



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

QUEEN NANDI REGIONAL HOSPITAL.

THE PULSE OF QUEEN NANDI

NEWS

WHERE COMPASSION MEETS EXCELLENCE!

APRIL - JUNE 2026

WELCOME REMARKS BY CEO

"EXCELLENCE IS NOT AN ACT, BUT A HABIT."

Dear Colleagues, Stakeholders, and Friends of Queen Nandi Regional Hospital, It is with great pleasure that I welcome you to the first quarter edition of the Queen Nandi Regional Hospital Newsletter. This publication serves as a platform to celebrate our achievements, share important developments, and recognise the exceptional commitment of our employees who continue to serve our communities with dedication and compassion. As a Regional Hospital with a specialised focus on maternal, neonatal, child, and women's health, Queen Nandi Regional Hospital remains committed to providing safe, accessible, high-quality, and patient-centred healthcare. The first quarter of the financial year has demonstrated our collective determination to improve health outcomes despite the ongoing challenges of increasing service demands and limited resources. I am encouraged by the continued commitment of our multidisciplinary teams in strengthening clinical governance, improving patient safety, enhancing the quality of care, and ensuring responsible stewardship of public resources. Every healthcare worker, support service employee, manager, and partner plays a vital role in advancing our mission of delivering quality healthcare services to the people of KwaZulu-Natal. This edition highlights some of the outstanding work undertaken across our departments during the first quarter. These include quality improvement initiatives, maternal and child health achievements, staff development programmes, community outreach activities, infrastructure improvements, and the dedication shown by our teams in responding to the healthcare needs of our communities. These achievements

demonstrate that excellence is realised when we work together with a shared purpose.

As we continue implementing the Department of Health's strategic priorities, let us remain focused on improving DHIS data quality, achieving our performance indicators, strengthening infection prevention and control, maintaining audit readiness, and delivering compassionate, respectful care to every patient and family who entrusts us with their health. I extend my sincere appreciation to every employee for your unwavering commitment, resilience, and sacrifice. Your hard work, often performed under demanding circumstances, makes a lasting difference in the lives of our patients and their families. I also thank our Hospital Board, the Department of Health, our stakeholders, and our community partners for their continued support and collaboration.

I trust that you will find this newsletter informative, inspiring, and reflective of the remarkable work taking place throughout our hospital. Let it remind us that every positive outcome begins with dedicated people working together towards a common vision.

Together, let us continue to uphold the values of Caring, Excellence, Integrity, Accountability, Respect, and Teamwork as we strive to provide exceptional healthcare services and build a healthier future for the communities we proudly serve. Thank you for your continued dedication to Queen Nandi Regional Hospital.



STAFF CAME TOGETHER FOR THE PASSOVER PRAYER

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Nurses from Queen Nandi Regional Hospital

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Staff proudly celebrated hand hygiene awareness.

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Passover Prayer Service Brings Hope and Spiritual Encouragement to Queen Nandi Regional Hospital.

In the spirit of faith, reflection, and unity, Queen Nandi Regional Hospital recently hosted a special Passover Prayer Service, bringing together management, staff, and spiritual leaders for a meaningful time of worship and prayer.

The service was led by guest speaker Pastor Dube, who delivered an inspiring message centered on the seven final sayings of Jesus Christ on His way to the cross. Through each of these powerful verses, Pastor Dube encouraged staff to reflect on the values of forgiveness, compassion, perseverance, faith, and hope. His message reminded everyone that even in the face of challenges, there is strength in trusting God and serving others with love and humility.

The prayer service provided an opportunity for employees to pause from their daily responsibilities, seek spiritual renewal, and pray together for the hospital, its patients, and the wider community. Pastor Dube also offered a heartfelt prayer for the safety and well-being of all staff and their families during the holiday period, asking for God's protection as they travelled and for a safe return to work.

Hospital management expressed their appreciation to Pastor Dube for sharing such an uplifting message and thanked all employees who attended the service. The gathering served as a reminder of the importance of spiritual wellness in the workplace and reinforced the hospital's commitment to supporting the holistic well-being of its staff.

As Queen Nandi Regional Hospital continues to provide compassionate, quality healthcare, moments such as these strengthen the bonds among colleagues and inspire everyone to continue serving patients with kindness, dedication, and hope.

"May the message of the cross continue to guide our hearts, strengthen our faith, and inspire us to serve with compassion every day."



