

December 2009

quality day



HEALTH
KwaZulu-Natal

HILLCREST HOSPITAL

Happenings on the hill

Finally Hillcrest Hospital has become compliant to the QA standard - Quality Day Celebration.

The celebration was on the 17 July 2009 in the recreation room. We had visitors from the District Office Mrs. Hadebe (Deputy District Manager), Mrs. Ngcobo (QA/IPC)

Mrs. Munsamy (Health promotion), Mr. Ngema, Mr. Xaba (Chronic & Geriatrics care)

Institutions invited were - Clairwood, Don McKenzie, Wentworth, St Mary's, Ekuhlengeni, King George and Tongaat CHC.

Mrs. Hadebe delivered a speech focusing on patients rights, good leaders that give direction to the realization and attainment of the vision and mission of the institution thus high quality patient care. Staff recognition which include non-monetary attachment,

Quality Improvement: importance of performance measurement, identifying gaps and action plan to

address such gaps. She also motivated us to enter the premiers service excellence awards.

Other Activities of the day, we viewed the power point presentation by Mrs. Ngcobo indicating Hillcrest performance compared to other institutions.

- ♣ Viewed QIP power point presentations
- ♣ Poster presentations and stalls
- ♣ Staff recognition through awards - Trophies and certificate (teams and employees of the month)
- ♣ Recognition of the employees with the longest service.
- ♣ Launch of the nursing uniform
- ♣ Entertainment—Music (Hospital choir), Indian dance and Indlamu.

The task team

Mrs. XJ Mbiba, Renu, Mrs. Mgobozi, Mrs. September, Sne, Jabu, Cathy, Lwazi and Mrs. Khuzwayo

The Management and Quality team would like to thank the Hillcrest staff for active participation towards the success of the event.

Quality day pics



Guests and staff of Hillcrest Hospital



HOSPITAL CHOIR



Masikane S: one of the employees who received employee of the month certificates



Mrs. Hadebe: Guest speaker



Health promotion stand: SR Thusi

VIYASNA DOING HER THING



VIP section

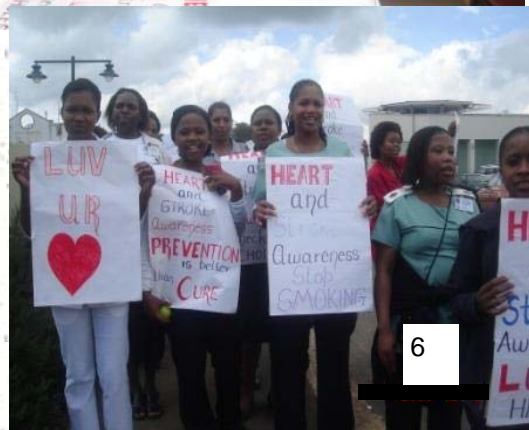


Mrs. Mgiba delivering the driver of this project.



Overall winner of the day: Sr Deonarain Receiving trophies from the CEO (Mrs. Mtsahli)

siqwashisa ngesifo senhliziyo neStroke



Lwaba impumelelo uhambo olwaluya enxanxatheleni yezitolo Sibongela uMrs. Thusi njengoba lolusuku lokuqwashisa ngesifo senhliziyo neStroke kwakuwumbuthano owawuhlanganise nguye njenge Health Promoter Esibhedlela eHillcrest. Aabasebenzi bakuthokozela ukuxhumana kanye nokuqwashisa umphakathi benikezela ngezincwajana ezichaza kabanzi ngalelezi zifo.

1. Abasebenzi bezivocavoca
2. Ms Mdunge ehlolelwa I - BP ngu Mhlengikazi Khabela
3. Selula amathambo
4. Sis Phili & Madlokovu benza abadume ngakho
5. 5 & 6 abasebenzi sebefikile besohambweni

USHAKA MARINE OUTING

The Occupational Therapy department and the class of 3rd year students from UKZN arranged an excursion for forty patients from various wards to go to Ushaka Marine World for the day. Ann Kunz (PRO of SAAMBR) gave our patients and staff complimentary entry tickets to ushaka to view dolphins show and visit the aquarium. Cedric Hedgecock (Director of the Quad-Para Association Kwa Zulu Natal) offered wheelchair friendly transportation to and from Ushaka free of charge.

We were able to take five groups of eight patients to

Ushaka for an amazing experience.

Hillcrest Hospital staff and patients would like to say a very big thank you to:

- ◇ Ushaka, Ann Kunz for the complimentary tickets
- ◇ Ashley Village and Quad Para Association of KwaZulu Natal and Cedric Hedgecock the director of the association.
- ◇ Ushaka Wimpy, Mrs. Benade (wimpy Manager) for the complimentary lunch provided for the patients. The 3rd year OT class from UKZN for preparing the patients and

◇ organizing them new T-shirts and caps.

Thank you very much

for this outstandingly enjoyable, generous and memorable opportunity for these patients!

Siyabonga!!!

Marie Jammine and Lisa Gordijn

Occupational Therapists.



Uniform launch



Operational managers

Launching the new Nurses uniform. We believe that one way of boosting one's self esteem is to dress smart by so doing one gains confidence,. If you have confidence, you can cope with stress and misery that one finds him/herself in.

As a Nursing component, we strategize as to how we can ensure that, the Nurses appearances at Hillcrest project a favorable public image. We also wanted to make it easy for the customers, community and visitors to easily identify staff according to their categories. The Batho Pele Principles that were used are Consultation, meetings were held about the choice to be made. Task team members were elected, their role was to look for design, colour and sample. All staff members were asked to give their opinions regarding the matter and vote for their uniform of choice. Another Batho Pele Principles was encouraging innovation. A decision had to be made as to how colours can be mixed in order to come with a nice professional look which will not hinder the performance of work after voting, a decision was made.



Professional nurses

We pride ourselves today that Hillcrest hospital Nurses have a unique and beautiful uniform which made us distinctive from other hospital.

By Mrs. Mgobozi.



Enrolled nurses and nursing assistants

*Bahle badelile
abahlengikazi
base Hillcrest
nawe uyazibonela
amapetshisi*