



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

Eshowe District Hospital

Siyacobelelana

NEWS

STAY INFORMED

September 2017



Mr. PN Sangweni (CEO) doing “get down” with staff from King Dinizulu Clinic during the Open Day

Welcome to another edition of Siyacobelelana News-letter for our 2nd quarter of 2017. We all need to keep on asking ourselves if we are achieving what we had set for ourselves in the beginning of financial year. This edition will look at what has been achieved and challenges encountered. Remember the situation forces us to “Do more with less.”

It is with gratitude to mention that your dedication to your work did not go unnoticed. Lately I have been approached by ordinary community members praising most of you for taking good care of the community at uMlalazi Municipality and surrounding areas.

Praise must be given where due within the resource constrained environment, one needs to be mindful that it is not only the Department of Health that is facing this predicament but this is a global phenomenon and the economic downturn makes matters worse. We do not need many staff members to touch the hearts of our patients. May I remind you once again that November is Quality month and we will continue as Eshowe Hospital Management to reward all those who performed their duties with dedication and commitment.



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CEO'S CORNER

This is in line with our Batho Pele principle that says encouraging innovation and rewarding excellence. This day will be celebrated in style this year as it will be combined with our glittering year-end function and I hope we will all support this day.

Extended Management team is also reminded of upcoming team building that is aimed at encouraging staff to retreat from work for a while. Similar team building exercises are also encouraged departmentally to allow staff to de-stress. I believe you really deserve this one for having worked so hard. Our priority is good patient care and we will do this knowing very well that our communities depend mainly on our services as very few can afford private health care. We have noticed that we are doing very well under the following sections:-

- * MMC team has continued to fare well in making us number one in our District with their astounding MMC figures. Your contribution also never went unnoticed. It has also been noted that we usually experience few or no adverse events following MMC. Keep those figures coming.
- * Information management team has also worked tirelessly to ensure that our data is correct and verified following information performance audit.
- * Clinical team more especially DCST team from KCD for ensuring that we continue to host our clinical governance meetings inter alia Mortality and Morbidity meetings, perinatal meetings etc. Nurses and doctors for working tirelessly to ensure that our patients receive best care possible.

- * Systems team for making sure that we continue to be a clean hospital. It is the responsibility of all of us to ensure that all our sections are clean and not only Systems.
- * Public Relations for having improved complaint resolution rate a great deal.
- * Quality team has always fared well to ensure that all prescribed surveys are done regularly. Secondly our performance on NCS has improved significantly.
- * Finance team has done us proud with your swift reporting and ensuring that SCM processes are observed all the time and for always ensuring that we are not red flagged unnecessarily.
- * More strides have been made in PHC ensuring that all clinics earmarked for Ideal Clinic have made a lot of improvement and all were accredited. Good working relations made with different stakeholders is being appreciated inter alia NGO's, clinic committees, OSS and traditional healers etc.
- * Our Strategic plan and Operational plan has finally been concluded and I would like to extend my gratitude to all management team, staff and partners for ensuring that these two documents are compiled.

NB. That this is not done merely for compliance purposes but also for monitoring of our performance from time to time to ensure our clients receive quality care.

Let us continue to pull together and we all need each other to make this hospital a model.

Cheers till next time.

PHARMACY MONTH



Mrs. I Irakoze (pharmacist) doing presentation to the girls at Sunnydale High School and at the back is Ms. M Ntetha (PR Intern) & Ms. P Majubana (Pharmacy Assistant)



Girls from Sunnydale High listening to Mrs. Irakoze while she was presenting

This year of 2017, pharmacy month at Eshowe Hospital superseded pharmacy week. The extension of this period has allowed the pharmacy staff an opportunity to improve patient awareness of the vital role pharmacists play in their daily health care needs and to raise awareness on the importance of pharmacists in the provision of quality health care. This year's main theme was: **“Don't wait- vaccinate”**.