Above Picture : staff from Queen Nandi Regional Hospital participate in the Passover prayer where they praised and worship and prayed with one other



Celebrating the Dedication, Compassion and Invaluable Contribution of Nurses to Quality Health Care

Queen Nandi Regional Hospital proudly celebrated its annual International Nurses Day, paying tribute to the dedication, compassion, and resilience of nurses who provide quality healthcare services to our patients every day.

The celebration, held under the theme “Empowered Nurses Save Lives,” took place at Queen Nandi auditorium and it brought together nursing staff, management, and employees for a special prayer and thanksgiving service. The event served as an opportunity to honour nurses for their unwavering commitment to caring for patients while reflecting on the vital role they play in saving lives and strengthening our healthcare system.

The program included scripture readings by Dr P Luthuli where she praised the angels in the white uniform and went on to say nurses are the compassionate professionals who dedicate their lives to caring for others. Although the Bible does not call nurses “angels in white,” many people describe them that way because they bring hope, comfort, healing, and kindness to those who are at their most vulnerable and they always the first person the patients sees when they open their eyes.

She read Matthew 25:40, where Jesus reminds us that “whatever you did for one of the least of these... you did for me.” Every patient you comfort, every life you touch, and every act of compassion you show is a reflection of that calling.

She further went to say “To all our nurses, thank you for your resilience, professionalism, and unwavering commitment. You are the hands that care, the hearts that comfort, and the strength that helps patients through their most difficult moments.” Inspirational messages from our hospital CEO Mrs CNN Mkhwanazi where she highlighted with inspiration where her first love for nursing which she says she was inspired by how clean a nurse is and how they wear their uniform with pride and so much resilience. The hospital board member deputy chair person Mrs N Zulu stood up with praises to the hard work and dedication shown by nursing staff to the community.

Mrs Gumede touched on the 7 powers of an empowered nurse which are

- The Power to Care
- The Power to Heal
- The Power to Advocate .
- The Power to Lead
- The Power to Educate .

- The Power to Innovate
- The power to inspire

Mr M Ntuli (clinical psychologist) emphasized the importance of mental health, getting enough rest and seek for support and that a healthy nurse is a better care giver.

Praise and worship, and prayers for strength, wisdom, protection, and continued guidance for all healthcare workers. Staff were also encouraged to support one another, remain united, and continue delivering compassionate, patient-centered care.

Addressing attendees, hospital management expressed sincere appreciation to all nurses for their professionalism, dedication, and selfless service. They acknowledged that nurses are the backbone of the healthcare system and thanked them for the sacrifices they make daily to improve the health and well-being of the communities served by Queen Nandi Regional Hospital.

The celebration concluded with a renewed commitment to excellence in nursing, teamwork, and compassionate care. The event not only boosted staff morale but also reminded everyone that nursing is more than a profession—it is a calling that transforms lives every day.

Queen Nandi Regional Hospital extends its heartfelt gratitude to all nurses for their unwavering dedication and wishes them continued strength as they continue to make a difference in the lives of patients and their families.



Above Picture : Nurses from Queen Nandi Regional Hospital participate in the International Nurses Day procession and candle-lighting ceremony, celebrating the values of compassion, professionalism and excellence in patient care.

PHOTO GALLERY



Above Picture: Nurses from Queen Nandi Regional Hospital participate in the International Nurses Day procession and candle-lighting ceremony, celebrating the values of compassion, professionalism and excellence in patient care.

Queen Nandi Regional Hospital Promotes Hand Hygiene to Save Lives

“EVERY HAND WAS IS A PROMISE TO PROTECT LIFE, TOGETHER WE CAN STOP INFECTION ”

Queen Nandi Regional Hospital successfully commemorated Global Handwashing Day on 20 May 2026, reaffirming its unwavering commitment to infection prevention, patient safety, and quality healthcare. The event brought together staff from various hospital departments to promote the importance of proper hand hygiene in preventing the spread of infections and protecting the health of patients, visitors, and healthcare workers.

The campaign serves as an important reminder that proper hand hygiene remains one of the simplest, most effective, and most cost-efficient ways to prevent the transmission of infectious diseases in healthcare facilities and communities.

The hospital's Infection Prevention and Control (IPC) team coordinated the event, with enthusiastic participation from the Medical, Nursing, Allied Health, Support Services, and Administrative departments. Staff members demonstrated their commitment to quality healthcare through educational activities designed to reinforce the importance of hand hygiene as the first line of defense against healthcare-associated infections.

