



**KWAZULU-NATAL PROVINCE**  
HEALTH  
REPUBLIC OF SOUTH AFRICA

# KING CETSHWAYO DISTRICT NEWSLETTER

**JUNE 2024 TO  
OCTOBER 2024**



# Service excellence was rewarded as King Cetshwayo District hosted Service Excellence Awards 2024



The King Cetshwayo Health District Service Excellence Awards is aimed at recognizing best performance and reward facilities that have put more effort in at ensuring excellence in what they do. The 2024 King Cetshwayo District Service Excellence Awards, were focusing mostly on Primary Health Care facilities performance. The primary level of health services is the entry level for patients to the health care system and closer monitoring will assist in improving health care services provided and improved health outcomes. The data that was used for 2024 Service Awards was the 2023/2024 financial year data that has been validated and audited. . The data was extracted from Web-Based DHIS and Tier.net by the data management team. The recognition and rewarding of excellent performance is one of the greatest motivations for employees, especially in a highly challenging environment such as the public health sector.

These awards serve to motivate the recipients from the health facilities and the District to do their best within their health services. Resource challenges though known but can never be used as an excuse for under performance , but use of limited resources to maximize outputs and improved outcomes is promoted. The aim of the service excellence awards is to recognize and reward personnel/facilities/discipline/units/groups for service excellence and ultimately result in better health outcomes,

which is one of the imperatives of public health sector. The King Cetshwayo District Health Annual Awards were held on the 25th of October 2024, at uMfolozi Casino. Different facilities performance was compared fairly using the desktop information so that the mechanism used is to ensure fairness and transparency in the process. The platform was used to learn and share best practices and promote healthy competition amongst peers. The intention is that the awards will be held on an annual basis.

The awards are non-monetary awards to encourage improved service delivery by recognizing and rewarding health institutions, teams, that performs better than all the rest. To utilize the nominees and awardees as role models to assist others to improve their performance and ultimately enhance service delivery. Awards are used as a tool to encourage and motivate employees to strive for consistent improvement in service delivery, also used as a mode to encourage discipline, commitment to do right and inculcate a culture of learning, innovation and excellence.

The awards day also provides an opportunity to facility leadership, of reflecting and do some introspection on how one has been going on his or her daily operations with his or her team, it also gives managers, teams and individuals a different perspective of ones daily, weekly, monthly and quarterly operations.

**Below is a snapshot of some of the awards:**

<b>Client Remain in Care Rate, High volume facility</b>	Isiboniso Clinic 89% got second position and Melmoth Clinic 81% got third position
<b>Client Remain in Care Rate, Low volume facility</b>	Halambu Clinic got first position, Ocilwane Clinic got second position and third place went to Ekuphumuleni Clinic
<b>Viral Load Suppressed Rate (Criteria viral load done 90%) High volume sites to receive the certificates</b>	Ntambanana Clinic in the first position, Cinci Clinic got second position and uMbonambi Clinic in the third place
<b>Viral Load Suppressed Rate (Criteria viral load done 90%) low volume sites</b>	Two facilities tied in the first position which are Ngwelezana Tertiary Hospital and Mandaba Clinic Second place was Dinintuli Clinic
<b>CCMDD Decanting, High volume facility</b>	Richards Bay Clinic was on the first place, second place went to Empangeni Clinic and uMbonambi Clinic in third position
<b>CCMDD Decanting ,Low Volume facility</b>	Eshowe Mobile 2 , on first position and Eshowe Mobile 1 got second position and a tie on the third position Mpandleni Clinic and Nhlabane Clinic
<b>DS-TB Success Rate High Volume</b>	Isiboniso Clinic got first position, Ngwelezana Clinic on the second spot and third was Mpandleni Clinic,
<b>DS-TB Success Rate Low Volume</b>	Nkandla Hospital on the first position, Ekombe Hospital second position Mbongolwane hospital & Eshowe Hospital tied on third position
<b>DS-TB Loss to follow up rate (DSTB) High volume sites</b>	Mpandleni 1 TROPHY Khandisa & Isiboniso 2 CERTIFICATES
<b>DS-TB Loss to follow up rate Low Volume sites</b>	Ekombe Hospital first place Nkandla Hospital second place Mbongolwane Hospital , St Mary's KwaMagwaza Hospital & Ngwelezana Tertiary Hospital tied on third position
<b>IUCD Uptake</b>	Queen Nandi Regional Hospital , Nseleni CHC, on second position Sokhulu Clinic on third position
<b>HIV Testing at 18 Months (100%) vs DTP HEXA fourth dose (90%)</b>	Siphilile Clinic , first position UMfolozi Mobile 2 , second position and Catherine Booth Hospital on third place
<b>Medicine availability at PHC</b>	Luwamba Clinic first position Brackenham Clinic second position Phaphamani Clinic third place
<b>Medicine availability at Hospital level</b>	Nkandla Hospital on first position Ekombe Hospital on second position Ngwelezana Hospital on third position
<b>Records Management at Hospital Level</b>	Catherine Booth District Hospital first position Eshowe District Hospital got Second Position Mbongolwane District Hospital got Third Position

# DISTRICT SERVICE EXCELLENCE AWARDS, 2024

## PHOTO GALLERY



# KZN Health MEC, Ms. Nomagugu Simelane support visit at Ngwelezana Tertiary Hospital



**K**ing Cetshwayo District was blessed to host our MEC at Ngwelezana Tertiary hospital on the 27th of September 2024. The aim of her visit was to assess the progress on the construction of the Orthotic Centre that is going to deal with body limbs replacement and manufacturing. This will be of great service to the northern KwaZulu Natal Region. She visited the construction site where the construction of this center has commenced. The MEC also had an interest to visit the Nakekela Center, the area that has been revamped for the comfort accommodation of patients in transit. Ngwelezana Tertiary hospital services the population of King Cetshwayo district with regional and tertiary health services, also render different regional and tertiary service for the whole of Zululand District and uMkhanyakude district. Some these patients finish mid day in different clinics that they had visited and wait for transport to send them back home to Manguzi, Nongoma and

many other areas in the northern part of KwaZulu Natal. Nakekela center becomes their home whilst, they are waiting for transport back to different destinations. The patients are no longer going to wait for their transport on the rain during rainy days or burnt by scorching sun in sunny days. This area becomes their waiting area before going home

The KwaZulu Natal, MEC for health has embarked on a program of visiting districts, the visit forms part of her trying to get a deeper understanding of a variety of issues that affect health service delivery in different aspects.



