



KWAZULU-NATAL PROVINCE
HEALTH
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QUEEN NANDI REGIONAL HOSPITAL

BAMBINO

NEWS

STAY INFORMED

JULY—SEPT 2024



Queen Nandi Regional Hospital did it again in 2024!

The hospital was awarded 2nd position Nationally during the Public Health Case Manager's Conference ...Page 2

Welcome to Queen Nandi Regional Hospital's 2nd edition in 2024. This Bambino News will keep you informed of all the activities and programmes in place for the hospital's commitment in patient care. We are happy to share with you all the health information regarding your health. Our dedicated staff is always ready to assist and ensure that both mother and baby are well taken care of at the hospital. Please read and enjoy!

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Hospital meet patient's needs while controlling the costs

CONGRATULATIONS ARE IN ORDER TO QNRH CASE MANAGEMENT TEAM FOR OBTAINING 2ND POSITION NATIONALLY DURING THE PUBLIC HEALTH CASE MANAGER'S (PHCM) CONFERENCE

Queen Nandi Regional Hospital Case Manager' was amongst the delegates who attended the Public Health Case Manager's (PHCM) Conference 2024. The conference was held at Mpumalanga Province from 20-22 August 2024 with the theme "Inspire to Rise".

Purpose was to share challenges and good practices to improve service delivery.

To upskill; network and encourage peer learning, also to review performance and enhance revenue generation as well as to celebrate achievements. QNRH won 2nd runner up for Case management team's award. Other awards obtained includes: 2023 Annual performance of institutions on GEMS payment rate. QNRH managed to achieved 1st place in the King Cetshwayo District for the most paid claims by GEMS as well as obtaining position 3 in the KZN Province



PATIENT EXPERIENCE OF CARE SURVEY—2024

“Our Patients are our greatest source of Learning”

Improving the Patient Experience of care is amongst our top key Priorities at QNRH, therefore an Annual PEC survey is scheduled and conducted where patients are afforded the opportunity to share with us their experiences based on the six Priority areas as follows:

Access to health services

Availability of Medicines

Patients safety

Cleanliness

Values and attitudes

Patient waiting time

The purpose of the survey is to determine the level of satisfaction from the feedback obtained, and to improve or maintain the level of service delivery initiatives. Queen Nandi Regional Hospital conducted the 2024 PEC survey during the week of 12th until 16th August, through the planned District Peer Survey Programme. A completed report was followed by a detailed SDIP with all relevant stakeholders where action plans assigned are also monitored through

Managers Walkabouts to Outpatient and Inpatient areas to ensure that all improvements are implemented at all times.

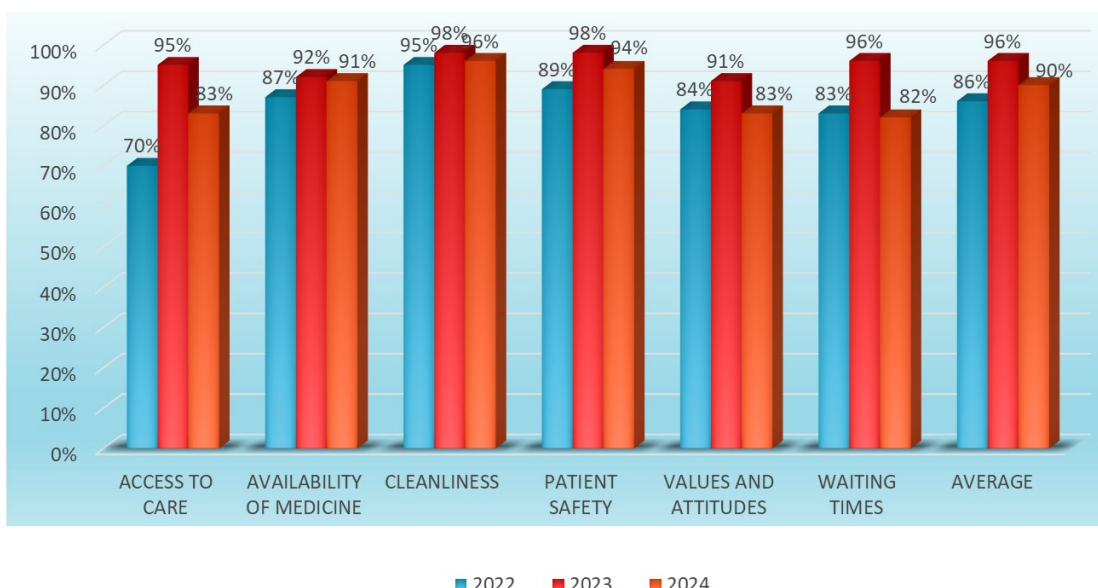
The completed results was also shared at the various stakeholder platforms and posted in the waiting areas, to ensure that our clients are kept updated on the results of the feedback obtained from them.

