



# WENTWORTH HOSPITAL NEWSLETTER

## JUNE 2003

GIVING YOU HOT OFF THE PRESS NEWS

Issue number 4

## WENTWORTH HOSPITAL (WE) SAYS FAREWELL TO DR RUBEN NAIDU

**I**n Zulu we say “Okungapheli kuyahlola”, meaning “every situation, will have closure or end, because that which does not remains questionable”

I guess it's a case of closure for what has been a fruitful, empowering, but very short-lived relationship with Dr Naidu.

Commonly popular for his strategic, but diplomatic approach to issues of business, Ruben (as he is affectionately known) is set to part ways with Wentworth Hospital, an institution which he ably managed for a period of 19 months.

Ruben has been promoted to manage Grey's Hospital, the soon to be commissioned Tertiary Provincial Hospital in Pietermaritzburg and assumes duty with effect from the 1st of July 2003

Though short, his stint at Wentworth Hospital truly resembles a successful tenure, which through his dynamic leadership saw the hospital achieve the prestigious Bronze Award, at the 2002 PriceWaterHouse-Coopers & Premier's Award Ceremony, held at the ICC.

His excellent negotiating skills, backed by the efforts of the Executive Team has led to the strengthening of relations between the hospital and the Nelson Rolihlahla Mandela School of Medicine, which would soon see the establishment of the Family Medicine Unit at Wentworth Hospital.



This including many other initiatives, has positioned Wentworth Hospital as one of the top notch hospitals, in the country.

Therefore on behalf of all the staff members and the broader management of Wentworth Hospital, I say “Ndlelanhle Nkokheli”, as we bid farewell to Dr Naidu.

A Tea Party (organised by Ruben himself) was held on Tuesday, 27 May 2003.

As Ruben puts it, the purpose of the function was to enable him to say “thank you” to all members of the extended management (**not forgetting the rest of the staff**), for the various contributions which they made during his tenure at the hospital.

### !NEWS IN BRIEFS!

**A**re you both physically and mentally healthy and is your body fit?

Well, if your answer is “no” to any of the above questions, then you urgently need to start attending the Staff wellness Programme, which is part of our Employee Assistance Programme.

The programme is run by Dr Janowski, with the assistance of her team, on the third Thursday, of every month, at the Physiotherapy Department. Come and witness a few success cases, which the programme has achieved since its inception.

Can't believe, well you're invited!!!

## THE NEED FOR TOLERANCE

**T**olerance is a very important aspect in the ultimate desire to achieve peace, harmony, understanding and appreciation, be it in the various places of work, societal levels, or in family holdings.

Many a times one bears witness/testimony to the overwhelming levels of intolerance in our society, a situation which obviously does not auger well with our desire to achieve harmony.

At the workplace lack of appreciation (and I am not referring to Shakespeare's version of appreciation) and lack of respect can hamper our ultimate desire to establish and maintain harmonious working relations. It also hampers any chances of peaceful negotiations and peaceful settlements. In short, intolerance as a behavior can be quite an unproductive and destructive element to service delivery and to Good Governance.

Though stationed in our various places of work, we all seek towards serving a common objective and that is the delivery of services to clients, be it for gainful purposes or in serving mandates.

It is therefore an expected norm and a good business philosophy that each person within any given organization must see themselves as part of a holistic system and by virtue of this should support all the other elements of the system, for the purposes of common goodness.

As public servants we cannot afford to practice intolerance, nor should we accept that it exists. This diabolic attitudinal behavior must be rejected with the contempt it deserves. Such barriers have the potential of taking us a few steps back, every time we make a concerted effort to move forward.

I guess the point that I making is that with our young democracy...

...came the need for all of us to accept each other's existence, background, our uniqueness, the fact that we may not always agree on certain issues and that as such we need to acknowledge the value of individual opinion. This is quite a significant right, which is also embedded in our constitution.

I know that I have the power of the pen in this case, but the question is "how do I change the mindset", or is another case of "you cannot teach an old dog new tricks".

