



KWAZULU-NATAL PROVINCE

HEALTH
REPUBLIC OF SOUTH AFRICA

Newsletter

CATHERINE BOOTH HOSPITAL

NEWS

STAY INFORMED

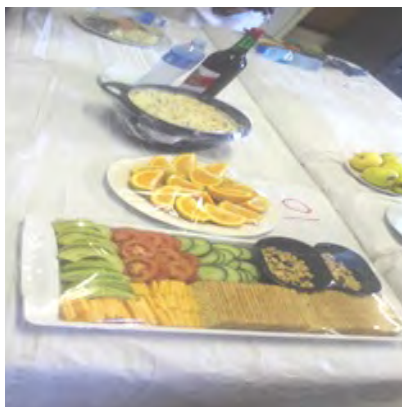
JULY—DEC 2023

MY CULTURE, MY HERITAGE—2023 HERITAGE DAY



Catherine Booth Hospital staff gathered in the facility's dining hall to celebrate heritage day.

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Nutrition Week

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Let Communities Lead

World AIDS Day

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KwaZulu-Natal Department of Health



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MY CULTURE, MY HERITAGE—2023 HERITAGE DAY



Dr. N. Dyasi with Ms. S.I Dlamini and Ms. Z. B Mahaye speaking about AmaXhosa Culture.

The Catherine Booth Hospital is a diverse institution when it comes to cultures. This is the reason staff members choose to celebrate their differences during the heritage month event which was held on the 28th September 2023 at the hospital dining Hall.

Dr. N. Dyasi who was speaking about Xhosa culture spoke immensely about women whose son went for traditional circumcision “Ukwaluka”. She explained how she conducts herself while the child is undergoing this important cultural practice and the ceremonies the which are done in preparation for the arrival of the boy child from the mountain.

Ms. S. Viljoen took the stage and shared information about Islam which caught the audience attention and interest because she was the only Islam employee in the facility. She mentioned important calendar days which are celebrated in Islam, traditional food and

different type of clothes and their meanings. One thing that stood out during her presentation their fondness about God as Muslims.

These events where staff members talk about their differences are very importance because they get to understand each other better. Sister S. Samigadu who is an Indian spoke beautifully about Diwali—a Hindu festival of lights which is considered to be the biggest event for the South African Indians. This 5 days long event symbolises the spiritual victory of light over darkness, good over evil and knowledge over ignorance.

The 2023 heritage day showed us that we may be believing in different cultures, but all of them revolves around God. Other speakers who on the programme were Mrs. B.P Nkosi who is Zulu and Ms. L. Puterman who is Jewish.



Sister S. Samigadu with Sister S.P Dlodla speaking about Hinduism.

During this day, the audience learnt that culture is not just traditional attire but a way of life.



MY CULTURE, MY HERITAGE—2023 HERITAGE DAY



ENSINGWENI CLINIC HERITAGE DAY

The Catherine Booth Hospital and its clinics are located at deep rural areas, as a result, culture and traditional is one of the things which are valued. It is therefore important that between servicing the community through healthcare services, staff members celebrates their cultures.

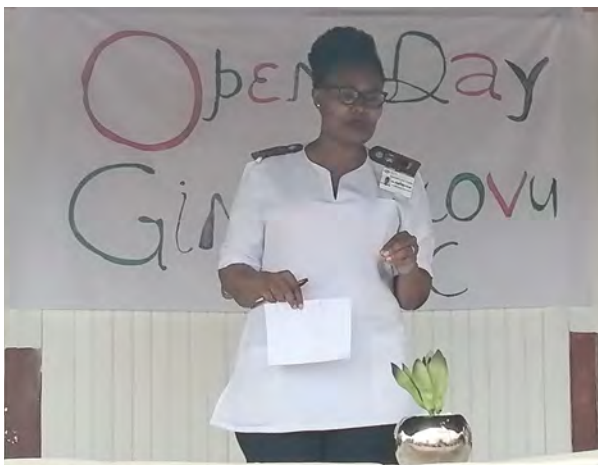
At Ensingweni Clinic heritage day was celebrated on the 29th of September 2024. During this day, staff members were wearing traditional attires ac-

according to their different cultures. Moreover, traditional cuisines were cooked and served to staff, and patients that visited the clinic on that day.

