



# EZANAMUHLA

# NEWS

STAY INFORMED

April – December 2024

## QUALITY DAY SERVICE EXCELLENCE AWARDS



*Othobothini CHC management appreciated the staff members for the good performance and quality of care received by the patients during Quality Day.*

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# RECOGNITION OF SERVICE EXCELLENCE AWARDED



Far Left : Staff listened attentively. Middle , Mrs maoela , Mrs Mkhwnaziand CEO .Far Right :Mr Gumedu the Board Member

**O**thobothini CHC hosted the Quality Day event on 14 November 2024 under theme says “From Compliance to Performance”. Quality aims to enhance service delivery and embracing quality of care principles that drive innovation and great performance of operating systems.

The facility management under the leadership of Mrs D.S Mkhwanazi appreciated the staff members for the exceptional performance for rendering a quality of care to the patients. The selection criteria used by the quality team through analysing the data and they identified a few indicators that were exceptionally performed from the previous financial year (2023/24). The staff were so encouraged and motivated as they were awarded certificates and trophies as a symbol of appreciation.

Umkhanyakude District management graced the event with their presence. The Acting District Director

recommended the management of Othobothini CHC for making this day to a be success. The guest speaker, Mrs. D.R Maoela, who was introduced as one of the revolutionary employees after serving more than 37 years in the Department of Health without fail. She always prioritized people lives as Batho Pele principles specifies. She mentioned that health services should be delivered in a more appropriate and effective manner in all aspects. Mrs. Maoela congratulated the staff and encourage them to do more when rendering quality of care. This will improving the staff morale when they serve the community, concluded Mrs. Maoela.

A powerful Word of God was rendered by Ps. Mkhwanazi from Evangelical Church.

During the programme, fellow partners which were Old Mutual from Jozini branch, AHRI, AVBOB, DENOSA, Sanlam, SORD, Jozini Nedbank, Jwayelani, Roots and Jozini Standard Bank shared a word of support.



Mr SR Dlamini handing over a gift to Mrs DR Maoela –Guest speaker

Othobothini CHC team were grateful for partnership, cooperation and support by the partners for making the Quality Day a success. The great support and the presence of the partners during the event was highly appreciated.

A special thanks to organizing team led by Quality Assurance Coordinator for the job well done. Never forgetting a joyful music by Umkhanyakude District Choir and Maskandi entertainment group made the day to be eloquent and enjoyable.

# RECOGNITION OF SERVICE EXCELLENCE AWARDED TO



# QUALITY DAY PHOTO GALLERY



**A**s we reflect on the year gone by, I am filled with immense pride and gratitude for the hard work, resilience, and unwavering commitment that each of you has demonstrated in advancing our mission of delivering exceptional healthcare to our communities.

This year, we have achieved remarkable progress in improving patient outcomes, expanding access to care, and enhancing the overall healthcare experience. Some of our notable accomplishments include:

**Innovating health-promoting programs:** We have addressed pressing healthcare needs through initiatives such as mental health support groups and the SyNCH program for chronic disease management.

**Building strategic partnerships:** Collaborations with stakeholders like SORD, TCC, the Advisory Board, and others have allowed us to expand our reach, improve care coordination, and drive population health initiatives. I want to especially acknowledge our outreach teams, who have worked tirelessly in challenging conditions to bring care to underserved communities—your endurance is deeply appreciated.

**Overcoming challenges:** I recognize how difficult it can be to see the full impact of your hard work amidst resource constraints and other challenges. Yet, your efforts have made a tangible difference in the lives of many.

## Future Outlook

As we look ahead, our focus remains on navigating the complexities of the healthcare landscape while staying true to our core values: compassion, excellence, and integrity. Key strategic priorities for the upcoming year include:

- **Enhancing the patient experience:** By improving patient engagement and ensuring a more positive experience of care.
- **Investing in workforce development:** Equipping our clinicians and staff with the skills, knowledge, and support needed to thrive in an ever-evolving healthcare environment.

**Strengthening preventive care initiatives:** Implementing cost-saving measures and focusing on population health management to reduce avoidable complications and improve overall outcomes.

## Recognition and Appreciation

I want to take this moment to express my deepest gratitude to each of you for your tireless efforts and unwavering passion for delivering exceptional healthcare. Your dedication has had a profound impact on our patients, their families, and the broader community.

Despite the intense pressures and challenges, you have maintained a positive attitude and continued to give your very best. Thank you for working together as a team to ensure that we achieve our goals.

## Call to Action

As we embark on a new year, I urge each of you to remain focused on our shared mission. Let us continue to innovate, strive for excellence, and always remember the profound human impact of our work. Your role goes beyond providing medical care—it is about making a meaningful difference in people's lives.

