



HEALTH

KwaZulu-Natal

PORT SHEPSTONE REGIONAL HOSPITAL

ISIBANI

MARCH 2008

Issue 1

PSH BECOMES A FULLY REGIONAL HOSPITAL

FROM THE CEO'S POINT OF VIEW

As Port Shepstone is growing to be a fully regional hospital, there has been a number of changes and improvement to this point. Port Shepstone hospital has grown faster in 07/08 financial year with a budget of R169, 432,000. Although this budget was not enough for the development of regional services, however, we have achieved tremendously in the following disciplines: Appointment of Dr Moodley who is the Principal Specialist in Pediatrics, two Principal Medical Officers who have ensured optimum operation of the department: Dr Mbalo: Sessional Pediatrician has played a critical role in development of Neonatal Care Services in the hospital and Dr Dimitriades has ensured smooth running of this department..

Dr Hunter was appointed as Principal Specialist in Internal Medicine and has strengthened the department as a number of MOPD clinics have been developed, an Echo machine has been received, the Coronary Cardiac Unit has improved and the outreach program to the referring hospitals has started.

The head of Surgery, Mr Maharaj has started endoscope services in order to improve clinical outcomes of our patients. Dr Hira was appointed as Principal Specialist in Obstetrics and Gynaecology unit.

Dr Misra, the Senior Specialist has improved clinical outcomes with the provision of ultrasound in the department. Having done all this our waiting times for CT scans have been reduced since the appointment of a permanent Radiologist - Dr Steyn with the assistance of her team in the X-Ray Department. Forensic Services were commissioned at the beginning of the year in order to reduce waiting times for sexual assaulted patients. The fourth ICU bed has been commissioned in order to reduce expenditure incurred by outsourcing services.

Mental Health Services have been strengthened by the appointment of a Clinical Psychologist and Social Workers but we are still facing a challenge with the absence of a Psychiatric unit. Therapeutic services have improved tremendously. Speech and Audio Services have been strengthened hence we now have an Audio Booth. Our Dental services have progressed very well. Soon we will develop a criteria that will be followed by all our referring

Institutions, outlining specific requirements that need to be followed when transferring patients for specialized services. This will also be of paramount importance in controlling overcrowding of stretcher cases in the wards.

- The provision of ART has increased beyond our targets.
- The hospital was fully accredited by COHSASA
- Patient and Staff Satisfaction Surveys were done and showed positive trends

Mr GBC Khawula - HOSPITAL CHIEF EXECUTIVE OFFICER



Cont. CEO's point of view

We have done very well in maintaining quality standards but we still have a challenge of convincing those few clients who are still not happy with our services by committing ourselves in doing the right thing, first time and going that extra mile.

KEY FOCUS AREAS FOR 2008/2009

- Improve Orthopaedic Services by filling 3 critical posts and provide sufficient theatre time to reduce backlogs
- Put more effort at improving Mother and Child Women's Health
- Improve Mental Health Services
- Strengthen Optometry Services
- Increase parking facility for staff
- Promote fiscal discipline on spending pattern.



Future events

Wellness day	08 February 2008
Vitamin A campaign	14 March 2008
Welcoming of community service Personnel	April 2008
Batho Pele Campaign	23 April 2008
Health & Safety day	30 April 2008
Cerebral Palsy day	24 June 2008
TB Day	June 2008
Children's day	4 June 2008
Open Day	30 July 2008
Pharmacy Week	September 2008
Awards celebrations 2008	December 2008

2008 TB
EVENT
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ENCOURAGING MESSAGE FROM THE NURSING MANAGER

MRS BUYISILE NGESI

The past year has been challenging and Nursing Service as a collective have to a great extent emerge as victorious quality health care providers. During the first week of February 2008, our Neonatal nursery had a Klebsiella outbreak. This was a scary incident. All reasonable precautions were put in place to ensure that the infection was controlled. Vigilant hand washing was ensured with all health workers and lodger mothers. Staff were in-serviced on infection control policies and guidelines, hence they came up with measures to contain the infection.. Action plans were drawn and executed. Our district and head office infection control teams were informed and they supported the hospital. Not a single baby's life was lost ! Together, we achieved the best control over that infection. The hospital was also visited by the Honourable KZN Health MEC – Mrs. Peggy Nkonyeni to observe first hand what was happening. The hos-

pital was applauded for the good infection control meas-



HOSPITAL TB WARD

ures applied. Surveillance cameras are going to be installed in all the critical areas to monitor continuous compliance with infection control measures. Congratulations to Port Shepstone Hospital staff and please **Keep it up!**

WHAT IS TB?

