

# EzaseKhangela

## Happy Retirement Dr Mazizi and Mrs Tembe



The CEO (Dr Mazizi) of the hospital happened to retire the same time as M&E (Mrs. Tembe). The hospital Extended Management Team held a farewell function on 5 December 2018. The CEO, Dr Mandlenkosi Mazizi has been the driving force in ensuring that all project aimed at improving the quality healthcare are fast-tracked. There are currently a number of infrastructural projects taking place in the hospital. Speaking on behalf of Extended Management, Dr Shashi Ramji commended Dr Mazizi for motivating staff during difficult times in the hospital. He also indicated that the whole team wishes that the new CEO will take over from where Dr Mazizi left in ensuring that needs of patients and well being of staff is prioritized.

Mrs. Tembe, M&E Manager was described as a pioneer of quality improvement initiatives. Because Mrs. Tembe was a QA Manager before getting the M&E post, COSSASA and later NCS was introduced by her in the hospital. She was defined as the ever passionate person when it comes to quality improvement initiatives. Mrs. Tembe was commended for her hard work over the years, also mentioned as a very good trainer. Wishing both managers happy retirement.



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# END OF THE YEAR MESSAGE FROM THE CEO

**K**uyinjabulo enkulu kimi ukuthi sesihambe saze safika emaphethelweni onyaka ka2018.

Bekuwunyaka esiwuqale ngobukhulu ukubunzi- ma nokuhlukumezeka kulandela isiphapho sika October 2017.

Noma bekuba khona izikhathi zokukhala nokuphelelwa ithemba sikwazile ukubambisana uNkulunkulu ewuMsizi wethu saze safika eKardeshbaneo. Sesiyibona iCanaan yeKing Edward VIII hospital engcono ngoba engakapheli uDecember iContractor izobe isisinika izikhiye, zokubuyela ekhaya eS - Block.

Ngiswele imilomo eyizinkulungwane ngibonge ngomkhulu umsindo umusa ongaka nokubambisana singabasebenzi base Khangela. Ngibonga kubaphathi nabasebenzi bonke ngokubekezela nokusebenzisana noma bekukubi. Kuyangijabulisa ukuthi noma besihamba emfuleni wokufa (valley of death) uNkulunkulu ube nathi ngoba besiloku siqhubekile nokuba usizo emphakathini futhi singazange sizibone sisemaphephandabeni njengoba umuntu ebengacabanga uma ebheka isimo ebesisebenza ngaphansi kwaso.



**Dr Mandlenkosi Mazizi**  
CEO

Kubuhlungu kimina ngoba njengoMose ngiyibonile iCanaan kodwa angizange ngiyingene nani ngoba sekufike isikhathi sokuvalalisa nami ngiye kophumula nomndeni wami.

It was indeed a pleasure working with all of you in King Edward VIII hospital. We had our differences but it is always in diversity of opinions that you get emergence and innovation. There is richness in King Edward that lies as tacit knowledge embedded at all levels of staff working in King Edward VIII hospital. If there is anything good I did as CEO of KEH it is because you made that knowledge available to me.

May I take this opportunity to wish all an enjoyable festive season and for those who celebrate Christmas may you have a Merry Christmas and a Prosperous New Year.

In an emergency, what treatment is given by ear? Words of Comfort. = *Abraham Verghese*

If you want others to be happy, practice compassion. If you want to be happy, practice compassion. = *Dalai Lama*

Kind words can be short and easy to speak, but their echos are truly endless.

Mother Teresa

You treat a disease, you win, you lose. You treat a person, I guarantee you, you'll win, no matter what the outcome.

Patch Adams

They may forget your name, but they will never forget how you made them feel.

Maya Angelou

It doesn't take an instant more, or cost a cent more, to be empathetic than it does to be indifferent.

Brian Lee

# Giving Back To The Community



**Pharmacy Team bringing joy to kids of Phumula Children Care Village**

As part of Pharmacy Month (first week of September), each year Pharmacy department embark on activities focusing on raising awareness with a different theme each year. There is always a range of health education activities during this time. Among the activities, the team chooses 1 Charity Centre to do community outreach.

Phumula Children Care Village based in Chatsworth, South of Durban is where the team from KEH Pharmacy Department visited on 05 December 2018. This was a day full of fun, games, music, dance and giving gifts to all kids in the Centre. Phumula Children Care Village is under Community Life Centre. It does not get any funding from the government, they however get grants for each child. Phumula Village is accredited for placement of abandoned kids from 0 to 18 years. They currently have 28 kids although they take up to 30 kids.

