



“Queen Nandi is one of the few Regional Hospitals in KZN that were assessed by the Office of Health Standards compliance and was indeed found compliant”

Inside This Issue

Pg 2—Message from the CEO

Pg 3- Neonatal unit moms treated early January just after New Year

Pg 4—New Year’s baby

Pg 5—CP center of excellence Hospital board walkabout

Pg 6—Happy to see prem baby grown big from birth weight of 1.1kg

Pg 7—31 Leap year babies delivered in 2024

Pg 8—Food services unit audits performance &

Pg 9—World TB day

Pg 10—Environmental health—waste management

Pg 10—Easter service

Pg 11—World hearing day

Pg 12—New appointees from January to March 2024

Pg 13—Healthy lifestyle / wellness event

and a privilege for me to write this short message after a long time. Thanks to a very efficient and hardworking Executive Committee, under the leadership of Dr Samjowan, for keeping the Hospital afloat during my absence.

I am officially back and thank you for a warm welcome. 2023/24 is a year that was marked with great performance. We started the year with heavy hearts because of the budget cuts that we had, I'm glad to say as a collective, we managed to overcome that through our cost containment measures that was put in place. We have managed to provide not the good but excellent services with the little that we have, for that your commitment to quality service delivery is highly commended.

Queen Nandi is one of the few Regional Hospitals in KZN that were assessed by the Office of Health Standards compliance and was indeed found compliant. The certificate of compliance awarded to Queen Nandi is a testament to the collective dedication, resilience and innovation that defines us. Over the past year we faced challenges head on, celebrated triumphs and grown together as Queen Nandi Family. Each member of our Hospital has played an integral role in shaping our success.

As we approach the end of the financial year let us carry the spirit of unity, collaboration and unwavering commitment forward. 2023/24 is not just a marker of time but a symbol of our shared achievements and the limitless potential that lies ahead. May our Hospital continue to thrive, adapting to change with the same resilience that has guided us throughout the year.

Thank you for being a vitally important part of our journey together, the passion, hard work and dedication of every member has been the driving force behind our success. Looking back to the first three quarters gone by, we could not have done it without you. Let us continue doing good even when no one is watching, making our Hospital services accessible and treating our clients/ patients with respect and dignity. Let us keep our flag flying high.



Mrs CNN Mkhwanazi—QNRH CEO

Giving birth to a child is one of the paramount, most positive experiences in life however having a baby born too soon is a significant trauma for parents. Mothers of prem babies admitted in the Neonatal Unit were extremely grateful for the love and support received from Daleen and Ms. Simone Joubert from Living Life Pregnancy Centre. The ladies visited the neonatal unit on the 9th of January 2024. they came to handover cupcakes and hampers with essential items for the mums and babies. A short prayer and words of encouragement and support were given to the mums.

Mothers appreciated the support they receive from the hospital nurses and doctors as well as for the visit done.



Mommy's couldn't wait to open their pampers from the Living Life Pregnancy Centre



Ms. Simone Joubert giving cakes to moms in the ward



QNRH New Year's Baby was a babies Zama Cumbane (mother) who was born via c/s. It was a baby boy. He was the first baby born during New Year followed by 14 other babies totaling to 15 babies. It was 10boys and 5 girls. 9 were delivered via C/S and 6 were delivered naturally (NVD). Baby Zama received a baby hamper full of baby necessities from the hospital which was donated by

Queen Nandi Regional Hospital was visited by KCD Mayor Thami Ntuli, hampers was given to the mothers of all the new babies and toys for Pediatrics babies. All the staff were on duty new year's day were pampered by the chocolate by the honorable Mayor. Staff appreciated the treat and were very grateful.



Occupational Therapists, Physio Therapist, Speech Therapist, Social Worker and the Psychologist who works with these children. Preparations for this project started back from 2019. It was a team effort to start identifying CP clients and create a database, both electronic and paper base. The hospital also offers the bloc therapy to the CP patients, when the primary care givers are admitted for two to four weeks as a time, and the caregivers are educated in all various ways of caring for a child with CP.