Eshowe Hospital Pharmacy staff did presentations on vaccination to the community within King Cetshwayo District. This was done through clinic outreach at Gateway Clinic and Ndlangubo Clinic as well as through school health talk at Sunnydale High school emphasizing the importance of vaccination within the community. The hospital wards (6, 7 and Mbali ward) and pediatric outpatient department (POPD) were also involved in the educative talks. The key message was that vaccination help individuals develop resistance against certain diseases, and in turn protect themselves, their families and communities from these diseases.

In order to ensure full participation of the community during the presentations, gifts sponsored by pharmacy staff were handed out to those who answered correctly the quizzes set by the pharmacy team after each presentation. The patients were very thankful for the educative talks and very pleased by the gifts handed out. Looking at the overall experience, we can say that the event of pharmacy month was a success. 'Pharmacy staff rocks'

Compiled by : Pharmacy Team



Mr. V. Singh (Pharmacist) with pharmacy assistants Jane, Ndumy and Thembi

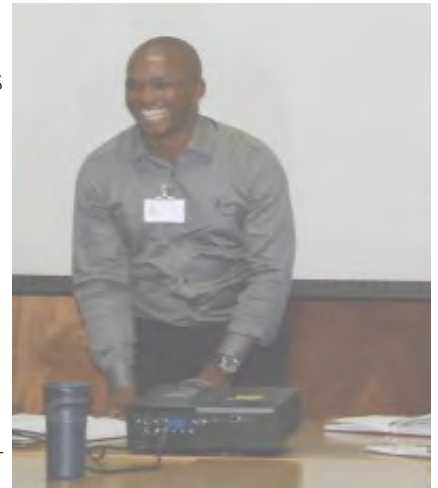
Batho Pele Training

From time to time Eshowe Hospital receives compliments, complaints and suggestions from the public they are serving. These issues are always discussed on complaints meetings and required action plans are made in order to improve on service delivery and be able to produce desired outcome. Some of the complaints are based on negative staff attitude and this tarnishes the image of the hospital it also breaks the trust, public has on the hospital.

As part of improving values and attitudes from hospital staff, Public Relations Department embarked on Batho Pele training for all hospital staff and its feeder clinics. The first training was held on the 24th August 2017 whereby, Mr. M. Manqele (District Communications Manager) supported the hospital and trained frontline employees (Security, Patient Admin, Switchboard, Human Resources, Finance, Mortuary, PHC, Rehabilitation, MOPD, OPD, General Orderlies, GOPD, Medical and Surgical wards). Staff were

welcomed by Mrs J Bodasing (Human Resource Manager: Acting) who emphasised the importance of the training and for the employees to pay attention as this is also aimed at improving different desired behaviours which are to be modelled by a public employee.

It was a good reminder to everyone that as public servants, staff have a duty to comply to Batho Pele Principles and to constantly treat patients with courtesy and dignity.



Mr. Manqele (District Communication Manager) sharing a joke with the audience



Security Personnel listening attentively to Mr. Manqele

RABIES AWARENESS

KZN has an outbreak of Rabies and to alert the community of Eshowe on this deadly disease, Mrs. N Mkhize (IPCM) working together with Mr. T Cele (EHP) held awareness at the hospital and its feeder clinics. Rabies is caused by a virus that mostly occurs in animals, when these animals bite humans and the human contracts it we say it is Human Rabies. Rabies kills humans and a person with the disease dies a very painful death.

Mr. Cele had an educational video clip on Rabies which he was playing to the audience and this was giving them a clear picture of how dangerous rabies are.

Pamphlets with all important information about rabies were also handed out to patients. Human Rabies can be prevented by preventing our pets from getting it as they are the ones who transmit it to humans. Rabies awareness basically focuses on ensuring that dog owners get their animals vaccinated and also ensuring that people are aware of what to do in-case of a bite.

“People should not take dog bites for granted especially if the vaccination history of the animal is not known”, he warned.



