



**HEALTH**  
KwaZulu-Natal

Umphumulo Hospital

# Inkanyezi yaseMphumulo

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## Celebrating Mother's Day

**O**n the 11th May 2009

Umphumulo hospital celebrated Mother's Day. All mothers were welcomed by the HPH team with a smile and dignity when entering the hospital's gates. They were shown much appreciation since they are the mothers of the nation and were reminded how important they are to us and indeed the major role they play towards our patients.

The event was not celebrated by only the staff but together with our patients, as an encouraging and appreciating symbol and importance of mothers roles in our lives. The encouraging words that were passed to all mothers were that: "A woman has strengths that no one can comprehend, holds happiness and love in her heart, She can handle the toughest trials and carry the heaviest burdens.

She smiles when she feels like screaming, sings when she feels like crying, cries when she's happy and laughs when she's afraid. A mother's love is uncon-

ditional, as she often forgets what she is worth" but in our institution we always remind them of how important and special they are.

I would like to thank all the staff for their efforts and contributions to make this day possible.



Gifts that were given to Mothers

## CEO'S DESK



MRS T.D. CHILIZA - CEO

We are at the end of the first quarter in 2009.

The unusual business has become normal. Staff is beginning to be innovative in getting things done. There is more vibrancy at meetings as teams begin to explore alternatives to the usual way of carrying out duties. Cost effectiveness is now the order of the day. There is tremendous growth in understanding the financial dynamics. The agreement reached however has been that at no point is patient care going to be compromised. This promise has been kept thus far.

For quite some time now the institution has indicated a need to obtain more land from the church which is the previous owner of the hospital and a good neighbour. It has been pointed out that the church is willing to give us more land to be used as a playground and helipad. Staff will be excited about this as the previous ground was utilized for expansion of services. Some paper work still remains.

Lastly –one of the institution's KRA is to improve access to PHC services. The health post is now open in Maphumulo town. It is functioning very well. It has now grown

to be both a solution and a challenge. The first month on a 5 day week has seen the health post with more than a 1000 patients. This averages to 45 patients a day. Observations are it is set to grow. There is excitement about this move. The results have been achieved as there is a steady decline of OPD patients. Budget and staff issues are now beginning to crawl in. This is noted and will be assessed on a continuous basis.

There will be joy and sadness in 2009 as in all other years but the institution will continue to render a service that will satisfy the needs of the community it serves. If there are gaps the community is encouraged to voice their concerns so that these may be addressed.

It is time for us to stand and cheer for the doer - the one who recognizes the challenges and does something about it" Vince Lombard"



## FROM THE EDITOR

**W**hen I wake up every morning I say, thank you God for giving me this wonderful opportunity to be counted amongst those who are blessed and lucky to be alive.

On that note I would like all of us to remember that God loves us all equally.

I would like to warmly welcome all of you again. This is another issue of my publication .

This department is growing from strength to strength and this is through our staff and management .I say this because the number of patients' complaints has drastically decreased. I would like to thank you all, this is an achievement, keep up the good spirit!

Amongst the challenges we are facing as workers, God has blessed us again with dedicated employees from different components that are excelling when it comes to enhancing service delivery, they do not compromise when it comes to patients care.

Again I am grateful to be joined by a young and enthusiastic lady in the component, however she will tell us more about herself below.



Ms: Lungile Ntenga - Public Relations Officer

**I** greet you all! My name is Mbali Ngcobo, I am a student at Durban Computer College, doing my third year in Public Relations. It is a great opportunity to do an in-service training at Umphumulo Hospital and I know many people are still asking themselves what exactly am I doing here. well I am here to gain experience in the field of Public Relations and to see how it is like to work as a PRO.

Firstly I would like to say I appreciate and thank the way I was welcomed here at Umphumulo The management, Staff is good towards me. They make me feel like a PRO because they do not treat me like a student, thank you so much for that.

Not forgetting to thank Lungile Ntenga (PRO) who made me feel welcomed at Umphumulo and teach me everything I need to know. I hope my stay at Umphumulo will be memorable and it will help me with my career. As I wont stay long here doing my

in-service training but with the small opportunity that I get, it really helps me a lot.



Ms- Mbali Ngcobo - Public Relations Trainee

# FAREWELL PARTY



On the 17th April 2009, Our institution had a farewell party for Mr. Linda Mbhele who has been serving the hospital for 1 year and 3 months.

