

# INSENGWAKAZI NEWSLETTER



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## WELCOME

Welcome to the first issue of our Newsletter Insengwakazi.

I hope you will enjoy reading.

### THANKS GUYS!!!

Thank you to all staff members who contributed towards naming our newsletter and editorial task team that have put more efforts to share some ideas.

I am inviting all staff members to send article for the newsletter.

Remember this is your magazine that will improve our communication

between community and institution.

Wishing you all Merry Christmas and prosperous New Year.

Regards

TMV Ngcobo

### CONGRATULATIONS!!!

Dr. SJ Zulu to come up with a winning name of our newsletter.



**LET'S JOIN OUR HANDS TOGETHER AND FIGHT AGAINST WOMEN & CHILD ABUSE**

## ITS ABOUT CHRISTMAS TIME!!!

*Think about it for a moment*

*How much are you going to spend for yourself and the*

*family.*

*IT'S A LOT*

*Again think.....*

*What about those who will not have even a porridge during Christmas Time?*

*JUST DONATE ANYTHING- IT WILL BE APPRECIATED.*

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### Special points of interest:

- Its about Christmas time
- Congratulations
- Thanks guys
- People on the move
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## NEW HOSPITAL MANAGEMENT STRUCTURE

Our institution have new management structure which consists of the following people:

The Hospital Manager: Mrs.

ZSI Ndwandwe

The Medical Manager: Dr. MM Makhanya

The Nursing Manager: Mrs. NJ Mabaso

The hospital is still looking

forward to appoint Human Resource Manager and

Finance and Systems Manager shortly.

To the right: Mrs. ZSI Ndwandwe

The hospital Manager



## HUMAN RESOURCE OFFICE

### PEOPLE ON THE MOVE

Congratulations to the following staff who have been promoted to the new positions

- Dr. MM Makhanya, PMO promoted to Medical Manager w.e.f. 01.06.03.
- Mr. MM Zondi, CSW promoted to HIV/AIDS Co-Ordinator at District Office w.e.f. 01.12.03.
- Mrs. SS Zuma, HRM promoted to HR Manager at Port Shepstone Hospital w.e.f. 15.09.03.



HUMAN RESOURCE PERSONNEL WISHING INSENGWAKAZI SUCCESS IN THEIR FIRST PUBLICATION



## OCCUPATIONAL HEALTH AND SAFETY SERVICE

### HEALTH & SAFETY REPRESENTATIVES



Congratulations Insengwakazi Newsletter!!!

Occupational Health and Safety Service was started in 1997 September by Sister Sibongile Sau Sibiya before she was sent

to University of Zululand Umlazi Campus doing her Diploma in Occupational Health and Safety in 1999.

She implemented this service from 1997 till to date.

Some of her achievements are:

- Election of Health and Safety Representatives their training First Aid Level I and II.
- Our goal as Health Safety Team is to join hands and commit ourselves to keep the workplace safe and free of health hazards and

accident at all times.

### DOES IT APPLY TO ME?

The Act affects all workers and their employers in South Africa.

**NB Needle stick injuries are declared as medical emergencies at Benedictine Hospital.**

**Please report them immediately and follow the protocol for treatment.**

**follow the protocol for treatment**

Submitted by: SS Sibiya

## DIAGNOSTIC IMAGING SERVICE (X-RAY DEPARTMENT)

This Department provides efficient cost effective 24hr radiographic and ultrasound services to help in diagnosing patient diseases thereby contributing to optimal health care.

The following services are offered in this department:

- General diagnostic work
- Barium studies

- Ultrasound scans (Routine obstetric and Gynae, Abdominal scans)

### WELL DONE!!!

Staff: Bongzi, Lindelwa, Mbali, Zanele and Dudu



X-RAY DEPARTMENT PERSONNEL

## COHSASA

Cohsasa started in November 2000, initially with the following Surveryous; Mr. Riel Le Roux, Ms B Hatting and Mrs A Bax in 2001.

They then kept coming once in every three months, explaining what was accreditation all about, processes involved and the requirements of the whole process including means to accomplish them.

Matron Nzuza was initially the Chairperson of the Steering Committee for COHSASA until Matron TC Dube took over. The Facilitators were in contact with the

Hospital Manager since 2001. There were about 29 service elements in our institution. Initially it was very difficult to understand and to cope with coh-sasa programmes then people started

developing negative attitude towards it, but through those visits of the Facilitators people were becoming open minded, motivated and were generally improved.

When the external survey was coming shortly, we started networking even to other institutions, volunteered by working extra hours trying to close the gaps.

The only language used at the time was Mission and Objectives, Policy and Procedures, Management and Staffing etc, which were on the baseline survey.

The external survey was from 27-29 May 2003 and the exciting results came back in August 2003( The results will be published in the next news letter). We are going to maintain the achieved standards and continue with the quality improvement for effective quality service to the community.

Submitted by: TC Dube & LM Lallo

## MAINTENANCE SERVICES

### MR. MS SHANGE Artisan Superintendent



The staff in Maintenance would like to wish the news-magazine everything

of the best in the future and feel that this is the right move in the way of transparency.