Departments showcased informative displays and educational posters highlighting the World Health Organization's Five Moments for Hand Hygiene, the correct handwashing technique, and the importance of using alcohol-based hand rubs and soap and water at the appropriate times. These displays provided valuable education to both staff and visitors, reinforcing the message that consistent hand hygiene plays a vital role in reducing healthcare-associated infections and ensuring safer patient care.

One of the highlights of the celebration was the Hand Hygiene Poster Competition, where departments competed by designing and presenting creative, informative, and visually appealing educational posters. The competition encouraged teamwork, innovation, and knowledge sharing while reinforcing key infection prevention messages in an engaging way.

Each department produced outstanding posters that reflected exceptional effort, creativity, and a strong understanding of infection prevention principles.

The judges commended all participants for the high standard of work displayed, making the competition both inspiring and educational. After careful deliberation, the

Theatre Department was awarded first place for its outstanding poster, which combined creativity with clear educational messaging and effectively promoted the importance of hand hygiene in patient safety. Congratulations were extended to the Theatre team for their well-deserved achievement, while appreciation was expressed to every department that participated and contributed to the success of the competition.

Throughout the event, staff were encouraged to strengthen hand hygiene practices as a key measure in preventing diarrhea diseases, respiratory infections, surgical site infections, and other preventable illnesses. Interactive discussions, educational demonstrations, and awareness activities reinforced that every healthcare worker has a shared responsibility to maintain the highest standards of infection prevention and control.

The celebration also highlighted that hand hygiene is not only a professional responsibility but also a culture of safety that benefits everyone within the hospital environment. By practicing proper hand hygiene at every opportunity, healthcare workers contribute to improved patient outcomes, reduced healthcare-associated infections, and a safer workplace for colleagues and visitors alike.

The event was well attended and successfully raised awareness among healthcare workers about the critical role of hand hygiene in delivering safe, quality patient care. It also demonstrated Queen Nandi Regional Hospital's ongoing commitment to continuous quality improvement and the promotion of best practices in infection prevention and control.



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PHOTO GALLERY



Above Picture: The Hand Hygiene awareness campaign at Queen Nandi Regional . This displays a successfully raised awareness among healthcare workers about the critical role of hand hygiene in delivering quality patient care. Global Handwashing Day is an international awareness campaign established by the Global Handwashing Partnership and supported by the World Health Organization (WHO).

Maintenance Department Driving Service Excellence

Keeping Our Hospital Safe, Functional and Patient-Centered The Maintenance Department, under the leadership of Chief Artisan Mr. B.Z.M. Sikhakhane, continues

to play a vital role in supporting quality healthcare at Queen Nandi Regional Hospital through proactive maintenance, infrastructure improvement and rapid response to operational challenges.

Quarter 1 Highlights (2026/2027)

☐ **97% Ideal Hospital Assessment Score** achieved during the **Ideal Hospital Assessment conducted in May 2026**, reflecting the department's commitment to maintaining a safe, compliant and patient-friendly healthcare environment.

☐ **99.75% Maintenance Performance**

- **396** maintenance job cards received.
395 job cards successfully completed, achieving an outstanding **99.75% completion rate**.

One of the job card completed by electrical team **to supply light to hospital service board**

