



DECEMBER 2008

# IZWI LETHU

NKANDLA HOSPITAL NEWSLETTER

## Foreword from the CEO

Due to the lack of the PRO in our hospital I hereby present the December newsletter that I had to write personally (Testing my PR Skills).

As a hospital on the move we are happy that Nkandla hospital is still able to improve both the systems and processes for ensuring better quality of health care. Among recent initiatives, the hospital is piloting Supervision Project to promote the culture of effective staff supervision. Clinical quality remains a priority of management in the hospital. The focus has changed from quantity of clinicians to quality thereof. There is no better time than now to utilize our public health expertise to improve efficiency of health service delivery at hospital level. Without a

doubt a hospital of Nkandla's caliber including its eleven clinics and its mobile clinics requires efficient utilization of resources in order to adequately meet the health care demands. In my recent evaluation of hospital efficiency I identified the following gaps that are already receiving attention:

Slightly higher patient lengths of stay, low bed utilization, high discharge to admission rates, high nurse workload, moderately high doctor workload, high transport costs (especially when comparing patient to staff kilometers). To my surprise the percentage expenditure on staff compensation (as a percentage of total hospital expenditure) is far less than the norm for district hospi-

tals. The output figures for Nkandla hospital's efficiency in the recent quarter are indicative of the efforts made by all staff to ensure maximum results from limited inputs.

### *Festive Message*

On behalf of hospital management I wish all our staff, our patients, partners and fellow health providers a safe and peaceful festive period and a happy new year.

### *Forward the People's Hospital!*

### *Some motivation*

Remember that everything under the sun is temporary. Whatever you are experiencing – good or bad – it will pass. If you have to do something, do it irrespective of whether you like it or not. If you like it, do it and enjoy it. If you don't like it, change it. If you can't change it, change the way you look at it.



Mr M Mntambo - Hospital CEO

Issue 3 of 2008

December 2008 issue

### **VISION**

**To be the leading provider of optimal health care services in Uthungulu District.**

### **MISSION**

**To provide sustainable, comprehensive, accessible, integrated, efficient & cost effective health services to improve quality of life to people of Nkandla based on PHC approach through the DHS.**

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## TEENAGE PREGNANCY AWARENESS DAY

The 12<sup>th</sup> of November 2008 was a day full of fun, entertainment and education in Nkandla hospital. With the presence of the Member of National Parliament, Inkosi Biyela YaseMahlayizeni it could not get better than that.

The Obstetric and Gynaecology Department of Nkandla hospital decided to express their concern about teenage pregnancy and they did this in style.

Among the invited guests were teenagers from nearby schools, awaiting labour patients, oNompilo's and Mrs N Hlongwane from Uthungulu District VCT/ PMTCT unit who also delivered a key note address.

Sister Mgozo, the maternity Mamkhulu gave a long, informed and exciting speech on pregnancy and obstetrics. The presence of nursing students also added value when they delivered an excellent role play of school teenagers experiencing unplanned pregnancies and causing unnecessary stress to their parents.

The audience was also given opportunity to ask questions. Inkosi Biyela was very impressed to hear maternity staff re-inforcing their commitment to caring for their maternity patients and expressing their love for their jobs.



Sister Mgozo

The take-home message was “Phansi ngokukhulelwa usemncane Phansi!!!!!!”.

Well done Matron Maphanga, Matron Buthelezi and all Maternity staff. To maternity staff around the country I admit “We are in this world because of you”.



Programme Director, Matron Mkhize

## FEATURE CLINIC

### THALANENI

Thalaneni clinic is lucky to have Sr Sokhela as their Operational Manager. She has worked in 7 clinics under Nkandla hospital since 1998.

Sister Sokhela would like to see improvement in the preventative and promotive aspects of health.

Among her duties is management of staff, handling of complaints and conducting clinic committee meetings. Patient care is Sr Sokhela's priority.



Sister MR Sokhela

### CLINIC

When asked what she enjoys about her work, Sister Sokhela responded that she enjoys working with her committed staff. She also meets community leaders and elderly people and they tell her what to prescribe.

Sister Sokhela would like to see Thalaneni clinic being re-built and to achieve higher patient statistics.

You go girl!!!

## RECENT EVENTS DOORS OPEN AT MPANDLENI CLINIC

History was made on the 04<sup>th</sup> August 2008 when a newly completed Mpandleni clinic opened its door for the first time to the community. Mpandleni clinic is gateway to Nkandla hospital and is situated in Nkandla town approximately 1KM from the hospital. What an excitement it was for Nkandla hospital management, staff and patients alike to witness the operations of the first day in a state of the art clinic.