Each staff member from the Pharmacy Department took it upon themselves to adopt a kid in terms of buying gifts. They prepared meals to share with all the kids. The 2 father Christmas (Pharmacy Staff) had a list with the names of all kids, this gave an order when it was time to issue gifts.

Staff members from Phumula Children Care Village expressed heart felt appreciation to the team, they also expressed gratitude that this was voluntary contribution from individuals which they felt extra special for the gesture. Children showed their multi talented skills through music and dance as a way of saying thank you to the visiting team.

A job well done to the organizing team for such an emotionally touching gesture to well deserved recipients.

“There are two missions we are obligated to carry out during our life journey. The first, is to seek truth throughout our lifetime. The second, is simply to be good. Engrave it in your mind that life is just one big board game where you have to make it from start to finish by being good. That is all you have to do.

The hardest part, is dealing with all the obstacles that prevent smooth sailing. The trick is to always strive to be the right person in all situations—regardless of personal cost to you. Your aim is to make sure the right book on your shoulder weighs more than the bad book on the left. The scales are real. Regardless of our chosen faith, there is a measurement system to be found in all of the world’s religions. After all, does it make sense for all souls, good or bad, to end up in the same place? Of course not. To really secure the very best setting in the afterlife, the vibrations of your good deeds must surpass your death.” Suzy Kassem, Rise Up and Salute the Sun

# International Childrens Day

The Global Children's Day for 2018 was celebrated on the 2nd of November.

**K**ing Edward VIII Hospital together with Lamees Ryan Foundation celebrated this day on 29 November 2018. This day was celebrated with 50 special kids who attend KEH on outpatient basis. However because Lamees Ryan Foundation and Paediatric Team wanted to celebrate with all patients, they distributed Christmas gifts to all kids admitted to the hospital. Each of the 50 special kids had a sponsor who bought various items ranging from clothing to toys.



**Organizing Committee pictured with the Ms. Govender, Mr. Khoza and Mrs. Gumede**

Dr Julia Ambler touched on the aspect of palliative care as this is her speciality and as the person who takes care of special kids. She commended all the parents and guardians for the amazing job they do in taking care of their kids. Dr Shashi Ramji gave an overview of taking care of kids with special needs. He indicated that the hospital still has a lot to do in ensuring that children and mothers are not sent from pillar to post when coming to the facility. Dr Ramji indicated that the hospital team must work towards ensuring that all procedures needed for the child are done on the same visit to avoid telling parents to come back the following day.

Mrs. Gumede from eThekweni District thanked all parents for the care they give to kids. She indicated that both the department and the parents should work together in advocating for the needs of children. She stated that the department understands that it is not easy because there is also a challenge with the transport to accommodate the need of the kids however, parents do not miss hospital appointments. Gumede urged parents to pay attention to any abuse aimed at children especially now that the country is raising awareness against the abuse of women and children. Mr. Khoza, the Nursing Manager thanked the team for the initiative and making sure that in 2018 the day is celebrated differently and in a special way. Matron Govender gave an overview of what the day was all about and thanked the team for ensuring that everything comes together as planned. The Rehab team highlighted few and important areas for parents to pay attention and adhere to when it comes to taking care of their kids.

Natasha, from Lamees Ryan Foundation is the lady who had a vision on how the day can be celebrated. She gave a testimony on how her granddaughter was taken care of at KEH for 3 years. She said that having spent 3 years bringing her granddaughter to the hospital, it gave her and her family the idea of forming the foundation. The foundation raises awareness on living with a child with special needs.

Dr V Naidoo and Mrs. Gudase expressed words of appreciation to everyone who contributed towards making the day as success especial Natasha and her family, KEH and all organizing team. The day was full of kids' entertainment.

# Light at the end of the tunnel

December 2018 is the time which has been long awaited for by all employees of KEH. Surgical Wards will officially be handed over by the contract after they were damaged by the storm of 10 October 2017. Medical Services which are currently accommodated in King Dinuzulu Hospital Complex will be repatriated back to KEH.

