



# health



Department:  
Health  
PROVINCE OF KWAZULU-NATAL

# T O L E R A N C E

## THE HEARTBEAT OF R K KHAN

ISSUE 3 MARCH 2016

The English Oxford Dictionary define tolerance as: "The ability or willingness to tolerate the existence of opinions or behaviour that one dislikes or disagrees with" This definition hits the nail on the head in conveying the attitude that I encourage all staff to adopt.

We at R K Khan Hospital are privileged to work in an institution that is so diversely rich both culturally and religiously . This mixture of races and cultures makes us a true reflection of the "rainbow nation" in which we live. However on the flip side, our differences are often the cause of our intolerance towards one another. I would love to see the R K Khan family as one that embraces the differences of fellow employees by adopting the spirit of Ubuntu that is so prevalent in the Zulu culture, the legacy of peace that the legendary Mahatma Gandhi preached and the example of forgiveness demonstrated by Nelson Mandela.

We as employees of R K Khan Hospital need to demonstrate unity and tolerance towards each other by supporting each other regardless of race or colour. Our patients will pick up on this positive working relationship and truly see and feel that they belong. Race and colour should not determine the standard of treatment that they can expect to receive from us.

Tolerance resonates with so many of the Batho Pele Principles. For example, the principle of Consultation that states that "citizens should be consulted about the level and quality of the service they will receive" cannot be practiced properly without implementing a certain level of tolerance. So often our patients are too scared to speak up or even ask questions. Why is this? It is because we have adopted a "do not disturb me/I'm too busy" kind of attitude. No employee of R K Khan Hospital should walk past a patient who looks lost or seems to be in distress without offering some kind of assistance – and this applies to all of us. I hope you enjoy this issue of our newsletter and let us not forget that our patients needs come first.

*No one is born hating another person because of the color of his skin, or his background, or his religion. People must learn to hate, and if they can learn to hate, they can be taught to love, for love comes more naturally to the human heart than its opposite.*

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Nelson Mandela



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FIGHTING DISEASE, FIGHTING POVERTY, GIVING HOPE

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# Malnutrition Workshop

The first 1000 days of any child is the most crucial time for growth and development, which is fundamentally determined by their nutritional status. The dietary intake of a pregnant woman as well as the feeding choices of the child during these first 1000 days will determine whether the child grows optimally or not. If the child receives inadequate nutrition during this time or any time under the age of five, it negatively affects the child's growth and development and can result in malnutrition.

Malnutrition can be seen in both forms of either under nutrition or over nutrition. Both forms of malnutrition have harmful effects on the child's growth and development. In order to help prevent and correct malnutrition, particularly acute malnutrition, guidelines have been developed. These guidelines are called Integrated Management of Malnutrition (i.e. IMAM).

RK Khan Hospital works hard to follow the IMAM guidelines and has a dedicated multidisciplinary team who strive to implement the IMAM guidelines to ensure patients receive the correct, optimal treatment and care. Last year the team conducted a Malnutrition Workshop for all the relevant stakeholders (clinics, community, hospital and social services) to improve the awareness of malnutrition as well as to provide insight of everyone's role in its management. The workshop was held on the 25th of November 2015 at RK Khan Hospital. More than 100 people attended from surrounding clinics, facilities and the hospital itself. The workshop was directed by Dr Z. Mathenjwa and began with a welcome speech from Ms Ngidi. The key speakers involved Mrs D. Ntombela (from District Office); Dr Mathenjwa (from RK Khan Paediatrics); Mr Nysschens (from SASSA); Mrs T. Kendall (from District Nutrition); Mr R. Perumal (from Home Affairs); Mrs Grootboom (from EThekweni Municipality); Mr Skhakhane (from RK Khan Social Workers); Sr K. Sewpersad (OM of RK Khan Paediatrics) and Ms K. Nuns & B. McKenzie (from RK Khan Dietetics Department).

The malnutrition workshop was all round successful and the team would like to thank each and every staff member involved in organising and conducting this workshop.

Bronwyn McKenzie (Senior Dietitian)



Donor milk being pasteurised



Unpasteurised donated breastmilk

## RK Khan Hospital Human Milk Bank

Breastmilk is the best food for all babies for their first six months of life as it provides all the nutrients, antibodies, hormones, immune factors and antioxidants an infant needs to thrive. It is the most effective child survival strategy. Breastfed premature infants are significantly less likely to develop necrotising enterocolitis (a condition where there is tissue death in portions of the intestine) than formula fed infants.

