



HEALTH
KwaZulu-Natal

ISIBANI

NEWSLETTER

PUBLISHED AT

Port Shepstone Regional Hospital
Private Bag x5706
PORT SHEPSTONE

FROM THE CEO'S DESK

Greetings to all employees. To this point, I would like to express my appreciation for the professional manner you display as you deliver health care services to our communities, under difficult circumstances and financial challenges we continue to face. We have taken steps to date to reduce expenditure. For example, many of you have probably noticed that we have slowed down hiring dramatically, examining each and every vacancy before refilling positions. Also, the economic decline is continuing to ravage forcing our hospitals operating in the red, and many planning service and staffing cuts. Times explain that our hospital and probably others are ailing because of a number of problems hitting in close succession. Having listed all of these concerns and challenges that we deal with every day, I would like to encourage you that what should inspire us as Port Shepstone hospital employees is the knowledge that we are making a difference in people's lives.



MR GBC KHAWULA
CHIEF EXECUTIVE OFFICER

Every day, there are hundreds of truly heartbreaking stories of terminally ill children, or lives tragically shortened by terrible diseases. But what inspires all of us are the even greater numbers of people whose lives were saved—like the inspiring stories we receive from our suggestion boxes and local newspapers. I would like us to take this feedback very seriously, because they are genuinely expressing their views about how we treated them, our main reason for being here.

Zahira Amod (S.C Herald June 2009) Thanks for treating your patients like human beings. The Maternity and Nursery teams took excellent care of me. The quality of service I received was excellent, and we were kept fully updated at all times.

Mrs A Naude from Margate noted —The staff which included doctors, nurses and cleaners, always had a friendly word and smile. They were very helpful and professional and it is nice to know that you are treated as a fellow human being..

I am therefore confident that we will apply our usual spirit of collaboration and teamwork to this current set of problems. I look forward to your suggestions and thoughts regarding a way forward to possible solutions.

More letters on page : page 2

The newsletter contains experiences, stories, routines and articles researched by the Public Relations Officer and those forwarded by various departments in the hospital.

We want to create an environment where we share our work & experiences, so we can expand and grow.

The newsletter is not aligned to any section, religion or politics, but our purpose is to be a vehicle to share our ideas, hopes, failures and miracles.

Submit your stories to :

The Public Relations Officer

Email :

phumza.morai@kznhealth.gov.za

COMMUNICATION

Effective communication is a skill that must be mastered by all. Good Interpersonal relationships are critical for sound leadership and are based on effective and open communication .

Communication skills are essential to convey a clear, straight forward message and to relate to group members.

News Views



INNOVATIVE WAYS TO CURB SHORTAGE OF MEDICINE IN PHARMACY

Shortage of certain medication in Pharmacy has had the Pharmacy Manager and patients on the edge recently. Pharmacy Manager, Mrs. Rosemary Ludwig reported at an Executive Management meeting held in March this year that — medicine shortage has not only increased their workload but had annoyed patients who had to return to get their medication “ people can’t just swap their medication, so they get upset”

It is extremely frustrating because when we order from PMSC, we only get a fraction of the total amount of medicine ordered and it was not just a particular class of drugs but across the board.

To correct the situation, the hospital management emphasized that , there should be constant communication between Pharmacy and doctors to discuss alternatives should prescribed medication not be available.

Another important factor highlighted by the CEO Mr. GBC Khawula was that, the Pharmacy Manager should be invited to certain doctor’s meetings in order to clarify issues of pharmaceuticals. It was also suggested that a poster / notice that will encourage patients to check if their medication amount is correct be posted. All managers positively contributed and were determined to resolve the matter , which is what they always do when there are problems and it is commended that they all pull together to solve and work out the real problems this hospital has, assuring high quality care for the community.

