



# ISIBANI NEWSLETTER

**W**arm greetings to all readers of Isibani Newsletter. For some of you 2019 has been an exceptional year and you may be very sad that it's coming to an end. Others may be relieved



Mrs P.P. Morai (PRO)

to move on to 2020, hoping that it will be much better and more favourable. The year end at Port Shepstone Hospital comes with a number of exciting activities and promising projects . It also brings no greater pleasure than the opportunity to express our season's greetings and good wishes to you all.

I believe many of us regard good health as the most significant need in life, it doesn't matter who you are, how you define success, one thing holds true : a healthy body and mind is essential if you want to lead a truly successful life. For this reason, an article on following good nutrition has been covered in this issue to give tips on what to eat and what to avoid in order to maintain good health. To those of you who are planning to take a break from work, may your holidays and new year be filled with joy. Another new year is just around the corner, a year granted by God for us to live, banish worries, doubts and fears. For in Christ, we are no longer slaves of fear because we are the children of the most high God. Happy reading !



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# PSH ACCREDITED AS A TRAINING FACILITY FOR THE NURSING STUDENTS



The nursing practice of today is often confronted with various demands such as the increasing burden of disease in the population. So, in order to adapt to the rapidly and advancing healthcare settings, nurses who can function swiftly in interdisciplinary teams across a wide healthcare environment are required. To contribute in this programme, Port Shepstone hospital had to be accredited in order to become a training facility. One of the requirements for this accreditation was the provision of accommodation to the nursing students as this would greatly support them in meeting their educational demands. On 14 October, the hospital Nursing and Systems Managers welcomed the first group of nursing students and they were orientated to the facility. This programme is promising a new calibre of nurses who will be able to offer conventional nursing services and perform other functions such as case management, practice leadership, health advocacy and illness prevention. Policy makers from national and educators from Port Shepstone Nursing Campus also paid a visit on 08 November 2020 to ascertain whether the needs of the

nursing students have been met by both the college and the hospital. We highly believe that with everything provided, the nursing students will contribute by regularly following their educational curricula and learning programs so they can become this calibre of nursing professionals we all wish them to be.



National Chief Nursing officers : Dr Nonhlanhla Makhanya and Dr Sibongile Zungu ( Special Advisor to the Minister of Health ) together with Port Shepstone Nursing Campus management came to assess the state of readiness of the clinical facilities for the commencement of the new qualifications for nurses.



# PORT SHEPSTONE HOSPITAL OPEN DAY TACKLES SERVICE DELIVERY ISSUES

20 November 2019



**T**he event was a huge success as it gave the hospital management and Board an opportunity to share information with the members of the public. The attendees also managed to express their views on expectations, complaints and compliments regarding service delivery. Their inputs were relevant and most useful in this era considering the trajectory that the Department of Health is taking towards the universal health coverage.

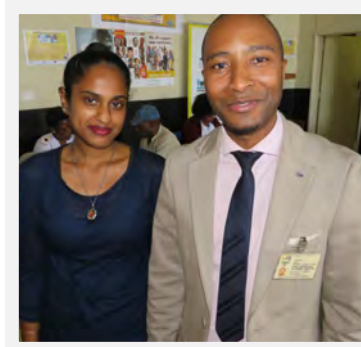




# PORT SHEPSTONE HOSPITAL OPEN DAY TACKLES SERVICE DELIVERY ISSUES



Every department in the hospital has a mission statement describing its goals and services. To put this information across in a simpler way, they put up displays that really stood out, showcasing their best services.





# OPEN DAY CONT.



R-L : CEO Ms Bawinile Ndlovu thanking one of the sponsors, Ms Sivile Magabuku from Avbob(Port Shepstone)



These are some of the Events Planning Committee Members . We thank them for their ideas, time during the planning & execution phases.



Optometry students with high expectations to see the patients for vision assessment and other eye-related problems.





# NUTRITION WEEK

CELEBRATED 14 October 2019



Promoting healthy eating on this day : Hospital Dieticians : Mrs Lauren Papenfus, Ms Ash Leitch and Phlebotomist Mr Thabane Malunga

**A**lthough there are many heart healthy foods on the market, others may lead you one step closer to disease/s. Even “healthy” foods, such as diet sodas and “fat-free” snacks, may harm your most vital organs. To diminish your chances of many illnesses through your diet, keep reading.