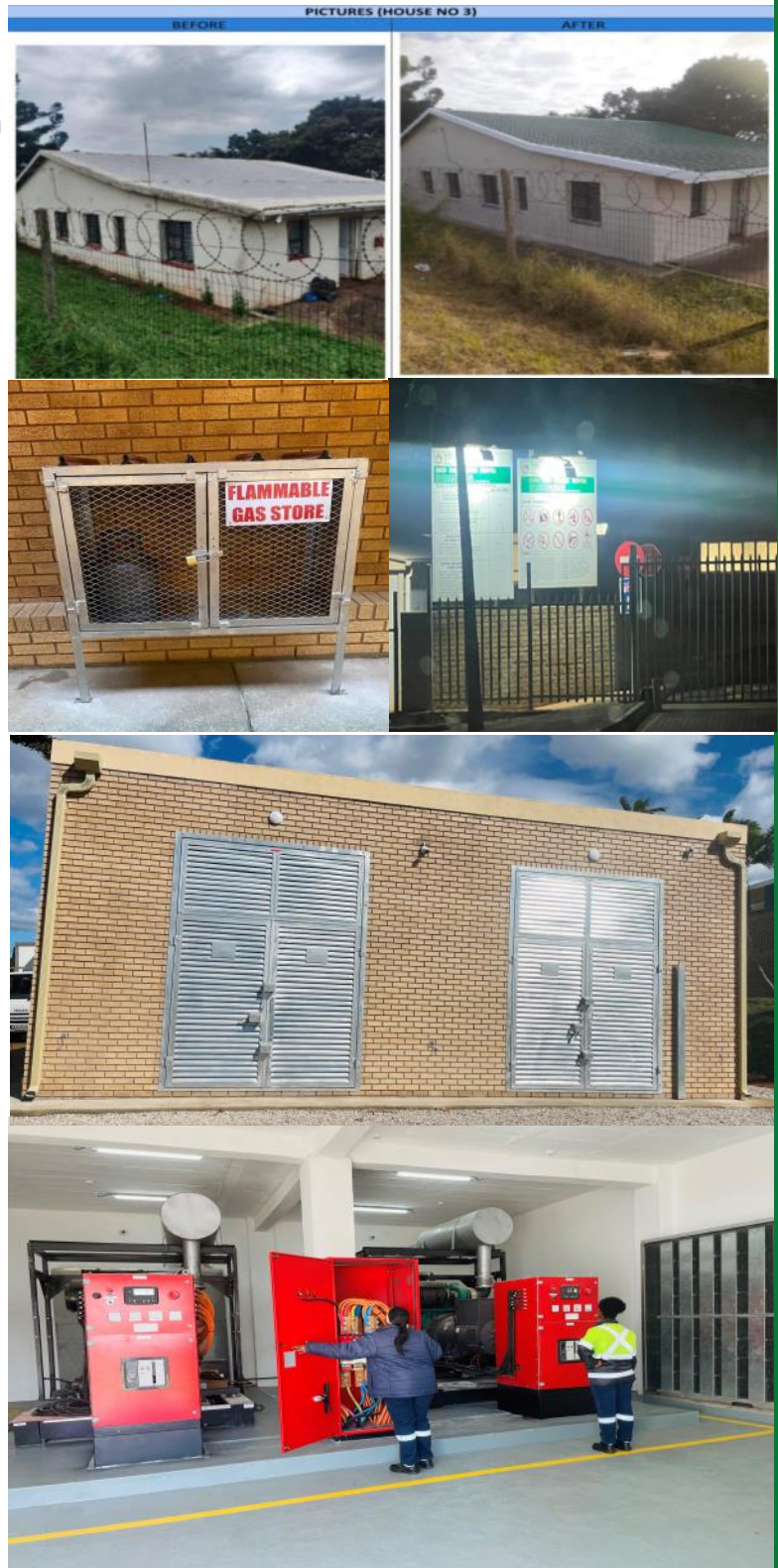
☐ **Capital Project Successfully Completed**
Completion of the **Queen Nandi Regional Hospital Storm Damage Recovery Works**, restoring and improving critical infrastructure.

☐ **Internal Projects Completed**

- Replacement of **33 foldable auditorium chairs**.
 - Repair of **roof leaks at the Doctors' Complex**.
- Installation of a **galvanized LP Gas cylinder storage cage** to improve safety and compliance.

A Commitment to Excellence

These achievements demonstrate the Maintenance Department's unwavering commitment to service excellence, infrastructure reliability and continuous improvement. Through teamwork, technical expertise and effective leadership, the department continues to provide a safe and efficient environment that supports excellent patient care and the hospital's strategic objectives.



Queen Nandi Regional Hospital Receives Heartwarming Compliments for Outstanding Service



Queen Nandi Regional Hospital continues to uphold its commitment to delivering quality, patient-centered healthcare, as reflected by the growing number of compliments received from patients and their families. These messages of appreciation highlight the dedication, compassion, and professionalism demonstrated by staff across the hospital.

Patients have praised the exceptional care they received from nurses, doctors, allied health professionals, and support staff. Many shared that they felt welcomed, listened to, and treated with dignity and respect from the moment they arrived at the hospital until their discharge. The compassionate approach displayed by healthcare workers not only contributed to positive patient experiences but also provided comfort and reassurance during some of the most challenging moments of their lives.

Several compliments recognized the friendliness and positive attitude of hospital employees. Patients expressed gratitude for the warm smiles, respectful communication, and willingness of staff to go the extra mile in ensuring that their needs were met. These acts of kindness demonstrate that quality healthcare is not only about clinical excellence but also about creating an environment where patients feel valued, supported, and cared for.

