



## BAMBINO

## NEWS

OCTOBER–DECEMBER 2024

### MESSAGE FROM THE CEO'S OFFICE

#### **“Reflecting on Our Achievements and Looking Ahead to a Brighter Future: Partners Delivering the Future”**



Greetings, everyone. I want to take a moment to express my gratitude to each and every one of you for your hard work, dedication, and commitment to our hospital's mission throughout the year.

This past year has not been without its challenges. We've faced serious constraints such as budget cuts, high staff turnover due to a two port system which resulted in gross staff shortages, natural disasters with storm damages. However, despite these obstacles, we've continued to thrive and grow as a team.

I'm proud to say that we've achieved some remarkable successes this year. We've:

- Implemented new technologies to improve patient care which includes offsite CAT Scans reporting.
- Expanded our outreach services to meet the growing needs of our community
- Received recognition for our quality and safety initiatives, scooped second position in Case Management, revenue collection.
- Achieved 98% compliance in Ideal hospital Realisation Framework peer assessments.
- Developed new partnerships and collaborations to advance our mission for example we received three huge donations, namely: Theatre equipment's, 56

Good quality paediatric beds and recliner chairs, cushions and a printer for our oncology Clinic.

- Improved clients experience of care.

None of these achievements would have been possible without the tireless efforts of our entire team.

From our nurses and doctors to our administrative staff and support teams, every single one of you has played a critical role in our success.

As we look ahead to the new year, I'm excited to share with you our vision for the future. We'll be focusing on:

- ♦ Expanding our services in line with the National Health Insurance to meet the growing needs of our community.
- ♦ Improving the rollout of the Electronic patient record system extending it to all clinical areas.
- ♦ Replacing all critical vacant post to improve the quality of care (pending the availability of the budget).
- ♦ Embarking on team building initiatives to improve staff morale.

In closing, I want to express my deepest gratitude to each and every one of you for your hard work and dedication. I'm honoured to lead such a talented and compassionate team. Let's continue to work together to make our hospital the best it can be, and to provide the highest quality care to our patients and community.

Thank you, and happy holidays! Enjoy responsibly!

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## INFECTION PREVENTION AND CONTROL CORNER

### Promoting Hand Hygiene Excellence



Queen Nandi Hospital, prioritizes the health and well-being of all patients, staff and community. As part of our commitment to excellence, the hospital recently participated in a global hand hygiene awareness initiative facilitated by IPC team. Our dedicated team worked tirelessly to create accessible hand hygiene corners throughout the hospital, ensuring that everyone has the opportunity to practice good hand hygiene.

**By promoting hand hygiene excellence, we aim to:**

- Prevent the spread of infections
- Protect our patients, staff, and community
- Uphold the highest standards of healthcare



Tylen from Grifindale Day Care Centre

In celebration of Global Hand Hygiene Day, Tylen from Grifindale Day Care Centre joined forces with Queen Nandi Hospital to emphasize the importance of hand hygiene. The youngster created an engaging video reinforcing the importance of hand hygiene. Educating children helps build a culture of safety. Special thanks to Grifindale Day Care Centre for their support in promoting hand hygiene.



Neonatal Unit staff washing hands in the hand hygiene corner.

### Preparing for the Unexpected: **Acinetobacter** Outbreak Drill in Neonatal Unit

Our team conducted a simulated *Acinetobacter* outbreak drill in the neonatal unit to test our preparedness and response. The exercise aimed to identify gaps and strengthen our infection control measures. A huge thank you to our dedicated team for their active participation and commitment to providing a safe environment for our tiny patients!



Debriefing after the drill which was indeed a learning opportunity to other team members



# Cerebral Palsy Awareness to Taxi Rank

The Queen Nandi Cerebral Palsy Awareness project stands as a significant achievement in advocating for the needs and challenges faced by mothers of children with cerebral palsy (CP). Through effective engagement with local taxi drivers, the project successfully reached its target audience and fulfilled its primary objectives.

The project effectively targeted and engaged the Esikhawini Rank and Ngwelezane Rank, two vital transportation hubs for the community. By collaborating with rank managers and drivers, the project fostered meaningful discussions about the challenges mothers encounter when caring for children with CP. The direct engagement with these key stakeholders allowed for a deeper understanding of the issues at hand and facilitated an open dialogue about how best to support affected families.

A notable success of the project was the increased understanding and empathy exhibited by taxi drivers. During the awareness sessions,



Mr. Khanyeza provided insightful explanations about cerebral palsy, emphasizing that the condition can occur in children who were born healthy as well as in those who develop it later. This crucial information led to a significant shift in attitudes among the drivers, fostering a sense of empathy towards the mothers who face immense challenges daily. Recognizing that CP can affect anyone helped the drivers appreciate the importance of their role in supporting these families.

