

OVERVIEW OF SIX MONTHLY REPORTS

SPECIAL POINTS OF INTEREST:

- Stanger Hospital is a referral hospital and patients are requested to start at their local clinics.
- Patients are urged to keep their appointment dates.
- Hospital visiting times are 12h00-14h00 and 18h00-20h00

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Stanger Hospital had its Six Monthly Reports presentations from all the components of the institution. The main purpose of these presentations was to find out how the departments have done in the past six month. It was also to find out about the challenges faced by various departments so as to come up with ideas as to how to improve the situation.



These presentations re-inforced the importance of teamwork and the understanding that one component/unit cannot make it on its own; without each other service delivery will be impossible. Gaps/shortfalls were identified and it was suggested that each one teach one especially because we are gifted in different things and therefore by sharing departmental experiences we can improve. The issue of communication came as the most important issue as well. Although the word communication is very broad and therefore it means it is important to communicate with your fellow colleague and to seek guidance where your shortfalls are so that the client/patient will receive not just satisfactory but excellent service. That is why it is vital to give in-service training where a gap has been identified.

All departments presented their achievements and challenges. Some of the challenges were that of having one doctor for both in- and out patients in TB unit which

sometimes makes it difficult to reduce patients waiting time. The other one was that of ARV defaulters. It was then concluded that there are many factors contributing to this one; however since dispatching ARVs to clinics is to be implemented in December this problem would be resolved. The Department of Health is emphasizing on Taking Services to the Community so

that they will have no reason not to exercise their right to health care because it will be within easy reach.

As it was mentioned earlier that these presentations were somehow an eye opener to everyone who attended them. This is because everyone thought his/her component was challenging but not quite sure of the amount of stressful work done by others. The EAP Practitioner came at the right time because staff members need his services time and time again.

Stanger Hospital Management team is very proud to work with such committed staff and they acknowledge that staff members sometimes go the extra mile to make sure that the community get good service they are entitled to.



Editorial Comments

I feel honoured to be given this opportunity to write an article for my first time ever in the Newsletter. I am very happy to be a part of Stanger Hospital, I hope it is going to be a learning curve for me. I expect to learn more about Batho Pele Principles and to see them being implemented, I am hoping that there is still so much ahead and I am also hoping that being in this institution will help me to grow professionally and equip me with necessary skills to perform at an optimal level. It is amazing how everyone makes you feel welcome!! I like the fact that there is a spirit of togetherness.

Miss L.Ntenga—PRO Intern

A CUSTOMER IS...

The most important person to come into this organization whether in person, on the phone or by mail. The person who ultimately pays my salary, I really work for him.

Not someone with whom I should argue. Dale Carnegie said: "The only way to get the better of an argument is to avoid it" especially as far as customers are concern.

Someone with whom I must learn to be patient, even if he is not always patient with me. I can easily control my life by controlling how I respond to situations.

Someone who has biases and prejudices just like I do. He may not like my hair; I may react to his comments.

Someone I take care not to offend. Even when he is wrong, I point out the mistake indirectly and Politely. Someone who is sometimes a challenge. I face the challenge and am glad when I can turn a frown into a Smile.



Someone who is very special. He is my customer for a few short minutes, and I focus on serving his needs 100% when I am helping him.

Some one with whom I will go the "extra mile". He may not realize it, but realize that the difference between mediocrity

and excellence is just 10%.

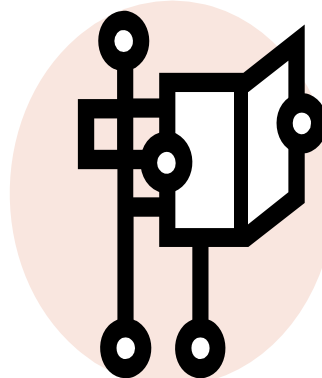
Rebecca L. Morgan



Miss Nontobeko Ndlela:
Public Relations Officer

The Tate Family

You may have heard of the Tate Family. They are in every organisation. There is Dic Tate, who wants to run everything; Ro Tate is always trying to change things; Agi Tate stirs up trouble whenever possible—with the help of Irri Tate, who is always there to lend a hand. Every time new ideas are suggested, Hesi Tate and Vege Tate are there to say that can't possi-



ble work! Irri Tate loves to be disruptive and Poten Tate wants to be a big shot. But it's Facili Tate, Cogi Tate, and Medi Tate who always save the day and get everyone pulling together!



