



UNTUNJA2 NEWS



Volume 2 Issue 2

December 2005

Untunjambili
Hospital Newsletter

FROM THE DESK OF HOSPITAL MANAGER

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Special points of interest:

“No one can make you inferior without your permission”

“Dec is the Aids month”
“Lets Love and Support those who are infected and affected with HIV and Aids”

On 6 December 2005, there was an End-Year Review Utilization where Hospital Manager gave an overall report about the improvement as well as challenges facing the institution. He highlighted the following
STAFFING: Early this year we faced a problem of staff shortage but now its towards the end of the year 2005 I would like to thank Management team for working hard to get staff so that we all work toward our Vision and Mission.

ACHIEVEMENTS

Although there was a shortage of staff, the main problem was that there was no accomodation. It's a great achievement to us as hospital management to have more accomodation for our staff. Three residential



Mr P.K Sikhosana-Hospital Manager

parkhomes with three bedrooms each has arrived and one building with nine bedrooms is almost finished, new TB parkhome, new management offices, New CDC Clinic and new Emergency Medical Rescure Services office. 80% of signage has been installed.

World Health Organization Visits was also a great success, Untunjambili Hospital had the best results compare to other institutions.

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TOY STORY—KIDS RECEIVING THEIR GOODIES

Kids and their mothers were full of joy when they received their toys, which were sponsored by East Coast Radio, and the main sponsor is Department of Health. It was then a great pleasure to Sisters and their Doctor since to play around with toys it part exercising and it good for their health,



PUBLIC SERVICE WEEK CELEBRATION

About 50% employees of Untunjambili Hospital celebrated Public Service Week on 9 November 2005, which was celebrated nationally from 7-11 November 2005.

The main purpose of the day was to promote Batho Pele Principles and encourage employees to practice it in their workplace. All sections were scheduled to visit the information desk that was managed by Ms B. Sishi and her Team, Sister Z. Ntuli and Ms Z. Dlamini from 08:00 to 16:30.

For promotional message employees were given Batho

Pele Pamphlets and they were given lecturer about Batho Pele and the impacts that it has on service delivery.



Public Relations Office would like to thank all staff members who made the public service day a success.



X-RAY TEAM & OPD team asking questions
Sister Z. Ntuli giving lecture about Batho Pele



Ms Z. Ntuli—giving Batho Pele Lecture

DAY OF DIFFERENTLY ABLE PERSONS

The joy was written on faces of people with disabilities on 08 December 2005 when Untunjambili Hospital together with Ilembe Health District celebrating their day at Untunjambili Hospital’s premises.

Ms Sindy Mthethwa from Ilembe Health District Office, Hospital Manager Mr P.K Sikhosana, NGO’s and Physiotherapy department from Umphumulo Hospital honored the event.

The guest speaker for day Mr S. Blose highlighted the importance of people with disabilities as well as the challenges facing the Department of Health as a

whole. He emphasized that the Department of Health is trying by all means to provide chairs, shoes, walking sticks as well the equipment for people with disabilities to keep them healthy.

“Nothing for us without us” Said Mr Blose caring on with his speech. He also stressed the point of loving and supports those who have disabilities because they are the human beings like all normal persons. “What worries me is that people with disabilities pay double amount in the taxis, they pay for their wheelchairs as well as their sits” said Mr Blose. He concluded by ensuring the audience that Department of Health together with Department of Social Welfare are working hard to take care of people with disabilities.

ZIXOXWA NGEZITHOMBE



To show love and support to people with disabilities, they were given walking sticks, T-shirts to promote the day of unable persons, mirrors as well as bags.

On the left hand side is Ms Sindy Mthethwa from Ilembe Health District, she was entertaining the audience by dancing and giving out tokens

“We are not disabled, but we are differently able” says the audience who attended the function.



Guest Speaker, Mr Blose giving out tokens



Miss Prishanthi Pillay—Physiotherapy giving walking sticks

DAY OF ENCOURAGING INNOVATIONS & REWARDING EXCELLENCE

Untunjambili Hospital had its own day of Encouraging Innovations and Rewarding Excellence on 6 December 2005, when Hospital Management were giving their annual reports to staff members.

