



UMGENI HOSPITAL NEWSLETTER

ISSUE: 1

Old Main Road, Howick
Private Bag x 23
HOWICK
Tel: 033 330 6146
Fax: 033 330 5564
Email: ayanda.mazwana@kznhealth.gov.za



Mr. N.B.A. Mngadi (Acting CEO)

As this is the first and last publication of this newsletter this year, allow me to greet you and wish you all compliments of the festive season. Welcome to the very first edition of the Umgeni Hospital's newsletter. It is a great pleasure to communicate and share with you what has been happening at Umgeni hospital in the past six months.

First of all I want to congratulate the team that has worked so hard, putting together such a wonderful newsletter. The team has managed to capture all the institutional events and activities that took place in the past recent months, to ensure that the staff efforts and achievements are acknowledged.

I also want to thank all the staff of Umgeni hospital for such a warm welcome I received when I started acting as the CEO of the hospital in March 2008.

My short stay at this institution has taught me a lot about the dynamics of managing a specialized hospital that provides all forms of therapy to mental health care users with profound to severe mental retardation, which may be associated with physical disabilities.

Umgeni Hospital is a specialized psychiatric hospital located in Howick just outside Pietermaritzburg. It has 624 authorized beds and a staff compliment of about 440, inclusive of all categories

Coming to Umgeni, you will not resist appreciating the beautiful scenery with rolling landscape and the view of the berg. As you enter the gate, you will also not help noticing the beautifully manicured grounds, giving you peace and tranquility as well as our well maintained buildings. The warm reception by our staff as well as our patience ensures that you feel at home. The staff has also shown commitment both in their hospital activities related to the service delivery and taking part in extra-mural activities like soccer and netball. We are indeed practicing healthy lifestyles.

Unfortunately, the institution has only one doctor and one pharmacist to serve the number of patients we currently have. Like all other hospitals, we have the same challenges of recruiting scarce skills.

With all the current challenges of this financial year, the delivery of health care services has been very challenging, demanding a lot of team effort, determination and commitment. Few dents and bruises have obviously been inevitable, but I believe that all shall soon be forgotten once success has been attained.

Also, as South Africa is getting closer to the fourth democratic elections next year, it is somehow expected that we join hands by working together and even harder to succeed on improving the quality of health care services in spite of all the major constraints we are faced with. Taking serious part in this year's struggle to provide optimal health care to all would then be a truthful and honest thing to do.

Lastly, I would like to wish you and your families the happy holidays and I hope that the festive season will leave you relaxed, hale and peaceful. I also hope and believe that each one of us will begin 2009 with clear personal and organizational goals which will ensure that we achieve what we planned to by the end of the financial year.

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EMPLOYEE ASSISTANT PROGRAMME

WHAT IS AN EAP?

“An organised, systematic, programme of counselling, advice and assistance, operating within organisations, funded by the employer and designed to help employees with personal and work related problems.”

The ultimate concern is with identifying, preventing and treating problems that adversely affect job performance

THE EAPA DEFINES AN EAP AS:

An Employee Assistance Programme (EAP) is a worksite based programme designed to assist: in the identification and resolution of productivity problems associated with employees impaired by personal concerns but limited to health, family, marital, financial, alcohol, drug, legal, emotional, stress, or other personal concerns which may adversely affect employee job performance.

BENEFITS OF THE EAP:

Constructive handling of JOB STRESS. Increase in motivation, productivity, performance, commitment, loyalty, concentration, and morale. Good coping skills. Decrease in absenteeism, staff turnover, medical expenses, supervisory time, conflict, negativism, and uncertainty.

KEY CONCEPTS IN EAP:

A successful EAP maintains a clear focus on the needs of the workplace, both employer and employees. The EAP is always voluntary, even when strongly recommended by management. The EAP is a neutral problem solver. The EAP simultaneously serves multiple clients, e.g. employee, manager and employer. Confidentiality is essential; proper Communication is also essential. EAP's provide services to individuals and services to the organization.

