



SIYACOBELANA

Message From the Chief Executive Officer



We are almost half way through the year of 2007 and hopefully each and everyone one of us knows exactly where he/she is getting to and that all our plans are in place and are being implemented

I would like to thank all staff members for their hard work especially those who go beyond the call of duty. Please keep up the good work. If people want to improve themselves let them improve the quality of their work first and the rest will follow .

I would also like to welcome all our new staff members who have joined this year and wish them a happy stay at Eshowe Hospital. A warm welcome to all our Community Service Staff , we hope you will be happy at Eshowe.

We are aware of the shortage of staff especially medical doctors and professional nurses. We are doing our best to recruit new staff but we are in the process of securing lease agreement on some house, if successful.

The renovation and upgrading of ward 3 had been completed and work is in progress in Ward 2.

The Sub Campus hall has been completed. Sinethemba Clinic will soon move to the EMRS block once they vacate the building. Painting of all wards has been completed, as well as the upgrading of the roads. We thank all our employees for their patience while the upgrading of the roads was taking place. Sorry for the inconvenience caused.

I would like to conclude with the following for your inspiration

“Pick the Bone that best describes you”

WISHBONE - A wishful thinker , who dreams , but never acts . Wishes and waits for others to do the work or for things to fall into his or her lap

JAWBONE—A big talker with little or not action to follow. Excellent at whining , but not good at doing anything about it

KNUCKLEBONE— Stands back and knocks everything anyone else does or tries .Excellent at criticizing although he/she won't try themselves./ Even better at blaming people or other things for his/her lack of success /failure

BACKBONE—The one who takes responsibility for the load. This is the one who does the work , takes action and makes things happen. Without this person everything collapses and comes to a grinding halt. Nothing can move forward or grow without the backbone

Let each and everyone of us pick a bone that best describes him/her.

Thank you
Mrs. ETB Mkize
CEO



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ABET— STUDENTS

ABET students wrote the National Examinations from 5-7 June 2007 as follows :

Level 3 : 24 students wrote Mathematical Literacy and Communication

Level 2 : 9 students wrote Communication in English

Level 1 : 3 students wrote Numeracy in English and 3 in Zulu.

Officials who are interested in

Enrolling for ABET must contact the Human Resource Office at 035 473 4500 ext 4599/4662





NATIONAL POLIO AND MEASLES CAMPAIGN

The measles and polio first round campaign opening ceremony was held in Paediatric Outpatient Department. This is one of the strategies to eliminate measles and eradicate Polio. Immunization is free at all hospitals and clinics

Target for measles vaccination :9 and 18 months up to 5 years, Polio drops from birth to 5 years

It is the duty of every parent to

take his/her child for immunization .If you know of children who are not immunized , then you should urge their parents or guardians to take them for immunization

Total number of children immunized during 1st round of the campaign in POPD

POLIO DROPS ADMINISTERED BY THE NURSING MANAGER MISS NS MDAKANE & MRS ETB MKIZE HOSPITAL CEO



IMPUMELELO ALBINISM SUPPORT GROUP IGUBHE UNYAKA YASUNGULWA

Mhla zilishumi nantathu ku April 2007 Impumelelo Albinism Support Group ibinomgumbho wokuqeda unyaka yasungulwa, wawubanjelwe ehlobo lomphakathi iKing Dinizulu Hall. Yasungulwa ngu Nkkz N Cele ongumhlengikazi e-Eshowe esibhedlela Impumelelo isikwazile ukuthi iqwashise umphakathi nge albinism nangokuthi ilotion yokugcoba itholakala mahhala esib-

hedlela sase-Eshowe. Kubalulekile ukuthi abantu baye kuma support group ukuze bathole ukusizakala kusenesikhathi . Nezinga lokugwaswa ezikoleni selehile

“Abantu abaphila ne albinism nabo bayizidalwa zika thixo”

Asibathande.



