



# Appelsbosch Hospital newsletter



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## **THE NEW STATE OF THE ART DENTAL DEPARTMENT IS UP AND RUNNING**



**Dr Naidoo – Dentist**

Appelsbosch Hospital is proud to announce the opening of the dental department in January 2009. It is currently serviced by a community service dentist, Dr Priyanka Naidoo and assistant Miss Sindi Ngcobo. The dental surgery is fully equipped for preventative, restorative and oral surgery. Presently only extractions are being done, and it is anticipated that in April the other aspects of dentistry will take off the number of patients visiting the dentist for extractions has been consistently increasing. An awareness programme with the local schools and satellite clinics has been started.

The working hours are as follows  
**08:00 – 16:00 daily (Monday – Friday)**  
 For more information contact Dr. P. Naidoo  
 Tel.: 032 294 8000 ext 231



**Dr. Naidoo, Sindi Ngcobo and patient**

Photos by Zama Biyela

## EDITORIAL COMMENT



**Thami Mngadi PRO**

It is great pleasure to present our second issue of our newsletter. We are already in the 3<sup>rd</sup> quarter of the year and I am so pleased to announce that from the beginning of the year we have manage to execute some very important events and campaigns with limited resources at our disposal.

We have managed to acquire the services of an experienced Artisan Superintendent by the name of Andy Rampersadh. Appelsbosch Hospital is under construction with additions and alterations to theatre, X-Ray and CSSD. This will be beneficial to both the public and employees. I will also like to thank our Management for the efforts and support in all aspects in make sure that we providing excellent service delivery e.g. prioritizing in creating the posters.

Public Relations Department duties involve promoting good relations with the media, disseminating internal information among staff members, events co-ordination, complains handling, linking management and its events, making sure that Batho Pele Principles are applied at all cost and ensuring that hospitals' image is always positive. Public Relations Department work in hand with Quality Assurance Manager to ensure that high standards are maintained in terms of service delivery.

Appelsbosch Hospital is proud to mention that we were successfully in helping our inpatients to cast their special vote on the 21<sup>st</sup> of April 2009 as part of the 2009 general elections. This was made possible by the Public Relations Department in conjunction with the I.E.C.

The last but not the least I will like to thank the public relations team which consist of Mr.Oscar Zondi, Miss. Zama Biyela and Mr. Simo Ndimande for their hard work in putting publication together and also everybody from various departments who contributed in making it a success. Appelsbosch Hospital will also like to bid farewell to Mr. Oscar "Oskido" Zondi his contributions into P.R Department and wish him good luck in his future endeavors, May God Bless Him!

## SECURITY SERVICES DESK



**Mr. M. P. Zuke – Principal Security Officer**

Due to financial constrains the security services mainly depends on physical security which is not effective when it comes to the point of safety and security measures. I would like to focus on the specific challenges that we are facing and I will only mention few corruption such as drugs as well as crime in the environment. Our job is vulnerable to Cyber Terrorism and needs more security in order to face these challenges mentioned. It is the most important for security services to have adequate information relating to security risks and risk management policies. Risk management also need to be treated as a process that can and should be applied at both strategic and operational levels for security to minimize risk of loss, arson, theft, burglary, vandalism and armed robber.

### Role for security service

We are expected to be familiar with all security Acts and policies in order to perform in a professional manner. Our vital role is to ensure the safety of

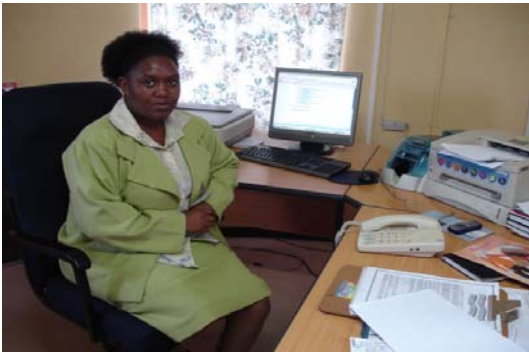
our client, institutional equipments as well as staff belongings while still in the premises. The prevention of all schedules one offence, maintenance of law and order at the institutional level. To enforce rules stipulated by institutional management on all occasion. It is essential that we keep in our mind the vision and mission of our department and serves as an example to others and particularly to members of the public and the community which we work with.