EAP REFERRAL PROCEDURE

SELF REFERRAL

Employees experiencing personal or social problems can approach the EAP practitioner directly

INFORMAL REFERRAL

When an employee experiences personal or social problems and on advice of another person i.e. supervisor, a colleague or family, etc., seeks assistance from the EAP practitioner, it is called an informal referral.

FORMAL REFERRAL

An employee may be referred to an EAP Practitioner for assessment or counselling by his/her supervisor is concerned about a decline in employee performance, attitude or behaviour.

Confidentiality is always maintained feel free to contact our EAP Practitioner

HOW TO CONTACT THE EAP

EAP Practitioners &

contact no:

033 330 6146

Miss. V. Naidoo: ext 248

Mrs. N. Buthelezi: ext 272



Miss. V. Naidoo (Employee Assistant Programme Practitioner)

GRIEVANCE PROCEDURE



ESTABLISHMENT OF THE GRIEVANCE PROCESS

DEFINING GRIEVANCE

Means a dissatisfaction regarding an official act or omission by the employer which adversely affects an employee in the employment relationship, excluding alleged unfair dismissal.

The PSCBC 14/2002, Public Service Act s 35, Public Service Commission no 46 of 1997 s 11 and the constitution s 196(4)(f)(110 Act 108 of 1996 compels the employer to adhere to the grievance procedure and this includes the impartial resolving of grievance.

Purpose and application:

To promote speedy, impartial and equitable handling of grievances.

Resolution of grievances at lowest level of the department.

How to register a grievance?

Complete the prescribed grievance form.

Attach annexure to describe the nature of the grievance and proposed solution.

Ensure that the designated employee acknowledges the grievance.

Adherence to timeframes.

The grievance must be registered with the employer within 90 days from the date on which the employee became aware of the official act or omission.

Obligation of the employer.

The department has 30 working days to resolve the grievance.

The period may only be exceeded by mutual agreement.

If the grievance is not resolved the employee may refer the dispute to the public service commission or relevant sectoral bargaining council.

Role of the union

Employees may submit grievances if unresolved to their union offices.

On receipt of the grievance their Labour Relations will refer the grievance to the relevant forum.

It is important to note that the union will require proof that the grievance was properly submitted to the designated employee.

Information submitted by:

Mr. Shakes Gwamanda
(Labour Relations Officer)

Important tips of dealing with a blind person

- ◆ ***Always announce yourself because the blind person cannot always remember your voice.***
- ◆ ***Avoid guessing games, sometimes they make them feel uncomfortable.***
- ◆ ***Tell the blind person when you leave the room otherwise he / she will continue talking assuming that you are still around.***
- ◆ ***Teasing a blind person is acceptable to a certain point.***
- ◆ ***Don't be over protective.***
- ◆ ***Don't be offended if he /she refuses to be helped.***
- ◆ ***Tell him or her if you will be touching so as to expect it.***

Occupational Therapy Newz



Helping patients to reach their highest functioning level"

Pillow making is one of the many vocational skills training projects done by patients in the Occupational Therapy (OT) Department at Umgeni Hospital.

±50 patients including men and women are involved in this project. They cut and tear up sponge to make pillows. These pillows are sold to the staff and community members. Money made from this project is paid back to the patients in the form of tickets and they use these tickets to buy basic consumables e.g. snacks in the hospital Tuck Shop.

Pillow Prizes:

- ◆ Standard Pillow: R15.00
- ◆ Continental Pillow: R30.00

"OT Department strives to help patients reach their highest functioning level and to acquire the skills and knowledge necessary to perform their daily activities".

For more information please contact: Miss N. Zwane (Chief Occupational Therapist) and Mr. S. Diedricks (Occupational Therapy Assistant).



Patients cutting the sponges after being washed & dried. Other one filling the pillow.



End product : Continental Pillows & Standard Pillows

ABET NEWZ

We thank the employees who took the initiative of studying in 2008 and wishing them all the best for their exams.