SPRAY BOTTLES TO BE RETURNED TO PHARMACY



The health professional’s role in preventing infections from one patient to another is through using of hand wash sprays and hand washing itself. Frequent hand washing remains the single most important intervention in infection control. These infection control sprays are issued by Pharmacy and containers are **to be returned to Pharmacy when ordering new ones.** Speculations have been made with regards to disappearance of these containers, nevertheless, wards are encouraged to prevent this by making sure that when they order new stock, empty bottles are returned back to Pharmacy, advised management. These sprays are mainly used by Health Care Practitioners visiting and/or examining patients and visitors. They are to be kept in the medicine trolley and some at the passages. Whenever Wards need guidance in this regard, they are to consult the Infection Control Practitioner Mrs. Joseph at 6224

INTERNAL MEDICINE—RECOVERING FROM SHORTAGE OF DOCTORS

Internal Medicine is a medical specialty which provides continuing health care for the individuals with medical problems. Despite the challenges this department experienced early this year with the shortage of doctors, where the department was running with only two doctors—the Chief Medical Officer, Principal Medical Officer and Five Intern Doctors, a great change has been made since then.

Motivations for the filling of these posts were made as usually the case. However, the system to fill posts was rather too slow and service delivery is compromised. To this point, this service cannot be guaranteed and it seems that the contingency resources have been exhausted.

We would like to reassure all patients needing



What a magnificent see view - pictures above were taken standing in hospital premises

NO MORE VIEW !!! The new core block is not only obstructing the CEO's Office sea view but many wards view on the south wing have been

PROGRESS TO DATE



2010 PREPARENESS & THE NEW CORE BLOCK

On the left column, is the latest in significant developments for the new core block in Port Shepstone Hospital. According to the Provincial FIFA World Cup committee, tasked to assess targeted hospitals for the world cup, eleven hospitals have been identified to receive casualties and must be prepared for major disasters. These hospitals including PSH have been assessed and a list of equipment, medication and other requirements has been drawn up. PSH will be near a training camp and this has been of major concern because it was thought that the new core block that will include an accident and emergency care unit **may** not be completed on time. It was said that a number of secondary facilities do not have adequate infrastructure, but could be assisted by improving their appearance if provided with budget.

Mr. Martin Buys, the Core Block site foreman, has however made rather promising statements regarding the progress of the new block. When we interviewed him on 16 July, he mentioned that this building is nearly finished because all the major construction works have been finished except for the roof that will be put up in about 3 weeks time. In the new Pharmacy, building and plastering have been finished. Air conditioners have been set in. All electric work is finished. The plant room is 90% finished and air conditioning has been done.

He reassured that the building would be finished by March next year. We're looking forward to see very attractive block after everything has been finished.

MORE COMPLIMENTS FROM OUR PATIENTS

Dr Rajcoomar— your caring and compassionate nature has really touched me, and from the bottom of my heart I would like to thank you for everything you have done.

Dr Sobnaff and all nursing staff, you've all been truly wonderful, I will never forget you,

Nomusa Tembe , Port Shepstone

We are truly amazed at the quality of treatment received and wish commend Casualty, X-Ray, Obs. & Gynaecology, Ward 2, Doctors, Pharmacy and the Discharge office personnel.

Mr Tim Smith from Margate.

Indlela abanaka ngayo abalindi ukuthi baze bakwazi . Ungena nje e wodini bakwamukela kahle.
Ward 3

ujabu Ngobo yena uthi— Amanesi Alana ayanakekela, uma uphatheke kabi ayakunika isikhathi sawo futhi anothando.

Roy Lane complemented G Ward staff stating— You treat patients like family, Thanks to all Nurses and Doctors, you are simply the best.

G Ward employees are always efficient, kind and attentive. Doctors are caring and very professional in their approach and the ward was always clean and tidy.

ICU staff have treated me very well and I hope they are going to do the same to all the patients. **By N Fada**

The service in Special Clinic is excellent, staff are very kind and helpful by **Rose Muthiyalu**

SUGGESTIONS

I think doctors should start by signing the deceased files before starting the ward rounds, so as to give sufficient time for relatives to set up things in time.

We wish there could be more doctor's rooms in Special Clinic so patients won't have to sit and wait very long to see a doctor.

