



# EZASEMTSHEZI

ESTCOURT DISTRICT HOSPITAL NEWSLETTER

OCTOBER 2009

## WE BID FAREWELL TO MATRON NODADA AND SISTER MTHEMBU

LEFT TO RIGHT: MATRON NODADA, SISTER MTHEMBU AND MATRON NODADA'S DAUGHTER



Very few people get to experience the day when they take a hard look at their careers and say "this is it, I retire". This emerges from two realities, the first is the fact that the life expectancy of human beings in the world in general and in South Africa in particular continues to drop way below the retirement age. Chances are, 80% of people will die before they reach the retirement age.

Most people will want to postpone retirement for as long as possible due to challenges that come with retirement. What makes the decision to retire so difficult is the fact that you are going to stop doing the one thing that you have done for your entire adult life, that is work. Retiring gives one an opportunity to reflect on the past, if the decisions you took were the correct ones and if the career you chose was the right one and how that has had an effect on your entire life. Its when you look at success stories, achievements and missed opportunities.

If you had made a positive contribution towards your job, you look back and be proud of yourself, this is the case in point with Matron Nodada and Sister Mkhize who both retired at the end of August.

"we saved lives in this small theatre", said Matron Nodada who worked at the theatre before becoming a matron, she was talking during their farewell party which was organized by staff from CSSD and Theatre. A soft spoken Nodada with mountains of wisdom, is a very fast walking old lady, in a sense that her colleagues gave her names such as "Skheshe" "springbok" to illustrate her energetic approach.

In a career that extends well over 30 years, you can tell from her insight that she has seen it all. "Today, everything is easy with all this technology and equipment which assist in making nursing work more easy" she said when asked what has changed since she joined the profession. "We worked under difficult conditions, but we loved what we were doing despite the challenges politically, socially and work wise", she said this when making the point that nursing has lost its good reputation due to the new generation lacking in care and commitment to the profession. "She was always approachable and always ready to listen, we will greatly miss her humbleness" said one employee when asked about Nodada's leadership skills.

"Ethel, you are a model, not only to us, but to everyone" said a colleague from CSSD of Sister Mthembu's work. Sister Mthembu has been a nurse since 1968. Throughout her career at Estcourt Hospital, she has worked in almost every ward. Due to health problems, she requested to be located at CSSD.

Staff from CSSD and Theatre prepared a lovely meal for the two who were also accompanied by their respective daughters. Moving Speeches were also given by well wishers and former colleagues. We were then entertained by a veteran maskandi crew called "Gatsheni and the Bees" whose lead singer, Gatsheni happens to be Estcourt Hospital employee.



## ESTCOURT MEN MARCH TO RAISE AWARENESS



Protesters Marching Through Harding Street

The town of Estcourt came into a standstill on the 24th of July 2009 as Men marched in the CBD to raise awareness and take a stand against Children and Women Abuse.

A strong crowd of men from participating government departments, private businesses, NGO's, the SAPS, Umtshezi Municipality carried placards and banners with different messages directed at raising awareness about child and woman abuse.

The idea, which was Ntokozi Nxumalo's brainchild saw a sizable number of government departments, local businesses, NGO's, youth organizations, churches, private companies, and local Municipality coming up with strategies to make this event a success.

Resources were pulled together from respective partners. The permission to hold a march was granted by the Municipal Manager. The march which convened at the corner of Lorne Street and Harding Street had a strong police presence from SAPS to Army Police, RTI and Umtshezi Municipality Traffic and Security Departments.

Speaking to Radio 2000 on Kenny Niemach and Bertha Churumba's midday show, Msawenkosi Mncwabe highlighted the need for men to take an active stand against Women and children abuse. "We want to send the message out there that real men do not abuse" alluded Msawenkosi.

The march proceeded from Harding Street to Princess Park at the outskirts of the CBD where a crowd of men were waiting to be addressed. The M C for the day was our own Mandla Shabangu who marshaled the proceedings throughout. He led a peaceful march from the bowling club chanting, dancing and singing songs condemning abuse of any kind.