RK Khan Hospital is a Mother and Baby Friendly Facility and is dedicated to Promoting, Protecting and Supporting Breastfeeding. We are now lucky enough to have our own Human Milk Bank. Dr Mamdoo's (neonatologist) passion for breastfeeding led her to motivate for the establishment of a Human Milk Bank. The organisation PATH sponsored the equipment necessary for the bank and conducted training for the staff. Healthy mothers with good milk supply are counselled on becoming milk donors. If she is interested she is then screened. Her milk is then pasteurized and a sample is sent to the lab to test for safety. The donated milk is stored in a freezer in M2N and prescribed to babies who need it. In the future we will hope to have donors from our community. Human Milk Banks do not promote the use of donor milk but promote breastfeeding itself.

The presence of a Human Milk Bank in many facilities has led to improvements in breastfeeding rates. Donor breastmilk is used as an emergency or temporary milk supply when the mother is too sick, absent or still building up her own supply.

We are very excited about our milk bank and appreciate the support of the hospital.

Kate Nuns  
Chief Dietician

# Sports Day!

The air was filled with excitement and laughter as eager teams of staff from various departments geared up to participate in the R K Khan Hospital Sports Day. This sports day, organized by the Sports and Wellness Committee took place on Friday 7 August on the hospital sports grounds turned out to be a huge success and will definitely be a regular event on our calendar. The sounds of vuvuzelas blowing and loud music playing added to the enthusiasm of morning. Staff dressed up in their selected team colours joined in the festivities and displayed cleverly designed banners and each team was made complete by a team mascots. A wide variety of activities and events were planned for the morning. These included the egg and spoon race, sack race, relay, shot put, tug of war, javelin and many more. The creativity amongst our staff was amusing to see, as we had teams with very catchy names! Our operating theatre team called themselves "The Smooth Operators", whilst our Pharmacy staff were befittingly called, "The Drug Lords"! Prizes were awarded to the best dressed team, the best banner and the best team spirit. The atmosphere throughout the morning was lively and the morning was thoroughly enjoyed by all. A big thank you to all our sponsors especially the Chatsworth Athletics Club who facilitated each of the races throughout the morning. The morning would not have been a success without the support and even participation of management. Thank you R K Khan family, you made us proud.



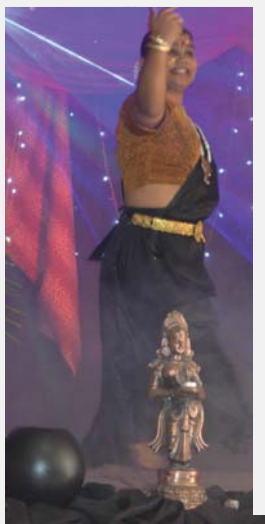
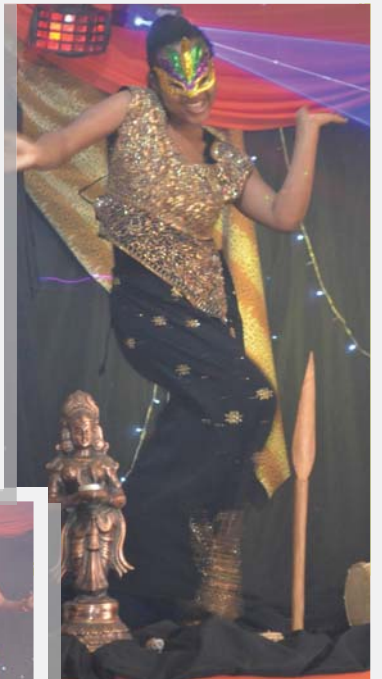
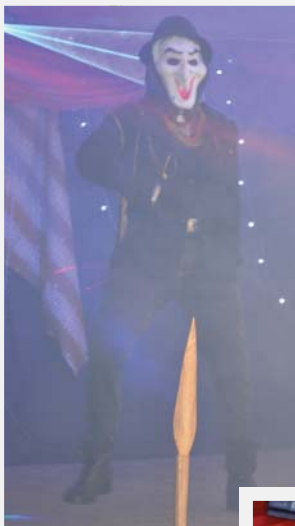
# CULTURAL CELEBRATION

A morning of entertainment of a very high standard was enjoyed by the R K Khan family at the Cultural Concert that was held in commemoration of Heritage Day. The stage was beautifully decorated mixing various colours and textures synonymous with the African and Indian cultures. The Nurses Dining hall was packed with spectators and performers who were eagerly awaiting the variety of talent that was to be show-cased on the stage, and they were not disappointed....

