



ISIBANI NEWSLETTER

NEWS

OCT–DEC 2023

GROWING KWAZULU NATAL TOGETHER

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PORT SHEPSTONE REGIONAL HOSPITAL
STROKE AWARENESS CAMPAIGN

PROGRAMME

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WHO GETS AFFECTED BY STROKE?	DR M. LUNA
HOW CAN YOU RECOGNISE A STROKE? THE FAST TEST	DR B. KUBEKA
THE EMERGENCY NUMBER	DR M. LUNA
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YEAR-END REFLECTIONS AND FESTIVE WISHES FROM PSRH MANAGEMENT

As we conclude another year at Port Shepstone hospital we reflect on the achievements and challenges that have shaped our journey.

This year has been marked by significant milestones, the relentless dedication of our staff, and the unwavering support of our community. Together, we have made remarkable progress in delivering quality healthcare and enhancing patient experiences.

We extend our heartfelt gratitude to each member of our hospital family for your hard work, compassion, and commitment. Your efforts have been instrumental in providing exceptional care to our patients and upholding the values of our institution.

As we approach the festive sea-

son, we want to take this opportunity to wish everyone a joyous and peaceful holiday. May this festive season bring you happiness, relaxation, and precious moments with your loved ones.

To all our staff, patients, and community members, we wish you a prosperous New Year filled with health, success, and new beginnings. We look forward to continuing our mission

of excellence in healthcare in the coming year, and we are excited about the opportunities and advancements that lie ahead.

Happy holidays and a wonderful New Year!

**PRO on behalf of
Management**



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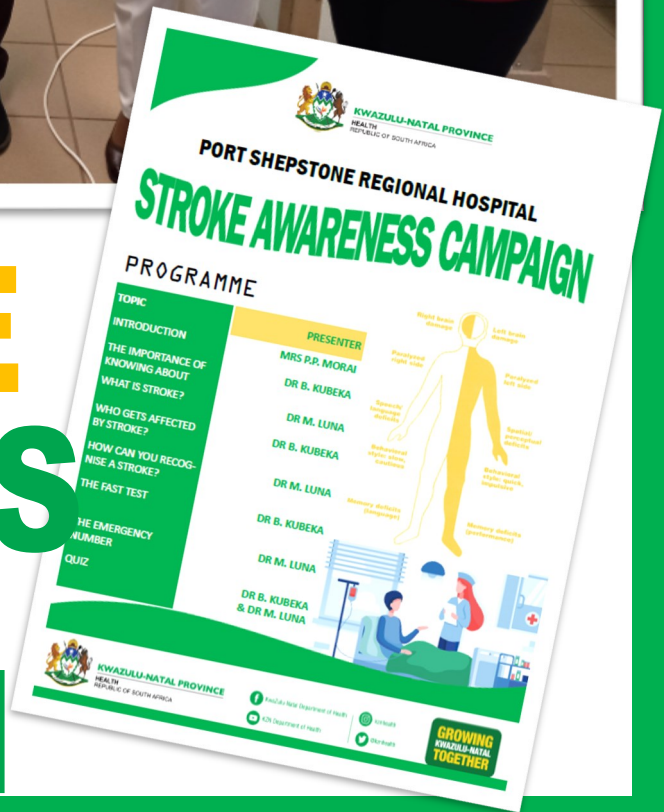
PORT SHEPSTONE REGIONAL HOSPITAL

Organized a robust Stroke Awareness campaign, intending for it to play a key role in enhancing stroke care by increasing public knowledge, encouraging preventative measures and supporting prompt action within the community.

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STROKE AWARENESS CAMPAIGN



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PORT SHEPSTONE REGIONAL HOSPITAL'S EMERGENCY DEPARTMENT TAKES THE LEAD IN **STROKE AWARENESS INITIATIVE** HONORING WOMEN EMPLOYEES IN UGU DISTRICT"



In a proactive effort to increase awareness and knowledge about stroke, the Emergency Department of Port Shepstone Regional Hospital took the lead in an educational initiative yesterday, on 23 October.

