



BENEDICTINE HOSPITAL

EDITORS DESK

Welcome back all staff of benedictine hospital from a relaxed break and the holidays are really over , I hope we look ahead to 2007 with a positive attitude. I know that we all feel we are now a year older and we fear the unknown, but life has a way of supporting those who surrender to the unknown. This could be an adventurous year for all of us .More importantly, with one year behind us , we can use its lessons to be better people.

One of the things that I have learnt over the years of journeying through this challenging life is that women have a lot of love to give to others except themselves. This month most of us will be showing gesture of love by either giving our little token of affection to our loved ones or by doing something special for them. You can make any choice, but please ladies, do me a favour : show yourselves some love too. No one is able to give love if they have no greater love for themselves . So go ahead and pamper yourself. Inside Insengwakazi we have all sorts of treats for you. Do enjoy this issue that was put together by public relations office.



CEO,S DESK

2006 has come and gone but when I look back over my shoulder. A big smile forms in my mouth. I look at all the challenges & achievements lined up from January to December & I wonder how on earth did I manage to get this far. You will all agree with me when I say it has been an easy ride but team work, commitment & dedication from each of you has born the fruit of on success story.

2007 has its unseen challenges lined up ahead of us but with the following plan we will triumph at Benedictine

- Quality improvement is at the top of our agenda and a lot has been done in the first 4 weeks of the year.
- Batho Pele Revitalization is next
- Accommodation for staff is a major recruitment and retention challenge we aim to improve that aspect.
- If the top three can be achieved the rest will take care of themselves . We lost 14 members of our staff in 2006. Among them , a medical officer who fell in the line of duty. To their souls we say “When the sun goes don and in the morning we will remember them.

To the employees of Benedictine I would like to express my heat felt appreciation for the hard work& team spirit throughout the year. HAPPY NEW YEAR one Filled with luck & blessing

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“Endurance means to be alive, to be driven by healthy and productive goals”

TOY STORY

The South African Red cross Mercy Service and East Coast Radio donated toys to the Paediatric department at Benedictine Hospital.

The organization is a non-profit organization which runs flying doctors and aero medical services.

The Management of Benedictine distributed toys to children at paediatric ward, male surgical and female surgical wards and the children were so delighted to receive toys and to be visited by management..Benedictine Hospital would like to thank AMS Red cross service for bringing a smile to the children.

Written By miss. N. qongqo PRO



Mrs Mabaso(Nursing Manager) giving a toy to a child's mother



Mr Ntsele (Area Manager at OPD) giving a toy to a child



Matron Nyawo giving toys to border mothers



Border mothers say "Siyabonga" on behalf of their children



Matron Nzuzi with the kids in the female surgical ward

Benedictine Hospital PR intern "asizwe ukuthi, wubani, wakuphi, esiletheleni"



Lerato Sibiya of Vryheid completed her matric at Mathunjwa high school than I did my higher education studying Public relations. I join Benedictine hospital on the 6th November 2006 I will say goodbye to Benedictine on the 6th November 2007.

As I m pursuing my one year internship programmed, I've been keeping myself busy with all the events that been taking place at the hospital. I'm dedicated & committed to what I'm doing. I hope my presence here will have an impact. Here is something to motivate you .

SOUL INSPRIATION: YESTERDAY, TODAY & TOMORROW

There are two days in every week about which we should not worry. One of these days is YESTERDAY with it mistake and cares. Its fault & blunders, its aches & pains. Yesterday has passed forever beyond our control. All the money in the world can't bring back yesterday. The other day we should not worry about is TOMORROW with its possible adversities, its large promise & poor performance. Tomorrow is also beyond our immediate control. Tomorrow's sun will rise, either in splendors or behind a mask of clouds, but it will rise until it does, we have no stake in tomorrow, for it is yet unborn. This just leave one dayTODAY

TRULY BE WHO YOU WANT TO BE.