The hospital also received high praise for its cleanliness. Patients acknowledged the dedication of the cleaning and support services teams, whose consistent efforts ensure that wards, clinics, waiting areas, and public spaces remain clean, safe, and welcoming. Maintaining high standards of cleanliness is essential in preventing healthcare-associated infections and creating an environment that promotes healing and recovery.

Another area that received outstanding recognition was the hospital's Dietary Services Department. Patients complimented the quality, taste, nutritional value, and presentation of the meals served during their stay. Many appreciated that meals were well prepared, appealing, and served with care, reflecting the hospital's commitment to supporting patient recovery through proper nutrition. The dietary team continues to play a vital role in promoting health and enhancing the overall patient experience.

These compliments are a testament to the teamwork and commitment of every department within Queen Nandi Regional Hospital. From frontline healthcare workers and support services to administrative staff and management, every employee contributes to creating a healthcare environment where patients receive safe, compassionate, and quality care.

Hospital management extends its sincere appreciation to every staff member whose dedication continues to make a positive difference in the lives of patients and their families. The positive feedback received serves as both recognition and encouragement to continue striving for excellence while upholding the principles of Batho Pele, patient-centered care, and the values of the KwaZulu-Natal Department of Health.

To the patients and families who took the time to share their experiences, thank you. Your words of appreciation inspire us to continue improving our services and remind us that compassion, respect, teamwork, and professionalism leave a lasting impact.

As Queen Nandi Regional Hospital continues its journey towards service excellence, these compliments reinforce our commitment to providing healthcare that is not only clinically effective but also compassionate, respectful, and responsive to the needs of every patient who walks through our doors.

"At Queen Nandi Regional Hospital, every smile, every act of kindness, every clean environment, and every meal served with care reflects our commitment to putting patients first."

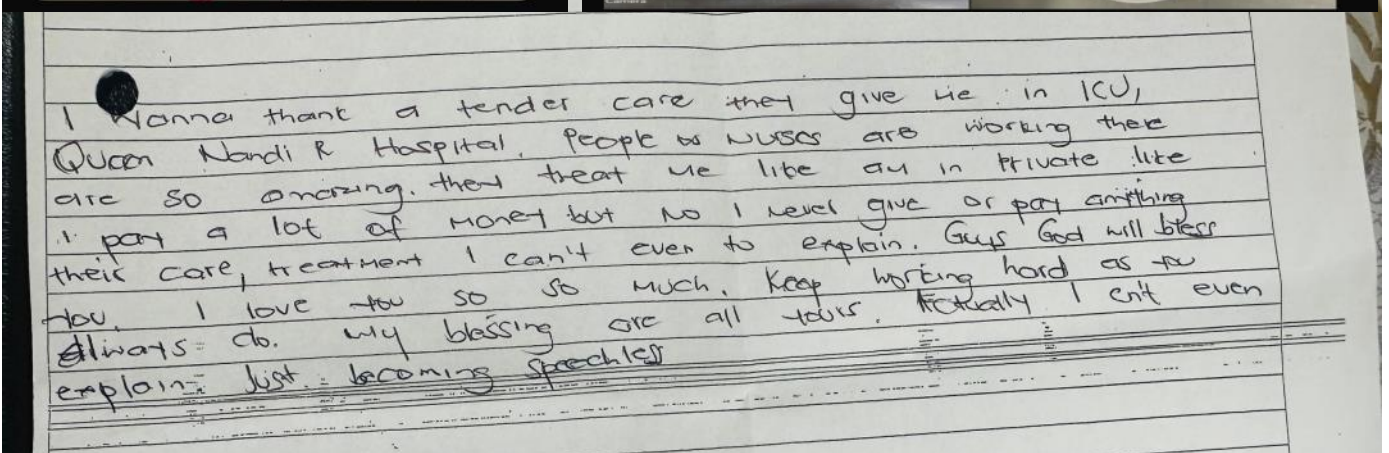
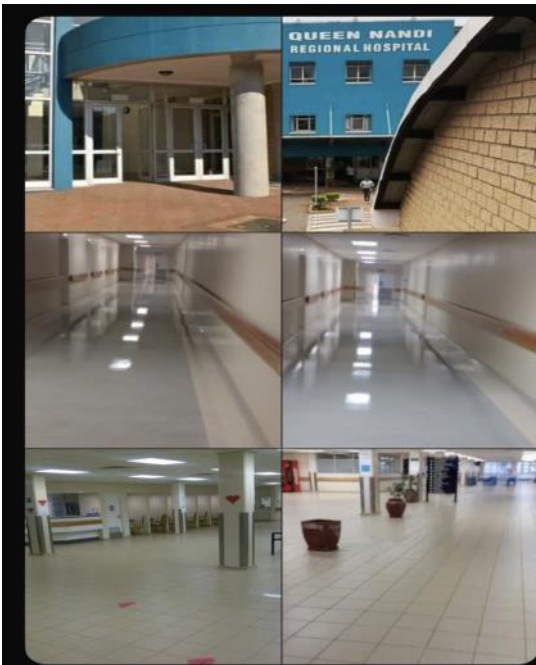
Above Picture : a medical rescue helicopter that provides rapid transportation from our critically ill patients to and from queen Nandi regional hospital, ensuring timely access to specialized health care services when every minute counts .

