



CHARLES JOHNSON
MEMORIAL HOSPITAL

CHARLIE J. NEWS

Volume 1, Issue 1

Sept/Dec 2004

FROM THE EDITOR'S DESK

Inside this issue:

Editor's note	1
Cohsasa	1
Leave Policy	2
Leave Policy -HR	2
Service Standard	2
CJM to the	3
Crisis centre	3
Sports news	4

EDITORIAL TEAM

- Mr M.A. Linda
- Miss T.Ntshangase



Mr MA Linda,
Public Relations Officer

On behalf of the Publication Task team ,I would like to extend a word of appreciation to each and every one of you for the provision of various news worthy items .At the same breath , I would like to applaud the institution for whatever achievements that it has achieved .Of course ,the institution wouldn't have achieved or reached its goals

without your support. On the same note ,I feel honoured to present this publication for the purpose of capacitating our internal and external clients with news surrounding their respective institution .

One therefore assumes that this newsletter would reflect what CJM really is and what you and I going to take it higher in years to come .It is worth mentioning that the primary aim for this publication is inter-alia ,to educate ,inform and interest readers in an entertaining sphere.

This publication is meant for your benefit and therefore ,it would be what you would like it to be thus your inputs would be essential and welcomed

The Public Relations Office would invite contributions using any official language of your choice

I thank you

COHSASA ACCREDITATION PROGRAMME

Cohsasa (council for health service accreditation of South Africa) is a section 21 company registered -non profit organization that assist health care facilities for quality health care to all people .

Cohsasa vision is to enable all South Africans to achieve equitable and quality health care

Cohsasa mission is to empower South African health-care facilities to deliver quality ,cost effective and compassionate care through an integrated quality improvement and accreditation approach .

In 1999 CJM hospital was selected to participate in the accreditation process .25 service elements participated in the programme .Accreditation was totally a new programme for CJM and the Cohsasa Fa-

cilitator came and trained CJM on programme .

? in 1999 CJM had a baseline status evaluation

? In September 2001 CJM had its external grading done. 18 service elements passed achieving pre accreditation status .

? In June 2003 CJM had its second external grading done .23 out

of 25 service elements passed achieving pre accreditation status .

cont.....2

Cohsasa cont.....

LEAVE POLICY - HUMAN RESOURCES

The staff is requested to discontinue the use of old leave form with immediate effect .Copy of the new form in use for the purpose of leave application as from 31.12.2001 for more information please contact your local Human Resource Office or refer to Human Resource Management Circular 28 of 2004 dated 23.02.2004



Amendment of provision from Directive on leave of absence in the Public Service (Resolution 7 of 2001)

GUIDELINES ON FAMILY RESPONSIBILITY

The objective of this information is to give clarity on utilization of family responsibility leave ,which is set out in Section 7.7.3 of the PSCBC Resolution and Section 20 of the amended Directive on leave of absence .

Five) days leave per annum may be used by the employee in the event of the death of

- ? A child (including a legal adopted child)
- ? A spouse /life partner
- ? Parent (including a legal adopted parent)
- ? Grant parent
- ? Grand child
- ? Sibling

CERTIFIED COPY OF THE DEATH CERTIFICATE MUST ACCOMPANY THE REQUEST FOR LEAVE

The leave days must relate to the date of death and can be used up to 6 weeks from the date of death to cover events that arise from death e.g. memorial services , burial , etc.

If immediate family member become sick the 3 days leave per annum is to be granted to an employee .

Family Responsibility leave =5 days per year, which means that overall leave for both incidents may not exceed five days per year. However in exceptional circumstances ,the limit of 5 days may be exceeded .Cases of this nature must be referred to Head Office