TB is a disease that mainly affects the lungs, but can be found in any other body organ. It is caused by a germ called *Mycobacterium tuberculosis*. The germs are present in the sputum coughed up by those that have TB of the lungs. The germs

usually destroy the soft tissue of the lungs, and this causes cavities (holes) in the lungs, resulting in difficulty with breathing, and blood can be coughed up. If untreated, TB can cause death. Our 2007 – 2008 Information statistics exhibit a high TB prevalence and many of our clients mainly suffer from TB related diseases. Reported cases included the

following:-

- 1274.00 Pulmonary TB cases
- 55 TB abdomen cases
- 58 TB Lymph gland cases
- 121 TB Meningitis
- 31 Miliary TB
- 14 TB Spine
- 84 Reactivated TB
- 69 MDR cases
- 3 XDR cases. The above statistics indicate clearly that a TB awareness campaign is seriously needed hence one of our hospital plan is to host a TB campaign at kwaNzimakwe location in June 2008.



BUDGET OVERVIEW 2006 - 2007

Our hospital budget is usually calculated for a year at a time, based on the financial year of the department. This also applies to ongoing departmental budgets. Once we have an annual budget which normally starts from April up to March the following year, we break it down into months, for management purposes. A monthly breakdown facilitates monitoring and we spend on :- telephones, Photocopiers, Security, Laundry, Catering, transport, condemned items, human resources, equipments, goods, medication and maintenance.

It is definitely to be mentioned that some time last year, just towards the end of the year it has been highlighted that the

hospital had finished its budget and hence departments had to stop placing orders for non-emergency items. At that time we had already used a considerable amount of the initial budget of R167,43200. The hospital had to run though and we automatically overspent by R50 million One thing among others that had hindered our budget so tremendously, regardless the preparatory planning we had made is the fact that, in May last year, the whole Province experienced strike that used a huge amount of our budget. The SOD has also impacted negatively on our budget. Take note the above factors were not initially budgeted for. Lastly, as the hospital is growing to become fully

regional, we hired specialists that required certain equipments in order to start their services. This year, after having received our budget, we intend to sustain the current services and we want to

encourage all employees to stick to their plans. However, we have managed to collect R2,529,387.69 million revenue and would like to thank the Patient Admin staff for ensuring that paying patients pay for the hospital services.



Ms Nokukhanya Shange - Finance & Systems Manager

BATHO PELE IN ACTION

BATHO Pele is a national government initiative aimed at service excellence and “putting people first”. It requires every government employee to practice the eleven principles. PSH has established a mechanism that has been distributed to all departments in the hospital in ensuring that all employees practice these principles. An on-going evaluation will be carried out and results documented to monitor the implementation and maintenance of standards as from April up to November 2008. By doing this, we’re looking forward to the end of the year where we will celebrate and award all hospital departments that had conquered. The process is very easy though, especially if you take these principles naturally, Oh! Yes, that’s where they bring us

to, back to our roots. Take for example, principle courtesy, before we were neutralized by the hectic environments we live in, that is, having to wake up early, making sure everyone in the house has eaten, pack lunch for kids and drive on hectic roads full of traffic - guess what happens when you arrive at work, the queue of clients is unbelievably long, but considering that you are a Batho Pele ambassador, you quickly have to change your mindset and start to remember that It's no one's fault and assist clients in a very polite and considerable manner.



Management rewards a job well done !
Mr GBC Khawula and Infection Control manager Sister Joseph presenting a gorgeous trophy to Sister Nxokweni—representing Nursery department for outstanding adherence to infection control measures in 2007

WELLNESS DAY AT PSH



On 08th February 2008, Port Shepstone Regional Hospital held a Wellness event for its employees. This fun filled day started off with some employees taking part in a fun walk and others running. Although it was raining heavily in the morning, but this did not stop staff members from participating and coming out in their numbers. The Fun walk and running were both held at St Martins Depores sports ground. After those were finished, staff members headed back to the hospital and enthusiastically participated in other activities such as Taebo, Swimming and Spinning. There were different stalls where people could acquire information. There were stalls from ABSA bank, CANSA, OPD, Family Planning, HIV/AIDS Clinic, Physiotherapy unit, Nutrition unit and Credit Bureau. Mr Zaine Khan shared bright ideas on how to handle finances. He made it clear that people's well being should not be separated from their finances. If finances are not handled properly, frustration and depression show quickly. Employees were advised to control their expenditure, meaning , people must buy things that are really necessary. It was also highlighted that the fact that people have items in their homes that have not been used for sometime, means it was not really necessary to buy those item. Why paying for months and years for something that is kept in a shelf?