Due to financial constraints the clinic initially started as a 5 day, on-call facility but provides a comprehensive Primary Health Care package.

Zincane izibongo zami kubasebenzi baseMpandleni clinic ngomsebenzi omkhulu kangaka abawenzayo.

Dadewethu kababa ezempilo zisondele kubantu, ngimfunge UCetshwayo eseNkandla!



Some of Mpandleni clinic staff



Members of hospital management made sure that they don't miss the first day of Mpandleni clinic.

## HERITAGE/WELLNESS EVENT

On the 30<sup>th</sup> September 2008, Nkandla hospital held the Heritage/Wellness event. The event was an Occupational Health initiative aimed at educating staff about their health and wellbeing.

Presentations were done by Sister Q Dlodlo of the occupational clinic, Sister Cele of the Eye Clinic and SANCA. The guest speaker was none other than Mamkhulu Matron BC Maphanga, the Nurse Manager. This event was deliberately made to coincide with the heritage month and it

was very nice to see staff in their traditional outfits.

The community was represented and the guests included a traditional healer (sangoma) who motivated staff and encouraged them to try the traditional lifestyles. The CEO, Mr Mntambo enjoyed dancing with the Sangoma for the first time in his life.

The theme of the event was "Employees should take care of their lives and practice healthy lifestyles".

This hugely successful event did not utilize a cent from the hospital budget. The success is largely attributed to the hard work of the Occupational Health team and generous partners.



Sister QC Dlodlo, the principal organiser consults nurse managers



Hospital staff in traditional outfits. How beautiful!!



CEO's Secretary Nokuthula Zulu and Programme Director Sister TR Sibisi

## FEATURE CLINIC OPHTHALMIC CLINIC

**Background**

After training for ophthalmic nursing sister Cele joined the outreach programme in 1999 to 2005. She had a break for 2 years and came back to the hospital in 2008.

**Question: What are the objectives of the ophthalmic programme?**

**Sister Cele:** To provide for the prevention of blindness around Nkandla catchments area based on Vision 2020. The provision of immediate access to primary eye care in the primary health care clinics, and community centers. The provision of referral access to secondary and tertiary eye care.

**Question: As an Ophthalmic nurse, what are your activities?**

**Sister Cele:** Screening of eyes against any pathological conditions through diagnosis and treatment. Identification of cataract and glaucoma for prevention of avoidable blindness and irreversible blindness. Visiting of residential clinics, pension pay points and primary schools. The referral of eye patients with complicated conditions and cataract surgery.

**Question: What do you enjoy about your job?**

**Sr Cele:** "I work with different categories of the community i.e. from a child to an old person. I learn different behavioral patterns and how to approach each eye condition per individual. I enjoy working with the elders because they need a special way of treatment as old citizens of Nkandla".

**Question: Future?**

**Cele** "I would like to see the programme expanding to clinics in the future and having sight saver centre for cataract surgery



Meet Sister Cele

## DID YOU KNOW?

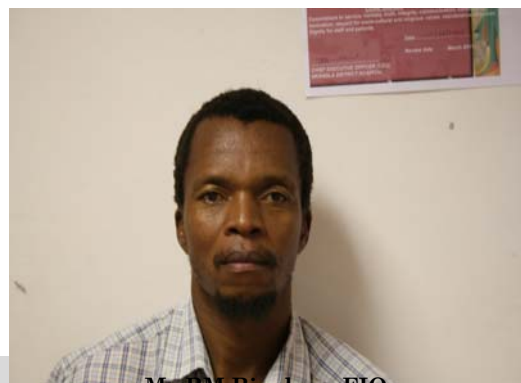
Quality Improvement is the responsibility of every health worker. Good supervision has the biggest impact on quality of service delivery.

.....

Health information is used to plan, monitor and evaluate health service as well as in improving quality of care?



**Mr IP Buthelezi—Quality Assurance Manager**



**Mr BM Biyela — FIO**

## STAFF NEWS - RECENT APPOINTMENTS MEET DR GM BONDO

Dr Bondo has worked in Eshowe and Port Shepstone hospitals.

His main interest is internal medicine especially cardiology. As a Christian Dr Bondo enjoys reading scriptures and listening to gospel music. In fact he can sing Hiilsong music! He also enjoys the music of Yuvone Chaka Chaka.

In 1988 he earned yellow belt in karate.