"Never let other people on your limitations or capabilities. There will be those who will say you are not smart enough, old enough, or young enough. Don't listen. You can set your heart and mind to accomplish anything"

Open Day for Groutville Clinic



Abaphathi besibhedlela I Stanger-L-R: Dr David Perkins (Medical Manager), Mrs Neela Naidoo (PHC Co-ordinator), Dr Adri Mansvelder (CEO), Ms Lindiwe Dlamini (Assistant Nursing Manager) and Mr Steve Govender (Finance & Systems Manager)



Umphakathi waseGroutville

Umphakathi wazwakalisa ukuzwelana nabasebenzi baku-lomtholampilo, njengoba izakhiwo zawo zincane nje. Waveza ukuthi abasebenzi baphatheka kabi uma ingasekho indawo yokulinda iziguli bangabe besazi ukuthi bazokwenzenjani. UMnumzane Fakazi wabe eseyachaza ukuthi kusezinhlelweni ukwakhiwa komtholampilo othe xaxa.

Mhla zingu-25 kuMfumfu 2007kwakuwusuku olukhulu kakhulu emphakathini wase Groutville namaphethelo, lapho wawuphelele ngothi lwawo ukuzozwa kabanzi ngezinsiza senzo ezitholakala emtholampilo wase Groutville njengenxenyesebenzisa lomtholampilo phela.

Inhloso enkulu kwakuwukuthola izingqinamba abahlangabezana nazo uma bevakashela lomtholampilo, kanye nokuzwa uvo lwabo mayelana nezinhlelo ezintsha ezenzeka emtholampilo. Ikakhulukazi njengoba kwakukhona nabaphathi besibhedlela sase Stanger nokuyisona okudluliselwa khona iziguli zakulendawo yase Groutville.

Ikhansela lendawo uNkkz Mhlongo wamukela umphakathi wonke nezihambeli zalomcimbi; washo futhi ukuthi kuyintokozo nakuyena ukuba yingxenyesebenzisa njengoba engomunye osebenzisa lomtholampilo wase Groutville.

Olunye ulwazi olubalulekile lwalumayelana nokutholakala kwemishanguzo yeggcwane lesandulela ngculazi emtholampilo; njengoba umphakathi waveza ukuthi ngesinye isikhathi ababinayo imali yokugibela baye esibhedlela.

Umpathi sibhedlela udo-kotela Adri Mansvelder wachaza ukuthi kubonakele ukubaluleka kokuthatha izinsizasenzo zilethwe emphakathini; yingakho-ke kusezinhlelweni zokuthi itholakale imishanguzo yesandulela gciwane kulomtholampilo. Uma izinto zihamba ngendlela lokhu kungaqala ngenyanga kaZibandlela.

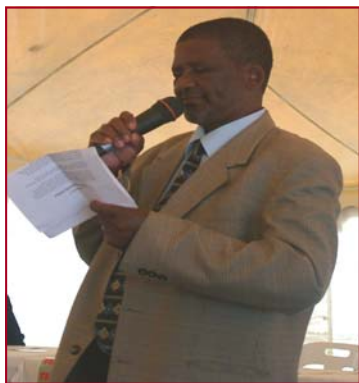


UNkk Kini Lubanyana: Usonhla-lakahle osebenzela esibhedlela e Stanger

Abasebenzi balomtholampilo baba nomdlalo weshashalazi okhombiza ezinye zezinkinga umphakathi ohlangabezana nazo ekhaya. Lomdlalo wakuveza ngokusobala ukuthi kuningi okusafanele kwenziwe ukuqwashisa umphakathi ukuze wamukele ukuthi zikhona izifo eziwubhubhane; kanti kubalulekile ukungacwasani.