Rosephine Smith and Sophie Mc Farland from the Recovery support group for breast cancer also conveyed a very powerful message on breast cancer. Towards the end of the programme there was a lady who chose to disclose her HIV status, not for fun, but to strengthen and encourage others to disclose their HIV status as well, so they could be free to take their medicines and tablets openly without any fear of being seen by colleagues or family members. .

Port Shepstone Hospital approached staff wellness holistically because employees were assisted with information from various angles and looking at the number of people participating, the event was a success.

We would also like to take this opportunity to thank the Hospital Management for allowing this event to take place, speakers for the day, The Ugu Health District Manager- Mr V Chetty for realising some of the staff to participate, hospital employees and departments that made stalls, Councillor C. Mqwebu- Hospital Board member for support and Mrs Cwele –Director of Health & community services at Hibiscus Municipality, Mrs Sokhulu and Mrs Z. Ncama for providing the funds, the marshals and wellness committee for planning all the activities for the day.

SPORTS CORNER



PSH Soccer Team

5 institutions will be participating. Baf'abantu!!!! At this point in time we are ready for any challenge that may come our way!
Article by Institutional Sport Co-coordinator—Ms P. Mayeza

Port Shepstone Hospital soccer and netball teams have been growing from strength to strength. Employees are encouraged to participate in sports as means of ensuring a healthy workforce. Besides the annual departmental tournament that the institution participates in, our teams participate in friendly games in order to keep fit and ready for action. Recently we toured to Northdale Hospital where our teams reported the warmest welcome by Northdale Hospital. During the National Health Minister's visit to Ugu District, our Soccer Team represented the District and did exceptionally well by nailing the National Team by 2-0 after having beaten 3 local teams in qualifying games the previous day. Watch out !district tournament, here we come! Three of our ladies also formed part of the District Team that nailed the National Team 17-1 in the Minister's Tournament.

We are eagerly looking forward to a mini tournament that we will be hosting as an institution on May 2008 whereby

Whatever you do today, do it like there is no



PSH Netball team

EAP - Your Helper, Your Advisor

The department of health has made a commitment to be available to its workers in all aspects of their lives by running an Employee Assistance Program (EAP) within the work site.

EAP is a mechanism to increase the choice of continued employment of individuals, whose job performance is adversely affected by problems of substance abuse, psychiatric illness, family difficulties, or other social problems. It is specifically work-site-based, operating within the hospital for purposes of identifying "troubled employees" motivating them to resolve their troubles and providing access to counseling or treatment.

PSH therefore recognizes that personal problems can affect an employee's job performance, including but not limited to health, family, marital, financial, alcohol, drug legal, emotional, stress or any other personal concerns and thus carries the following vision :

vision

Striving to improve employee holistic wellbeing and improve job performance within the hospital

Employee are therefore encouraged to involve themselves in various health promoting activities within the hospital such as - Swimming, - during lunch and after working hours, Taebo - sessions are offered every Monday, Tuesday and Thursday at Indaba room at 15H30. Sports activities such as soccer and netball are also available and interested employees should contact the Institutional Sports Co-ordinator Ms P. Mayeza at 6208.

To stay healthy and free from all sorts of problems consult the EAP Practitioner Ms Nosipho Cwele at 6127 or Nosipho.cwele@kznhealth.gov.za

STAFF RELATIONS

Staff relations is one of the Human Resource component led by Mr Blessing Msane. Its primary objective is to improve efficiency and effectiveness of Staff relations advisory and support services in line with Batho Pele principles. Significantly, in 2007 Staff relations has achieved the following—capacity building for all departments including PHC clinics, successfully conducted employee satisfaction survey for the first time in Port Shepstone hospital, has taken over the co-ordination of IMLC. Has successfully advertised its services to the customers and thus increasing customer demands.

SETBACKS

The Staff Relations Officer has been open about the turnaround time that has not yet reached satisfactory levels on disciplinary cases as a result of investigating officers who take too long to conclude their cases.

FUTURE CHALLENGES

- Improved turnaround time on disciplinary cases
- Conduct staff relations audit to ensure improved administrative efficiency and compliance with procedures
- Restoring full staff compliment
- Conducting an annual employee satisfaction survey
- Capacity building for supervisors
- Quality improvement projects

Without the support of components like Staff Relations, we would not know if our grievances are considered/ handled fairly !