Tips: have enough time to study

relax , read the questions and understand.

Asisukume sakhe i-Ningizimu Afrika egquguzela imfundo.

Looking forward to the students who will enroll for 2009

Phansi ngesithupha!!!!!!!!!! Phezulu ngokufunda!!!!!!!!!!



Back row from Left: Mr. N.B.A. Mngadi (Acting CEO) with Students.

Unit Managers Uniform Launch

For the first time at Umgeni Hospital 12 Unit Managers were appointed.

This is an initiative of encouraging them to work hard and lead their units in a professional manner. Not forgetting that they are the role models to their subordinates. The uniform will also be uplifting them from others as leaders.

Now as Unit Managers, there is a certain level of responsibility and accountability that is expected from them.

As Managers they are tasked with the responsibility of managing their Wards in their entirety. Meaning patient care and delivery aspects rest upon their shoulders.

Mrs. A.P.V. Govindasamy: Ward D1 Unit Manager replied on behalf of Unit Managers saying "we are promising the management that we will work hard to deliver good service for our patients"

"We are promising management that we will work hard to deliver good service for our patients"

UNIT MANAGERS

- ◆ Miss. S.M. Griffiths
- ◆ Mr. M.P. Itizo
- ◆ Mrs. S. Govender
- ◆ Ms. M. Schoeman
- ◆ Mrs. A. Gunpath
- ◆ Mrs. R. Chetty
- ◆ Mrs. C. Brewer
- ◆ Mrs. N.E. Thwala
- ◆ Mr. A. Ramauthar
- ◆ Mrs. A.P.V. Govindasamy



DISPLAY OF UNIT MANAGERS UNIFORM



Know more about skin cancer

November is a Sun Smart Awareness Month according to the Health Calendar.

It is important to know about cancer because it can affect anyone.

All about cancer

Cancer is a life threatening disease that affects everyone: men & women, young, old, rich and poor. One in four South Africans will be affected by cancer in his or her lifetime.

The major cause: is the overexposure to Ultraviolet radiation during childhood and adolescence, is well known and easily avoidable. Because the sun causes most skin cancers, it has been estimated that at least 75% could be prevented by adequate skin protection in childhood alone.

Further more skin cancers are visible cancers, and can be detected early and treated before they pose a treat to life.

Cancer early warning signs

C- Change in a wart or mole

A - A sore that does not heal

U- Unusual bleeding or discharge anywhere in the body

T- Thickening or lump in the breast, neck, armpit or any where else

I- Indigestion or difficulty in swallowing

O- Ongoing hoarseness or cough

N- Notable change in bowel or bladder action

5 easy ways of protecting your self from skin cancer:

1. **Slip** on protective clothing e.g. designs that cover as much skin as possible.
2. **Slop** on Sun Protection Factor (SPF) sunscreen.
3. **Slap** on a hat which provides you with shade for your neck, head, ears and eyes.
4. **Seek** shade to any object e.g. a tree.
5. **Shade** sunglasses with frames that fit close to the face.

Skin cancers can be detected early and treated before they pose a treat to life.

Early Christmas for Umgeni Hospital Patients.

Father Christmas knocked at the door early for patients at Umgeni Hospital. Ladies from the Howick Community Church once made patients day (15.10.2008) a wonderful one. They organize such parties annually.



±150 patients attended the party. These ladies and gentlemen spent their time (almost 3hours) playing, singing and having Christian stories with our patients.

All patients received Christmas packs. To rap up the day cake was served with juice. This was such a wonderful day for our patients

On behalf of patients we really appreciated what the ladies from Howick Community Church has done. Thank you for such a well planned party for our patients.

From: Hospital Management.