The aim of the campaign was to educate the patients, run activities to assess their knowledge and thereby correct gaps identified in relation to their understanding of general healthy eating and portion sizes.

First of all, we must understand that Food is essential for life and our bodies need it for energy and nutrients, to grow and develop, to move, work, play, think and to learn . However, heavily processed food is linked to poor health and even early death. That is why on this day the hospital Dieticians took the stage to promote clean and healthy eating to everyone in the OPD department. They made such an attractive food display to teach patients about various types of food they can select when buying their home groceries from the shops. They made it so comfortable for patients to participate throughout the session. They outlined the difference

between healthy and non healthy food and by the time the session finished, patients could clearly tell the difference between good and bad food choices. Unfortunately, most processed food is convenient even though it is not good for your heart as it is very high in sugar, oil and salt levels. The event was a huge success and if our patients can do as they have been taught, their lives could change for the better.

**AVOID PROCESSED FOOD, EVEN ICE CREAM & ENERGY DRINKS AS THESE COULD MAKE YOUR HEART BEAT ABNORMALLY!!**



# NUTRITION WEEK



Patient volunteers were given small tokens for their participation and for making the correct food choice when asked to select food from the table during the activity session.



## WHAT IS CLEAN EATING ?

Simply put: it's about choosing **whole foods and ingredients**, as well as products that are as **minimally processed** and **additive-free** as possible.

## TRY THE FOLLOWING IDEAS TO PLAN YOUR GOOD MIXED MEALS

- ◆ Enjoy a variety of foods - whole grains.
- ◆ Make starchy foods part of most meals.
- ◆ Fish, chicken, lean meat or eggs could be eaten daily.
- ◆ Eat plenty of vegetables and fruits daily.
- ◆ Eat dry beans
- ◆ Use salt sparingly
- ◆ Include nuts in your diet
- ◆ Be active
- ◆ Do not drink alcohol

**Remember:** eating breakfast is important. Try to eat a high fibre cereal in the morning. Try to eat 3 regular meals per day with healthy snacks in between.



## COOKING METHODS

It is better to roast, bake, grill or braai foods on a rack than to fry it. Boiling, steaming and microwaving are also better options.

**AVOID EATING FAST FOODS AS THEY ARE GENERALLY VERY HIGH IN SATURATED FATS, CHOLESTEROL AND SALT**





# NURSING MANAGEMENT

## CELEBRATING FORENSIC NURSES' DAY

The International Forensic Nurses' Week is celebrated worldwide from 11- 15 November every year. The aim of this week is to recognize the work of forensic nurses and to equip them in dealing with issues impacting patients' health and well-being when treating crime and violence victims.

Port Shepstone Hospital is proud to have these nurses and the nature of their job compels them to deal with sexual assault cases. On this special day, they

were all invited to an event that was organised especially to acknowledge their contribution in the healthcare system. The Nursing Management was very innovative when planning this event as each manager wrote a motivational message on a piece of card stating the reasons why they appreciate each of these nurses. When these messages were read, you could see how their faces marveled and some were totally taken by surprise by the praises that were written about them. A big thanks goes to everyone who made the event such a great success.



These managers ( Assistant Nursing Managers and Operational Managers ) were clearly determined to make the event an astounding success. Besides their ever busy working schedules, they were fully involved from planning up to the end of the event. That's why we take this opportunity to appreciate them for their efficiency and good leadership .



# NURSING MANAGEMENT

## CELEBRATING FORENSIC NURSES' DAY



Matron Heeralall reading a message to her old bosom friend : Sister Duduzile Ndlovu



CEO Ms Ndlovu wrote a special message praising Matron Manipersad for her competencies



Matron Linda Manipersad acknowledging the significance & power of the nursing lamp



Sister Khawula led all nurses - reciting the Nurses' Pledge

Forensic Nurses that were acknowledged on this special day holding their lit candles, symbolizing the light they become to their patients and a symbol of hope and comfort to those who are suffering.