Our programme for the morning was jam packed with a variety of acts due to perform. These included a Michael Jackson impersonator, educational talks on the Indian's use of medicine and a talk on how courtship use to be done in the Zulu culture in the good ol' days. The numerous solo performance definitely gave even Idols contestants a run for their money! Our pharmacy staff put on a spectacular fashion show, displaying some beautiful saris and the vibrant Zulu dancing reminded all of us of our roots—in Zulu we say "ingoma ibivusa usinga!"

What would an event be at R K Khan Hospital without our ARV Clinic's show stopping performance, that left us all in awe. Oh and who will forget the dynamic Nompilo who not only wow the audience with her hip-hop dancing but also switched over and surprised us all with an Indian dance!

All in all, a fantastic morning was enjoyed by all. It highlighted to everyone present how gifted and talented the staff of R K Khan Hospital are. It was pleasing to see that all categories of staff participated in the event, including GO's This event educated us on how far we can go if we practice team work and tolerance towards each other's differences.



Exciting times are ahead for our hospital what with the completion of the much anticipated P Block project. This new, modern, state-of-the-art building promises to become the new hub of the hospital. Specialist Clinics that will be housed in P Block include, ANC, GOPD, MOPD, Speech Therapy and Audiology, ENT, Dental Clinic as well as Social Work Department.. The building is fully air-conditioned and brightly painted with ample space, making it a pleasant working environment for both staff and patients. The move into P Block has brought about many challenges for the team spearheading the transition but these have been well-handled by maintenance and systems. Social Work and GOPD have already taken occupancy of their new space and staff are pleased and excited of this much needed change, saying that "P Block is like a breath of fresh air!" This move has also resulted in the need to re-configure the old spaces that these clinics previously occupied and will certainly bring about a positive change for the rest of the hospital, especially our Casualty, OOPD and SOPD, who will soon have more space and more privacy for our patients. If you haven't already done so, I urge you to visit P Block and you will definitely be pleasantly surprised!



## Occupational Therapy gives back...

The Occupational Therapy Department of RK Khan Hospital held its annual children's Christmas party on the 20<sup>th</sup> of November 2015.

The annual occupational therapy (OT) paediatric party is held for the various children with disabilities that attend therapy throughout the year. This party is held in order to acknowledge the commitment and progress that our clients have shown, and to "give back" to the RK Khan community. Most of these children come from disadvantaged backgrounds and travel from a large catchment area to the hospital.

Along with the members of the OT Department, the Chatsworth community came together and organised a fantastic party. Some of the main sponsors included FNB, who donated the gifts; KFC - Chatsworth Centre, who donated some of the food; Pick 'n Pay Chatsworth, who donated a beautiful cake and organised for the Coo-ee promotional team to attend and entertain the children with Mr Frapples and all give out cooldrinks and party packs. Further entertainment was provided by Bobo the Clown and Santa Claus, who took time out of their day to help free of charge. Many of the staff members of RK Khan also contributed towards the party and assisted in various ways.

The event was a great success and everyone who attended enjoyed themselves immensely. The OT Department are truly grateful to everyone who contributed and assisted.





# QUALITY DAY 2016

Quality Day 2016, held on 10 February 2016 was a resounding success and was well attended. Our Public Relations Officer who was the programme director for the morning shared the theme of the day, this being, "WORKING TOGETHER". Dr Subban, our CEO followed thereafter and shared an inspirational message about working as a team and emphasized the purpose of the Quality Day celebration. Mrs F.J. Ngidi (Nurse Manager) also gave a speech on team work.

We were honoured to have our 4 judges; Mrs Ntombifuthi Ngcobo from District Office, Mrs Illiona Pillay from Mahatma Gandhi Hospital, Mrs Thembi Sibiyi from King Edward VIII hospital and Mrs Nonhlanhla Shabalala from KwaMashu CHC present at our celebration. They were given the difficult task of choosing the winner for the morning, however everyone who presented during the morning was a winner in their own right ; as it was no easy task to put together the quality of presentations that we were privileged to hear.

8 departments show cased their projects and the scores were as follows:

Quality Improvement Project	Department	Score
Improving compliance to intravenous therapy management	Medicine	95%
Initiation of Birth PCR Testing	Maternity ANC	93%
Malnutrition- reduction of under 5years mortality due to SAM	Paediatrics	89%
Reducing waiting time service time in Casualty	Casualty	83%
Improving service delivery- the ongoing provision of crutches to facilitate timeous discharge of orthopaedic patients	Physiotherapy	82%
Improving linen service delivery	Laundry	80%
Implementation of an express queue in pharmacy	Pharmacy	77%
Improving hand hygiene	Kitchen	63%



Department of Medicine celebrating 1st place



Maternity/ANC claimed a very close 2nd place position.