Guidelines on snake bites

Our hospital has received cases of snake bites recently and seeing the prevalence of such cases we thought it would be wise to inform the public on how to manage snake bites, said Dr Blakemore our Principal Specialist—Anaesthetic Services. He stated that Dr Blaylock has best illustrated the management of snake bites on an article published by the SA Medical Journal

MANAGEMENT OF SNAKEBITE

Elevation is analgesic and diminishes swelling. Intravenous fluids replaces swelling. Intravenous fluids replace what has been lost in the swollen area. Analgesia is important. This triad of elevation, intravenous fluids and analgesia, is all that is required for the majority of snakebites. Should there be necrosis, surgery is best left for 5-7 days, as prior to this time, the junction between dead and dying tissue may not be well defined. This procrastination does not prejudice the patient in any way.

Compartment syndrome of a limb is uncommon but require urgent attention. A snake bitten limb looks like a compartment syndrome but on measuring intra-compartmental most are not. Compartment syndromes of hands and feet self decompressed via the bite site. Compartment syndrome of limbs may be successfully managed conservatively for an hour by elevating the limb, administering intravenous mannitol (reduces swelling and helps prevent renal failure) and intravenous antivenom which, in an appropriate dose, stops progression of swelling. Conservative treatment must be aggressively policed or nothing other than elevation and a drip will have been achieved during this time. Should conservation treatment fail, providing there is significant coagulopathy, open full-length fasciotomy should be performed. Carpal tunnel syndrome is not uncommon if bitten on a hand or finger. It is self-limiting and responds to elevation.

How To Prevent Snakebites

Being sensible is most important. Wearing shoes and using a torch at night are helpful. Do not handle "dead" snakes as some elapid species, particularly the rinkhals, sham death. Sleep in zip-through tents or tuck a mosquito net under the mattress when on camping trips

For more information : brows through the Internet for :- The South African Medical Journal - Review on Snake bites

NEW UNIFORMS FOR THE HOSPITAL STAFF



**PSH Nursing Assistant Managers L– R Mrs. C. Coetzee, Mrs. JP Tobo, Mrs. N. Matta, Mrs. T Mkhuzo
Back row : Mrs. K. Cochman, Mrs. Mkhwanazi, Mrs. Mzizi and Mrs. D Lubba**

Looking professional has been one of the underlying objectives that employees at PSH wanted to achieve. It is not because there was something wrong with the old uniforms, however, change is inevitable especially when changing for the better. Last year, most employees changed their old uniforms to colours that add beauty and professionalism in the workplace. I believe we have been inherently innovative and it is this innovation that will make our nation great. Matrons changed from Maroon to Seagull, the sisters in charge from blue to kaki badge and general nurses from navy and blue& white to Maroon and cream. There is also a recognizable shift made by almost all Administration employees. They have moved from wearing their ordinary clothes to Grey and Sky blue uniforms. They all look pretty and professional. Surely, if you don't work here, you are definitely losing years of good experience!



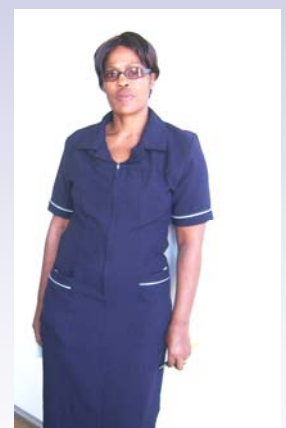
General Nursing Personnel



Administration Personnel



**Pink & Black - General Orderlies
Light Green and Navy - Clinical Orderlies**



Housekeeping

PUBLIC RELATIONS CORNER



Hi

Hi, to all our readers, it feels good to keep in touch with you again through our publication (Isibani). Although the PR department is still in its relative infancy stages in terms of human resources, however a lot has been undertaken in ensuring fair media coverage, client satisfaction survey, queries and complaints handling, co-ordination of hospital events etc

Surely, we would not have achieved all this if it wasn't for staff's co-operation and support. Hence I would like to take this opportunity to thank all employees for their co-operation and dedication in all activities done by the PR department. It really gives one confidence in achieving more for the year ahead. There is still a room for improvement though. For example, we still need to improve our complaints response systems. There is still a delay. As early as end of April, the Batho Pele principle monthly evaluations will start and the process will continue till November 2008. No need to worry, one should just take them naturally and you'll see the results.

