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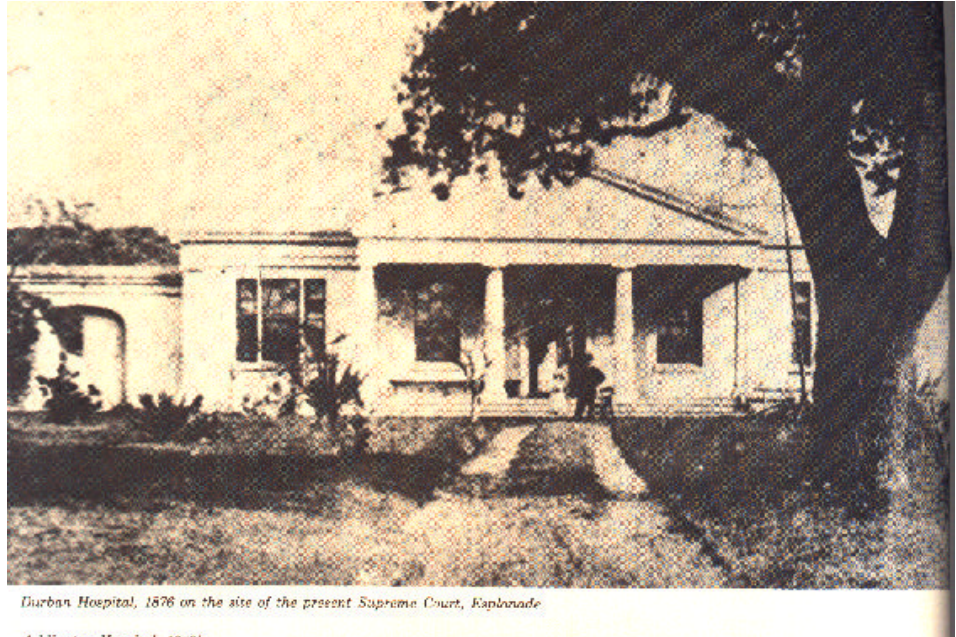
The Addington Hospital - Yesterday

"If you don't know where you come from, you don't know where you 're going to". Only a few of us know where we come from??? Having landed our hands on a valuable information containing the history of Addington Hospital, we would like to share this with you.

The Government hospital (as was known), was situated on the Esplanade, the site presently occupied by the Supreme Court, Victoria Embankment. Believe it? The name Addington originates from that of the Estate of the late BWH Addison, the first Superintendent of the hospital in present site in 1878. The other opinion about the origin of the name, says that a friend of Mr Addison was instructed in 1860 to build a township in Durban to be called Addington Township. Would n't that have been great?

At that time wars were common, "patients of all races were treated here". However, it was in 1936 when Indians and Africans were moved to King Edward VIII hospital.

During the Second World War, the present O Block was given to the Imperial and Royal Navy Personnel who were treated by our own doctors and nurses.



Durban Hospital, 1876 on the site of the present Supreme Court, Esplanade

One major disasters ever experienced by our institution was on the night of 25 November 1940, the sinking of the merchant ship, Ovington Court few meters offshore, on the Addington Beach. Doctors were sent to the beach to save lives, but several of the crew had been drowned. The wards were cleared, many of the survivors were admitted. It was unbelievable that anyone could have been drowned so near the shore.

Interestingly, the first newsletter came out in September 1972. Dr SE Vincent's comments (Superintendent in 1971) regarding the newsletter are still relevant to us today, "this medium will serve as a liaison between management and staff, and for members of various departments to develop meaningful friendship, and that there should be spontaneity of communication and interaction".

Indeed, that is the purpose of the newsletter, and the PR section encourages such interaction through this medium.

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THE ADDINGTON'S SERVICE EXCELLENCE AWARDS

A General Assistant (GA) and a Manager walking away with the price

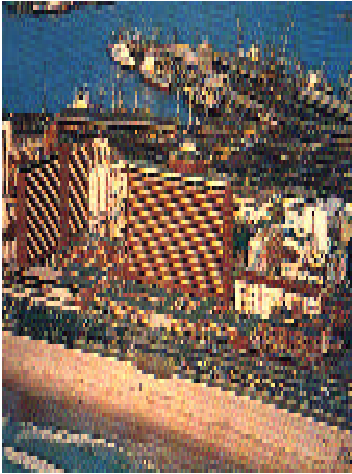
Driven by the need to excel in service delivery, the management at Addington hospital proudly presented the Service Excellence Award to high performing staff from various departments. The Award ceremony is in line with KZN

Department of Health's effort aimed at encouraging health workers to go that extra mile. The ceremony was attended by all members of the top management "honoring deserving staff whose contributions have made us proud of the work

we do for many of our patients, the beneficiaries of our service at Addington", says the Public Relations Officer, Mr Wesley Canham.

