

UMGENI HOSPITAL



HEALTH

KwaZulu-Natal

Private Bag X23, Howick, 3290

Tel: 033-330 6146

Fax: 033-330 5564

INSTITUTIONAL HEALTH INFORMATION BULLETIN



APRIL TO JUNE 2007



HEALTH
KwaZulu-Natal



HEALTH
KwaZulu-Natal

Compiled By: B.W. Mbatha - Facility Information Officer
e-mail: wiseman.mbatha@kznhealth.gov.za

TABLE OF CONTENTS

	PAGES
PREAMBLE	
RAW DATA (WARD STATISTICS)	
Usable Beds	1
Inpatient Days	2
Inpatient Days – ART	3
Admissions	3
Persons with Disabilities	4
Transfer In	4
Transfer Out	5
Inpatient Discharge	5
Deaths	6
RAW DATA (SERVICE STATISTICS)	
Laboratory	
Total Specimens	7
Pharmacy	
Chronic Green/Pink Cards	7
Number of Items	8
Number of Prescriptions	8
Rehabilitation	
People with Disabilities Received Orthotics & Prosthetics	9
People with Disabilities Seeking Health Care	9
INDICATORS	
Bed Occupancy Rate for Usable Beds	10
Average Length of Stay	10
Bed Turnover Rate	11
Cost per Patient Ratio	11
GENERAL STATISTICS	
Morbidity	12 - 13
Oral Health	14 - 16
Social Work Services	17
Physiotherapy	18 - 19
Dietetics	20 - 22
Clinical Psychology	23
Occupational Therapy	24
Infection Control	25
Suggestions (Complaints and Compliments)	26 - 27
Employee Assistance Programme	27
Maintenance	28
Procurement	29 - 30
Transport	31
Telephone	32
Equipment (Assets)	33
Laundry	34
Revenue	35
Finance	36 - 37
Human Resources	38 – 39
Human Resource Development	40
Conclusion	



PREAMBLE

2006/2007 financial year has come to an end; hence this is the first quarterly information bulletin in the 2007/2008 financial year. We have been anticipating some changes in terms of resource allocation like budgets, equipment and most importantly people (human resources) to keep our hospital running. Unfortunately there have been delays in the allocation of budgets and as a result most of our services have been somewhat affected but patient care has not been compromised.

Another challenge was an industrial strike action that took place from the beginning of June through to the end of the month. However, we have managed to use contingency plans to ensure that patient care is not compromised, even though there were many challenges along the way. Some people had to walk an extra mile to ensure that the impact of the strike action does not interfere with the quality of care. Our statistics will reveal that in some departments and/or sections, there have been fewer activities compared to the previous few months due to the strike action. We have nonetheless managed to collect as much data as possible to ensure that a complete report is made available since we understand the importance of information in running an institution.

As always, I would like to use this opportunity to record my appreciation to all who have supported me in ensuring that I receive all data in time, thus ensuring that collected data is as accurate, complete, consistent and reliable as possible. On the same note, I would like to encourage all data collectors to take ownership of data collection and submission because at the end of the day, this is every section's platform to showcase what they are doing on a daily basis. I am certain that data collectors are getting used to the idea of submitting data without being reminded because honestly speaking, there are many sections that submit data before or on the agreed due date.

Our major challenge at the moment is non-submission or late submission. One might argue and say late submission is better than non-submission, yes it is, but the problem arises when a person or section who always submit late believes that it does not have any effect to the Information Office. I would like to make it clear that it does have an effect in a sense that we as an information office acknowledge the fact we submit late to management almost every quarter simply because we have to wait for those who submit late. We believe strongly in quality, accuracy and punctuality because whatever we believe in and practice might affect the accuracy and correctness of the information we collect and submit. We hope all concerned will look at this as a serious challenge and work hard to ensure that it does not become a normal practice.

Once again, we would include a hierarchy of questions (Planning Tools) at the end of this document (in conclusion). We will also conclude by including a diagrammatic representation of a Planning Cycle, in order for us to achieve our goal of promoting an Information Culture.

We are certain that all our statistics are self-explanatory most of which are presented in both table and graph forms for your easy reading and interpretation and some are either in graphs or tables. We are looking forward to your input in terms of the layout and items that could be included or removed from the bulletin because it is not ours but for you the manager and collectors of data.

SPECIAL NOTES:

It should be noted that due to the mass strike action that took place in the month of June some figures might look irregular, we understand that that was an abnormal period and statistics will therefore not be normal. Some of the sections that were affected are the following:

- **Laboratory Statistics** – Total specimens taken at the hospital = 5 because there was no transport to laboratories during the strike period, drivers could not risk driving the department of health's vehicles under such circumstances.
- **Transport** – The number of trips taken were less than half the normal number of trips consequently the expenditure was about half the normal expenditure.
- **Laundry** – The total of all laundry items sent to laundry during the month of June is less than half the normal number sent e.g. an average of April and May.
- **Revenue** – Total cash Collections was also affected a great deal, also less than half the normal collections.
- **Dental/Oral Statistics** – No statistics collected in May and June.
- **Employee Assistance Programme** – No statistics collected during May and June.
- **Maintenance** – No statistics submitted for the entire quarter i.e. April – June.

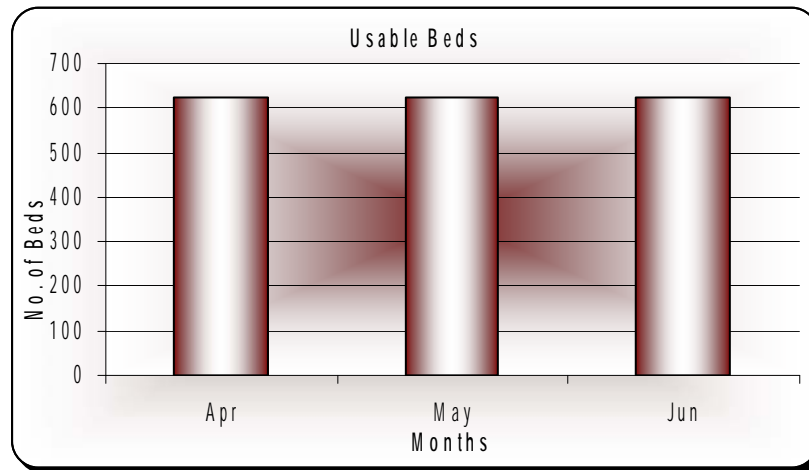
Some departments were also affected in some way but one can see that most of their activities were running normally due to an extra effort that was put by the people who were working during the strike.



RAW DATA (WARD STATISTICS)

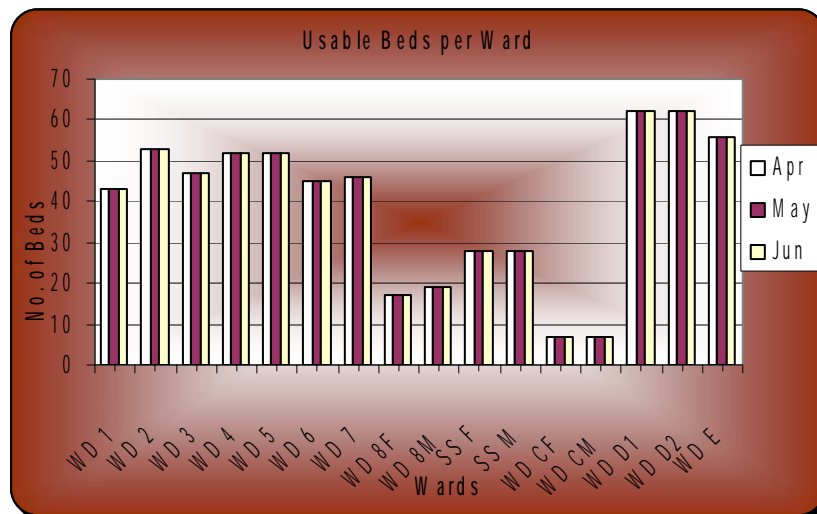
Usable Beds: The number of beds actually available for use in the ward, irrespective of whether they are used by a patient or not.

Usable beds shown in the following graph is the total number of beds that we have in the hospital, a total of all wards which is **624**. One will notice that this number is constant since beds are not frequently removed from a hospital.



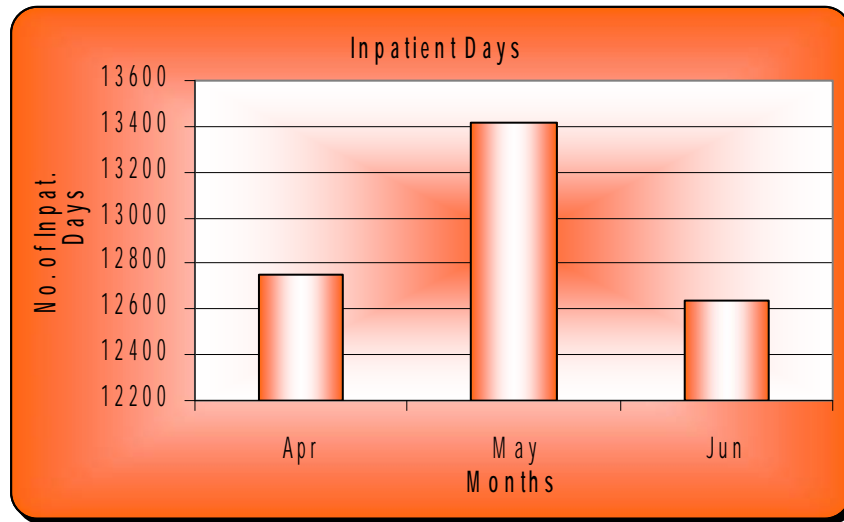
Usable beds shown in the following graph reflect the number of beds as per the ff. table:

	WD 1	WD 2	WD 3	WD 4	WD 5	WD 6	WD 7	WD 8F	WD 8M	SS F	SS M	WD CF	WD CM	WD D1	WD D2	WD E
Apr	43	53	47	52	52	45	46	17	19	28	28	7	7	62	62	56
May	43	53	47	52	52	45	46	17	19	28	28	7	7	62	62	56
Jun	43	53	47	52	52	45	46	17	19	28	28	7	7	62	62	56



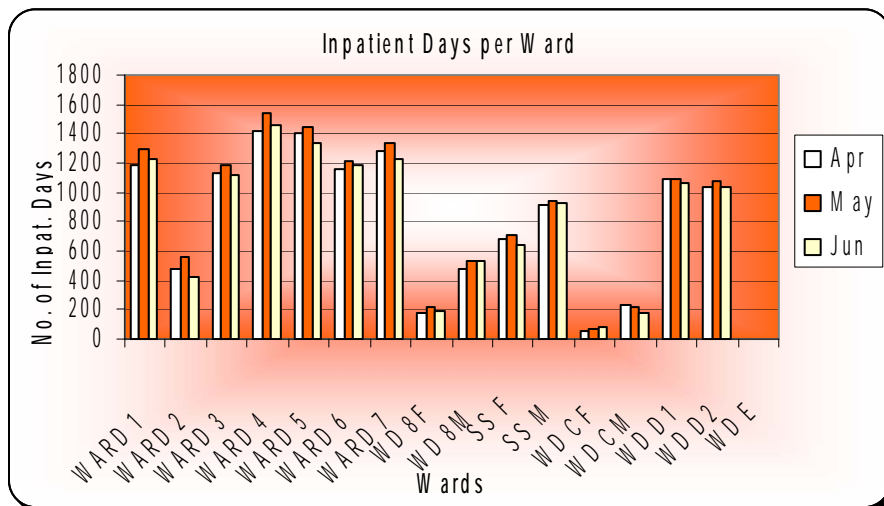
Inpatient Days: The number of patients that occupy beds and who sleep overnight in the ward, excluding those patients on pass-out or suspected of absconding.

Inpatient Days for April, May and June are **12 751, 13 414, 12 636** respectively.