Isikole samabanga aphantsi I Aldenville sajabulisa umphakathi nezihambeli ngokushaya indlamu. Kanti onompilo bona benza umdlalo weshashalazi okhombisa izimo abahlangabezana nazo uma behambela imindeneni ehlukahlukene. Umphakathi wazuza lukhulu ngalolusuku njengoba yonke imibuzo ababenayo mayelana nomtholampilo nangesibhedlela yaphenduleka.

“One important key to success is self-confidence. An important key to self-confidence is preparation.”

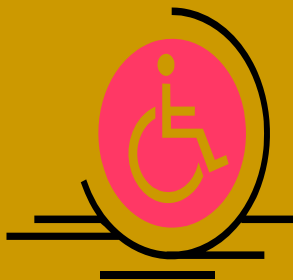


Mnuz Meshack Fakazi: Usihlalo wekomiti lomtholampilo

Be Aware Of Stroke



Banner by Hospital Rehab team



*“Forget your age
and illness/
disability, live life
beautifully”*

The Physio, Speech and Occupational therapy departments at Stanger Hospital held a Stroke Awareness Function at the R A Moodley Home for the aged on the 12th October 2007.

The event targeted stroke patients, their families and the elderly. The aim of the event was to educate the public especially the aged, on stroke, diabetes, hypertension and heart disease. It focused on prevention of disease and promoting a healthy lifestyle.

Information booklets and pamphlets were given to everyone who attended this awareness. Healthy eating information as well as Diabetic diet sheets were distributed to those who attended. Pamphlets included information on exercise and healthy living.

Talks were given by the Physiotherapy, Speech and Hearing and Occupational Therapy departments on their roles in preventing and treating stroke as well as the other above mentioned conditions. They also emphasized their willingness to help individuals and families who were affected by stroke as well as giving them contact details of their departments.

Live entertainment was provided by Tamizo Records. Screening of blood pressure, blood glucose levels as well as body mass indexes was done by nurses from Primary Health Care.

High risk patients were identified and told to visit their



Residents were screened by PHC nurses for hypertension and diabetes

local clinics for further assessment and management.

The day was closed by a vote of thanks by Nwabisa Jenkins from the Speech Therapy department. Refreshments were provided by the R A Moodley Home.

Story by Sunder Maharaj: Chief Physiotherapist



Miss Nwabisa Jenkins: Audiologist explaining the role of Audiologist in Stroke Rehabilitation

Group members from R.A. Moodley Old Age Home



Rehab Team with members from R.A Moodley Old Age Home



Pharmacy Week 2007



Pharmacy Banner

The huge hand-painted banner with the Pharmacy Week logo and graphics displayed at the entrance of the hospital; the elegant drapes adorning the pharmacy outpatients waiting area; the electronic sign shouting out Pharmacy Week messages in English and Zulu; the posters pasted on all the walls – this was the start of the Pharmacy

Week buzz that pulsated from the Stanger Hospital Pharmacy Department to the clinics, schools and the community!

Stanger Hospital Pharmacy Department embarked on a successful outreach programme highlighting and promoting the theme: “**Change your life – Make healthy choices**”.

What is Pharmacy?

- ◇ Pharmacy is a health professional concerned with medicines from discovery to the point of use.
- ◇ It is the practice and science of preparing and dispensing medicines and the delivery of pharmaceutical care
- ◇ It involves compounding and dispensing of medicines, control and distribution of medicines, assurance and efficacy of medicines as well as advice to the public on matters pertaining to health and use of medicines.

How did pharmacy originate?

- ◇ Drugs in the form of vegetation and minerals have existed for a long time.
- ◇ Human disease and man’s instinct to survive have through the ages, led to their discovery.
- ◇ Instincts of primitive man was to relieve the pain of a wound by bathing it in cool water or by soothing it with a fresh leaf.

What are the Career opportunities?

- ◇ Pharmacy is one of the most versatile professions in the science field and there are many career opportunities available such as:
 - * Community
 - * Hospital
 - * Industry
 - * Wholesale
 - * Administration
 - * Academia

What is Community Pharmacy?

