



MONTY NEWS

Let your voice be heard

Montebello Hospital; Volume05, Issue07; 01 April - 30 June 2010

2009/2010 FINANCIAL YEAR

I am very grateful for the opportunity given to have just a share in this hospital newsletter issue.

The financial year 2009/2010 has come a long way and has brought a lot of challenges in relation to service delivery. Despite all difficulties, the ultimate goal of Montebello hospital is to deliver high quality care to our customers.

The financial challenges the department faces is a high expectation of quality care by the health care services users. Our commitment is to ensure that our clients are still offered the best services with available resources.

Still on the challenges, no filling of posts that were vacated by the officials due to retirement, promoted etc, as a result of budget constraints. As a result certain areas are very short staffed.

The second challenge is that our hospital is in a deep rural area, road infrastructure is in a terrible condition and that consequently lead to high fleet repair rate which dig deep in our budget.

The other one is the unavailability of fully equipped laundry, resulting the institution outsourcing this function.

Through the use of the budget allocated to the hospital, the achievements were the following:

- Repairs to falling ceiling in labour ward
- Retiling of ablutions for Dr's and lab staff
- Repairs to main ring pipe which was causing water bills to be very high.

The budget allocation for 2009/2010 was



Mr BJ Nombela: Finance and Systems manager

R56 000 000. The total expenditure for the same period was R69 204 000. The hospital has not yet been able to remain within its monthly cash flow, this is mainly because of the shortfall in the budget allocation on the compensation of employees.

The cost associated with the overhead services was beyond management control like food and security, as general price increase given by various Regulating Authority.

With this 2010/2011 budget we have been able to achieve some of our goals this quarter. We have been able to fill a number of posts, we now have four(4) interns, Pharmacist assistants and a PRO (who will be starting on the 01 July 2010).

In conclusion; challenges build us for future success, if we stand together as one family nothing will tear us apart. The department has entrusted peoples lives in our hands, therefore we will continue to do so with the available resources.

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"I slept and dreamt that life was Joy. I woke and saw that life was Duty. I acted, and behold, Duty was Joy."
by Rabirranath Tagore



POLIO AND MEASLES CAMPAIGN



Kubalulekile ukuthi abantwana bathole lomgomo woku-vikela uvendle nesimungumungwane, ukuze bakhule kahle bevikelekile kulesisifo.

Ukusebenza nabantwana kudinga abantu ababathandayo abantwana. Ngendlela abebesebenza ngayo beyenza ukuthi abantwana bangesabi, bebazisa ngokubaluleka kokugoma, bephinde babadlalise bese inkinga ifika lapho kufanele bajove khona.

Kodwa ukugoma kwaba yimpumelelo, nothisha bebesiza ngokusihlelela abantwana bebaletsa ngokulandelana kweminyaka yabo.

Sibonge ngendlela umphakathi oluxhase ngalo loluhlelo lomgomo. Siphinde sikhumbuze abazali ukuthi ukuze umntwana akhule kahle, umzali kumele aqiniseke ukuthi umntwana akeqiwa yimigomo yakhe.

Sibonge nabahlengikazi ngokuzimisela kwabo ekuqhubeni lomgomo. Indlela abasebenza ngayo ibonisa ukubaluleka kokusebenzisana ningabasebenzi bomkhakha owodwa.

Kubalulekile ukusebenza ngamaqenjana ngoba kuba khona ukubuyisana, ukwazana kanye nokwakhana, kubuye kuqede nomzwangedwa.

Abahlengikazi basesibhedlela sase-Montebello bavakashele isikole i-Mashiza Primary ngomgomo wovendle nesimungumugwane

Isibhedlela sase-Montebello sizimisele uma kuza ekuletheni usizo lwezempilo emphakathini, ngaphandle kokuthi umphakathi uze esibhedlela.

Kufike isikhathi sokuthi kugonywe izingane ezisukela ezinyangeni eziyisithupha(6Months) kuya eminyakeni eyishumi nesihlanu (15 Years). Izingane bezigonyelwa ukuthi zingatholwa yisifo sovendle nesimungumungwane.