- ⇒ There will be some delays in the handing over of Main Theatres as there is few weeks delay in completion of aircon plants and other logistics.
- ⇒ Physiotherapy Demolitions, opening of doors and windows installation are 100% complete. Other work that needed to be done are 70-85% complete. What is less than 50% is the flooring. The anticipated finish date is February 2019.
- ⇒ Psychology Department, all demolitions and openings of doors and windows is 100% complete. Preparation of walls for paint is at 80% complete.
- ⇒ Maternity ward O1, Hospital Management is in the process of negotiating with Addington Hospital for the purpose of moving Labour Ward to accommodate accelerated progress to the renovations of the whole of O&G. The above then means that if Labour Ward moves, nursery and postnatal will also move as it is understandable that a mother cannot be separated from her child.
- ⇒ Neonatal Nursery, a lot has been done and the brickwork superstructure is 40% complete.
- ⇒ Liquid Store/Office; Fixing of windows and installation of electrical meters has been completed.



**S Block and Main Theatre walk-about by: Members of KEH Risk Management Team with the Chief Architect and Project Manager (Department of Public Works) Mr. Anand Govender**

# Pharmacy implements ticket dispensing and public address system

KEH Pharmacy Department is excited to introduce a ticket dispensing and public address system. The system's main objectives are: to improve communication between the pharmacy staff and patients, provide transparency in services, monitor patient waiting times, used for patient education and produce accurate statistics for the pharmacy operations.

## How does the system work?

1. There is a ticket dispensing machine- a ticket has the date, time and number ( number state the position in the queue).
2. The ticket machine can print the general and priority queue ticket and is programmed as to where to call which queue.
3. The patients will be seated and there are TV screens with audio & visuals indicating the next available service pharmacy cubicle.
4. The Pharmacist have a key pad to call the next patient in the queue and that number is called, the available counter number flashes on the window, and the ticket flashes on the TV screen. The number will be called repeatedly until the patient reaches the counter.
5. When the patient reaches the dispensing counter-A Pharmacist will press serve and the system start to count the serving time and then the Pharmacist will press close once done serving the patient.
6. Statistics- the report available can tell you how many patients have been done for the day, average waiting time, number of prescriptions done by each Pharmacist/ dispensing cubicle.

The ticket machine also allows for a patient contact number and sends the sms to the patient when necessary but only keeps the information for 1 day because of POPI (protection of propriety information) regulations.

Currently the audio is only in English but had requested the company to do it in IsiZulu as well.

### King Edward Pharmacy - Queue Report

Thu Nov 08 2018

Operating Hours: -

Last Period (Wed Nov 07 2018 )

Overall Results

Total Transactions (inc. forwards) 535

Waited under 10 min 25% -13%

Waited over 20 min 61% 22%

Customers Abandoned 0 0%

Average Wait 27:56

Average Serve 02:51

Active Agents 6/9

SMS Sent 0

# HOME AWAY FROM HOME



Internal Medicine Team currently working from King Dinuzulu Hospital Complex admits that the environment is more than conducive. They indicated that they were received with warm hands by the hospital management and the whole team. They however stated that although they are in a good environment but there is no place like home. They all said that they miss KEH and patiently waiting to come back. When we visited the team working in the two wards allocated to KEH, staff members were found to be in a good spirit. We also interviewed patients who stated that they are taken care of and they do not have any complaints. They stated that they feel like a big happy family.

We also visited KEH team (Maternity and Surgical) that is currently accommodated at St Aidans Hospital. The same sentiments of missing home were expressed. They did however indicated that they are happy with the work space that was allocated to them.

King Edward VIII Hospital would like to say thank you to both sister hospitals for the hospitality and showing that the priority of the whole department is patient care.



# Pharmacy MONTH



**Pharmacy Team led by Pharmacy Manager, Mrs. Samke Matibela**

This year's theme of "USE MEDICINE WISELY" was aimed at educating the public regarding the importance of using medicines correctly to achieve quality health care results. There were 5 sub-themes to compliment the main theme:

- Know your medicines
- Store your medicines correctly
- Travel safely with your medicines
- Follow directions
- Talk to your pharmacist

Pharmacy week at King Edward VIII Hospital started off with intern presentations at outpatients departments. From 3rd to 6th of September 2018 the pharmacist interns presented at Main outpatient, Paediatric Outpatient and ARV Outpatient departments educating patients about the use of various class of drugs such as Antibiotics, Nasal preparations, Blood thinners, Fridge line items , Arv's, Peadiatric meds , Ear & Eye drops, in keeping with above theme. The interns presented in both English & Zulu. After the talks were done the ideal platform was created to encourage patients to raise any concerns or questions regarding their medication. The patients took full advantage of this.