Mrs. N Mkhize (IPC) & Mr. T Cele giving education on Rabies to patients at Gateway Clinic



Clients from Gateway Clinic paying attention to a video clip on Rabies

BREASTFEEDING ROADSHOW



Nationally breastfeeding week is celebrated every year from the 1st to the 7th of August to highlight the importance of breastfeeding to the mother, the infant and the whole society with regards to child health and survival. The theme for this years' breastfeeding week was "Sustaining breastfeeding together" and focused on how, when we work together the following aspects can be influenced and alleviated through breastfeeding:

1. Nutrition, food security and poverty reduction
2. Survival, health and wellbeing
3. Environment and climate change
4. **Women's productivity and employment**

Eshowe Hospital celebrated breastfeeding week through various events held within the hospital and surrounding clinics. Posters, pamphlets and information messages highlighting the theme, were distributed throughout the wards and departments. On the 1st and 3rd of August 2017, Awareness Talks were held in GOPD and Postnatal wards, with a question and answer session at the



Dieticians with Nutritional Advisors and Mothers that won some gifts during the Breastfeeding Roadshow

end, where moms received small prizes as a token for their participation.

On the 11th August 2017, a Sub-district Breastfeeding Roadshow was held, where a mobile team comprising of the District Nutrition Team, Mbongolwane and Eshowe Dietitians and Nutrition Advisors visited Nkwalini, Eshowe Gateway, Ntumeni and Osungulweni Clinics. At each clinic a mini breastfeeding event was organized by the respective clinics and the mobile teams provided support and information through awareness talks, songs, question and answer sessions, and prizes for the participants.

Breastfeeding awareness events were also held throughout the month of August 2017 at the 6 clinics that fall under Eshowe Hospital. These were supported by the community service dietitians and the turn out from mothers was very good.

Compiled by: Dietetics

MENTAL HEALTH AWARENESS

In the month of July Mental Health team dedicated time to educate and raise awareness on Mental Health Illness to the community of Ndlangubo Area since it has a high number of patients who are mentally challenged on the 25 July 2017. During this awareness, community was made aware of the Mental Health Users Rights as follows:

RIGHTS OF MENTAL HEALTH CARE USERS (MHCU)

- Respect, human dignity, privacy
- Consent Care Treatment and Rehabilitation (CTR)
- No unfair discrimination
- No exploitation and abuse
- Determination of mental health status
- Disclosure of information
- Legal representation
- Discharge report

The rest of the rights are in line with patients rights charter. The hospital Community service Clinical Psychologist, Mr. M .Khanyile was also there to support and give clear picture on psychological issues and he made emphasis on spirit of Ubuntu **when dealing with Mental Health Care users and for the communities to love, accept MHCU's as they are human like the rest of us.** The presence of traditional healer, Dr. Xulu was much appreciated as this proved that the department has a full support from **the traditional healers and they are also willing to work with department in combating discrimination against MHCU's.** Words of gratitude goes to Kwik SPAR and Boxer (Empangeni) for sponsoring some parts of the event.



Sister CK Zulu (Operational Manager : Ndlangubo Clinic) welcoming the guests during the awareness

NURSES DAY 2017

In celebration of Nurses Day 2017 Eshowe District Hospital held the commemoration on the 24th May 2017 with the theme **“Nursing: A voice to lead - Achieving the Sustainable Development Goals”**. Mrs. Sosibo the guest speaker delivered a remarkable speech based on nurses being the leading voice and are the heart and souls of the health systems She remarked that a nurse should be Understanding, Responsible/ Accountable, Skilled, Empathetic and their voices should influence decision making this is also attested when patients approach the health care system they associate it with the nurses.

If the health care was not good they, they will blame the nurse.

If there was unavailability of medicine, blame goes to the nurse .

If doctors don't come on time , it's the nurses fault.

