



Fighting Disease, Fighting Poverty, Giving Hope

uThongathi *Update*

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Exclusive

*Event Pics
Gallery*

*6 Questions we asked
our staff*

TCHC Quality Day

**Looking back at
2009**

**We chat to the new PHRO
MAUREEN ANIROODH**

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FRONT COVER

Ms Buhle Ntanzu (ENA) with a patient at the Chronic Shelter, taking a blood pressure reading

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CHC Manager's Message



**Mr SG Vikilahle, Tongaat
CHC Manager**

Oh! What a blessing for everyone to find ourselves in 2010, and fervently hope to experience what many have enjoyed in other countries that have hosted the Soccer World Cup event previously.

However, it is also coincident that the 2009/2010 financial year is almost gone with only a few days left. A number of challenging issues have made it remarkably tough for all e.g. expectations to provide more with less funding.

It was also quiet pleasing for everyone in the sense that we were able to continue striving for improvements in quality care. The commissioning of a five bedded overnight stay unit, as well as the achievement of the baby friendly status for the health facility were the best outcomes of our endeavors. The positive feedback that constantly flows from our satisfied clients in indicative of the tireless contribution by all staff.

Notwithstanding the challenges encountered throughout the period, everyone has steadfastly given their best and displayed their commitment achieving on our mission as health workers.

May we all look forward to the start of another period with possibly new areas of excitement.

-SG Vikilahle-

2009 Overview—What a Year!

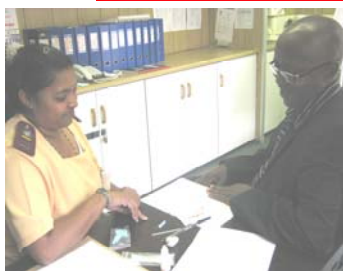
The year 2009 came and went by very quickly. At Tongaat CHC we continued to commit ourselves and worked hard with delivering quality healthcare services high on the agenda. We have laughed, shared a tear, held hands and comforted our patients and fellow colleagues. Here are some of the few things that happened in 2009...



HAST AWARENESS DAY HELD IN DECEMBER 2009



DIABETES AWARENESS & SUPPORT GROUP IN NOVEMBER 2009



NORMALISING HIV/AIDS IN THE WORKPLACE INITIATIVE



16 Days of Activism against women & children abuse

Chit Chat with Maureen—Principal H R Officer



Mrs Maureen Aniroodh, joined TCHC as Principal Human Resource Officer in October 2009

We were fortunate enough to chat with our new Principal HR Officer, Mrs Aniroodh who hails from Redfern in Phoenix came to

Tongaat CHC via cross-transfer from Prince Mshiyeni Memorial Hospital in October 2009. We had a chance to ask her a few questions to get to know her...

Public Relations Officer (PRO): Maureen, please tell us a little bit about yourself?

Maureen Aniroodh (MA): I am happily married with 3 children., I am a fun, loveable, hardworking individual who strives at always giving of my best. I am a peoples person, outspoken, friendly

and approachable. I like my work to be organized a that's when I work best.

PRO: What do you like doing if you are not at work, hobbies etc?

MA: I love spending time with my family, I like cooking, cleaning and my most favourite of all is shopping. I spend a lot of time making sure that everything is ok around the house. My kids call me a "workaholic". If I am not doing any of the above, I like to relax quiet a lot.

PRO: Why Tongaat CHC?

MA: Well, basically it is much closer to home, so traveling from where I live to Tongaat is very easy not expensive as well. I also love people, so I am sailing like a gypsy through the department of health.

PRO: The love for the work that you do, how did it all start?

MA: I have always had the passion for working in Human Resources. It all started about 8 years ago when I was offered a position in Human Resources department. Ever since then

I've been able to grow, moved forward and never looked back. I would never change my job for anything!

PRO: Your thoughts on making HR Department at TCHC more effective?

MA: Our HR Department should be user friendly and we should apply the Batho Pele Principles. We should also have frequent workshops to educate staff about changes in relevant policies and procedures, I think that will make our HR very effective and eliminate problems.

PRO: The future, what are your plans?

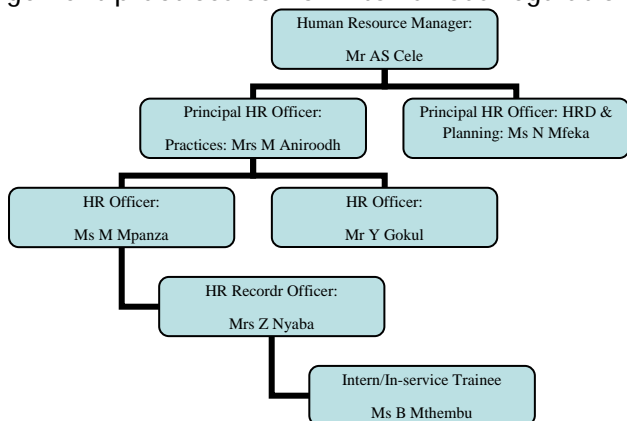
MA: I plan with the Human Resources Manager Mr Cele, to encourage and motivate staff in HR to work as a team at all the times and also to ensure that everybody (Tongaat CHC Staff) is happy with the services provided by Human Resources.