Mr. Mbhele was working at the hospital for a 1 year as a Quality Assurance Manager. He started the department from scratch and brought it up to what it is today, he was an HPH Co-coordinator, an SDIP Coordinator, acted as a PRO for a few months when the previous PRO left the institution.

There was delicious food that was served; there was also a lot of entertainment, including music, speeches and an exchange of gifts from staff members showing their appreciation to Mr. Mbhele for his contribution. He was not only an employee but a great brother to all of us, a person that you felt comfortable to talk to whenever you needed advice. He had a passion for Quality in whatever he did at work, touched a lot of people with his selflessness, a humble and approachable person. He was professional in his conduct and expected the same from colleagues in the manner they carried themselves in the conduct of government business.

The CEO also expressed sadness at the prospects of losing one of the most dedicated staff members at Umphumulo hospital and confessed that as Mr. Mbhele was a gem it was expected that others would notice it too and steal him away. She thanked him for all the good work he had done

Among the speakers there was Mr S. Khumalo who worked with Mr Mbhele for a long time. Mr Khumalo highlighted that they are very happy with Mr Mbhele's success as a youngster in the department.

We would like to pass the words of appreciation to all the employees for their contribution in order to make this day possible and successful and to all our employees that have left the institution from other departments for the impact they made during their stay. We wish

for the impact they made during their stay. We wish them all the best and would like to say to them Life isn't about waiting for the "storm to pass its about learning to dance in the rain"



# SPOTLIGHT WITH OUR COMM SERVE



Ms Desiree Mzimela - Physio Comm. Serve

**What is your occupation, and what are you responsible for?**

I am a Physiotherapist. I am responsible for providing a holistic treatment to patients that require rehabilitation for any musculoskeletal conditions.

**What and where did you study?**

I completed a Bachelors Degree in Physiotherapy at the University of Kwa-Zulu Natal, in 2008.

**What personality does one require in order to succeed in this career?**

You need to be someone who enjoys working with people and working for people. You also need to be somebody who is intrigued by how the human body works, be a lateral thinker, as we are often challenged by lack of resources and most important of all qualities is that you need to possess a caring ethos. It is the care that governs and guides your ethics and morals. With your ethics being in the right place, your heart and mind are too, hence you will enjoy this job

**Do you have any expectations about this institution? on?**

As a health providing facility in a community, it may be best that as health care providers we look more at the why's as opposed to just the conditions that the patients present with. Example: a large part of the population suffers from stroke-then maybe look at why (they suffer from strokes) versus just prescribing medication; the solution may lie in doing regular awareness campaigns in the community, education and sifting out what are the beliefs that the community has. A more multi-disciplinary approach as well would help strengthen the service we provide, as it often feels as though everyone works in isolation. The above are challenges that will be perhaps dealt with in the near future.

**Do you enjoy working at Umphumulo Hospital, and why?**

Yes, I do enjoy working here. Working at Umphumulo hospital, and living within this community has allowed me to experience life that I could only think about. The patients I treat really make working for people worthwhile, as I feel appreciated. I am afforded the opportunity to exercise my God-given gift of being able to heal another human being, and no amount of money gives you that satisfaction.

**If the S.A. president gave you the chance to speak to him, what would you say?**

Yup, I have a lot of questions for him! But I would be interested to find where does he wish for our public healthcare system to be? That would surely reveal a lot, and as a follow on I would wish to be involved in the planning and implementation procedures they have for these strategies. Further to that I would ask that he someday considers giving me the post of Health Minister!!

# DEVELOPMENT OF OUR CLINIC

One of our beautiful clinics has had a face-lift which has been greatly appreciated by the community. As you can see Mbhekaphansi clinic has now been improved and it gives an image that we care about the community. We want our patients to get helped at the place that is in good condition. The community and staff members have shown much appreciation towards this great and exciting development.

This will surely enhance and give the staff a greater reason to want to go to work with a smile. It certainly is a boost.

Thanks to the workers who never gave up even though the condition of the clinic was unfavorable but they continued doing their duties. The picture shows it all e.g. how the security office was before. Now everyone feels appreciated and cared for.



The security office Before



After



Clinic Before



After

# TELEPHONE MANNERS



## First impressions last forever.

When answering a telephone call, especially work telephone, you should learn to be friendly, professional and ready to help. Learn to listen well, understand what makes the person on the other end of the telephone happy, be brief polite and to the point. Avoid words like darling, sweetheart etc.

