



# MSELENI HOSPITAL NEWS LETTER FIRST OF IT'S KIND

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## GREETINGS TO EVERYBODY



*Mrs T.A. Mqadi-Hospital Manager*

We have embarked on a long journey to proper transformation at Mseleni Hospital. This started with the appointment of new Hospital Management Team. At the beginning of the journey, I found myself faced with a steep hill where I was the only new person in the management team. It was not easy to lead the people who have worked together before and had their own style and beliefs. As someone new, but matured I had to adapt myself.

In that dilemma thanks to the team members who joined hands and we were able to travel in this pace up to where we are today. I still have great hope that through God's unfailing hand we will be able to remove other mountains and then continue with our journey.

I cannot over emphasize the importance of buying to the (change of mind set) paradigm shift accompanied by commitment and some of the Batho Pele Principles. All that is important, is for every Mseleni Hospital employee to have self-confidence. There is a tip from wise men; these are 10 ways to boast your self-confidence

### 1. ACCEPT WHO YOU ARE

\* Start developing a healthy appreciation of your self as a person

### 2. GIVE YOUR SELF CREDIT

\* Everyday take time to pat yourself on the back for all the things you do

### 3. DEVELOP YOUR OWN VALUE

\* Too many of us adopt other people's beliefs and priorities as our own.

### 4. ACCEPT YOUR STRENGTHS AND WEAKNESS

\* Having weakness is part of being human. Do not fall into the negative trap of constantly putting yourself down.

### 5. DON'T BE AFRAID TO TAKE RISKS

There are no rewards without risks; the only failure lies in not trying

### 6. TURN SETBACKS INTO VICTORIES

- Do not allow your self to be discouraged by seemingly negative experiences

### 7. JOIN GROUPS THAT PROMOTE POSITIVE SELF-CONFIDENCE

- Just as we can draw on our collective strengths as people to achieve high self-esteem, we can draw on the power of groups to attain that goal

### 8. DEMAND RESPECT FROM OTHERS

- \* The best way to gain the respect of others is to love and respect your self.

### 9. SEEK FULFILLING LOVE RELATIONSHIPS

- \* Many of us stay in unrewarding, even abusive, relationships because we are financially or do not think we can thrive on our own.

### 10. AVOID BEING JUDGEMENTAL

- \* If you make negative criticisms of others, you are likely to get the same treatment.

Let me end here for now, we are going to communicate more as the newsletter prosper.

*Wishing everybody a happy festive season and a peaceful new year.*

**BY MRS T.A. MQADI  
HOSPITAL MANAGER**

## **Mseleni Hospital Medical Team**

As seen through the eyes of a community service doctor.

The medical team at Mseleni have had a great year under the able and enthusiastic leadership of our team captain, Victor Fredlund. Support from the other seniors at Mseleni - for him and for us - has been excellent and those of us who are new or junior on the staff have much benefited from the help of Jenny Nash and Kobus Viljoen. These senior citizens (metaphorically speaking, of course) are an extremely valuable asset, and it never ceases to surprise me that the battery of questions they are asked daily are always enthusiastically and patiently answered.

We were also very fortunate to have been joined this year by two English/Scottish doctors (they have never clarified which), the Clancy's, who are here in a missionary capacity for two years. With the new batch of community service doctors arriving shortly, they will soon join the ranks of the "senior citizens", much to their horror, no doubt. The remainder of the team comprises three community service doctors, some of whom have taken to the rural medicine approach better than others (it seems it is still only me who prefers to see a procedure done before doing it myself - perhaps a habit I can blame on my gender). And of course, the team would be incomplete without my long-suffering

husband who has followed me around for the last few years (and I hope will continue to do so indefinitely).