As October is recognized as Stroke Awareness Month, Dr Bavani Naicker, the Clinical Head of the Emergency Department, Dr. Boitumelo Kubeka and Dr. Luna organized the initiative to enhance stroke care for patients and to better equip the hospital staff in managing this critical healthcare issue.

Dr Naicker stated, "Stroke is a leading cause of disability and death worldwide, and raising

awareness is pivotal to reducing its impact". The initiative included the following highlights: Patient Education: Patients visiting the hospital received valuable information on stroke awareness, prevention, and recognition. They were empowered with the knowledge they need to respond swiftly in the event of a stroke. Dr. Kubeka and Dr. Luna, alongside with the planning team members actively engaged with the patients, sharing insights and resources about stroke prevention and recognition.

Educational Symposium: On the same day, hospital staff, including medical professionals, the management and support staff, participated in an educational symposi-

um. The symposium delved into the realities of stroke, the necessary resources, and the knowledge required to effectively care for stroke patients in a hospital setting. The initiative included interactive discussions on how the staff can improve their understanding of stroke symptoms, risk factors, and the latest treatment protocols.

Stroke Awareness Month serves as a reminder that knowledge and awareness are crucial in the fight against stroke.



PORT SHEPSTONE REGIONAL HOSPITAL'S EMERGENCY DEPARTMENT TAKES THE LEAD IN **STROKE AWARENESS INITIATIVE**

Cont.

Hospital management engaging with staff during a walkabout in the Paediatric ward, fostering a culture of care and continuous improvement—31st October 2023



In the dynamic world of healthcare, where every decision impacts patient outcomes, the role of hospital management goes beyond administrative tasks. It extends to understanding and improving service delivery at its core. One effective approach gaining traction is the hospital management walkabout—a direct engagement where administrators immerse themselves in frontline operations to observe, evaluate, and enhance the quality of care.

The concept of a walkabout in hospital management isn't just about physically moving through wards and departments. It's a strategic initiative where leaders step away from their desks to witness firsthand how policies and pro-

cedures translate into patient care. This hands-on approach allows them to gain insights directly from healthcare professionals and patients, identifying both strengths and areas needing improvement.

As healthcare continues to evolve, the role of hospital management walkabouts will only grow in importance. It serves as a beacon of proactive leadership, driving continuous improvement and ensuring that patient care remains at the heart of every decision.

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HOSPITAL PHARMACY DEPARTMENT RAISED FUNDS TO SUPPORT CANCER PATIENTS

31 October 2023 in the hospital
Boardroom



Port Shepstone Hospital's Pharmacy Department has shown their support for Cancer Awareness Month by selling savouries in order to raise funds for local hospice services. This initiative demonstrates their compassion and concern for those affected by cancer, and their dedication to making a difference in the lives of others. The hospital management commended the Pharmacy Department for their dedication to improving the lives of those in their community by raising five thousand rands (R5000) and we hope their efforts will inspire others

to support those affected by cancer. All the proceeds from the savoury sale and selling of raffle tickets are intended to go directly to the South Coast Hospice. This organization plays a pivotal role in the South Coast community by offering vital care and support to cancer patients and their families. The funds raised by the Pharmacy Department will help South Coast Hospice continue its essential work, including providing palliative care, counseling, and assistance to cancer patients and their loved ones.

We had three winners of the raffle, Neela Moodley, Nurse Thabisile

Ngobe and Nurse Nomusa Ngeleka. They received beautiful pampering hampers, all sponsored by the Pharmacy staff. This initiative is a demonstration to the power of community and compassion. It shows that in the face of adversity, individuals and organizations can come together to make a significant difference. The Pharmacy Department's commitment to supporting cancer initiatives is not just commendable; it is an inspiration to all, reminding us that even in the most challenging times, we can find ways to give hope and help to those in need.

