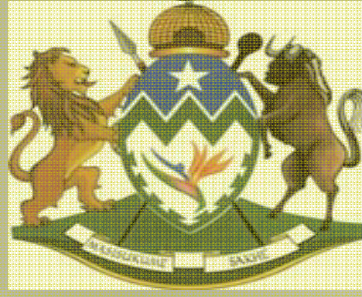


# Addington



The Pride of Addington Staff

## Addington shines with its quarterly Service Excellence Awards

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Three overall winners posing with the Hospital Manager, Dr J. Hurst. Pictured here displaying their certificates are:



From Left to Right: Mr Mbhekeni Shange (Workshops), Dr Hurst, Sr Helen Best (Ward 12A), and Mr Raymond Moodley (Medical Records)



See page 6 for full story



**EDITORIAL** :This edition of our publication looks back at some of the highlights of last year.

Now is the beginning of the year, a time when resolutions for the year are made, individual commitments and hope for the bright future within us. We the staff at Addington Hospital recommit ourselves to the work ahead of us, and in our minds knowing very well that there are those who need a little leg up to set them on the course of life. They are members of our community and they remain the reason for our being here. They give up themselves to us because they have complete faith and trust in us as healthcare workers. We have a challenge to meet their needs. We must achieve this to give meaning to our presence. We must remember also that we begin this year with the Citizen's Charter in place, a tool which, among other things professes our commitment to seamless service delivery. It sets out mechanisms and resources that the citizens have, should they feel that the services promised have not been provided. We march forward with enthusiasm and no doubt that the standards achieved during the COHSASA Accreditation will undoubtedly put us in line with this charter. Successful organizations boast of good leaders. Those who do well in meeting customers needs can demonstrate that they have leaders who lead by examples. These lead-

ers ensure that the strategy to achieve the vision is owned and shared by all throughout the organization. (WPTPS). Last year we demonstrated that this applies to the leaders of our institution. We shared the same vision and we bought into a strategy to achieve such a highly acclaimed status. Today, we carry Addington Hospital's name higher, and are proud to be associated with this hospital.

The opening of two new satellite pharmacies last year, was a clear commitment to keep our customers happy. We looked at the congestion of our main pharmacy, and the solution did not only touch a dozen patients, but had a direct impact on the entire image of our institution. Evident to this were numerous messages of commendation received from patients and positive media coverage. Responding to the needs of our patients is our business.

It was in November 2005 when Ms Judith Horne, chairlady of the PSSA- KZN coastal branch- presented the 1st prize to the Pharmacy team, who were declared the unanimous winners of the Pharmacy Week Competition, on 11 November 2005. We remain proud and putting people first is our motto.

Despite the many challenges facing us as individuals and an institution, I have no doubt that this year, a focused patient care, team work, dedication, Integrity, Trustworthiness, Compassionate caring, will see us through and make our days brighter so we can give our patients a reason to live rather than just to survive. Let's join hands so that both patients and staff become winners every day until the end of this year, and beyond.

Good Luck.

**Wesley Canham (Public Relations Officer)**

## NOTICES

All Staff with diabetes welcome to join support group. Contact Angie on Ext: 2244.

-Labour Ward has moved to Ward 7A, patients must be directed to 7th Floor - Ext: 2649/2650

-Staff are urged to display their hospital parking discs, ensure you have correct discs.

-Utilise the correct ramps when entering or exiting the hospital parking

The Social Work Department is facilitating an HIV/AIDS Support group for all infected and affected staff. Contact Mrs Kogie Perumal on 2846 and Ms Nozipho Ngcobo on 2986

## A PHILOSOPHY OF LIFE

- Keep your thoughts positive because your thoughts become your words
- Keep your words positive because your words become your actions
- Keep your actions positive because your actions become your habits
- Keep your habits positive because your habits become your values
- Keep your values positive because your values become your destiny

# The Toy Story was a Big Story in Addington

## *A big thank you from our Paediatric Patients*

*Writes Mr. Canham*

ADDINGTON'S ward 13A patients, described as the little angels, the innocent and the future hope of the nation, were surprised when the East Coast Radio's Toy Story project visited the ward to give them Christmas presents. The heartfelt expression of delight and appreciation by the children was a sight of cheer. "Every year our children are always remembered



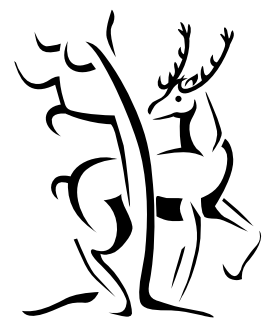
and it has always been a great pleasure for all of us at Addington Hospital to know that children in hospitals (especially during this time of the year) are not forgotten. Compliments go to all the companies that took part and contributed to the success of such a project. The department's contribution in the project is also appreciated", said Mr Canham, the Public Relations Officer, Addington Hospital.