Abahlengikazi bebehlukaniswe amaqenjama amane, beba bane(4) noma ngabathathu eqenjini ukuze bakwazi ukuvakashela izindawo ezakhelene neMontebello. Bekuyiwa ezikoleni zamabanga aphantsi, izinkulisa nezitolo zezindawo ezahlukahlukene.

- ***Uvindle - Luphazamisa ukukhula kwen-gane, njengokuthi imilenze nezingalo ingakhuli ngokulingana okungabanga ukuthi ingakwazi ukuhamba.***
- ***Isimungungwane - amqhuquva amancane agcwala umzimba wonke, singabanga ukuthi ingane ikhule ingaboni emehlweni.***



Kusukela kwesobunxele: Nkkz ZV Mkhize (Staff nurse), Nkkz MN Mvelase (Professional nurse), Nksz GZA Mvelase (Staff nurse), Nksz Hlengiwe (CHW)

INDUCTION PROGRAMME

On the 11 & 12 May 2010 the HRD Practitioner Mrs. S Miya hosted an induction programme for the newly appointed employees of Montebello hospital.

The purpose of an induction programme is to orientate the new employees, make them feel welcome and to inform them on different policies and what other departments do. Management of different departments introduced themselves and informed the employees about their services through power point presentations.

There was another induction programme that was held at Matikulu on the 27 & 28 May 2010, where all the

newly appointed employees of the hospitals and CHC's under Ilembe Health District were gathered.

The purpose of that induction was to let the employees know everything about our government from economic growth, South African history, inflation, Batho Pele principles, other departments under the government, and who exactly is government.

This programme makes it easier for the employees to know everything about the institution they are about to work for and what is expected of them. We hope you will enjoy your stay at Montebello hospital, you are welcomed!!



JT MANZI PRO-Intern



SI NGCOBO HRO-intern



N MZOBÉ Supply chain-Intern



MN GUMEDE CEO's Secretary-Intern

WELCOME!!



AP MNGUNI CEO's Secretary

LAB



NEW LABORATORY PARK-HOME



Some of the Lab staff in the new premises - From left: Mdunge S (Medical Technologist); Khanyile MK (Medical Technician); Gwala N (Lab Manager) and Mpungose ZL (Clerk)



The old crowded space for haematology



Crowded space for clerk

New premises for laboratory means more space and organised place of work.

The laboratory that they have at the moment, it's layout is not fit for the lab environment and does not comply with the requirements of the health and safety. They do not have escape routes, laboratory is suppose to have at least two(2) escape routes and they have to adhere with turnaround time.

Not all staff members will move to the park-home but certain departments, like Chemistry, Microbiology, Haematology and another storeroom for light materials. TB will remain at the old lab and storeroom for heavy materials. Usually the hospital used to fetch the specimens from different clinic but since they will be moving to the park-home they will fetch the specimens themselves.

They are expected to move in the new premises by the end of July or Early August 2010, they are just waiting for the system (LSI network) that they are using to be installed.

Asking the lab manager Mr. Gwala of the challenges faced in the premises they are using, he listed the following:

- They are having one telephone extension
- They are suppose to be taking part in the institution meetings of which they do not.

He also mentioned that he hope all the challenges they are faced with at the moment will fade away once they move to the new premises.

He is also excited that, they got the new premises at this time due to the audits that they will be having in either August/September 2010; "I'm excited in terms of the space that we will be having, there will be lots of space for the machines, clerks and to move around and good lab image" he said.

RELIGIOUS PAGE



Pastor NV Ngema

If you want happiness, look inside yourself. The only way to get positive feelings about yourself is to take positive actions.

By: Unknown

Please know this, "whatever you say to me will remain confidential" meaning it will be between me and you.

For whoever needs to see me must make an appointment with sister RP Magwaza at 7120 (for Montebello staff members).