There were speakers from different organizations including the Estcourt Magistrate Court which was represented by Senior Prosecutor Mr. Manu Machaba. Mr. Machaba highlighted the criminal procedure that is followed when abuse has been reported. A memorandum was handed to the SAPS.

The event will be an annual event which will see a variety of activities in the buildup to the main event. These activities will include visiting schools, rural communities, etc to drum up support and raise awareness. Special thanks is given to Ntokozi Nxumalo.



SAPS ensured security



Nestle were our corporate partners.

## HEALTH CORNER: CERVICAL CANCER

### PREVENTION IS BETTER THAN CURE

An Open Day for Cervical Screening took place on the 30th of September 2009. This marked another successful event for Estcourt District Hospital.

Sixty-three clients had pap-smear done. Eighteen clients had breast examinations done and five clients were referred to the doctor for other related conditions.

The support from staff of GOPD was overwhelming.

### THOUGHT FOR THE MONTH

**If you were about to die now, and had one phone call to make, who would you call? And what would you say? What are you waiting for now?**

**Make that call while you still can.**

**We must all try to learn to forgive.**

**Waseelah Adams.**

### Cervical Cancer Screening Update

Cancer of the cervix represents a success story for the early detection and treatment of cancer.

The mortality rate from Cervical Cancer has decreased by more than 70% over the past 40 years. The decreased mortality is due to the simple pap-smear testing that is done to women over the age of 35.

This is a very simple and pain free test which samples the surface cells of the cervix. These cells are transferred onto a clean glass slide which is then submitted to the pathology laboratory for further analysis.

Unlike cancer of other body parts, early pre-cancerous change of the cervix can be detected easily using the pap smear. Most patients will have a negative or normal pap test. Sometimes the pap test reveals evidence of infections with Candida / thrush, herpes and HPV (Human Papilloma Virus).

The presence of HPV and herpes and syphilis has been linked to the development and progression of cancer of the cervix.

The detection of abnormal cells alerts one to the possibility of early pre-cancerous change. It is at this stage that cancer of the cervix is entirely preventable by simple treatment.

**Report by: Waseelah Adams, Deputy Nursing Manager**

## HUMAN RESOURCES REPORT

### APPOINTMENTS FROM MAY TO OCTOBER 2009

L P Xhalisa—Principal Human Resources Officer  
G C Buthelezi—Chief Human Resources Officer  
S N Ncwane—Social Worker  
Z K M Lushaba—Social Worker  
T P Nsele—ENA  
N Y Mahlobo—ENA  
A N Dlamini— ENA  
S Q Mbongwa—Human Resources Officer  
B P Sithole—HRO  
T C Myaka—HRO  
T C Ngema—HRO  
S t Mtshali—HRO  
N M Ntombela—ENA  
H Beaten—Doctor

M S Dlamini—HRO  
M Jager— Doctor  
KLM Priem—Doctor  
V E N Madida—Professional Nurse  
J T khumalo—Professional Nurse  
B I M Mkhwanazi—E N A  
T P A Mthembu—EN  
B L A Mabaso—EN  
C B Clements—Professional Nurse.

### TRANSFERS (IN/OUT)

T B Sithole - Social Worker, From Ladysmith Hospital

M B Mabaso—Prof Nurse, St Aidens Hospital  
Z Bezane—Prof Nurse, Mental Health Unit.

### RETIRED

M O Ngwekazi, Operations Manager, Gate Clinic  
M N Nodada—Zonal Matron, Nursing Management

## OFFICE OF THE PREMIER GIVES FEEDBACK ON PSEA'S

On the 6th of September 2009, Estcourt Hospital was paid a visit by representatives from the Office of the Premier led by Mr. Mafezwe Khanyile who is responsible for Service Delivery Improvement in the KZN Provincial Government. This visit was a feedback after Estcourt Hospital won a silver award at the 2008/09 Premiers Service Excellence Awards held at the ICC on the 7th of April 2009. The feedback looked at the evidence that we provided and moderators and assessors comments on how we can improve in the future. We publish some of the comments made by both the assessors and moderators in various Batho Pele principles.

