

Addington



The Pride of Addington Staff

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ADDINGTON IS 100% DISASTER PREPARED

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No amount of contribution has gone unnoticed, thank you letters and words of appreciation have been received in this regard, and while this has put our office in a favourable light in the eyes of many, it has also presented a greater challenge for us to learn more and remain an example to many.

Of great benefit to our patients was a management move to effect changes at Poly Clinic, MOPD and APHC Departments. Indeed it has not been an easy flow especially in the first few days as clients and even ourselves were grappling with the challenges presented by the change. We, however emerged victorious, but more importantly our patients became “winners” as no patient gets turned away without being seen in that area of our service. We look forward to reaping the benefits of this move.

On the 13 and 14 July, our management has called on representatives from all departments to avail themselves for a two day Strategic Planning Session. This is an important stage in the life of any organization, as it is time to look back and plan for the future. Deliberations have taken place and our vision was reviewed and revised to be aligned with KZN Department of Health.

Lastly, important appointments have been made, namely: Systems Manager Assistant , Mr. S Naidoo, and Rakesh Gayanchand, Senior Systems Management Officer. Read page 3 . Other promotions: Mrs Maureen Mabaso (Assist Manager Staff Relations); Meena Motala (Senior Finance Management Officer); Eric Msomi (Senior Finance Manager); M. Sagren Govender (Senior Finance Manager); Rian Harmse (Senior Supply Management Officer) Congratulations to all.

EDITORIAL: Congratulations! We are almost halfway through the year, and it would seem that all of us are doing quite well. With nothing that has attracted any media which would have given us a bad name. The number of complaints received are quite minimal, while compliments expressed by many of our patients go a long way to boost the morale of our staff. We are indeed proud of our progress in this year.

Our institution has again been in the spotlight and shared its best practices with its counter part, Letaba Hospital in Limpopo province. The hospital is entering COHSASA Programme and the institution felt it wise to learn from Addington Hospital. We accommodated a group of eight, please read the story on page 2.

Our PR Unit has constantly been requested to assist other hospitals with regard to appointment and helping other PROs to establish themselves in their respective institutions.

NOTICES

A PHILOSOPHY OF LIFE

Please ensure that ALL STAFF book their entitled leave for 2006 with Matron Peters as soon as possible. Ext: 2448.

Will staff please donate clothes (especially for males) for the destitute patients to Matron Moore @ Extension: 2443

All staff who have completed 5 years service or more are kindly requested to submit their names, ward, ext number and date of appointment to Sr Ma Green on Ext: 2292/3 in HDU or via magic office to Mrs Padayachee, Matrons office as soon as possible.

Please be advised that the MOPD will now be rooms 1,2,3 in Poly Clinic, APHC. Sisters will move across to where MOPD is now.

~~The change list is now ready. Please send one staff member to Debbie at Matron's office to sign and collect for your ward and department.~~

~~This is an opportunity for you!!!~~

If you are interested in completing your Matric, the department is sponsoring Enrolled Nurse students who would like to attend, commencing in 2007. Please phone Mrs Padayachee, on 2439 with your details. You also need to make your request in writing.

A kiss and an embrace will mend hurt when it comes from deep.
Remember to hold hands and cherish the moment for someday that person will not be there again.
Give time to love, give time to speak, and give time to share the precious thoughts in your mind.
AND ALWAYS REMEMBER:

Life is not measured by the number of breaths we take, but by the moments that take our breath away.

Sharing our best practices with Letaba Hospital– Limpopo province: Addington praised

IN search of excellence, a group of eight members of staff from Letaba Hospital visited Addington hospital to do what they termed, “benchmarking”. This was as a result of their preparation for Council for Health Services Accreditation of Southern Africa (COHSASA) survey. “It was the recommendation by COHSASA that we chose Addington hospital as the best institution we can learn from.”

The visitors spoke highly of our staff who seem to have “taken ownership of their Quality Improvement Programmes”. This was evident when some service

elements made their presentations, guiding these visitors on a number of things that the COHSASA facilitators might look for during the evaluation process.