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PORT SHEPSTONE REGIONAL HOSPITAL'S PHARMACY DEPARTMENT SELLING CAKES TO RAISE FUNDS FOR THE CANCER AWARENESS INITIATIVE



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PORT SHEPSTONE HOSPITAL **SHINES** AT UGU HEALTH DISTRICT SERVICE EXCELLENCE AWARDS



In a commendable display of dedication and achievement, Port Shepstone Hospital has been recognized among other hospitals in the UGU District Health Service Excellence awards, held on 6th December 2023.

This prestigious event celebrated the outstanding contributions of

healthcare facilities across various categories, highlighting Port Shepstone Hospital's commitment to excellence in multiple domains.

Among the distinguished categories, Port Shepstone Hospital was honoured with certificates of excellence in several crucial areas.

These accolades included:

Certificate for Decreasing Hospital Acquired Infections in Neonatal ICU: Demonstrating exceptional efforts in ensuring a safe and hygienic environment for the most vulnerable patients.

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PORT SHEPSTONE HOSPITAL SHINES

AT UGU HEALTH DISTRICT SERVICE EXCELLENCE AWARDS



Recognition for Good Financial Management: Acknowledging effective financial stewardship that enables the hospital to optimize resources for patient care and operational efficiency.

Best Performing Occupational Health Clinic: Recognizing excellence in promoting and maintaining the health and safety of hospital staff, crucial for a sustainable healthcare workforce.

Recognition and Appreciation in Employee Health and Wellness: Highlighting initiatives that prioritize the well-being of

hospital staff, fostering a supportive and healthy workplace environment.

Best Facility in Reducing Maternal Mortality Ratio: Achieving the national target of less than 90 maternal deaths per 100,000 live births in 2023, a significant milestone in maternal healthcare.

Best Performing Hospital in Long Acting Reversible Contraception (LARC): Leading in providing effective family planning options, contributing to reproductive health outcomes in

the community.

Best Performing Facility in Providing CTOP Services: Ensuring access to safe and comprehensive termination of pregnancy services, crucial for repro-

CELEBRATING EXCELLENCE





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THE HOSPITAL MANAGEMENT PROUDLY PRESENTED THE CERTIFICATES TO THE RESPECTIVE DEPARTMENTAL HEADS & MANAGERS

Following the awards ceremony, Port Shepstone Hospital's management team convened for an internal extended management meeting on the 12th of December 2023. During this session, the hospital management proudly presented the certificates to the respective departmental managers and heads. This inter-

nal recognition further underscores the hospital's commitment to upholding and exceeding healthcare standards, setting a benchmark for quality care and innovation in the Ugu District.

Port Shepstone Hospital continues to inspire and lead by exam-

ple, demonstrating that excellence in healthcare is not just a goal but a continuous journey of dedication and compassion towards serving the community.

For more updates and stories of excellence in healthcare, stay tuned and celebrate with us the achievements of Port Shepstone

Hospital and its



Paediatrics Team : (L-R) Dr I. Moodley, Matron C. Nhlumayo, Sister Ndawonde joined by Mr G.B.C. Khawula (acting CEO)



Obstetrics & Gynae Team : (L-R) Dr I. Popov, Sister N. Gyan joined by Mr G.B.C. Khawula (acting CEO)



Proud moment for the unit Operational managers (L-R) Sister Mthulu, Sister Gyan and Sister Chiya



PORT SHEPSTONE HOSPITAL MANAGEMENT, FAMILY AND FRIENDS OF **SISTER DUDUZILE NDLOVU**, AFFECTIONATELY CALLED “**QUEEN D**” GATHERED TO BID HER A FOND FAREWELL



