



ISIBANI NEWSLETTER

EDITOR'S NOTE

Warm greetings to the readers of Isibani newsletter! as we continue to protect ourselves by maintaining social distancing, hand sanitising and wearing of facemasks, we remain committed to bringing the news of the good things that happen in our environment to you. Indeed the corona virus has brought something we have never seen before. One of our major challenges is mainly space due to our hospital not having enough land to build extra buildings or put temporary structures that are required for treating patients presenting with the symptoms of Covid-19.

The hospital Management has been working tirelessly to build the capacity and although a number of structural alterations and changing of patient consultation systems have been made, it hasn't been a walk in the park to do so.

Hence planning was inevitable for most of the changes that have taken place in our

facility. These are indeed trying times; nevertheless, there seems to be an increasing level of confidence displayed by our staff as we all realise that the best way to save ourselves is to use our PPE's correctly and observe all hygiene protocols at all times.

While the country's lockdown levels are going down, with possibility of high movement of people, we appeal to everyone to continue observing the Covid -19 hygiene protocols.

Despite the need to mask-up all the time, I am delighted to bring good stories that happened in our space which show our staff's continuous dedication and commitment to their work even during the trying times.

Wishing you good health.
Happy reading!

P.P. Morai (PRO)



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FROM THE CHIEF EXECUTIVE OFFICER'S DESK



It is with gratitude that we are surviving the Covid 19 storm as a facility due to the unwavering support of our leadership, decisive management team, diligent staff, insightful hospital board, engaging organised labour, participative partners, client-centered service providers, understanding patients and their relatives, responsive municipality and the community we serve.

Prior to Covid-19 Pandemic period, the facility was struggling with quadruple burden of disease i.e. HIV/AIDS & TB; non-communicable diseases which included malignancies, hypertension, diabetes mellitus, cardiovascular diseases, respiratory tract infections, epilepsies, maternal, neonatal and child mortality and trauma and injuries.

The Covid-19 Pandemic added more pressure on already depleted resources within the healthcare system, such as beds availability, oxygen and medical equipment demands, infrastructure and human resources. The demand for Covid-19 testing and inpatients services led to scaling down and rearrangement of some hospital activities, more especially high risk operations. The aim was to free up resources in order to

- take cases should we have influx.
- reduce fatalities and to have ample space : to test the effectiveness of the activities planned on each phase, more especially, at the initial and targeted action phase of the Covid –19.
- Reconfigure units and beds, including infrastructural developments to accommodate increasing number of Covid-19 cases.
- Procure additional stock and various PPE items, medical equipment, pharmaceuticals, consuma-

bles and medical supplies and streamline internal processes and operations to reduce exposure to Covid-19.

- Review protocols, guidelines, standard operating procedures including communication channels to minimize chaos associated with any disaster/pandemic phase. Intensifying in-service education and training to ensure high level of competency amongst staff whilst demystifying issues around Covid 19.

The fight against Covid-19 together with Quadruple Burden of Diseases continues and Port Shepstone Regional Hospital team remains committed to serve the public and uphold the Principles of Batho Pele.

Thank you,

Ms Bawinile Ndlovu
Chief Executive Officer

*Ms Bawinile Ndlovu
Chief Executive Officer*



PSH THANKING SUPPORTERS DURING COVID-19 PANDEMIC

The Covid-19 (coronavirus) pandemic came with whole lot of demands to the Healthcare system. The management at all levels found themselves having to quickly deal with the influx of patients, expected to swiftly identify quarantine and isolation sites, having to report the statistics of patients affected and many other activities. It is true that we found ourselves having to deal with an unprecedented situation. Looking at the dynamic and unpredictable situation with so much demand for the budget, many local companies, NGO's and individuals came to support us by donating cloth face masks and other protec-

tive gear for the staff and patients. We would like to give a big thanks to all of them for their kindness, partnership and commitment in supporting our hospital in times of dire need. We are truly inspired by their personal commitment to making a difference in these unprecedented and challenging times . On the same note, we would like to thank our employees for continuing to work tirelessly on the frontline to care for people in

need and that includes our support staff who work behind the scenes in the fight against corona virus.