On behalf of Addington Hospital, we would like to convey our sincere appreciation to the sponsors that contributed to this project and may they and their families have a Happy Christmas, and a prosperous New Year.



Children were also entertained with music and magic clowns played their role in bringing back lost smiles from the children.



## The Queen of Universe Visits Addington's Children's Ward



Gomolemo plays with the monster doll outside the Children's Ward



Above, Gomolemo with her family and the sister in charge in Ward 13A

**A**N unexpected visit to Addington's Children's Ward (13A) became a dream come true and gave back a smile to a number of sick children, when the newly crowned Ms Queen of Universe, opened her heart by giving sweet packs and chips and other goodies to her less fortunate peers who spent their Christmas holidays in hospital beds. This was witnessed and applauded by Ward staff on Saturday 24 December 2005. The young Queen Gomolemo Kekana, a Grade 7 pupil, lives in Hartbeespoort in North West province and was on a holiday tour in Durban with her family when the idea of giving came to her mind. She was recently crowned Miss Queen of Universe in an event that was held in Emperus Palace (formerly known as Ceasers) in Johannesburg.

The first thing that came to my mind was to visit the children's ward in Addington Hospital. Addington is so fortunate because it is the first hospital I have visited so far after I was crowned. I have 20 charity related projects in the pipeline that I will undertake during the course of next year- 2006". Miss Universe was impressed with the way she was received by both the staff and the children in the ward. She also appealed to those who abuse children to stop this cruelty, and to think of the effects that it causes to young ones. The children's ward received a number of visitors this year whom we wish to thank for opening their hearts by giving and visiting Addington Children's Ward, such as East Coast Radio; Durban North Sathya SAI Centre; the Office of the Women's Network, South African Police Services (Point) and many more.

## Addington welcomes a new Deputy Nursing Manager Mr Khoza"

I nearly called him "the first male in the nursing management", but it was quickly pointed out that in fact, there was one or two males sometime ago in that section. Be that as may, the entire nursing management has been joined by an avid reader, a clear minded, and a man with a helicopter view of issues, Mr BB Khoza. He holds a BCur degree (UNIZUL), an Advanced Midwifery and Neo Natal Nursing Science (King Edward Hospital), Occupational & Safety

(DUT-then called Natal Technikon). Mr Khoza moved from Prince Umshiyeni Hospital to continue his mission of knowledge transfer to the young and upcoming nursing staff. He sees himself as a role model, and his message to all nursing staff is that "respect, working hand in hand, helping one another are key to the success of any team. If there is a problem, please know it affects us all, and so cooperation will help us accomplish our objectives". Mr Khoza is married to a Professional nurse, and they have four kids.



Mr Khoza has passion for isiZulu language, and wishes that all staff can communicate in this language for the benefit of patients. "this will help bridge communication" gaps, he said.

## From page 1

The first Service Excellence Awards this year has come and gone, and irrespectively of who walks away with a shield, the entire hospital staff takes pride in hosting such an event. The management has played a pivotal role in instilling service excellence concept in the minds of all staff. It is also obvious that staff (as a result of an ongoing internal customer service training and emphasis on Batho Pele), have not only lifted Addington's name high, but have also collectively made an impact on the customers they serve. Evidence to this are increasing numbers of staff complemented by both the patients, relatives and friends to patients on one hand, and the staff themselves on the other hand. These are the only two sources of nominations that result in these quarterly events and thus, see morale of all our staff improved.

The event is also seen by staff as proof of complete implementation of principle number 9 of Batho Pele, Encouraging innovation and rewarding Excellence. Not only does Addington hospital boast of a number of achievements achieved over the years, the hospital also boasts of committed staff to service excellence, and a comprehensive complaint and compliment system which enables hospital management to understand better the perceptions and feelings of our patients. "The better we understand our patients, the better we can deliver on customer satisfaction", says Addington's PRO, Mr. Wesley Canham.

**T**hus the 29th of March, marked another successful run of Service Excellence Awards when more than twenty nominated staff members were



the third award to be presented to a staff member whose actions are considered in line with Addington's ethical values as stated in the hospital's mission statement.