In patient and Outpatient trends for each indicator is analysed per Question to assist with improvements that are specific to areas identified for improvements. Daily Queue management in Outpatient areas, Queue marshalling and Pre booking system for patient files form the interventions monitored to ensure that Patient Waiting Times are within the norm.

Regular Radio slots are scheduled, which outlines the services offered by the facility and management of referrals and transfers is closely monitored to improve on the access to care measures.

SHEQ Audits, which includes cleanliness as a focus area has proven to bear positive outcomes in the past 3 years.

PEC TRENDS 2022, 2023 and 2024



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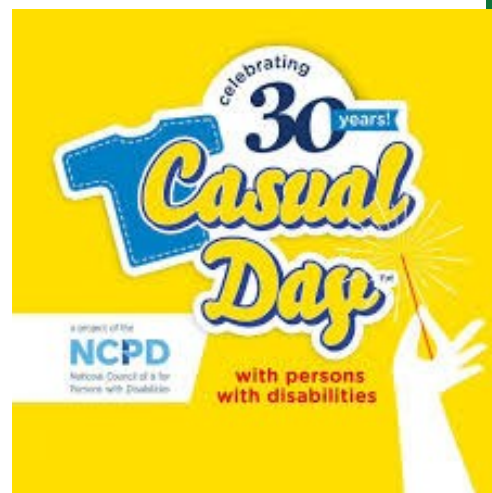
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CASUAL DAY— 2024

QNRH supported Thuthukani Special School who collaborated with Casual Day campaign for 2024 in support of persons living with disabilities. Casual Day campaign was held on Friday the 6th of September 2024. The theme for this year is "I See You" and aims to highlight people living with both visible and invisible disabilities.

Casual day goes live around South Africa sharing this year's inclusive theme while raising funds for *The National Council Of And For Persons living With Disabilities*.

Hospital employees supported by buying stickers which were sold by Thuthukani Special School in support of persons living with disabilities.



TRIPLETS DELIVERED



Ms Mbali Nyandeni with her triplets

Congratulations to Mbali Nyandeni, 29 year old mom from Vryheid kwaMnyathi, who delivered her set of beautiful, healthy triples, 1 girl and 2 boys on 2nd September 2024, at QNRH.

Ms. Nyandeni admits that the news of her triplets pregnancy came as a huge shock, during her antenatal visit as 16 weeks. Ms. Nyandeni explained that it was also a shock to the family as well, both as both families have a history of twins but not triplets.

Ms. Nyandeni has 2 older kids age 10 and 5 years old, said that she was overjoyed with her blessing. The mother thanked doctors and nurses for their teamwork in delivering her triplets. She is currently unemployed. Raising her triplets will be a challenge but appreciated the support from her family. She lives with her mom and her 7 siblings. Her family was also keen to see her and the triplets when they were discharged home.

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BREAST FEEDING AWARENESS



Dietetics team during the Breastfeeding awareness

Annually, World Breastfeeding Week is celebrated globally from 01 to 07 August. The campaign aims to engage and galvanize action by individuals, communities, society and organizations to promote, protect and support breastfeeding and improve health of babies around the world.

The hospital Dietetics department took the opportunity to provide information and encourage the nation to support and protect breastfeeding

towards better health and growth of all babies. This year's theme was “**Closing the gap: Breastfeeding support for all.**”

During the breastfeeding week which was from the 2nd to the 8th of August 2024, QNRH commenced a mammoth breastfeeding campaign by putting up banners, handing out brochures and booklets with all the information on the importance of breastfeeding. Expectant mothers were encouraged to choose the right feeding option for their babies.

On Wednesday 7th of August 2024, the Dietitian, Ms Sizophila Nene took initiative to the community by doing an interview with the local radio station (Icora fm) for the benefit of the community at large.

There was also a campaign at mothers lodge where all mothers were given information and educated on the importance of giving breastmilk to babies. Mothers who attended were given gifts for their babies and goodies for themselves.

Key messages

1. Breastmilk is the only ideal food your baby needs from birth to 6-months old. They do not need any other food or liquid.
2. Breastmilk is a sustainable and natural source of nutrition, to prevent hunger and ensure food security for infants and young children.
3. Start giving your baby solid food from 6 months while you continue to breastfeed up to 2 years or beyond.
4. Breastmilk can provide half or more of a child's energy needs between the ages of 6 and 12 months and 1/3 of energy needs between 12-24 months.



Ms Sizophila Nene live on radio for breastfeeding awareness

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OUTREACH BY SOCIAL WORK SERVICES

QNRH has a team of five social workers lead by Mrs. M.P. Hlophe. They ensure that they provide patients with social work services that include assessment, counselling, grief counselling, psychosocial support and therapeutic services as per patient's needs. The social workers ensure that they provide therapeutic support to patients as they heal.