Queen Nandi Regional Hospital was designated as one of the three CP Centers of Excellence (CPCOE) in the Province by the MEC for Health to serve Region 4 (King Cetshwayo, UMkhanyakude and Zululand Districts). This was an attempt to reduce expenditure paid by the Department of Health towards litigations by offering all the therapies within the department. The rehab therapy department, which is fully capacitated in terms of staff and equipments, provide the full rehab therapy service to the clients. There is a CPCE team

First group of two patients were admitted on 29 January 2024.



on the 21st of February 2024. Hospital management and board members did a walk about in the hospital.

The team visited all department where they were introduced to staff members and were able to get an understanding of how the hospital functioned. The walk about was followed by board meeting.



He was born at 1.1KG



Mom (Sanelisiwe Ndlovu) and Dr Menitha Samjowan happy to see the newborn child.

Happiness and gratitude from Ms Sanelisiwe Ndlovu to Queen Nandi Regional Hospital team. She delivered her second child at 1.1 kg in 2023. She conveyed her appreciation to the hospital for its dedication towards the care of the little ones especially prem babies.

Ms Sanelisiwe Ndlovu came to the hospital on the 21st of February 2024 with her little one named Umile Sikhakhane who was 9 months old as he was born weighing 1.1 kg. "without the support and the care I received from Queen Nandi Regional Hospital, my child would not be as healthy as he was". Mom was so great full to the hospital team especially Neonatal unit for their care and support during her stay in the hospital.

2024 marked the Leap Year as February had 29 days. This is something that happens after four years. It was a busy day for Labour ward at Queen Nandi Regional Hospital

31 babies including one set of twins were delivered on the day. Of the 31 babies, twenty were girls and eleven boys.

Congratulations were in order to mummies for giving birth on a special day.



From right , Thandie Mzobe, Fike Ngubane, Lesedi Ndwandwe, Shagitu Mershaggu, standing from right: Aphelele Basi, Sanele Nontobeko Ntomela, Thando Nxumalo and Nonkululeko Ntuli

BIG BABY DELIVERED SUCCESSFULLY AT 4.3 KG

A 4.3 kg baby boy was delivered successfully at the hospital on 29 February 2024. Baby Fike Ngubane was delivered via c/s. He was one of the 31 babies born in the leap year but he was the one looked older than the others as their “big brother”.

His mom Fike is thankful to the team of doctors who worked tirelessly helping mothers deliver their babies successfully. Ms File Ngubane explained that she was firstly given an opportunity to deliver naturally before the decision of caesarian section was taken. She was thankful to the the team of nurses and doctors at QNRH for their dedication.



sourced to Capitol Caterers back in 1994 hence 98% of staff are under the service provider with only the Food Service Manager and one Food Service Aid Supervisor. The aim of the periodic assessment is to measure comprehensive set of food service standards that reflect actual performance, quantifying resource needs, to facilitate and develop a supportive approach system used by hospitals.

The assessment was held on 30 January 2024, the last quarter of 2023/24 financial year, by a multi-disciplinary team from the district office, led by Mr. M.V. Mkhabela (District Caretaker - Integrated Nutrition Programme), Mrs. N.H.

nator – Outreach Services) and Mrs. N.R. Kolman (Food Service Manager – Mbongolwane Hospital). The score was a welcome improvement from last financial year's 90%, indicating an ongoing support system from the facility management.

This marks an outstanding service delivery outcomes in terms of effective, efficient and timeous delivery in line with departmental by-laws. The facility's FSU scored 93.2% which is a Gold standard of compliance with a few Gaps for improvement.

By Mr ME Mhlongo

From The PRO's Office



Nompilo Xaba (PRO)

Compliments are in order at Queen Nandi Regional Hospital for the excellent service. These compliments reflect the dedication and team work by staff in service delivery and patient care.

The compliments are received via Facebook, our suggestion boxes and others were physically reported. These compliments are shared with staff members as an encouragement to keep up the outstanding service. Clients are always encouraged to rate and give us feedback on the service rendered All complaints reported are attended to and they are resolved immediately or within 25 working days time.



