



HEALTH
KwaZulu-Natal

ESTCOURT DISTRICT HOSPITAL NEWSLETTER

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JULY 2008

INTRODUCING THE NEW MEDICAL MANAGER, DR V NGIDI

After the departure of our former Medical Manager Dr J Mthethwa, a new medical manager joined us earlier this year. In a predominantly male dominated position, we have been exposed to a new breed of leadership which comes in an unusual package. After being given a run around for a while, we finally caught up with the 32-year-old Dr Velile Ngidi.

Born and raised e-Ndwedwe, north of Durban, after finishing matric, she went to the then University of Natal (now UKZN) Durban in 1994 to do her degree in medicine of which after graduation, she did her internship in Edendale Hospital (PMB) then community service at King Edward VIII Hospital. She went to the United Kingdom for two years and returned in 2005 to study Masters in Business Administration. In 2006 she worked for Discovery Life as a medical assessor which she quit and went back to King Edward VIII Hospital. She stayed at home to look after her baby boy which she gave birth to in 2007, this year has seen her joining us as our medical manager.

Armed with a qualification in Medicine and Business Administration, her passion was still in saving lives, "however, being a Medical Manager gives me an opportunity to utilize both my qualifications because I still work as a doctor and also as part of the management team" she said. Still in her youth and having traveled so much, choosing to come to Estcourt which is relatively a small town with almost nothing to offer the youth of today where entertainment is concerned, I was curious to find out why. "I wanted to start small, rural areas offer more in terms of fulfillment because you get to work with rural communities and make a difference to the people who need it most" she said.

We asked her thoughts about challenges the communities faced where diseases were concerned. "TB and HIV&Aids in that particular order are the biggest challenges we are facing in our communities, this is as a result of malnutrition where diet is concerned.

"I wanted to start small, rural areas offer more in terms of fulfillment because you get an opportunity to work with rural communities and make a difference to the people who need it the most" Dr Ngidi.

But the bigger problem is the socio-economic status of our communities, people are unemployed, this result in them not being able to eat right and have a balanced diet. Where HIV and Aids is concerned, we are seeing more and more teenagers getting pregnant despite the



Dr Velile Ngidi, New Medical Manager
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Vigorous campaigns directed at them. What is most unfortunate is that most of them turn out to be HIV positive and have to be put on a Prevention of Mother To Child Transmission (PMTCT). The cost per patient is increasing at an alarming rate monthly because we put over 500 new patients on ARV's per month" she said.

We asked her views on the shortage of doctors in our hospital "this is the problem throughout the department and we are not immune, I must commend the doctors we have at the moment for their dedication despite challenging conditions. My focus is on making sure that I create an environment that is conducive for them to work more effectively despite the shortage. I am also in a mission to recruit more doctors so that we strengthen our team. We strive to constantly improve our service delivery to ensure healthy communities" she concluded.

On behalf of staff of Estcourt Hospital, we welcome you and hope that you being here will add value to our quest to be among the best hospitals in the province and we hope that your stay will be both fulfilling and enjoyable.

Story and picture by: M P Mncwabe and C R Wiles.



PROFILING, Ms NELISA OLIVE NTINTILI

When the new Assistant Manager, Social work services was introduced to me, I had a de ja vu, I quickly browsed through my memories museum and soon remembered that we have met before and were introduced to each other although I couldn't remember where and when, so I wanted to find out.

PRO: So how do I know you?

Ntintili: Smiling, you know me from Zululand Health District.

PRO: Oh, now I remember. Back in 2006. I was working for Ceza Hospital between Nongoma and Ulundi. Back to current business, tell us about yourself, where you from blah blah..

Ntintili: I was born in Diepkloof, Soweto, in the Gauteng province during the struggle years. I studied in Gauteng until 1985 and due to political instability in that province during that time, I was taken to aManzimtoti, south of Durban where I finished my matric in 1987. I liked KZN so decided to further my education at the University of Zululand. I finished my degree in Social Work in 1992. Lets talk about your employment history.

Ntintili: In 1994 I worked for Sterkfontein Psychiatric Hospital in Gauteng as a social worker in forensic wards. We were dealing with patients who have committed crimes and have been referred for observation to investigate their fitness to stand trial, ability to appreciate responsibility. I stayed there for 11 years.

PRO: Eleven years?