Looking at the overall complaints reports, there were only 5% of complaints that were related to service delivery and they were all resolved



PHC Manager—Mrs N.R Ndlovu giving the report

accordingly. Hospital Management together with Public Relations Department have seen the need of rewarding the employees for their good performance.

This year was the most successful one because of the improvements that took place in the institution. Mrs N.R Ndlovu highlighted the following achievements

- **Improvement on service delivery**

Amandlalathi and Umphise Clinics has access to Primary Health Care services, both clinics rendered 24 hours service, they also do on call system. Umphise Clinic has accredited for Adolescent and Youth Friendly Status. Amandlalathi Clinic and Umphise Clinic has received the photocopying machine as well as fax machine. They also have two-way radio communications.

DAY OF ENCOURAGING INNOVATIONS AND REWARDING EXCELLENCE

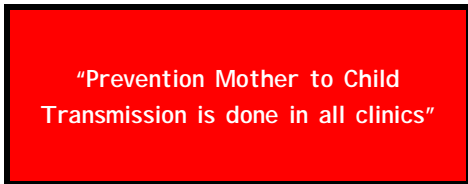
- **Maternal Child and Women’s Health**

Immunisation is done on daily basis; the target of 100% was reached during the campaigns. Antenatal Clinic is also done on daily basis. Prevention Mother To Child Transmission is done in all clinics

- **Improvement on Drug man-**

agement

Fridges to keep medication are available and prescriptions are done accordingly.



- **Reduce morbidity and mortality**

Health Promotion based on diseases, HIV and Aids, TB Team has Health Education Campaigns to the following areas: Ophofini, Mambulu, Mphise, and Wosi Area. The main purpose of these campaigns is to disseminate information on integration of STI, TB and HIV and Aids Programme attendance was good.

DAY OF ENCOURAGING INNOVATIONS AND REWARDING EXCELLENCE

- **Communications and IT**

Amandlalathi Clinic and Umphise Clinic has received the photocopying machine as well as fax machine. They also have two-way radio communications. Amandlalathi Clinic and Umphise Clinic has received the photocopying machine as well as fax machine. They also have two-way radio communications.

Hospital Manager further added the improvements that took place in the institution; that is Staff accommodation, increase in the number of staff, which has a great impact on service delivery, World Health Organization Visits was also a great success, Untunjambili Hospital had the best results compare to other institutions. Budget is going well up to so far.

Hospital Management would like to ex-



Mr P.K Sikhosana giving speech

tend words of thanks to all employees for their performance.

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PR UNIT

SERVICES OFFERED

- General Medical
- General surgical
- Infectious cases
 - Maternity
- Medical laboratory services
 - Theatres
 - Orthopaedic
 - Psychiatric
 - TB
 - X-Ray

FUNCTIONS OF THE PUBLIC RELATIONS OFFICER

Dealing with both internal and external publics with regards to complaints

- Dealing with correspondence received from the public and other organizations viz complaints and compliments
- Dealing with medial, inter alia newspapers, radio and television with regards to specific complaints and general information on the institution
- Responsible for orientation and induction of new staff
- Publication of in-house newsletter,
- Facilitate interaction between hospital personnel, hospital board, general public, state departments and the media,
- Providing information to the public via information boards, notice boards and brochures
- Monitoring the general appearance and cleanliness of the hospital
- Publicizing hospital vision and mission to the general public.
- Updating information on the website, e.g history of the hospital, newsletter, hospital functions etc
- Ensuring delivery of publications to all areas of the institution and related clinics,

Conduction tours of the various departments of the hospital,

- Obtaining feedback from the public in respect of service delivery,
- Identify problem areas and institute remedial action to improve the co-operation of staff,
- During disaster situation act as an intermediary between the hospitals and next of kin,
- Planning and co-ordinating hospital functions,
- Taking photographs, including surgical procedures, printing and processing,
- Assisting social work department in tracing family members of abandoned patients including advertising in the media and radio announcements.
- Transformational lectures to staff (Batho Pele)
- Liaison with NGO's in respect of awareness days including active participation in the programmes

NB: IF YOU HAVE A STORY THAT YOU WOULD LIKE IT TO BE PUBLISH ON THE NEWSLETTER PLEASE CONTACT MRS B.SISHI (PRO) EXT 255