"We've put in place an employee retention strategy which includes, amongst many the Service Excellence Awards", the Human Resources Manager, Mr Dan Govender added. Twenty staff members were nominated for the Awards. Ms CJ Siyaya, a GA was awarded a certificate and a shield for having saved a (*continued on page 3*)

THE ADDINGTON HOSPITAL- TODAY



Overview of Addington as we know it today.

(Continued from page 1)

This and some other things will never change.” Addington will continue to give the service to the public which it has done so satisfactorily for over a hundred years”, says matron HM Conning who had joined the hospital in 1962.

TODAY’S ADDINGTON

Indeed, the hospital’s priority still remains the promotion of good service, adherence to service standards and recognition of high performing staff. “Guided by principles of Batho Pele, a desire to be amongst the best in the delivery of public health service is all that drives

the institution forward”, says one of the staff at Addington. Today’s Hospital Manager, Dr J. Hurst shares similar views regarding service excellence. She has been praised in many quarters, associated with many achievements the hospital has ever won, and initiated a number of projects in the name of service excellence “We work tirelessly to fulfill our mission and each problem is a driving force towards success”, said Dr Hurst in one her opening speech of the projects.

Today’s Addington enjoys being at the cutting edge of others with its staff understanding the importance of collective action”, said one of the staff

members.

PROUD OF OUR OWN ACHIEVEMENTS

First Public Health Institution in the Southern Africa to receive COHSASA Accreditation in 1997.

Premiers Price Water Coopers Service Excellence Award 1999 / 2000 Silver.

Silver Gold Winner Award 2000 / 2001

Service Excellence Gold Winner 2002. We have again entered CHOSASA Accreditation Program, read the A-PLUS.

A pilot site for ARV-Roll-out
And many more.

A dedicated team working extra-hours

Staff sacrificing their family time, and extending their hours of work not for any pay, but for the success of their department and the hospital.

Proud of your work, falling in-love with your work, ability to see beyond what others can see, are the best words to explain the character of staff at the Suppliers department.

Mr Gopal Nair, a Senior Admin Officer, commended the team for adding more hours of their work in the name of efficient service delivery. This happened on March when the Head Office in Maritzburg, introduced a new accounting system which allows us to pay our suppliers in 45 hours compared to the old system which would take weeks to make payments. “All orders prior April,

had to be re-written, outstanding payments updated and captured on the new system, and if the staff did not sacrifice their family time, we would not only have failed to cope with the current work, but suppliers would not have been paid on time, and others would have stopped supplying us, but here we are, functioning as normal”, said Gopal.

“We foresaw problem, and acted accordingly, and that is why we emerged as, “the winners”.

Gopal thanked members of staff in the department, for dedication and commitment shown by all, who had made their contribution and facilitated the smooth running of department.

CONGRATULATIONS TO THE SUPPLIES DEPARTMENT, KEEP UP THE GOOD WORK.

ADDINGTON HOSPITAL'S SERVICE EXCELLENCE AWARDS

Continued from page 1)

man's life. She had found the man lying in the cold for two days without food. This was considered as promotion of the principles of courtesy & service standards with Siyaya emerging as a "Messiah" "I am surprised, I did not expect this" said Siyaya who was overcome by emotions on the receipt of the award. Mr S. Govender, the Head of Medical Records also walked away with a shield and a certificate in honour of his contribution in assisting a woman (with information) whose husband had passed away. "He showed that nothing was too much and went out his way to help", said a satisfied client. "In Addington the management and leadership with its Quality Improvement Program has developed an ethical framework for the institution, namely, the Ethics Award", says Dr Hurst. Giving background to this award, the Hospital Manageress said "the award is as a result of the value we place on such elements as trustworthiness, responsibility, justice and fairness, civic virtue and citizenship which also includes law abiding and community service" and encouraged all em-

ployees to be vigilant and wage war on corrupt forces. The first ever recipient of the Ethics Award was Lydia Moore from the Matron's Complex who was commended for detecting fraudulent certificates by job seekers in our institution.

Her acts of courage were applauded by many members of staff who see this as a sign of commitment to route out fraud.

The Service Excellence Awards are presented every three months to honour, and reward our staff. You may nominate any staff you feel goes an extra mile in doing his/her work, and send your nominations to the PR Unit on the first floor.



An overwhelmed CJ Siyaya receives a certificate from Dr Hurst, see more Pictures.

