IZINDABA NEWS

STAY INFORMED

19 NOVEMBER 2024

MGMH QUALITY DAY 2024

MESSAGE FROM THE QUALITY MANAGER ON QUALITY DAY

November has been designated as World Quality Month. This is the time the importance of quality management is highlighted.

The Theme for World Quality Week 2024 is "Quality: from Compliance to Performance." Mahatma Gandhi memorial Hospital hosted Quality day on the 19th of November 2024 whereby wards and departments showcased their projects that they have worked on since the beginning of the year.

The projects chosen were based on non-compliance elements that these departments needed to accomplish and sustain thus in keeping with the theme the emphasis was on moving from basic compliance to striving for excellence and high performance with the end goal of improved operational performance and patient experience of care.

Ms. Nicole Govender - Quality Manager

Our facility was proud to have 10 quality projects presented on Quality day although initially 15 projects were registered. The projects included a mixture of clinical, non-clinical and allied departments showcasing their hard work. The projects presented were as follows:

1. Dietetics: Improving the process of ordering therapeutic diets between nursing staff and Food services

2. Physiotherapy: Improving tracing of outpatients who have missed physiotherapy appointments

3. Radiography: Minimizing cross infection and spread of infection between patients and staff

4. Finance/Revenue: Improving revenue generation

5. Human Resource: Commuted Overtime (Reconciliation) at MGMH

6. Neonatal Intensive Care unit : Reduction of peripheral line infections in neonates

7. Infection Control: To increase compliance to moment 1 of the 5 moments of hand hygiene from 84% to 90% at Mahatma Gandhi memorial Hospital

8. Waste Management: Improving Waste segregation at Mahatma Gandhi Memorial hospital

9. Maintenance: Improving the housekeeping within the Maintenance department

10. Gateway clinic: Increasing the number of clients utilizing Expanded program in Immunization services at Gateway Clinic MGMH.

Maternity, Pediatrics and Surgical wards also showcased their ongoing projects for presentation next year through table displays as well.

First place went to Maintenance and OHS

Second place went to Neonatal Intensive Care unit

Third place went to Finance/Revenue

In conversation with Dr Rambaran - Program Director

• How did you feel as the day's program director?

I was elated as the program director managing and ensuring the program runs smoothly, back to back.

• After seeing all of the participants and the projects that were presented, what lessons did you learn?

The biggest lesson is time management and cooperation from all the participants and project managers.

• As a doctor in NICU how will you improve quality in your department?

Quality, cannot be compromise, because life is precious, hence, as a medical practitioner, we can engage, stakeholders and private sector partnership to improve the quality of service delivery.

• Your department had taken 2nd place on Quality day. How do you feel?

I feel excited and it's a good position to start working on to get the top position, number 1.

With good planning and with investing more time and resources we can ace it to position 1.

• What guidance would you offer the employees starting in 2025 regarding departmental quality?

The best advice for the 2025 employees is going the extra mile and ensuring Time-on-Task (ToT) model is implemented and monitored.

QUALITY DAY WINNERS

Theme:

From Compliance to Performance

- World Quality Month is 'to raise awareness of the quality, continuous improvement, and performance excellence field and quality professionals worldwide."
- Therefore this QIP sets out to develop and improve service excellence in the Maintenance Department therefore enhancing service delivery to Mahatma Gandhi Memorial Hospital as a whole.

Team members:

- Mr. S. Sithole (Team leader- Chief Artisan)
- Mr. V. Duma (Artisan Carpenter)
- Mr. H. Zulu (Artisan Painter)
- Mr. Z.H. Neshekdza (Artisan Electrician)
- Ms. D. Chellan (Safety Officer)

Background:

- The project was initiated due to the non-compliance in the District Safety Audit for General housekeeping in the maintenance Department in March 2014.
- The project was implemented to achieve compliance and correct non-conformances.

Aim:

- To ensure a safe and well organized working environment within the maintenance department.
- To reduce IOD's within the department through poor housekeeping

Objectives

- To improve housekeeping in the Maintenance Department.
- To reduce workplace hazards and therefore lessening the risk of injuries through the safe keeping of tools and material.
- To maintain organization and improve overall morale of the department.

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Maintenance Pictures of the Day

Topic: Reducing blood stream infections in Neonatal Unit

Aim:

- To reduce infection rate in neonatal unit.

Objectives :

- To decrease infection rate than 2%.

Background:

- Neonatal unit baby's are to get infection as compered to adult. We are outbreaks previously on infections such as klebwszella pneumonia .

- All staff/relatives are to adhere to strict IPC practices within the unit.