Motivation for everyone

Philippians 4 : 13

"I can do all things through Christ who strengthens me"

Whatever you see that is above your ability, Christ gives you strength to overcome it, through Christ the Lord you will reach your destiny.

You just need to believe that through him you can do all things.

If we as staff members can just keep this verse in our minds and hearts, we can face any challenge we come across in life.



We thank the Lord for keeping and protecting us this past quarter even though we had our ups-and-downs. I feel that I have to remind people that I am available for whoever needs support for the following:

- Spiritual support
- Personal problems (work related + Problems from home)

Every Wednesday I'm at Montebello Hospital. I'm there from 11H00 till 15H00. In the morning I'm available for staff consultation up until 13H00 where staff members and I, gather for prayer and motivation. I also provide counseling for patients in different wards in the hospital. On Mondays I'm at Ndwedwe CHC for the same duties, and the other days that's where I visit different clinics under Montebello Hospital.

My congregation is called Independent Baptist Church, it is at Glendale and Maphumulo. I also visit schools at the disadvantaged areas like Maphumulo area and Ndwedwe for motivational speaking.

The challenges that I'm faced with at Montebello hospital is that staff members do not come to consult me or are not making appointments to come and have a one-on-one talks with me.

I feel I have to encourage you to come and see me for what ever kind of problems you are having either at work or at home.



KWA-NYUSWA

On the 29 April 2010 at Kwa-Nyuswa, there was a family revival day which was held at Nyuswa Clinic.

Our chaplain Pastor NV Ngema together with other chaplains from Stanger and Mandeni, felt that since they are serving different families who visit either the clinic or the hospital, it will be best if they plan such an event since not everyone knows about the chaplains.

The purpose of the event was to introduce themselves as chaplains and inform the community about their services. Mostly to revive moral values of families, Stigmatization against sick people (TB & HIV) who need family support, Encourage Healthy lifestyle, encourage people to get tested for HIV & AIDS and answering the question of what really is a FAMILY.



Kwa-Nyuswa clinic Manager Mrs. Mthethwa

The event was a great success, different priests from different congregations worshipping one God and preaching different verses to revive the Kwa-Nyuswa families.

Communities need events like these every once in a while, to worship together and encourage each other on how to go about fighting with life obstacles, like the incurable diseases (HIV&AIDS). Another thing that was emphasized there was building of support groups, one house one garden and exercising.

This event wouldn't be a success if the staff and the clinic's organizing committee didn't stick together. Encouraging the spirit of ubuntu, lets continue working together to serve our communities whole-heartedly and always implement the batho pele principles.

"You cannot teach a man anything; you can only help him find it within himself." -By:Galileo



Kwa-Nyuswa clinic staff blessed us with a Hymn.



There were different priests from different congregations



OPEN DAY

EVENT



Mr. PK S'khosana (CEO Ntunjambili hospital), Mrs. TD Chiliza (CEO Mphumulo Hospital), and Mr. SGG Khawula (CEO Montebello hospital)



Members of the hospital board Mr. Dladla and Mrs. Maduna



The best displayed stand - HR stand



Front row: Visitors from different institutions and the District office

The open day event held on the 26th of May 2010 at Montebello hospital was a great success. The response from the community was high as well as visitors from different institutions that we invited.

The purpose of the event was to consult the public about the services provided by the hospital as well as providing the relevant information needed by the community. Also, it was about implementing the Batho Pele principles and getting to know if the public is satisfied with the services we render to them by giving them a slot in our programme to comment and ask questions.

Unfortunately Ms Dube (Ilembe district manager) couldn't make it, but sent Mrs Chiliza to serve as our guest speaker for the day. All the departments of Montebello hospital displayed their stands near the venue of the actual event, whereby people will be able to ask questions, check their BP's, sugar levels and get voluntary counseling.

A lot of information was conveyed to the public by different departments of Montebello hospital. They were told about the complaints mechanism, Public Relations department and encouraged to complain if dissatisfied. Those who are HIV positive were encouraged to live a positive and healthy life-style.