It was an important ceremony indeed which gave inspiration to all the nurses





# CELEBRATING FORENSIC NURSES DAY



ANM Sandile Gojana presenting a gift to Nurse TA Khawula



Mrs TG Mkhize presenting a gift to nurse TN Hlophe



ANM J. Joseph presenting a gift to OM JD Ndlovu



Sister E.N Cele receiving a gift from OM N. Mbangi



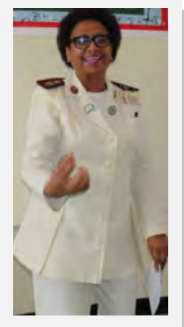
ANM Heeralall, bubbling with joy - singing uJesu unobubele ngami



ANM N. Ngcobo presenting a gift to OM Duduzile N dlovu



Sister Theloshnee Pillay, Orthopaedics Operational Manager and Programme Director for the day



ANM Lnda Manipersad was over the moon when CEO Ms B.C. Ndlovu praised her for her good work

Praise matters: It is important for management to praise their staff in a realistic fashion. Such praise doesn't have to cost much but the results could produce positive influence on members of staff and may further improve their efficiency. Thumbs up! to Port Shepstone Hospital leadership for bringing smiles to your staff's faces.



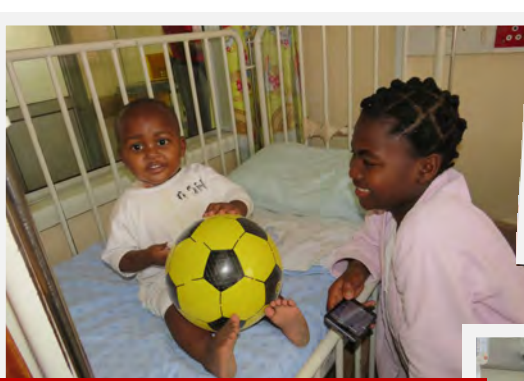
# EAST COAST VISITS PSH RADIO



The simple act of smiling can transform you and the world around you. That's exactly what happened when East Coast Radio and Port Shepstone Toysarus team arrived with a pile of toys for the admitted children on 12 November 2019.



Lisakhanya Myeza was ecstatic to receive a ball from Minie Ntuli



Nomkhosi: mother of Okuhle Majola - both were happy when the turn came to them



Although Kayden Milehan wasn't really happy about being in a hospital, things changed for the better when he got the ball from Minie.

Do you know that each time you smile, you throw a little feel-good party in your brain - From the photos above, everyone is experiencing exactly that. By the time the team left, the staff and our little patients were all smiles

**A big thanks to the East Coast Radio Team**



# EAST COAST VISITS PSH **RADIO**



The Nursing Management represented by Matron Joseph and Mrs Mkhize joined the East Coast Radio and Toysarus team to thank them for their continuous support during this time of the year.

**Indeed , the world is a better place when you smile!**



The Hospital CEO, Ms Bawinile Ndlovu left her busy schedule for a little while to personally thank the team for the kind gesture and that brought more smiles to everyone's face. So, I challenge you today to smile : it really brightens your day !



It didn't matter for Mzizi Maphumulo whether the babies were big or small, he just gave gifts to all of them



# MANAGEMENT WALK-ABOUT NOW AT MATERNITY WARD ENSURING QUALITY



Port Shepstone Management monitoring the quality of care: Providing quality healthcare within the constraints of available resources is a challenging undertaking which requires monitoring by collecting and analysing of a core set of indicators and thereby laying the groundwork for improvement. The team was comprised of the Deputy Nursing Manager, Mrs T.G. Mkhize, Infection Control Manager, Sister Tanjivelu, Matron Nsimbi, Quality Manager: Mr Alreed Chetty, Finance Assistant Manager : Mr Mthethwa

If you always do the right thing at the right time, you absolutely have nothing to worry about when you suddenly see the management walking into your section to exercise one of their supervision-walk-about roles. This is a regular activity which management does on a random basis just to check if all is well in the institution. But be rest assured: the focus of this activity is on measuring and analyzing processes rather than individuals. Meaning that seeking a culprit for poor outcomes is not the objective of this activity, instead the emphasis is placed on the Improvement of processes .



