



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

Umthombo Wolwazi

QUALITY DAY

SPECIAL EDITION

QUALITY DAY 2011—MGMH

How is quality defined at Mahatma Gandhi Memorial hospital?

It is the improvement of services by identifying service delivery gaps through constant monitoring and thus ensuring improvements of these gaps.

Quality day is a day where people with innovative ideas are being rewarded. It is the day where employees who have worked consistently throughout the year ensuring that quality service is rendered to our clients.

We at Mahatma Gandhi Memorial Hospital call it a day of excellence

On the 22 November 2011 MGMH hosted its first Quality Day

The day dawned with great excitement. Everybody was rushing around booking their space in the passage ensuring their tables were well decorated by trying to impress the judges. but also ensuring that their records, pictures and documentation was part of the décor. But what the judges were looking for was your documentation with regard to you QIP as quality is all evidence based.

As the staff prepared their tables you could see the comradeship and team work amongst the staff.

The competition was on as competitions are good motivational sources to excel in doing any job.

All departments were asked to undertake a QIP to identify their gaps and then embark on projects that will help to improve service delivery

Each team leader was given an opportunity to present their QIPs to management, their colleagues and the judges

As each team leader did their presentation you could see the pride in their behaviour about a task well done

The day was filled with pride as we all witnessed the impact of this exercise on ensuring quality service delivery to all.

All departments did a sterling job with their QIPs, the standard was very high. Those who did not win I hope your turn will come next year Unfortunately we could only award 3 departments

The quality improvement winners for 2011

1. Physiotherapy
2. Peadiatrics department
3. Radiology department

There were two other awards that were presented :

The team that was ready on time- went to Radiology

The best team effort - went to peadiatrics department

Each and every department that part took in the quality day was commended with a certificate

Congratulations to all winners.

Thank you to the judges from the different institutions that judged our quality improvements. Thank you to the committee and all those that help to make the quality day such a huge success



QUALITY DAY WINNERS



PHYSIOTHERAPY DEPARTMENT
1ST WINNER



PAEDIATRICS DEPARTMENT
2ND WINNER



X RAY DEPARTMENT
3RD WINNER



FOOD SERVICE



PAEDIATRICS



SENIOR MANAGEMENT
WALK ABOUT



NICU



SOCIAL WORK DEPARTMENT

QUALITY DAY 2011 SET UP SESSION



WARD 9



DIETETICS



PHARMACY



MEDICAL WARDS



HR DEPT



NICU