## Closing Remarks

In closing, I extend my sincerest appreciation for your hard work, dedication, and commitment to our mission. I wish you and your loved ones a joyful and restful holiday season, and I look forward to continuing our journey together in the New Year.

Thank you.



From : Mrs D.S Mkhwanazi CEO–  
Othobothini CHC



# NURES DAY CELEBRATION

The facility celebrated Nurses Day that was held on the 24<sup>th</sup> of May 2024. The nursing staff had a fantastic day and spent quality time with their superiors. This was more than a team building but more uplifting.

The guest speaker of the day: Mrs T.R Sibisi, the CEO Mseleni Hospital, appreciated the management for supporting this day and allowing the nursing staff to show up during their special day. She encouraged the nurses to take pride of being nurses, “you must walk high and prioritize yourselves in everything that you are doing” said Mrs Sibisi. Their great work of saving peoples lives who live under different circumstances and their tireless efforts on rendering the quality of care to the patients was acknowledged.

The day was also graced by the presence of Pastor M.I Mkhwanazi, from God’s Kingdom Christlike Church who shared the Word of God and encouraged the nursing staff to continue serving with God heartedness. The nurse’s pledge which symbolises a commitment to serve the community without fail was recited during the programme. The nurses were so thrilled and were singing joyful music thus expressing their happiness.

The CEO at Othobothini CHC, Mrs D.S Mkhwanazi, shared her journey of being victorious as a nurse. She appreciated the nurse’s positive attitude towards their call of duty and encouraged them to continue doing their excellence job.

Deputy Manager Nursing – Mr S.R Dlamini acknowledged everyone who made this day to a success.

The nurses day theme: ‘**Our Nurses, Our Future: The economic power of care**’ reverberated throughout the event and nurses were encouraged to continue to shine their light despite the challenges that they face.



Mrs T.R Sibisi– Mseleni Hospital CEO (Guest Speaker)



Reserved table for Management



Mr Z.H Shabangu –Program Director



# WOMEN IN A MOVE CELEBRATING WOMEN MONTH ON A NEW FASHION OF PHINIFA STYLE



*A picture was taken outside the venue preparing the day*

**O**thobothini CHC took the initiative of hosting Women's Celebration Day, to discuss the women's health issues. This event was held on the 29<sup>th</sup> of August 2024 at Lecture Hall. They sang a song in loud voices saying "Imboko Lena" showing the excitements of being a women. Ms. N.H Mntambo – Chief Radiographer explained that the purpose of the Women's Day Celebration was to recognize the achievements without taking into considering divisions along nationality, ethnicity, culture, economical or political lines. She emphasised on women's wellbeing and living a healthy life including people around the individual.

This event was a huge success, it was honoured by the presence of Ms Nokwanda Jangaza, Dietician from Dr Mathabela Medical Centre and Sarah Khathwayo from Khathwayo Attorneys. Ms Nokwanda Jangaza gave the presentation about valuable nutritional advice. She emphasised that proper nutrition is essential for maintaining a healthy life. She also mentioned that a balanced diet boosts energy which reduces the risk of illness and promotes overall wellbeing.

Sarah Khathwayo presented about deferent types of marriages and their outcomes. She further demonstrated about the positive and negative

outcomes. Women were cautioned on decisions they took and on committing themselves.

Dr NK Mazibuko advised women to take the driver's seat on their health issues. He said they have to be the ones who take the final decisions on use of contraceptives during family planning. She also spoke about breaking the silenced against gender based violence.

Mrs TP Dladla spoke about the role of the woman as a wife, a mother, a sister, a provider and an advisor, she also spoke about women empowerment and forgiveness.

The staff appreciated all effort that had been done to make the day to be productive and they called it a day of good memories.



Programme director: Ms Z Mncwango

# UMKHANYAKUDE DISTRICT CABINET DAY



Mrs D.S Mkhwanazi –CEO from Othobothini CHC presenting a facility profile during debriefing session

On the 30th of October 2024, Umkhanyakude District had a Cabinet Day through Operation Sukuma Sakhe Programme led by the KZN Premier Honourable Thami Ntuli. Othobothini CHC was one of the sites visited by the KZN Premier during his visit in Ward 8. The Honourable Premier acknowledged the team work from the top management and the staff for the great health service rendered to the community. He visited the Thuthuzela Care Centre (TCC) which is inside the facility and appreciated the services offered towards Jozini.



Mrs Mkhwanazi –CEO with KZN health Provincial Officials led by Dr Moji ( in the Middle ) .