“The involvement of Dr Hurst as the Manager of the institution in all service elements (without imposing) is highly commended, and the way the staff have responded shows greater co-operation between herself and staff”, said Ms Mabuza, the group leader. “It is really surprising how this hospital has maintained its service standards from the day it was accredited”, Ms Mabuza concluded



Staff from Letaba Hospital , with Ms Mabuza, on the far right with spectacles.

Another Strategic Appointment

He has gone a long mile to reach where he is today. He has spent more than twenty years in the Department of Health and has achieved much more in his life. Rakesh Gayanchand started working in Hillcrest Hospital as a clerk in Store/Supplies department in 1996.

While working there as a clerk, he was also introduced to supervisory tasks in other units like transport, catering and also became a Deputy to the hospital secretary. Judging from the experience he has, it is obvious that Rakesh is a jack of all trades and he eager to learn something new in all spheres. In 2004, he joined Albert Luthuli Central Hospital as a Manager in the Admission and Revenue sections.



Rakesh Gayanchand: Addington’s Senior System Management Officer

for almost two and half years. This year in June, he joined Addington Hospital as a Senior Systems Management Officer, which the institutions view as yet another strategic move, as he is among the most experienced people in the Department. His main task will be to look into all operational aspects of the institution.

Asked how he feels about joining Addington and why did he choose it, he smiled and said “I’ve always wanted to join Addington Hospital. This institution has always been in the forefront of quality service delivery”.

It is amazing that even people outside Addington do follow activities that take place internally as Rakesh became aware of COHSASA award that Addington achieved twice. Finally, the management of Addington received some credits during our conversation for such a well run institution. Rakesh is a family oriented person who likes to spend his spare time playing various sports, especially darts. He is married with 2 children. Like any other ambitious man, he also has big dreams in this field. At the moment Rakesh is still familiarizing himself with the environment.

Strategic-Planning 2006 / 07 –2008 / 09

Again this year, representatives from various departments of Addington hospital converged at Clairwood Race Course, on the 13 and 14 June 2006 for another Strategic Planning session. These sessions have always been used to steer the institution to a particular direction, with the aim of laying out organizational goals, and getting participants' commitment to achieve such goals. In her opening remarks Dr Hurst the hospital Manager, pointed out that "we are acknowledged as transformational leaders", and emphasized the fact that we must never underestimate the role that each one of us plays in the organization.

We will remember that a previous Strategic Planning resulted in ten values that we live by today. This year, it was felt that the values will remain, but our Vision now reads as follows: **To achieve optimal health status for all patients, families and communities through innovative and dynamic health care leadership.** This was

unanimously agreed upon by all because of its alignment with the vision of the KZN Health department. Mr Msiza, the eThekweni District Manager, highlighted the KZN 12 point plan for 2006/07, and encouraged participants to bear this plan in mind when plans for the next period are discussed. Mr Msiza commended this plan "its commitment to community involvement". He also pointed out that TB management is a "crisis" especially in eThekweni District, however, a plan to tackle this disease is being drawn up. The District Manager added that, waiting times is another challenge facing most health institutions. He concluded by encouraging all participants not to be discouraged "by worst comments as those who are doing good are applauded" for their work.

This year's Strategic Planning kicked off with two sessions on Learning Styles and Leadership Styles. Participants performed an activity that led to self-discovery of the individual's learning and leadership styles. It was an exciting exercise for many, facilitated by Ms Augusta Dorning, the Clinical Co-ordinator from St. Mary's Hospital.

Ms Bowie Pillay, who facilitated the workshop received a gift, and a certificate of appreciation from the Nursing Manager, Mrs Chinniah



Dr Hurst presented Mr Msiza, the eThekweni District Manager with a gift and a certificate of appreciation.



Mr Khoza, the deputy nursing Manager, pictured with the Hospital Manager.



Matron Augustine, Mrs Chinniah, Mr Magwaza & Mrs Madonsela

Pictures.

1. Pat Isaacs and Mrs Augustine.
sharing a joke while working on their tasks.
2. Ms Sue Meyer getting guidance from the facilitator Ms Bowie Pillay.
3. Mr Morrison was captured here presenting to the group.
4. Dr Devjee and Bayat converse while group members listen attentively.
5. Dr Naidoo, the Medical Manager making his point clear while Dr Hammond captures his ideas on a lap top.
7. Participants came together for a group photo at the end of the Strat Plan.