Team member's:

- OM. N. Khuzwayo

- Dr. F. Khan

- Dr. A. Rampersadh

- Dr. N. DeKlerk

- PN. D. Mohun

- PN. B.S Bhengu

- Admin Clerk T.K Vilakazi

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NICU Team

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Quality Improvement Plan: Revenue Generation 2024

Theme:

Quality: Compliance to performance

- Comply with all regulations to ensure optimal Revenue collection and to ensure training to maximize staff compliance in the Patient Administration and create awareness of fees structure amongst patients

Title of the Project:

- Improving Revenue Generation and creating awareness in Patient Administration, and Occupational Health clinic.

Team Members:

- Viloshnee Govender (Revenue)
- Rohanna Ramraj (EHP),
- Thabani Bhengu (Patient Administration)
- Sr Madonesela (OHC)
- Salesh Prithiwiraj (Assets),
- Thanduxolo Gasa (Security)

Objectives:

- To improve and increase revenue in the Hospital
- To improve and cause awareness of Fees that is required to be paid by patients and staff alike.
- To improve revenue generation for collection of the waste management
- Ensure collection of Revenue from staff for covered and open parking.

Background:

- The project was initiated due to the lack of Revenue Generation (Lack of awareness and training) this was identified on the 03 April 2024.
- From the list of findings, the Problem was selected as the current title of the project.

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Revenue Pictures of the Day

Revenue award

Revenue Department presenting

Mbali, Salesh, Lindiwe, Viloshnee

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WHAT IS QUALITY DAY?

Quality day at Mahatma Gandhi Memorial Hospital is a celebration that promotes and recognize the hospital's commitment to delivering high-quality patient care. It's an opportunity for the hospital staff to come together and reinforce their focus on safety , patient satisfaction, and continuous quality improvement.

The hospital usually organizes events and activities on this day to educate staff and patients about the importance of quality care. They

also recognizes and reward staff members who have demonstrated exceptional dedication to quality care.

PHOTO GALLERY

The judges with District QA Manager

Mr.LS Maphumulo with one of the judges

Nicole, Mr Sthole, Ms Govender & M&E

Pediatrics Department

Dr Rambaran, Ms Cosa, Mrs Mtshali & Nicole

Revenue Department doing their project presentation

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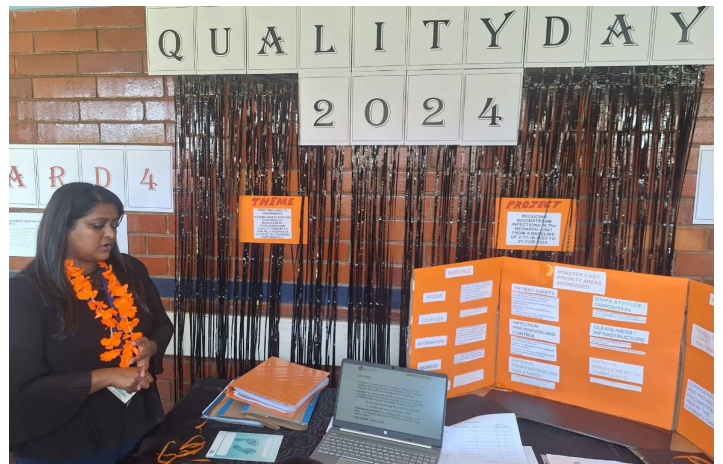GROWING KWAZULU-NATAL TOGETHER

Quality day award table disoplayed

Gateway Clinic project board

The judges with District QA Manager Mrs Sma Ntuli

Quality day cake

Ward 4

Dietetic Department receieving their trophy from the CEO

Staff at the event

Physiotherapy department project table

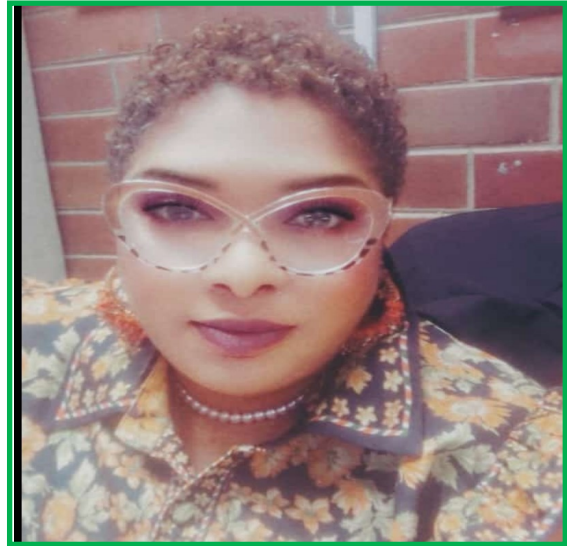Mrs. Rameshwarnath, Ms. L Buthelezi and Nicole Govender

Gateway staff

ACKNOWLEDGEMENTS

EDITORIAL TEAM / DETAILS

Mr. L.S Maphumulo (CEO) EDITOR

Ms. S. Alijan (CLO) WRITER & EDITOR

Ms. C. Ngcobo (PR Intern)

PHOTOGRAPHER

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