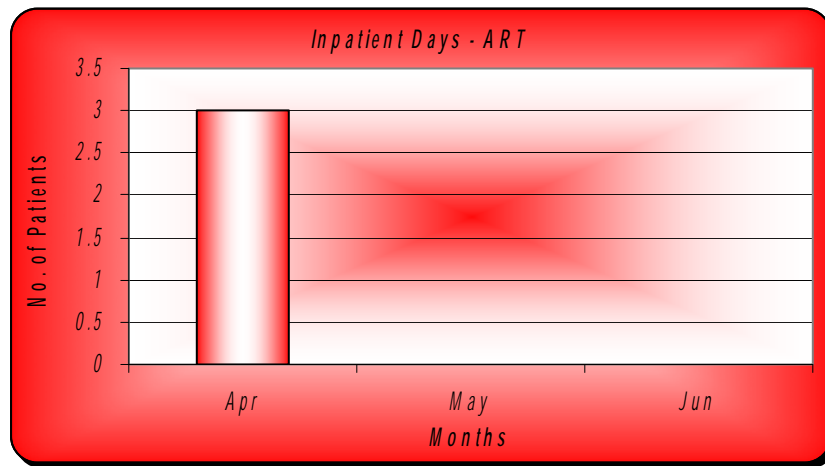
Inpatient Days per ward is shown in the following table:

	WARD 1	WARD 2	WARD 3	WARD 4	WARD 5	WARD 6	WARD 7	WD 8F	WD 8M	SS F	SS M	WD CF	WD CM	WD D1	WD D2	WD E
Apr	1193	473	1137	1425	1408	1159	1279	182	481	676	916	60	228	1094	1040	0
May	1295	553	1181	1540	1445	1209	1330	218	533	712	947	66	219	1094	1072	0
Jun	1229	426	1120	1455	1333	1190	1231	185	538	635	931	85	178	1070	1030	0



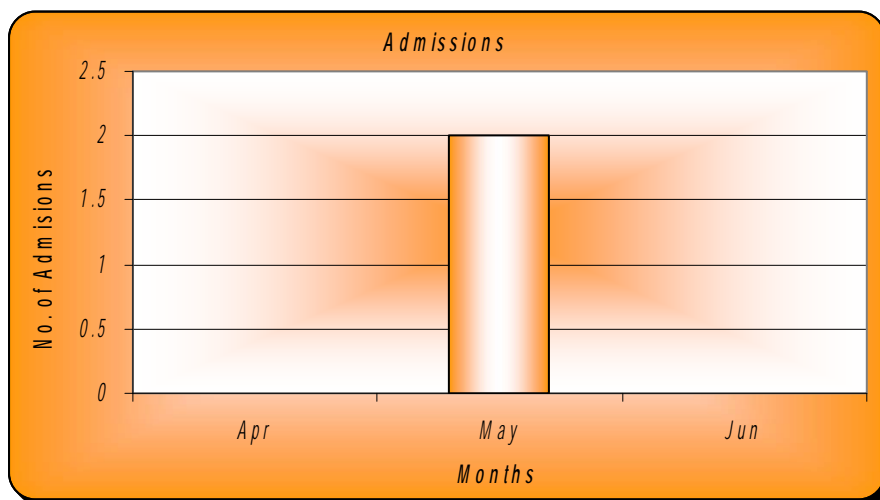
Inpatient Days- ART: The number of ART patients on treatment that stay overnight in the ward, excluding those patients on pass-out or suspected of absconding

In Ward 2, we had **3 in April (Inpatient Days- ART)** because one patient had to be on AR Treatment as a precautionary measure for infection, once exposure to blood was detected.

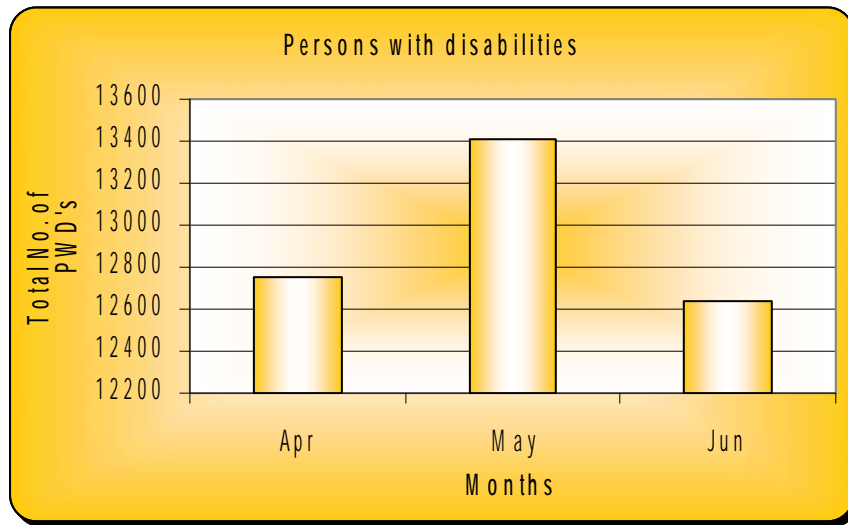


Admissions: The number of new patient Admissions to the ward during the reporting period. This does not include “Day Patients”, “Boarders” or “Transfers In” from other hospitals.

It will be noticed that we do not have many admissions; based on the following graph, we only had **2 admission in May (1 in ward 1 & 1 in ward 7)**.

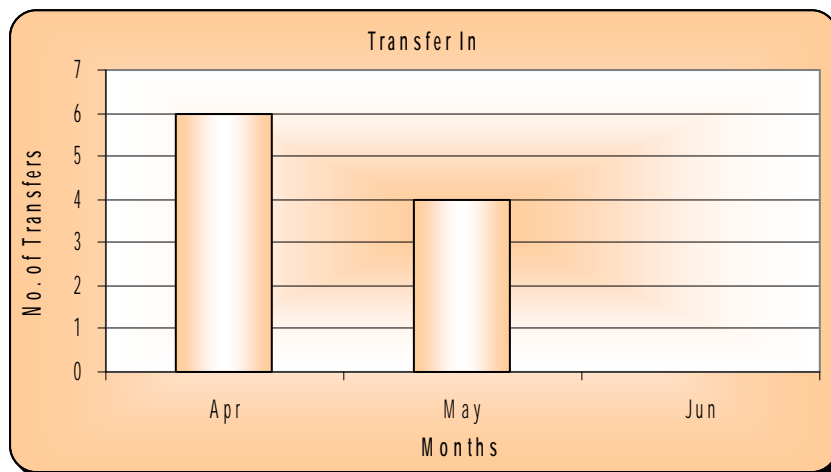


Persons with Disabilities: The number of Disabled People admitted in the ward for any health condition(s). Looking at the following graph, one will note that we have a huge number of People with Disabilities simply because all our clients/patients have some kind of disabilities which makes the number of PWD equal the number of Inpatients Days.



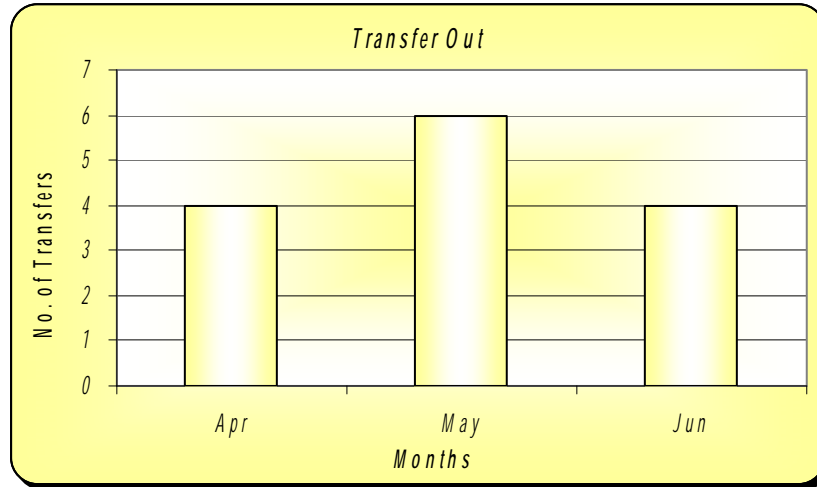
Transfer In: The number of patients transferred into the hospital from another hospital or CHC (admitted)/, during the reporting period. It excludes patients with referrals from a primary health care clinic, community health centre (not admitted) or any other primary health facility.

Transfers In: 6 in April (1 in Ward 3 & 5 in Ward C), 4 in May (1 in Ward 5, 1 in Ward 7 and 2 in Ward C), this refers to patients that were transferred out to either Northdale, Greys or Townhill for treatment who are being sent back to our hospital. There would not patients being transferred to our institutions with necessary assessment by the social worker under normal circumstances.



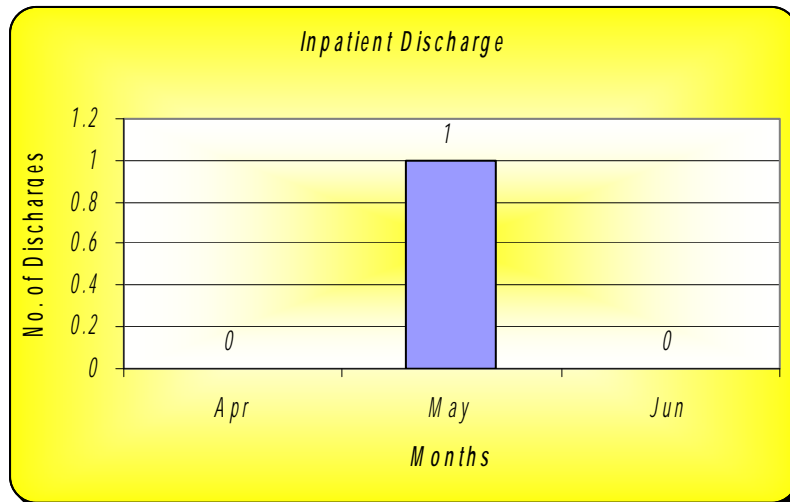
Transfer Out: The number of patients transferred to other hospitals from this hospital during the reporting period.

Transfers Out: 4 in April (1 in Ward 3, 1 in Ward 5 and 2 in Ward C), 6 in May (1 in Ward 1, 2 in Ward 7 & 3 in Ward C) & 4 in June (1 in Ward 4, & 3 in Ward C), which would mean that patients were transferred to Northdale, Greys or Townhill for treatment.



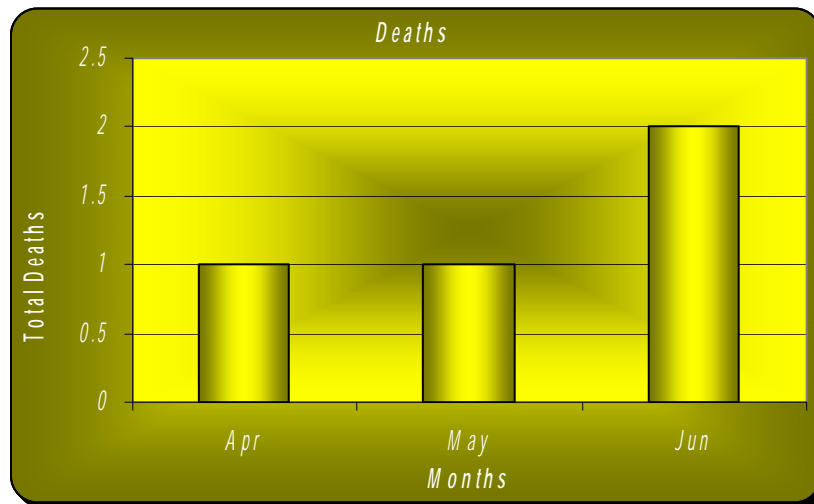
Inpatient Discharge: The number of patients discharged from the ward during the reporting period. Discharge is a process by which a patient completes a hospital stay. This excludes patients who died or were transferred to other hospitals.

Inpatient Discharge is usually *zero*; one will note that during this reporting period we had (1 discharge from ward D2 in May). The main reason for this is the fact that our hospital is a long-term psychiatric hospital meaning that patients are kept for a very long time due to the long-term nature of their mental conditions.



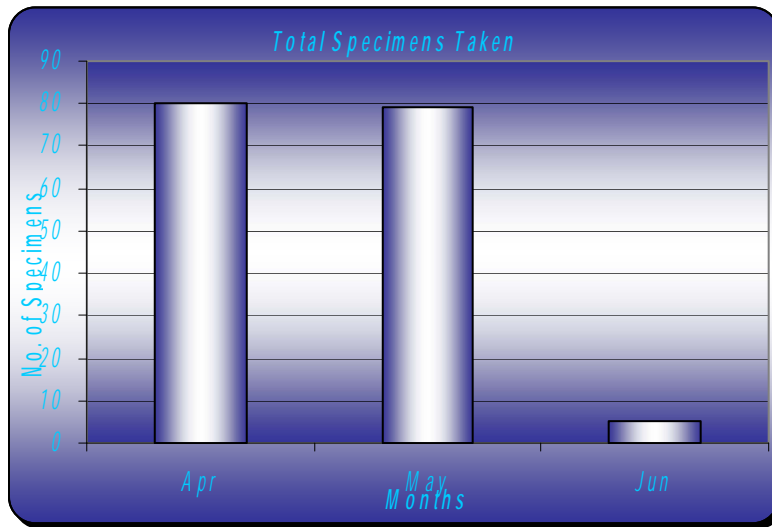
Deaths: The number of patients who died in the ward during the reporting period. This could be either inpatients or day patients. This does not include patients who died before being admitted.