PRO: In 5 words, what does Batho Pele mean to you?

MA: People, information, consultation, access and courtesy.

The inside look at TCHC HR Department

The Human Resource function at TCHC includes a variety of activities and key among them is deciding what staffing need we have, recruiting and training the best employees, dealing with performance issues and ensuring that our personnel management practices conform to various regulations.



HR Structure at Tongaat CHC

Activities also include managing our approach to employee benefits and compensation, employee records and personnel policies.

The Human Resource Development includes a broader range of activities to develop personnel inside of institutions for example, career development, training, organization development etc. Our HR department doors are always opened for all your enquiries .



Human Resources Staff Back Row from L : Mr S Cele (H R Manager), Ms M Mpanza, Mrs Z Nyaba, Ms B Mthembu, Mr Y Gokul, Front Row from L: Ms N Mjeka and Mrs M Aniroodh

TCHC Quality Day



Sr V Rampersad, Acting Programmes Coordinator

On the 17th of March, the staff of Tongaat CHC gathered to celebrate Quality Day. We all had been looking forward to this day. The place where this event was going to be held was well

prepared. Several departments had their project displayed and others were going to do the power point presentations for their projects. This was surely a big day for TCHC.

Quality assurance plays a major role in hospitals and clinics. Quality is best described as an attempt to ensure that patients receive quality nursing care. In order for each and every hospital to ensure and improve quality, standards of quality are set and the adherence of the nursing practice to these standards is constantly monitored. "Quality is the comparison of how the level of care actually provided to the wanted level of care" said Sr V Rampersad, Acting Programmes Coordinator for Tongaat CHC.

Over the past years, quality was introduced to healthcare industry, more especially in our public hospitals. The staff in various institutions were trained in quality management. We, at Tongaat CHC are constantly trying to keep our fingers on the pulse when it comes to quality. We have been able to put a lot of methods and ideas into practice and can already see the benefits this has had in improving the quality of care we de-

liver to our patients.

The event was sponsored by a number of our external stakeholders and local businesses. They applauded Tongaat CHC for all the work that it is were doing.

Amongst the list of the people who attended this event was mainly our colleagues from other institution such as Os-

indisweni Hospital, Phoenix, Inanda "C", Inanda Newtown "A" CHC's

as well as representatives from eThekweni District Office.

At the end of the programme awards were given to the best departments that did well with their projects. The award for the best QIP (Quality Improvement Project) went to Maternity for their Breast-feeding Project, second place was PHC (Primary Health Care) for Hand Hygiene project and MOPD in the third place for their project in Waste Management. We would like to congratulate them once again and encourage them to keep up the good work.



Seen here is ANSM R Singh and Sr M Mnguni (Maternity) with the trophy for the Best QIP

Staff Matters

Staff Achievements congratulations to Sr Pam Naidoo for achieving the highest marks in Kwa-Zulu Natal province. Sr Naidoo who works at TCHC Maternity Ward embarked on a post basic course in Midwifery and Neo-natal Nursing Science and received distinctions in all her subjects. She received a special outstanding achievement award for her excellent work.



Sr Pam Naidoo receiving her special award from MEC for Health, Dr S Dhlomo

We are all so proud of her, well done Pam! Our congratulations also goes to the following staff:

- ◆ Sr N S Nyandeni—Diploma in Midwifery
- ◆ Sr PJS Ngcobo—B. Tech in Occupational Health
- ◆ Sr V Reddy—Diploma in Nursing Management
- ◆ Sr M Govender—Diploma in Nursing Management

Births babies are the most precious gift from God, a number of our staff welcomed their bundles of joy in 2009, some earlier in 2010 and we would like to congratulate them and welcome them all to motherland



- ◆ Khethiwe Ngema (EN)— baby girl
- ◆ Nonhlanhla Khambule (ENA)— baby boy
- ◆ Lindiwe Mbambo (Clinical Orderly)— baby girl
- ◆ Philo Bulose (Support Officer)— baby boy
- ◆ MN Mlipha (Social Worker)— baby girl
- ◆ Dr R Sookhayi (Medical Officer)— baby boy
- ◆ Thembelani Ndlela (Records Officer)— baby boy
- ◆ Sr P Naidoo (Maternity)— baby boy
- ◆ Sr Jessica Govender (MOPD)— baby girl

We wish them everything of the best with the new addition in their families!