The need to change is not a matter of choice, rather it is in the interest of the country as a whole. Transformation is therefore a reality that we must all wake up to, because as the Queen's language puts it, "if you cannot ride on the crest of the wave of transformation, you will soon find yourself underneath it".

This is therefore an appeal to all of us, to begin to tolerate each other.

## STAFF INFORMATION KIOSK

**W**e would like to issue a stern warning to all staff members about the latest pension scam, which was uncovered by the Police's Serious Economic Offences Unit, on Friday, 13 June 2003.

This follows a breakthrough, that saw the arrest of an official of the Government Employees Pension Fund. This employee apparently connived with pension intermediaries (third parties) to con retiring government employees, by offering them falsified assistance, in order to access their pension payouts, thus rob them of their earnings.

All employees exiting the service must avoid using intermediaries to access their payouts, but should rather go to the personnel offices in their various institutions, to get help. All institutions must offer help.

**I** am sure that we all would have learnt about the recently negotiated and adopted increases to our salaries.

This is obviously something that we should credit the bargaining stakeholders for, as it has yet again brought smile to our faces.

However, having smiled about that I also think that as public servants, as key players in the deliver services to the public and as people who have been entrusted with the responsibility to facilitate change to the lives of ordinary South Africans, we must pay our dues.

We all need to show that we deserve this raise, we all need to aspire to a culture of Working to Earn and not Waiting to Earn. Our country needs an effective public service and we all must work hard to ensure the betterment of the lives of people

**E**very organisation must be culture driven and it is the duty of the organisation to sensitize all its employees (new and old) to the type of culture that the organisation aligns itself with.

On that note, let me share with you an ideal and desired culture, which every employee must aspire to & namely:

- I will believe in myself and my team
- I will care, trust and respect
- I will be honest, transparent and fair
- I will be passionate positive and proud
- I will do what I am supposed to do and be accountable
- I will welcome diversity & change
- I will strive for and inspire exceptional performance
- I will have fun while working hard
- I will recognise and celebrate achievement

VISION: TO ACHIEVE A HOLISTIC DISTRICT HEALTH SERVICE WITH OUR COMMUNITIES, WITHIN A COMPASSIONATE AND CARING ENVIRONMENT, THROUGH SERVICE EXCELLENCE.

## 100% ACCREDITATION FOR THE CARDIAC UNIT

The following unedited and shortened article and appeared in the April issue of the Southlands Sun Newspaper:

“Editor: As a community the Bluff is very quick to pick out negative elements and spread the news of bad service. A long-standing Bluff resident has decided to reverse this attitude and pay tribute to the staff of the Cardiac Unit at Wentworth Hospital (WE).

On the morning of February 25 this year, Linda Harper-Ronald was rushed to the Cardiac Unit at WE by her husband, David. She had woken with terrible chest pains and was nauseous. Linda has a history of heart disease and her husband, rightfully, presumed she was having another heart attack.

On arrival at WE they were informed that, because WE is a referral hospital, she should have been taken to.....

...Addington, but under the circumstances, she was admitted and her condition was stabilized. Linda went into Cardio-Respiratory Arrest twice, but through the efficient handling of the situation by the staff of the Critical Care Unit, her condition was reversed.

Although the hospital was within its rights to transfer Linda, they opted not to and kept her at the Critical Care Unit. She was discharged on March 5, and feels that recognition must be given to the doctors and nursing staff of the hospital's Cardiac Unit.

She states that she could not have received better care anywhere else. The staff went beyond the call of duty and demonstrated total dedication and commitment throughout her stay.

She praises the dedication of Drs Pearce, Khan and Shein and all the Nursing staff who treated her. Linda & her entire family thank the CCU at WE for giving her another chance to life.

## DECOMMISSIONING/RECOMMISSIONING UPDATE

There has been a lot of speculation about the date of transfer of the remaining tertiary services.

The Executive team can confirm that no date other than the 28th of June 2003 has been communicated officially, which means that our hospital will continue to plan and prepare for the relocation of the Cardiology and Cardio-Thoracic departments on the above date.