Deaths: 1 in April (Ward 3), 1 in May (Saamstap) & 2 in June (1 in Saamstap and 1 in Ward C). This figure might not look like it is giving a true reflection of what is happening in the hospital, but it is, considering the above explanation of deaths. One must remember that this figure excludes all patients who died whilst on **pass-out and transfer out**; it only shows those who died in the wards and most of our patients are mentally retarded but not critically ill due to diseases.



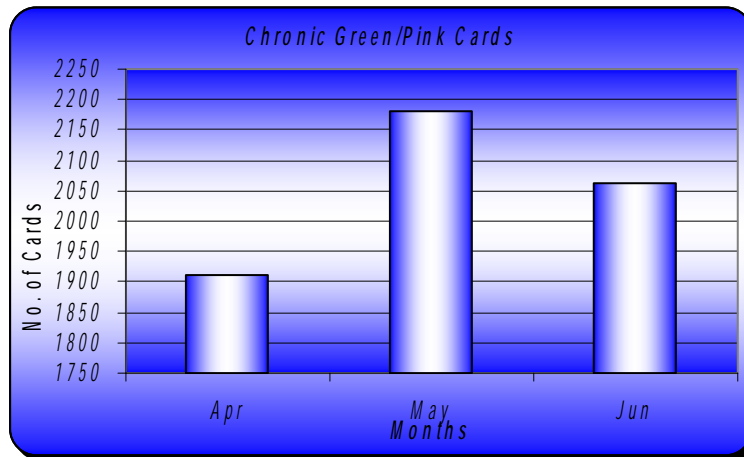
LABORATORY

Total Specimen Taken: Specimens taken at the hospital, only. By looking at the graph, one will notice a gradual increase in the number of specimens taken i.e. *80, 79 & 5 in April, May and June* respectively.

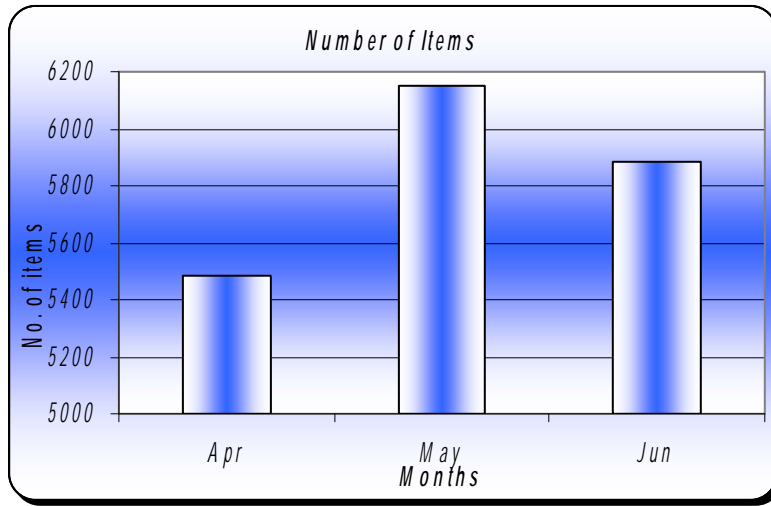


PHARMACY

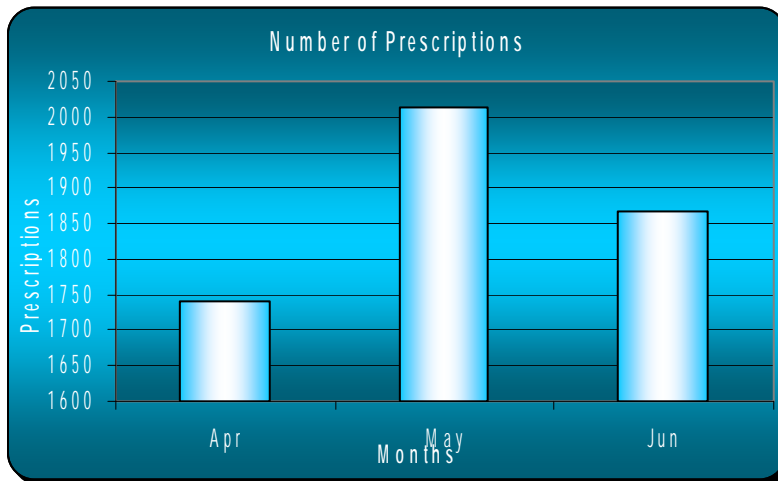
Chronic Green/Pink Cards: The number of patients that are in possession of this card who are collecting chronic medication. *1910 in April, 2181 in May & 2064 in June*, May has the most number of Chronic Green/Pink Cards.



Number of Items: Total number of items issued to patients at pharmacy. I.e. there were *5485 in April, 6150 in May & 5884 in June.*

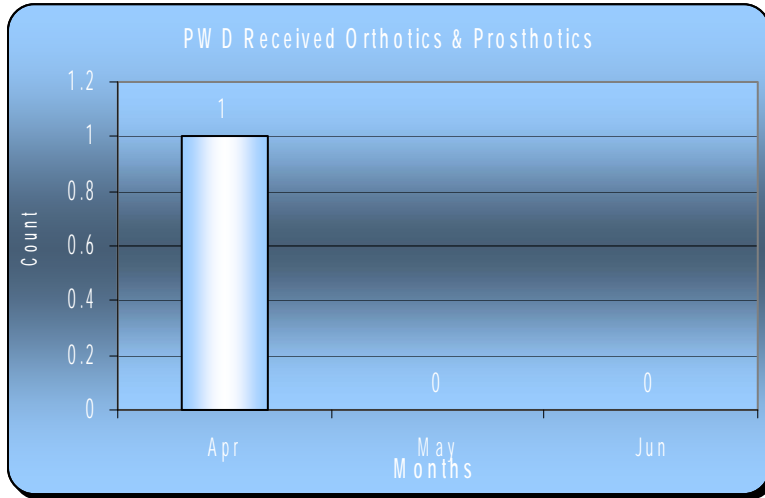


Number of Prescriptions: Total number of prescriptions received at the pharmacy including chronic cases. There were *1742 prescriptions in April, 2014 in May and 1866 in June.*

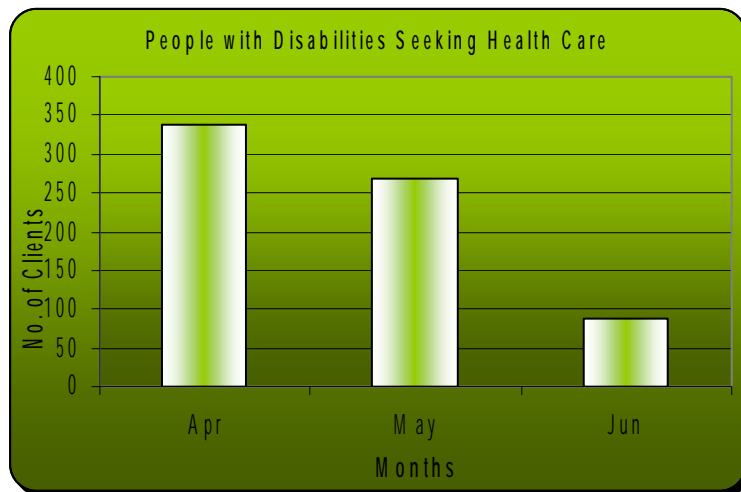


REHABILITATION

PWD received Orthotics and Prosthetics: The number of disabled people who received these devices. There was *only 1 issued in April and 0 for May and June.*



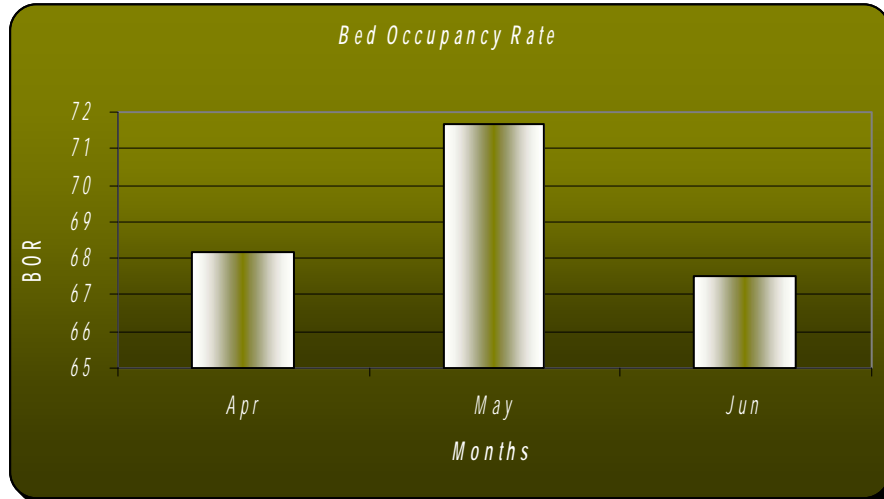
PWD Seeking Health Care: Number of disabled persons seeking health care for any condition. There were only *337 in April, 268 in May and 87 in June.*



INDICATORS

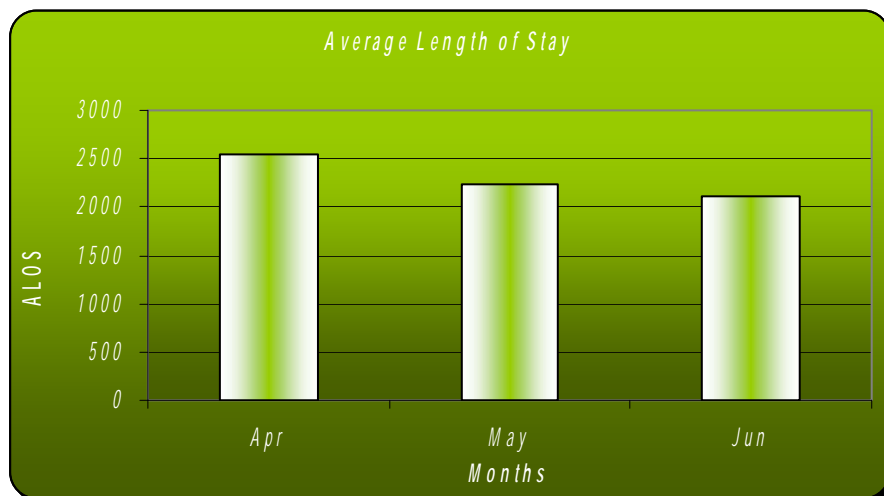
Usable Bed Occupancy Rate: The number of inpatient days during the reporting period, expressed as a percentage of the sum of the daily number of usable beds. **NB:** The calculation is an approximation, it assumes (1) a day patient occupies a bed for half a day, (2) there are always 30 days in a month. (Formula: $\frac{1}{2}$ Day patient + Inpatient Days + Transfers In / Usable Beds * 100 / Days in month).

Our calculated BOR is *68 in April, 72 in May & 68 in June.*

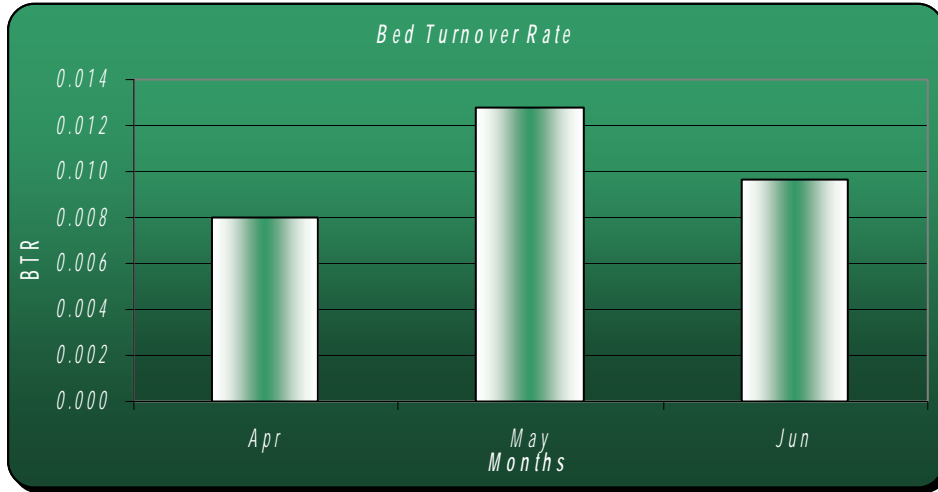


Average Length of Stay: The average number of patient days that an admitted patient spends in the hospital before Mayaration **NB:** the calculation is an approximation, it assumes (1) a day patient occupies a bed for half a day (2) it uses Inpatient days for all inpatients occupying a bed during the month for the calculation, when strictly speaking it should use inpatient days just for those inpatients discharged during the month. (Formula: $\frac{1}{2}$ Day Patients + Inpatient Days + Transfers In / Discharges + Deaths + Transfers Out).