### 1. CONSULTATION

**Assessors comments:** There is evidence that the institution has implemented various methods to enhance consultation. There is a need to provide more information on SDIP as it does not have targets and resources as well as budget and indicators. This principle was addressed adequately with direct and an intense evidence to substantiate their performance.

**Adjudicators comments:** Consultation is undertaken in order to source clients input which should then be used to set priorities and improve service for users. Judges found that there is some connection between consultation input and targets. There was good evidence of the hospital consulting its customers in various ways.

### 2. SERVICE STANDARDS

**Assessors:** Compared with the assessment report of previous year, there is a lot of improvement. There is no baseline on budget, targets and indicators. There was moderate evidence on comparison of the institution with other organizations within the district.

**Moderators:** A gap was identified in the SDIP, there should be a clear difference between current status and desired standard to say "this is where we are currently, but we would like to improve to this specific level" and part of this should be based on the input from your clients. Service standards are displayed throughout the hospital for clients information, however, there is no evidence of clients input in setting of these standards. There was also no evidence that the performance against standards is monitored regularly. The Service Commitment Charter needs some attention in that it indicates generic and not specific client care standards. Feedback from clients was very good. They are happy with the efficient and effective service that they are getting from the hospital.

### 3. ACCESS

**Assessors:** Part of the recommendations on previous assessments was a need to improve signage and there was great improvement of access in terms of signage and user friendly directions within the facility. The SDIP for this principle does not include costing or targets. A lot of good, direct evidence was made available to the assessors thus this principle was fairly addressed.

**Adjudicators:** The impression of the judges was that the hospital is accessible to its patients in more ways than one and a lot of good has been done by the hospital to ensure that this principle is implemented.

The physical location of the hospital makes it easy for patients to access the hospital. It is situated along the main road and there is an excellent public transport system that links them to and from the town of Estcourt. Access to hospital for people with most disabilities is excellent.

The entire hospital has on ramps and there is a dedicated person who provides information to all customers on their arrival at the main hall and help desk.

The rehabilitation team visits all clinics on a regular basis and the hospital is even able to provide an affidavit facility at the hospital.

There is good signage throughout the hospital and this is in both English and IsiZulu. Patients rights are displayed in all wards of the hospital.

The motion censored bridge with a robot assist people on wheelchairs.

### 4. COURTESY

**Assessors:** There is evidence of implementation of courtesy on improvement of standards. There is also evidence that staff members are courteous as they deliver services and is largely due to good training that is continuously provided to them. There are challenges of inadequate recording thus reporting and direct evidence to support incidences is not well presented.

**Adjudicators:** The hospital has a code of conduct in place and there was good evidence that this is being practiced by the hospital. Customers felt that the hospital is treating them like guests, the surroundings are impeccable and this helps a lot in their healing process. The hospital has excellent telephone etiquette and staff training on customer care has been undertaken by staff. Even though there was no specific courtesy standards, issues related to courtesy were well covered in different documents like the service commitment charter. The wearing of name tags and the commitment to the dress code at the hospital is a way of life. Well done on sending staff to a sign language course in order to enable them to communicate with the deaf members of the community.

### 5. INFORMATION

**Assessors:** Evidence to indicate quarterly achievements on SDIP challenges could not be found. An excellent effort was made in putting the evidence together. Most of the evidence was moderate and direct.

**Adjudicators:** The hospital has a user friendly and easy to follow information kiosk that provides valuable information to all customers visiting the hospital. There is also an internal quarterly newsletter and annual reports on both languages displayed at the hospital notice boards. There were gaps identified in the service delivery documents of the hospital: The Service Commitment Charter and Service Standards in the SDIP had vast differences. Customers were generally happy with the information provided to them.