- ◇ Supply medicines with prescription or OTC
- ◇ Counselling of patients on the safe and rational use of medicines
- ◇ Health promotion programmes
- ◇ Clinical evaluation and treatment of certain conditions – BP, glucose and cholesterol monitoring

- ◇ Veterinary medicines, family planning, drug abuse, photography, etc.

What is Hospital Pharmacy? (Public and Private Sector)

- ◇ Obtaining, storage, safe-keeping, bulk compounding and dispensing of medicines
- ◇ Specialised services like admixing for chemotherapy, sterile preparation
- ◇ Provision of advice to patients, colleagues and other health professionals
- ◇ financial / personnel management

What is Industrial Pharmacy?

- ◇ Research in cosmetics, the food and drink industries
- ◇ Development and production
- ◇ Quality control of pharmaceutical preparations

What is a Wholesale Pharmacy?

- ◇ Supply pharmaceutical and medicinal products to health care institutions
- ◇ Proper organisation and management of business
- ◇ Source of information
- ◇ Research
- ◇ Community Service

What is an Administration Pharmacy?

May serve on : South African Pharmacy Council – regulating pharmacy profession and advice to government on pharmaceutical matters

- ◇ Medicines Control Council – ensure optimal safety, quality and therapeutic efficacy of medicinal
 - ◇ Sourcing, purchasing and quality control of raw material
 - ◇ Registration of products with the Medicines Control Council
 - ◇ Marketing and Sales
- ## What is an Academic Pharmacy?
- ◇ Involved in Teaching, research and Community outreach
 - ◇ Must have a zest for knowledge, patience to teach and communication skills.



Pharmacy Help Desk

Compiled by: Aruna Ramdhane—Chief Pharmacist



Some of pharmacy staff members

Oral Health Awareness



Dr Bux: Head of Dental Clinic

On the 06th of September 2007 Dental Clinic Department held a Dental Health Awareness at Chief Albert Luthuli Technical Centre in Groutville.

provided the learners with important life skills which will guide and help them to protect themselves from being abused. There was a representative from SANCA, Mrs G Stuart who informed the learners about alcohol and drugs, in particular about the risks and consequences of using drugs. The other speaker was Mrs Busi Khoza from diabetic clinic who spoke about risks of diabetes especially with regard to dietary restrictions.

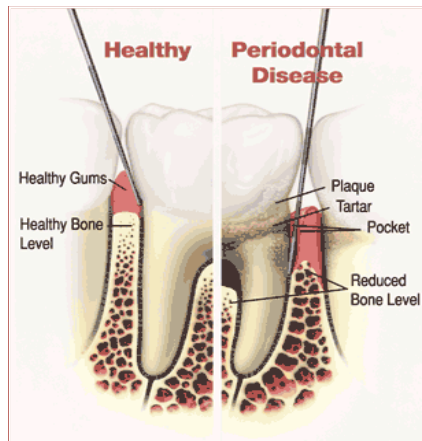
Among the



Cllr Welcome Mdabe: Ilembe District Municipality

This event was attended by 2000 learners and 150 adults. Dr Bux welcomed the guest and learners, he emphasized on the importance of Oral Health to the overall health. Inspector J.G. Khoza from KwaDukuza SAPS was the programme director. He kept the learners entertained and reminded them to abstain from drugs and substance abuse and the importance of Oral health.

The Mayor of the Ilembe District Municipality Cllr Welcome Mdabe was the guest speaker for the day. His emphasis was on maintaining good oral hygiene and being aware of learner's rights and to be alert of child abuse. Ms Vuyo Shinga (Oral Hygienist) spoke on Oral Cancer awareness; the causes and consequences. She thanked the teachers for their enthusiasm and also the children for the active participation in oral health activities.



activities that took place were stage plays done by learners with the emphasis on healthy lifestyle for healthy mouth. Learners who participated in the competition were awarded with prizes. The message was Healthy Lifestyle for Healthy Living, Healthy Mouth for Healthy Lifestyle and that Oral Health is important to your overall Health.



