



HEALTH
KwaZulu-Natal

IZWANGATHI



NGENKONJENI

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VOLUME 1 ISSUE 2

NOVEMBER 2009

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BACKGROUND

Nkonjeni Hospital is situated at Mahlabathini in Zululand District. Nkonjeni hospital was found by Norwegian Missionary, Sister Martha Palm as Nkonjeni Native Mission Hospital in 1925 but the exact date for the foundation cannot be determined with certainty, but there are grounds for presuming that the hospital was founded in the very beginning of October 1925. Sister Martha was a visiting student at Mc Cords Hospital in Durban.

**The first hospital building was quit small, containing no more than 3 rooms:
One room was the admission-room, dispensary and kitchen.
The next room was for in-patient
The last small room was for herself.**

THE HOSPITAL EXPAND

Very soon Sister Martha realized that the hospital she had build was too small! Every day she had to admit new patients who were in need of hospital treatment. At times she had placed up to 15 patient on straw-mat on the floor,- there were patient even in the dispensary-room. She was in urgent need for proper kitchen where food for all could be prepared. Until then, all the cooking was done outside.

All this changed one night when 2 big baboons were seen at the "Out-kitchen" eating all the porridge-remnants and ending the meal by throwing the pots in to the forest! They were likely to be back for more—and a kitchen had to be built very quickly....(to continue on the next issue)

To day we are proud to celebrate 84 years in service delivery within our catchment areas and pay a tribute to the Norwegian Missionary Services— our history as Nkonjeni Hospital remain our spirit through God blessings. Hebrews 13 "I will never abandon you" Jesus Christ is the same yesterday, and for ever....





MRS D.J LINDA

CHIEF EXECUTIVE OFFICE

EDITORIAL COMMENT



Miss N.B Khumalo
PRO Intern

I wish to take this opportunity to thank the staff and the management for contributing to our final Publication for the year 2009. It's been a great year for me and be part of this hospital, just like I said at the beginning of the year "2009 IS 2000& MINE". We look forward to the next year 2010 and hope that there will be a great improvement of Communication. I encourage all staff members and management to participate fully by writing, email, faxing to us in order to make this publication effective. PR OFFICE wish you all a Blessed Christmas and a Prosperous New Year filled with joy and happiness!!!!!!!!!!!!!!!!!!!!

CEO's DESK

It was only "Yesterday" when we welcomed the year 2009, where did it go??. This was quite a challenging year in many ways.

The bulk of the challenges are linked to budgetary constrains. Management found itself torn between budget containment strategies and service delivery demands. Unsavory and unpopular decisions had to be taken especially minimizing overtime work which led to reducing access hours for clients. We have also had challenges with replacement of Capital machines but fortunately our new X-Ray machine arrived in June and is function well. We are looking forward to replacing Autoclave machines as well as Laundry machines, which are still outstanding.

I want to take this opportunity to commend all staff for bearing with us and understanding the "climate". I can safely say we have grown and developed together (staff and customers) in these trying times. My plea is that we sustain the small cost containment strides we have committed to. They are the reason why our institution is always categorized by Head Office as at "PHC" in terms of financial management. In all this we have together managed to render safe Health Care to our customers.

Some structural changes have also taken place. Our new Mortuary container is now installed and this will ensure that no corpse spill over to private funeral parlors. It will save the hospital some money. There are still many more projects going on and others on the pipeline.

The highlight of the year was change of administration in the county and subsequently in the Province. This has seen the Department of Health getting a new MEC – Dr (BRI-GEN) S.M Dhlomo as well as the new Head of Department – Dr S.M Zungu. This in itself says to us all "the plainfield has changed" and we need to change with the tide.

We have already felt and seen that its "business unusual". Our hospital has also, like many others, been visited by the MEC. He promised to come back and did not mince words on what his expectations are. For us all, its time to pull up our socks and engage in ways and means to improve quality of services to our communities. Where we are already doing good – like in Cervical cancer screening, lets sustain and improve and where we are not doing well , lets put more effort.

We also want to acknowledge support by Centre for Rural Health (CRH) as well as Elizabeth Glasier Paediatric Aids Foundation (EGPAF). Although we are still a long way to perfection but there are visible positive returns in our information management.