BY :HR OFFICE

NO	SERVICE ELEMENT	BASELINE 1999	1 ST EXTERNAL SURVEY 2001	2 ND EXTERNAL SURVEY 2003		
1.	Management service	46.10	96.11	Passed	99.34	Passed
2.	Administrative support	60.19	88.82	Passed	97.92	Passed
3.	Nursing management	53.36	68.80	Failed	96.24	Passed
4.	Health and safety	26.05	81.65	Passed	94.09	Passed
5.	Infection control	62.88	94.41	Passed	98.09	Passed
6.	Theatre services	62.56	76.47	Failed	86.79	Passed
7.	Sterilizing and	53.43	75.65	Failed	91.73	Passed
8.	Medical in patient service	72.57	99.37	Passed	98.82	Passed
9.	Pharmaceutical service	23.78	95.31	Passed	97.96	Passed
10.	Paediatric in patient	58.51	82.67	Passed	91.15	Passed
11.	Obstetric /maternity	60.75	80.35	Passed	83.81	Passed
12.	Surgical in patient service	71.89	80.97	Passed	85.96	Passed
13.	Laundry service	36.63	62.88	Failed	83.70	Passed
14.	Housekeeping	49.19	81.70	Passed	92.20	Passed
15.	Maintenance service	49.86	73.15	Failed	83.86	Passed
16.	Resuscitation service	23.92	66.41	Passed	77.88	Failed
17.	Food services	48.67	85.32	Passed	97.02	Passed
18.	Dental practitioner	58.94	100.00	Passed	99.62	Passed
19.	Diagnostic imaging	45.25	94.59	Passed	97.43	Passed
20.	Causality services	68.75	81.54	Passed	97.03	Passed
21.	Physiotherapy services	45.07	98.18	Passed	100.00	Passed
22.	Laboratory services	38.20	100.00	Passed	100.00	Passed
23.	Medical life support and	26.88	45.64	Failed	65.97	Failed
24.	Social work service	59.19	99.76	Passed	100.00	Passed
25.	Medical practitioner	29.40	99.29	Passed	100.00	Passed

The Superintendent General for Health Prof RW Green Thompson was so impressed with our results to such an extent that he wrote a letter of commendation and encouraged the hospital to achieve full accreditation in the shortest possible time

On 30-07-2004 the CJM Management together with the Chairman of the CJM Hospital Board Mr. MA Dube were honoured to receive 23 out of 25 accreditation certificates at the awards ceremony held at Greys Hospital.

Our vision is to become the first ex Zululand hospital as well as the first hospital in Northern KwaZulu Natal to achieve full accreditation status.

Shine Charlie J Shine !

LOOKING AT ONE OF BATHO PELE PRINCIPLES : SERVICE STANDARD

The transformation of Service Delivery depends on Batho Pele Principles . Our Pharmacy Department was nominated for the past three months to look at its service standard on how long do patients wait before getting their medication) 100% of clients assessed, waited for less than 30 minutes . Monitoring for the next three months will be published in next publication.

Well done Pharmacy Staff !!!



Customer satisfactory survey for September 2003/2004 was conducted at CJM hospital with the help of our dedicated volunteers who played an important role assessing patients in the wards and submitted data to information office . Information was captured and forwarded to Provincial Coordinator .Staff will be informed of outcome presentation of the survey.

by:FIO

"CJM TO THE HIGHEST LEVEL - TOGETHER "

The Hospital Manager would like to extend a word of warm welcome to members of staff .

"It is a great pleasure to welcome all of you. all designations just to mention a few ,Health, nursing and support component ,management and general support component , administrative line function , medical ,and communication components ".

At the same breath I would like to invite you to share your views on any matter of institutional concern , or any matter /subject in the Human Resource Management field .

It is important to listen to the needs

of the employees because they are the heart beat of the hospital . Productivity and commitment can be improved if the opinions and needs of the employees are taken in to consideration .

Opinion questionnaires can expose a variety of issues ,for example:

- ? The working environment of the institution
- ? Perceptions about human resource policies and practices ;and
- ? Possible communication problems

Since the questionnaires are filled out anonymously ,and participation is



Mr EM Xaba, Hospital Manager

voluntary ,these issues can be expressed in a non- threatening manner.

- ? Remove barriers that rob workers and Managers of their right to pride of workmanship
- ? Put everyone in the hospital to work to accomplish the transformation .

MEET FINANCE TEAM

- ? Miss N.P. Njokwe - Finance & Systems Manager
- ? MISS P.W. Mazibuko -Admin Officer
- ? Mr M.W. Sithole -Senior Admin Clerk
- ? Mr EM. Mahlinza -Senior Admin Clerk
- ? Mr ES. Mchunu -Senior Admin Clerk
- ? Miss BB. Buthelezi -Admin Clerk

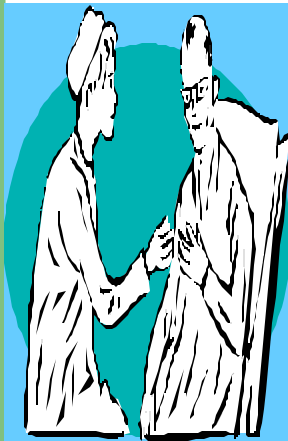
BABY FRIENDLY AWARD

C.J.M hospital participated on a Baby Programme like all other hospitals in the Province .An extensive training on baby friendly was conducted to all staff members from the ground to the Top management of the hospital and patients .

