

SIKWA-DUKUZA

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Special points of interest:

- Abet students to write their exams through the Independent Examination Board-Good Luck to all if them!!!!!!
- 10 Batho Pele principles-staff to put these into practice.

If you have a complain, enquiry or a note of appreciation please do not hesitate to contact the Public Relation Officer at X-Ray Department, Room no 87 or on Ext 2130.Looking forward to hearing from you!!!!

MESSAGE FROM THE HOSPITAL MANAGER

COHSASA

It is less than three months before Cohsasa, Staff to focus all their energy to achieve Accreditation. The Management team is fully committed and supportive to create the most conducive environment.

We understand that staff is faced with a high workload and is faced with a lot of stress, however a lot of good work has been done towards Accreditation. We will re-energize the steering committees and have weekly Friday meetings at 11h00.

Service element leaders will have to report progress in advance to the Steering Committees Chairperson- Matron R.T. Ngcobo.All service elements leaders will have to present an action plan on how they will manage the shortcomings, written reports to be submitted to Matron R.T. Ngcobo before the 17th of May 2002.

NEW GATEWAY CLINIC.

It is expected that the clinic will open it's doors around November/December 2002. A special task team has been appointed to oversee the smooth transfer of Primary Health Care Outpatient Services from Stanger

Hospital. Initially Psychiatric services will remain in Stanger Hospital. It is expected that the transfer of clinic services will reduce the high number of patients currently seen at Stanger Hospital thereby reducing the patient waiting times and increasing patient satisfaction.

HUMAN RESOURCE DEVELOPMENT.

The Human Resource Committee has been tasked to organize the following training: Zulu and English lessons, Labour Relations, How to control your personal budget.

Staff members are required to communicate the training needs to improve service delivery.

In conclusion let's all work together in team spirit so we can all reach the targets and goals for 2002 and make our hospital a better place.

Thank you,
Adri Mansvelder
Hospital Manager.

COMMUNITY CONSULTATION DAY!!!!!!

Batho Pele Committee members are gearing themselves for this quarters event of a Community Consultation Day which is going to be held in the town hall on the 30 th May of 2002 at 10h00.
According to the Hospital

Manager , Management will be presenting a business plan to the community for the current year and an Annual Report for the past year.
Departments will have their stands in the Supper

Room where members of the community will get a chance to interact with various staff members of the hospital



10 Principles of Batho Pele

Consultation:

Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered.

Service Standards:

Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect.

Access:

All citizens should have equal access to the services to which they are entitled.

Courtesy:

Citizens should be treated with courtesy and consideration.

Information:

Citizens should be given full, accurate information about the public services they are entitled to receive.

Openness and transparency:

Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge.

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PROGRESS REPORT ON ABET PROGRAMME....

ABET programme was introduced to this institution in May 1999 with Mrs. N.P. Hadebe being the tutor after she had been trained. Most of the staff with the educational qualification below Standard 8 were assessed by Head Office and they were grouped according to their level of education.

The first class 'elementary oral' started on the 18/05/1999 and 14 students were identified. Two students refused to take part and they were reduced to 12. At the end of 1999 one staff member retired and the class was left with 11 students. It was also unfortunate that



“Destiny is not a matter of chance, it is a matter of choice, it is not a thing to be waited for, it is a thing to be achieved.”

Mrs. N.P. Hadebe took early retirement as at 31/12/1999.

Mr. M. Dube was requested by Mr. Maphumulo to replace Mrs. N.P. Hadebe, he was sent for training by the department, came back and carried on with Mrs. N.P. Hadebe's class.

The class wrote internal exams and all of them were found good to progress to 'level 1' which is Communication in English 1 and Numeracy 1. The Graduation Ceremony for all elementary students in KZN was organized by the department and it took place at Prince Mshiyeni Hospital on the 19th of May 2000 where all students received their certificates from the Minister of Health.

Level 1 class started in January 2000 with 14 students identified to start. Two students did not take part and the class was left with 12 students. One student left the organization and the class was left with 11 students.

On 06/11/2001 they wrote exams conducted by the Independent Examinations Board (IEB). Ten students wrote the exams and five passed. Three students are to re-write the exams to start level 1 Numeracy soon.

Mr. G.L. Ndlovu has been also trained as a tutor, his class is 'level 1' - Communication in English and Numeracy. Mr. G.L. Ndlovu has got 15 students in his class. Two have withdrawn from these classes and the class is now left with 13 students.

Both classes will be writing exams in June 2002. Mr. M. Dube students will be writing Numeracy Level 1 and Mr. G.L. Ndlovu students will be writing Communication in English Level 1. Both these exams are conducted by Independent examination Board.

Article by : Mr. M. Dube

APPOINTMENTS FOR THE MONTH OF MARCH.

- Seven professional nurses were appointed—Zama, A.B., Mgoqi P. P.P, Jara N.P, Mabhongo T, Ntsepo N, Nyhodo N, Sithelo H.
- One staff nurse transferred to R.K. Khan-Nikeyi P.
- One staff nurse transferred to Edendale-Malinga N.G.
- One Chief Physiotherapist transferred from King Edward Hospital- M. Velan.

APPOINTMENTS, TRANSFERS AND RESIGNATION FOR APRIL

- Two professional nurses were appointed—Majola R. and Venkatasamy L.
- One staff nurse appointed— J. Arunachellam.