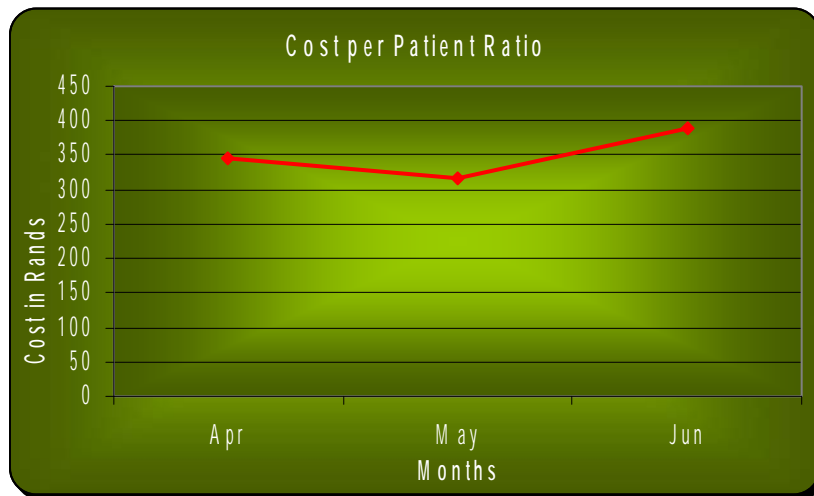
Our figures are *2551 for April, 2236 for May & 2106 for June* we acknowledge the fact that these indicators look very strange but it should be understood that our hospital is operating differently from all other hospitals in a sense that it is a long-term psychiatric hospital and should therefore not be compared to normal district hospitals.



Bed Turnover Rate: The number of patients treated per bed per month. (Formula: Discharges + Deaths + Transfers Out / Usable Beds). *0.008, 0.013 & 0.010 are the rates for April, May & June* respectively; they also look very unfamiliar, but are exactly what comes out of the formula.



Cost per Patient Ratio: Cost per patient in the Hospital (Formula: Expenditure / Patient Days). *346, 317 & 389 for April, May & June* respectively.



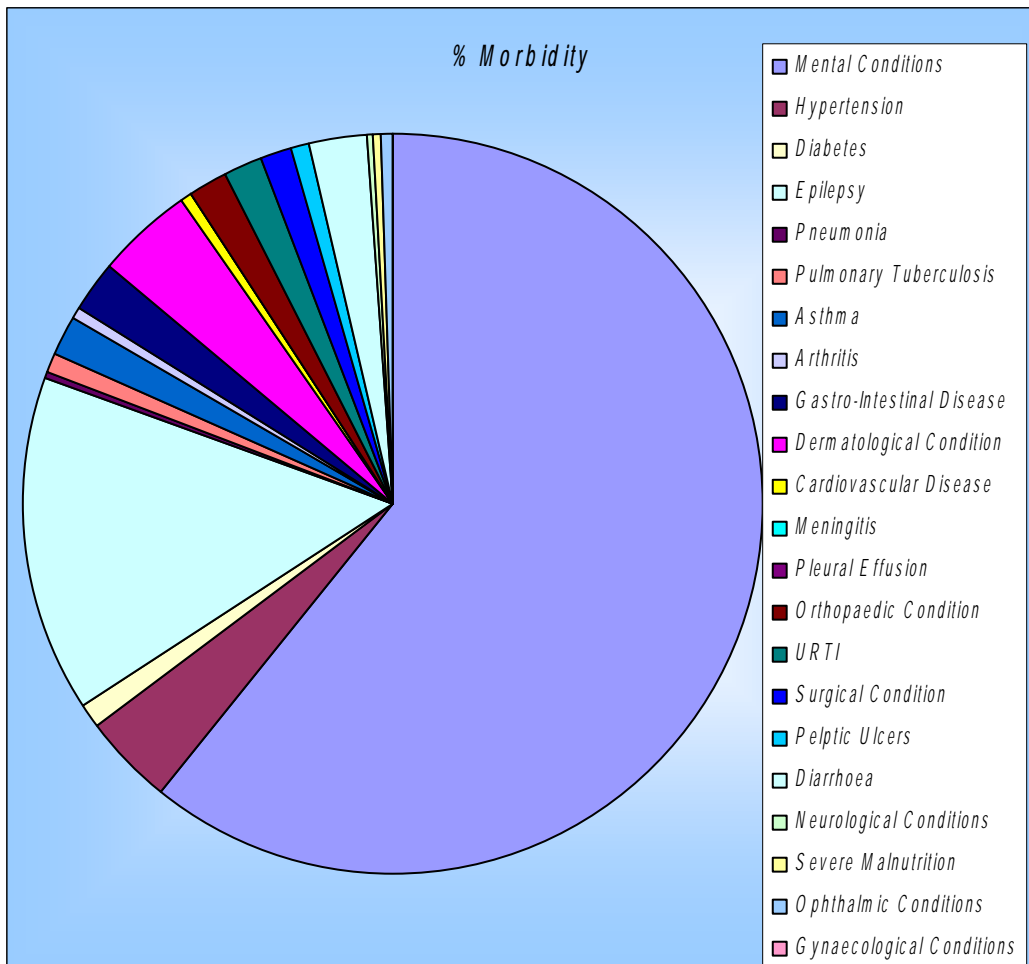
GENERAL STATISTICS

Morbidity

Morbidity	Apr	May	Jun	Avg. No. of Morbidity	Avg. No. Of Clients	% Morbidity
Mental Conditions	433	433	435	433.7	434	100
Hypertension	28	31	25	28.0	422	7
Diabetes	7	6	9	7.3	422	2
Epilepsy	108	101	100	103.0	422	24
Pneumonia	2	0	0	0.7	422	0
Pulmonary Tuberculosis	6	7	5	6.0	422	1
Asthma	13	13	11	12.3	422	3
Arthritis	3	3	4	3.3	422	1
Gastro-Intestinal Disease	16	18	12	15.3	422	4
Dermatological Condition	32	30	23	28.3	422	7
Cardiovascular Disease	5	4	4	4.3	422	1
Meningitis	0	0	0	0.0	422	0
Pleural Effusion	0	1	0	0.3	422	0
Orthopaedic Condition	13	12	11	12.0	422	3
URTI	11	8	15	11.3	422	3
Surgical Condition	10	12	8	10.0	422	2
Peptic Ulcers	5	4	7	5.3	422	1
Diarrhoea	14	9	29	17.3	422	4
Neurological Conditions	2	4	2	2.7	422	1
Severe Malnutrition	1	1	1	1.0	422	0
Ophthalmic Conditions	4	1	6	3.7	422	1
Gynaecological Conditions	0	1	0	0.3	422	0

****See Next Page for a Graph****

Morbidity - Graph

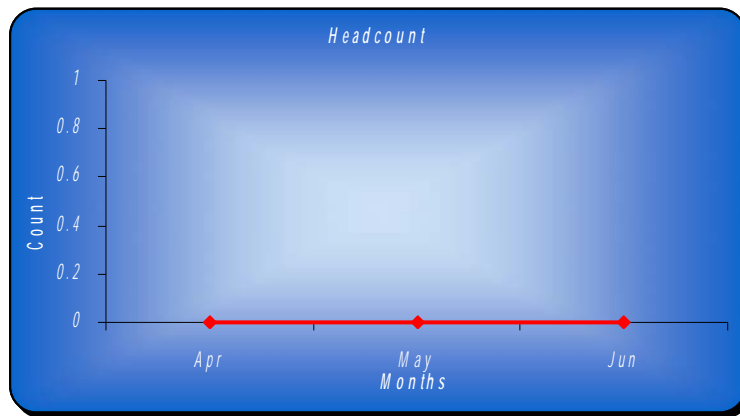


Oral Health

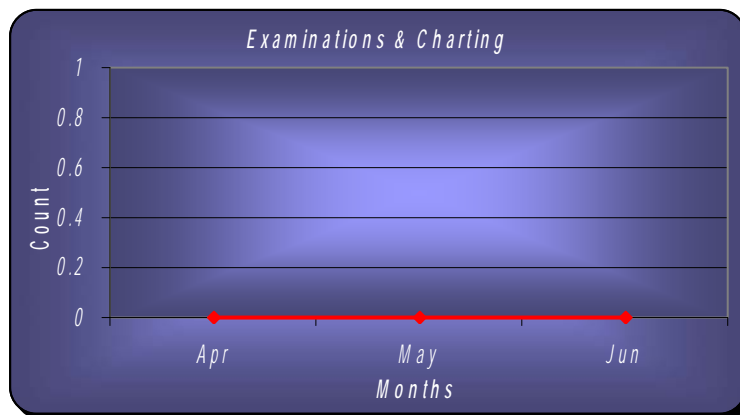
- *It must be noted that there was no dental clinic for May and June, which is the reason why we have zero on all services for these months, unfortunately statistics for April was not submitted until the bulletin was finalized.*



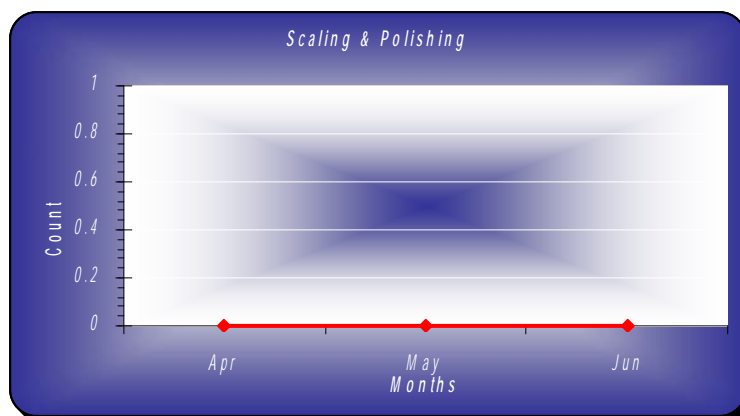
Headcount: The number of patients attending the oral/dental health clinic for curative/preventive service(s)



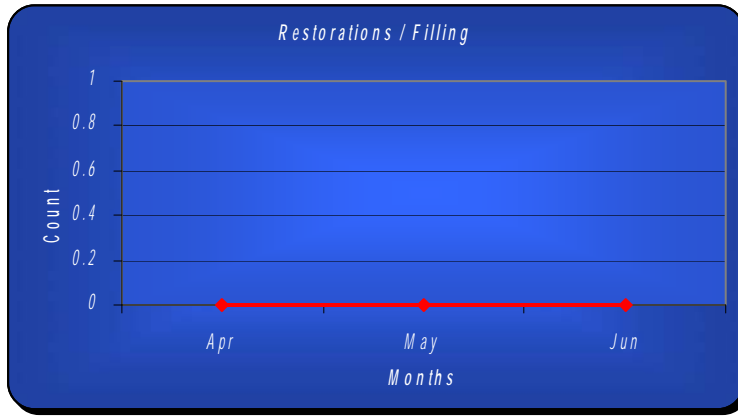
Examination and Charting: A full mouth examination and recording therefore on the patient's record card.