**Hospitals are complex systems & when one part of the system fails, it affects the other parts!**



# STAFF WELLNESS

## ENCOURAGES HEALTHY LIFESTYLE



**Z**oleka Dzelwa is one of our most inspirational employees when it comes to physical activities, particularly long-distance running.

Port Shepstone Hospital provides free health activities to encourage a healthy life style to prevent and manage diseases and to avail gym resources to the staff

### AT OCCUPATIONAL HEALTH CLINIC - YOU CAN CHECK YOUR HEALTH FOR :

- Blood Pressure
- Cholesterol level
- HIV/Aids testing
- Blood sugar
- Health counselling
- Immunisations

A wellness program is an investment in our hospital's most important asset - our employees. It's a win-win situation for both the hospital and employees. Employees who participate in the program say they feel better and have more energy.

They're learning that fitness can even be fun - and not that difficult when taken step by step. In some cases, health screenings have saved lives and certainly health care money by early detection of serious illnesses.

**For more information contact Hospital Wellness Programme Manager Sister Eureka Thompson at 039 688 6127.**



**ZOLEKA DZELWA**

**LONG-DISTANCE RUNNER & FINANCE SERVICE OFFICER**





# HEALTH & SAFETY

## MOCK DRILLS PLANNED FOR 2019



**F**or a hospital disaster management plan to work successfully, an intergrated and multi-disciplinary approach is required. Having said that, it should be noted that there are many types of disasters that can happen in a hospital and these need to be taken into consideration when planning disaster mock-drills. Led by the hospital Health & Safety Officer, Mr Collen Govender, the staff planned for various mock drills that should take place in 2019 in order for them to acquaint themselves with the principles of disaster management.

These mock drills indeed were conducted successfully and it was relieving to note that all plans were executed fairly well and the safety of patients was ensured.

The hospital Management wishes to extend its appreciation to all the Health & Safety representatives, planning committee and patients for their participation. These activities ensured that when a disaster strikes, we will be in a better position to prevent or minimize negative consequences for the hospital and stakeholders involved.

It is worth noting that when a real disaster happens, individual workers are expected to be responsible for their own actions because necessary training is regularly given to ensure that they know exactly what to do in such difficult situations.

**Collen Govender - Health & Safety Officer**





# INFECTION CONTROL & PREVENTION

Port Shepstone Hospital always strives to teach and educate staff on measures to prevent the spread of infections. On 16 October 2019, Dental Practitioner ( Ms Nobuhle Tikatika), Mortuary Services Supervisor ( Mr Joseph Mthembu) and Occupational Health Manager ( Sister Eureka Thompson ) took time to show various handwashing techniques on the Infection Control Awareness Day.

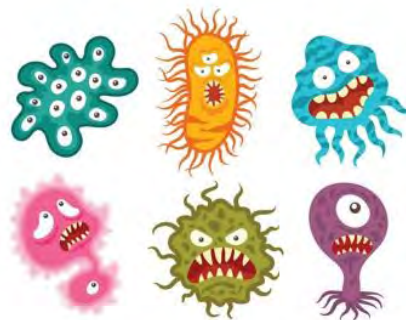
## HOW TO WASH YOUR HANDS

1. Wet your hands ( to the wrist) with clean, running water . Turn off the tap and apply a good amount of soap.
2. Lather up the soap by rubbing your hands together ( don't forget to spread the lather to the back of your hands to your wrist .
3. Scrub your hands for at least 20 seconds
4. Rinse your hands thoroughly under clean, running water.
5. Dry your hands using a clean paper towel/ hand dryer.



## WHEN SHOULD YOU WASH YOUR HANDS ?

1. Before and after preparing food and right before eating
2. Before and after caring for a patient
3. After using the toilet
4. After blowing your nose
5. After touching garbage or animals





# QUALITY DAY CELEBRATION CAUGHT MANY BY SUPRISE



## 2ND POSTION—LINEN SERVICES

CEO, Ms B.C. Ndlovu and Quality Manager Mr A. Chetty presenting the certificate to Ms Judith Nqoko



## 1ST POSTION—HUMAN RESOURCE DEPARTMENT

CEO, Ms B.C. Ndlovu and Quality Manager Mr A. Chetty presenting the certificate to Mr Kenneth Msentini and Ms Thuli Nkwanyana.