A big thank you to our service providers for sponsoring our event with food, fruits and drinks.



FACILITY INFORMATION OFFICER'S DESK

It is an honor and a great pleasure for me to be given this opportunity to highlight and give some feed-back on data management. As an FIO it is my duty and responsibility to ensure that I coordinate the collection, verification, analyses, presentation and appropriate utilization of institutional health and management of information.

Today I would like to embark on data analyses and give some highlight or feed-back on efficiency indicators. Those indicators are, average length of stay, bed occupancy rate, bed turnover rate, cost per patient, mortality rate, separations and case fatality rate.

These are vital indicators which play a very important role in given hospital management, a clear picture/idea on how the institution is performing. With these indicators on can easily know about the performance of your institution. Therefore; data analysis is an important and vital element of information in management.

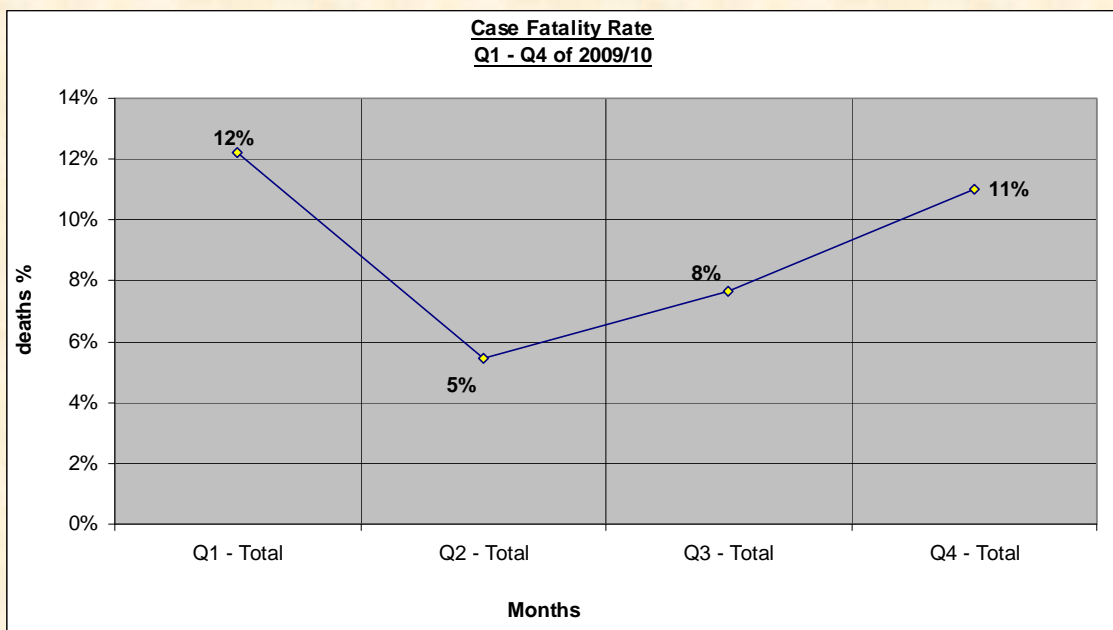
Analysis enable managers/management to identify challenges and gaps, and be able to find some creative ideas to improve service delivery. Good and quality data is an important aspect in management of data and that is why it is vital for us as data management to take a responsibility of managing data as we like managing our own life.