Photos on page 7

Game: all patients were sitting around a table. There were gifts on the table wrapped with more than one gift wrap. Music was played as one gift was given from one patient to another . When the music stops, the one still holding the gift would have to open one wrapper. The patient would then forward the gift to the next patient. When the music plays again the gift would be rotated, when the music stops, the patient holding the gift would unwrap the remaining gift wrap. At this stage we were able to see the actual gift itself. Then the person who last opened it would win it.

That was so nice it kept the patients willing to hold the present not to forward it. But the rules were the rules

Christmas party organized by the ladies from Howick Community Church



The last patient to unwrap the present and he is showing others.



The patient holding a ball after unwrapping it.



Members of the Hospital Band after receiving their presents.



The smile on her face shows how she felt after receiving the teddy bear.



Patients who attended the Down Syndrome activity were ready to open their packs.



Occupational Therapy staff assisting the patients when they played chair game.

Down Syndrome

The 20th of October is a National Down Syndrome Day. At Umgeni Hospital as we serve patients with mental retardation some of the patients has got Down Syndrome (D S).

Down Syndrome can also be called Down's Syndrome or Trisomy 21. it is a condition of having an extra 21 chromosome.

Down Syndrome was first described in 1866. Early recognition can be done by testing amniotic fluid or AFT.

Characteristics:

A typical appearance can be seen at birth including:

- Lower than average cognitive ability ranging mild to moderate.
- Short or broad neck.
- Epicanthic skin folds on the inner corner of the eyes.
- Square ears
- Flat nasal bridge.
- Short, broad fingers with fifth finger bending inwards.
- Single fold in the centre of the palm called simian line.
- Mental retardation.
- The mouth may be small, making the tongue appear large.
- Excessive space between large toe and second toe.

Nothing either parent did, or did not do, caused Down Syndrome

Problems which often occur later in life:

- Heart defects
- Increased susceptibility to infection, especially respiratory infections.
- Motor delay e.g. slow in learning to sit, crawl and walk
- Often conductive hearing loss.

Risk factors

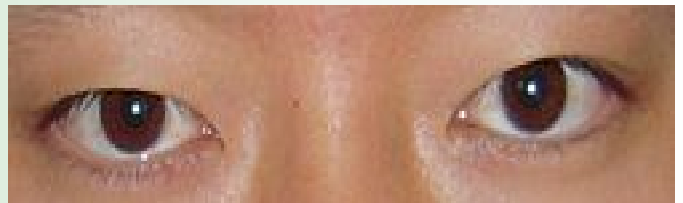
- Mother over the age of 35 when she has a child.
- Mothers who already have one child with Down Syndrome.
- Children with genetic disorders in either of the parent's family.

Treatment of Down Syndrome:

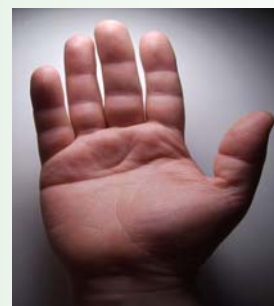
There is no cure for D S, nor can it be prevented. Scientists do not know why problems involving chromosome 21 occur.

Nothing either parent did, or did not do, caused D S.

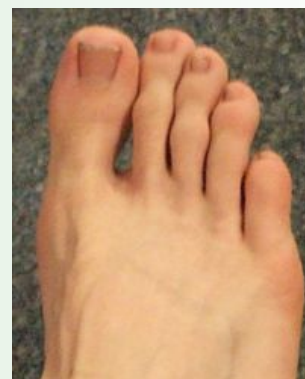
Pictures showing characteristics of D S



Epicanthic skin folds of the eyelids



Single fold in the centre of the palm (simian crease)



Space between large toe and second toe.

Hence this disorder has got no cure its better to ask your Doctor about D S using maybe the following questions:

1. What is the extent of mental retardation present?
2. How will the child life be affected?
3. What special medical precautions are necessary?
4. How can we best cope?
5. Are there local support groups?