Our institution is also monitored by private security company by the name of Impi security service under the supervision of Dorothy Manyoni: Impi security is operating the access control act no. 53 of 1985. The private company is also responsible for crime prevention powers awarded by criminal procedure Act no. 51 of 1977. The company is acting like first line protection since the safety of our staff as well as institutional assets depends on their effective performance and vigilant.



**N.P Ngwenya, F.V.Shezi, D.Manyoni  
Impi Security Service**

## QUALITY ASSURANCE CORNER



**Quality Assurance - Ms D. B. F. Makhaye**

Quality is 'doing right, at the right time, right away'. The theme for this year 2009/2010 is "2009, a year for change". We are for change. Having evaluated ourselves, in the past year we did not perform to our expectations, we have seen where mostly our potentials are and shortcomings too. There is a lot of

potential at Appelsbosch Hospital that needs tapping into.

The seven domains which are: - governance; access to care; patient safety; infrastructure and environment; patient experience of care; clinical care and public health, when maintained will enable achievement of compassionate quality care. As an institution, on being evaluated by the communities we serve, we would be able to verify that not only clinically effective and evidence based care is provided but is also acceptable and effective through the complaints system.

March has gone well as T.B. awareness month with the activities that have taken place, empowering our communities and personnel.

## THE NEW FACE IN THE PR DEPARTMENT



**Zama Biyela PRO Inserv.**

I am Zama Biyela from Durban University of Technology, Pietermaritzburg campus; I am doing my inservice-training in the Public Relations Department. The most surprising thing is that I have spent only one month in this institution but it feels like I have spend five years. I

was very nervous, I thought I will be working with people who you will find it very difficult to approach but only to find out that these two gentlemen I am working which is Thami my mentor and Mthandeni are the most wonderful people I ever met.

I am looking forward to learn more from my mentor and I will try by all means to help him as well. This institution has surprised me I never thought it have good staff and management team who are so welcoming. I am looking forward to work with them for this remaining five months and I will do what ever it takes to make them happy by working hard.

# FOOD SERVICE DEPARTMENT



**Nokulunga Mngunyana – Food Service Manager**

In April 2008 I was appointed as Food Service Manager by Appelsbosch Hospital as a food service Manager ( Miss N. G. Mngunyana) food Service Manager (temporally, Mr. M.P. Mbonambi. We have 10 food Service Aids, we work together with a private company (KKS) to ensure patients get speedy recovery by providing well balanced diet. Mr. T. Msibi is an Operations Manager (KKS). Mr. A. Nene Catering Manager (KKS) assisted by Mr. S. Ndlela.

The food service management duties include the formulation together with staff the food service strategic plan that correlate with that of the hospital. Develop food service strategic policies, operational policies and procedures. Plan and revise the menu cycles for patients. Keep abreast with on improving the Service by seeking new information and bends that are relevant to food services. Develop quality improvement project plan for the unit and ensure that it is frequently evaluated.

Our presence is strongly felt especially at ward level. In the food service unit, there is an office that represents the department where the ward staff can seek clarity on any food service related issues, thus improving communication.

Due to budget constraints only equipment requests was unsuccessful, currently we can not deliver services up to a required standard e.g. we still awaiting patient's food warmers.

We provide 16 different types of diets/menus. The menus are nutritionally analyzed for prescribed specific patient's diets.

We are committed to prepare nutritional well balanced meal, promoting fast health recovery and provide our patients with the possible service during their stay with us



**Appelsbosch Hospital Kitchen Team**

## REPORT ON APPELSBOSCH HOSPITAL STI/AIDS AWARENESS WEEK

Appelsbosch Hospital conducted their STI/Aids awareness campaign from 23 to 27 February 2009, five high schools were visited, namely Nondenisa High, Skhulile High, Mjele High and Mthuli High. The total of seven V.C.T counsellors participated in this awareness around schools. Dr Nairenswani also conducted STI's educational talk. Sister KG Ndimande focus mainly on STI's educational talks, Mr. T. Ngcamu focuses on HIV/Aids and condoms.

The content of the talk were based on types of STI's (short and long terms). The emphasis was put in knowing the HIV/AIDS status (VCT), prevention mode, encouraging abstinence, the demonstration on how to use a condom both male and female and our institution was able to market it services to the targeted audience. Appelsbosch Hospital Hast team was able to cover all the high schools around the Ozwathini area which consist of approximately 1700 learners. The response was positive, both teachers and learners attended in the numbers.