## OFFICE OF THE PREMIER GIVES FEEDBACK ON PSEA'S

### **6. OPPENESS AND TRANSPARENCY**

**Assessors:** There is evidence of impact after activities. The team indicated a great improvement from previous years performance.

**Adjudicators:** The annual report for the hospital was based on the statistics and linked to the strategic planning session and not the service standard and this is a gap. Information on the hospital, the organogram, costs involved in the running of the hospital are all made available to the staff and customers but there was no evidence of an effort to solicit the views of customers and staff on this.

There are attempts to have clients focus groups to discuss pertinent issues and there is cordial relationship with organized Labour.

### **7. DEALING WITH COMPLAINTS**

**Assessors:** It is evident that there are efforts to deal with complaints as there are suggestion boxes, complaints procedure in both languages placed at strategic points. There is no evidence of an analysis of complaints received and trends to avoid the reoccurrence. Though the SDIP does not have targets, there is remarkable improvement from previous years performance.

**Adjudicators:** there are suggestion boxes in place and these are monitored on regular basis by the PRO. There is a documented procedure in dealing with them which is well understood by all staff members and it complies with Batho Pele requirements.

Complaints received by the hospital are analyzed in depth to curb the recurrence of similar mistakes. There was mention of staff suggestion box but there was no evidence to support the claim.

Again, the SDIP document requires a lot of work, it is only a statement of what services will be provided.

### **8. BEST VALUE**

**Assessors:** There is moderate evidence provided by the institution to improve the financial status of the institution in improving service delivery. It was good to see that the hospital complies fully with Public Finance Management Act in the procurement of goods and services.

**Adjudicators:** The hospital has cameras in place that helps in the prevention of theft, fraud and corruption. There are good initiatives of cutting costs e.g. the boiler that was used 24hrs thus using a lot of power has been limited to a day use only. Vehicles entering and leaving the hospital are searched by security and there is a sponsored gym for staff.

### **9. ENCOURAGING INNOVATION AND REWARDING EXCELLENCE**

**Assessors:** There is adequate evidence that support implementation of this principle and evidence is direct and moderate. There is a need for proper communication on expected deliverables so that staff is able to perform at their best. An environment conducive for creative innovation ideas from all staff members must be encouraged by management structures.

Teams must be clearly assessed on their performance in achieving the Service Commitment Charter standards and targets. There was no evidence to support individual recognition and there was lack of evidence for support of groups.

**Adjudicators:** Most staff are motivated and recognized for their contribution towards improving service delivery by means of a formal reward system (employee of the month/ year awards) even though the hospital does not have a reward policy in place. More should be done to solicit ideas from staff.

### **10. LEADERSHIP AND STRATEGIC DIRECTION**

**Assessors:** There was no evidence of Personal Development Plans for leadership. though the organization has a plan on implementation of each principle, there is moderate evidence on quarterly monitoring of each principle.

**Adjudicators:** This hospital has had a lot of challenges over the years, financial constrains from the department of health that has resulted in low staff morale, staff shortages, skills shortages, burden of diseases and shortage of critical facilities. This has led to the hospital having to prioritize by putting on hold all non-core activities and only prioritizing patient care. Management and Extended Management meetings are held timeously, Employee satisfaction surveys done, Batho Pele training attended by staff, unit managers and supervisors attend all meetings, disciplinary letters and disciplinary code in place. There is evidence of a Trust Fund for Employees. Besides the challenges faced by the hospital, the CEO and Management were able to get the whole team to stay within the plan and went on to achieve a Gold award with the department of Health for delivering excellent services to their clients in line with Batho Pele principles.

### **11. SERVICE DELIVERY IMPACT**

**Assessors:** Though there is evidence that the organization is making efforts to implement Batho Pele principles, the surveys conducted do not cover all principles. Even though there is mention of open days that were conducted, there was no supporting evidence to substantiate the claim.