In a heart-warming celebration on Wednesday, December 6, at the elegant St Michael Sands Hotel, hospital management, stakeholders, friends, and staff gathered to bid a fond farewell to Sister Joyce Duduzile Ndlovu. This event celebrated her remarkable service in the Department of Health and was attended by esteemed colleagues from various government departments and parastatals, including Advocate Kanki Motsoetsa from the National Prosecuting Authority, Professor Sinegugu Duma from the Universi-

ty of KwaZulu-Natal, and General S. Nxamangele from Port Shepstone SAPS. Also present were Pastor John Reggie from Gate Ministries, musician Noni Muso, the former Department of Education District Director from Umkhanyakude district, and Soweto Mandlanzi from Gauteng. The retirement celebration provided a platform for colleagues and friends to share their experiences working with Sister Ndlovu. Her distinguished career, marked by numerous accolades at institutional, provincial, and national levels, was consistently recognized for

her exceptional qualities and unwavering commitment to patient care. Acting CEO Mr. Bigboy Khawula emphasized the importance of celebrating staff achievements while they can personally receive accolades. Matron Linda Manipersad, Sister Ndlovu's supervisor, delivered a moving speech, describing her work as a tapestry of excellence, wisdom, and success, creating a lasting positive impact on the hospital and community. She likened Sister Ndlovu to a modern-day Florence Nightingale.



Speakers at the event praised Sister Ndlovu's exemplary career, highlighting her as an outstanding employee who elevated the hospital's service standards. Her service history was recounted with emphasis on her selflessness, dedication, heroism, and love, particularly in her work addressing gender-based violence. Poet Mr. Themba Ndlovu added an eloquent touch, narrating Sister Ndlovu's inspiring journey from rural KwaZulu-Natal to becoming a beacon of support for those affected by gender-based violence. He also acknowledged her significant contribution through her book, "Why Hope Matters," aimed at disseminating information to victims of gender-based violence. Pastor Reggie praised Sister Ndlovu for her exceptional work at the hospital and in the community, expressing gratitude for her significant contributions. Professor Sinegugu Duma suggested that Sister Ndlovu might continue to share her knowledge, possibly by writing another book. The Thuthuzela Care staff expressed their appreciation through heartfelt praise songs, and Doctor

Celebrating a remarkable journey: our MC, Soweto Mandlanzi (an Aurthor, of 4 books, MC and Motivational Speaker) takes the stage dancing alongside with Sister Duduzile Ndlovu



Ndamase, Thuthuzela Care Centre clinical head, highlighted Sister Ndlovu's crucial role as a forensic nurse at the center. In response to the outpouring of appreciation, Sister Ndlovu thanked everyone for their support throughout her journey. The retirement celebration not only marked the end of her distin-

guished career but also underscored the enduring impact she has had on her colleagues, the community, and her family. As she embarks on a new chapter, her legacy of compassion, dedication, and positive community impact will undoubtedly continue.



PSRH, STAKEHOLDERS, FRIENDS & FAMILY BID A FOND FAREWELL OF SR DUDUZILE NDLOVU



Sister Ndlovu enjoys a heartfelt farewell surrounded by her family and the many lives she's impacted : indeed her legacy leaves an indelible mark !



Bringing energy to every moment :



CEO of MAL CHC - Doctor Bikitsha joined the party



Even the SAPS General (Ms S. Nxamangele from Port Shepstone SAPS is taking a moment on the entrance couch)



This loving couple (Sister Rossow and her husband) enjoying the festivities of the event



Relaxing in style: The Principal of the Nursing College Ms Ndlela



Grateful recognition: The Guest of Honour presents a special gift to the PRO, Mrs Phumza Morai acknowledging the unwavering support and support provided during her service period



Family Support : Sister Ndlovu's brother and sister join us, sharing in the celebration and honouring the sibling 's remarkable journey with warmth and pride



TCC Staff singing happy songs for their manager as she leaves, celebrating her leadership and the positive impact she has made during her time with them





The Guest of Honour cuts the cake , marking a sweet and symbolic moment as we celebrate he incredible journey and the legacy she leaves