Weddings and Engagements congratulations to Mr Yatish Gokul, TCHC HR Officer, who married

Nalini, his long time sweetheart, in Tongaat in February 2010, also Mr Patrick Gcaba (Stores Assistant) who tied a knot in February. Mr M Mvimbi also married the love of his life in January 2010. We wish them all much happiness in their future together.



Mr Y Gokul & wife Nalini on their wedding day

New Staff finally we would like to welcome new staff at Tongaat Community Health Centre with warm hands. It is always nice to see new faces in our institution. Our new staff are:

- ◆ Ms Zanele Mkhize—Dietician
- ◆ Dr L J Rampersad—Comm Service Doctor
- ◆ Ms Fatima Joosub—Comm Service Pharmacist
- ◆ Ms R Julius—Comm Service Nurse
- ◆ Ms RH Mseleku—Comm Service Nurse
- ◆ Ms V Muniandy—Comm Service Nurse
- ◆ Ms P Subramoney—Comm Service Nurse
- ◆ Ms V Chetty—Comm Service Nurse
- ◆ Ms Thanda Mhlongo (Admitting Office), Cross transfer from Inanda "C" CHC
- ◆ Mrs M Aniroodh (Human Resources), cross transfer from Prince Mshiyeni Memorial Hospital

We hope they will enjoy their newly found home and

Promotions we will like to wish Dr N Ramnath (Comm Service Doctor to Medical Officer) and Ms H Pillay (Comm Service Pharmacist to Pharmacist) well on their promotion.

Farewell to Mr WL Malevu (ex Fin & Systems Manager) who left the department to join Department of Justice as well as Mrs N Ncemane a.k.a. Swazi (ex Support Officer) she left KZN Health to join Ethekwini Municipality.

Retirements Mrs D R Khoza affectionately known as "Khathe" is retiring after 24 years of service, we will miss you Khathe and we wish everything of the best.

Event Pics Gallery



Xmas Party '09

Mr Malevu's (Finance & Systems Manager and Swazi's (Support Officer) Farewell



Quality Day

Hast Awareness

HR Staff Party

Editor's Back Page



Ms P Manzi, TCHC Public Relations Officer

This is my first Back Chat of 2010, so even though you are reading this in March, I hope the new year has started well for you. I have a very good feeling about this year and I do think that the World Cup is going to create such a buzz and a hype that it is going to give everyone's spirits a lift. We really need it after last year. This year started out in a very spe-

cial way for Tongaat Community Health Centre where we have welcomed a number of new staff who have joined us, I really do hope that they will enjoy their time with us. On a lighter note, a few of staff members welcomed new members in their families and we therefore would like to congratulate them. Our government is working hard to improve the lives of many people in South Africa. The Department of Health in particular, is constantly working hard in trying to fight the major diseases that are killing

our people like HIV/Aids as well as TB. Let us work together with our government by ensuring that we play our role in passing on the message and working together with our communities. Please note that you are welcome to submit stories on this Newsletter regarding any newsworthy articles from your department. I also want to wish everyone all the best for 2010.

- PN Manzi-

Back Page Fun

We asked 3 staff members questions and we only hope they are honest with their answers...! On this issue we asked staff from X-ray "THE 6 QUESTIONS"



Wendy Madondo, X-ray Support Officer

What's the first thing you do when in the morning?

Go to the bathroom and brush my teeth

What's been the most embarrassing moment of your life?

When my shoe broke on my way to work!

What's the most expensive thing you've bought?

My Prada bag

What do you dislike about yourself?

My feet....gosh, they are horrible.. :)

When was the last time you cried?

At my grans funeral, I was very close to her

What was the last lie you told?

It was when I told my mom that I am finishing work @ 4pm meanwhile I am finishing @ 12, I wanted to go shopping so desperately

Shivani Naidoo, Chief Radiographer

What's the first thing you do when in the morning?

Kiss my hubby then go to the bathroom

What's been the most embarrassing moment of your life?

When I reversed out of the crèche driveway and knocked my car's bumper out!

What's the most expensive thing you've bought?

A Taghuer watch for my hubby's birthday

What do you dislike about yourself?

I spend too much money on clothes, its something I need to stop

When was the last time you cried?

2 weeks ago, too much to do in my full life

What was the last lie you told?

I told my son on our wedding anniversary that me n his dad had a "meeting", so he had to stay at his nanny's



Pushpa Govender, Dark Room Operator

What's the first thing you do when in the morning?

I go to the bathroom

What's been the most embarrassing moment of your life?

Sometime ago when I fell flat on my face

What's the most expensive thing you've bought?

My diamond jewellery set, diamonds are girls best friends!

What do you dislike about yourself?

My frizzy hair

When was the last time you cried?

2 days ago

What was the last lie you told?

When my neighbour asked for some Gaviscon and I told her I didn't have any, she is always bothering about things...