Gift hampers were awarded to patients that answered questions correctly and fruit packs and snacks were distributed to all patients at the start of the presentations.

The hospital has 6 pharmacy outlets namely: NOPD, ARV, POPD, MOPD, Manufacturing and Inpatients. Each outlet has a supervisor or a chief pharmacist, that in case there are concerns or queries. The Pharmacy Manager's office is situated in the 1st floor in NOPD (Main) Pharmacy.



# Physiotherapy week



Backweek 2018 was celebrated by the Physiotherapy Department from 3-7 September 2018.

The theme was Ergonomics and Exercise. The target group was the staff of HR Department and Finance Department since the majority of their work makes them computer and desk-bound.

**A** team of Physiotherapists presented an in-depth talk on ergonomic principles; symptoms; risks and prevention strategies. The discussion focused on how to set up your work-station to minimize injuries by taking into account the computer height, positioning of chairs, desks and telephones. We included ergonomic exercises, stretching and correct lifting techniques.

This was followed by an inter-active exercise and yoga program. The program demonstrated exercises that could be performed at your work-station or home and included eye-palming for computer glare; neck stretches; shoulder and thoracic exercises and stretches; aerobics and yoga.

We would like to thank HR and Finance Departments for their enthusiasm, support and attendance. It was fun, informative and thoroughly enjoyed by all.

## Why should we stretch at work?

Stretching reduces fatigue. Stretching increases blood flow to your muscle groups. This increases the temperature of your muscles to improve their elasticity. Increased elasticity and blood flow can help you feel limber, awake and ready to work.

Stretching leaves you feeling refreshed—taking time for a break between activities can improve your work flow and productivity.

# Compass Group And KEH on wellness issues



Compass Group partnered with the hospital to raise issues regarding wellness of all staff. Wellness Day took place at the Jubilee Hall at the end of August 2018.

**T**he team had days of planning prior to event. Compass Group focused on advising staff on the importance of proper eating.

They also prepared samples of various types of meals to eat. It was the first time that Compass Group partnered with the hospital in arranging and participating on Wellness Day. This was the beginning of a long working relationship in attending to staff wellness issues. It will be remembered that Compass Group focuses of providing meals for patients however this time around they availed themselves for guiding staff members towards right direction when it comes to all types of wellness.

The team from GEMS medicals and marketing division was available to take care of different needs of staff. It is rare to see doctors attending Wellness Day, however on this day doctors attended and participated in medical assessments provided by GEMS.

Financial Wellness was also attended to by various financial stakeholders. They also visit the hospital on weekly basis and have developed good working relationship with the facility.

A big thank you to the organizers of the event. We are looking forward to more initiatives between private service providers and the hospital.



## Healthy Lifestyle Initiative

**NB:** Aerobics classes will resume in the new year, 2019. Classes run on Tuesdays and Thursdays, 15h00-16h00. Should there be colleagues who wish to be accommodated at a different time, please communicate with the P.R.O, however it should be a group not an individual



# Happy Holidays

May this be special time spent with the family and loved ones. We all know how challenging 2018 has been to all of us at King Edward VIII Hospital. We are however encouraged by the dedication shown by each staff member during this trying time. It is also exciting to know and see the amount of work that has been done in ensuring that services are provided in an improved environment for both staff and patients.



**Nontobeko Ndlela**  
**P.R.O**

Sengathi singaphepha sonke kulama-holide futhi siwajabulele nabathandi-weyo bethu. Sibheke ngentokozo nangokulangazelela unyaka ka 2019 nesaziyo ukuthi usiphathele Okuhle kodwa. Sengathi lonyaka ozoqalwa ungaba isibusiso kithina sonke nemindeni yethu. Sengathi konke ukukhathazeka kungasala kulonyaka ophelayo, singene nethemba elivuselelekile, nokuthi konke esikufisayo kube impumelelo. Sengathi singaba nomfutho omusha wokuqhubeka nokwenza umehluko ezimpilweni zabantu esibalaphayo. Sengathi u2019 ungavuselela Ubuntu novalo lokukhathalela omunye umuntu, sengathi singaba amanxusa aphelele kulabo abangakwazi ukuzikhulumela nokusizakala.

Amaholide amnandi naphephile.

## Acknowledgement

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