## 3RD POSTION— CLEANING SERVICES

CEO, Ms B.C. Ndlovu and Quality Manager Mr A. Chetty presenting the certificate to Mrs Dolly Ndlovu and Mrs Zinhle Gumede

The purpose of Quality month is to promote awareness of quality around the world so as to put emphasis on learning and sharing of knowledge in quality, innovation and best practices. In pursuit of this, Port Shepstone hospital Healthcare workers ( comprised of both clinical and non-clinical staff) strive to function as a team as this ideal leads to a team that provides an environment for healing for patients. As the world celebrates Quality Day on 11 November, Port Shepstone Hospital raised the profile of the brilliant work done by various departments and recognised them by giving them certificates of appreciation and tokens of appreciation to thank them for a job well done. For a change this year, positions 1-3 were taken by non-clinical departments : **Human Resources** , the second position was taken by **Linen services** and the third position went to **Cleaning services**. It was indeed a good reason for the staff of these departments to sing in celebration for this achievement. We are proud of them and we wish they can carry on upholding the quality standards as this makes our hospital a pleasant place for our patients. To the departments that did not win, we wish they can be fueled by the desire to improve as well and the fact that they did not win, it doesn't mean their work is not recognised but they just need to try harder.

To show the significant importance of this event , the CEO, Ms Bawinile Ndlovu took the stage to hand over the certificates of appreciation to the deserving departments.

What ever you choose to focus on, the Quality team would love to hear about your plans to improve quality in the hospital .

## WHY QUALITY?

The term quality is everywhere, in all aspect of life. However, deploying quality approaches in a hospital is a prerequisite for creating sustainable service delivery. Quality approaches can benefit the hospital in the following ways:

- Improve client satisfaction
- Support improvement and innovation
- Ensure corporate care and responsibility.
- Help to identify and manage risks.



# QUALITY DAY CONT.

## Congratulations & celebrations



Staff stood to first demonstrate good handwashing techniques before the meeting started





# COMPLIMENTS

from our Patients



Date : 19/09/2019 **Thuthuzela Care Centre**

Mangifika la eThuthuzela ngiphatheke kabi ngoba uthisha omfundisayo ethi umbona engenzi kahle eskoleni, usola ukuthi uyathintwa. Ngavele ngatshela I Social worker, saya nakudokotela wambheka wathola ukuba akanalutho . Ngiyabonga kakhulu komanesi nodokotela ngempatho yabo saze safika esiphethweni.

Zinhle Nombika

Date: 23/10/2019 **Nursery**

Usister Mqadi, Cele no Dlamini basiphathe kahle nezingane zethu. Basiphathe kahle impela, u Sister Dlamini uze wahamba wayongifunela I drip. Agane umqadi yena, awu kulula nokuxoxa naye. NoCele ubuthi ma ubuza bakuphendule kahle futhi weneliseke. Siyabonga kakhulu.

Sinenhlanhla Mbotho

Date : 23/10/2019 **O- ward**

No incident. The stay was very rewarding and satisfactory . Staff's treatment was excellent.

Johanna Hullex

Date : 29/10/2019 **Pharmacy**

I would like to thank E Naidoo for her efficient help. She was very kind and helpful to me and it is much appreciated. What an asset for the hospital !

Joana Albers

Date : 14/11/2019 **O-ward**

I'd like to thank all the staff in ICU. The staff took good care of my lovely angel. No matter how much they came across to save her life, they kept on promising that they would try their best. Keep up the good work!

Bonakele Mhlongo

Usuku : 25/10/2019

**ward 3**

Mina ngithanda ukudlulisa ukubonga kubo bonke odokotela, onesi nakuye wonke umsebenzi walapha ngokuthi basebenza ngokuzikhandla ukwenza iziguli zibengcono . Name ngasuka kweinye isibhedlela sangasekhaya ngigula kodwa ngisindile manje.