We are approaching 2010 a year of great expectation with the FIFA world cup coming to the country. We can never say we are rural, remote and far from civilization. The vibes of this historic event are, even as we write, felt far and wide. We therefore have to put contingency plans in place and rather be ready than sorry!. We also want to pass our condolences to those who lost their loved ones and to the families and staff who lost a member and co-worker. MAY THEIR SOULS REST IN PEACE. As we come to the festive season, lets do not forget who we are; and lets carry that image all the time.

Management want take this opportunity to thank each and every one of the staff at Nkonjeni and its clinics for hard work and selfless dedication. We thank also the Advisory Board and clinic Committees for their unwavering support. We wish you all and your families God's blessings and abundance of peace and joy during this season. For those who will be going for holidays Go with the Lord, may He keep you safe under His pavilion and enjoy your well deserved rest after a long challenging year. God bless you. Merry X-mass and a Blessed 2010.



MOVEMENT, ACHIEVEMENTS AND NEW TEAM.....2009



Mrs G. H Nkambule
Cross transfer from
Ngwelezane hospital as
our New
OPD.Admin.Officer.



2. *Standing from right* :Mrs M.P Buthelezi, Mrs T.R Faku (Food Service Supervisor), D.R Makhoba, C.G Qwabe.....*Seating from right*. E.M Ngwenya, N.P Phakathi and N. Zulu. 2. *same team with* : N.M Xulu. The kitchen team provide service under private company called BONGILE Catering Services. cc



4. Arrival of new additional Mortuary Container with 24 shelves which was among our 2009/2010 priority projects.

Was delivered on 05/11/2009.

5

CONGRA.....



MS B.M SIBIYA
ASSISTANT PHYSIOTHERAPY

5. I am Ms B.M Sibiya— Known as *Molly*, I started working as a Physiotherapy attendant since 1993 without a proper training.

I then did a 1 year course in Physiotherapy Assistant at the University of KwaZulu Natal (UKZN) last year.

I am now graduated in November 2008 and registered with the HPCSA as a qualified Physiotherapy Assistant.



Most of the time institutions make a huge mistakes to look for qualified staff outside institutions to be on certain positions. Here is our dedicated grounds man Mr C.M Duma who has been assigned as our HELP DESK INFORMATION OFFICER since 1 September 2009. *I 'll tell you what?* Once you enter our buildings, the smile of this gentlemen will heal you and take you on the right place. Customer care has been improved due to his liaison with external and internal public members.



Mrs L.Mlaba Cross transfer from Vryheid Hospital with our dedicated Supply Officer **Mr Sandile Zungu**



PURPOSE OF PHARMACY WEEK AND AREAS VISITED



Pharmacy manager:
Ms
Z.L Ngema

The Pharmacy department at Nkonjeni Hospital embodied the spirit of team work during Pharmacy week and the Theme was: **KNOWLEDGE IS POWERFUL MEDICINE!** Our main aim was to promote the role Pharmacist play in the healthcare system through provision of information and advise on medicines & how to use, store & dispose of it effectively.

The week started on high note as the pharmacy staff (pharmacist & pharmacist's assistants) displayed Pharmacy week posters at the pharmacy dispensing area. Pharmacy staff also collected expired stock from the hospital wards. Patients were also encouraged to return expired medicines and excess medicine to the pharmacy to assist them with disposing of it.

IKHULUNYWA NGEZITHOMBE...



1. Ms T. Mthembu (Comm. serve Pharmacist) 2. Ms S.M.N Masondo (Principal Pharmacist) 3. Ms J.K Ntshangase 4. Mrs N.P Buthezezi (Pharmacist Assistant) and 5. Mr .T.V Zulu

Presentations at patient waiting areas were conducted to assist patients in knowing their medication and how to safely dispose them, demonstration charts were used to communicate the message to patients and information leaflets in Zulu were distributed to patients. The following areas were visited: Outpatient department, ARV Clinic and Gateway Clinic. Sandwiches prepared by the Pharmacy staff, fruits and juice were distributed to the patients after each presentations.



OUTCOME ON SURVERY.....

Check the last page



Management would like to thank our Sub-campus student who dedicated themselves through Client Satisfaction Survey. Their selfless effort on our campaign, will be always appreciated. The following staff also played a crucial role on organizing material, training of staff & capturing of statistics results: Help Desk Mr C.M Duma, Ms N.B Khumalo (Intern PRO) and our backup engine to most hospital programs Ms N.C Mbatha (Infection Control and Prevention manger) as well as Informatics Team (FIO & Capturers)

INFECTION PREVENTION AND CONTROL UNIT

The IPC Unit would like to inform and educate Health Care Workers on what goes on in our Department. Since the last News Letter we have had some very interesting cases that we have seen such as the outbreak of Swine Flu also known as H1N1. There is also the outbreak of Measles. Please always remember "INFECTION CONTROL IS IN OUR HANDS" Here is a look of what has been going on in our Dept!!!