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SEXUAL HARRASSMENT IN THE HEALTH SECTOR.

We have a responsibility of refusing to turn a blind eye to sexual harassment that our patients often have to endure no matter how subtle it may appear.

Our patients are suffering silently and it is the duty of all health workers to protect them. We should at all times remember that there is a difference between a patient and a potential sexual partner. The ethics of our profession are against being intimately involved with our patients.

Often when we make advances of a sexual nature to our patients, they feel vulnerable and are inclined to accept in fear of being victimized. The guarantee of providing the highest quality of care possible must not be compromised when patients do not accept these dirty and unprofessional attempts to secure sexual favors.

Patients sometimes feel defenseless, it is our duty to protect them.

Writer: Anonymous

Do you have any information or a story that you would like to be published in the Newsletter. Please contact the Public Relations Officer on 551 2222 ext 2130 or submit your articles to Room no 87, X-Ray Department.

Old Female Surgical

- An old female surgical ward has been opened due to an influx of patients in our hospital. Casual Nurses (Retired Staff) have been appointed to assist with patient care. However, the ward was closed on the 08th of May 2002 due to staff shortages.

Eye clinic

- Eye Clinic has moved from the Pediatric Outpatients to Room 107 in the X-Ray Department. The extension number is 2188. The Sister who is in charge is Sr. Ma-

OCCUPATIONAL HEALTH SERVICES

Stanger Hospital's Occupational Clinic /Service is a new project started in March 2002. The Occupational Health Service covers occupational safety; Occupational and environmental hygiene and occupational medicine. The main aim of an occupational health service is to protect and promote the health and safety of all workers through a comprehensive and caring service. The service can contribute to decrease the incidence of occupational injuries, diseases, disability and fatality.

Functions of the occupational health service is based on the principles of Batho Pele and Occupational Health and Safety Act 85 of 1993 which is management and administration of the Occupational Service, Hazard Evaluation ,Risk



Sr M.F. Mdletshe

Dr V.R.R. Pillai

Assessment, Risk Management– Occupational hygiene and safety monitoring programmes, Medical Surveillance programmes, Primary Health Care, emergency and Disaster Management, Education and training activities, Liaison and referral network and integrated health information system.

The Staff of Stanger Hospital have been long waiting for this service which is run by a multidisciplinary team such as Health and Safety Committee, Doctors, Support Service, Human resource Department and Organized Labour. The Clinic is run by Sister M.F. Mdletshe and Dr V.R.R. Pillai.

“The main aim of an occupational health service is to promote the health and safety of all workers through a comprehensive and caring service”

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Redress: If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when the complaints are made, citizens should receive a sympathetic, positive response.

Value for Money: Public services should be provided economically and efficiently in order to give citizens the best possible value for money.

Encouraging Innovation and Rewarding Excellence: Innovation can be new ways of providing better service, cutting costs, improving conditions, streamlining and generally making changes which tie in with the spirit of Batho Pele. It is also about rewarding the staff who “go the extra mile” in making it all happen.

Customer Impact: Impact means looking at the benefits we have provided for our customers both internal and external – how we have improved our overall service delivery and customer satisfaction. It is also about making sure that all our customers are aware of and exercising their rights in terms of the Batho Pele principles.

Auction Sale !!



“ Going for the first time , for second time, for the third time GONE” those were the words from the Equipment officer: Mr. Jaykran when they had an Auction sale on the 08th of May 2002 in the open area in front of the Admin building. Items that were on sale were the old fridges, lounge suites, microwaves, chairs.

An amount of R2150-00 was made on that day!!!!Way to go guys!!!!



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- One transfer from Port Shepstone - Buthelezi T.C.
- One transfer to Section 30 (PHC)- Msomi B.G.
- One professional nurse resigned- Mhlanga Z.L.

DEATH

- One staff member passed away—Myeni F.G.Management would like to send their deepest condolences to family and friends. May her soul rest in peace

HOSPITAL FINANCE

Overview of the last 5 year's expenditure.

- The overview of the last 5 years expenditure reflected an increase in all standard items.
- Certain cost drivers under operational expenditure such as KZN Transport, Telephone and medicines. A few mentioned highlighted for cost containment purposes in the current financial year.
- The following standard items reflect our expenditure for the Financial year 2001/2002.

	EXPENDITURE	BUDGET	VARIANCE
Personnel	46591780	43615000	-2976780
Admin	744559	571000	-173559
Equipment	3324805	2350000	-974805

- The following standard items reflects Savings for the Financial year 2001/2002.

	EXPENDITURE	BUDGET	VARIANCE
Stores	10248545	11217000	968455
Prof	2005345	2135000	129655

- The total overall deficit/over expenditure for Financial Year 2001/2002 amounts to **R 302 7034**

BUDGET ALLOCATION FOR CURRENT FINANCIAL YEAR 2002/03

- The total Budget Allocation amounts to **R62 117 000**.
- The following are the allocations per Standard item.

Personnel	R 47380 000
Admin	R 772 000
Stores	R 11015 000
Equipment	R 750 000
Prof	R 220 000
TOTAL BUDGET	R62 117 000

- The Budget allocated excludes salary increases, personnel profile, funding for additional posts, filling of posts that have been vacant in excess of 12 months, vehicles, equipment and other costs from various departmental business plans.
- The above being considered, the expenditure anticipated as at 31st March 2003 will indicate a deficit.

Article by Mr. J. Naidoo