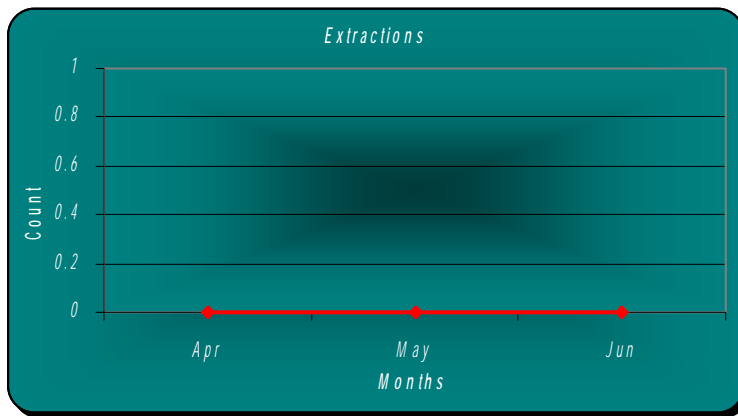
Scaling & Polishing: Removal of calculus (tartar) and plaque followed by polishing of teeth



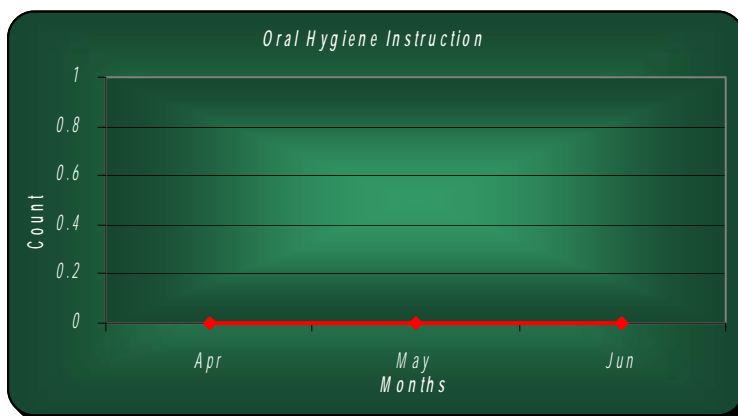
Restorations / Filling: Dental fillings which may be either amalgam (silver) or composite (tooth coloured)



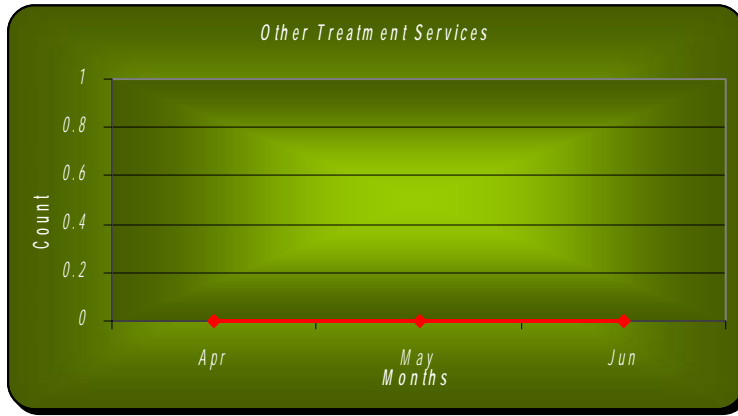
Extractions: Removal of teeth



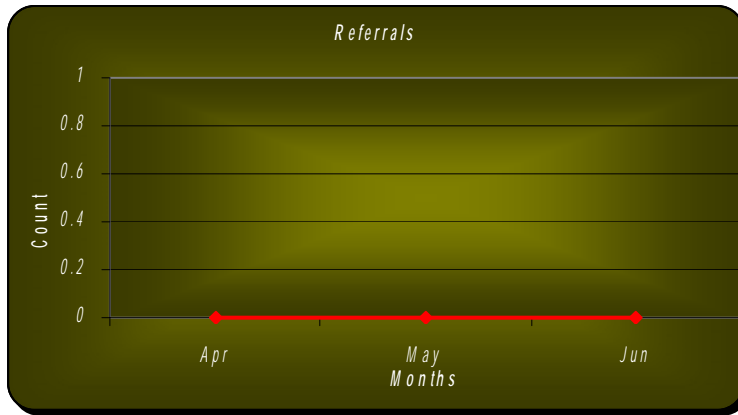
Oral Hygiene Instruction: Verbal instruction and demonstration of care for teeth and mouth to individual patient



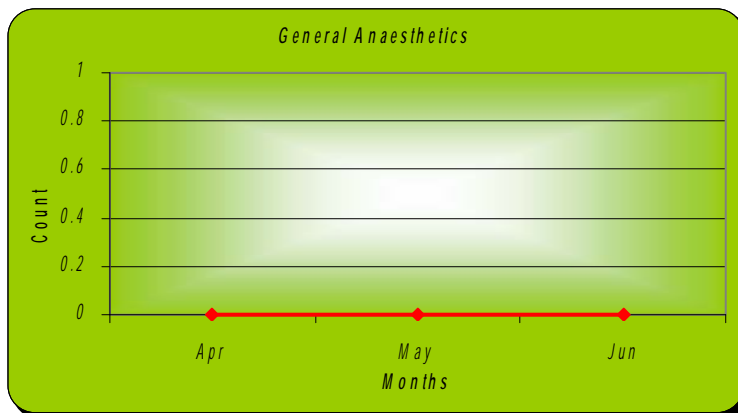
Other treatment Services: A broad range of treatments not covered by any of specified treatments, such as temporary fillings, relief of pain, prescriptions, root canal therapy, dental laboratory procedures etc.



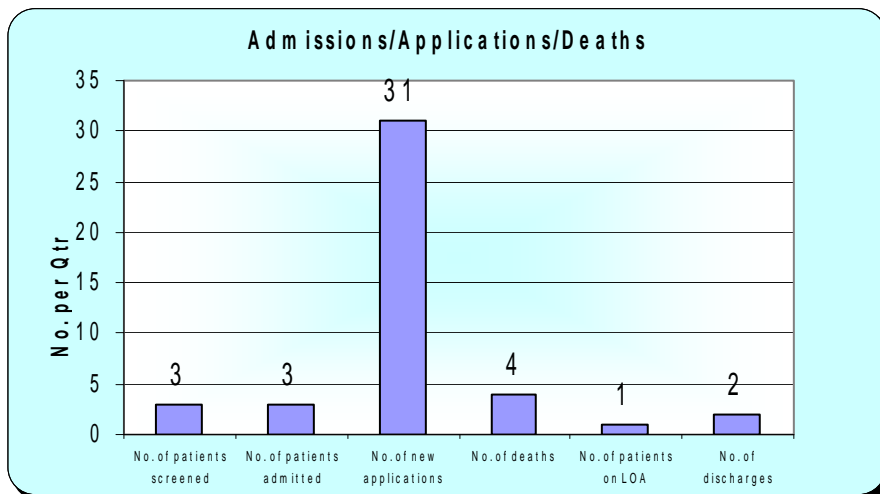
Referrals: The patient is referred by dental personnel to a secondary or tertiary level of service, e.g. broken jaw to maxillo facial services.



General Anaesthetics: The patient, usually a child, is treated under general anaesthetic. This is recorded in addition to the actual treatment done.



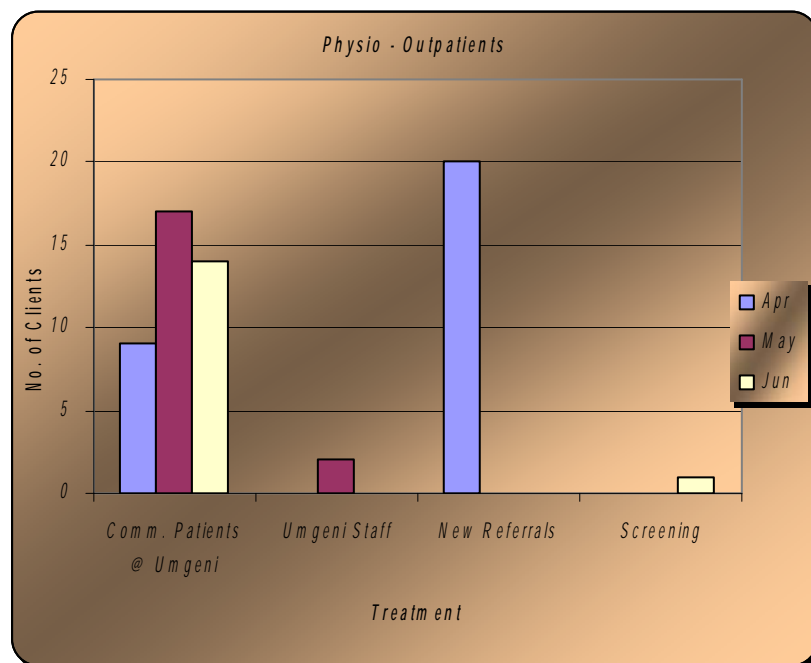
	Period			Total
	Apr	May	Jun	
Therapeutic Interventions				
Interviews with patients	7	30	12	49
Interviews with family/other	12	40	15	67
Other consultations	4	12	4	20
No. of files reviewed	3	25	3	31
Recording:				
1. Process reports	4	14	12	30
2. Psycho-social reports	1	8	2	11
3. Correspondences	5	10	3	18
Telephonic Contact				
Therapeutic	0	80	0	80
Other	0	7	0	7
Admissions/Applications/Deaths				
No. of patients screened	0	2	1	3
No. of patients admitted	0	3	0	3
No. of new applications	4	15	12	31
No. of deaths	1	0	3	4
No. of patients on LOA	0	1	0	1
No. of discharges	1	1	0	2
Facilitation of Resources				
Termination of DG/CDG	0	0	0	0
Application of ID/ Birth Certificate	0	0	0	0
Placements:				
1. Old Age	0	0	0	0
2. Half-way House	0	0	0	0



Physiotherapy

GROUP/PROGRAM	CONDITION/SPECIFICS	Apr	May	Jun	TOTAL
OUTPATIENTS					
Community Patients Treated at Umgeni	CVA	0	5	0	5
	Neuromusculoskeletal: Neck	0	2	0	2
	Shoulder	0	0	0	0
	Back	0	3	4	7
	Hip	0	0	0	0
	Other	9	7	10	26
Total		9	17	14	40
Umgeni Staff	Neuromusculoskeletal: Neck	0	1	0	1
	Shoulder	0	0	0	0
	Back	0	0	0	0
	Hip	0	0	0	0
	Other	0	1	0	1
Total		0	2	0	2
New Referrals		20	0	0	20
Screening	Various	0	0	1	1
Community Clinics: Inkanyiso	Paediatric	8	11	0	19
Ethembeni	HIV/AIDS	2	3	0	5
Mpophomeni	Various	0	0	0	0
Bruntville	Various	0	12	0	12
Mpumuza	Various	0	4	0	4
Gomane	Various	8	5	0	13
Howick	Various	1	1	0	2
Balgowan	Various	9	9	0	18
Edendate CP Clinic	Paediatric	4	0	0	4
Home Visits	Various	2	1	0	3
Total		34	46	0	101
TOTAL OUTPATIENTS		63	65	15	164

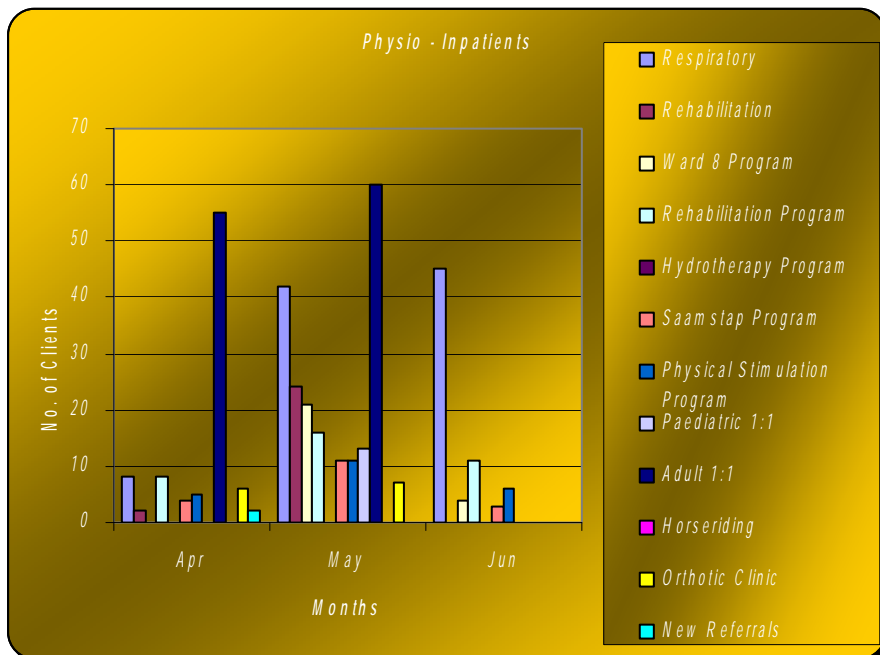
Outpatients - Graph



Physiotherapy (cont...)