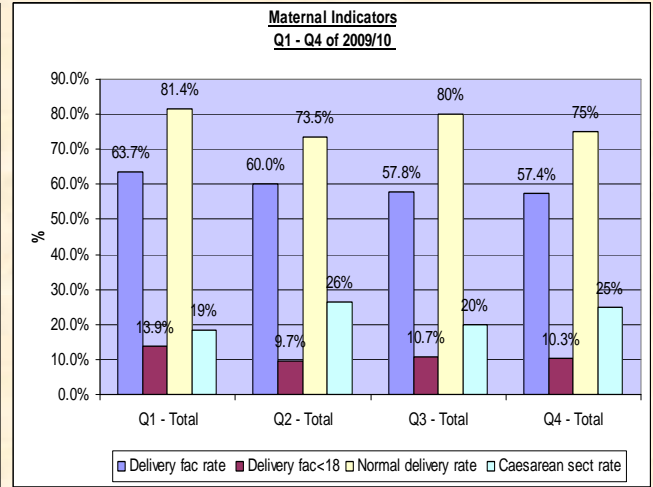
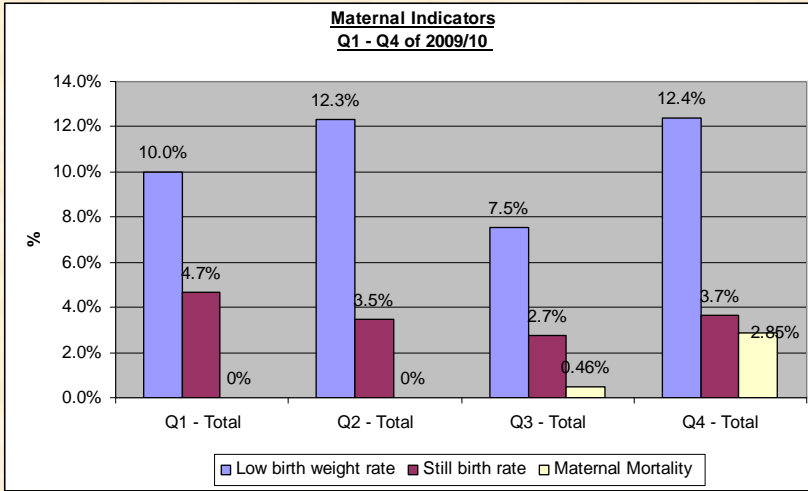
Mr. SWB SITHOLE
Facility Information Officer