H1N1 CASES

We have had 12 Suspected Swine flu cases and 03 Confirmed Cases.

Meningococcal Meningitis

We have had one case thus far. The patient was admitted in one of our wards. All the appropriate precaution measures were observed.

Adverse Event Following Immunization

There have only been 2 cases reported in the last quarter.

Dog bite Cases

This is a very important issue as we are seeing a growing number of people coming to the Hospital with dog bite wounds. So far we have had 22 cases. This is a huge number so we need to inform the public on the importance of coming to the Hospital incase of being bitten by a dog no matter how small the wound is.

Hepatitis B Positive Cases

Thus far we have had 28 cases which have been confirmed by our Lab.

Acute Flaccid Paralysis

This is a very serious condition that is still not being detected early but our Hospital has been making some progress as we have had 06 suspected cases.

IPC AUDIT

As a Unit we are audited from time to time so as to see if we are still complaint or not. The audits serve as a tool to see if the Hospital as a whole complies to the required standard of Infection Prevention, so in the last Audit which was on the 12th..of September we obtained 84%. So lets continue with the spirit of working hand in hand so as to continue obtaining excellent results.

MEASLES OUTBREAK

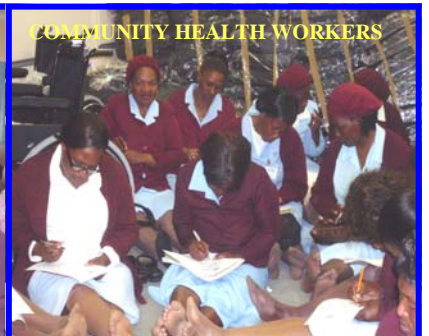
There is an outbreak of Measles and as HCW we need to be on the "ALERT" and be able to detect the condition early, we need to know the S&S of the condition and the Management so as to also inform the general public.

QUALITY IMPROVEMENT AUDIT

The hospital obtained 80% in the last quarterly District assessments

**THAT IS IT FROM THE IPC UNIT UNTIL NEXT TIME
SHUKUSHUKUSHUKU.... WASH YOUR HANDS.....**

HEPATITIS WEEK CAMPAING



Our dedicated IPC Manager Miss N.C Mbatha with her team, on the Hepatitis week campaign, conducted in service education for staff at the hospital, clinics and CHW's. "PREVENTION IS BETTER THAN CURE"

JOKES...

CURRICULUM VITAE

I am apply to my job of security guard to you boss in you company of shoprite. I complete to Std 8 examination certificate in 1997.

My skool HLOMANI HIGH SKOOL very good.

I am 27 ears to be Born of age and no mal-
lied

5

And childish. My father is dead long time ago and my mother mary in KWA-ZULU NATAL country there 10 years now, no see she so nobody know to help me.

My certificate is just sitting home for itself, by passes in Mathematics, Geography, Science and all subjects but fail in English because of MKHIZE teacher teaching me is jela of myself. Me wear expenses cloth than MKHIZE teacher.

I here people you want security guards to you company an I tell you I am one of that Job experience for 2 years.

I shot thief dead. I want to Join the company of you and chase criminal out with me AK47.

Please consider my application careful and call me any time because me have cellphone. I am redi for interview with you. I am very hornest and can speak English free of charge.

Please also greet your wife.

And rememba that English is not our mother land.

Sharp!!!!!!!!!!!!.....

MEC VISIT...ON 16 OCTOBER 2009

MEC VISIT...ON 16 OCTOBER 2009



1. Hospital management team: *Standing* : Nursing Manager, F&S Manager , Medical Manager and Mrs D.J Linda (Hospital CEO)
 2. Dr (Brig.Gen) S.M Dlomo with Zululand Health District Manager Mrs D.T Memela and Hospital Advisory Board Chairperson Ms S.G Magwaza meeting the MEC on arrival.



4. MEC meets hospital board members
 Left:Mr Xaba, Ms Magubane and Mr Ncala.

MEC HOSPITAL ROUNDS...