Warning! Drivers! Drivers! Drivers! Be warned

Some people are obsessed with night driving, just like myself. Fast drivers will all agree with me that night drive is exciting but also poses more dangers than driving in day light. But here is a new danger posed by a gang initiation "game".

A recent police warning to all those who happen to be on the road at night must be taken seriously. The new member of the Gang being initiated will drive along without his headlights on until someone notices and flashes their headlights or make any reaction. Then the Gang Member is now required to chase the car and shoot at the car. This is done in order to complete his initiation requirements.

Please share this information with others, colleagues, friends who might happen to drive at night. "This is an extremely serious matter," says an

article from Crime Awareness, Issue 5, May 2004. When this happens to you, you are advised to do the following:

Do not flash your lights. Do not blow your horn. Do not make any signal to the other driver.

Should you have any enquiries, contact your local police station.

If the new Gang Initiation Program is taken seriously by all those who receive this message, and pass it on to as many people as possible can, someone's life will be saved. Please do.

A Technikon student at the Public Relations

On June 1, 2004, the Addington's Public Relations Office was joined by Mr Fokson Mbhele, a dedicated Public Relations (PR) student from the Technikon SA. The student who at the same time works for TetraPak in Pinetown is doing his third year Diploma in PR with Technikon SA. As part of the requirement for completion of his Diploma, he has joined our team in PR to do an in-service training for two months.

Fokson who is described by his community as respectful, and an example to youth in his place of birth, Swayiman near Pietermaritzburg, also works with the HIV /Aids Team at TetraPak. Fokson thanks the Hospital for offering him an opportunity to put into practice what he has acquired in theory.



Walking tall taking pride in excellence The X-Ray department becomes "The Best Batho Pele" Department

Preparations were made, much work was done, a race was run, yet only one emerged as the winner, and efforts made were rewarded.

Do not make a mistake, I am not talking about the recent Comrades Marathon, but the recent race of recognition for the Best Batho Pele Department / Ward.

It was on the June, 7 2004, when the X-Ray department was awarded a certificate for its commitment to implement the principles of Batho Pele.

The following criteria was developed by the Public Relations office to identify the winner. "We looked at the attendance register of all Batho Pele Reps who participate in meetings, visited departments to see if there is

relevant information on display in the departments, promotional or information material, more importantly responses collected from the inpatient and outpatient surveys conducted on April to, hear views from our clients about the particular department, and its services. "We work together in ensuring that which we had set to achieve, is indeed achieved". Mr Canham added that, the principles of Batho Pele have been successfully integrated into the work of most departments.

An appeal is made to non-nursing departments to get actively involved in these activities, and send their Reps to monthly Batho Pele meetings.



A certificate presented to Ms MacMinn of the X-Ray department by Mr Canham, the Hospital's Public Relations Officer).

The Employee Assistance Program (EAP) is a great success

Employee Assistance Program (EAP) has shown a tremendous success over the past three years," says Cynthia one of the counselors of the EAP as popularly known by staff at Addington hospital.

The EAP was first introduced by Mrs. Kirschnee Naidoo, the EAP Deputy Manager at the Head Office in Pietermaritzburg, after having been proven to be a success in many other sectors. The EAP deals with employee per-

sonal problems, such as alcohol, financial, family and health related issues, that prevent them from carrying out their normal duties. Cynthia said, "what we do as a department, is to assess the nature of the problem and then refer the employee to the right source for help." She insisted that the assistance they provide is strictly confidential.

Asked about the success of the programme she said, "we have seen em-

ployees coming to us for help, and after working with them their situation improves tremendously." In addition, "the response we are getting from the supervisors and the organized labor is unbelievable. "This is one program that deals with the real issues of life, and the well-being of our staff," Cynthia concluded.

Should you need any assistance?? Contact the EAP at ext. 2409

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The Hospital Manager, Dr J Hurst presenting certificates of recognition to staff during the Service Excellence Award Ceremony hosted on June 7, 2004 at Addington Hospital



The first ever recipient of the Ethics Award, Lydia Moore is awarded with a certificate for practising ethical values of civic virtue and citizenship. Here she is congratulated by the Hospital

Manger, Dr J Hurst.



Mr S Govender, the Head of Medical Records walking away with one of the Service Excellence awards, the shield and a certificate for displaying principles

of courtesy, Access, and Information

EXCELLENCE IN WHAT WE DO



C.J Siyaya, the Non-Clinical staff member, from CCU is awarded a certificate of Service Excellence by the Hospital Manager, Dr J. Hurst.

ON THE RIGHT : Mr Maarman from A&E receiving a card of a "Person Thinks you're great" on behalf of the A&E staff. Well done to all of you.