INPATIENTS					
Respiratory	Pneumonia	0	0	0	0
	Bronchopneumonia	0	0	0	0
	Bronchitis	0	0	0	0
	Asthma	0	4	0	4
	C.O.P.D	5	11	12	28
	TB	0	0	0	0
	Other	3	27	33	63
TOTAL		8	42	45	95
Rehabilitation	Neuromusculoskeletal	1	12	0	13
	Orthopaedics	1	6	0	7
	Other	0	6	0	6
Totals		2	24	0	26
Ward 8 Program	Various - Paediatrics	0	21	4	25
Rehabilitation Program	Various - Adults	8	16	11	35
Hydrotherapy Program	Various - Paediatrics	0	0	0	0
Saamstap Program	Frail Geriatric	4	11	3	18
Physical Stimulation Program	Various - Adults	5	11	6	22
Paediatric 1:1	Various - Paediatrics	0	13	0	13
Adult 1:1	Various - Adults	55	60	0	115
Horseriding	Various - Paediatrics	0	0	0	0
Orthotic Clinic	Various	6	7	0	13
New Referrals	Various	2	0	0	2
		80	139	24	243
TOTAL INPATIENTS		90	205	69	364
INSERVICE	Clinics	0	0	0	0
	Umgeni Hospital	18	13	0	31
	Other	0	0	0	0
TOTAL INSERVICE		18	13	0	31
GRAND TOTAL		171	283	84	559

Inpatients - Graph



Dietetics

Patient Group	Dietetic Intervention Given	Apr	May	Jun	Total													
OUTPATIENTS	New Referrals	0	2	1	3													
	Follow-up Consultations	0	2	0	2													
	Total	0	4	1	5													
EAP	New Referrals	0	0	0	0													
	Follow-up Consultations	0	1	0	1													
INPATIENTS	Patients receiving special diets:	W1	W2	W3	W4	W5	W6	W7	W8	SS	C	D1	D2					
	High Protein, High Energy: Soft -Apr	8	4	3	2	3	5	4	5	1	3	0	0	38	0	0	38	
	May	7	4	3	2	3	5	4	5	1	2	0	0	0	36	0	36	
	Jun	10	4	3	2	3	5	4	7	1	2	0	0	0	0	41	41	
	Normal - Apr	2	0	1	0	1	2	4	6	2	0	0	1	19	0	0	19	
	May	2	0	1	0	2	2	4	6	2	0	0	1	0	20	0	20	
	Jun	0	0	2	0	2	0	3	0	2	0	0	1	0	0	10	10	
	Other: - Apr	31	14	36	36	30	37	34	21	50	6	39	34	368	0	0	368	
	May	33	15	37	48	30	37	34	23	50	6	39	35	0	387	0	387	
	Jun	31	10	35	48	42	35	37	16	50	12	36	33	0	0	385	385	
	Full: - Apr	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
	May	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Jun	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Patients receiving nutritional supplements:																	
	Promeal - Apr	8	4	5	0	5	5	8	5	2	0	0	0	42	0	0	42	
	May	8	4	5	1	5	5	8	3	2	1	0	0	0	42	0	42	
	Jun	10	2	5	1	5	5	7	3	2	4	0	0	0	0	44	44	
	Pediasure - Apr	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	May	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Jun	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Somil - Apr	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	May	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Jun	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Other: - Apr	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
	May	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Jun	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Patients receiving ARV medication:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total														467	485	484	1436	

Dietetics (Cont...)

CLINICS					
MPOPOMENI	Breastfeeding Counselling	0	0	0	0
	Growth Monitoring	0	0	0	0
	Vit A Supplementation	0	0	0	0
	Food Fortification	0	0	0	0
	Disease Specific: Diabetes	0	0	0	0
	TB & HIV	0	0	0	0
	Healthy Eating	0	0	0	0
Other: _____	0	0	0	0	
Total		0	0	0	0
ETHEMBENI	Disease Specific: Diabetes	0	0	0	0
	TB & HIV	0	0	0	0
	Healthy Eating	0	0	0	0
	Other: Onsite Visit	0	0	0	0
Total		0	0	0	0
HOWICK	Breastfeeding Counselling	0	0	0	0
	Growth Monitoring	0	0	0	0
	Vit A Supplementation	0	0	0	0
	Food Fortification	0	0	0	0
	Disease Specific: Diabetes	0	0	0	0
	TB & HIV	0	0	0	0
	Healthy Eating	0	0	0	0
Other: Onsite Visits	0	0	0	0	
Total		0	0	0	0
RED CROSS	Disease Specific: Diabetes	0	0	0	0
	TB & HIV	0	0	0	0
	Healthy Eating	0	0	0	0
	Other: _____	0	0	0	0
Total		0	0	0	0
GOMANE	Breastfeeding Counselling	0	0	0	0
	Growth Monitoring	0	0	0	0
	Vit A Supplementation	0	0	0	0
	Food Fortification	0	0	0	0
	Disease Specific: Diabetes	3	3	0	6
	TB & HIV	0	0	0	0
	Healthy Eating	0	2	0	2
Other: Onsite Visits	0	0	0	0	
Total		3	5	0	8

Dietetics (Cont...)

BRUNTVILLE CHC	Breastfeeding Counselling	0	0	0	0
	Growth Monitoring	0	0	0	0
	Vit A Supplementation	0	0	0	0
	Food Fortification	0	0	0	0
	Disease Specific: Diabetes	0	0	0	0
	TB & HIV	0	0	0	0
	Healthy Eating	0	0	0	0
	Other:Onsite Visits	0	0	0	0
Total		0	0	0	0
BALGOWAN	Breastfeeding Counselling	0	1	0	1
	Growth Monitoring	0	0	0	0
	Vit A Supplementation	0	0	0	0
	Food Fortification	0	0	0	0
	Disease Specific: Diabetes	1	0	0	1
	TB & HIV	0	2	0	2
	Healthy Eating	0	2	0	2
	Other:Hypertension	2	0	0	2
Total		3	5	0	8
MPHUMUZA	Breastfeeding Counselling	0	0	0	0
	Growth Monitoring	0	0	0	0
	Vit A Supplementation	0	0	0	0
	Food Fortification	0	0	0	0
	Disease Specific: Diabetes	1	1	0	2
	TB & HIV	0	0	0	0
	Healthy Eating	0	5	0	5
	Other:	0	0	0	0
Total		1	6	0	7
INSERVICE TRAINING	TOPIC	Apr	May	Jun	TOTAL
UMGENI		0	0	0	0
MPOPHOMENI		0	0	0	0
ETHEMBENI		0	0	0	0
HOWICK		0	0	0	0
BRUNTVILLE CHC		0	0	0	0
GOMANE		0	0	0	0
BALGOWAN		0	0	0	0
MPUMUZA		0	0	0	0
Total		0	0	0	0

Clinical Psychology

	MONTHS	Umgeni										Clinics				Townhill OPD		TOTALS
		EAP		INPATIENTS				OPD				M		F		M	F	
		M	F	M		F		M		F		A	C	A	C			
New Clients	Apr	0	0	0	0	0	0	1	0	2	0	0	0	0	0	0	0	3
	May	0	0	0	0	0	0	1	1	3	7	0	1	1	1	0	0	15
	Jun	0	0	0	0	0	0	3	1	2	0	0	0	0	0	0	0	6
Follow-up Clients	Apr	0	0	0	0	1	0	5	2	7	1	0	0	0	0	1	0	17
	May	0	0	0	1	0	0	5	2	11	2	0	0	0	0	0	0	21
	Jun	0	1	0	0	0	0	5	0	10	1	0	0	0	0	1	0	18
Total Clients	Apr	0	0	0	0	1	0	6	2	9	1	0	0	0	0	1	0	20
	May	0	0	0	1	0	0	6	3	14	9	0	1	1	1	0	0	36
	Jun	0	1	0	0	0	0	8	1	12	1	0	0	0	0	1	0	24
New Sessions	Apr	0	0	0	0	0	0	1	0	2	0	0	0	0	0	0	0	3
	May	0	0	0	0	0	0	1	4	6	12	0	1	1	1	0	0	26
	Jun	0	0	0	0	0	0	7	1	5	0	0	0	0	0	0	0	13
Follow-up Sessions	Apr	0	0	0	0	1	0	6	3	10	1	0	0	0	0	1	0	22
	May	0	0	0	2	0	0	9	3	20	2	0	0	0	0	0	0	36
	Jun	0	1	0	0	0	0	9	0	20	5	0	0	0	0	1	0	36
Total Sessions	Apr	0	0	0	0	1	0	7	3	12	1	0	0	0	0	1	0	25
	May	0	0	0	2	0	0	10	7	26	14	0	1	1	1	0	0	62
	Jun	0	1	0	0	0	0	16	1	25	5	0	0	0	0	1	0	49
Total Bookings	Apr	0	0	0	0	1	0	9	5	15	1	0	0	0	0	1	0	32
	May	0	1	0	2	0	0	13	11	35	14	0	1	1	1	0	0	79
	Jun	0	1	6	2	0	0	21	5	29	15	0	0	0	0	1	0	80
Clients: Arrived	Apr	0	0	0	0	1	0	7	3	12	1	0	0	0	0	1	0	25
	May	0	0	0	2	0	0	10	7	26	14	0	1	1	1	0	0	62
	Jun	0	1	0	0	0	0	16	1	25	5	0	0	0	0	1	0	49
Clients: Did not Arrive	Apr	0	0	0	0	0	0	2	2	3	0	0	0	0	0	0	0	7
	May	0	1	0	0	0	0	3	4	9	0	0	0	0	0	0	0	17
	Jun	0	0	6	2	0	0	5	4	4	10	0	0	0	0	0	0	31

	Apr	May	Jun	Total
INPATIENTS				
<i>Clinical Interventions (Group Activity)</i>				
No. of patients receiving Vocational Skills Training	126	128	131	385
			Total	385
<i>Cerebral Palsy</i>				
Paeds	16	12	4	32
			Total	32
<i>Wheelchair Bound Patients</i>				
1:1 Therapy	40	38	36	114
			Total	114
<i>Mental Retardation (Individual Intervention)</i>				
Higher Level	0	1	0	1
Severe	0	0	0	0
Profound Environmental Stimulation	0	0	0	0
			Total	1
School Readiness Group	22	20	20	62
Health Promotion Activities	1	0	0	1
Sporting Activities	36	42	14	92
OUTPATIENTS				
OT Service in the Community Clinics	3	18	0	21
Assist Dev	0	0	0	0
LD Scrn	0	0	0	0
Care Gvr	0	0	0	0
Patients being placed in Community Vocational Sites	0	0	0	0
Units of OT Input	0	0	0	0
Possible Discharges to Hostels and back home	0	0	0	0
Units of OT Input	0	0	0	0

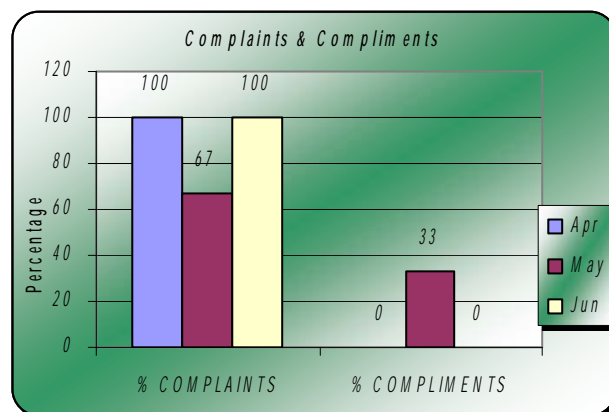
Infection Control

Month	Urine Cultures Done	Pathogens Found	Blood Cultures Done	Pathogens Found	Cerebro-Spinal Fluid Cultures Done	Pathogens Found	Stool Cultures Done	Pathogens Found
Apr	0	0	0	0	0	0	0	0
May	1	0	0	0	0	0	2	0
Jun	0	0	0	0	0	0	1	0
Total	1	0	0	0	0	0	3	0

Suggestions (Complaints and Compliments)

MONTH	DAY	WARD/ DEPARTMENT	TYPE OF COMPLAINT / COMPLIMENT	NATURE OF COMPLAINT OR COMPLIMENT	NUMBER OF COMPLAINTS	NUMBER OF COMPLIMENTS	TOTAL NUMBER RECEIVED	% COMPLAINTS	% COMPLIMENTS
Apr	14	Ward 7	Clinical	Patient's condition is not satisfactory ever since she was admitted. Parent is complaining of Poor Patient Care	1	0			
	-	-	-	-	0	0			
	-	-	-	-	0	0			
Total Apr					1	0	1	100	0
May	3	Ward 2	Clinical	Request for Transfer Documents and thanking Umgeni Hospital for good service while her daughter was admitted	1	1			
	17	D2	Clinical	The patient was not receiving proper care (not dressed properly)	1	0			
	-	-	-	-	0	0			
Total May					2	1	3	67	33
Jun	22	Saamstap	Clinical	Parent complaining of poor patient care before and after the strike. She is also complaining about the treatment which is not helping her daughter at all	1	0			
	-	-	-	-	0	0			
	-	-	-	-	0	0			
Total Jun					1	0	1	100	0
Grand Total					4	1	5	80	20

Complaints & Compliments – Graph



Employee Assistance Programme

	Period			Total
	Apr	May	Jun	
Clients Seen	0	0	0	0
No. of Sessions	0	0	0	0
No. of Referrals: Self	0	0	0	0
Informal	0	0	0	0
Formal	0	0	0	0
Gender:				
Males	0	0	0	0
Females	0	0	0	0
Race:				
African	0	0	0	0
White	0	0	0	0
Indian	0	0	0	0
Coloured	0	0	0	0

Please Note: Statistics for the months of May and June was not collected partly due disturbances during the industrial strike, statistics for April was not submitted until the bulletin was printed.