**Nqobile Mbhele**

Date: 12/10/2019 **Occupational Therapy**

Ngithanda ukudlulisa ukubonga kwi Occupational Therapy team ngokuzimisela kwabo nokunakekela ngesineke nothando.

Ngifisa ukuphakamisa ukuncoma nokubongakakhulu ku Miss C.P. Cele ngendlela asamukele ngayo nothando. I smile sakhe nje konke. Siyitholile ne Bug-gy ebesiyicelile and usichazele ngendlela.

Ngifisa sengathi zonke izisebenzi zingazimisela ngaloluhlobo—uthando nesineke. Ngiyabonga.

Philisiwe Nasha

Date : 30/09/2019 **O-ward**

This serves to appreciate our doctors and staff ( nursing sisters and brothers) for their hospitality. We thank God for your love and dedication to your service irrespective of the circumstances. May you continue to show commitment from day to day. Be blessed together with your families.

From Tholakele Patience Bungane





# COMPLIMENTS

from our community



The monthly reporting of complaints indicators and categories is currently done by the Public Relations officer and the report has to indicate complaints received and complaints resolved.

## OUR COMPLAINTS & COMPLIMENTS FOR Q3

MONTHS	Compliments	Complaints Received	Resolved with 25	Overall Resolved
October	149	28	16	22
November	133	43	33	29
December	87	12	20	28
<b>TOTAL</b>	<b>369</b>	<b>83</b>	<b>69</b>	<b>79</b>

## Blood Drive Saves Lives



## PR In-service Students - Appreciated



Front : L-R Nonhle Msani, Phindile Mzelemu  
Back R-L Lusanda Gcabashe, Neliswa Ngcobo and their mentor Mrs P.P. Morai

**B**lood drive gives the donors the opportunity to become involved in making a difference to others in a convenient way .

On 4 November 2019, the South African National Blood Service (SANBS) team conducted a blood drive where the hospital staff contributed so significantly by coming in numbers to donate blood.

The management wishes to thank the staff that volunteered to donate their blood. The appreciation is also extended even to the ones who went but back due to certain medical conditions were unable to do so.

The in-service training is one of the occupationally directed programmes which considers work experience as the core component of training and overall development experience for the learners. The Public relations unit was pleased to have the students that are depicted in the photo ( standing together with their mentor - Mrs P. P. Morai ) as they assisted a great deal in ensuring that the office - job expectations were met on time. A big thank you goes to all of them for their enthusiasm and effort shown in the execution of their work . In September 2019, their contract came to an end and they left such a big void not only in the PR office but in the entire hospital as well. I wish them the very best for their future career endeavours.





# IT'S MREESI RAKAKI'S FAREWELL PARTY



**M**reesi Rakaki's years as Secretary to the Medical Manager at Port Shepstone hospital came to an end when she accepted a job offer - Secretary to the CEO at Gamalakhe CHC ( her home township) The Medical team that used to work very closely with her and friends bid her farewell on 29 September 2019. Ask any senior executive about their secretary, and most say they wouldn't be able to live without their secretaries. It was the same in Mreesi's case.

Most secretaries are often remembered for having special traits such as communication skills, organizational knowledge, independence, planning skills, detail oriented, commitment and many more.

Everyone enjoyed a finger lunch and wished Mreesi the best in her new worksphere .



Dr Pillay - Internal Medicine Consultant picked up the knife to cut the cake for the guests







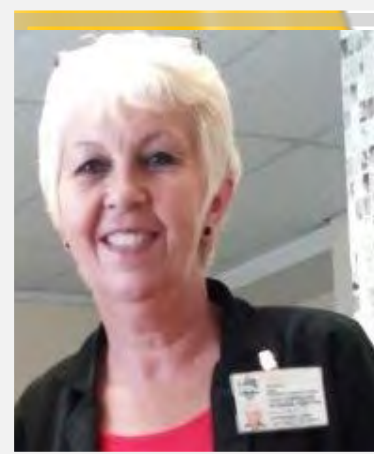
**health**

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

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