McCain's Chip and Carrot charm the little ones

Whenever there is someone visiting our Children's ward, it is always encouraging to us as health workers to constantly being supported. External public have shown a continuous interest in visiting the children's ward.

The McCain staff normally visit schools, preschools and children's home where they educate about healthy living to children. They also visit sick children in hospitals where they cheer them up. On the 11th of July it was our turn when they entertained our children with all kinds of fun. Two cartoon figures Chip and Carrot were the favourites of the day.

The McCain group ended their show to the children by giving out crayon, informational posters, and offered words of support to sick children.

They also received a very warm welcome from the clinical staff who were present in the ward.

Addington has developed this good relations with external companies and organizations for the benefits of all our clients, including our children inward 13A.. Among all the visits we received this year, this one will always linger in the minds of the little ones.

We thank McCain and Hotstuff Marketing for their visit.

Siyabonga!!!



From Left to Right: *Tebobo Seitshiro; Patrick Nkwan-yana and Muzi Xulu*



McCain team posing outside the Children's Ward



Chip and Carrot doing their thing "Hbola 7"



Carrot and Chip cheering one of the babies in the children's ward

Mock Disaster 2006: Operation “Titan”

Operation “Titan” began, and Addington hospital was one of the hospitals which participated in a simulated disaster called, operation “Titan”. The simulated disaster was in the main to test the preparedness for, and responsiveness of the Durban Airport Company to airplane crash. The exercise also allowed us to test our disaster management systems together with the Emergency Response Services (EMRS) and eThekweni District Office.

During the debriefing session held by staff, it became clear that our systems and ability

to respond to a disaster are indeed 100%. “The medical staff at Addington, nurses and doctors were promptly in attendance...and we were grateful to the staff for their kindness and effervescent friendliness”, says the Conduit, an internal magazine at the Durban University of Technology, as students and staff participated as casualties and were “treated” at Addington hospital.

Above: Helicopter lands, and a casualty is wheeled through by dedicated nursing staff, and a doctor to our Accident & Emergency Unit.



Farewell from our outgoing PR Intern for 2005/2006



Tyron Khuzwayo (PR Intern)

Being in Addington for a year has been very much interesting to me. While busy with complicated patients complaints and hectic internal public relations activities, I have also been learning more and more each day. I am well equipped with all PR techniques because I was stationed at this institution which is always at the cutting edge of quality service delivery. I have enjoyed being taught under the supervision of the greatest experts. As I'm in the last month of my contract as an Intern, I am definitely sure that the skills and expertise I have

gathered here would see me through and assist me in my career as a Public Relations Officer. I would also like to advise unemployed graduates to take advantage of these opportunities that the department is presenting, because they open closed doors. I finally understood why experience is important in the workplace. I thank all the staff of Public Relations Unit in Addington Hospital for their support.

Wherever I'm going Addington will always be home to me. See you all at the Quality Day Ceremony in August.



Tyron with Wesley Canham PRO Addington, and Nombuyiselo PRO at Benedictine Hospital

Progress on hospital Radio

For months now, our listeners have been missing the sound of Addies FM. Good News is that all the work that has been the cause of delay is almost complete, the DJs are getting their voices, and acts together, while at the same time the Senior DJ Mr Denver Naicker is hard at work putting music together, and making contacts elsewhere for more music. Although the contractor is still on site, completing the last job, ensuring that all technical issues are addressed, staff are already on the move to give their best for the listeners. This time more new DJs are expected to hit the waves with more entertainment, and educational programmes in the pipeline.



Denver is seen here with much enthusiasm to resume his work at the radio station.

APHC, MOPD/POLY CLINIC changes

The management's move to have Adult Primary Health Sister (APH), Poly clinic, and Medical Outpatient Department (MOPD) moved around has been welcome by most patients. This strategic move was initiated to ensure that no patient get turned away due to large numbers of patients accessing both APHC and Poly-clinic. Like any other change, the staff had to cope with challenges as patients still had to find their way. Congratulations to staff as they successfully managed the change with little or no hassles.