On Friday 22 March 2024, Queen Nandi Regional Hospital HAST Team convened to observe World TB Day at the hospital undercover parking. It was a privilege to employees and caregivers who were at the hospital to be part of the campaign in rallying to join the global



HAST team with plug card for TB Messages

fight against TB. Among the speakers were Sister Mnguni who is the HAST Coordinator and Mr Mbele who is the Case Manager from Rehab Services. All speakers explained signs and symptoms of TB. Health education was given to the audience also screening and testing of TB was done on the day. Occupational health team was also part of the campaign as staff members also got infected by TB. People who are at Health risk are encouraged to screen and test for TB



Songs were composed to convey TB messages



children at Queen Mankwani Hospital on 10 to 15 March 2024. The purpose of the health education was to raise awareness to target audiences in the prevention of communicable diseases and to eliminate or decrease the spread thereof. Mrs Buthelezi talked about the importance of proper segregation according to colour coding and also the importance of waste labelling and the importance of recycling waste and ways of generating revenue.

Rabies

The importance of domestic animals (cats and dogs) being vaccinated against rabies was empathised. Signs and symptoms of suspect rabid animals. Precautionary measures to be implemented during animal observation period and action thereafter was discussed. Target audience was reminded that contact with stray animal must be avoided.

Chemical Poisoning

The audience was informed to keep chemicals and poisons out of reach of children. Medicine and tablets must also to be kept away and out of reach from children. Used chemical containers must be discarded

Food Hygiene

Expiry date, labelling and general condition of the product was highlighted. Storage, hose keeping and handling at home during

preparation was also emphasized with hand washing as a key to food hygiene.

Hand-washing

Importance of was highlighted and reminder demonstration was done.

Cholera

The importance of using a toilet was discussed. Parents were encouraged to assist children in the use of toilets and ensure proper disposal of used nappies. Untreated water must be avoided and bleach can be used to treat water prior to consumption.



Mrs Slie Buthelezi (Waste Man. Officer) talking to mothers in HRC

QNRH — EASTER SERVICE

Not everyone is lucky to have an opportunity to go to church for Good Friday—Easter service for some reasons. QNRH had Easter Service known as “Inkonzo Yamazwi Ayisikhombisa” which was aimed to accommodate both staff and patients in the outpatient areas.

The management considered that others will be at work and for that reason, they had an opportunity to have Easter service at work. Staff came in numbers and the hospital CEO (Mrs. Mkhwanazi) had an opportunity to convey Easter messages to staff for the safe trip to those who were to travel.



The QNRH Audiology Department commemorated World Hearing Day on the 8th, 12th and 19th of March 2024. 2024 theme was 'Changing mindsets: Let's make ear and hearing care a reality for all!'. The main focus was to promote the importance of integrating ear and hearing care within primary health-care as an essential component of universal health coverage and addressing stigmatism that surrounds hearing loss.

- ◆ Linked to the theme were the following key messages:
- ◆ Ear and hearing problems are among the most common health issues in communities.
- ◆ Over 60% of them can be identified and addressed at the primary level of care.
- ◆ Integration of ear and hearing care into primary care services is possible through training and capacity building. Such integration will benefit people and help countries move towards the goal of universal health coverage.
- ◆ Addressing hearing loss provides a positive impact on many aspects of an individual's life, leading to successful communication and interpersonal relationships; speech, language and cognitive development in children; healthy ageing; education and employment opportunities; and good mental health and well-being.

The pathway to Universal Ear and Hearing Care, and improving access to services

To ensure that everyone has access to proper ear and hearing care, several factors need to be implemented:

Role of health professionals when addressing stigma

Audiologists have the following roles in addressing and reducing stigma :

- Advocating for individual's access to services that they may need.
- Debunking myths surrounding hearing loss.
- Encouraging individuals to have their hearing checked regularly.
- Providing education to individuals on hearing loss and how it may present in their lives.

The Queen Nandi Regional Hospital Audiology team aimed to educate and provide multiple resource to individuals with regards to hearing loss and ear and hearing care. The team targeted the mothers at Mother's Lodge, the rehabilitation team, and the dietetics team. The resources given to these individuals targeted hearing loss and how it can affect a child's life, how to care for their ears and their hearing, as well as how to identify a hearing loss in their child/patient.



