



health

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

# Tongaat CHC

## UTHONGATHI MASEA UPDATE

June 2018

### TONGAAT CHC SHINES AT MASEA AWARDS...



ARCHIVE ROOM—  
BEFORE



ARCHIVE ROOM—  
AFTER

**“Success is the result of perfection, hard work, learning from failure, loyalty and persistence.” Colin Powell**

# PATIENT RECORDS MANAGEMENT

Patient admissions team with its Supervisor, Ms. N Madlala started a project in the beginning of the year to sort out their records management. Centralising the keeping of files caused a lot of challenges due to infrastructure which now meant that the admissions office did not have enough space to store patient files.

The team delegated different tasks among themselves until they reached their targets. The project started in January 2017 and ended in October 2017. On the 13th November 2017 an invite was extended to the Provincial and district records management committees as well as Department of Arts and Culture to join TCHC as they unveil the project and provide training / benchmark for other facilities

Problems identified by the team were as follows:

- ⇒ Files were filed in boxes due to filling space.
- ⇒ Increase number of lost files.
- ⇒ Increase number of duplicate files.
- ⇒ Increase number of waiting times.
- ⇒ Increase number of complaints from clinicians and patients due to lost files, duplicates and delays.
- ⇒ Staff were often sick due to congestion, cluster and work pressure.
- ⇒ Staff were demotivated which resulted to negative staff attitude.

This project was sent for the MEC's awards in the beginning of the year where we received the certificate for best implemented programme / project (Non-clinical) improvement of record management.

# MASEA IN PICTURES



From Left : Mr. T.I Ngcobo—AD: Systems, Ms. N Madlala—Systems Management Officer and Mr. N Zuma— Team leader for the project.



TCHC Team with District QA Manager—Mrs. S Ntuli

# MANAGEMENT HANDS OVER CERTIFICATE



From left : Mr. T.I Ngcobo—AD: Systems, Ms. N Madlala and Dr S Bhimsan—Facility CEO



Senior Management Team of TCHC with Ms. N Madlala



Patient admissions staff



Dr Bhimsan hands over the certificate

**Team work divides the task  
and multiplies the success**

# ACKNOWLEDGEMENTS

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