## Addressing Transportation Challenges:

Taxi drivers expressed concerns about being unable to transport passengers to Queen Nandi Regional Hospital (QNRH) due to fines imposed by the Taxi Violence Association (known as Shanela) for operating without permits. The plan is to engage with the municipality and the Taxi Association to if there can be an stipulated drop off times to allow taxis to come next to the gate.



# CEO'S CONSULTATION WITH NURSING STAFF

CEO's consultation meeting with nursing staff on the 4th of October 2024 regarding the current status of budget and the operation of the hospital. This included addressing staff on issues pertaining staff shortage following several staff who resigned during the implementation of two pots system. Staff appreciated the opportunity and engagements which made everyone understand the current situation in the workplace.



***Mrs CNN. Mkhwanazi (CEO) addressing nursing staff in Auditorium***

## NEW EQUIPMENTS RECEIVED



***Two couches, cushions and printer donated to oncology unit by HST***



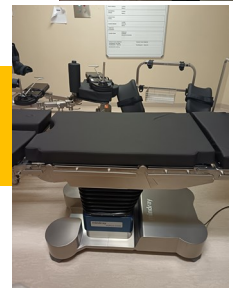
***New upgraded cot beds for pediatric unit***



***Theatre team receiving Anesthetic machine***



***Theatre tables and its accessories***





## Pharmacists as powerful change agents: Leave no-one behind through life course vaccination

Pharmacy Month aims to raise patient awareness on the vital role pharmacists and pharmacy support personnel can play in the community's healthcare and can greatly contribute. It also highlight the value of pharmacists and the pharmacy profession in providing quality healthcare.

From 16th to 20th of September 2024 pharmacy had posters displayed educating community about pharmacy . The aim was to improve communication between patients, pharmacists and pharmacy support personnel. The theme for this year's campaign was " Let's Talk About Vaccines" posters outlined the Importance of vaccination, WHO Immunization Agenda 2030, Putting 'talking about vaccines' into action, Communication and misinformation.

### Pharmacy Month 2024



## COMMEMORATION OF WORLD AIDS DAY

### Welcome to my PrEP.co.za

In 2024, QNRH commemorated the 37<sup>th</sup> World AIDS Day with the theme, "Collective Action: Sustain and Accelerate HIV Progress." Queen Nandi Regional Hospital took it upon themselves to raise a community awareness through a fun walk with health messages promoting Healthy lifestyle to everyone . The fun walk started from the hospital main gate to Empangeni town with plug cards educating community and there after, community outreach done to the community in town near taxi rank for screening, testing and other pap smears to vendors who find it difficult to go to health facilities. Community appreciated services rendered to them.



- ◆ Using a condom
- ◆ Taking PrEP
- ◆ PEP when needed
- ◆ Get STIs treated
- ◆ Get circumcised
- ◆ My HIV+ partner on treatment
- ◆ Live healthy
- ◆ Get to know my options

**I CHOOSE TO  
STAY HIV  
NEGATIVE  
MY CHOICE,**



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# PREMATURE AWARENESS

One (1) in ten (10) babies is born premature worldwide". 20<sup>th</sup> of November marked the National Prematurity Day. QNRH rejoiced this day in purple and white colours with mothers who delivered prem babies with the aim of informing and educating mothers about premature babies and how to care for them in the correct manner. The hospital's medical team always ensure to encourage and support mothers in raising their tiny babies.

Neonatal Unit team of doctors and nurses always make it a point that this day never passed by without being celebrated at QNRH annually . The contributing factors for mothers to deliver the prem babies were explained which includes diabetes and high blood pressure to the pregnant mothers.



As the hospital experiences over ..... deliveries annually and .....of those deliveries are born prematurely, the medical team is persistent that the public be made aware of the complications that follow if the infants are not cared for correctly. The baby that is born prematurely can experience malnutrition, a high BP, HIV and TB depending on the health status of the mother. It is therefore crucial that mothers are educated on hygiene and correct



ways of handling these tiny ones, especially in the first few months of their life. Women are encouraged to ensure they have good and proper nutrition plan when planning their pregnancies, during and after birth. Have a good support system that will be there for every step of the way, emotionally, physically and verbally Be sure to seek medical guidance

Nobody ever wish to deliver a prem baby. Some mothers sometimes fear to even look at their tiny babies but health care workers supports and educates them through out until their babies are discharged. They are encouraged to give best to their babies by giving them the breast milk "Tiny hands and tiny feet make life complete" Mothers felt honored, loved and supported at QNRH.



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# EXTERNAL DISASTER DRILL—FOOD POISONING



Children with food poisoning arriving at the hospital POPD.

Queen Nandi Regional Hospital conducted its external disaster drill on the 11th of October 2024 in POPD. The drill was about the food poisoning where the hospital had to assess itself if it is ready enough should any sort of disaster happens. The drill was co-ordinated by Health and Safety team in POPD. The idea of food poisoning drill came after the recent outbreak of food poisoning generally in schools and young children.