- 5. Maternity ward
- 6. Gynae ward
- 7. Female ward
- 8. Nursery
- 9. R.U
- 10. Male ward
- 11. Labour ward
- 12 & 13 Peads ward
- 14. Male ward



- 10. Male ward
- 11. Labour ward
- 12 & 13 Peads ward
- 14. Male ward



15. MEC with Hospital Management

PRESENTATIONS



16



17



18

16. Ms T.B.T Dlomo, Mrs D.J Linda and J.S Zulu 17. MEC Dr SM Dhlomo and District Manager Mrs DT Memela
18. Hospital Advisory Board Members.



Left: Supt. Masuku from SAPS Mahlabathini on guard for MEC with his team.

Right: SAPS member, Mr E.S Mazibuko (Human Resource Manager) and Communication Officer Mr C.M Duma.



T.O.P NEWS CORNER



Ms L.P Zitha (ENA) giving Health education

Resent monthly statistics highlights for T.O.P—
October 2009.

Total Number Requested = 34

Total Number Performed = 30

Family Planning = 23

Advanced cases over 12 weeks = 4

Repeat cases = 1

Counseling = 34

Non Pregnant = Nil

Below 18years = 11

18—30 years = 16

TOTAL = 34



Sr S.T Skhosana PN Grll



Sr ST Skhosana busy doing MVA procedures



In the procedure room, doing MVA

NURSING SCHOOL - SUB-CAMPUS CORNER



1 –2-5 pictures : Group 6 (2009) pupils nurse

3—6—7 pictures: our dedicated Group 4 (2008) Bridging student.

Pictured lecture with Groups is Mrs N.Z Si-biya and :we would like to congratulate her on a new post as a lecture.



SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY CORNER NEW SERVICE



BUTHELEZI NONDUMISO
SPEECH-LANGUAGE PATHOLOGY

First of all I would like to thank God for the opportunities that He had granted me with. I also thank everyone who made me feel welcome here.

I am Buthelezi Nondumiso, who was born on the 20th of May 1980 something.....I was born from this hospital, attended junior primary at Vumabakushoyo Primary (1991 – 1994); Senior Primary at Mahlabathini Primary (1995 – 1997). I then went to Mahlabathini High School (1998 – 2002) where I completed my matric. After matric I went to UKZN former University of Durban Westville for a year. I then went to University of Limpopo (MEDUNSA) from 2004 where I did B. Speech-Langauge Pathology & Audiology. Ngenza i community service yami at Eshowe Hospital from 1st of July 2008 to the 30th of June 2009 then ngase ngiqala la eNkonjeni Hospital ngomhlaka 1st of July 2009. ANGIKHOHLWA LA NGIPHUMA KHONA

What I like: A friendly environment, ngikukhonzile ukujabula.

What I hate: Ukuzikhukhumeza (pride), in fact I hate it with passion. Ngiphinde ngizonde ukubukela phansi abanye abantu.

QUOTE: “If money is your hope for independence, you will never have it. The only real security that a man will have in this world is a reserve of knowledge, experience and ability”, *Henry Ford*.

Speech language therapist

Speech-language therapist is a trained professional who evaluate and treat children and adults who have difficulty communicating with others as well as those who have difficulty sucking, chewing or swallowing food or liquid.

We treat people who have the following conditions:

People who have difficulty with pronunciation of speech sounds
Speech language therapy and Audiology basically deal with communication and its disorder.

People who have difficulty developing the speech patterns we use to communicate.

People who have difficult planning and coordinating the movements needed to make speech sounds.

People who stutter.

People who have voice problems.

People who have difficulty understanding language

Audiologist

Audiologist is a trained professional who **evaluates** and treats hearing loss, auditory processing problems and balance disorders in children and adults. *We treat people who have the following conditions:*

Children with middle ear infection.

People who are suffering from balance problems

People who are exposed to excessive noise.

People who experience tinnitus (ringing in the ear)

People who have listening skills. *What does an Audiologist do?*

Provide diagnostic hearing testing in order to diagnose a hearing loss.

Diagnose different types of hearing loss, namely: A conductive hearing loss results when something in the middle-ear interferes with

the transmission of the sound to the inner ear (such as ear infections) A sensorineural hearing loss affects the inner ear and neural pathway.

Refer to an Ear, Nose and Throat specialist or a medical practitioner if the client requires medical attention.