PHOTO GALLERY



As a patient at Queen Nandi Regional Hospital, I would like to express my sincere appreciation to the Heads of Department for their outstanding leadership. The organisation, professionalism, and care shown by the staff reflect strong guidance from management. Your commitment to quality healthcare truly makes a difference in the lives of patients like myself.

08:30



Queen Nandi Regional Hospital Welcomes New Appointments

Queen Nandi Regional Hospital is delighted to welcome several new team members who have recently joined the institution, further strengthening its commitment to delivering quality healthcare services to the communities it serves.

As part of its efforts to create employment opportunities and support youth development, the hospital has appointed five new Expanded Public Works Program (EPWP) participants. Their arrival reflects the hospital's ongoing commitment to empowering local communities through skills development and workplace experience while enhancing service delivery.

The hospital also welcomes two new Medical Officers who bring valuable expertise to the clinical team:

Your appointment marks the beginning of an important journey of service, professionalism, and commitment to excellence in HealthCare. As a regional hospital within the Health Department of KwaZulu-Natal, we are dedicated to providing quality, patient

centered care, upholding ethical standards, and serving our communities with compassion and integrity.

You are now part of a multidisciplinary team that values teamwork, respect, continuous learning, and accountability. We trust that your skills, dedication, and fresh perspectives will contribute positively to our mission of improving health outcomes for all.

The addition of these dedicated professionals marks an important milestone in strengthening the hospital workforce and improving access to quality healthcare for patients.

Queen Nandi Regional Hospital extends a warm welcome to all our new colleagues. We wish them every success in their new roles and look forward to their valuable contributions as we continue working together to provide compassionate, safe, and excellent healthcare.

**Welcome to the Queen Nandi Regional Hospital family!
Together we serve with pride.**

Farewell to Our Departing Colleagues

Queen Nandi Regional Hospital extends its sincere appreciation and best wishes to colleagues who have recently concluded their service at the hospital. While we are saddened to see them leave, we are grateful for the dedication, professionalism, and commitment they demonstrated during their time with us.

The employees who exited the hospital between April and June 2026 served in various departments and roles, contributing to the delivery of quality healthcare and support services. Their efforts have played an important part in advancing the hospital's mission of providing compassionate and patient-centred care.

We thank the following colleagues for their service:

- Z.P. Tembe – Professional Nurse (General)
- T.F. Xulu – Professional Nurse (General)
- Z.R. Tembe – Professional Nurse (Neonatal)
- W.O.Z. Shandu – Medical Officer
- V.M.A. Mncwanago – EPWP
- E.A. Moonsamy – Professional Nurse (General)
- N.P. Ncube – EPWP

- F.O. Nkusanyana – EPWP
- N.A. Ntanzu – EPWP
- S.Z. Nxele – EPWP
- G.N. Dlamini – Professional Nurse (Specialty)
- N.I. Ngcobo – Finance Management Officer
- L.T. Shandu – Medical Officer
- N.N. Ngwezi – EPWP
- M.E. Ceffontyne – Medical Officer

Your contributions have helped strengthen the services provided at Queen Nandi Regional Hospital and have positively impacted the lives of many patients and colleagues.

As you embark on new opportunities and the next chapter of your careers, we wish you continued success, good health, and fulfilment in all your future endeavours.

**Once a member of the Queen Nandi Regional Hospital family, always a valued part of our legacy.
Thank you for your service, and farewell.**

ACKNOWLEDGEMENTS



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