Out of more than thirty nominees, the overall winners were as follows:

- Mr Mbhekeni Shange from Workshop—Ethics

- Mr Raymond Moodley from Medical Records—Non-Clinical
- Ward 12A—Clinical

Congratulating all the nominees, Dr Hurst, the Hospital Manager, said, "These awards are extremely special because award recipients are nominated by the public". She added that, "the ceremony is open to all departments within the hospital, and gives

each and every staff member a chance to be the best they can be". Nominations are received by the Public Relations Office, who together with the Quality Steering Committee form an Auditing team of complaints and compliments.

This ceremony marked

awarded certificates for their dedication and passion.

Every quarter of each year, staff that performs beyond customer expectations (as nominated by customers) are recognized and awarded certificate on clinical and no clinical categories. Interestingly, the Ethics Award became

the beginning of a promising and a fruitful year of quality service in our institution, and ceremonies like these symbolize the commitment of management to reward staff who establish and maintain Addington's culture of quality and service excellence.

# Team Addington joins others on World Health Day

*To many health workers in the province, World Health Day was a day filled with fun. It was also a day that the KZN Health Department has dedicated to the hard working health workers, who work under difficult situations.*

**Tyrone Khuzwayo took to the streets of Maritzburg with Addington Crew**

Our Addington team was there witnessing all the day's proceedings. This team consisted of staff from the following departments:

Physiotherapy, Public Relations, Library, Transport, Ikusasa,

The sun was hot in Pietermaritzburg, but health workers were more happy to be there. They marched from Natalia building (Head Office) to the Royal Show Grounds.

In the mid of the programme, staff were urged to visits the stalls where our own Physiotherapy department had a stand. There were various organizations and government department that shared valuable information with the health workers.

**More Pictures ARE AVAILABLE IN THE PUBLIC RELATIONS NOTICE BOARD AT THE FOYER**



## 10 Day HIV Course an added benefit for AIDS sufferers

The first course for 2006 has commenced.

The aim of the course is to ensure that all clinical staff members in the Hospital are HIV/AIDS Counsellors. The next course will be held from the 19th till the 30th of June 2006. Please submit your name to your Block Matron not later than 31 May 2006.

*In the picture across is May group 2006*



## Addington Soccer Team plea for Support

It is seen as one of the top soccer team in the province by their counterparts, and they have won a number of trophies and awards for Addington Hospital., but the team has recently pleaded for a support from staff, departments and the management.

The team has recently travelled as far as Msinga hospital and as usual beat all its competitors, but it is hard for them to continue with their talent if the resources are not adequate. They need soccer uniform (jersey), financial support, transport,

and catering.

“I will be very happy if we get these resources, since it cripples the talent of the youngsters”. Over the years, I have been trying to build this team, and if we have joined any association, we would be in Premier Soccer League by now. I am appealing to all of you to consider our plea” Mr Msimang, the Head Coach explained. The team might be visited by Hartzbeespor Hospital from North West Province in the near future, where sports like Soccer, Volleyball, Netball and

Snooker will be featured.

Those who would like to play Volleyball and Snooker are urged to submit their names to Tyrone Khuzwayo in the Public Relations Department on Extension number 2967/8. before 31 May. If everything went well, the games might be taking place in mid June.

## Free Eye Testing

Free eye testing were done in the Occupational Health Clinic on the 19th of April. More than 55 people came and out of 55, 15 of them placed orders for glasses.

## John Dory's Gives a Smile back to Addington's Paediatric Ward

**O**n the 9th of April, Nicky and her team, on behalf of John Dory's visited Addington's Paediatric Ward. This gave back a smile to little children.

Every year during holidays, this Ward receives a lot of visitors from large companies and NGOs. They all have something to give to the children, and during these past Easter Holidays, John Dory's donated, among other things, toys, Easter Bunnies, Easter Eggs and Sweet packs. But more than anything, the gift of love they shared with the children was healing.

The clowns as seen in the picture offered their superb entertainment during the occasion and joy and hope were written all over the children's faces.

Generosity like this brings back the sense of belonging to our children, and brings hope of life to our children.

Therefore Addington would like to convey our sincere gratitude to Nicky and John Dory's and all those who visited, and we hope that our working relations are strengthened for the betterment of the children's life and their future.