Our deepest fear is not that we are inadequate. Our deepest fear is that we era powerful beyond measure it is our light, not our darkness that frightens us most. We ask ourselves. "Who am I to be brilliant, gorgeous, talented & famous" actually, Who are you not to be? You playing small does not serve the world. There is nothing enlight-ened about shrinking so that people won't feel insecure around you. We were born to make manifest the glory that is within us. Its not just in some of us, its in all of us. And when we let our own light shine, we unconsciously give other people permission to do the same. As we are liberated from our own fear, our presence automatically liberate others

written by Lerato PRO INTERN

Benedictine District Hospital

REPORT ON WAITING TIME AND SERVICE TIME SURVEY 2006

INTRODUCTION

Situational analysis

Benedictine District Hospital is situated at under NONGOMA Municipality it serves 980000 Population within district 26. With 430 usable beds, is providing 24hrs service but some service/ points only provide 8 hrs a day 7h00 to 16h00

OBJECTIVES

- To determine the complete median waiting time and service time
- To determine the partial waiting time and service times
- To identify the bottlenecks and logjams
- To develop action plans to address the above issues

Patient Flow

When our patients visit the hospital they have referral letters from Clinics and General Practitioners. At OPD they are sorted according to the nature of illness and condition of patient. Emergencies are sent to Casualty. Patients with minor ailments are seen at OPD. There are foot print directions on the floor.

RESULTS

For the Hospital:

1 000 forms were issued, 575 forms were returned but 505 forms disqualified as a result of inaccurate information supplied on them.

For the Clinic:

150 forms were issued at the beginning of the survey. 47 forms were returned after the survey. Waiting time survey started at 7h00 on the 01 November 2006 until 7h00 02 November 2006 with the use of bridging students as Volunteers. 14 students were on day within the institution 3 students night duty and 3 were at Hlengimpilo clinic, We started very well with few problems which were manageable with the assistant of our management, Equipments were present as requested, the client were positive and supportive towards the survey after the explanation,

REASONS LONG OR SHORT WAITING

BENEDICTINE HOSPITAL

- A R V recording of arrival time and the service time inappropriate
- Lack of co-operation from the doctor in A R v, but once corrected she complied

ACTION PLANS

1. To have feedback meeting where the report will be given.
2. Discuss snapshot to identify gaps
3. Discus templates with relevant stakeholders and make necessary adjustment to suit the individuals.
4. To start preparing for the next survey timorously to enhance the involvement.
5. F I O and quality assurance manager to visit Hlengimpilo clinic to discus the snapshot and make them aware of gap

RECOMANDATIONS FOR DISTRICT

1. T-shirt as incentives for the volunteers to be brought in time.
2. To inform institution on time about the day of the survey.

Conclusion

1. One training is not enough, several trainings should be done before survey.
2. The form needs to be discussed several times before the day of the waiting time survey and be agreed upon.

BY: I.P BUTHELEZI

THERAPY UNIT

From: **Therapy Unit** it is with pleasure and honour to welcome the Comm Serve therapy for this year. We are looking forward to a Fruitfull learning experience. We all Hope that they will enjoy staying with us.



Physiotherapy Jason Hiemstra - My goals are to enjoy myself & to learn from new experiences & situations. I hope that my presence here will have an impact .

Occupational Therapy Joanna Chennells - My goals for this year as an occupational therapy is to become a familiar & friendly face in & around the hospital as well as in the Nongoma Community . I am hoping to provide a caring & efficient occupational therapy to the surrounding areas as well as to gain experience through this fun & exiting opportunity at Benedictine Hospital .

Physiotherapy Siyabonga Kunene - My goal as a community service physiotherapist this year is to see myself having practiced & gained experience in all physiotherapy principles learned from university. I am prepared to learn as much as possible from my seniors and have as much fun as I can in the right way.

COMM -SERVE DOCTORS

On behalf of Benedictine Hospital I would like to welcome all the new Doctors. We wish them the best of luck & hope they have a rewarding & fulfilling experience. Management at benedictine has an “open door” policy and all spheres of management are most approachable. The Redcross flying doctors are regular visitors and add invaluable support to the staff
Benedictine hospital is situated in a beautiful surroundings



Sitting row : Dr. D. Pillay, Dr. D. Maistry, Dr. A. Maistry

Top row : Dr. C. Cheddie, Dr. N. Thumbaran, Dr. A.K. Naidoo



Sitting : Dr. Anthony Ajeki

Standing : Dr. T. Pillay & Dr Osa

And the community the staff are friendly, one immediately feels at home and most visitors comment on a special warmth at benedictine. We also have various recreation activities (near-by game reserves). Hope you guys you will enjoy being with us.