Fatality Rate

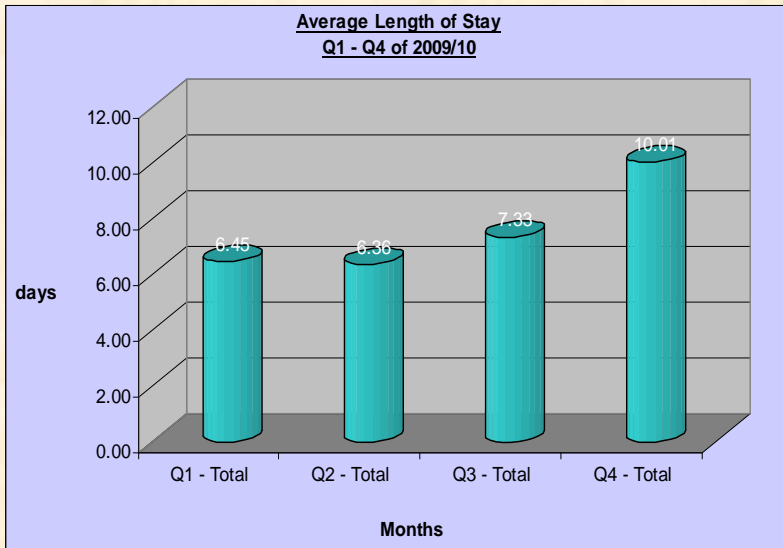


Maternal Indicators

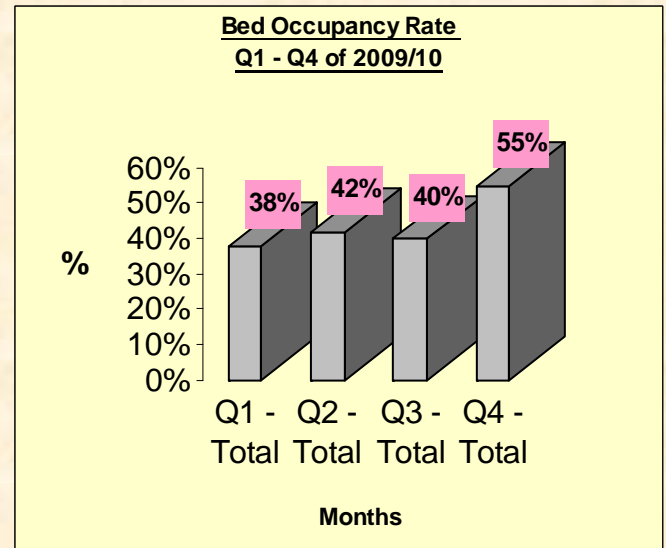


- Most of our deliveries by women under 18 years has been above the norm of <10% and the solution would be our ANC staff and MCHW component to strengthen the health education in schools.
- Caesareans are mostly over 20% which is not good for a healthy community solution is to encourage women to attend ANC before 20 weeks will improve this rates.

Average Length of stay



Bed Occupancy rate



- Institution's performance at this period was not good and this was shown and given to management attention.
- ALOS norm is 5,6 days and our length of stay has been above that.
- The cause of ALOS is shortage of staff and resources, but since the appointment of Medical Manager lot of positive responses have been seen applied to BOR which was also low as the norm or target is +65% and looking at the last three months of 2010 a positive improvement has been shown.
- High fatality rate has been another challenge as it shows that we are twice the norm of 4% and this also apply to our mortality rate both at prenatal and neonatal.

FIRE FIGHTING TRAINING



Health & Safety Officer Mr. M Mkhize, Demonstrating extinguishment of fire



Mr. Hein Langenwoven, a facilitator from Umgungundlovu fire fighting



HR Manager Mr. XD Selepe demonstrating fire-fighting attire.

Courage is not the absence of fear, but rather the judgment that something else is more important than fear.

By: Ambrose Redmoon

From 01 June 2010, Mr. H Langenwoven together with his team assisted by the Health & Safety Manager Mr. M Mkhize brought us lectures about fire fighting and safety precautions. Staff members were divided into groups of 20.

Mr Langenwoven is from the Umgungundlovu Fire Fighting Department, which is serving the community of Umgungundlovu.

Fire fighting lectures benefited everyone a lot, because it was not only about fire at work but also about appliances used at home. Mr. Langenwoven started by theory in fire fighting, he spoke about different classes of fire and what kind of extinguisher is used for each class.

Staff members then had to practically apply what they learned during the time of theory. The fire fighting team poured petrol and diesel in a drum and then lighted it, staff members had to extinguish it.

It was indeed a few hours of fun playing with fire.

Possible causes of fire

- Oxygen
- Fuel and
- Heat

MONTY NEWS

Let your voice be heard

FEEL IT'S HERE!!

SOCCER TUESDAY

FUN DAY



Physio therapist & speech therapist presenting to the patients

From L to R: **Ms N Ngcobo** (speech therapist), **Mr S Sithole** (FIO), **Ms L Dookran** (Physio therapist) and **Ms JT Manzi** (PRO-Intern); a team which organised the event

On the 22 June 2010 the Rehabilitation department hosted a soccer Tuesday fun-day for the ART Clinic patients.



To kick-off the event, we had a few soccer games to play where patients challenged each other and won cool T-shirts and other love life products, just to show that we are feeling the spirit of the 2010 soccer world cup. Patients enjoyed it very much, although there was a huge gap between females and males when it came to bouncing the ball with one leg, that we had to change the rules and ladies had to be against other ladies and males against males.

All these games that were played that day went hand-in-hand with the purpose of the event, which was to encourage the ART patients to start exercising at an early stage, and to live a healthy lifestyle. Also to let them know that there is a Physio department that will help them with their exercises one-on-one.



Ms Dookran also explained different types of exercises to them, and that you do not have to go to the gym to keep fit, you can walk, run, play netball/soccer, fill the empty containers with sand and use them as weights etc and everything that comes with exercising like drinking lots of water; and also to live a positive lifestyle.