**1. Nelly Ntuli at Skhulile High School    2.Sthembi Sthole at Nondenisa High School**  
**3. HIV/AIDS & STI Team                    4.TB Team**

 **HIV/AIDS, DRUG AND CRIME AWARENESS**



**1. Ms M.N.T Mkhize**  
*Nondenisa High teacher*

**2. Sr D.G Mchunu from Appelsbosch Hospital**

**3. Mr. T Ngcamu from VCT- Appelsbosch Hospital**

**4. Ms N Sabela from Siyasiza Community Care Centre**

**5. Captain Ndawonde from Nsuze Police Station**

**6. Ms D.G Zondi**



## **SUPPLY CHAIN DEPARTMENT OVERVIEW**



**D .R. Mbatha- Supply Chain  
Management Officer**

SCM is the section where you discovered that there is a lot of Commitment. Feelings may change , commitments do not. Success is getting up one time than you proceeds and achieve the goals .Generally, this motivation makes the SCM Team to stick to their task and best results and team work is achieved.

### Attitude

My attitude as Mrs.: Mbatha Dumile R. Working in procurement section as Supply Management Officer, is to bloom where I have been planted . I had discovered that attitude is a small thing that makes a big difference, it is interesting to work at Supply Chain Management when segregation of duties has been made, and job descriptions are known by SCM officers. (SCM Delegation)

### Overview of Supply Chain Management

SCM involves -“ The Management of working with capital that is invested in goods , stores and services with objective of optimizing the economic return on such investment. It entails proper planning at budgeting phase , careful product / service selection , supplier selection and management , bidding , requisitions , catalogue Management

, ordering , invoicing and payments , customer service and asset and inventory management . The process begins when the needs are identified during the strategic planning phase of the organization when service delivery targets are identified , to the point of finally disposing of an assets ,

### Supply Chain Management had elements that are used.

1. Demand Management -needs assessments to ensure that goods or service are required in order to deliver the agreed service, Specification are precisely determined , requirement are linked to budget and supplying industry has been analyzed .

2. Acquisition Management – Deciding at manner in which the market will be approached , total cost of ownership of particular type of assets . This is to ensure that bid documentation is complete including Evaluation Criteria , to evaluate bids in accordance within published criteria, and proper Contract documents are signed.

3. Logistic Management -Setting of inventory levels, receiving and distribution of material, stores, warehouse and transportation Management and review of vendor performance. Financial System to activate to generate payments .

4. Disposal Management - *consideration must* be given to obsolescence planning , maintaining a data base of redundant material for potential re- use , determining a disposal strategy , and executing the physical Disposal Process.

# A MAN WITH GREEN FINGERS



**Sanele Gumede**

**Akube ukungena nje esangweni lasesibhedlela sase Appelsbosch, unabisele amehlo kwesobunxele. Ukhangwa eluhlaza ingadi yemifino enjenge zaqathi, amazambane, imifino namathanga, ngisho nopelepele imbala. Lona ngumsebenzi omuhle kaSanele Gumede osebenza ngokuzikhandla kule nsimu. Sidlane indlebe nalensizwa.**

*Simo Ndimande: Hheshe nsizwa, kawuzethule.*

Sanele Gumede: Ngingu Sanele Gumede, odabuka oZwathini kwaHlathikhulu. Lapha ngenza ingadi.

**SN: Lwaqala nini uthando lwengadi?**

SG: Ngino 10 weminyaka ngase ngivele ngitshala ekhaya. Lwakhula-ke uthando lwengadi ngaze ngazithola sesilapha esibhedlela.

**SN: Kungabe yini le ekufaka ugqozi noma ekujabulisayo ngomsebenzi wakho?**

SN: Ukubona ingadi ichume nesivuno sisihle ngoba iziguli ziyasizakala. Imifino iyazisiza ukuthola ukudla okunomsoco. Zisheshe zelapheke izifo.

**SN: Ukube ubungenzi ingadi kungabe wenzani?**

SG: ngabe ngisezimbizeni ngiyapheka. Kangitshali nje kuphele, ngiyazibambela nasezimbizene.