Elegance personified: Colleagues of Sister Ndlovu bringing a touch of grace and style to the celebration





Elegance personified: Sister Ndlovu dazzled in a stunning gown, perfectly complemented by her friend's equally beautiful dress



Advocate Motsoetsi and many other guests join in the celebration, dancing to the beat and adding a lively touch to the farewell : A perfect blend of joy and appreciation for Sister Ndlovu



Cheers to excellence: Sister Ndlovu's supervisor, friends and colleagues raise their glasses in a heartfelt toast to Sister Ndlovu



Matron Linda Manipersad, Sister Ndlovu's supervisor presents her with a beautiful gift, a token of appreciation for her dedication and service



Former Nursing Manager Mrs T.G. Mkhize and Pharmacy Manager Mrs Mamo Mokheseng adding their warmth and presence to the celebration



Professor Sinegugu Duma from the University of KwaZulu-Natal



Sister Ndlovu thanked everyone for their support throughout her journey: This retirement celebration not only marked the end of her distinguished career but also underscored the enduring impact she has had on her colleagues, the community, and her family.



Matron Linda Manipersad, Sister Ndlovu's supervisor, delivered a moving speech, describing her work as a tapestry of excellence, wisdom, and success, creating a lasting positive impact on the hospital and community.



Doctor Ndamase, Thuthuzela Care Centre clinical head, highlighted Sister Ndlovu's crucial role as a forensic nurse at the center

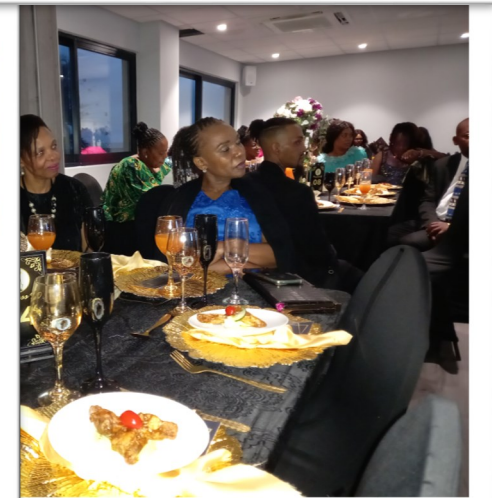




Elegance on display as guests were dressed to impress, adding a touch of sophistication and style to the farewell party with beautifully adorned tables, enhancing the festive atmosphere



PSRH, STAKEHOLDERS, FRIENDS & FAMILY BID A FOND FAREWELL OF SR DUDUZILE NDLOVU



Excellence in Action: Unsung Heroes - Our Hospital Cleaners Excel in Their Duties



**Great Job
Siziphiwe,
Thandiwe, and the
many other
cleaners in our
hospital**

In the busy corridors of our hospital, where the focus is on urgent medical care, there is a group of unsung heroes whose quiet hard work often goes unnoticed, the hospital cleaners. On 21 November, our cameras couldn't ignore this beautiful sight and decided to highlight this exceptional dedication of these often-overlooked professionals. Despite this being their daily routine, where they are tasked with ensuring cleanliness in patient waiting areas, a team of cleaners, viz: Mzondi Siziphiwe and Thandiwe Gumbi, from V-Tom inadvertently became the subject of admiration and praise. The cleaners, known for their meticulous approach to hygiene, were captured by our cameras meticulously washing every chair in the patient waiting area of Patient Administration. You will not wonder why our hospital is always commended for its cleanliness and smelling fresh by many visitors. This wasn't a quick wipe-down or a

routine cleaning but a detailed, methodical process that clearly demonstrated their dedication to their work. " Ngizizwa ngijabulile kakhulu ngomsebenzi woku cleaner isibhedlela nokunconywa nje ngomsebenzi wami. Lokho kuyangikhuthaza" remarked Siziphiwe one of the cleaners caught on camera. "It's not just about cleaning; it's about caring, futhi ngiyawujabulela kakhulu name umsebenzi woku cleaner isibhedlela" added Thandiwe.