There are four workshops in all i.e. Plumber, Boiler, Carpentry, Welder Electrician and Painters are committed to service excellence and dedication. In short we handle approximately 20 and more

Jobs per day and it is a task to com-

plete and get the work up to date in preparation for the next day.

### ACHIEVEMENTS

- Training of staff on different skills.
- Improvement on medical waste.
- New trolleys for removal of medical waste from different Dept. to the storage.
- Painting of the hospital by Maintenance Staff.

## Security Services

Hospital security have divided into two force.

- In-house Security
- Private Company

In-house Security has 13 employees, one Senior Security Officer, two Security Officer and ten Security Guards.

### IN-HOUSE SECURITY

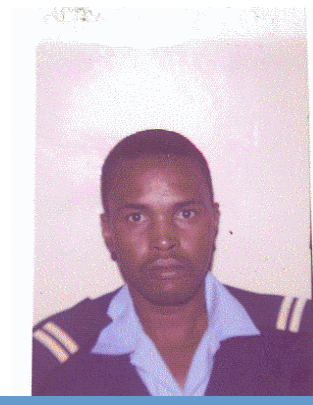
Their responsibility is to maintain order in wards and safe guard the buildings.

### PRIVATE COMPANY

Their responsibility is to monitor access control and patrolling the perimeter fence of the hospital.

To the right: Mr. WT Mbuyisa

Senior Security Officer



**ABET**

ABET is a programme for all government Departments to eradicate illiteracy and help previously disadvantaged government employees to deal with to date everyday life.

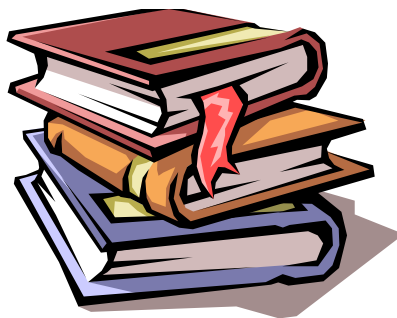
The programme was started in 1999 by the very first ABET Tutor Halalisani Ngema. We now have 4 classes which are elementary oral, Level 1 to 3. The number of learners grow each year, as for now we have plus or minus 65 learners.

Having enough dedicated educators has always been a challenge but the team has grown to 7 educators. They are Dolly Nhleko, Sindi Nyawo, Namandla Shandu, Thobile Mlambo, Linda Mbuyisa, Mbali Mchunu, Nokuthula Qwabe, and Mbali Khumalo.

Those who like to join for this year 2004 are welcomed to register for enrolment "ABET DOORS ARE ALWAYS OPEN"

Thanx guys for the job well donelll

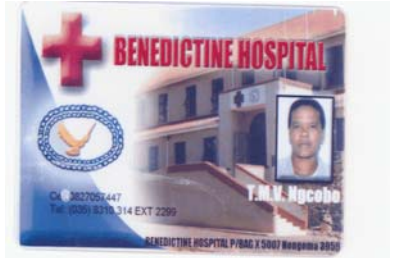
Submitted by: ABET TUTORS'



**PUBLIC RELATIONS OFFICE**

**WHO WE ARE & WHAT WE DO**

- Mrs. TN Nkwanyana & Miss. TMV Ngcobo are people to contact in the Public Relations Office.
- If you have a complaint we will apologise and attempt to resolve the problem immediately.
- Complaints will be acknowledged immediately, but where a full investigation requiring the input of a number of careproviders is necessary, then to resolve and respond within 4 weeks.
- We will keep you updated on the progress of the investigation.



Mrs. TN Nkwanyana

**YOUR VOICE**

FEEL FREE TO CONTACT US WITH YOUR SUGGESTIONS ON HOW TO IMPROVE OUR SERVICES. LIKEWISE, IF YOU ARE HAPPY WITH THE SERVICE PROVIDED WE WOULD LIKE TO HEAR ABOUT IT.

**WHAT'S ON**  
 On the 09th of December 2003 our institution will be celebrating Prevention of Violence Against Women, Men, and Children and Beginning of 16 Days of Activism Against Gender Violence at S'khonde Stadium at 9h00.

"YOUR PRESENSE WILL MAKE A DIFFERENCE"

**WHAT IS SERVICE**

Mrs. NJ Mabaso

The Nursing Manager



- Service is about warmth, passion and caring.
- Service is about recipients saying "thank you".
- Thank you means "take the blessings".
- Blessings come from the good that one does.
- Service come from a happy mind, heart and honour.
- One cannot provide a service if one lacks knowledge
- Therefore the first prize to service is knowledge.
- Service needs attention, time management, leading and commitment.
- Be committed to quality to provide quality service.
- Quality service is value for money.
- Quality service is about being productive.
- Do not provide service through ignorance.
- Know your strengths and beware of your short comings.
- Have vision and goals and be committed.
- Lastly praise the opportunity of what you are.