Dr Bondo's message for Nkandla "As human beings we will never have the same opinion in different matters of

our job.

What we have to do is to tolerate each other, respect other's opinion even if we don't agree with them. In every disagreement we need to find a common ground. This will stop our staff from leaving the hospital due to small conflicts".

Dr Bondo is recently married and lives with his happy wife.



DR GM Bondo

## MEET DR WM MUKEBA

Dr Mukeba is married with no kids yet. Previously he has worked in Daco hospital (DRC) and St Appolinaris hospital .

He enjoys reading novels and scientific journals. Football and going to cinema are some of his hobbies.

Dr Mukeba's message to Nkandla hospital " Nothing can resist the



Dr WM Mukeba

strength of the will and there is definitely a will to perform better at Nkandla hospital. I just hope that will is shared by each and every one belonging to this place."

## MEET DR M MWENDA

Dr Mwenda has previously worked in St Margaret and Rietvlei hospitals.

He has trained in HIV, PTB and MDR TB management, basic surgical skills and diagnostic ultra-sound.

Dr Mwenda's further interest is obstetrical surgery but he is able to work in any department in the

district hospital.

He enjoys going out and meet friends. Traveling is his major passion.



Dr Mwenda

## STAFF NEWS CONDOLENCES

The management and staff at Nkandla hospital express their regret and condolences for the following:

- ◆ Miss BC Ntuli, Records Officer, passed away 18/09/08
- ◆ Ms Penelope N Sibiya, staff nurse, passed away on 06/09/08
- ◆ Mr Musa P Sibiya, student nurse, passed away on 05/10/08
- ◆ Ms Duduzile P Majola, passed away on 28/07/08
- ◆ Ms Doli R Mchunu, general orderly, passed away on 02/02/08
- ◆ Mr Muntuyedwa Khuzwayo, handyman, passed away on 27/05/08
- ◆ Mr Mandlenkosi E Sangweni, admin clerk, passed away on 06/07/08
- ◆ Ms Bonisiwe G Biyela, student nurse, passed away on 25/07/08
- ◆ Ms DE Ntombela, Halambu clinic, passed away on 26 November 2008.

**And all other unmentioned staff members who lost their family members and/or relatives in 2008. Your pain is our pain.**

## STAFF NEWS CONGRATULATIONS

The hospital family congratulates and applauds the following 2008 achievements of staff:

- ◆ Thabisile Mbatha, pharmacy assistant, obtained a drivers license.
- ◆ Mr T Mokoena, Lethithemba Clinic, for the birth of his first born baby.
- ◆ Xoli Sangweni, EAP practitioner, for purchasing her new car
- ◆ Mrs MB Msimango, SSMO, for the birth of her baby
- ◆ Mrs B Mtshali, Food Services Manager, for the birth of her baby
- ◆ Mrs SJ Duiker, Safety Officer, for the birth of her baby

**and ALL other unmentioned accomplishments by staff members in 2008. Your personal achievements are our achievements too.**

## CHWEZI CLINIC BIDS SISTER NDEBELE FAREWELL

Bekusindwe ngobethole kufinywa ngendololwane eChwezi clinic ngomhlaka 25 Novemba 2008 lapho intombi endala u-sister DD Ndebele evalelisa emva kokusebenzela umnyango wezempilo isikhathi eside.

Lapha (esithobeni) ubonakala sengathi inkehli eziphathe kahle ekhaya isikhishwa ngehubo lokuyivalelisa isishiya ikhaya iya emendweni.

Sibonga siyanconcoza ntombazana ngeqhaza elingaka olibambile ekunakekeleni izimpilo zabantu—uyobongwa ezulwini.

Uphumule kahle nomndeni uze udle izinyoni zabazukulu.



Sister DD Ndebele and her husband

## JOKES—ASIHLEKE

Njengoba uzokhumbula phela ngiyazifela ngamahlaya. Phela yingakho ngibukeka ngimusha sonke isikhathi, yingoba ngijimisa ubuso bami ngokuhleka nokuhlekisa. Maningi amahlaya engike ngawezwa kulonyaka ka 2008 kodwa ngikukhethela lawa alandelayo enginesiqinisekiso ukuthi uzowathokozela noma kanjani noma ungunani.

### My Joke of the Day ! (Vending machine)

A man and his wife are in court getting a divorce. The problem was who should get custody of the child.

The wife jumped up and said: "Your Honour, I brought the child into the

world with pain and labour. She should be in my custody". The judge turns to the husband and says : "What do you have to say in your defense?" The man sat for a while contemplating.