Ntintili: Yes, 11 years, but as you would imagine, after that I needed a change, and to experience rural challenges in terms of Social Services. I wanted to come back to KZN to be an investment as I got my education in this province. In 2005 I was employed at Benedictine Hospital in Nongoma. That is where I know you from, I stayed there for 4 years, today here I am.

PRO: Why rural areas?

Ntintili: People in rural areas are in desperate need of social workers to help better their living conditions. The government of the day is doing a lot in terms of eradication of poverty, but the problem is that most people in rural areas have a very low level of education and as a result they don't know how to access services that they should from the government.

PRO: You speak of services, what are those you refer to?

Ntintili: firstly you find that people do not have necessary documentation to access these services such as disability grants, foster care grant, child support grants etc.



Ms N O Ntintili
Assistant Manager, Social work Services

but then again there is always the issue of corruption, where you find that those people who are illegible to receive such services do not get them and then those who do not qualify, they will try all means to cheat the system and get these service. Although these grants were made so they can help the needy, they are also creating a dependency syndrome, where people don't want to do anything for themselves. Another issue is about unreported abuse in these communities where people are afraid to speak out against all kinds of abuses.

PRO: Assistant Social Work Manager, never heard of?

Ntintili: It's a new level for social workers, my role is to manage and coordinate social work services in the institution.

PRO: How are you finding Estcourt thus far?

Ntintili: You should know hence you have worked in the Zululand that when it comes to development, Estcourt is far better. I am loving it here. I am planning to bring my daughter to stay with me from next year, which will be another retention bonus for the hospital

PRO: What else can you tell us?

Ntintili: I am a mother of two daughters although the second one unfortunately passed away in 2004. I speak 7 languages.

“Unfortunately, these grants are creating a dependency syndrome, where people don't want to do anything for themselves”

Ms N O Ntintili.

FROM THE EDITORS DESK



Msawenkosi Mncwabe
Public Relations Officer



Ms Claudia Wiles
Public Relations Intern

Claudia Wiles

Let me formally introduce myself, my name is Claudia Wiles I am from Pietermaritzburg and I am a third year Public Relations student at DUT in Pietermaritzburg. In our third year of studying we are required to do six months of experiential training, I choose Estcourt hospital to do this practice as I know that public relations is a department on its own especially in a hospital. When I first started I was very skeptical about working in a hospital, I didn't think that I would cope being so sensitive, I must admit I did have a crying session when I was taken into the wards. The past five months in Estcourt have taught me to be stronger and independent from my parents as this is the first time not being under their watchful eyes, oh!! and nagging them constantly.

Coming to this institution has made me realize the situation of government hospitals and the challenges that they are facing daily. I always hear of people complaining about the hospitals and the state they are in, overall the bad service they receive, I have since realized that a lot is being done to improve service delivery.

The job of working in the health department is very stressful, I respect and dignify all of you guys at this institution. The past five months have been hectic for me but with the guidance of Mr. Mncwabe I have learnt a lot, he is so persistent and intelligent understanding and friendly, people walk into his office angry and leave relived because of his assurance of helping them. I have made a lot of new friends and the people here are so welcoming, I will be leaving this month as my time is up. I will miss everyone here and thanks for helping me and making my stay here so pleasant, the only thing I can complain about is the cold waking up is no joke!! This is in fact the only complaint. **THANK YOU!!!**

Nkosi Mncwabe

Once again, I present the second issue of our newsletter, its always a pleasure putting it together.

Firstly I would like to welcome our new Medical Manager Dr V Ngidi and our Assistant Manager Social Work Services Ms N O Ntintili, hope your stay will add value. This welcome also extend to all our new staff.

We are already in the second half of the year and before we know it, it will be all over. Financially this year is the most difficult, I'm sure most will agree with me. We all feel like our hands are tied because "there is no money". My advice is, lets try to do what we can with the limited resources at our disposal.

This year we have decided once again to enter for the Premiers Excellence Awards, although we haven't received the report from our last assessment, but the Batho Pele committee has already started doing some work on the principles and as one of the members correctly pointed out in one of the meetings, "we should start making Batho Pele principles the way of life, not just for the competition", well said Sister Hadebe. Furthermore, such an exercise has given birth to a number of brilliant ideas, I have been in dialogue with Estcourt News for them to reserve a space weekly in their newspaper where we will be giving information about health topics, this will help explain to the public how we do things in this institution and also create awareness on a number of health related topics.