U **Nonhlanhla Cele** yena uthi—Bangiphethe kahle e Nursery, uma kukho engikufunayo bebekwazi ukungisiza, futhi bebengadinwa. Ngesinye isikhathi uma nginenkinga bebengifidela ingane.

Umoya wabasebenzi base Word 5 muhle, kusukela kubahlengikazi kuyophuma ko-dokotela, futhi lesisibhedlela sinenhlanzeko egculisayo—**Jabulani Memela**

Ngithola amaphilisi ngendlela, futhi ngilala kahle. Ngidla ngisuthe kahle ukudla okumnandi e wodi 3
Zethu Dweba

IMIBONO

Sengathi umoya ongcwele ungahlala njalo kodokotela e Ward A-.U Africa Mkhize

Sengathi isibhedlela singasiza ngokuhlukanisa iziguli ezigula ngengqondo kulezi zigulayo—Mr Ndovela

INGQOPHAMLANDO NGE CWADI EKHULUMAYO

Ngo Mey 2009, kwakuyinyanga lapho isibhedlela sasazisa ngokusesikweni incwadi ekhulumayo kubasebenzi. Le ncwadi ivele ngokubambisana kwezinhlaka ezine - u Broad Rich, Umyango weZempilo, USAID kanye no United States Emergency Plan for Aids Relief. Lencwadi iwusizo kakhulu kubantu abangakwazi ukufunda ngoba uvele ucofe inkinobo ivese ichaze konke okubhalwe kuyo. Usuku lokwaziswa kwalencwadi kwabayimpumemelelo njenengoba abasebenzi baphuma ngobuningi babo ukuzolalela futhi beveza imibono yabo -

Ngokuthi lencwadi ingabasisa kanjani. Kwalwa indawo eziningi lapho ingasetshenziswa khona ezinjengasemakhaya, emasontweni, emicimbini yasemakhaya, emawodini, nasemitholampilo kanye nakwizingane. La esibhedlela izosetshenziwa kakhulu ngama Khansela ekuyiwona ahambela wonke amaVodi esibhedlela kanye nemitholampilo. Iziguli zithi sengathi umuntu Angathola incwadi ekuzobayeyakhe. Ngalondlela ingakwazi ukusiza umndeni wonke kanye nezihlobo.



Sithanda ukudlulisa ukubonga kumalungu e Events Committee ngokugqguzelela lomcimbi obeyimpumelelo, sibonge abaphathi besibhedlela ngokhuxhasa lolusuku kanye no Mrs Mkhuzo ngenkuthalo yokulanda lencwadi aphinde abhekelele ukuthi itholwe amakhansela futhi abheke ukuthi isebenza ngendlela.

DR B DLAMINI

A basebenzi ababezothamela lomcimbi

Programme Director Mr Collin Govender



La kwasekudlalwa amadayisi alencwadi

U Nkosikazi Mkhuzo efundisa ngencwadi ekhulumayo

U bumnandi obula ngomculo wama Khansela

PSH'S HAPPY NURSES

*Your Talent
is God's gift
to you,
What you do
with it is your
gift back to
God!!*



Port Shepstone Regional Hospital celebrated Nurse's Day on the 13th May 2009. The day aimed to highlight the significance of the Nursing Profession within the employee community within the hospital.

The CEO Mr. GBC Khawula passed words of appreciation to all hospital Nurses for providing quality services to our patients. Although the Nursing Manager did not attend the function because of certain commitments, she made us promise that we'll pass her lovely message to all

NURSING MANAGER'S MESSAGE

A proud and dedicated workforce !

That is what you are.

You've dedicated yourselves to provide the best health care service to patients.

The team spirit among you nurses is appreciated. The maximum of our clients appreciate the services you offer daily.

May you all be reminded that commitment is our goal. Keep dedicated, hardworking and make a difference.

God Bless and protect you always !

We started by serving a special tea with fresh scones and muffins. A Big Thanks to the Wellness committee for preparing some little give aways to all nurses.