The following services are offered at APHC namely, common diseases such as flu, diarrhoea, rash, health education, VCT, Sexually Transmitted Infections etc. Patients will be seen at Poly clinic only on appointment. Patients with referral letters from clinics will be seen at Poly clinic, but patients without referral letters will be seen by the APHC sisters, and if necessary, referred to Poly clinic for further management. All emergency cases are attended

to at Casualty. MOPD will remain a service area where adults chronic patients are seen.



This is the main entrance to APHC and all patients accessing this area will be directed to this entrance.

Farewell from Dr Clarke

Leaving an institution that has played such an important role in one's life is never easy. I would like to describe my feelings about Addington Hospital at this time. I first came to Addington as a 3rd year medical student in 1989 when I worked over the Christmas vacation as a nurse assistant in ward 13A. I came back as an elective student at the end of my 5th year to work in casualty. I returned as an intern in 1993 and have remained here ever since. I have worked here in many guises from nurse aid, casualty doctor, registrar and medical officer to consultant surgeon. It was at Addington that I met my dear wife, It was at Addington that I trained as a surgeon, it was at Addington that I did the research for and where I completed two Masters theses and it was at Addington where I discovered true collegiality and mentorship in my colleagues both surgical and nursing. Addington remains my beleaguered beachfront alma mater and I will always be proud to be an Addington man. However our beloved hospital reminds me in a wry way of the weather beaten salt encrusted bordellos that surround us here in Durban's Point. Everybody who is anybody has strong feelings about us. We are forever in the papers an easy target of politicians and journalists looking for of a convenient whipping boy. We are subject to all sorts of self-righteous moral indignation from our so-called betters. No outrage is considered beyond us and we receive very

little support from those who should be coming to our defense. However in the dark hours of the night just like the much maligned ladies in the bawdy houses across the road we receive visits from all sorts of people who suddenly in their hour of need find us congenial.

We remain the hospital of choice for the treatment of Doctors' relatives who don't have medical aid. Private patients who find their funds insufficient frequently turn to us for help and like the good ladies of the beachfront we never turn anyone away. Like them our

doors are always open and our light is always on. All are equal in our eyes and we strive with the resources available to us to deal with all patients humanely and appropriately.

Despite scandal and speculation we remain the most popular government hospital in Durban. A month after I started my internship the 'Daily News' had a headline which said in bold type 'Addington to be sold'. I do not own a crystal ball but Addington seems to have a way of confounding the critics.

We have shown innovation and resourcefulness, we have weathered many crises and we have continued to grow as an institution.

Our nursing staff have refused to lower standards and have fought a long rear-guard action to maintain a reputation for care that is second to none. When one does go into the private sector as a patient or as a practitioner one is struck by the number of Addington nursing staff who

are snapped up by the private sector. However despite the grandeur and opulence of these private institutions, one notices on closer inspection just how wide is the gap between their much trumpeted and highly marketed excellence of care and the reality. The care we deliver is never distorted by hope of financial gain, but rather by a sense of pride in a job well done. To all the staff who I have worked with in AE, theatre, the wards, surgical clinics gastrointestinal unit, nurses, porters and clerks, I would like to express my appreciation and admiration. You do a wonderful job.

Winston Churchill was a great man who never gave in and he famously said about the Battle of Britain that 'Never in the whole history of human conflict, has so much been owed by so many to so few.' Perhaps with absolutely no disrespect intended, we could change this quote slightly to read 'Never before in health care has so much been done for so many, with so little, by so few.'

I realize that as the phalanx of life moves on, those who fall by the wayside are usually quickly replaced and forgotten, however I would like to state that whilst I may soon be forgotten by Addington I shall never forget Addington. I would like to extend my well wishes to the 'Fen' of Addington Hospital. I shall miss you all.

Damian Clarke

CONSULTANT SURGEON

DEPARTMENT OF SURGERY

(Dr Clarke's letter has been shortened due to limited space).

This month recipe

Carrot Cake:

Melt 1/2 Block (250 Gram) butter, Add 1 can condensed milk, 100 Gram chopped nuts, 6-8 carrots (grated), Sprinkle of mixed spices, handful of raisins, 1 1/2 teaspoon baking powder, 1 1/2 teaspoon bicarbonate of soda, 3 cups flour (sifted), Mix well in 400ml of water, Bake at 160 degrees Celsius for 45 minutes - 1 hour.