Addington Hospital's Strategic Planning Session- 11&12 June 2004



Dr Hurst welcoming participants at the Strategic Planning Meeting.



Far left Mr Pretorius, the Finance & Systems Manager having a chat with Mr Morrison, Assistant Director Administration.

Behind is Dr Hammond, head of A&E Unit With Mr D Govender, the Human Resources Manager, and Dr Woods.

Values: Integrity, Self-Awareness, Accountability, Approachability, Trustworthiness, Teamwork, Dedication, Cooperative Governance, Compassionate Caring, Enthusiasm

Learning, and sharing of information, but more importantly, fun, fun characterised the sessions.



A remarkable facilitator, Ms M Pillay, from Institutional Support Services, remains a "friend" of Addington. In her entire facilitation one could feel a sense of connection she has with Addington. Her message, "Take a stand And not get easily convinced", was a popular "slogan" throughout the sessions. The staff at Addington hope to maintain on-going relationship with Ms Pillay.



Mrs. Chinniah, the Addington Nursing Manager handing a gift to one of the speakers, Dr Coppen. Dr Coppen spoke of the development of the "Self".



On the left: Hey! Dr DK Naidoo was there also. Captured seated here with Ms Singh, from the Psychology department, Ms Neveling from the College, Ms Smith, and Matron McFarlane.



NEW CORE VALUES FOR THE HOSPITAL-STRAT PLAN.

It was on 10&11 June 2004 when the members of staff management and other stakeholders including Ethekwini District Health gathered at Clairwood Race Course for the Strategic Planning: The following preferred values were work shopped and agreed to by all .The same values now appear as part of the Addington 's vision and Mission statement: **Integrity, Self-Awareness, Accountability, Approachability, Trustworthiness, Teamwork, Dedication, Co-operative Governance, Compassionate Caring, Enthusiasm.** Above are teams at work, during the Strategic Planning at Clairwood Race Course.

Our Own Contribution to Building a Better South Africa– Habitat for Humanity’s WOMEN’S BUILD (story on page 8)



THE ETHICS TALK

The Addington Ethics Award is the newly introduced Award expected to make its mark on the entire institution. From now on this award will be one of the awards made at Service Excellence Awards ceremonies. This is part of Addington Management's quality improvement programme initiated last year, to ensure an integrated ethical framework which is integrity based and internalized as a strategic value. Managing ethics in the workplace has involved us in a number of exciting processes:

Gaining valuable information from staff through a staff ethics perception and expectation questionnaire which highlighted that we need to increase awareness of and training in ethics.

Identifying preferred values for Addington. The following preferred values were work-shopped and agreed to by about forty Addington staff members, and a number of other stakeholders. at the Addington 2004/2005 Strategic Planning session (10-11 June 2004), and now appear as part of the Addington Vision and Mission Statement. See values on page 7.

A multidisciplinary committee, namely, Addington Ethics Committee was established on June 1 2004 with Dr Devjee, and Dr Hammond elected as the first Chairperson and Deputy Chair respectively. The objectives of this committee are (to name a few) as follows:

To provide information to physicians, and to help cope with intractable conflicts between physicians and patients when they arise. To help resolve conflicts between our physicians and other staff member. To increase awareness of patients rights on a variety of issues, namely: (1) end of life decisions (2) The right to answers (3) The right to proper and relevant explanation with regard to the procedure that a patient may be having to undergo. To educate. Consultation. Review of research/ proposals. Institutional policy review. Crisis solution on ethical matters. Review all case scenarios & to address ethical dilemmas from clinicians. To utilise the Medical School Bioethics reference group as a resource.

Having an ethical framework and a programme in place, means that all of us are included in working together to help each other remain ethical, and to work through stressful ethical dilemmas, and talk about them to build up strong teams.

Look out for the updates on our next issue.

Addington Staff making their Contribution to Building a Better South Africa

The second "Women's Build in KwaZulu-Natal" saw our own staff (all female) participating in a five day building project which took place at Ethembeni (place of Hope) in Sherwood, Durban. One of the significant aspects of this project is the provision of skills to women, but more importantly the opportunity for relationship building, and networking amongst a diverse group of women across diversity. "It was such wonderful experience", a college staff member said, "We spent the day in the heat carrying heavy load of cement in wheel barrows, passing endless numbers of blocks and buckets of cement onto scaffolds as if not enough, taking scaffold apart only to rebuilt it, on the other corner". She added that, "in spite of all the hardship, we still remained focused. We had this feeling of housing. We now know we can do it".

Event Manager, Samantha Ellis, commended Addington staff for the contribution they had made. "It was nice to have them on daily basis, and strengthened linkages we have had with the Addington staff". See pictures on page 7.