HOSPITAL HR CONDUCTS ORIENTATION FOR NEW EMPLOYEES

On November 29 the Human Resource Staff Relations team conducted a highly successful orientation programme for the new employees on critical workplace issues and ensured that the new staff are well-informed about policies and expectations. The orientation covered several key topics including the following:



- Poor Performance:** New employees were briefed on performance standards and evaluation processes. The session emphasized the importance of maintaining high performance levels and provided strategies for continuous improvement.
- Sickness on Duty:** The orientation included a thorough discussion on the protocols for reporting and managing sickness during duty hours. Employees were informed about their rights and responsibilities regarding medical leave and the procedures for notifying supervisors in case of illness.
- Incarceration:** The HR team addressed the procedures and implications related to employee incarceration. This segment covered the necessary steps to be taken by the employee and the employer, ensuring clarity on the policies in place.

A significant highlight of the programme was the presence of the HR Manager, Mr. Mxolisi Zulu. Mr. Zulu played a pivotal role in the session, addressing various staff conduct issues and responding to queries from the attendees. His expertise and approachability provided reassurance to the new employees, fostering an open and supportive atmosphere.

Mr. Zulu emphasized the hospital's com-

mitment to maintaining a positive and productive work environment. He encouraged employees to seek assistance from the HR department whenever needed and reiterated the importance of adhering to the hospitals' policies and standards.

The orientation programme was well-received by the new employees, who appreciated the detailed information and the opportunity to engage directly with HR leadership. The session concluded with a Q&A session, allowing employees to clarify any doubts and gain further insights into the hospital's expectations and support systems.

Overall, the successful orientation programme demonstrated the HR Staff Relations team's dedication to ensuring a smooth and informed transition for new employees, reinforcing the hospital's commitment to excellence and employee well-being.

GRATITUDE ALSO GOES TO THE FOLLOWING HR TEAM MEMBERS: Mr. Malusi Mkhize & Mrs. Thobeka Ngcobo

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EMPOWERING FUTURE PR PROFESSIONALS: LECTURER LETHUKUTHULA HADEBE MONITORS DUT PR STUDENTS

In an effort to bridge the gap between academic learning and real-world application, lecturers from various universities and colleges are actively visiting our hospital to monitor the progress and conduct of their Public Relations (PR) students. These visits aim to ensure that students are not only adhering to professional standards but are also being assigned relevant responsibilities that align with their educational goals. The initiative, which has been well-received by both students and the hospital management, underscores the importance of practical experience in the field of public relations. By observing students in action, lecturers are able to provide immediate feedback, fostering a learning environment that extends beyond the classroom. One of the primary goals of these visits is to ensure that students maintain professional conduct while representing both their university and the hospital. Lecturers, such as Lethukuthula believes that first-hand observation is crucial. "It's important for us to see how our students interact with hospital staff, patients, and the public," she explains. "Their behaviour reflects not only on themselves but also on the institutions they are associated with." During these visits, lecturers evaluate various aspects of student conduct, including communication skills, adherence to ethical standards, and overall professionalism. This hands-on approach helps identify areas for improvement and reinforces the high standards expected of future PR professionals.



Lecturer Lethukuthula Hadebe proudly poses with her PR student at the hospital PR unit after a successful evaluation of conduct and performance.

PSRH PRO



Mrs Phumza P. Morai



The hospital Public Relations (PR) unit is essential for managing the hospital's image and communication. Key responsibilities include managing media relations, co-ordinating internal and external communications, co-ordinate hospital events, addressing patient and public enquiries, promoting adherence to the Batho Pele Principles, and ensuring that staff enhance patient experience through clear and effective communication. In summary, our unit assists in building trust, enhances the hospital's reputation, and fosters positive relationships with the community. Additionally, the PR unit promotes hospital services and healthcare initiatives to strengthen the hospital's market position.