**SN: Siyabonga ngesikhathi sakho. Uqhubeke nomsebenzi omuhle.**

SG: Ngiyabona



**Mr. Gumede in Appelsbosch Hospital garden**

# ZIXOXWA NGEZITHOMBE



**Hospital Acknowledgements of Accomplishments Awards: From left N.O. Petane, T. E. Mhlongo, MC Xulu, E. N. Zondi, N. A Ngubane & Q.T. Msomi**



**Hospital Acknowledgements of Accomplishments (Pharmacy Department): from left T. L. Hlophe, F. I. Hlophe, M. L. Dlamini & K. E. Thusi**



**Andy Rampersadh handing certificate to Mr. Mhlongo      Andy handing certificate to Mr. Ndlovu**

**REPORT ON ACTIVITIES DONE DURING THE TB AWARENESS MONTH  
(MARCH 2009)**



**Dr G. Lopez-Medical Manager**

- To improve the rate of case findings.
- To in-service nursing personal on TB management i.e. diagnosis, treatment and prevention.

**Activity 1**

The in-service training for staff was held on the 4 March 2009 and was targeted at nursing personnel. It had a total of thirty seven (37) nursing categories in attendance. Definition of TB, mode of spread, Occupational exposure, treatment and prevention, clinical manifestation are some of the topics that were covered.

**OBJECTIVES**

- To address the negative impact of TB/HIV correlation to our community (Umshwathi Sub-district)
- Educate staff on new issues of TB e.g. MDRTB + XDRTB.

**Activity 2**

Professional nurses, enrolled nurses, TB assistants, VCT counselors, CHWS were joined by Dots volunteers in a door to door awareness campaign at Ndulwini in which 30 families and various schools were visited.

**The ff. stats were collected**

Date	School	SMEARS	VCT	PEOPLE
10/03/09	Makeni	14	03	231
10/03/09	Makhosonke	05	00	142
10/03/09	Muzikawuthanda	10	17	144
11/03/09	Umbiko	21	04	112
11/03/09	Isikhokho	00	00	231
11/03/09	Gagu	01	02	304
12/03/09	Faye	40	00	459
12/03/09	Thulile	00	00	582
12/03/09	Skhulile	00	00	185

Date& Place	Team	Houses	People	Smears	VCT	Tested	POS+	Tine	Social
Faye 16/03/09	15	90	216	11	11	07	02	-	-
Nomhele 17/03/09	08	51	116	08	05	02	00	08	01
Hlathikhulu 18/03/09	17	78	236	20	17	15	01	-	-
Mbalenhle	16	235	321	18	15	15	04	01	-

**TOTAL EDUCATED = 2360**  
**SMEARS = 70**

**VCT = 22 (04 POS+)**

The visits highlighted some important challenges like:

- A poor socio economic status was observed in some areas, other homes are being headed by children.

- Nursing personnel should be encouraged to participate more in TB/HIV activities.
- The schools and the community need to be visited on regular basis by multi disciplinary health team.

**COMPILED BY: N.G. DLAMINI (HAST CO ORDINATOR) M.C XULU (TB SISTER)**



**TB AWARENESS DAY PHOTOS**



1.



2.



3.



4.

**1. Management Team**  
**2. Hospital choir performance during TB Awareness day**  
**3. Mr.K Mhlongo a representative from Umgungundlovu District Office**  
**4. Guests from SAPS, District Office and TB free**

## OSCAR BIDS APPELSBOSCH FAREWELL



It is my great pleasure to write this last slot for the Appelsbosch Hospital, it is painful to realize that this is my last newsletter I will be involved with. My internship ends in these coming months, I would like to firstly thank all people who have been supportive while in this institution, firstly my mentor Thami, Appelsbosch Hospital management and how I can forget my landlord! I will cherish the time I was here at Appelsbosch I have gained enough experience both in work and in life, I am

impressed with the attitude of some of the employees in improving the life of others despite the difficulties they face daily.

Where from here? I am going straight to my home to see my mother! On the serious note guys I am going back to Pietermaritzburg to organize some small project. I would like to thank all the people who have been involved with in this institution, I learned a lot especially to people who are faced daily with the patients, their dedication considering the impact of the diseases faced by our people, these sisters and brothers have shown great dedication in their jobs. To quote from one person who was working at one of the hospital in this province, “creative work will always leave something in that area even if you change the environment but your input will always remain”.