It was a light and joyful day to all who attended. Through a PowerPoint presentation prepared by the Public Relations department, we managed to see pictures of our nurses in action taken.

The Ugu District Health Manager, Mr. V. Chetty gave words of motivation and affirmation to our Nurses. The Employee Wellness Committee passes its appreciation to all those who received the concept of making this day possible and all contributions towards its success were highly appreciated.

Encouragement to honor the differing professions and support each other as PSH employees in service delivery procedures was the secondary message of the day.

Article by— Ms NF Cwele
(EAP Practitioner)

**Your
caring
ways,**

**Your
kindness
and**

**Your
dedication**

**Make
such a
difference!!!!**

Below - are pictures of Nurses and Matrons receiving certificates of appreciation from the hospital CEO Mr GBC Khawula and Mr V Chetty.



**A Proud
Moment
For all
Nurses In
PSH**



The organizing team



GREAT WAYS TO IMPROVE ON WASTE MANAGEMENT

Ex-



MR ZULU LOCKING THE HOSPITAL WASTE STORAGE ROOM

We wish everyone could understand just how crucial waste management is in the hospital as it is one factor in which hospital effectiveness is measured upon. If we fail to dispose waste properly, we might just be posing risk on our staff and the very same patients we are trying to help.

IMPROVEMENTS ON WASTE MANAGEMENT

YEAR	PERCENTAGE ATTAINED
2008	MONTHS
2009	MONTHS
	January 95%
	April 96%



We're improving every year. A Big Thanks to all employees for implementing & adhering to waste management guidelines!!

SANLAM IN HOSPITAL

pired



Mrs. Sosibo receiving a gift from Mr. T Mbili from Sanlam. This was after Sanlam had been allowed to do a two weeks presentation at the hospital foyer and interacted with employees during their breaks.



GENERAL WASTE

This includes all normal house waste. Paper and glass segregated for recycling



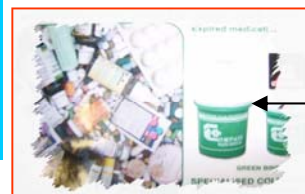
SHARPS

Needles, syringes, scalpels, glass slides, vials and all other clinical glass



INFECTIOUS

This includes all contaminated items such as bandages, swabs, gloves & bandages



PHARMACEUTICAL

Expired medication



ANATOMICAL

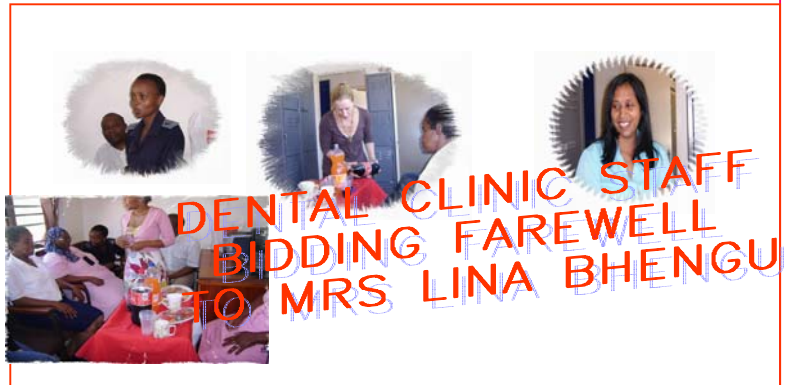
All human tissues like placenta, foetuses, and amputated limbs

NB : to be placed in a red bag first then in a red specbin

PARTY TIMES



**ABASEBENZI
BASE Wodi—
A Bevalelisa u
Sister D.B
Khuzwayo.**



**DENTAL CLINIC STAFF
BIDDING FAREWELL
TO MRS LINA BHENGU**

Ward 4 staff bidding farewell to Sister Chetty



**Ethembeni clinic
staff
saying their goodbyes
to
Nosipho Dlamini**

Goodbyes from Phumzile



Words don't come easily when one has to bid "good bye". I guess words "we meet to part" didn't just come about, but they have a meaning.