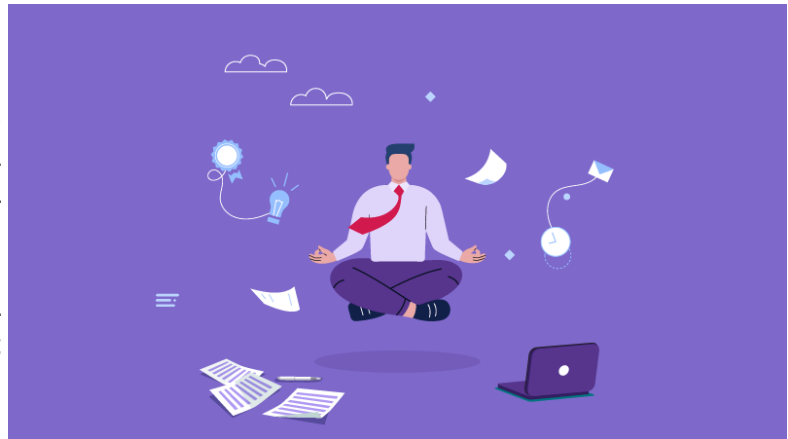
It looked real and the actresses were the in-service trainees who made sure the drill looked real. They (children) came to the hospital in critical conditions in different school uniforms others vomiting and with diarrhoea. The co-operation from all nurses, doctors and the staff members was amazing as the drill was unannounced. Patients also co-operated as nurses and doctors had to deal with an emergency situation. Health education was done to parents to look after their children and be mindful of what and where they buy their snacks especially since children like to buy snacks from the local unauthorised tuck shops. Roles and responsibilities regarding emergency response and post-disaster recovery and rehabilitation; its capacity to fulfil its role and responsibilities was done.



# MENTAL HEALTH AWARENESS

**“It is Time to Prioritise Mental Health in the Workplace”**

As part of QNRH commitment to mental health advocacy, the mental health care team celebrated World Mental Health Month, with a globally chosen theme; “It is Time to Prioritise Mental Health in the Workplace.” The priority was given to the clinical staff as front workers.



Employees have more chances of being affected by mental health-related problems. Health talks were given to clinical staff in different units including Adult ICU, Post Natal Ward, Paediatric wards, Rehab and POPD. The employee assistance programme (EAP) practitioner gave a talk on EAP functions, roles and interventions in assisting employees.

- A screening tool for depression was filled anonymously by the nursing staff with an aim of collecting data on the mental health status of the clinical staff in the hospital.

There is evidence from both local and international studies, reporting on the prevalence of mental illness, burnout and emotional distress, amongst healthcare workers (HCW's). There are evidence based interventions and mitigation strategies to address such challenges, however it begins with creating awareness, sensitizing, psycho-educating healthcare workers and supervisors. The aim was to target healthcare workers and staff at Queen Nandi Regional Hospital.

The main focus was on raising awareness, presenting features of highly prevalent mental illness /emotional distress and informing on appropriate actions or interventions for such mental health challenges

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## ST CATHERINE'S SCHOOL SINGING CHRISTMAS CAROLS AT THE HOSPITAL



December is the month of love and happiness, families are usually together and some who are studying, working or away from home for some other reasons prepare themselves to spend some times for Christmas with their families.

Unfortunately, nobody can ever dictates life, others find themselves in hospitals during festive season instead of celebrating with their loved ones. On the Learners from St Catherine's School chose to visit Queen Nandi Regional Hospital to sing Christmas Carols which was appreciated by both staff members and patients. The management alluded St Catherine's School for their kind generosity.

## TRIPLETS DELIVERED

On the 06<sup>th</sup> of November 2024, 28 year old mom, Mbali Buthelezi, from eShowe (Mbongolwane), delivered her set of beautiful, healthy triplets at QNRH. She attended antenatal care clinic well, She gave birth to (2) two boys and (1) one girl.

Ms. Buthelezi, admitted that when she received the news of her triplet pregnancy at 6 months gestation, it came as a big shock. Ms. Buthelezi explained that it was also a shock to the family as well. The family has a history of twins but not triplets.

Ms. Buthelezi was a first time mom as she was blessed with triplets. She 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, dad and her 4 siblings (2 sets of triplets). Ms. Buthelezi is a third born in her family. Her family was also keen to see her and triples when they are discharged home.



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# QNRH SERVICE EXCELLENCE

Queen Nandi Regional Hospital hosted its Annual Service Excellent Awards event on 22 November 2024. The event was held at night



at Tusk Umfolozi Casino. This was one of the best event held and mostly attended by staff who were dressed in classy and elegant evening attires. The program aims to recognize the outstanding achievements of staff who contributes to quality improvement in the delivery of healthcare services .