Health Hint :TYPES OF HEADACHES

CHRONIC DAILY HEADACHE

Patient have persistent pain for 15days or more per month. Though there can be frequent stoppages in - between. Use of medication in chronic headache cases may be a double - edged sword . Prolonged use of medication may produce kidney or liver damage as well as

EYE HEADACHE

- Optical problem can trigger or aggravate headache pain . The muscle hat control the movement of the eye , the arteries that supply it with blood and the nerve in the area are much more likely to be the cause of headache pain around the eye. A visit to an eye doctor can not be the answer to your problem

NECK PAIN & WHIPLASH

- Head & neck muscles are so closely connected in function that a problem in one area can often lead to pain in another. This can be caused by your neck taking too much strain from either a wrong standing or sleeping position

FOOD RECIPE

Avocado Prawn Salad-

Ingredients:

- | | |
|-------------------------|--------------------------------------|
| 1 Avocado | 2 teaspoons cream |
| 300- shelled prawns | 100g lettuce leaves |
| 1 celery stick -sliced | Salt and freshly ground black pepper |
| 50g flaked Alonds | |
| 2 tablespoons mayonaise | |

PEPPADEW STUFFED CHICKEN

INGREDIENTS :

- 1\2 cup dry white wine
- 5 spring of thyme
- 4tablespoons of peppadew splash on sauce
- 4chiken breasts
- Sait and pepper
- 100g slices of becon , fat trimmed off
- 100g mozzarella
- 410g (bottle)of hot peppadews

Benedictine Service Excellence Awards



Mrs G.T. Shamase , CEO reading the annual report to the staff



Main Table: Mrs Hlongwane, Queen T.J Zulu, Mrs Shamase



Miss M Mchunu , Radiographer our programme director



Onomplio entertaining the crowd

On the 14 December 2006, benedictine hospital celebrated the achievements that the staff have achieved . It was a beautiful sunny day Miss Mbali Mchunu was our programme director for the day. Rev. Maluleka opened the with a prayer ,and Matron Mchunu introduced the guests that came to grace the event. Mrs Shamase CEO, spoke about the purpose of the day , that it is to look back on the good work and the achievements the staff had through out the year. In her speech she also mentioned the challenges the institution faced (e.g water problems, Accomodation , and shortage of Doctors). Mr Mtshali , Phyciotherapist remarked on the ceo,s speech on behalf of the staff and comple- mented the whole management for doing a graet job for looking at the best interests of the staff, and Mr Zungu re- marked on behalf of the community , also complementing the staff of benedictine for providing a good service to Nongoma community.



Main Table: CEO, Hournable Mayor B.J Khumalo, Mr Zungu & Mr Xulu hospital Board members



Mr Malusi Mtshali remarking on behalf of the staff

Key note address was done by Mrs Hlongwane, in her speech she motivated on striving for excellence in what ever work they are doing and keep on providing good quality service. The staff must also set targets for themselves on what do they want to achieve in 2007. Mrs Mabaso , Nursing Manager handed out certificates to staff with the help of CEO and all departments received certificates of appreciation. Onompilo and zion church choir from benedictine entertained the crowd. Mrs Zulu from human resources presented the tokens of appreciation to our guests and Mr Xulu (Hospital Board Member) did the vote of thanks and after that we had an awesome lunch.....



Ceo awarding a certificate to VCT Clinic nurse



Benedictine Hospital staff came in numbers.

INTERCAMPUS SPORT DAY

Benedictine teams soccer & netball played against Ngwelezane later last year and guess what benedictine won both soccer & netball. Soccer team won 2 goals to zero & netball won 20 goals to 10 goals. Good work guys

Front row : Skhumbuzo Ngobese , Mrs. Zibane (Principal), Mody Majozi (Netball Captain), Mrs. Ndaba

Back Row : Bongiseni Mthethwa , (vice captain), R.M. Zulu (captain) , M. Ndwandwe



Mody Majozi (Netball Captain) , Dr. L Augustine (Medical Manager)



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To To all our readers; we say enjoy reading this first issue of 2007 & If you have any stories or interesting article You can bring them to P.R office so that they can be published or contact Miss Nombuyekezo Qongqo or Miss Lerato Sibiya on ext. no 7099 .

Sininakekela ngothando