	Apr	May	Jun	Total
Mechanical				
Job Cards Received	13	12	11	36
Job Cards Completed	7	0	2	9
Job Cards Not Completed	6	12	9	27
Building				
<i>Building - Carpentry</i>				
Job Cards Received	30	36	16	82
Job Cards Completed	20	14	10	44
Job Cards Not Completed	11	21	6	38
<i>Building - Plumbing</i>				
Job Cards Received	37	37	23	97
Job Cards Completed	33	13	17	63
Job Cards Not Completed	4	24	6	34
<i>Building - Painting</i>				
Job Cards Received	11	11	11	33
Job Cards Completed	9	7	9	25
Job Cards Not Completed	4	4	2	10
<i>Building - Bricklaying</i>				
Job Cards Received	0	0	0	0
Job Cards Completed	0	0	0	0
Job Cards Not Completed	0	0	0	0
Electrical				
Job Cards Received	24	42	17	83
Job Cards Completed	16	5	10	31
Job Cards Not Completed	9	37	7	53
Electrical (Lighting)				
Job Cards Received	17	21	15	53
Job Cards Completed	14	13	0	27
Job Cards Not Completed	3	8	15	26

Procurement

Database Reg. No.	Supplier Name (Specify if Trading Name)	District Municipality	Industrial Sector	Project Description	Contract No.	Order No.	Award Value	Lowest Accepted Bid	Premium Paid (Value) (I-J)	Black Africans	
										Value	
										M	F
DBase Reg	Supplier	District	Ind Sector	Description	ZNQ	Order No.	Award Value	Lowest Acc. Bid	Premium	Afr. M	Afr. F
VUSI 508ZNT	ABANQOBI COMMUNICATIONS	UMGUNGUND LOVU	CATERING, ACCOMODATION & OTHER TRADE:GARDENS & GROUNDS	CLEANING OF GARDENS & GROUNDS	ZNQ 319/06/07	Q05860 7	37620	30000	R 7,620.00	37620	
AMAQ 302 ZNT	AMAQAWA TRADING ENT. CC	ETHEKWINI	CATERING, ACCOMODATION & OTHER TRADE: SECURITY	SECURITY OF HOSPITAL	ZNQ 277/05/06	Q05860 8	34000	34000	R 0.00	34000	
DIAL 001 ZNT	DIALBERTON BUSINESS ENT.	UMGUNGUND LOVU	CATERING, ACCOMODATION & OTHER TRADE	CLEANING OF HOSPITAL BUILDINGS		Q05861 2	26900	26900	R 0.00		26900
VUSI 508ZNT	ABANQOBI COMMUNICATIONS	UMGUNGUND LOVU	CATERING, ACCOMODATION & OTHER TRADE:GARDENS & GROUNDS	CLEANING OF GARDENS & GROUNDS	ZNQ 319/06/07	Q05860 7	37620	30000	R 7,620.00	37620	
AMAQ 302 ZNT	AMAQAWA TRADING ENT. CC	ETHEKWINI	CATERING, ACCOMODATION & OTHER TRADE: SECURITY	SECURITY OF HOSPITAL	ZNQ 277/05/06	Q05860 8	34000	34000	R 0.00	34000	
	CHUBB SECURITY	UMGUNGUND LOVU	CATERING ACCOMODATION & OTHER TRADE	RENTAL OF ALARMS		Q05860 3	1885.92		R 1,885.92		
COMP 002ZNT	COMPASS WASTE	ETHEKWINI	COMMUNITY, SOCIAL & PERSONAL SERVICES	REMOVAL OF MEDICAL WASTE		Q05862 2	16736		R 16,736.00		
DIAL 001 ZNT	DIALBERTON BUSINESS ENT.	UMGUNGUND LOVU	CATERING, ACCOMODATION & OTHER TRADE	CLEANING OF HOSPITAL BUILDINGS		Q05861 2	26900	26900	R 0.00		26900
	EXECUFLORA	ETHEKWINI		HIRE OF PLANTS		N04538 89	2185.38		R 2,185.38		
IMBA 400ZNT	IMBALI FUNERAL FURNISHERS	UMGUNGUND LOVU	COMMUNITY, SOCIAL & PERSONAL SERVICES	PAUPERS BURIAL		N04539 69	1940		R 1,940.00	1940	
LAUN 300 ZNT	LAUNDRY SUPPLY	ETHEKWINI	RETAIL MOTOR TRADE& REPAIR SERVICES	ADULT INCONTINENT DIAPERS		Q05854 9 & Q05779 9	62732	62732	R 0.00	62732	
	MID-SEL	UMGUNGUND LOVU	WHOLESALE TRADE, COMMERCIAL AGENT & ALLIED	RENTAL OF PHOTOCOPIERS		Q45399 5	1300.47	1300.47	R 0.00		
	MINOLTA	UMGUNGUND LOVU	WHOLESALE TRADE, COMMERCIAL AGENT & ALLIED	RENTAL OF PHOTOCOPIERS		Q05861 5	2096	2096	R 0.00		

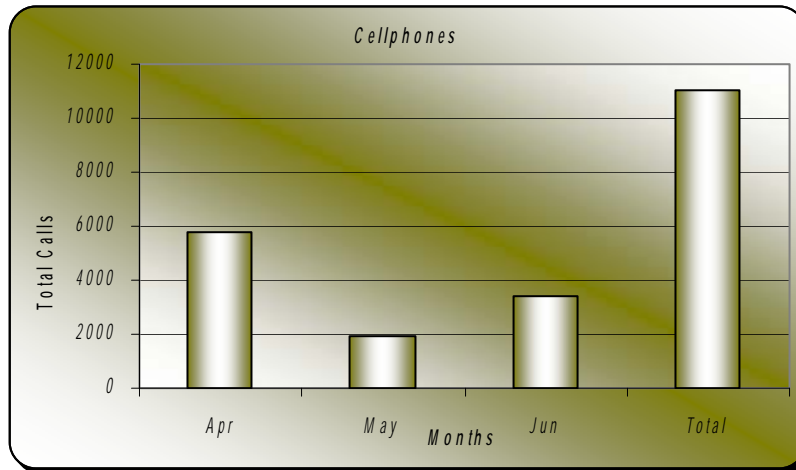
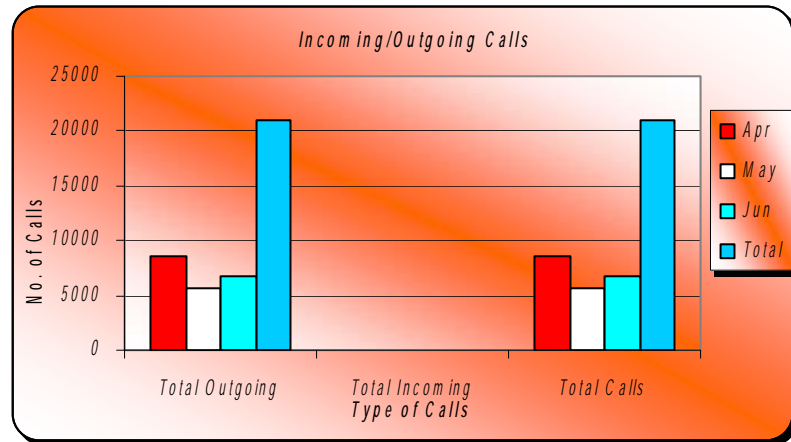
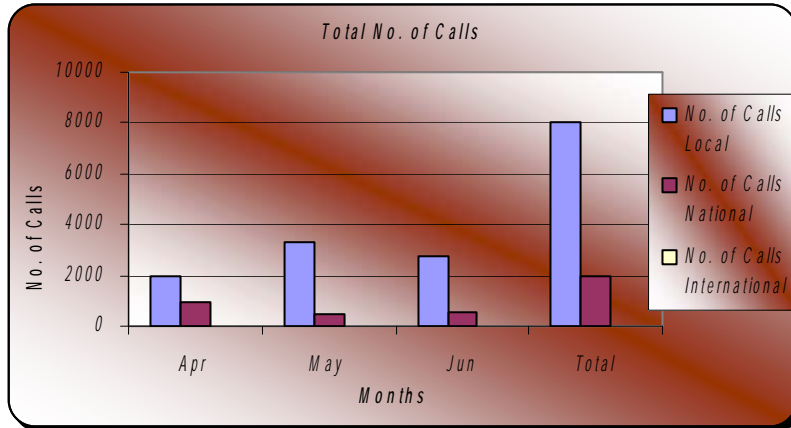
	ORION TELKOM		TRANSPORT, STORAGE & COMMUNICATION	CELLULAR MANAGEMENT		Q058601	18867.7		R 18,867.71		
MIDL100 ZNT	MIDLANDS OFFICE AUTOMATION T/A PANASONIC BUSINESS SYSTEMS	UMGUNGUND LOVU	TRANSPORT, STORAGE & COMMUNICATION	RENTAL OF SWITCHBOARD		Q058617	5087.83		R 5,087.83		
	SABC		TRANSPORT, STORAGE & COMMUNICATION	TV LICENCE		Q058614	5625		R 5,625.00		
	SODEXHO	ETHEKWINI	CATERING, ACCOMODATION & OTHER TRADE	CATERING		Q058604 & Q058605	60804.1		R 60,804.09		
	STEINER HYGIENE	UMGUNGUND LOVU	COMMUNITY, SOCIAL & PERSONAL SERVICES	RENTAL OF SHEBINS & AIR FRESHENER DISPENSERS		Q058606	3864.57		R 3,864.57		
	TETRA	UMGUNGUND LOVU	TRANSPORT, STORAGE & COMMUNICATION	RENTAL OF PAGERS		Q058616	147.48		R 147.48		
	UMNGENI MUNICIPALITY	UMGUNGUND LOVU	COMMUNITY, SOCIAL & PERSONAL SERVICES	WATER & ELECTRICITY		Q058613	54425.8		R 54,425.84		
	WASTEMAN GROUP	ETHEKWINI	COMMUNITY, SOCIAL & PERSONAL SERVICES	REMOVAL OF HOUSEHOLD WASTE		Q058609	4407.92		R 4,407.92		
	MINOLTA	UMGUNGUND LOVU	WHOLESALE TRADE, COMMERCIAL AGENT AND ALLIED	RENTAL OF PHOTOCOPIERS		Q058620	3226.38		R 3,226.38		
	SODEXHO	UMGUNGUND LOVU	CATERING, ACCOMODATION & OTHER TRADE	CATERING - FUNCTIONS		Q058611	1171.99		R 1,171.99		
	TELKOM	UMGUNGUND LOVU		TELEPHONE ACCOUNT		Q058624	10775.8		R 10,775.75		
	MINOLTA	UMGUNGUND LOVU	WHOLESALE TRADE, COMMERCIAL AGENT & ALLIED	RENTAL OF PHOTOCOPIERS		Q058625	1317.57		R 1,317.57		
VUSI 508ZNT	ABANQOBI COMMUNICATIONS	UMGUNGUND LOVU	CATERING, ACCOMODATION & OTHER TRADE: GARDENS & GROUNDS	CLEANING OF GARDENS & GROUNDS	ZNQ 319/06/07	Q058607	37620	30000	R 7,620.00		37620
AMAQ 302 ZNT	AMAQAWA TRADING ENT. CC	ETHEKWINI	CATERING, ACCOMODATION & OTHER TRADE: SECURITY	SECURITY OF HOSPITAL	ZNQ 277/05/06	Q058608	34000	34000	R 0.00		34000
DIAL 001 ZNT	DIALBERTON BUSINESS ENT.	UMGUNGUND LOVU	CATERING, ACCOMODATION & OTHER TRADE	CLEANING OF HOSPITAL BUILDINGS		Q058612	26900	26900	R 0.00		26900