Earlier this year, I did a staff satisfaction survey. I must say that the report received applause from the extended management. I was impressed by how the staff took the exercise serious and participated fully and gave their honest opinions on a range of issues from management to leadership, communication and equal opportunities etc. Since the report, we have seen some changes with regards to areas of concern that were raised in the survey. We are still doing some work to fully address all the concerns.

I have noticed that next to the dental clinic, there is some gym equipment, I am told that the CEO secured that, thanks boss. Now lets all utilize that so that we start practicing what we preach and start leading healthy lifestyles, so next time I go there, I expect to see people sweating. Also thanks to Sister Sibisi from occupational health.

I hope you enjoy this edition as much as I enjoyed putting it together. For comments please e-mail: musawenkosi.mncwabe@kznhealth.gov.za

IXOXWA NGEZITHOMBE



HANDS UP!! Employees from all departments are seen here stretching their muscles after a fun walk of about 1km. This walk was organized by the Occupational Health Nurse, Matron Sibisi to encourage staff to lead healthy lifestyles. After the fun walk, prizes were given for the people who arrived first, further more, every participant was given a number to enter to a lucky draw to win prizes from Nestle. This is a great initiative as it demonstrate to the public that we do practice what we preach. Keep it up!!



ON THE MISSION: Matrons with the CEO Mr B J Vilakazi during an evaluation session for the premiers excellence awards. We lost during the first round, but we will come back even stronger than before. Itshelejuba Hospital, watch out!!!!!!!



WELL DONE!!: Sister Mshengu from PHC is seen here accepting a certificate of appreciation from the Hospital Board chairperson Mrs O.E. Maree during a ceremony held at the boardroom to honor nurses who have been committed to their work even during difficult times.



IMBOKODO: Matron Mbele (Nursing Manager), Ms Ntintili (Assistant Manager, Social Work Services) and Dr Ngidi (Medical Manager) during the management team visit to all clinics under Estcourt Hospital. The CEO and HRM were also there.



HEAD GEAR!! Sister Moloi (Crisis Center) with Matron Nodada and Sir Mafunda during the head injuries awareness campaign. Wards were visited to educate patients about the dangers and how to prevent head injuries.

IXOXWA NGEZITHOMBE



WORKING TOGETHER: Traditional healers from Estcourt are seen here attending a meeting at the ARV clinic. The meeting was addressed by Mr Bongani Malevu, AIDS Counselor from ARV clinic.



TAKING NOTES: Before we kick started the child protection week campaign where a team of specialist in child protection issues visited the schools around rural areas of Estcourt, we started with educating our own staff about child protection.



CALLING ON THE LORD: Recently, the management invited various religious groups to come and give a prayer at the hospital. Priests and believers visited all wards to pray for the sick and later on there was a prayer for the staff too.



Staff singing during the prayer at the south wing left to right: Ms B Zuma, P T Nkala, Z Hlongwane, T Khumalo, G P Mcambi.



PARTNERSHIP: The cabinet resolution on the fight against HIV & Aids has seen different government departments (Social Development, Education and Health) identifying NIP (National Integrated Programme) sites in a form of NGO's that are already operating in communities. In Estcourt sub district, we have two of these NGO's namely BSSP and another in Weenen that are supported by the department of health. I was invited to address the BSSP AGM where various stakeholders and community members we present about the importance of such initiatives to fight the HIV & Aids pandemic.

FROM THE DESK OF THE HR MANAGER



Mr. Siphwe Ezrom Ndlela
Human Resource Manager
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Human Resource Department is divided into three Components i.e. Human Resource Practices (Supervisor Mr. SL NTOMBELA)

Human Resource Development Component: (Supervisor Miss VZ Hlongwane) and Staff Relations (Supervisor Mr. WTM Dlamini). In terms of the HR Department we have encountered some problems because there are gaps in terms of the norms and standards of the Institution.

We are trying our best to ensure that our Clients are provided with quality service delivery but again in terms of staffing in the Human Resources Department we have some problems. The issue of salary levels is also problematic where each and every time employees are seeking greener pastures and attending interviews from time to time and when they get posts it is quite difficult to keep them because of the unavailability of senior posts. My understanding is that in the Human Resource Department you need to have employees who are knowledgeable and capable of doing their work since the HR Component is the backbone/engine of the Institution and once you don't have that component the institution is dead. To add more, it is also difficult to provide quality training on a day to day basis because we are always busy in the component in terms of service delivery.