Things have run smoothly with our routine of daily (not very) grand ward rounds, ward duties, out-patients and clinic work (interspersed with the regular joint replacements and the occasional laparotomy for full term extra-uterine pregnancy). The greatest, and most exciting, challenge we have faced this year is the establishment of our Antiretroviral Programme. The programme is running both from the hospital and our out-lying clinics, and the learning curve has been steep. The programme still faces many challenges - insufficient human resources to deal with the overwhelming number of sick patients being a significant one - but it has brought hope where there previously there was none.

And so, some of us are moving on to other (cooler, no doubt, given the average temperature here) climes but the senior citizens and team captain remain to welcome the new batch of doctors and to see this beautiful, and blessed, hospital into the new year.

*Leesa Bishop  
November 2004*

### ***First of it's kind***

*We had our own Batho-Pele launch*



Service delivery is what we leave, we eat and we sleep at Mseleni Hospital that does not mean that we are perfect but we are prepared

and striving to be one of the top hospital's in the province. Our aim is to render a high quality service delivery, which is accessible to all walks of life. "As our vision stipulates that at Mseleni Hospital we are committed to provide holistic and affordable district health care system"

The batho-pele launch was on the 11<sup>th</sup> of June 2004 on our playgrounds. There were dignitaries from different departments, that is uMkhanyakude health district, forestry department, social and welfare education and correctional services department also present were the Amakhosi, iziNduna and the Hospital board members and the community of Mseleni and surrounding areas. On this day

The motto of the day was service delivery with Abantu -phambili (people first) initiative. We are committing ourselves that customers are our first priority starting from the gate to the outpatient department to the admitted patients in the wards until it reaches all corners of our institution.

All hospital sections were marketing themselves to the community about the services rendered and their levels so that our customers would understand and have an insight into what to expect from us as a health institution. Our guest speaker was Dr. L.W. the Nkonjeni hospital manager, her speech was educative to all levels, from the gate to top management, *quote* "What tool do we all need in order to smile or to greet the next person". It transpired in her speech that we always have these intentions of shifting the responsibility to the next person and we always complain about the shortage of resources.

"**Ubuntu**"- humanity which does not even cost us a cent.

## COHSASA EXTERNAL SURVEY VISIT

We had COHSASA External Surveyors who came to assess the hospital. They were assessing different service elements. There were 27 service elements which were assessed, 21 of them achieved 80% and above.

## Antiretroviral Awareness Campaign



AIDS HELPLINE  
☎ 0800-012-322

Our HIV/AIDS team management of the hospital PHC services and other staff members are not folding their arms in trying to one step forward to see to it that our staff at Mseleni Hospital are sensitised about HIV/AIDS drugs that the government is providing to all South African citizens for free

Charity begins at home, if we as the staff members do not understand the importance and the knowledge on how to take these ARV's.

After a very exciting, joyful day, there were refreshments to soothe the long day. On behalf of the hospital, I would like to pass the thanking voice to the Batho-Pele steering committee for their courage to organise such an event. Local schools who provided our guests with entertainment, the community for their presence and support, Amakhosi, iziNduna, religious leaders, our guest speaker, the hospital staff who had to go an extra mile beyond their duties to make that day possible and without them it wouldn't be the way it was. Thanks also goes to Maputaland community station for the coverage of the event and to Mr. Nxumalo the local businessmen who donated with the cow to bless the day."Mkhatshwa kwande nalapho uthathe khona". Greatest thanks go to the Top management for seeing the need for the launch and it does not end with a launch we practise Batho-Pele "People First".

6 service elements achieved 70 and above according to the preliminary report .The great challenge is to improve what has been achieved. There is still a huge room for improvement .



The programme of the ARV's is already in progress at Mseleni Hospital, the staff is not excluded from this programme, staff education on ARV's was the order of the day on the 17<sup>th</sup> of November 2004 at the recreation hall. The

attendance of staff was marvellous so I can say the day served it's purpose pretty well.

The honourable guest speaker was our own Doctor Nash to explain it all and emphasized the importance of one's knowing their HIV status and the importance of taking ARV's as soon as their medical condition requires them to do so.