Community awareness was conducted where key figures e.g Hospital Board ,Amakhosi, senior citizens ect were addressed .

C.J.M was assessed by external examiners and awarded a Baby Friendly Status having scored 90% with first attempt.

CRISIS CENTRE



Crisis centre is being set up within the hospital .This is a result of the tireless efforts of the entire Crisis Team ,under the leadership of 'Sr Tororo".The center is for use by the community as well as staff members ,to get help against any form of abuse /violence .Although the physical structure for the center is fully functioning .

The Crisis Centre deals with the following trauma events :

Assault ,gunshot ,armed robbery, sudden death of a loved one, sudden divorce ,illness in the family , rape and domestic violence ,diagnosed with incurable disease ,car accidents etc

Traumatic experiences are frightening and shocking ,almost all people are affected for sometime afterwards. Normal post traumatic stress response takes a period of about a month .

If the person was once exposed to traumatic event direct or indirect victim he/she may be affected emotionally and psychologically throughout his/her life .

Rape victims are urged to report within 72 hours before washing and changing themselves to secure the evidence . And to get treatment for transmitted diseases.

THE CRISIS CENTRE IS ACCOMODATED AT LAST CUBICLE AT VCT CENTRE.

CHARLES JOHNSON MEMORIAL
HOSPITAL

PRIVATE BAG X 5503
NQUTU
3135

Phone:034 271 0032
mail: H993496@dohho.kzntl.gov.za



STRIVING FOR
EXCELLENCE

Contact details:

Mr M.A. Linda ext 2322
Cell:072 141 9265
E-mail:h993566@dohho.kzntl.gov.za

Or

Miss T.B.A. Ntshangase ext 2348
Cell:073144 8980
E-mail:h993496@dohho.kzntl.gov.za

Charles Johnson was a transport rider who was involved in the Anglo - Zulu wars which racked the area known as Zululand during the latter part of the 19th century. After the war, he decided to stay on in Zululand, having been asked by one of the chieftains, Hlubi , to stay on as a teacher.

Charles Johnson eventually became a priest and was responsible for introducing Christianity to this area of Zululand, eventually becoming the archdeacon of the area. Inevitably Johnson became involved in helping the local people with their medical problems - professional medical help being impossible to come by - the nearest facility being at Dundee, a difficult 52 km journey.

He was, by Anthony Barker's account, a formidable tooth puller. Johnson was the first in the area to minister to the sick. This he did at the mission station at Masotsheni. Johnson himself was responsible for setting up the mission station at Masotsheni as well as most of the church buildings in the area at the time.

SPORTS NEWS

Regional soccer and netball tournament that was held at Newcastle on 24 July 2004
The following hospital participated :

- ? C.J.M
- ? DUNDEE
- ? COSH
- ? GREYTOWN
- ? MADADENI
- ? NEWCASTLE AND NIEMEYER
FORMED ONE TEAM -
NEWNIEMEYER.

CJM ,COSH,Dundee hospitals were in one stream - A, of which one winning team would play against the winner in stream B- which is Madadeni ,Greytown and Newniemeyer.

C.J.M won in stream A and Newniemeyer in stream B.It looked like Newniemeyer was Amajuba District

Squad as it was formed by two district hospitals but C.J.M had no fear to final game with them.

Unfortunately C.J.M soccer team lost the game and were awarded with 14 medals .

Our netball team did not do well , however C.J.M Sports and recreation committee would like to forward its appreciation to all the players especially the soccer team to play final



shows that guys you were determined to do the best .

THANK Uuuu..... !!!



FUN STUFF.....

A one - rand coin met a R20 note and said, Hey ,where have you been? I haven't seen you around here much."

The twenty rand answered, "I have been hanging out at the casinos, went on a cruise and did the rounds of the ship, back to South Africa for a while, went to a couple of rugby games, to the mall ,that kind of stuff . how about you?"

The one rand coin said , You know ,some old stuff , church,church,church"

MORAL OF THE STORY :Christians should get the R20,R50,R100,R200 Notes into church as well as ,not only the R1 THIS HAPPENED BUT DON'T ASK HOW???