The date for the commissioning of district services is still to be ascertained and all staff members would be advised once this is so.

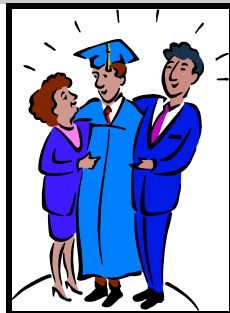
Following a petition to Prof Green-Thompson by a group of staff members, regarding the Crèche and Residence fees, a meeting was held between IALCH and Drake & Scull management.

Representing Drake & Scull, Mr. Boshoff, expressed that a reduction to the residence fees was not likely, due to the fact that the residence was highly on demand and was enjoying steady growth in occupancies.

With regard to crèche fees, he reported that a task team consisting of one representative from each Medical domains & Drake & Scull had been set up, to determine what facilities and level of care were required by the staff, since this would be at a cost. Added that the task team is currently discussing ways of reducing the costs, with the crèche management and that until an alternative and viable proposal is tabled by the crèche management, the crèche fees will remain unchanged. **Ends....**

## ABET GRADUATION CEREMONY

On Friday, 28 February 2003 our staff members and virtually the entire hospital in its large numbers descended to the Dinning Hall to say “Halala, Well done” to the 19 ABET students who had passed their 2002 Final Examinations.



...needed the support of all members of society”.

He also echoed the statement from the opening remarks and highlighted that ABET is South Africa's vehicle to ensuring that the currently huge rates of illiteracy were minimized and that education gives people a sense

of societal dignity. He then gave the full commitment of his management team, to fully support all initiatives, aimed at sustaining ABET.

The event was characterized by numerous ululations, from the jubilant graduates, including the many voices that had come to give support to the event.

The ululations received a melodic backing from the ABET Choir, whose sensationally beautiful songs and creative dance, enhanced the Graduation Ceremony, leaving some graduates and supporters with “Tears of Joy”.

The function started with an inspiring speech given by the Hospital Manager, Dr Naidu, who reminded all graduates and all those who had attended, that “ABET is a National Priority, which ...

All graduates were handed their certificates by Dr Janowski, Medical Manager, assisted by Mr. Dumisa, who was representing the HR Development component from Head Office.

The ceremony also honoured the coordinators of the ABET programme at WE, namely: Mrs. Chiliza, Mrs. Manzini (Principal), Ms Buthelezi, Ms Mfeka, Ms Chetty, Ms Mbatha and Ms Moothan. Lastly, a reminder to all graduates to continue studying. **Ends**

# 2003 ABET GRADUATION



VISION:

TO ACHIEVE A HOLISTIC DISTRICT HEALTH SERVICE WITH OUR COMMUNITIES,

# ATION CEREMONY



WITHIN A COMPASSIONATE AND CARING ENVIRONMENT, THROUGH SERVICE EXCELLENCE.

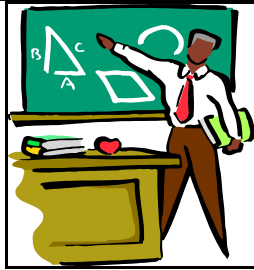
## HR DEVELOPMENT NEWS

People often say that “New brooms sweep clean” and so the staff at Wentworth Hospital would not expect anything less, from the newly elected Human Resources Development Committee.

The new committee comprises of the following membership, namely;

- Chairwoman- Mrs. Magwaza
- Deputy Chair- Ms Ngcobo
- Secretary- Mrs. Oliver
- Deputy Secretary- Mrs. Khake

This new, woman led and women only secretariat has been tasked with the responsibility of managing the now increased skills budget of R120 000, compared to last year’s R47 000. The R120 000 budget has been appropriated in accordance .....



...with the 80 - 20 regulations (i.e. 80% - non-professional category and 20% - professional category), as follows:

- R60 000 for Skills development
- R36 000 for Abet
- R24 000 for Congresses and Seminars, for Professional staff

Staff members are urged to develop interest in the activities of the committee and to extensively engage committee members on issues of skills development. Enquiries should be directed to Mrs. Magwaza and Mrs. Oliver.