**Below are some of the comments on Best Practices that the judged extracted from the projects:**

- ◆ All projects were recorded as part of the Facility Project Implementation Plan; documents were well prepared and signed by the Facility CEO. The percentage awarded was 87.5%. The deficiency was due to one project that had not provided the Facility Plan in their evidence file.
- ◆ Completed detailed project proposals were available for each project, awarded 87.5%. The deficiency was due to one project that had not included their proposal in the evidence file
- ◆ All projects had portfolio of evidence in well prepared files- awarded 100%
- ◆ All projects well presented in power point -awarded 100%
- ◆ All projects were aligned to the National Core Standards, Batho Pele Principles and Patients’ Rights
- ◆ 50% of the projects had evidence of minutes to track progress of the project
- ◆ All projects had sustainability plans; however, 75% of the projects had perfect sustainability plans that endorsed SOP’s to sustain the project.
- ◆ 50% of the projects had well defined Standard Set with matching indicators formulated to track progress.

**The following awards were presented by Mrs F.J. Ngidi on behalf of Hospital and Nursing Management:**

Absentee awards

- 1<sup>st</sup> place awarded to theatre
- 2<sup>nd</sup> place awarded to Nursery and Antenatal ward

Appreciation and achievement awards

- EN N.E. Khan** - in recognition of her dedication, compassion and persistence in ensuring quality care to her patients. An exemplary worker and is an inspiration to all categories of staff.
- EN S. Saddack** - in recognition of her compassion, caring attitude and instilling confidence in sick patients and families.
- ENA F.J. Njapha** - in recognition of her dedication, hard work and commitment to her duties. Good interpersonal skills and always willing to translate.
- EN S. Pillay** - in recognition of her self-confidence, self-motivation, good leadership and professional qualities in managing patients and subordinates. She is an inspiration and role model to colleagues.



Our panel of judges



Paediatrics were awarded 3rd place

## R K KHAN HOSPITAL PROMOTES A HEALTHY LIFESTYLE

RK Khan Nursing Department have initiated a birthday club in order to boost staff morale and strengthen the working relationships that staff have amongst each other. Staff born in January and February contributed a small payment of R50 and enjoyed a delicious meal, whilst enjoying the company of fellow colleagues. It really was a cheerful occasion and more staff are encouraged to participate.



The jolly January babies



The fabulous February babies!

**Exercise Classes: Mondays and Thursdays 3 to 4pm - Nurse's Residence TV lounge**  
**Soccer: Monday to Thursday 4:30 to 6pm R.K. KHAN Soccer Field.**



**Farewell ...** We bid farewell to the following members of our RKK family. We wish them well in all their future endeavors.

VANITHA PERUMAL  
 LOGAMBAL ISMAIL  
 JANET A KIEDO  
 VINOtha SEWnARAIN  
 EMAM SAIB  
 MALA JUGDEO  
 SDV NAIDOO  
 HR JUGGERNATH  
 M.H.L WOLFAARD



NURSING ASSITANT GR3  
 PROF NURSE GR1  
 STAFF NURSE  
 PROF NURSE  
 STAFF NURSE  
 PROF NURSE  
 OPERATIONAL MANAGER  
 PROF NURSE  
 CLINICAL TECHNOLOGIST

RETIREMENT 30/06/2015  
 RETIREMENT 31/07/2015  
 RETIREMENT 31/08/2015  
 ILL HEALTH 30/10/2015  
 RETIREMENT 31/12/2015  
 ILL HEALTH 31/12/2015  
 RETIREMENT 31/01/2016  
 ILL HEALTH 29/02/2016  
 RETIREMENT 31/07/2015

Our heartfelt condolences go out to the families and colleagues who worked closely with the following late staff members:

R. SEWLAL  
 SHARMINI GOVENDER  
 CHANTAL T SAMUELS  
 B.H. MTAMBO

PHARMACIST ASSISTANT  
 STAFF NURSE  
 NURSING ASSISTANT  
 SUPPLY MANAGEMENT OFFICER

DEATH 31/07/2015  
 DEATH 28/08/2015  
 DEATH 30/09/2015  
 DEATH 14/01/2016

*With Deepest Sympathy*