Supply, fit and provide training in the use of hearing instruments such as conventional hearing aids, cochlear implants and bone-anchored hearing aids as well as assistive listening devices. Provide audiological assessment and therapy for Central Auditory Processing Disorders.

NAMUKELEKILE NONKE NGAZONKE IZIKHATHI

IXOXWA NGEZITHOMBE INDABA YEBELE !!!!!!!!!!!!!!! BREASTFEEDING AWARENESS



Kwakukuhle kudelile abasebenzi beqhakambisa ubuhle bokuncelisa ingane ibele. Bahambela izindawo ezahlukene esibhedlela nasemakliniki Umdumezulu no Lundi A . Abohlelo lo M2M babeyingxenywe yalomkhankaso. Omama bezingane babhema bakholwa.



SINOGAZI...!! UNGAZE USHO NIALONGENKONJENI...



Bheka nje besivakashelwe izivakashi zase Sweden sibonga asiphezi kwi Advisory Board yala eNkonjeni especially Exco. & chairperson Umama u Ms S.G Magwaza othe uma ebona ithuba livuma wathi abathi hulukuqu esibhedlela sakhe. Phela singakhohlwa umama wethu u Deputy Mayor Ulundi Municipality uMs N.J Manana obephelezele ithimba obehamba nalelithimba. Inhloso bekuzobonwa isibhedlela isisezindaweni ezisemakhaya ukuthi umsebenzi uqhuba kanjani njengoba sike zibe nenselelo yokushoda koDoketela nezinsiza kusebenza (deep rural settlement hospital). Sibanike umlando onfushane wesibhedlela, bawuthokozela kakhulu, they promise to come back with something on their hands on the next visit, since they have seen the hospital and wishes to send voluntary doctors to assist. Our Advisory Board iyisibonelo esihle nakwezinye izibhedlela.



Doctors and learners from Sweden on the 04 October 2009. They were accompanied by the Deputy Mayor (Ulundi Municipality) Mrs N.J Manana and Thandeka Ntombela : Co-ordinator in International Programmes at Zululand Municipality. On behalf of the hospital hospitality Mrs S.D Dladla (Nursing Manager), Matron Mgabhi (Assistant Nursing Manager), Chairperson Hospital Advisory Board:Ms S.G Magwaza and Mr J.R Gumede (CEO's Secretary).



- A. Two student who are serving at Thando Day Care centre for 3 weeks (Sanna and Rebecca) also from Sweden.
- B. Deputy Mayor during hospital history and service delivery presentations.
- C. Ms S.G Magwaza, Princess N.P.A Buthelezi, Mrs N.J Manana with Hospital adopted child Mayiwane at Peads Ward.
- D. Thandeka Ntombela
- E. Hospital rounds.



PHC SERVICES

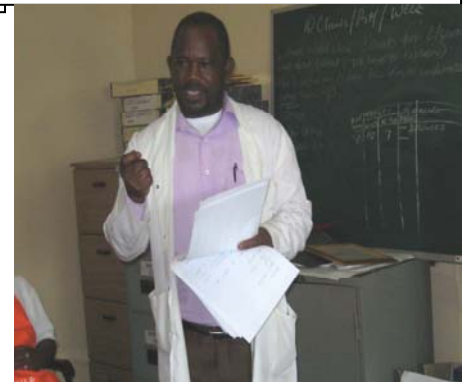
CHILD HEALTH WEEK CAMPAIGN
BY : P H C MANAGER MRS T.C.R
HLOPHE AND THE CRUOO.....



Mr ZB Khumalo who is senior technical advisor dietetics from district and Mrs TCR Hlophe PHC Manager, who left everything to come and train the teams.

Sr LR Skhakhane training the members on administration of albendazole according to age

Campaign team members listening with great interest to the training by Mrs TCR Hlophe, Mr ZB Khumalo, Sr NW Fakazi, Sr LR Sikhakhane and Mr FV Ntshangase.