The committee also subscribes to transparent business practices and will from time to time publish written reports regarding the details of the committee expenditure. So don’t just sit back, find out what you are entitled to. **Ends**

## COHSASA NEWS!!!

Some of us may not be aware that our 100% accreditation status expires on the Saturday of the 23rd of August 2003 and that our compliance levels are therefore due of review, between now and the expiry date.

Well this is true. And to prove how serious this is, on Tuesday, 20 May 2003 Wentworth Hospital had the divine honour of hosting two of COHSASA’s top brass, from the Standards Compliance and Maintenance Committee, which is headed by Professor Taljaard. This duo had come to assess our compliance levels, both in terms of documentation and to also look at the state of our facilities, in terms of cleanliness, neatness and appropriateness.

The first phase of the assessment process included visits to Ward D3 and the Maintenance department. This was followed by an in-depth scrutiny of all COHSASA aligned accreditation documentation, including policies and procedures and all other associated files.

After a 6 hour nail-biting experience, the judges appeared to be satisfied with the outcome of the first phase of their assessment visit.

We now await the return visit by the COHSASA judges, which we expect to take place in the next two months.

After this visit, an announcement would be made, as to whether or not we get to retain our 100% status.

The Exco thanks all staff members and particularly the coordinating team,

**FOR BEING SPOT ON.**

## 2003 PREMIER’S GOOD GOVERNANCE AWARDS

After serious concerns that our hospital might not get the opportunity to defend the Bronze trophy attained at the last year’s Good Governance Awards and that we might not even get the opportunity to improve on those results, I am delighted to announce that PriceWaterHouseCoopers, has accepted our proposal and request to submit project based entries and that WE along with all government departments in the province stand in line to battle it out for the Gold Award, to be handed to the overall winner at the ICC, on the 7th of November 2003.

Some may ask the question, “what sparked this concern?”. Well the answer is quite complex and requires a lot of detail. We are all aware that WE is currently transferring all its tertiary services to Inkosi Albert Luthuli Hospital and that as much as we would like to commission our district services as soon as these .....



...services have gone, but the chances are that this might not happen in the immediate future.

The question that the management team had to answer was whether or not to enter and that if the hospital indeed entered the 2003 Good Governance Awards, what would we have to showcase to the rest of the province, as there would have been no patients.

After a lengthy debate, the management team unanimously decided that the PR department should investigate the question of submitting project based entries (i.e. Customer satisfaction programmes), which would be driven by the principles of Batho Pele and Good Governance.

This we did with great determination and the response was absolutely positive. We therefore look forward to this year’s competition and we trust that you will all give us the necessary backup, to win the **GOLD**.