*May god bless you.*

*By Oscar M Zondi*

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## IMPORTANT QUOTES OF LIFE

**“BE MORE CONCERNED WITH WHAT GOD THINKS ABOUT YOU, THAN WHAT PEOPLE THINK ABOUT YOU”.**

**“LIFE ISN'T ABOUT WAITING FOR THE STORM TO PASS.... IT'S ABOUT LEARNING TO DANCE IN THE RAIN”.**

**“I WILL NO LONGER WORRY ABOUT TOMORROW. TOMORROW WILL ALWAYS BE THERE, WAITING FOR ME TO MAKE THE MOST OF IT. BUT I CANNOT MAKE THE MOST OF TOMORROW WITHOUT FIRST MAKING THE MOST OF TODAY”.**

**UNKNOWN....**

# STRESS IN A WORK PLACE

## Potential Hazard

Hospital work often requires coping with some of the most stressful situations found in any workplace. Hospital workers must deal with life-threatening injuries and illnesses complicated by overwork, understaffing, tight schedules, paperwork, intricate or malfunctioning equipment, complex hierarchies of authority and skills, dependent and demanding patients, and patient deaths; all of these contribute to stress.

**Health Effects:** Stress has been associated with loss of appetite, ulcers, mental disorder, migraines, difficulty in sleeping, emotional instability, disruption of social and family life, and the increased use of cigarettes, alcohol, and drugs. Stress can also affect worker attitudes and behavior. Some frequently reported consequences of stress among hospital workers are difficulties in communicating with very ill patients, maintaining pleasant relations with coworkers, and judging the seriousness of a potential emergency.

## Stress in the Workplace

### Possible Solutions

Some of the methods that have successfully reduced hospital worker stress and job dissatisfaction include:

- Educate employees and management about job stress.
- Address work-related stressors, such as inadequate work space, unreasonable work load, lack of readily available resources, inadequate and unsafe equipment.
- Establish stress management programs (EAP Programme).
- Provide readily available counseling from a nonjudgmental source (EAP Practitioner).
- Provide adequate staffing.
- Provide reasonable shift schedules for house staff to allow adequate time for sleep each day.
- Provide an organized and efficient work environment.
- Provide frequent in-service educational sessions and other opportunities to improve skills and confidence.



SUBMITTED BY ZETHU NDEBELE-HEALTH AND SAFETY OFFICER

# SPORTS

On the 4<sup>th</sup> of April 2009 Appelsbosch Hospital were visited by Grey's Hospital soccer team. The guys from Grey's Hospital won by 4 – 3, the crowds really enjoyed the match, It was 1 -0 in favour of the visiting team, the second half provided enough entertainment as six goals were scored.

Sicela ukuzwakalisa ukubonga kakhulu kubo bonke Abantu ababambe iqhaza, kuhlanguanise nodadewethu abasiza ngokupheka kanye nokusibongela izinsizwa zase Grey's Hospital zisiminya, zishintsha isikimu sonke!

Mhlaka 16 May 2009 sizobe sivakashele i-Greytown Hospital, sicela ukuba sonke sense amalungiselelo kusenesikhathi.



Appelsbosch soccer team line up against Grey's Hospital



Grey's Hospital players enjoying the meal



Grey's Hospital preparing for the game



## FEEDBACK FROM THE PUBLIC

Describe: Kindly write your complaint, compliment and suggestions.

We are here to complement about HR MR SITHAKHANE his service was good, he gave us enough information. He was kind to us, he's very good at what he is doing and he shows that he loves his work. We wish him to keep on doing the right things and helping the people who are hungry for a knowledge.

Keep it up!!

THANK YOU

PUBLIC RELATIONS DEPARTMENT

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Ngaphathere kanye kakhulu ekuthatheni-  
kwami, amaphilisi, eTB, besiphathene-  
kanye nakaphathi/abasobenzi kalamthatha  
angikazi ngaphathere ngoba ubathola bekw-  
mukazi ngenhla afanayo bonke aketho-  
ofisa sengathi ngelinye ilanga linganga  
mfizi, ngenxa yempatho yabo ethokozisayo  
ngasasane isikhathi.

Uyacelwa ukuba ubhale yonke imininingwane yakho njengoba idingeka ngenhla.  
Lokho kuyosiza sikwazi ukukwazisa ngezinyathelo zokuxazulula inkinga/ isikhalazo onaso.

SIYABONGA

PUBLIC RELATIONS DEPARTMENT



**In our quest to be the leading Hospital and realize our goal of “delivering service excellence to achieve optimal health for our community. It is essential that we got feedback from the public in a form of complaints and compliments; we can always grow from constructive criticism.**

## FIGHTING DISEASE, FIGHTING POVERTY, GIVING HOPE