CATCH UP STATISTICS

KWA-MAME

OPV², DTP+ HIB², HEPB² = 01
OPV³, TDP+HIB³, HEPB³ = 01
DT = 01

NHLUNGWANE

OPV¹, DTP-HIB¹, HEPB¹ = 04
OPV², DTP-HIB², HEPB² = 01
PCV 1st = 02
RV 1st = 01
Measles 1st = 02

MAKHOSINI

OPV4, Measles², DTP = 05

LOMO

OPV4, Measles² = 02
TD, 06yrs = 01
TD, 12yrs = 01

ULUNDI A

Measles¹ = 02
Measles², OPV4 = 01

MABEDLANE

Measles¹ = 01

MOBILE

Vit A 100 000iu = 73
Vit A 200 000iu = 265
Albendazole 400mg = 200
200mg = 153



Mr FV Ntshangase, Drug co-ordinator gave a report on how to order vaccines, vitamin A and albendazole



SCHOOL HEALTH WEEK



1. Deputy principal of Makhosini primary School with words of welcome to the team.
2. Team members: Ms K Mathebula, Sir H.P Biyela, Ms T. Khanye and Mrs D.N Shobede.
3. Leainers, teachers and community members of Makhosini Primary.
4. Ms G.Z Zulu with leaners.
5. Ms N Buthelezi (Speech and audiology practioner).



7. Sir S. Mathe Mental Health Nurse.

8. TEAM MEMBERS
Sir SD Mathe, Miss Buthelezi, Miss Jiyane, Mr BR Shandu, Miss GZ Zulu, Miss Magwaza, Sr HP Biyela and Sr Skhakhane



9 Sr TP Vilakazi (eye nurse) examining the learners eyes.

10.Environment Health practitioners and Deputy Principal from Landulwazi Primary school.



CHILD HEALTH WEEK CAMPAIGN REPORT**DATES : 07 TO 18 SEPTEMBER 2009****1. Background**

The child health campaign was planned by National Department of Health, targeting children between 12 – 59 months
The campaign included the following activities:
Administration of Vitamin A
Deworming
Taking of mid upper arm circumference (MUAC)
Catch up of all vaccines

2. Number of teams

There were five teams each consisting of five members including drivers
Community health workers and volunteers were found at immunization points.
Eleven fixed clinics and two mobile teams also participated in the campaign.

3. Training of teams

Team members were trained on the following
Administration of vitamin A doses according to age
Administration of albendazole according to age
How to measure mid upper arm circumference of a child and referring abnormalities
Pacing of a cool box to maintain cold chain
Reading of the RTHC
When to give catch up vaccine
Professionalism and code of conduct
Training was supported by the district senior technical advisor dietetics and PHC Manager

4. Transport provision

Five official 4 X 4 double cab vehicles were used from the hospital vehicle pool.
It must be noted that three of them were not suitable for the campaign, as they were not fitted with canopies and yet the weather was very hot but we did improvise

5. Community mobilization

The following structures were used :
CHW'S and volunteers
Counsellors and izinduna
Announcements at schools
Posters at clinics and mobile points
Loud hailing within the communities and at Ulundi plaza and taxi ranks

6. Attendance at stopping points

It was good in most of the points
In some points attendance was not good and we had to go from house to house to get the children

7. Flow of data

All teams were using tally sheets at points
On the following day the statistics was transferred to the summary and faxed to the districts senior technical advisor dietetics
Each activity had its own tally sheet and summary sheet

8. Campaign evaluation

It was done by the district office representatives

9. Campaign resources and supplies**9.1 Promotional material**

25 caps and aprons for the team members written " Child Health Week"

Supplies

Twelve pairs of scissors, two per team
Loud hailers x 04, from district plus one from PHC office
Batteries: 16R14pp batteries
10 markers, two per team
Tape measures for measuring mid upper arm circumference (MUAC) two per team
Stationary – Tally sheet, Summary sheet, Consent forms and Posters
Vitamin A capsules
200 000iu = 22 x 500 = 11 000
100 000iu = 05 x 100 = 5000

**SCHOOL HEALTH WEEK REPORT
12-16 OCTOBER 2009****1. Background**

The week 12-16 October 2009 was declared as the school health week by the national department of health. Every year the school health week is celebrated and this year it coincide with nutrition week.

2. Schools identified

Makhosini Primary
Landulwazi Primary
Each school was visited for two days
Day one was health education day
Day two was screening and health assessment day

3. Composition of team

School nurses
Dietician
Social worker
Mental health nurse
Eye nurse
Speech and audiology practitioner
TB nurse
CHW's CH Facilitators
Environmental health practitioner
We were joined by nutrition advisors from the department of health

4. Target group

Grade 1 – 7 learners
Educators
Parents

5. Referrals

All learners with health problems were referred to relevant health personnel

7. Challenges**7.1 Transport**

Transport was not enough to accommodate all the team members
We requested two double cab vehicles and one single cab vehicle. This was beyond the transport office as most vehicles were in use.