If the hospital is dirty, nurses take the blame. Patients have faith in nurses in such a way that everything that occurs in the Department of Health is associated with the nurses. This is why it is crucial for the nurses to take lead towards bringing in service delivery.



Staff that attend the Nurses Day Ceremony

The nurses' voice should influence the management of patients and they should lead in advocating patient care.

Patients automatically develop trust with the nurses as they feel comfortable to relate to matters that are sensitive and not easy to share. There is an open communication between nurses and patients which is therapeutic in nature. When patients are not sufficiently informed about the health care plans and are unable to make informed decisions, therefore rely on nurses to assist them in decision making.

Nurses have positively contributed to positive patient outcomes. **“We have seen nurses working tirelessly towards achieving Sustainable Development Goals”**, she remarked. Goal No 3 which is good health and well-being, nurses have a responsibility in increasing life expectancy, promoting well-being for all and at all ages . Programmes where nurses have proven to the world that have expertise in the field shows the positive outcomes.

Nurses of Eshowe Hospital were reminded to protect and love their patients and they have a mission to fulfil and not compromise their ethical principles and standards, rise above the challenges by **“FLYING LIKE EAGLES”**.

In closing Mrs Sosibo quoted words from Val Saintsbury **“Nurses dispense comfort, compassion and caring with or without even a prescription”**. The ceremony was blessed by the presence of Pastor Dlomo who shared some wisdom with the nurses, Hospital Board Members, Mbongolwane Hospital and District Office.

UQEQESHO LWABELAPHI BENDABUKO

Ithimba lase HAST nabakwa Mental Health besebenzisana no MSF babe nohlelo lokuqeqeshwa kwabelaphi bendabuko mhla zingu 27 Ntulikazi 2017 endaweni yase Maqhwakazi ku Ward 26. Loluqeqesho lwalubanjelwe e Bhekeshowe Traditional Council Hall. Inhlosongqangi yalolusuku kwakuwukufundisa kabanzi abelaphi ngezifo ezehlukene eziyizingqinamba enkulu kulendawo yase Maqhwakazi okubalwa kuzo (TB, HIV, STI, Mental Health, Mother & Child Health) baphinde bafundiswa nangezinhlelo ezahlukene umnyango wezempilo onazo njenge MMC ne Reproductive Health. Abelaphi abathola le lithuba elihle kangaka babengu 34 okubalwa kubo izangoma, izinyanga kanye nababelethisi bendabuko.



Standing: Sister T. Dlamini giving health education to traditional healers, Seated: Sister Nkosi and OM : PL Bhengu (HAST)

VISIT BY RAF



Team from RAF, Mother and Dr. Kavuala and Mrs L Reynecke (Matron)

On the 14 June 2017 Road Accident Fund Team visited Eshowe District Hospital. Purpose of this visit was to workshop hospital staff on RAF services as the hospital deals with RAF cases from time to time, during the workshop certain topics like RAF Claims Processes were covered and it was also highlighted that RAF is also facing a lot of fraud and corruption from the government officials which is a huge problem.

In the end RAF Team presented five mothers that had delivered at Eshowe District Hospital with car seats as this is part of Child Restraint Programme and **it's a safety measure** .

RAF Team continued the next day with public engagement at Mpushini Park on the 15 June 2017.

ANTI TOBACCO AWARENESS



Ngenyanga ka May, ithimba laka Mental Health lasebenzisa ithuba laqwashisa iziguli ngobungozi bokusebenzisa ugwayi.

Umhlaka 31 May waziwa ngenje World No Tobacco Day nethimba lasesibhedlela lwasebenzisa lona lolusuku ekuqwashiseni ngogwayi. Ugwayi uyizinhlobo ezahlukehlukene ekubalwa kuzo (usikilidi, insangu, imboza, isinemfu, iwoonga njalonjalo . Abakwa Mental Health babeqwashisa ngobungozi bokusebenzisa noma ukubhema ugwayi okungaba nomthelela omubi kakhulu empilweni yomuntu , ukubhema kungadala izinkinga ezahluke emzimbeni nezifo enjengo mdlavuza, isifo senhliziyo, isifo samapaphu kanti kwabesifazane kungadala batete abantwana abanesisindo esincane kakhulu .U Sir Ndlela wabuye wabalula ngobubi obafika nawo ugwayi kwaze kwadala abantu ababizwa ngama “Para” . I Mental Health team yaqwashisa ngobungozi bukagwayi emawodini ahlukene esibhedlela nakuma out patient departments.