Recruitment:

We do not have a problem in terms of recruitment because approximately 80% of critical posts have been filled.

Challenges:

In terms of the allocation of budget, we are struggling since our hands are tied and the implementation of OSD was done without the proper allocation of budget.

We are still in the process of recovering overpayments emanating from the implementation of OSD.

Employees that were working e.g. Maternity Unit as of 30/06/2007 were given a once off adjustment i.e. R 160 470 and to the surprise of all Institution, a Circular was issued with instructions to reverse the exercise.

We have established an audit team to prevent fraud and corruption in the Institution including all Components. A great challenge we are facing in terms of staff retention is that we do not have sufficient accommodation but we are trying our best to give preference to scarce skills employees where accommodation is concerned. Thank you.



LISTEN UP!! Sister Ngubane (3rd from right) orientates delegates from the Hearts of Compassion, an NGO based in Wembezi location who visited the hospital to experience the process patients go through while accessing services at this hospital.

A LETTER TO THE EDITOR

Dear Sir,

Through the medium of your newsletter, we would like to thank all the staff of Ward 1, Ward 2, Doctor Zulu and Doctor Malahlela for helping us during our time of need.

When our loved ones were sick, you treated them with care not only because they are related to staff members but from what we experienced all the patients were treated with great care. It is encouraging to see that even with huge challenges, there is still a number of health workers who go an extra mile to ensure that they give quality care to their patients. May god bless you all and may you prosper with your care of patients. Job well done. Thank you very much.

From:

Gayleen van Tonder, Phili Ngcoya and Wiseman Mfuphi.

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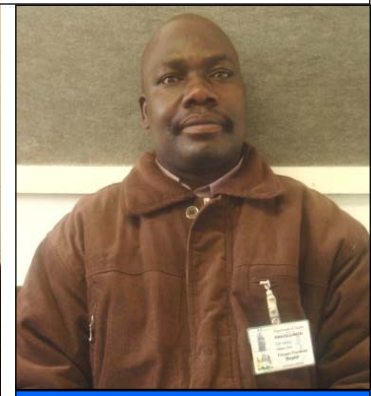
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A TIE, TWO EMPLOYEES WON THE EMPLOYEE OF THE MONTH AWARD FOR JUNE 2008, HERE THEY ARE



Mr. Sbusiso Mbhele
OPD



Mr. Xolani Mkhize
Admitting

FOCUS ON OUT PATIENTS DEPARTMENT

OPD has tried to combat the problem of shortage of doctors by ensuring that all our very ill patients receive immediate management to alleviate pain and reserve life.

We have an intensive in-service education and training programme through which we share knowledge and skills. OPD and CASUALTY is a very busy department indeed and screening and proper sorting of patients is still a challenge, made worse by the shortage of doctors. Teamwork and effective communication has played a major role, we are able to sit down monthly and conduct peer review to promote psychological and professional development, so that the team spirits are lifted.

On allocation to our department, a staff member receives training on resuscitation procedures. Then there is a weekly program where we discuss all emergency conditions and their management. We have gone as far as bringing protocols from tertiary institutions to be available for use in cases of emergency.

The staff in OPD works competitively towards obtaining recognition for the best employee of the month and the best part about this practice is the fact that they themselves do the selection, not the unit manager. The efforts they put on their daily management of patients is seen on the reduction in the number of

deaths and early recovery of patients being stabilized.

We accept both positive and negative criticism; we sit down and discuss our short comings until we reach a solution.

A clinical area is a learning field, where it is inevitable to avoid mistakes; we accept our shortcomings and make means to prevent future occurrences through communication. We are all learners; you learn something new everyday from the least expected category. We hope that everyone allocated in this component enjoys working hard and accept challenges because its all you need in order to cope.

Before we depart, we are in the process of establishing a diabetic clinic in OPD, which we aim to reduce the number of diabetic emergencies from which death results. We would like to have a high care room that we can use when stabilizing patients prior to admissions and transfers. We have made several requisitions for emergency equipment, which we hope to receive soon; it should develop our hospital staff to work in a high care area. Help us maintain high standards of nursing care by being more open minded !! End.

Report by Sister Xulu, OPD.