HOME AFFAIRS WORKING FOR THE PEOPLE

HOME AFFAIRS AT UMGENI HOSPITAL

Department of Home Affairs were at Umgeni Hospital to start the process of making *Identification Documents*

(ID) for the 1st 50 patients. This wonderful work was arranged by our Principal Social Worker Mrs. N. Buthelezi.

It was one of its kind, for this Dept to visit the Hospital. Since our patients have been admitted for a long time. Most of them don't have S.A Identification Documents whereas they have a right as South African Citizens to have ID's.

So it was a dream to come true for them. No matter how old you are but identification document is very important to have.

“ Its vital to have South African Identity Document if you are a S A Citizen”

Thank you Dept of Home Affairs for working together with Department of Health to improve the standard of living for the S A Citizens.



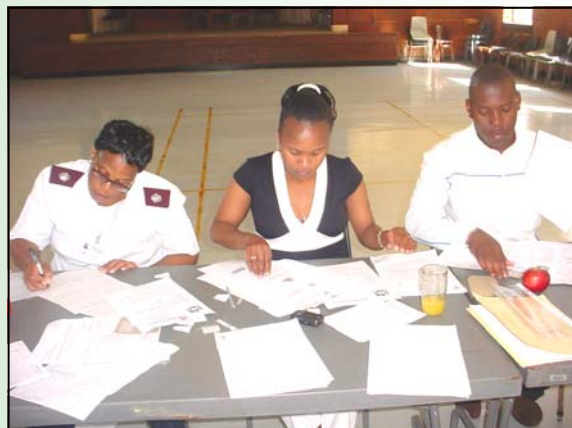
Home Affairs Truck with their staff at Umgeni Hospital ready to start working.



Mrs. N. Buthelezi giving consent for patients.



Home Affairs official taking finger prints of a patient.



From left: Mrs. L. Ngubane , Miss N. Zwane & Mr. S. Hlongwana were filling forms.

AWARDING OF CERTIFICATES

The Nursing management has decided to come up with a system of decreasing the absenteeism rate of nurses. It was also noted that we still need to improve on the quality of patient care. We were also marked as non-compliant for individual assessments.

This system was implemented in September 2008 and it will be done quarterly.

- * The best Operational Manager had received a trophy and a certificate.
- * The best Professional nurse had also received a trophy.
- * The best professional Nurse had received a trophy.
- * All runner ups for each category received the certificates.

The system has been proven to be successful because it has improved the quality of patient care but the sky is the limit.

The management of the institution thanked all the staff for the commitment that they already displayed in serving the institution.

Nursing Management working together to improve service for our patients

Umgeni Hospital Best Nurses



Miss S. Griffiths

Best Operational Manager



Mr M.E. Hlela

Best Professional Nurse



Mr W.E. Ross

Best Enrolled Nurse

RAISE MONEY WISE KIDS



1 Give them an allocation. Let them use their own money to buy the non-essentials (sweets ect) they will quickly learn to save.

2 Include them in budgeting. When they are old enough to know that money buys things, include them in your family budgeting decisions.

3 Teach them about credits Which is a valuable tool, but it has to be paid back with interest. Make them understand that credit can only be taken if its possible to pay it back.

Sports newz/EZEMIDLALO

K

ZN Health is encouraging its employees to be healthy (practicing what they preach to their clients) or living a healthy life style.

One achievement pertaining to the healthy lifestyle is of pate in sports (soccer and netball)

On the 30th of August 2008 there was a soccer and Howick Sports Field was chosen because the grounds

Umgeni Hospital were the hosts. If you are playing at ground advantage. That is the reason for the players to

Match features for the teams

- ◆ Umgeni Hospital (1) vs NtunjabiliHospital(1)
- ◆ Umgeni Hospital (1) vs Northdale Hospital (0)
- ◆ Umgeni Hospital (1) vs Townhill Hospital (0)
- ◆ Umgeni Hospital (3) vs Fortnapier Hospital (0)
- ◆ Umgeni Hospital (5) vs Church of Scotland Hospital (4) penalties **quarter finals**
- ◆ Umgeni Hospital (3) vs Greytown Hospital (0) **semifinals**
- ◆ Umgeni Hospital (2) vs Umphumulo Hospital (0) **final**