Assistant Nursing and Operational Managers - delighted to have extra PPE which was donated by the Port Shepstone Lion's club



Sisters for Humanity L-R– Nabeelah Bux, Ayesha Vallee and Rehana Moosa handing over the cloth masks to Sister J. Tanjivelu

Mrs Estelle O'Neill from the Lion's Club brought 40 baby parcels with clothes and knitted blankets



Coming with practical tools to address issues and to make things work better for our staff and patients is a gesture that is truly appreciated.

We are grateful to all staff at every level for the work they are doing collectively



KWAZULU-NATAL LEGISLATURE VISITS PORT SHEPSTONE HOSPITAL



There was robust & constructive engagement in the hospital Boardroom between the hospital management and the delegation which led to the in-depth discussion of the various strategies the hospital had put in place to accommodate the covid-19 patients

Members of the KZN Legislature, led by the Member of the Executive Council for the Department Of Social Development in KwaZulu-Natal, Mrs Nonhlanhla M Khoza accompanied visited Port Shepstone Hospital on 25 June 2020. The MEC was accompanied by KZN Health Portfolio Committee members, Ugu Municipality leadership - Mayor, Cllr Sizwe Ngcobo and local counsellors, together with Ugu Health District Director, Mrs Ntokozo Mkhize. This was their first week of oversight visits to assess the state of readiness of the

hospitals in dealing with Covid-19 pandemic issues. Port Shepstone Chief Executive Officer, Ms Bawinile N. Ndlovu, gave an impressive Powerpoint presentation, highlighting the services of the hospital, patient statistics, distribution of beds, staff establishment and the changes that have been made to accommodate Covid-19 patients and (PUI's) Patients Under Investigation for Covid-19. After questions and answer session, the hospital Management took members through to the Covid-19 unit to show them the practical side of things. In wrapping up the session, it was agreed that this collabo-

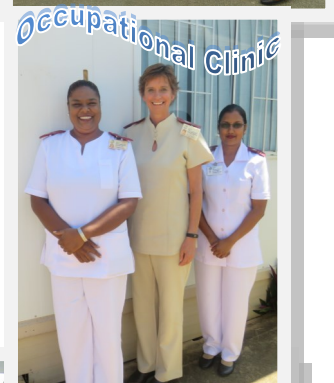
orative effort would be continued and strengthened in order to resolve challenges, while other problem areas will be escalated for further intervention.

DID YOU KNOW ?

Portfolio Committees have the power to summon any person to appear before them to give evidence or produce documents. They may ask any person or institution to report to them and may receive petitions representations or submissions from the members of the public.



2020 - INTERNATIONAL YEAR OF THE NURSE & THE MIDWIFE



IN HONOUR OF THE 200th
BIRTHDAY OF FLORENCE
NIGHTINGALE, PORT
SHEPSTONE HOSPITAL
RECOGNISED THE
RESILIENCE AND ABILITY OF ITS
NURSES IN HELPING THE SICK
BY ASSEMBLING THEM FOR A
PHOTOSHOOT TO INSPIRE &
MARKET THEIR
NOBLE PROFESSION
WORLD-WIDE



HOSPITAL REVAMPS ITS BUILDINGS TO MANAGE REGIONAL DEMAND



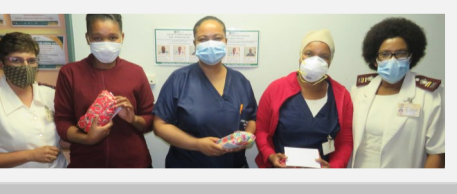
Our infrastructure improvement projects include renovations of the wards, equipment installation, information technology. All these interwoven facets were done in a manner that allows patient to move seamlessly, with their privacy

and dignity maintained at all times. All thanks goes to the Systems management and clinical personnel for coordinating these activities so well.