Oral hygiene tips

- ▶ The toothpaste
- ▶ The toothbrush
- ▶ Brushing
- ▶ Flossing
- ▶ Nutrition hazards
- ▶ Healthy nutrition
- ▶ Healthy snacks
- ▶ Bad foods

Mrs Zama Maxhakana: the Principal Social Worker

Oral Hygienist—Mphumulo Hospital (Miss L Mdunge), one of the teacher's from the winning school and Dr N Mkhize from Ndwendwe HCH

Cllr Mdabe and Dr Bux with some of the learners from different schools



Safety At Work

To provide a safety and healthy environment for staff and those who may be affected by the procedures of the employees is the most important thing.

The following are the objectives

- ◇ To implement programs that promote the safety of staff members and patients.
- ◇ To ensure that all workplaces have health and safety policies.
- ◇ To ensure that the policy objectives are functional and effective.
- ◇ To ensure that all health and safety related complains and concerns are anticipated/ solved timorously.
- ◇ To ensure managerial involvement in Occupational health and safety issues.
- ◇ To ensure that safety training sessions are formulated and carried out and conducted in an effective manner.

The occupational health and safety committee holds meetings every month. The dates of the meetings are set at the beginning of the year. All departmental reps are part of the meeting. Health and safety meetings are to be held on the 3rd Monday of the month. All stakeholders are requested to attend these meetings.



Importance of Health and safety inspections

- ◇ As it is stated in the OHS Act, inspections/ risk assessments must be carried out regularly.
- ◇ People who may be exposed to hazards and their level of exposure will be identified along with extent and result of the exposure to that hazard.
- ◇ Precautionary measures to be implemented.
- ◇ After the above-mentioned steps have been implemented, the area is to be inspected while a worker is on duty to evaluate its effectiveness.
- ◇ Each work place is to be inspected on a monthly basis using a checklist.

All incidences, irregularities and accidents are to be reported the Health and Safety committee, Examples of OHS Negative Incidents

- ◇ Chemical spills
- ◇ Absconding patients (with or without injuries)
- ◇ Near miss accidents
- ◇ Blood spills
- ◇ Accidental patient injuries
- ◇ Staff injuries (all)
- ◇ Explosions
- ◇ If an employee/staff or visitor is injured, the OHS officer is to investigate the incident and report to the CEO and HR Manager and report negative incidents to the Department of Labour with 24hrs to obtain diary number.

SAFETY OFFICERS must be alerted about all disasters and negative incidents in the institution on the day of its occurrence.



Miss Nolitha Sikhosana: Health & Safety Officer

Short Driver's Licence Answers

Q: Do you yield when a blind pedestrian is crossing the road?

A: What for? He can't see my license plate.

Q: Who has the right of way when four cars approach a four-way stop at the same time?

A: The pick-up truck with the gun rack and the bumper sticker saying, "Guns don't kill people. I do."

Q: What are the important safety tips to remember when backing your car?

A: Always wear a condom.

Q: When driving through fog, what should you use?

A: Your car.

Q: How can you reduce the possibility of having an accident?

A: Be too sh*t-faced to find your keys.

Q: What problems would you face if you were arrested for drunk driving?

A: I'd probably lose my buzz a lot faster.

Q: What changes would occur in your lifestyle if you could no longer drive lawfully?

A: I would be forced to drive unlawfully.

Q: What are some points to remember when passing or being passed?

A: Make eye contact and wave "hello" if he/she is cute.

Q: What is the difference between a flashing red traffic light and a flashing yellow traffic light?

A: The color.

Q: How do you deal with heavy traffic?

A: Heavy psychedelics.

Q: What can you do to help ease a heavy traffic problem?

A: Carry loaded weapons.



"If there is one thing to get excited about, it's the ability to take a negative issue and perhaps not such a desired result, and turn it into a positive and desired result with potential excitement and vision—that's excitement"

UMA KUKHONA IMIBONO ONAYO
ENGATHUTHUKISA LELIPHEPHABHUKU,
UNGAXHUMANA NEHHOVISI LE
P.R.O.KULENOMBOLO: 6100

Stanger Hospital
Corner King Shaka & Peterson Street
Private Bag X 10609
STANGER
4450

Public Relations Department
Room No: 197, Core Block Building
(032) 437 6000 Ext: 6100