Attendance by parents was not so good as expected
Most learners did not have road to health cards – more awareness's!!
Some team members were not available e.g. Occupational therapist

8. Appreciation

We wish to thank the Nkonjeni hospital management for supporting us with transport and staff..
Environmental health practitioners and nutrition advisors from DOE for joining us and making the school health week a

As this is our last issue before X-MAS you are all wished a fabulous festive season and a prosperous 2010. Please enjoy responsibly!!!

We are all looking eagerly forward to 2010 with all expectations and the hype for the FIFA world cup. Lets "close the gates" from international social ills. We have enough of our own.

Simple things that make the difference:

- ◆ **Turn off the lights when not in use in the offices and at residences**
- ◆ **Use telephones for official issues only**
- ◆ **Close taps and report leaking ones**
- ◆ **Use all consumables scrupulously**

You are a great team !! Continue doing what you do best. Its appreciated!!

**NKONJENI DISTRICT HOSPITAL
PHC SERVICES
WOMENS YEAR MONTH. = AUGUST 2009
CERVICAL CANCER SCREENING CAM-
PAIGN**



Mrs TCR Hlophe –PHC Manager
Spearheaded the campaign

‘SIYAFUNDA SAKHE
ISIZWE
ESINEMPILO’

"PHILA MA"



Mrs FB Mdlalose writing Cervical
Screening Slides and Envelopes at Flee
Market

BACKGROUND

Following the MEC’s budget speech meeting which was attended by Mrs DJ Linda CEO, report was given on the ten point plan with the emphasis on women’s health. The slogan was adopted “Phila Ma”

TARGETED AREAS

- Churches
- Markets
- Working places
- Pension points
- Wards and sections within the hospital
- Clinics

COMMUNITY MOBILIZATION

- Loud hailing around Ulundi town and surroundings.
- Posters were placed at schools, market, shops and churches.
- Letters were written to churches.
- Health talk and screening was done to churches that responded.
- Fliers and contact cards were given to everyone during mobilization.



CHW canvassing clients for Cervical
Screening at Ulundi Plaza during the
open day



Mrs DN Shobede – CHF checking
blood glucose level

OUTCOME

This proved to be successful because August statistics was improved to 1029 including the clinics. 1st visit was dedicated to health education then the organization would call us for screening on a day suitable to both of us:

Churches Targeted	= 13	six responded
Ondini Plaza		= 03 visits
Magudwini Police station		= 02 visits

IMPACT OF MARKETING THE SERVICE

The services were well marketed such that
 State departments
 Parastatals and
 Private business call us to render the service to their female employees

- On August 31st 2009 NGO (Siyanoqoba) open day at Ulundi market place comprehensive screening was conducted

VCT = 45
 Vital signs = 200
 Cervical Cancer Screening = 35.

- On the 29th September 2009 we were called by Ulundi local municipality during their heritage day celebration as well as the department of education during their heritage celebration month.

- Department of Education
 VCT = 25
 + ve = 07
 - ve = 18
 Cervical Screening = 35
 Breast Cancer Screening = 35

- Ulundi Municipality
 VCT = 35
 + ve = 02 females
 - ve = 33

- Magudwini Police station
 Health education done on the 31st August 2009
 ± 40 females employed addressed
 Cervical Screening was done on the 11th September 2009 = 11 clients

- It must be noted that these services were done over week-ends by the dedicated staff who compromised their day offs.



Mrs TCR Hlophe – PHC Manager monitoring the stations



Female employees at Magudwini Police Station listening to the Health Talk on Cervical Cancer Screening



client satisfaction survey week... 27-30 October 2009

CLIENT SATISFACTION SURVEY

WEEK ...27-30 October 2009

NKONJENI HOSPITAL

On the 26-30th October 2009, a client satisfaction survey was conducted at Nkonjeni hospital 633 patients were interviewed and we had their co-operation. Some of their responses are included here.

COORDINATOR: N.C MBATHA

FACILITATORS:

PUBLIC RELATIONS: N.B KHUMALO

:C.M DUMA

ANLYSIS & REPORT BY

INFORMATION TECHNOLOGY:

N. NXUMALO

CAPTURING BY : M. MASONDO

ACKNOWLEDGEMENTS

We would like to express our appreciation to the management and staff members of Nkonjeni Hospital to permit us to undertake this survey, as well as to our students group 8/2009 who volunteered to help us through in conducting the survey.