Ophethe idary emnyana Sr. Dlamini Mental Health Nurse ne team emuva kokufundisa iziguli



uSir. Ndlela efundisa iziguli zase Sinethemba Clinic

DECENTRALIZATION OF MDR



Dr. N Dube (Deputy Manager Nursing) with PHC Supervisor Mrs. BT Mthabela with MSF Team and the rest of the team

Previously MDR Patients were treated at Catherine Booth Hospital and Eshowe Hospital Management with the help of KCD and

partnership with MSF worked on the plan to have stable patients on continuation phase decanted to Eshowe hospital.

The team then visited Catherine Booth Hospital with an aim of getting stable patients on the continuation phase. The visit was a success as 13 patients were identified for decanting.

The official launch for the MDR section was then conducted on 03 August 2017 at Eshowe Hospital where the full complement of the team was present to attend to the patients. The patients were grateful for the undertaking

A big thank you goes to MSF with assistance in making the station for MDR patients to be user friendly .

Celebration of Women's Month

To kick start Women's Month, Dr Larsen Department team focused on doing Cervical Cancer Awareness to all female staff and patients. The awareness was held throughout the whole week and different wards and OPD departments were visited and several health education were made based on cervical cancer. This was evidenced by statistics of cervical cancer screening doubling up in August 2017 at Eshowe Hospital. We are proud of you Dr Larsen Department staff.

Females were also reminded on the importance for getting regular pap smear as this is one the procedure which helps with detecting cervical cancer in females who are sexually active or with multiple sexual partners , during early pregnancy and those who take alcohol and smoking people and persistence HPV infection. The risk of Cervical Cancer can be reduced by using a condom every time you have sex, by avoiding smoking and alcohol, vaccine of HPV (Human Papilloma Virus) before being sexual active (especially at the age of 12) and family planning to prevent unwanted pregnancies.

The Women's month was closed off by a beautiful women's ceremony with dress code being elegant. The guest speaker was Mrs Annie Moodley who is working as Social Worker at SAPS who spoke very

well of a women being the pillar and reminded them to be proud as they are special and unique. She reminded women to love and take good care of themselves. Females were reminded that men are the head of the house but women are the neck therefore the head needs the neck. In prayer ,honesty, respect , women can make their husbands strong in their homes. She also mentioned an important tip to women that good women do not compete but they run their own race in the society.

Mrs. S. Masuku (Social worker) covered a topic on heathy lifestyle as she bears good results of practicing healthy lifestyle. Not only did she gave tips but she educated about importance of healthy diet ,joining the Gym, fun walk, jogging as she explained how effective is exercising to a human body.

Thanks to Capitec Bank for equipping women on Financial Management and to Lydia for sponsoring with beauty products that included lovely hampers, Avbob with lovely cakes and lastly Metropolitan for the hand sinters.