Left : Dr P.G Ubisi Clinical Manager, Middle Mrs T.R Sibisi – Mseleni CEO and Mr Londa Langa from Provincial Office



Left :Mr T,S Mkhombo (Umkhanyakude District Municipality speaker) Middle :Inkosi Gumede from Sqakatha Tribal Authority with Mrs Mkhwanazi –CEO



Left : Ntokozi Maphisa (Mr Absolutely) Chief Director – Communication head office, Sir B.L Sikhosa, Sister S.P Dlamini and Sir Mkhabela.





# BATHWESWE IZIQU ABASEBENZI BESIKHUNGO

**B**ekuyinjabulo yona kubasebenzi baso thobothini ngaphansi kophiko lonogada bethwesa izinquze- Public Management .Ubungabona wena imihlathi ivakashele njalo izindlebe ngenxa yokugajwa yinjabulo yosuku. Impela siyasho isisho ukuthi kubongwa okuncane kubongwe okukhulu. Lawo ngamazwi aphuma kubasebenzi bedlulisa okukhulu ukubonga kubaphathi besikhungo ngokubavumela ukuthi bakwazi ukuthola lelithuba eliyinqayizivele.

Lokhu sikushayela ihlombe elikhulu kuNqonqoshe wezempilo kwaZulu Natali -uNksz Nomagugu Simelane ngokuthi akwazi ukukhipha imifundaze ekuthuthukiseni abasebenzi bezempilo . Namhlanje sibizwa ngezincukuthwane ngenxa yakhe. Siyaluncoma kakhulu loluhlelo futhi siyafisa ukuthi luqhubeke ukuze kusizakale nabanye.

Njengabasebenzi ababhekelele ukuqapha ezokuphepha ngasonke bekungelula ngenxa yesikhathi kodwa besikuqinisekisa ukuthi ithuba esilitholayo uma sisekhaya siyalisebenzisa . Siphinde sibonge kubaphathi besikhungo ngethuba nokubambisana okuhle okube khona lokho kwenze saphothula kahle izifundo zethu kusho omunye wabasebenzi.



Kwesokunxele: Mr ME Mbatha, IT Ngobe Phakathi nendawo Ms .BP Ngomezulu, Kwesokunxele MP Shabangu no SP Mhlanga.

## BATHO –PELE CHAMPIONS IN-SERVICE TRAINING

**O**n the 07 of November 2024, the Communications Office conducted the Batho Pele champions training including the five satellite clinics. The training was a huge success.

The aim of the was to train the ambassadors in promoting the eleven Batho pele principles in the working place in order to improve quality of care to the clients.

Roles and responsibilities were shared during the training. All components were represented. The trainings and audits would be conducted on an ongoing basis.



The facilitator : Mrs Z.N Myeni (Public Relations Officer)



# COMMUNITY DIALOGUE ON TEENAGE PREGNANCY

**I**t came to the attention that of the Department of Health that high teenage pregnancy is one of the most challenges faced by the community. Therefore, on 31 July 2024 Othobothini CHC hosted the community dialogue on teenage pregnancy. The dialogue was covering Phumlani High School, Malobeni High School and Zamintuthuko High School, Parents and community were also invited to be part of the dialogue. The aim of the teenage pregnancy dialogue was to educate learners on how they can help to reduce teenage pregnancy and to empower and protect young girls from falling pregnant while at school. The challenges that the young women face today are different from those of the previous generation or older women because of today's lifestyle and behaviour.

The schools were divided into three groups which discussed the following topics: Malobeni High School – **How to stop teenage pregnancy.**

Phumlani High School—**Impact of teenage pregnancy and disadvantages of teenage pregnancy.**  
Zamintuthuko High School - **Causes of teenage pregnancy and expectations from children.**

The District office team (MCHW & School Health), Community leaders and other stakeholders (Jozini Local Municipality, SORD and Thuthuzela Care Centre) was also part of the programme.



Zamintuthuko High School Learners



Phumlani High School Learners



Malobeni High School Learners



Far left: Induna Gumede from Phawini area sharing word of support to the learners and parents. Right : The parents came in numbers and their participation was much appreciated

# FIRE DISASTER DRILL TRAINING



Ms SR Mkhumbuzi Health & Safety during demonstration

The Office Health and Safety together with Safety Reps from all sections conducted the Fire Disaster Drill training in October 2024 to the staff and patients at Othobothini CHC. The team from Jozini Municipality under Disaster Department rolled out this training.



Staff from all sections gathered and listened attentively



Demonstration done by QAC — Mr L Mkhwanazi



Engagement with patients at the Out Patient Department during the Fire Disaster Drill Training was meaningful as they were trained on how to take care of themselves in their household in cases of fire emergency taking place.