They help patients in addressing their emotional and psychosocial needs. The services of the social worker can be diverse, depending on the exclusive needs of individual patients. When the need arises social workers also provide referrals for support groups and a variety of other services that help the patients in their recovery journey. The team also plans support groups and outreach programmes emanating from the cases they attend. For example due to the rise of teenage pregnancy school outreach programme was planned focusing on prevention of unplanned pregnancies, STIs and HIV infections. The team incorporate other professionals within the institution to strengthen support and for the



targeted people to get valuable information from different proficient health care practitioners (from QNRH Multi-disciplinary team). The Social Services conducted support and educational groups with patients and care givers.



Group of mothers/care givers after the session, they were happy to receive warm donated clothing for their little ones.



Student Social workers conducting a session aimed at empowering teenage mothers with parenting and social skills at QNRH



Queen Nandi Team on School Outreach (Ms. L. Nsibandbe from Siyakhanyisa Primary School –Learner Support Official, Sr. Mthembu from Youth Friendly Zone QNRH ,Mrs. Mthethwa Social worker QNRH, Ms. Ngubane Student Social Worker)

MENS HEALTH AWARENESS



QNRH male employees during Men's Health Awareness in Auditorium



**Men having lunch after the awareness
"esibayeni samadoda"**

July is known as Men's Health month and QNRH celebrated Men's Health Day by having an awareness on the 26th of July 2024. Mr Thabani Dlamini from HR encouraged men about nominating beneficiaries as in most cases, men turn to forget about it. Amongst the discussions was financial management regarding advantages and disadvantages of 2 pot system as well as importance of having retirement plan and life cover.

SPORTS CORNER

Queen Nandi Regional Hospital was amongst the nine institutions that participated at the King Cetshwayo District (KCD) Sports Tournament that was held on the 2^{4th} of August 2024. The games started at 8h00 to 18h00 at Richards Bay Sports grounds. This tournament aimed at promoting physical and healthy lifestyle activities in the workplace and was organized by KCD Health District Sports and Recreation Committee. All facilities within the KCD were invited to participate. District sports day is used as a selection criterion for the district team where selected players are to represent the district team during the provincial annual sports day.

Our players never disappoint as 5 soccer players from Queen Nandi Regional Hospital and 6 netball players were nominated to represent the KCD in the provincial sports tournament. Queen Nandi Netball team was 1st runner up in this tournament losing against Nkandla Hospital who became the District Netball champions.



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WOMENS DAY CELEBRATION “Unleashing Your Potential”



QNRH ladies during Women's Day Celebration

Queen Nandi Regional Hospital celebrated its annual Women's Day on the 22 of August 2024. Sister ZP Khumalo, the newly elected Chairperson of QNRH Women's Forum took the stand to acknowledge invited guests and explained the purpose of the day. Adhering to the theme “Unleashing Your Potential”, staff members elegantly dressed for the event.

Words of support from the CEO (Mrs CNN. Mkhwanazi) encouraged women to love and embrace one another. The event was honoured by the powerful speakers and business women from various sectors with an aim of empowering women to unleash their potential. Among the speakers were Mrs Zibu Masotobe-Sibiya who is a business woman and entrepreneur, Ms Ayanda Mageba from Agricultural sector and Mrs Stella from the skills. All speakers were encouraging women to unleash their potential and to take care of themselves. The event proved to be inspiring.



Mrs Zibu Masotobe-Sibiya addressing women of QNRH



Mrs Marais (Deputy Manager– Nursing) welcoming the guests.



Sister Zama Khumalo (Chairperson of the Women's Forum) handing over the token to CEO (Mrs Mkhwanazi)

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HERITAGE DAY CELEBRATION — QNRH UMEMULO



“Living heritage is the foundation of all communities and an essential source of identity and continuity. Aspects of living heritage include: cultural tradition, oral history, performance, ritual, popular memory, skills and techniques, indigenous knowledge system and the holistic approach to nature, society and social relationships. QNRH Celebrated Heritage Day on the 19th of September 2024 with the objective of sharing knowledge on how the child is raised culturally from different cultures while raising funds towards the upcoming yearly hospital event (Service Excellence Awards). The theme for this year was umemulo where it was done live demonstrating Umemulo.

All protocols for umemulo in a Zulu culture was explained by Mr Khanyile who also served as a “father” of the girl child who was done umemulo. All the actresses played their role excellently. The main actresses were Ms Thobi Ndlela (intombi eyemulayo) and Dr Mkhize “the groom to be”. Umemulo demonstrated the cultural activities done including wearing of umhlwehlwe. This event shows the activities done when the girl child has a partner who is ready to commit in to having his own family. There were girls family side, uncles side and the grooms side. All groups prepared their gifts and umbrella pinned with money as a gift to the girl. Finally, the grooms side came in numbers with money and umbrellas also with gifts. The groom danced with his fiancée on stage and ululation from the crowd was of high note. Umgonqi (Ms Ndlela) and her bride maids were doing exactly as what is done during the real umemulo.

The event was so informative to staff as not everyone knows and understands the culture of umemulo. Traditional food (bring and share) from all departments were sold by the events committee which was also part of the fundraising including all money raised during umemulo. Staff enjoyed the event thoroughly.



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