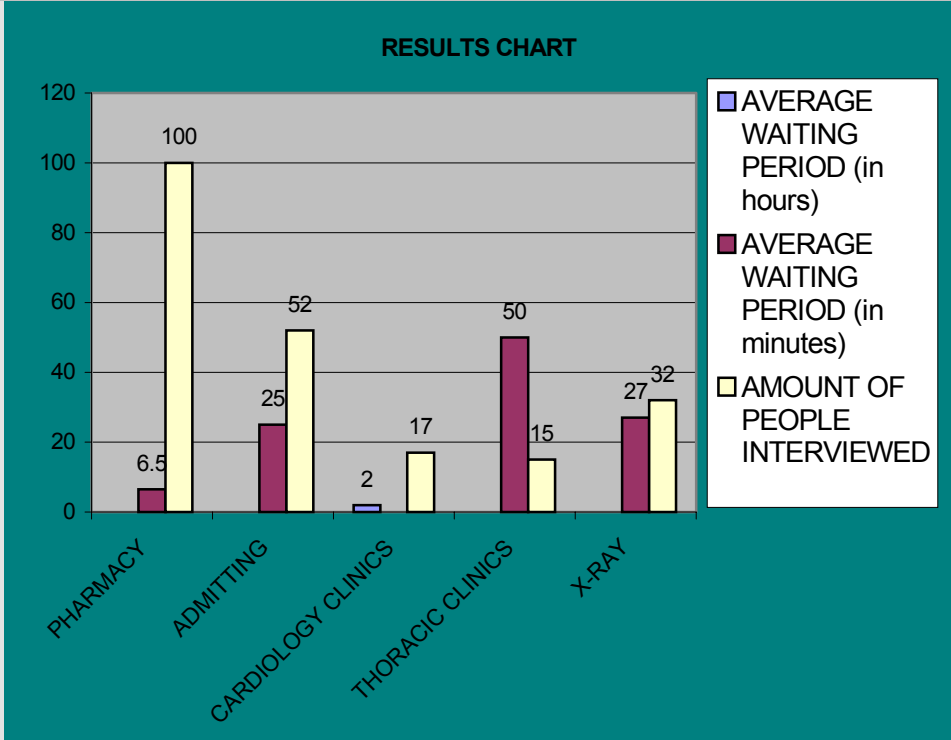
## MONITORING WAITING TIMES SURVEY

A survey was carried out in mid-March this year, to measure the amount of time, which is spent by customers in each of our units in the Outpatients department.

A total of 216 patients were interviewed from the following areas; Pharmacy (100), Admitting (52), Cardiology Clinics (17), Cardio-Thoracic Clinics (15) and the X-ray (32) departments.

Following this survey, certain problems which had been identified in the areas such as Cardiology, etc have been discussed with the various Heads of Departments and are currently receiving appropriate attention.

The results chart on the right, reflects the amount of people interviewed, as well as the outcomes of the interviews.



## HIJACK HINTS: SURVIVAL KIT

Right or wrong, we have all come to accept the phenomenon that car hijackings are part of our daily circumstances and that instead of robustly and collectively launching mass campaigns against this, we all tend to just look away, upon witnessing a hijack incident, what happened to “ukulekelelana”, what happened to “Mpimpa” when you know where the perpetrators may be staying.

So I thought that because people may be afraid to take action, the best I can do for them is to give them tips on preventative measures, as follows:

- Ensure all doors are locked immediately when you get into a vehicle.
- Make certain that you have adequate petrol in order to reach your destination and that your vehicle is road worthy
- Do not rely on passengers to be aware of your driving surroundings
- Use child lock system if there are you have children

cont....



- Plan your routes & ensure that they vary from time to time
- Use your mirrors properly
- Watch out at intersections. Be particularly aware of suspicious people loitering around the intersection.

- Do not go home if you are being followed. Drive to the nearest police station or busy centre, where you can call for assistance
- Never pick up hitch-hikers (most victims are people who have been generous)
- When returning to your car have your care keys handy. Do not stand in search of your keys, through your hand bag.
- When you arrive at the entrance gate, make sure there are no suspicious persons around your property, especially entrances, if unsure leave your car idling
- Be particularly wary of routes with single access and exit points.
- Think twice about stopping. Slow down as you approach a red traffic light, if you suspect that you are in danger, check oncoming traffic and if clear drive away.

How to conduct yourself, should you be involved in this situation:

### SHOULD ALL ELSE FAIL AND YOUR CAR IS HIJACKED

- Always try to remain calm and do not attempt to show any signs of aggression,
- Be compliant to all demands set by the perpetrator, because it is cheaper and much more easier to replace a car than a life. Remember the hijacker may be unsure, panicky and scared .
- Do not look the hijacker directly in the eyes, because he/she may interpret this action to be a threat and act more aggressively
- Keep your hands still and where the hijacker can see them
- Do not speak fast and do not make any sudden movements
- Do not lose your temper and threaten or challenge the hijacker

### IMPORTANT NUMBERS

**POLICE: 10111**

**STAY ALERT AND STAY SAFE**

Produced by:  
The Public Relations Department  
Editor: Thamsanqa N. Mthembu

Editor's Notes:

Welcome to the second issue of our 2003 quarterly publication. As you can judge from timing of this issue, the year is already half gone, can you believe it?