# BREAST FEEDING WEEK

According to the health calendar as from 1 to 7 of August of every year is Breastfeeding week. Othobothini CHC Maternity department conducted an awareness campaign about Breastfeeding at Patient Admin. The main purpose of this day was to sensitize mothers of young babies and pregnant women about the importance of breastfeeding.

The Operational Manager, Mr SC Mngomezulu reminded the audience that a breastfeed baby is much more healthier than the a baby that get formula milk. Another thing that was emphasized on this day was to breastfeed the baby for the period of two years.

A Professional Nurse from Maternity educated clients that being HIV positive does not stop anyone from breastfeeding their baby. She also emphasized that during breast-feeding, there is a strong bond that is established between the mother and



**Sister S Menyuka demonstrating on how to breastfeed a baby**

the baby. Mothers were encouraged to breastfeed their babies at least six months without mixing it with anything. Questions were answered on the spot and the session was so informative.

## PHARMACY MONTH CELEBRATION

On the 9<sup>th</sup> of September 2024, Othobothini Pharmacy Department hosted a Pharmacy Month Celebration as part of the National Pharmacy Month celebrations at Patient Admin.

The aim was to educate the community about the importance of being vaccinated, and indicate that vaccines were available in the Department of Health. The need and safety of vaccination was emphasized.

The information to patients was shared through presentations, posters, pamphlets. They engaged with the patients on health related topics, encouraging participation by offering promotional items to those who answered questions correctly.



Far right: Pharmacy assistants . Right: Mr M.M Buthelezi— Pharmaceutical Manager education clients during the awareness

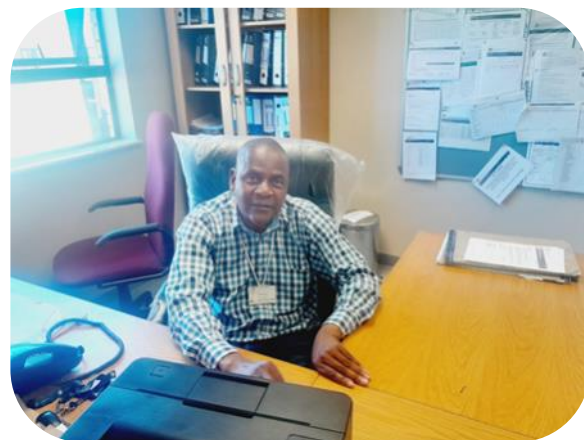
# FAREWELL TO ASSISTANT DIRECTOR: SYSTEMS

It was with great pleasure to receive the announcement that one of the Senior Managers who has served the KZN Department of Health for almost 20 years has ended his journey with joy as he approached retirement.

The management and the staff congratulated Mr K. Dlamuka and wished him a healthy living with his family. He was a man of integrity, dedicated and a very intelligent leader. He left his footsteps behind. He also served in many portfolios within the Health District sharing his skills with other institutions without fail in order to achieve a higher standard of Systems operations. He served more than 10 years at Telkom. He was then employed in Department of Health, and since 2006 he served at Port Shepstone Hospital as a Principal Switchboard Operator. In 2023, he got a promotion

post to Ngwelezane Tertiary Hospital as a Senior Systems Management Officer (SSMO) where he gained more experience as he was also serving as an Acting System Manager and got managerial skill that made it easier for him to move onto the next level. In 2019, he got a senior post as AD: Systems in Mosvold hospital till 2020. Othobothini CHC was his last facility, where he served from 2021 until 2024.

Besides the eleven components that he was supervising, he managed to equip other staff members by giving them an opportunity to develop themselves and provide mentorship where it was needed.



Mr K. Dlamuka a former AD: Systems



Extended Management team posing a photo after having a short prayer and graced a journey of Mr K Dlamuka

## ENHANCED COMMUNITY ENGAGEMENT

Othobothini CHC is committed to render high quality of care and build a good relationship with other stakeholders. Consultative process is one of the good strategies to meet community needs.



Far left : The team from Othobothini CHC with Inkosi & Right: Mr SR Dlamini DMN presenting during the meeting.

On the 4th of December 2024, Deputy Manager Nursing and Acting AD: Systems visited Nyawo Traditional Council. They met Inkosi and Izinduna. The main purpose of the visit to the Nyawo Tribal Court was to share updates on new EPWP recruitment process and discuss operational issue and other health related matters like the planned addition of CTOP services within the package of services that are offered at Othobothini CHC. Inkosi Nyawo appreciated the information and encouraged regular engagements.



# ACKNOWLEDGEMENTS

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**Mr SR Dlamini (DMN)**  
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Wishing you and your loved ones a joyful Christmas and a happy New Year! May the blessings of Almighty enrich your day and guide you towards a future filled with prosperity and profound happiness



From : Communications Office

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