Injabulo yayibhalwe emehlweni ngesikhathi becula bezithokozisa



BATHO PELE

The spirit of Batho Pele is the shield that protect the soul of the Public Service . We are encouraging people to consult their customers on the services they need and the standards they can expect

Without a soul , the Public service will wallow in bureaucratic inefficiencies in the mistaken belief that it is an end in itself. It is the soul that gives it and all of us a perspective outside of ourselves and

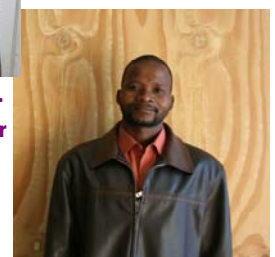
makes us sensitive to the plight of others. It is the soul that humble us in the lager scheme of things but makes us proud to serve our fellow beings. The principles of Batho Pele are a constant reminder of our responsibility for the well being of other people

Citizens are the reason why the public service



Employee of the month for April— Principal Pharmacist—Mrs. L de Beer & for May ENA AM Mtshali

exists. As civil servants , let us treat our customers with respect and dignity





QUOTABLE QUOTATIONS

How to achieve exceptional customer service

Your attitude is the first key to customer service

Your actions are the second key to satisfaction in doing the above, you affect a lot of business

Seeking to understand and be understood

Make a glory file of thank you letters and compliments you receive, no matter how small review it often

Reward yourself immediately, the same day and every time you do an outstanding job. Challenge yourself to find something to like about everyone you meet



SIYANIMUKELA—SIYANAKEKELA

Abaphathi besibhedlela sase—Eshowe bathanda ukwamukela abasebenzi abasha. Bathi wonke umuntu akazizwe esekhaya njengoba begowalisa ukuthi “Sizikhethele thina ukusebenza’ Eshowe.” Kulabo abasha singabala odokotela, abahlengikazi kanye nabanye abasemikhakheni eyehlukene

JANUARY—MAY

Student Nurses 2 Year Program -12

Community Service Personnel - 13

Staff Nurses - 2

Lay Counselors - 4

Nursing Assistants - 2

Professional Nurses - 4

Senior Medical Officer - 2

Principal Medical Officer - 3

Chief Professional Nurses - 2

Telecom Operator - 1

Pharmacist Intern - 2



Esithobeni u Mnu R Mokoena u Medical Manager—Siyakwamukela

Retired - 6

Resignations - 4

Deaths - 3

PHOTO GALLERY—EVENTS HELD AT ESHOWE HOSPITAL

Waiting time survey y—January 18,2007



Easter Tea—April 04,2007



Farewell Dr. Che



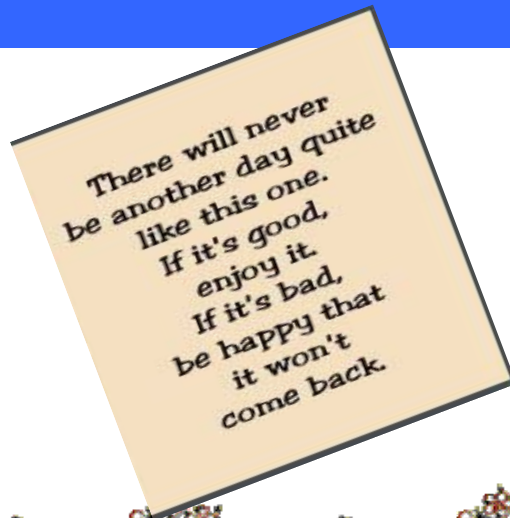
Valentines Day





COMPLAINTS , COMPLIMENTS & SUGGESTIONS FROM CLIENTS

Uma unezikhalo , izincomo
kanye nemibono ngesib-



QUALITY IMPROVEMENT

There is no ultimate destination in the quality journey. Each time we reach one peak, there is one more peak beyond that which has to be climbed, a never ending cycle of monitoring achievements against goals , redefining the goals and obtaining new incremental (and break through) improvement



ANOUNCEMENT

Its that time of the year again that we prepare ourselves for the Provincial Choir and Sports Competitions. Staff members who are interested should attend practices as arranged

The Choice is Yours !!!!!

Public Relations Officer

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