Then slowly reposnded: "Your Honour, if I put a Rand in a vending machine and a Coke comes out, Whose Coke is it, the machines' or mine?"

### My Joke of the Week !! (Bantu Education)

From a Nyeri High School grammar teacher: "The girl goes to school, goesn't she? From a Kirinyaga High School teacher: "Both of you three come here!"

An irate Nanyuki High School teacher to a student: "Tomorrow I want you to come with your father, your mother and both your parents!"

On seeing twins enter his office, the assistant director at a Certain S.S.S.S ( Serious Senior Secondary School ) said:

" You look together; are you twice?"  
Now you have a good day yourself...goodn't you?

### My Joke of the month !!!!(Beggar)

A man walks past a beggar every day and gives him R10 and that continues for a year. Then suddenly the daily donation changes to R7,50.

"Well," the beggar thinks, "it's still better than nothing." A year passes in this way until the man's daily donation suddenly becomes R5.

"What's going on now?" the beggar asks his donor. "First you give me R10 every day, then R7,50 and now only R5. What's the problem?"

"Well," the man says, "last year my eldest son went to university.

It's very expensive, so I had to cut costs. This year my eldest daughter also went to university, so I had to cut my expenses even further."

"And how many children do you have?" the beggar asks.

"Four," the man replies.

"Well," says the beggar, "I hope you don't plan to educate them all at my expense."

### My Joke of the Quarter !!!! (Response to Hub)

Dear Sir/Madam

I acknowledge receipt of your 3rd letter dated 7 June 2008 in which for the third time, you request that I pay the monies owed to you. I first want you to know that by no means do I dispute my debt and I intend to pay as soon as possible.

However I would like to bring to your attention that you are not my only creditor.

I have many more creditors, quite as honourable and important as you and whom I wish to pay too.

That is why, each month, I throw all the names of my creditors into a hat and draw one randomly.

The one drawn is paid immediately.

I hope that yours will come out shortly.

Sincerely Yours,  
Sipho

PS: I regret to inform you that given the harsh and threatening tone of your last letter, you will not be taking part in the next three draws.

### My Joke of the year !!!!! (Love mathematically)

Here's a "Romantic Guluva" expressing his feelings to a "Model C" chick, but this time he uses his Mathematical Skills and I mean Maths Skills i.e. Algebra, Geometry, Trigonometry you name it.

"I may not be good with words because my English is not fluent, But What I feel deep inside my heart persuade me to express myself Mathematically. Every time when I see you, you simultaneously divide my life into two equations. Because my feelings for you cross multiply on daily basis, you inspire me to be greater than zero (0).

Your smile keeps me in touch with the special angles of my heart. You Make me feel relaxed on the X-axis where Y is equal to zero (0).

When I come across you, I feel turning like a parabola and meet you on

The turning point, where I can utter three words to you. Words that Describe the mid-point of my heart. Without you my heart is like a Semi-circle because you stole the other half.

I'll really appreciate if we could come together and solve for X so That we both stop to be vertically opposite and start to be corresponding Angles.

I know you are intelligent enough to understand the fact that when it Comes to "trigonometrically world" we are all positive in the first Quadrant." You drink to know me!!!  
Regarding, Kasi Luv

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*“THE PEOPLE’S HOSPITAL”*

**Back page Babe**



**Ms MT Ngcobo from Laundry, enjoys washing!**

**SPORTS CORNER—EZEMIDLALO**

There is not much that Nkandla hospital could be proud of in the Department of Sports in 2008.

The soccer team did however had some encounters with a few strong opposition and the captain proudly recalls the following performances:

- Eshowe prison warders
- Vryheid SAPS
- St Mary’s KwaMagwaza hospital
- Ulundi SAPS
- Ekombe hospital

To mention just a few.

The soccer captain Mr RZ Dlamini was asked how the team performed in these games and he responded “very well”, adding that he had forgotten the scores.

“The year 2008 was not a good year for our team but we are planning to turn things around in 2009 and reclaim our position as a strong soccer hospital in the area”, said Mr Dlamini.

**Announcement: Calling all athletes!**

Mr BM Biyela calls on all athletes and potential athletes to join a campaign that will see Nkandla hospital being represented by a group of athletes in the May 2009 Comrades Marathon!!!! The sky is the limit!!!!



**Above:** The Nkandla hospital soccer team believes in hardwork and according to them nothing can prevent them from getting to the top.

**Below:** The netball team, on the other hand is known to be the thorn in the flesh to most hospitals in the district.