PORT SHEPSTONE HOSPITAL

Nurse's Day Celebration



Sister Theloshnee Pillay :
Operational Manager -
Orthopedics

On 13 May 2020, Port Shep-

stone Hospital celebrated the Nurse's Day which marks the birthday of Florence Nightingale by making a short prayer outside the hospital building, recommitting themselves to saving the lives of the people amidst the progressively increasing number of people contracting the Covid -19 virus nation-wide.

Even during this time of great stress, the hospital Management found a great reason to recognise and commend the nurses for the critical role they play in healthcare whilst being at the greater risk of exposure to Covid-19. In keeping with social distance regulations during this small-scale gathering, nurses stood apart whilst holding their candles of hope. Mrs Thembi

Mkhize, hospital Deputy Nursing Manager reminded them that year 2020 was declared as the year of nurses meant to celebrate their work by the World Health Organization. After a reassuring address by the Chief Executive Officer (CEO) Ms Bawinile Ndlovu who is also a nurse by profession, a moving prayer meant for protection and to strengthen the nurses during these trying times was made by Sister Theloshnee Pillay, an Operational Manager in charge of the Orthopaedic Ward. Matron Nsimbi, an Assistant Nursing Manager for the Obstetrics and Gynaecology unit led the nurses in reciting the Nurse's Pledge.



PORT SHEPSTONE HOSPITAL

Nurse's Day Celebration

CHARACTERISTICS OF A NURSE

Eyes,
For reading numbers on charts,
scales and thermometers

A smart mind,
For knowing a lot about medicine,
patient condition & knowing what to
do when the condition changes.

A mouth,
For saying kind and helpful
words like "it will be okay. I
can help you."

Ears
For listening carefully to the pa-
tients and doctor's orders

Paper,
For keeping important notes
about each patient's health

A heart
For caring about every patient in the
unit

Hands,
For touching, holding hands of those
who are weak, reassuring and writing
proper and clear notes, giving medicine

Arms
For giving hugs, holding patient files,

Feet,
For walking back and forth, making sure each patient gets good care



PORT SHEPSTONE HOSPITAL

Nurse's Day Celebration

Management receiving a donation of nursing packs from Genesis Care Centre towards the Nurse's Day



Nurse's Day Celebration

It's not how much you give, but how much love you put into it!



The Nursing Manager together with Assistant Nursing Managers visited all the wards & gave gifts to the nurses



PLEASE DON'T STOP



Hi, I am Jayshree Tanjivelu, Infection Control Manager at Port Shepstone Hospital.

As a health worker one realizes how important it is to comply with good hygiene practices. A simple procedure of washings

hands can prevent many infections and diseases. Therefore, it is vital that good hand hygiene practices are instilled in everyone. Parents and teachers can instill these good habits from a very early age.

WHY IT IS IMPORTANT TO WASH HANDS ?

In this day and age, there are very few antibiotics that are available to fight diseases because germs are becoming resistant to the many antibiotics available. This is the reason why handwashing is important in both healthcare setting and in the community.

Our hands are the vehicles of transmission of germs because they come into contact with different parts of our body and different objects in the environment. Therefore it is very important to wash hands after every activity or task.

Particularly after **using the toilet or bathroom, after changing the baby's nappy, before food preparation, before eating, after doing household chores and gardening.**

Remember to wash hands with soap and water!!



Infection Control Manager at Radio Sunny South: educating the public on the importance of handwashing

The Management finding ways to prioritize outpatients during Covid-19 Pandemic The pandemic really called for the management to step out of their offices so they can get the best view of patient flow and the various challenges that came forth.



WORKPLACE WELLNESS IN PROGRESS



Wellness Manager, Sister Thompson posing with Pharmacy staff before starting the 4 KM walk

Why should Supervisors and managers allow their staff to participate in the Workplace Wellness Programmes?