After the speech, Ms Dookran asked a few questions about what she has just told them and gave them cool prizes. We had a fun soccer Tuesday with them. Hope they know that what they have is just a disease that is manageable and that they can still fulfill their dreams.

1. & 2. Patients who participated in soccer games.
3. Patient who won a grand price

LOVE LIFE VISITS MONTEBELLO SICKHOME



Front row from right: Ms Madonsela and the peer educators, behind: Mrs J Dookran and Mr S Mthembu

Love life together with Montebello hospital's Rehab team visited Montebello Chronic Sick Home on the 30 June 2010

Montebello Sick Home is situated in the Montebello Mission near the Our-Lady boding school. It caters for both adult and children who are having chronic sicknesses. There are hundred and one(101) people who are living at the Montebello Sick Home, and it has been around since 1962.

The Love life team visited the sick home in order to address them on the sexual behavioral issues. Though living in a sick home not being exposed to different substance abuse out there and sexual acts, the rehab team thought it would be a good idea to invite Love Life since the sick home caters for both males and females.

Love life has different programmes to convey sexual, HIV/AIDS and substance abuse messages to different age groups. For the chronic patients they had short dramas and different songs to convey a clear messages that they would easily understand.

Busisiwe Madonsela a peer educator leader, was the one who hosted the event for that day. To break the ice Miss Madonsela asked them which song would they like to sing, and they chose Sifiso Ncwane's song (Phakama). They sang, but some of them are unable to speak, so they were making some sounds.



Celebrations after a soccer game

They were able to relate to short dramas and songs that were made to convey different messages. There were also competitions where they had to answer questions to show that they understood those drama and songs.

It was then time to feel the spirit of the world cup, we went to the open space that they have near their hall. Excitement was written on each and everyone of them. Some of them were on wheel-chairs, those who are able to walk were pushing those on wheelchairs which showed companionship.

It was a five-on-five soccer game, there was a red and blue team. Those who were on the red team were written "RED" on their forehead and those on a blue team "BLUE", for them to recognize their team mates. The funny part was, they were passing people from the opposite teams. The blue team scored the first goal and the red team's goal-keeper left the poles and went to score for her team, it was hilarious!

The one's on wheel-chairs were cheering for the players, the blue team won, and they all got beautiful T-shirts from love life. ***"We are all the same before the eyes of the Lord, Just a visit from you will make their day!"***



Soccer players



Cheering for the players

EDITORIAL

Hi everyone!

I'm Thulisile Manzi all the way from Kwa-Dukuza. I got my National Diploma in 2008 from Durban University of Technology in Durban. If I must say, I'm very happy to be part of Montebello Hospital!

I am so grateful to be given an opportunity to have compiled this quarter's issue. It has been fun exercising my journalistic skills not mentioning challenges faced when gathering a story and having to take pictures at the same time, but it is all part and parcel of learning.

I expect to gain a lot in these 12 months that I have in this institution, mostly to learn more about the Batho Pele principles as they are being implemented in this institution. I have already gained a lot in these 4 months that I've been here and am hoping that there is so much more ahead to learn.

In this institution, I'm working towards getting necessary experience, growing professionally and acquiring the necessary skills to be able to perform well whenever I get a job. I am looking forward in getting to know other institutional PRO's, as it is good to converse with people who already are doing what you are yearning to do.

Now that the PRO has started, I hope things are going to be a lot easier, and hope that her and I will be able to work hand-in-hand. I hope that she will enjoy her stay at Montebello Hospital as I am enjoying mine!!

Look out for the next issue!



Miss JT Manzi - PRO Intern



- Do unto others as you would have others do unto you.
- Put the customer first, and
- Always remember, the customer is always right
 - **SERVE WITH A SMILE!!**

CONTACTS

Whenever there's something newsworthy that you feel should appear in the next issue about your department or clinic, Contact:

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YOUR COMMENTS AND COMPLAINTS ARE ALSO WELCOMED!!