**Adjudicators:** It was good to see that the hospital source the patients sentiments about the way in which services are rendered by the hospital by way of them filling the form that rates the service received. Another good initiative is that of embarking on several initiatives to improve access to services and these include a list of interpreters who speak different languages who are a phone call away should there be a need for interpretation.

The hospital has five mobile units that take healthcare to the remote rural community that cannot get to the hospital. Unlike most hospitals, there are no benches at the hospital. Patients seat on comfortable arm chairs and this was one suggestion which came from a suggestion box. Overall, there is excellent team spirit evident in the hospital and the team is achieving a lot under strenuous circumstances.

## THE PHARMACY TEAM GOT BUSY WITH THE PHAMARCY WEEK



The pharmacy week, which was held from 7-11 September saw a variety of activities in a buildup to the main event which was held at Bhekuzulu Self Sufficient Project to mark its end. The community experienced a mobile hospital where all relevant health professionals were there to screen, prescribe, and refer patients. A colourful event, which was organized in collaboration with a pharmaceutical company Bristol Myers-Squibb and NGO BSSP was a great success. During the week, old age homes, community centers and schools were visited by the team.

OLD CROAKS GAINING MOMENTUM



**Standing**, left to right: Sbongile “Woza Weekend” Ndaba, Msawenkosi “Walk Tall” Mncwabe, Bheki “Walala Wasala” Zimeme, Anton “Shakes” Mbatha, Raju “Zane Moosa” Ramsamuju, Sipho “Mr Cool” Ndlela.  
**Kneeling**: from left to right: Busani “kiss me twice” Ndaba, Mawele “Shintsha Guluva” Mafunda, Mlindeli “Skhwivili” Sibisi, Ronnie “Ta Rox” Shabalala and Nigel “Rho” Rodi.

Princess park sports grounds has become a battle fiend twice a month every Wednesday afternoon where the Old Croaks of Estcourt hospital lock horns with Estcourt Hospital football team. Old Croaks, a newly formed team which is made up of “not so active anymore” players has Mr B J “The Boss” Vilakazi, the CEO, at the helm as head coach.

September 30 was the teams second fixture which saw an improved Old Croaks going down 6-0. The fixture saw the Old Croaks loosing with an undisclosed score. “Our intention is not to win games at the moment, we need to build this team and find our rhythm” said the team captain Ronny “Ta—Rox” Shabalala when speaking to the back page of their dismal show.

Estcourt Hospital football team have had field days in both matches, dribbling, passing and scoring goals freely. They have used these past two games to prepare for their away game to King Edward Hospital in Durban. Speaking to the back page, Khe, their top marksman, highlighted that they are just trying different combinations to find a winning formula. Their last away fixture was to a visiting Ceza Hospital who seemed too strong for the home side in a 6-1 thriller at Lamberd Park last month.

Old Croaks FC had a bad start in the first half where they were caught ball watching and the Estcourt FC put past 3 goals in 30 minutes. “you are holding on to the ball for too long, you need to release the ball, also, you try to take on them whereas they are more fit and more speedy than you” said the head coach, Mr. Vilakazi.

During the second half after team talk, the side showed much improvement when they managed to complete five passes and threatening to score. Old Croaks strikers, Nigel “Rho” Rodi and Msawenkosi “Walk Tall” Mncwabe had eight chances between them. Rodi was let down by first touches whereas Mncwabe took four shots at goal, with two of them wide and one blocked by the keeper and the last one denied by the pole.

We need depth in the team, said Sipho “Mr. Cool” Ndlela who was holding the center, producing those much needed through balls. “If we are to be a formidable side, we will have to sign more players and focus on training to build physical strength and stamina”, he said of the teams lack of speed and fitness. We wish Estcourt Hospital FC and Netball team well in their away game to King Edward Hospital on 3 October 2009. Do us proud out there.