The managers and staff were given an opportunity to nominate staff members using the nomination forms and accompanied by motivation. Quality and Infection Prevention and Control Team compiled an assessments reports on quarterly reviews; the public compliments were also considered in order to award the most complimented ward. Amongst the awards were also awards from different categories including waste management, health and safety, cleanliness, best Employee of the year 2024 as well as CEO's Awards.

Mr Khanyeza the Chief Physiotherapist was nominated as the Best Employee for year 2024. The event was graced by the presence of Mrs ZCI Mthembu Mabaso who was the Guest Speaker , Chairperson and members of hospital board, Directors of the service providers, Our sincere gratitude is extended to all supporters, partners and staff for their contributions towards the success of the event.





# QNRH SERVICE EXCELLENCE



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## 16 DAYS OF ACTIVISM CAMPAIGN

16 Days of Activism campaign is a global movement for change. Every year, from November 25 to December 10, the world observes the 16 Days of Activism Against Gender-Based Violence against women and children. During this campaign Queen Nandi Regional Hospital social services unit led the campaign by hosting a peaceful walk and the event on the 4th of December 2024. Hospital board members were also part of the walk against GBV.

The aim was to raise awareness and mobilize action to end all forms of violence against women and children in the society. During the campaign, all health care workers played a crucial role in educating communities about Human Rights and Children's Rights and the need to report all form of abuse in order to get assistance. The peaceful walk against GBV started from QNRH to Empangeni town where different messages were delivered to people. Messages were also delivered through placards and voice messages announced during the march/walk.



This event could not be successful without the involvement of the event organising team and other stakeholders including municipality Road Traffic Inspectorate and SAPS team. The sponsors also helped a lot such as Power Spar and Boxer Superstore. Mrs G. Ndlela (victim survivor) delivered a powerful message as she shared her touching story which made all participants to realise the importance of finding help early. The call centre numbers were shared with the community and service centres where help can be obtained.



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## Queen Nandi Regional Hospital readiness in receiving and welcoming Christmas and New Years babies.

The hospital is ready to welcome bundle of joys during Christmas and New year.

Eight (8) baby hampers donated to the hospital by one of the partners (SEEF). Special thanks to for their ongoing support with baby hampers for Christmas and New Years Babies



*QNRH management receiving hampers from the officials from SEEF*

May the spirit of Christmas  
infuse your life and that  
of your family members  
with hope, positivity,  
and joy.  
Merry Christmas  
and Happy New Year.



# Twenty Three (23) Christmas Babies Delivered at Queen Nandi Regional Hospital.



It was a busy day in Labour Ward during Christmas Day where 23 babies were delivered. From the 23 deliveries, 14 were females and 10 were males. There was one set of twins.

Sinenhlanhla Mthembu, a 23 years old mom from Empangeni (Macekana Area) was the first one to deliver the X-Mass Baby. She delivered a female infant

at 01h05 via caesarian section with a birth weight of 4250g. She was happy to get the baby hamper and her baby being the first one, she was welcomed with a fully decorated crib and was given hamper full

of baby necessities. 4 baby hampers were given to the first 4 babies .



## NEW YEAR'S BABY

Eleven (11) babies were born on the 1st of January 2025. There were eight (8) girls and three (3) boys. First 4 babies received baby hampers . The first mom who gave birth was Nolungelo Ntombela (31 Years) from Esikhaleni who delivered her baby



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# FROM THE PRO'S OFFICE

The year 2024 is almost behind. For South Africans, it has been an exceptional year filled with excitement and lots of activities. QNRH had a very good year despite the challenges. It is vital at this time to think of the blessings that one receives and thankful to the almighty. The year has been tough but we have been sustained through holding on doing ones best despite the budgeting constrains. The awareness days and events stepped this year showed how much we can do together. This reminds of a saying which says "Alone I can do so little but together, we can do so much" Thank you very much for the team spirit and cooperation this year.

The Operational Managers and the Sectional Heads have worked so hard to keep their teams together. Positive responses from the community commends you all for the good work that you have done despite the challenges in the year. "May his coming bring you joy and peace during this time!!" May God bless you all during this festive season whilst you enjoy the holidays with your families. May the holidays give you time to relax, come back rejuvenated and ready to venture in to the new year. WISHING YOU MERRY CHRISTMAS AND A PROSPEROUS NEW YEAR. **"Happy people plan actions, they don't plan results." Denis Waitley**

Should you wish to contact Queen Nandi Regional Hospital for Complaints , Compliments and suggestion, please do not hesitate to contact Public Relations Office on (035) 907 7156 and email : [NompNompilo.Xaba@kznhealth.gov.za](mailto:NompNompilo.Xaba@kznhealth.gov.za)



## ACKNOWLEDGEMENTS

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