Pick	C	Diagnostic Radiographer (Community Serv)
Ndlovu	S	Dietician (Community Serv)
Mbuyisa	MS	Medical Officer Grade 1
Ngwira	GR	Medical Officer Grade 1
Nkwanyana	ZM	Medical Officer Grade 1
Sondezi	MN	Medical Specialist Grade
Ngqulunga	Q	Na2 Nursing Assistant Gra
Ntshangase	NI	Pharmacist (Community Serv
Ngwenya	Z	Physiotherapist Community Serv
Maeta	K	PNA1 Professional Nurse (Community Serv)
Mhlongo	N	PNA1 Professional Nurse (Community Serv)
Ndlovu	N	PNA1 Professional Nurse (Community Serv)
Nzimande	OS	PNA1 Professional Nurse (Community Serv)
Zulu	NN	PNA1 Professional Nurse (Community Serv)
Masoka	SM	SN1 Staff Nurse Grade 1
Msomi	TH	SN1 Staff Nurse Grade 1
Chitotombe	AS	SN1 Staff Nurse Grade 1
Gumede	XV	SN1 Staff Nurse Grade 1
Jali	TL	SN1 Staff Nurse Grade 1
Mabika	PZ	SN1 Staff Nurse Grade 1
Masuku	NP	SN1 Staff Nurse Grade 1
Mkhize	SB	SN1 Staff Nurse Grade 1
Ndlovu	TH	SN1 Staff Nurse Grade 1
Nene	FZ	SN1 Staff Nurse Grade 1
Ngcobo	NN	SN1 Staff Nurse Grade 1
Ngubane	TS	SN1 Staff Nurse Grade 1



FEBRUARY 2024

Tembe	LL	Intern
Dludla	NZT	Medical Officer Grade 1
Mjwara	GS	Medical Officer Grade 1
Pillay	L	Medical Specialist Grade
Mphatsoe	MM	Medical Specialist Grade
Khulu	A	Pna1 Professional Nurse (
Dlamini	NN	Pnb3 Operational Manager
Mkhize	NC	Sn1 Staff Nurse Grade 1
Khuzwayo	NS	Sn1 Staff Nurse Grade 1

MARCH 2024

Maphumulo	PN	Sn1 Staff Nurse Grade 1
Madela	PR	Medical Officer Grade 1
Ntombela	SP	PNA1 Professional Nurse

**QNRH WELCOMES
YOU**



Readiness in order waiting for that energy on the 5km fun run/walk.

Queen Nandi Regional Hospital considers that healthy body and healthy mind produces quality service in a workplace. Therefore the hospital hosted a healthy lifestyle / Wellness event which was attended by QNRH employees as part of the work and play programme.

The event was on the 27th of March 2024. Activities done were 5km fun run/walk, aerobic session, egg and spoon, and much more fun games. The day was filled with fun and learning healthy tips as the same time. There were also some health talks that were done by the Dietician and by the Psychologist pertaining employees wellbeing.

Special thanks to the partners: Capital Legacy, Emdonini gym, Old Mutual, SAPS and KCD Health District office (EAP) for their support which made the day a success. Staff had an

opportunity to engage with professionals who guided them on their financial and estate planning education as part of the healthy lifestyle awareness. Occupational health team conducted screening and did vitals to staff before the fun walk or run.

CEO and the Management lead by an example in taking part. CEO blessed the day prior to the beginning and motivated staff to take good care of their health as they do to patients. Staff enjoyed the gym and games, top winners were awarded with medals and tokens from the EAP's office.

Mr Mbuthu and Nokulunga Mabika were the first to finish 5km fun run being the first male and the first female.



Mrs Ndlela, Mrs Mkhwanazi, Ms Mbatha, Mr Ndabandaba, Nokwanda, Mr Mhlongo & Mrs Paliam



On the road burning those calories



Employees doing aerobic exercises led by Emdonini Gym



Celebration after the aerobic exercises and fun games



Zama, OM Nyawose and ANM Xulu



Dr. Samantha Singh
Clinical Manager
Neonatal Unit (Editor)



Mrs CNN Mkhwanazi
Chief Editor /CEO



Sister Zama Khumalo
Acting Quality Assurance
Manager (Editor)

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