When the Umgeni Team won the finals 6 players were selected to play at the Provincial Tournament. The list of those players:

- | | |
|----------------------|---------------------|
| 1. Mr. T.B Buthelezi | 2. Mr. S.S. Ntshela |
| 3. Mr. N.S. Madondo | 4. Mr. P.M. Mntambo |
| 5. Mr. M.K. Mazeka | 6. Mr. S.S Mchunu |

Well done to the team you made the Management and staff of Umgeni Hospital proud of having such a team.

encouraging institutions to partici-

netball tournament. are in good condition.

home you have the home perform so wonderful.



Umgeni Hospital soccer team and its management



Trophies that the team won at District

NOTICES

STAFF CANTEEN THE "RENDEZVOUS"

The staff canteen will be opening on the 14th of November 2008 between 08:00 to 16:00

The opening specials will be available for the day.



There will be a set menu for each day e.g beef curry with rice and salad...

Side menu items

- ⇒ Assorted sandwiches
- ⇒ Pies
- ⇒ Mineral or diary products
- ⇒ Chicken pieces
- ⇒ Russian sausages
- ⇒ Cakes e.g. snowballs, scones etc
- ⇒ Chips, nuts & sweets

Daily specials will also be catered for e.g. tripe (usu), steamed bread (ujeqe) at competitive prices.

You are all welcome to the Rendezvous "the place where good people meet for a scrumptious meals"

For more information contact our food service section: ext 269 or 230

DEATHS

The following employees of Umgeni will be sadly missed by management and staff.

- ◆ Miss Q.P Mncwabe
- ◆ Mr D.P. Mpanza

The Lord promised to be with us through difficult moments.

May their souls rest in peace.

But as for me, I trust in you,
O LORD; I say, 'You are my God'.

My times are in your hand.

PSALM 31: 14-15

Accept God's Timing

God's timing is perfect. No matter how you may struggle as you wait on Him, you'll eventually see that He was never late in your life. He won't be early either, but give yourself to the rhythm of His timing in your life, you will realize that He is and therefore, you are always right on time.

DO NOT MISS THE NEXT ISSUE

ARTICLES WILL INCLUDE

- ⇒ Departmental resolutions for 2009.
- ⇒ Food Services Information.
- ⇒ Good way of managing your finance.
- ⇒ Newsletter Title

And many more

FROM THE EDITOR'S DESK

I am Miss. Ayanda Mazwana the Public Relations Officer (PRO), started working for Umgeni Hospital in June 2007 which was a difficult time for South African Citizens because of the National strike for Government Employees. I feel happy to publicise the first issue of Umgeni Hospital Newsletter. It will be published on quarterly basis. Hoping that the newsletter will serve its purpose of being a tool of communication for our internal and external stakeholders.



Miss. Ayanda Mazwana (PRO)

At the moment our newsletter is having a temporary name. Staff will have to suggest the name, then the name with highest number of votes will be chosen. Voting forms will be distributed to all the departments by the 17.11.2008 and the closing date for the votes is the 28.11.2008. Drop your forms at Public Relations Office or give it to your supervisor.

Your comments and contributions to improve the standard of this publication are undoubtedly going to be appreciated. I therefore hope and trust that you will find this newsletter interesting and informative. Enjoy reading

PUBLIC RELATIONS

VISION

- ◆ Portraying a true image of Umgeni Hospital.

MISSION

- ◆ To provide effective communication between management, staff and the community served by Umgeni Hospital.

OBJECTIVES

- ◆ To coordinate special events
- ◆ To control notice boards and suggestion boxes.
- ◆ To promote good relations with the media and the community.
- ◆ To advise management on strategic communication matters.

Public Relations Office is situated at administration Block next to Human Resources Department
Tel: 033 330 6146 ext 253.