GOPD Team during the Cervical Cancer march at the hospital



From left : Dr. N Luthuli who did lucky draw and winners: Mrs. G. Biyela, Ms N. Chonco , Lydia (sponsor) and Ms. M Ntetha

ACCOLADES



MINISTER
SOCIAL DEVELOPMENT
REPUBLIC OF SOUTH AFRICA

Private Bag 30235, Pretoria, 0001. Tel: +27 12 312 7479 Fax: +27 12 325 7271
Private Bag 79153, Cape Town, 8000. Tel: +27 21 465 4011 Fax: +27 21 465 4409
www.sda.gov.za

Dr Sibongiseni Dlomo, MPL
MEC for Health KZN
330 Langalibalele Street
PIETERMARITZBURG
3201

Cc: Dr Aaron Motsoaledi
Minister of Health

Cc: CEO of Eshowe Hospital
Mr P.N.Sangweni

Dear Colleague

RE: LETTER OF APPRECIATION

I write this letter to express my gratitude to you for the exceptionally good treatment we received from the Health Officials a day before the bi-elections in Nquthu. We were on our way to Durban when one of ours was involved in a car accident after we passed Umlazi bridge. One of the comrades we were travelling with Ms Nozipho Makeke was affected by the impact we called emergency medical assistance from both government and private because she has medical aid. I am pleased to inform you that government EMS was the first to arrive on the scene. I was impressed with the professionalism in which the efficient young paramedics attended Ms Makeke. After a thorough examination, they then informed her that she had to go to hospital for further assessment. They also recommended she had to be treated for the impact of the accident on her body and shock whilst she was hesitating to go to a public hospital. We assured her but also in that area government police, government traffic cops and government ambulance with paramedics arrived first and therefore government officials without hesitation were present.

They left for hospital and we then joined them there. We found Ms Makeke in the hospital speaking and very excited. The Doctor and staff on call were treating other patients with utmost care. The admission and resuscitation hall was very neat. Hospital staff held themselves with utmost professionalism. The dispensary cabinet was also locked for the safety of all of us. We left after midnight with a very positive attitude. This attitude came from

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the treatment we received generally from government officials who showed high levels of commitment and professionalism in carrying out their duties from the accident scene to hospital.

I was highly impressed with the level of professional care rendered by officials of your Department and I hope that they will receive the recognition they rightfully deserve for their outstanding performance. Unfortunately, we didn't record the names of the said officials.

Thanking you much in anticipation.

Yours Faithfully

MS B O DLAMINI, MP
MINISTER OF SOCIAL DEVELOPMENT
DATE: 17/08/17

BEAUTIFICATION OF PAEDS WARD

After being assessed for Paeds Assessment by King Cetshwayo District the results came back and Eshowe Management worked on some gaps that were identified, one of them was for the wards to be pediatric friendly. PR department then requested for sponsorship from Arts & Culture Department who came through and assisted with drawing of animations in the kiddies play area, Umlalazi Municipality also sponsored the hospital with paint for the animations. A big thank you to these both departments for helping us in improving our kiddies play area.



SPORTS NEWS

King Cetshwayo Sports Day was held on the 22/07/2017 at Richards Bay Sports Complex and amongst the sports codes chess was there. Though Eshowe Hospital soccer and netball team didn't make it to first position as they used to but it was a joyful moment for us to have Mr. Mthembu obtaining first position and taking the champion record from the opponent from Ngwelezane hospital who has been holding the title for the past two years. Mr. ZR Mthembu will now compete in the provincial tournament and we wish him all the best. Well done Mvelase you made Eshowe District Hospital very proud.



Mr. ZR. Mthembu

PICTURE GALLERY



Dr. FN Dube (DMN) handing a token of appreciation to Mrs. Sosibo (guest speaker) during MASEA AWARDS in Durban



Dr. K McDonald rocking his Scottish look

Hospital Staff with Hospital Board Chairperson and District Office celebrating victory during MASEA AWARDS in Durban



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Ms. Sineziwe Duma (PRO)
WRITER & DESIGNER



Ms. M. Ntetha
PHOTOGRAPHER



Mr. PN Sangweni (CEO)
EDITOR



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

CONTACT DETAILS

**Physical Address: 40 Kangella
Street , Eshowe 3815**

SWITCHBOARD:
035– 473 4500

**Postal Address: Private Bag
504, Eshowe 3815**

SECRETARY FAX NUMBER:
035– 474 4914

Web Address:

www.kznhealth.gov.za

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