Most leaders at various levels of management are beginning to see that most deaths are greatly attributed to people living unhealthy lifestyle. With staff having to spend most hours at work, it was deemed fit to allow them to participate in some form of physical exercise. Port Shepstone Pharmacy department is one of many departments that allows the majority of their workers to

participate in wellness activities. Obviously, things have changed as a result of the Covid-19 pandemic, however the walk continues from 15H00 - 16H00 from Tuesdays to Thursdays.

It doesn't matter what stage of life you are, you can start somewhere to change your life for the better!

To join these activities, please contact Sister Eureka Thompson at 6189

A HAPPY EMPLOYEE - A PRODUCTIVE EMPLOYEE



OUR COMPLIMENTS PAGE

REFLECTING OUR CLIENT'S VIEWS REGARDING HOSPITAL SERVICE



Department : Thuthuzela Care Centre

Ngiphatheke kahle kakhulu futhi nosizo, ngithole oluphuthuma ngen-dlela emangalisayo. Nosister Bakhona banobubele kakhulu . Ngiyabonga

Ivela ku: (igama ligodliwe)

Department : Women's Health Clinic

Ngangize for ukuhushula isisu ngaphatheka kahle kakhulu. U Nurse wangenza ngesineke enothando. Waphinde wangiluleka mayelana nokuhlela umndeni futhi wangiseka

Ivela ku (igama ligodliwe)

Department : G-Ward

I would like to commend Sister Shozi in G-Ward for her care, compassion and professionalism. She is a good example to the other nursing staff of what it actually means to be called a nurse. From: Jablis Van Den Heever

Department : G-ward

I wish to thank Port Shepstone Hospital for saving my nephew Raymond Duma who was admitted here for 5 months as he was in a critical condition. Thank you to doctors, nurses - all the staff was friendly.

From Mandla Mqadi

Department : O-Ward

The service was really great! They have so much love and are caring. I really appreciate everything you have done for me. I'm feeling much better already.

From: Hlengiwe Makhanya

Department : Post Natal Ward

Bangiphathe kahle kakhulu abahlengikazi balesibhedlela. Konke kwakuhamba kahle, akukho engathi ngingakhala-za ngakho.

Ivela ku: Sinethemba Majola

Department : Post Natal Ward

Ngiphatheke kahle kakhulu kulesibhedlela kusukela ngisaxukuza kwaze kwashaya isikhathi sokubeletha bengiloku ngi right. Banempatho nothando angisaphathi eyodokotela - ayi bandla banothando.

Ivela ku: Sphindile Mzulwini

Department : Thuthuzela Care Centre

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Ivela ku: Xolisile Mbutho

Department : Women's Health Clinic

Gaphatheka kahle that day, ngafika e Port Shepstone Hospital ngathola isineke kuumhlengikazi wam ngaze ngaqeda engangize ngako. Ngiyabonga, ngiyasiphakamisa isibhedlela I Port Shepstone Hospital

Ivela ku: (Igama ligodliwe)

BACK TO COMPLAINTS RECEIVED IN QUARTER ONE (JANUARY - MARCH) 2020

As much as we enjoy getting compliments from our clients but we also value their complaints as they assist us in taking the service to the next level. Complaints highlight key areas where the systems need updating, they can also point to staff who need training, a refresher course or closer supervision.

MONTH	COMPLIMENTS	COMPLAINTS	SUGGESTIONS
APRIL	39	4	0
MAY	78	8	0
JUNE	24	13	0
TOTAL	141	25	0



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KWAZULU-NATAL PROVINCE

HEALTH
REPUBLIC OF SOUTH AFRICA

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KwaZulu-Natal Department of Health



kznhealth



KZN Department of Health



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MY HEALTH, YOUR HEALTH, OUR HEALTH: A HEALTHY KWAZULU-NATAL.