**Here are some guidelines to be followed when answering your department telephones.**

- Greet the caller politely (Good day or Good morning etc. )
- Identify your department , your designation and yourself by your full name
- Ask the caller how you can help them.

The important thing is that you should always be audible to the caller & put a smile on your face which will have an impact on your voice and make you sound friendly to the caller. Practice anger management , if the caller is being rude or irritable , remain polite and professional and never offend them back.

# PRAYER HOUR



**N**gomhlaka 8 kuNhlaba 2009, isibhedlela saseMphumulo nokubambisana nabasebenzi besibonga uMvelinqangi ngezibusiso ezinhlobonhlobo asibusise ngazo kusukela kuqala unyaka kuze kube imanje bekuyindlela isibhedlela, ebesibonga ngayo ngokuhlanganyela ngomkhuleko nangamaculo endumiso.

Phakathi kwezihambeli zethu zosuku esasibusiseke ngazo kwaku khona uMfu. M.S Cebekhulu , Mfu Khathi , No Mphriste Khanyile kanye nenceku yenkosi Mr P. Ngcobo owayevela kwa MCDI nowayesiphathele uhlelo ngendlela eyayiseqophelweni eliphezulu kakhulu. Wayengomunye owasibusisa ngendlela eyisimanga kakhulu.

Siyizisebenzi ukuba naloluhlobo lwenkonzo lwasivula amehlo lwasibonisa ukuthi kubaluleke

Okwaphawuleka kakhulu Kwaba ukuthi loluhlelo lomkhuleko lubalulekile, okuwuphawu lokusihlanganisa noMvelinqangi.

Saphinda sakhumbula ngomkhuleko bonke abasebenzi abathe basishiya kusukela ukuqala kwalonyaka.



Abaphathi besibhedlela bafisa ukudlulisa amazwi okubonga kubobonke ababebambisene nathi kulelihora lomkhuleko.



## NEW APPOINTMENTS/ DECEASED

**APRIL** Mr. P. Biyase - Finance & Systems Manager  
Ms S.M Sikhakhane Comm. Serve-PN

**MAY :** Ms M. .N Mbatha - PN

**JUNE** Mr. L. A Ngidi - Social Worker

Umphumulo hospital welcomes all the above mentioned officials. We wish you a fruitful stay in this institution and we are looking forward to your contribution In taking health service delivery of

Umphumulo hospital to new heights

Umphumulo management and staff in general would like to extend their deepest condolences to Mr. Ntuli's family for the loss of their beloved son, father and brother and Mum Bongiwe Msomi (Laundry) and her family, who lost her beloved son.

May their souls rest in peace.

**JOHN 14:16 I am the way, the Truth and the Life. No one goes to the Father except me.**





# EZEMIDLALO



Desiree, Nonku, Nkosi, Sthe, Nombulelo, Zihhle, Sne & Lungile



**W**elcome again to this exclusive soccer and netball extravaganza. It has developed into our culture to excel in things, but let me mention that soccer and netball respectively since the beginning of this year, our sport committee set as a recreation committee and drew up a programme in terms of home and away games. To start of with, we took a most ever entertaining trip to Northern KZN to honour a date with Eshowe hospital, followed by a hosting of two vibrant and enthusiastic hospital teams Hillcrest and King Edward hospital on the 18th April.

On the 14th June this year we also participated in our local Municipality and Maphumulo Spar Co-hosted a BP TOP EIGHT FINAL in Sabuyaze Sports ground .We participated and played as a Curtin raiser.

On June 16th this year we again played in the mini Tournament organized by Local Municipality with other local Depts. We showed them how to play real disk yaseMzansi .We came back with two Trophies one for boys and one for girls. On 20 June 2009 we again had another friendly game and as a matter of fact we came up victorious. Last but not least because our programme is very tight for this year we cruised to the beautiful mountains of UMsinga (COSH)

We are planning to cruise to Manguzi in August thereafter we will be visiting Baragwaneth hospital in Gauteng.

Its quite obvious that all the games that we have played we have never come back empty handed! Well done Guys.

Watch this space.

**Compiled & Published by Lungile Ntenga**

We value your inputs, all suggestions must be dropped in suggestions boxes available around the hospital OR contact Lungile Ntenga on 032-4814193

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We are on the Web below:

Www:<http://kznhealth.gov/umphumulohospital.htm>