Our gratitude to the following:



SERVICE POINTS INTERVIEWERS

- H .DLOMO
- D.C DLAMINI
- T.A MBATHA
- Q.N BUTHELEZI
- N.M GUMEDE
- Z.O BONGWE
- S. D MSIBI
- N. P ZULU
- A.Z MANQELE
- B. PHAKATHI
- F.S XULU
- J.K JELE
- A.B.B NDLOVU
- M.S JIYANE
- Z.F MAZIBUKO
- M.M KHUMALO
- T.D MBATHA
- T.L NTSHANGASE
- S.M MASEKO

'COMMENTS BY PATIENTS' SHORTAGE OF DRS

Shortage of Drs' & staff "Silinda isikhathi eside simele udokotela sicela nisengezele odokotela "

They wait longer for the Dr's service and staff.

We have received 70 comments on staff shortage.

Comments by patients' TIME

- Time- "Izikhathi zokungena ziqhelelene kakhulu, okungenani kubekhona esingabo 13h00 – 14h00 kungabi u 15h00 ngoba sisuke sisazogibela sivela ezindaweni ezikude.
- We have received 59 complaints about visiting hours

CDC WAITING AREA

- Shelter for CDC waiting area-"sicela ukuba senzelwe umpheme ngoba sibaningi size sime phandle sishiswe ilanga uma kubanda sigodole" They are requesting a shelter at CDC waiting area since there are benches to sit and sheltered waiting area, they are sitting on the ground. EGPAF has promised to donate one. Management is busy with paper work.

ATT: J. LINDA
INKONJENI HOSPITAL
MEDICAL MANAGER
FOR N.C. MBATHA

DEAR BELOVED SISTER/S

We as Impumelelo management, assisting staff and learners would like to express words of appreciation and gratitude for love and tender-care you have shown and extended to us in fighting this fast-growing epidemic which has recently engulfed us – swine flu. We are quite certain that words of our mouth would not suffice and contain what is in our hearts; you and your staff have been great to us. What you have done brings back in our days the spirit and the charisma of Florence Nightingale, the vocation (calling) to bring back hope and joy in our lives.

May you continue doing marvellous work for us and all who are in need as Christ Jesus would have done. Stand tall trying always to follow Florence Nightingale in your mind, your heart and actions. We are quite certain of this that the one who began this wonderful work in you will see that it is brought to completion. Our prayer is that your love may continue to grow and increase more and more and that you never stop improving the love and knowledge of God. May you be filled with zeal and enthusiasm in bringing about God's kingdom in and through your life.

Yours in Christ
Fr. B. S. Xulu


Priest in charge

IMPUMELELO HIGH SCHOOL
PO BOX 168
MAHLABATHINI 3865
TEL/FAX: (035) 8730169

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CONCLUSION

- Comments
- To monitor implementation of batho pele principles.
- Continuous visibility of the PRO is recommended
- Follow thru with complaints.
- Random client satisfaction survey for both out and in patients.

**The hospital has been without the PRO since April 2008.
Because of this our newsletter only comes out twice a year.
A special thanks is befitting for PRO– intern, Help Desk Officer and the Hospital secretary for putting this issue together.
Thanks also goes to all those who made a contribution to make this edition a success.
To everyone of you go out there and make a difference and remember it doesn't cost anything to be friendly!!!**

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3865
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Fax: 035 873 0031

E-mail: dudu.linda@knzhealth.gov.za or
junior.gumed@knzhealth.gov.za

To: Mrs Linda (Manager)
I was Admitted at your Hospital.
So I'm passing my gratitude.
Thank- You very much age-
mpatho kungaphakathi ngi-
Pitshir lapso Entenjini ngi-
mhaka 23 September 2009.
Ababebeni bakhona bangapha
gandila eafudumele.
Sungaphakathi Siabonele
ukuthi Sibacandleni eantolo
ntepo uma sibapho.
... for thinking of me!

May the King of Kings, the
Lord Jesus, fill your house
to the brim. Let the blessing
come abundantly that you
won't have space to receive
them.
Thank- You So Much.

ABONYI: THEMBEHLA O. BHELEZI

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