She stressed that if someone is under the ARV treatment programme, commitment is the key in order to avoid defaulting and ARV programme is a lifetime commitment.

One cannot stop taking after the improvement of his or her CD4 count has improved, After a lengthy deliberation by Dr. Nash, a chance was opened for clarity to issues about HIV/AIDS and questions asked by the staff. I can say the day met the needs of the people. Special thanks must go to Mseleni Aids department team for organising such an important day

## Awards

Dr V.G. Fredlund our Medical Manager won the best rural doctor award for 2003 at the award giving ceremony in ICC (Durban). Congratulations, you made Mseleni hospital proud. Keep it up!!



### Long service certificate awards

Was held at Mseleni Hospital on the 24<sup>th</sup> of November 2004 at our recreation hall. Staff members that have completed 20 and 30 years of service in the health department. Mseleni hospital did not want it's staff to be left behind, appreciation was shown to those staff members who had been with the health department consistently for such a long period.

### THOSE WHO RECEIVED CERTIFICATES WERE:

 Dr. V.G. Fredlund	N.A. Jobe
 L.L. Gumede	M.S. Zikhali
 T.N. Mdluli	N.D. Manukuza,
 M.C.Zikhali	S.N. Ntuli
 M.J. Malambule	T.C. Zuma
 I.F. Ntuli	M. Mbuyazi,
 P.P. Mbonambi	S.J. Qwabe
 D.N. Mabika	N.R. Mdletshe
 M.B. Ntsele,	C.F. Ndimande
 M.J. Mthembu	T.P. Manukuza,
 L. Mangeni	P. Mthembu
 M. Dlamini	,M.J. Malambule

Congratulations for serving the health department for so long, Mseleni Hospital as part of the health system appreciates your undivided commitment for such a long period.

Congratulations Congratulations Congratulations

Another star rose from Mseleni

Mr D.B. Mpontshane has been promoted to be a District Finance Manager for uMkhanyakude Health District.

We wish you all the best in your new position.

## SPORTS NEWS



During the health department inter-district games held in Durban on the 12<sup>th</sup> of August 2004 for Netball, Mseleni hospital had one candidate selected to play for the district by the name of Nontobeko Ntuli, the netball tournament was won by eThekweni district.

On the 26<sup>th</sup> of August 2004 there was a soccer tournament, candidates were selected to represent the district and from Mseleni R. Mabuza, P. Jele S.O. Mhlongo, E.M Ntombela and S.Manqe. The tournament champions were uThungulu health district. It is very important for staff to participate in these events organised by the department, it improves social ties amongst health workers from different institutions.

Mseleni Hospital visited Mbongolwane hospital on the 6<sup>th</sup> of November 2004. Our ladies in the Netball participated and played very well but unfortunately they did not make it, whereas in the soccer team our boys swang Mseleni hospital flag high by beating Mbongolwane hospital with a 3-0 victory  
Congratulations boys you rock!!!

## Communications



Mr Sibongiseni Manqe  
Public Relations Officer

I would like to welcome all of you to our first newsletter edition. We are entering the festive season which is a busy time, may God shoulder all of you across the stormy December month and land you in the new year, During this time of the year be self controlled, keep quite when people mock at you, simple give that divine smile and face every problem that comes your way as a challenge to conquer. With those words I would like to wish all our staff at Mseleni Hospital a peaceful Christmas and a prosperous new year. Thanks to all those who contributed to our first newsletter edition especially the editing team-Miss S. Mthembu and Miss N. Ndawonde. I am inviting all staff members to contribute in the next newsletter edition, this is their communicating tool without their support it will not be successful. In the next editions, I will improve and manage to involve all other departments within the institution.

### Mseleni top management team

Mrs T.A Mqadi (Hospital Manager)  
Mrs S.N. Ntuli (Nursing Manager)  
Dr. V.G. Fredlund (Medical Manager)  
Mr. D.B. Mpontshane (Finance and System Manager)  
Mr. E.M. Ntombela (Human Resources Manager)

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