Well, a lot has taken place since the last issue and I want to talk about some of the issues and events, over the last four months.

Firstly, I am glad to announce yet another big step, in our quest to keep you informed. Our newsletter has now grown from 6 pages to 8 pages. I am also happy to report that the transfer of the Plastics and Reconstructive Surgery Unit went very well. We thank all persons who assisted us, on Saturday, 22 February 2003.

However it is disappointing to note that despite the smooth transfer, our hospital continues to be haunted by issues surrounding the Plastics & Reconstructive Surgery Unit.

On that note, I want to apologise to our staff for having been subject to negative reporting, regarding the situation with the Orthodontic Services. We also know that some of you may beg the question "why was this service discontinued".

While we understand the desperation of those who have voiced concerns (regarding this issue), it is equally imperative that we set the record straight, with respect to this move.

WE is currently devolving all its tertiary services, including Orthodontic services, which are principally an integral part of Tertiary Package of Services (Cleft Palate and Orthognathic services). Therefore the reason why this service has had to be moved from WE was not to inconvenience members of the public and particularly our customers, but rather to ensure that hospital services are aligned to the National and Provincial 5 year strategic plan, which clearly spells out the Department's strategic view on the Modernisation of Tertiary Services, in South Africa and in all provinces.

Follow-up Orthodontic cases (outpatients) are attended to at King George V's Oral and Dental Training Unit.

Therefore Orthodontic patients with removable appliances must kindly report to King George V hospital. With that, I hope that I have enabled some degree of comprehension, as to the need to relocate this service.



HEALTH NEWS



**D**id you know? More than 2000 years ago in ancient Greece, Hippocrates described a common illness and he called it "phthisis". Science today, believes that this was the same disease, which is now referred to as "Tuberculosis, or TB. TB is a disease caused by a bacterial infection. It can affect many parts of your body, but is most commonly (80% of the time) in the lungs, where it is called "Pulmonary Tuberculosis".

Over the centuries since Hippocrates, TB has been known as a major scourge of the human species, and other species and was the number one killer of Canadians.

Today, however, our understanding of TB together with our sophisticated medicine allows us the upper hand on this once dreaded disease. Humans have claimed a victory over TB in developed countries, thanks to Science. Today, this disease can be cured and is slowly disappearing.

APPRECIATION

Regular readers may have noticed that it has become a tradition for this newsletter to give honour to staff members who promote Batho Pele.



"My father, Mr. Stassen was admitted to O ward on 13 April '03, for a By-pass.

This we do by publishing an excellent letter of appreciation from grateful and satisfied customers. For this issue, we have nominated a letter from Sonja Brown, who was full of praise for the staff in O ward....

The excellent care and treatment he received in O ward made his stay an unforgettable one. A special thanks to Sister Mjadu, who displayed professionalism, kind-heartedness and dedication in her work. Hats off to all your staff in O ward, you are all great"

RESIGNATIONS

- Sister Dubazane will be leaving us at the end of June and is heading overseas

OBITUARY

- Our institution still mourns the untimely death of our Mortuary Manager: **Mr. Thamsanqa Abraham Mzanywa**, who died suddenly and unexpectedly, on the 5th of May 2003.

*"Emndenini wakwa-Mzanywa, sithi akwehlanga lungehlanga, sengathi inkosi ingabanani kulesisikhathi esibuhlungu."*

- We also extend our sincere condolences to **Mr. Mike Smith** and his family for the sad loss of his father on Tuesday, 10 June 2003.

STAFF PROMOTIONS

We would like to congratulate the following staff members on their recent promotions, namely;

- Dr Haque** who has been promoted to Chief Specialist: Cardiology,
- Mr. Smith** who has been promoted to Systems and Finance Manager,
- Dr Naidu** who has been promoted to the post of Manager: Grey's Hospital.
- Our institution congratulates **Mr. Makhosini Nkosi**, on his recent appointment, as Director of Communication: Dept of Health—KZN.