Transport

Description	Period			Total
	Apr	May	Jun	
Number of Trips (Total)	224	303	46	573
<i>Patient-Related</i>	122	198	32	352
<i>Non-Patient Related</i>	102	105	14	221
Kilometres (Total)	11,924	14,781	815	27,520
<i>Patient-Related</i>	7,258	9,312	461	17,031
<i>Non-Patient Related</i>	4,666	5,469	354	10,489
Costs				
Cost of Fuel	10,779	13,351	2,275	26,405
Repairs	2,992	1,494	6,258	10,744
Oil Cost	12	16	0	28
Toll Fees	278	255	0	533
Total Costs	14,061	15,117	8,532	37,710
Vehicle Expenditure				
Veh. Reg. No.	Expenditure			
KZN 27466	626	2,735	92	3,454
KZN 27426	3,831	2,954	286	7,071
KZN 27099	1,091	905	0	1,996
KZN 27093	519	2,036	137	2,692
KZN 26863	1,383	702	262	2,348
KZN 27975	3,356	2,107	7,210	12,672
KZN 27867	507	492	335	1,334
KZN 28475	1,582	2,271	0	3,852
KZN 29209	1,166	914	211	2,291
KZN				0
KZN				0
KZN				0
KZN				0
KZN				0
Total Expenditure	14,061	15,117	8,532	37,710

Telephone

Month	Cost	Duration	No. of Calls			Total Outgoing	Total Incoming	Total Calls	Cellphones
			Local	National	International				
Apr	32,679	395:20:00	1934	936	0	8650	0	8650	5780
May	14,436	257:00:00	3336	459	0	5709	0	5709	1914
Jun	20,353	309:49:00	2741	559	0	6674	0	6674	3374
Total	67,468	962:09:00	8011	1954	0	21033	0	21033	11068



Equipment (Assets)

Month	Day	Item Description	Loss/Damage	Department
Apr	-	-	-	-
	-	-	-	-
	-	-	-	-
May	-	-	-	-
	-	-	-	-
	-	-	-	-
Jun	3	Chair Morris	Loss	Ward 6
	3	Chair Wooden	Loss	Ward 1
	3	Cupboard Small	Loss	Ward 4
	3	Cupboard Small	Loss	Ward 7
	3	Single Bowl Stand	Loss	Ward 6
	3	Stepladder 8ft.	Loss	Ward 6
	3	Table Small	Loss	Ward 7

NOTE: Lost items were only identified during a stake-take which took place in June; some of them might have been lost earlier but were not reported

Laundry

	Period			Total
	Apr	May	Jun	
Total Sent	11038	9795	4572	25405
Total Returned	10705	9783	4699	25187
Shortage	333	12	0	345
Surplus	0	0	127	127
Condemned Items	401	188	0	589

Laundry Services – Graph: Total Returned is slightly greater than Total Sent presumably because there were shortages in the past few months which were specifically items not returned. These items are returned but not the total number outstanding in one month, so there are always surpluses to make up for the shortages.



Revenue

	<i>Period</i>			<i>Total</i>
	<i>Apr</i>	<i>May</i>	<i>Jun</i>	
Items				
Patient Fees	450	3,650	110	4,210
Telephone	0	0	0	0
Photocopy/Fax	0	0	0	0
Boarding & Lodging	342	324	430	1,096
Sale (Specify):	0	0	0	0
Other (Specify):	0	0	0	0
Total Cash Collections	792	3,974	540	5,306
Revenue				
Revenue Accrued	0	6,576	0	6,576
Revenue Written Off	0	4,660	0	4,660
Payment on Revenue Accrued	450	9,100	860	10,410
Patient Categories				
H0	315	313	310	938
H1	102	102	102	306
H2	24	24	24	72
PHP	0	0	0	0
Total Patients	441	439	436	1,316

Finance

Expenditure Analysis

ORIGINAL ANNUAL BUDGET	EXPENDITURE			COMMITMENTS			YEAR TO DATE EXPENDITURE			AVAIL BUDGET - COMM Bud-Exp-Com			% YTD EXPENDITURE Exp/BudX100		
	Apr	May	Jun	Apr	May	Jun	Apr	May	Jun	Apr	May	Jun	Apr	May	Jun
37,797,000	3,073,064	2,874,154	3,489,330	0	0	0	3,073,064	5,947,218	9,436,548	34,723,936	31,849,782	28,360,452	8	16	25
7,598,000	830,631	1,027,687	1,137,539	0	0	0	830,631	1,858,318	2,995,857	6,767,369	5,739,682	4,602,143	11	24	39
0	44	713	0	0	0	0	44	757	757	-44	-757	-757	0	0	0
299,000	42,815	0	10,189	0	0	0	42,815	0	53,004	256,185	299,000	245,996	14	0	18
1,616,000	461,546	350,633	277,157	0	0	0	461,546	812,179	1,089,336	1,154,454	803,821	526,664	29	50	67
47,310,000	4,408,100	4,253,187	4,914,215	0	0	0	4,408,100	8,618,472	13,575,502	42,901,900	38,691,528	33,734,498	9	18	29

Finance (Cont...)

Budget Breakdown Per Major Items

Major Items	TOTAL BUDGET THIS YR	Period			Total This Quarter	YTD Totals
		Apr	May	Jun		
PERSONNEL						
HR Expenditure	37,797,000	3,073,064	2,874,154	3,489,330	9,436,548	9,436,548
YTD HR Expenditure		3,073,064	5,947,218	9,436,548	9,436,548	9,436,548
% YTD HR Expenditure over Total Budget		8	16	25	25	25
MAINTENANCE						
Maintenance Expenditure	1,272,000	240,854	59,036	277,154	577,044	577,044
YTD Maintenance Expenditure		240,854	299,890	577,044	577,044	577,044
% Maintenance Expenditure over Total Budget		19	24	45	45	45
CATERING						
Catering Expenditure	2,583,000	279,342	268,001	279,869	827,212	827,212
YTD Catering Expenditure		279,342	547,343	827,212	827,212	827,212
% YTD Catering Expenditure		11	21	32	32	32
PHARMACEUTICALS						
Pharmaceuticals Expenditure	638,000	0	0	194,929	194,929	194,929
YTD Pharmaceuticals Expenditure		0	0	194,929	194,929	194,929
% YTD Pharmaceuticals Expenditure		0	0	31	31	31
EQUIPMENT (CUR)						
Capital Expenditure	100,000	220,692	47,597	0	268,289	268,289
YTD Capital expenditure		220,692	268,289	268,289	268,289	268,289
% YTD Capital Expenditure		221	268	268	268	268
SKILLS DEVELOPMENT - TRAINING						
Skills Development Expenditure	76,000	0	0	0	0	0
YTD Skills Development Expenditure		0	0	0	0	0
% YTD Skills Development Expenditure		0	0	0	0	0

Human Resources

Data Element	Approved Posts			Filled Posts			Vacant Posts			Vacancy Rate		
	Apr	May	Jun	Apr	May	Jun	Apr	May	Jun	Apr	May	Jun
Medical Officers	3	3	3	1	1	1	2	2	2	67	67	67
Senior Psychiatrist	1	1	1	0	0	0	1	1	1	100	100	100
Professional Nurses	56	56	56	27	27	27	29	29	29	52	52	52
Staff Nurse	63	63	63	55	55	55	8	8	8	13	13	13
Enrolled Nursing Assistants	145	145	145	132	132	132	13	13	13	9	9	9
Physiotherapist	2	2	2	1	1	1	1	1	1	50	50	50
Occupational Therapist	2	2	2	1	1	1	1	1	1	50	50	50
Pharmacists	1	1	1	1	1	1	0	0	0	0	0	0
Artisan Superintendent	1	1	1	1	1	1	0	0	0	0	0	0
Artisan	7	7	7	4	4	4	3	3	3	43	43	43
Dietician	3	3	3	0	0	0	3	3	3	100	100	100
Social Worker	4	4	4	1	1	1	3	3	3	75	75	75
Middle Manager	8	8	8	6	6	6	2	2	2	25	25	25
Clerical & Related Personnel	70	70	70	48	47	48	22	23	22	31	33	31
General Personnel	261	261	261	149	149	148	112	112	113	43	43	43
TOTAL	627	627	627	427	426	426	200	201	201	32	32	32
Data Element	Apr		May		Jun		Total					
No. of employees absent without prior arrangement	3		3		0		6					
No. of Misconduct cases	0		0		0		0					
No. of Misconduct cases finalised	0		0		0		0					
No. of employees who left the service due to:												
Death	2		1		1		4					
Resignation	1		0		0		1					
Transfer	2		1		2		5					
Termination	0		0		0		0					
Retirement	0		0		0		0					

Human Resource (Cont...)

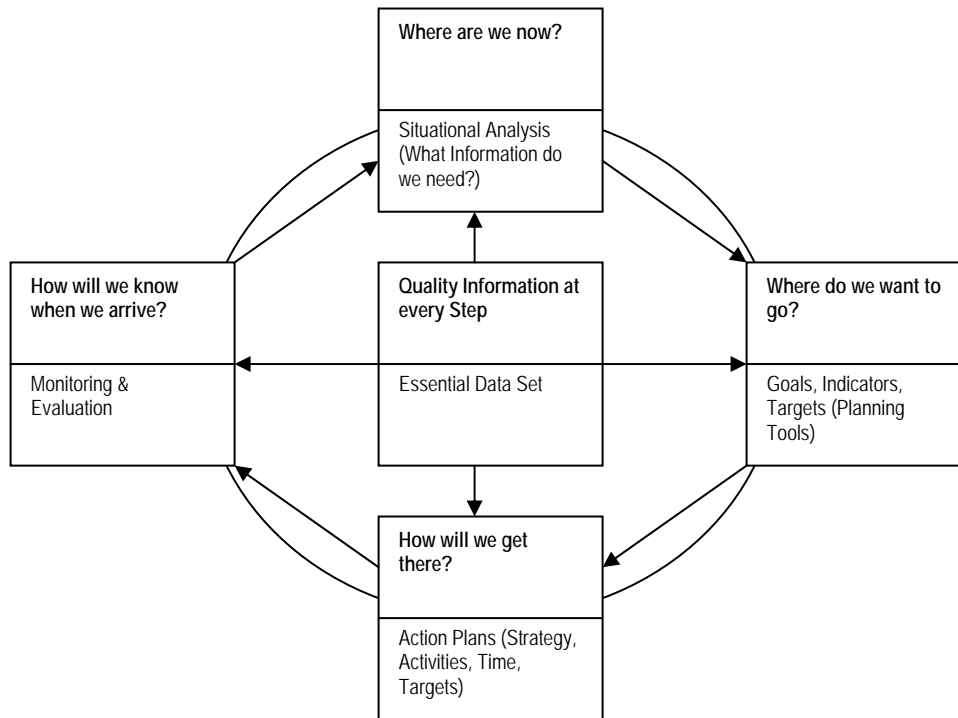
	Period			Total
	Apr	May	Jun	
Staff Movement	8	2	3	13
New Appointments	3	0	0	3
Resignations	1	0	0	1
Retirements	0	0	0	0
Boarded	0	0	0	0
Death	2	1	1	4
Transferred	2	1	2	5
Dismissed	0	0	0	0
Suspended	0	0	0	0
Absenteeism	0	0	0	0
Number of staff that have taken sick leave	0	0	0	0
Days lost due to sick leave	0	0	0	0
Number of staff injured on duty (New cases)	0	0	0	0
Days lost due to IOD	0	0	0	0
Number of staff absent with nil notification	0	0	0	0
Days lost due to nil notification	0	0	0	0
Number of staff absent due to study	0	0	0	0
Number of days lost due to study	0	0	0	0
Number of staff that have taken vacation leave	0	0	0	0
Number of days lost due to vacation leave	0	0	0	0
Number of staff Junlared AWOL	0	0	0	0
Staff on Temporary Disability Leave	0	0	0	0
Number of Staff on Maternity Leave	0	0	0	0
Maternity Leave days used	0	0	0	0
Family Responsibility Leave	0	0	0	0
Due to Sickness / Birth:				
<i>No. of Staff</i>	0	0	0	0
<i>Number of Days</i>	0	0	0	0
Due to Death	0	0	0	0
<i>No. of Staff</i>	0	0	0	0
<i>Number of Days</i>	0	0	0	0
Disciplinary Matters	0	0	0	0
New cases opened	0	0	0	0
Current cases (Pending)	0	0	0	0
Cases Closed	0	0	0	0

- Human Resource statistics have been recorded in this bulletin as received; a more accurate data collection system is being worked out to ensure high accuracy recording and reporting.

CONCLUSION

In concluding, I would like to give you an opportunity to learn from the following Planning Cycle and Planning Tools both of which could be used to enhance service delivery.

The Planning Cycle



Planning Tools (Hierarchy of Questions to Assess Progress)