Mine is painful but more so because I am not only leaving Port Shepstone Hospital, but the Department of Health. I joined the DOH in February 2002 through St Andrews Hospital where I was employed as an Administration Clerk and spent ± 18 months after which I was promoted to Port Shepstone Hospital as a Secretary to the Hospital Manager, when the posts of secretaries at hospital level were first introduced by the KZN Department of Health.

My life in the Department of Health has been both a growing journey and learning curve. Besides having a career that I needed to have mentored as I was almost fresh from training when I first started with the department, I also learned a lot of things regarding healthy living, infection control at home, health and safety precautions at home and a whole lot of other things which I think people who have never been part of this marvelous department, are missing out on.

I know that when I first joined the department in 2002, I was young – physically, emotionally and professionally, but I think the people who were tasked with mentoring me on a day to day basis never gave up on me and made it a point that I emerge as a fully capable adult and professional. I strongly believe that I owe everything that I am today to the community of Port Shepstone Hospital because without the exposure I received, my new employer would not have seen the potential in me. I will not single out any individual in particular because I may run the risk of omitting some of the people, who have played a vital role in making my life at Port Shepstone Hospital an enjoyable one, and thus offend them.

I therefore wish to extend my greatest gratitude to all my colleagues at Port Shepstone Hospital. My EXCO Team – you are the sweetest bunch of managers any secretary would ever get in this whole wide world. My netball and soccer family – you will always hold a very special part in my life. I have been a member of several sports clubs but none will ever match you guys.

I am therefore going to conclude by thanking the DOH by granting me a platform to offer my skills and gaining most valuable experience and knowledge in the process. I also believe that God allowed me the opportunity to be part of this family because there is a role that he wanted me to play and that now is the time for me to move on and explore what the future holds for me because he sees it fit.

Good Bye every body and never cease to thank God for each and everyday of your life because in each and every day that goes by, we have something to learn.

Thanks
Phumzile Mayeza



Ms Phumzile Mayeza

Give a man a fish and you feed him for a day, Teach a man to fish and you feed him for a lifetime!

SPORTS NEWS



Our netball team made its semi finals at Richards Bay recently. There were about 16 KZH hospital involved .

Our soccer team didn't make it very far. They lost the semi final but we are very proud of our boys for standing firm from start to the end of the match.

PRACTICE

takes place at St Martin Depores Sports ground at 15:30 every Tuesdays and Thursdays. See you there !

New Employees

DEATH NOTICE It is with great pleasure to welcome you to Port Shepstone Regional Hospital. This is indeed a place you'll really enjoy to work for. The hospital has a marvelous sea view and is just a few kilometers walk from the sea. Nearby is Oribi Plaza complex with different shops. Feel at home and enjoy serving our beautiful people of Ugu District.

APRIL APPOINTEES - INTERNS

- * Ngwabe BP—Data Capture
- * Ndlovu MR— Data Capture
- * Madulini BR— Data Capture
- * Gumede MP—Data Capture
- * Mqadi PF— Data Capture
- * Cele NR— Data Capture
- * Ncayiyana F— Data Capture
- * Hlophe CN— Data Capture
- * Khwela PD—Supply Chain
- * Mbuyeleni NP— Supply Chain
- * Machi MV— Assets Management
- * Nxumalo SM— Human Resource
- * Cele LF— Human Resource
- * Mthethwa AL— Office Management
- * Cebisa LP— Office Management

-
- * Sililo MYB— Sessional Doctor

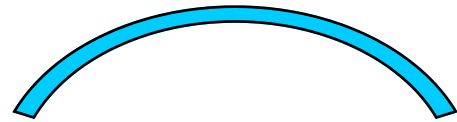
MAY APPOINTEES

* Luthuli B— Clinical Psychologists

- * M.E Mbangeni Professional Nurses
- * Ndebele PBN—Senior Medical Officer
- * Nabo N—Professional Nurse

JUNE APPOINTEES

- * Vezi N— Professional Nurse
- * Mthembu PP— Professional Nurse



**PORT SHEPSTONE
REGIONAL
HOSPITAL**



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