It would be admirable for departments to plan their events ahead as this would give enough time to submit their event budgets plans to the relevant departments. That is why it has been discussed in several meetings last year that if one requests something that was not included on the strategic plan, it mustn't be a surprise if it gets rejected not because of peculiar reasons but because of Budget constraints. Therefore let's be proactive and start planning ahead for all our requirements. Our finance department is just around the corner for reference and guidance purposes

It would be very encouraging if you could comment and give us feedback on the content of this publication because we want to improve and we value your inputs.

Nonhlanhla Nkomo, the previous PR trainee has completed her training hence you might have noticed a new face. He is a young and gentle man and will be with us for six months. He is introduced on the next column.

Till next time, enjoy!

Hi

Many people might have seen me in their departments or in corridors and asked themselves who this guy is and what is he doing here in Port Shepstone Hospital.

Well, let me introduce myself to you, my name is Gift Nocuze and I live in Gamalakhe T/Ship. I am the new PR trainee. I started doing my in-service training here in Port Shepstone Hospital in February 2008. The in-service training that I'm doing is part of my studies. In 2006 I registered at the Durban University of Technology for a National Diploma in Public Relations Management. In our last year of studying, we are required to do in-service training.

When I first started my training, my expectations of the people here was that they would be hard on me since I am the first male PR trainee. However, within a short period of time I have seen that most people here are not gender sensitive and to my surprise, most employees are friendly and I get the utmost assistance to perform my work. During this period of training in this hospital, I hope to learn every thing pertaining to my studies. In ending, I just want to thank the management of Port Shepstone hospital for allowing students like myself to do their training at this hospital.



smile a while

APPLICATION REJECTION

Address

Dear Mr Mphako,

Thank you for your letter of February 17th. After a careful consideration, I regret to inform you that I am unable to accept your refusal to offer me employment with your organisation.

This year, I have been practically fortunate in receiving an unusually large number of rejection letters. With such a good and promising qualification, it is impossible for me to accept all refusals.

Despite your organization's outstanding and previous experience in rejecting applicants, I find that your rejection does not meet my needs at this time. Therefore I will initiate employment with your firm immediately following graduation. I look forward to seeing you then.

Sincerely,
XXXXXXXXXXXX

Work Place



Ms Phumzile Mayeza - Secretary to C.E.O

It would be a grave mistake for me not to start by greeting everyone in the New Year, especially my colleagues in sport and music – something that is very close to my heart.

This corner has been dedicated to educating each other – creating an understanding of what our roles entail. For now we will just stick on one important role of the Personal Assistant:

Screening of calls and visitors

One of the important roles of the PA is to screen calls and audience who wish to meet the manager or CEO. It is always advisable to tell the PA the purpose of your call or visit.

For internal clients: It will save you time in the sense that the PA is in a better position to tell whether the CEO is available or not. He/she is also in a better position to tell whether your matter does necessarily require the personal attention of the CEO or not, and if not, you will be immediately re-directed to another officer/manager who can assist instead of waiting for CEO who is going to re-direct you anyway.

For external clients: This will save you time, money on the call and an urge to scream when you are transferred from one department to another. What people need to understand is that in most cases, the CEO is not the most appropriate person to talk to because there are different managers and officials under him who have been appointed to perform his different delegations. This also frees him to attend to strategic issues that really cannot do without his attention. Do not feel irritated when a PA wants to know the purpose of your call or visit because she is in a better position to know who the relevant manager or official is to assist in a specific situation. When shove comes to push, the PA will even offer to call you back once the relevant person is available.

For management: Your case may be urgent while the CEO is fully booked. This will allow the PA to prioritise appointments. It will also assist in ensuring continuity in the sense that you will always receive feedback even during the absence of the CEO.

PA's / Secretaries are there to make everybody's life easy – the manager's as well as yours as clients. All that is required is co-operation.

We should be impatient with those who see themselves as pen-pushers and guardians of rubber stamps, who think they have the right to ignore the vision of Batho Pele, who come to work as late as possible, work as little as possible and knock off as early as possible, work as little as possible”

(State of the nation address 2005)

President Thabo Mbeki

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Feedback should be sent to
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BATHO PELE PRINCIPLES

- **Consultation**
- **Service Standards**
- **Access**
- **Courtesy**
- **Information**
- **Openness and Transparency**
- **Redress**
- **Value for money**
- **Encouraging innovation and rewarding excellence**
- **Customer Impact**
- **Leadership & strategic direction**