# Pink Drive “Early cancer detection can save lives”



**C**ervical cancer is a preventable disease. It is also curable if detected early and adequately treated. Yet it remains one of the most common cancers and causes of cancer related deaths. The increased concern is the health outcomes of HIV positive and pregnant women as well as the skills required for alignment and integration of health services.

The Provincial behavior change success lies in a collective will which is led by a people-centered matrix of interventions, as well as sustainable and adaptable partnerships. To be optimally effective, these measures must be scaled up taking into consideration the urban-rural divide which are delivered using varied health service platforms that are sensitive to women's needs, their social circumstances, and the personal, cultural, social, structural, and economic barriers hindering their access to health services. Health services that are integrated and people centered, and that respect and uphold women's rights and dignity, are vital.

The Head of Department Dr SC Tshabalala endorsed the partnership with the Pink Drive organisation. This endorsement allowed for upscaling the community health care drive which is in line with the KwaZulu-Natal department of health. Isibhedlela Kubantu is a drive that is taking services to communities where it is mostly needed. The cervical cancer in women and prostate cancer screening in males used a targeted approach focusing in 2 sub-districts namely, City of uMhlatuze and uMfolozi Municipality.

The focus areas were under the following clinics served as the centers for mobilization and the organisation of a comprehensive package of services, uMbonambi Clinic, Thokozani Clinic, Nseleni CHC, uMkhontokayise Clinic and Isiboniso Clinic. The phenomenal teamwork from District Management, Programme Managers, Facility CEO's, Operational Managers and community health care workers must be recognized for championing the outstanding successes and gains made during the week of intensified and targeted services to the communities. The five days campaign managed to provide the following services to the communities, mammogram, ultrasound, clinical breasts examination, skin cancer screening, papsmear screening, prostate specific antigen test and lung screening. The total head count seen for the five day campaign was 700 for different services.

Strong relations with community leadership and community based structures supported almost all the needs for logistical arrangement. The strong commandship at all levels was visible in the large numbers that turned out to access the comprehensive package of services. This includes children and men. A special gratitude to all community leadership from the host communities that were visited, without their commitment, the project was not going to reach the success it achieved.

# Pink Drive Photo Gallery



# KCD Heritage Day Celebration



**K**ing Cetshwayo District Office celebrated 2024 Heritage day in style. The innovative approach to observe, celebrate and embrace cultural diversity. The day was organized in a way that was taking people away from their comfort zone and to learn about other cultures. Different teams were formed to perform cultural activities on the day, to name the few, one team was to do Tsonga, Swati, Indian, Xhosa and Zulu cultural activities. This set up created a research demand, challenging teams to execute an activity that relates to their chosen cultures and to show an understanding of the culture they represented. The learning of different cultures in the work environment assist in

creating concise thoughts and tolerance for social cohesion.

Teams were made of office components and each component, each group was to perform any activity based on the culture that the team picked on the waffle. On the day each team was to ensure that it fully represent that culture that the group chose in form of dress code and activities of the day. The day was full of fun and joy. Teams did not disappoint on the day in repressing cultural diversity in all forms. Teams competed in form of demonstration through music and dance to project different cultures.







# Celebrating Heritage Day in style



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KwaZulu-Natal Department of Health



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# Celebrating Heritage in style



**“My Heritage my Pride”**



## KING CETSHWAYO DISTRICT SPORTS DAY 2024

The healthy work force is a productive work force, hence as part of health promotion is the integral part of the employees well being. King Cetshwayo health employees are based in all health facilities within King Cetshwayo District that is clinics, hospitals, Emergency Medical Services and Forensic Pathology Services . A day is set aside for different physical and mental activities. Employees participate as individuals and also as teams representing their respective health facilities. Activities are accommodative of people living with disabilities. The whole idea behind of hosting these games is to assist employees to distress and rejuvenate energies towards rendering of efficient health services to the community we serve. The day commences with mass aerobics where all participate. The activities like cards , chess and Umlabalaba are part of various games that are planned for the sport day. The physical side of things involve athletics, soccer, netball tug of war and so many more. This day is also used as a selection day for those that will represent the district in annual provincial games. Again in 2024, Eshowe District

Hospital retained their glory days by becoming King Cetshwayo district champions snatching the crown from Ngwelezana Tertiary Hospital who were 2023 champions. Nkandla District hospital bounce back in 2024 as they were crowned netball champions 2024 snatching the crown was in the hands of Eshowe District Hospital. King Cetshwayo district used this platform as a preparation activity for provincial games that were held on the 18 of October 2024, where our teams represented the district very well. King Cetshwayo district men's soccer team was crowned provincial champions and came second place in chess and male 100 meters sprint, 100 meters female came first position and netball team got third position. This was a good performance indeed to put our district in the map for good reasons. Special gratitude goes to all management teams from facilities to district office, for offering the workforce with this platform



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