**From Left:** Tyrone Khuzwayo, a PR Intern with John Dory's Management posing outside the Public Relations Office.



*The giving team with children in Ward 13A*



**From Left:** The Bunny, Edwin Bean, Nicky Burrows and Vernon Chamberlain posing outside the main entrance of the Hospital



# A dream come true for staff

*The Sky is the Limit—Passion, dedication, endurance, commitment and sacrifice are the only words that can clearly describe the amazing story behind these pictures.*

*Writes Tyron Khuzwayo*

**A**n amazing story of recently qualified Enrolled Nursing Assistants made history in Addington on the January 2006.

More than 20 students who came from different departments (in Addington) took advantage of this lifetime opportunity. They called it “a sacrifice” as some of them were earning more than what they are getting now, because of the low salary notch, but to them it was nothing compared to what they got and the fulfillment of their dreams.

In an exclusive interview with the project leader, Mrs Chinniah, (Nursing Manager) said that the idea behind this project is to develop employees who have potential and also added that it makes her happy to see them happy, now that they have achieved their dreams.



The Project team posing for a picture as they watch their happy students singing

From Left: Sr Johnson, Mrs Chinniah, Sr Nair, Matron Zwane, and Sr Pillay,



*Ayikho into ehlula ukubekezela—there is nothing that conquers perseverance*  
These are the words they mentioned as they pose for the picture outside Paddington Hall



Three of the excited students posing for a picture

“There are those employees who joined Addington as far back as 1976, some were General Orderly staff and some were Clerks and Secretaries and have been dying to become nurses.

Because of passion, perseverance, dedication and hard work we have together with them and training sisters reached a historical milestone which is great for our employee well-being”, adding Mrs Chinniah.

These dedicated students have passed their bridging course and are ready to continue with their studies. The project is said to continue.

# World Aids Day Celebration

*"...life always has turns, ...I'm here to give you hope and to those who are HIV positive, don't live your life to please someone else", said a renowned Durban born musician, a Kora Award winner, and a man described as a "perfect 21st century artist".*

"This has been such a wonderful event, we are getting better and better". These were the words from Addington's hospital Manager, Dr J Hurst who was most thankful at the manner the event was co-coordinated. A special thanks went to schools who also participated in the event. This has always been regarded as strengthening of ties that exist between the hospital and its external partners. It would be remembered that one of Addington Hospital's strategic objectives stated in the hospital's Mission statement is, "Effective Co-ordination with other stakeholders".

Addington has a fully functional HIV and AIDS resource center (Sinothando), Anti retroviral roll out programme (Ikusasa) with a Best Practice Model for other hospitals, a one stop service (families, children, adults, and Wellness center) supported by Reproductive Health Research Unit.

1. Ernie Smith performing before the audience
2. Audience singing alongside Ernie Smith in appreciation of his music
3. School children entertaining the crowd. Performance by all schools present on the day, focused on one message: Healthy lifestyle, a sense of empathy and comfort to all HIV infected and affected individuals, but central to all of this was a display of creativity, talent, innovation, and positive attitude towards life.
4. Rev Cele, a pastor, and a "big" friend of Addington hospital whose presence remains a blessing to all of us", a member of staff said.
5. Mrs Chinniah, the Nursing Manager handing over a gift of appreciation to the musician.



# Health Issues



## Condom Week



*Babhekisile Mthethwa (seated) HIV/AIDS Lay Counsellor, and Lindiwe Zama (ENA Crisis Centre, Sinothando) are seen here asked questions by one of the hospital staff about the use of condom during the Condom Week at the main foyer. In an inserted small picture, she demonstrate the use of condom*

The Condom Week is organized annually by the Sinothando Clinic. This year it proved to be a major success when they received a number of people seeking knowledge about the use of condoms (both female and male)

## This Month Health Facts



- Back pain is a common occurrence—nearly everyone suffers from it at some point in their lives—whether due to physical strains and stresses such as bad posture, lifting something in the wrong way or even sciatica.



- Cigarette smoking is an important risk factor for stroke

## Importance of Attending Ante Natal Clinic



Pregnant women who attend Ante Natal Clinic regularly during their pregnancy are putting themselves in a healthy and non-risk situation. Regular check-ups and advice from the clinical experts, as well as balanced eating habits, helps keep you healthy during pregnancy. This month we hooked up with Clarice Happiness Bantjies who is 35 weeks pregnant and attending Ante Natal Clinic. She commends both the nursing staff and the manner in which the doctors monitor progress in her pregnancy. She would like to educate people about the importance of attending ANC early and applauds the good work the clinic does.



A balanced diet promotes a healthy body and mind