OUR COMPLIMENTS' PAGE

2 NEWS

SOUTHCOAST FEVER

Regional hospital's casualty staff applauded

The Port Shepstone Regional Hospital's staff in the casualty department has been hailed for their determination, the manner they do their work, and for responding swiftly to a patient in need.

Nomusa Mhlongo recently reached out to Fever saying that she wanted to praise the hospital's casualty department that was working during the day on November 7.

She explained that the service she received at the hospital after running over a five-year-old child in KwaMadlala last week, left her speechless.

"A child was hurt in

KwaMadlala Ward 14. The child was getting off her scholar transport and tried to cross the road, running from the back of the car while I was coming from the opposite direction. I ran her over because I did not see her. She was severely injured, especially on the head. As the ambulance was late and because her mother was there, we got into my car and we rushed to the hospital," said Mhlongo, adding that when they got to the casualty department, the staff dropped everything they were doing and attended to the child until she was stable.

Mhlongo added: "They updated us about

everything including the different X-rays they were doing. I just want to praise that team and also urge them to continue with the sterling work they do because it was evident that they did it with love." She has also urged 'oMalume' (scholar transport drivers) to be very careful when dropping off children, especially the little ones.

She said oMalume should accompany the children when they cross the road, saying that they must watch the child, and warn them if a car is coming.

"I don't think helping a child cross the road will take a lot of their time," she said..



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E-HEALTH PROGRESS MONITORED



On 14 December 2023, an official from the National Health Department visited Port Shepstone Hospital to monitor the progress of the E-Health implementation project. This visit was part of a broader initiative to ensure that the E-Health system is effectively integrated and implemented.

Objectives of the Visit:

1. To evaluate the current status of E-Health implementation at Port Shepstone Hospital.
2. To identify any challenges or obstacles faced by the hospital staff in the adoption and usage of the E-Health system.
3. To offer assistance and provide additional resources

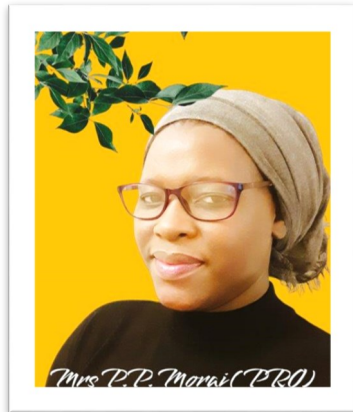
where necessary to facilitate smoother implementation.
Activities Conducted:

- **Progress Review:** The official met with the hospital administration and the E-Health project team to review the progress made thus far. Detailed presentations were given, showcasing the stages of implementation, achievements, and areas that require further attention.
- **Staff Interviews:** Discussions were held with various staff members who are directly involved with the E-Health system. This included doctors, nurses, and administrative personnel. The aim was to gather firsthand feedback on their experiences, challenges faced, and suggestions for improvement.

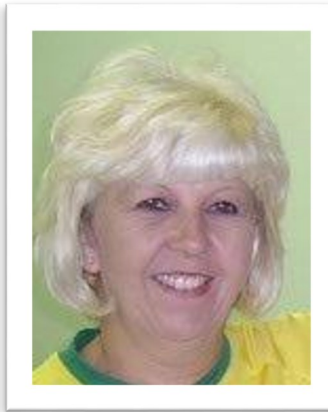
- **System Demonstration:** A live demonstration of the E-Health system was conducted, highlighting its functionality, benefits, and areas where staff encountered difficulties.
- **Resource Assessment:** The official assessed the resources currently available for the E-Health project, including hardware, software, and training materials. Recommendations were made for additional resources that could enhance the system's effectiveness and ease of use.
- **Resource Needs:** It was noted that the hospital requires additional IT support and training resources to fully leverage the E-Health system's capabilities.



AKNOWLEDGEMENTS



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WRITER & EDITOR**



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