My Culture! My Heritage!



OPEN DAY—GINGINDLOVU CLINIC



Sister M.F. Mthiyane—Gingindlovu clinic Operational Manager.

On an effort to increase access to the healthcare services, the Gingindlovu clinic held their open day on the 9th of November 2023 at the facility's waiting area. The purpose of this event was to advertise services rendered by the clinic, and further open a platform for the community to engage with the clinic staff about issues concerning services delivery.

This is an annual event and the public is encouraged to attend.



CATHERINE BOOTH HOSPITAL OPEN DAY 2023



From L-R: Mr. B. Khoza, Ms. T. Khoza—Biyela Traditional Authority representative, Inkosi Khoza—KwaKhoza Reserve Chief, Cllr N.M Vilakazi –Ward 15, Cllr B.C Makhathini –Ward 6 and Mrs B.R Msomi CBH CEO singing South African National Anthem. Back Row: Mr. P. Khumalo CBH EAP

According to Batho Pele citizens should be given full and accurate information about services rendered by the public institutions. For this reason, the Catherine Booth Hospital holds an annual open day with a purpose of equipping public with information about the healthcare services and programmes rendered by the hospital; and how the hospital operates and functions. This event is also an opportunity for the public meet hospital management and to engage about issues concerning service delivery.

In 2023, the Open Day was held on the 31st October 2023 at the facility's dining hall. Addressing the audience, Mrs. B.R Msomi mentioned that the hospital will be focusing on the community based model as new strategy of ensuring that the healthcare services are closer to the community.

Due to the geographical location of this facility,

patients that are using public transport are struggling to visit the hospital as often as they should, therefore, the community based model strategy will yield great result as patients will receive healthcare services at their door steps.



Ms. S. Dlamini—Physiotherapist representing the Rehabilitation Department



CATHERINE BOOTH HOSPITAL OPEN DAY 2023

A number of community leaders were present in this event including Inkosi Khoza, ward Councillor N.M Vilakazi from ward 15 where the hospital is situated, Councillor B.C Ma-khathini from ward 6, Ms. T. Khoza—Representing Biyela Traditional Authority, Major G. and P.S Sebothoma—Salvation Army Church and others.

Before the event started, the community leaders and hospital management had a walkabout around all newly built and renovated units within the hospital.

The hospital also used the event to introduce new services in the facility which included Home Affairs services that are available every Monday and Dental Clinic which was scheduled to open before the end of 2023. The Catherine Booth Hospital employees took the stage and presented different services the facility is rendered according to their respective departments.

In addition to services and programmes rendered by the facility, representatives from other strategic department took the stage and shared information that is of public interest. Amongst others was Mrs. L.S Zulu –Assistant Director: Human Resources Management who spoke vastly about different careers, bursaries and job opportunities available at the facility; and their recruitment process processes. Mr. O.N Dlodla—Assistant Director: Finance Management presented about tenders and their application processes.



Mr. C.V Mjadu from the Department of Home Affairs.



Mrs. L.S Zulu—Assistant Director: Human Resources Management



CATHERINE BOOTH CELEBRATES WOMEN'S DAY AT A MOBILE POINT



The Biyela Centre located at Mombeni under the Biyela Traditional Authority which is used for many activities in this community including healthcare services mobile point and Philamntwana centre allocated a plot for its workers to plant a garden as part of the one home ne centre, one garden initiative.

Living a healthy lifestyle which includes eating a healthy balanced diet, drinking water more frequently and exercising. These were some of the topics that speakers spoke about during the Biyela Centre Women's Day celebration which was held on the 21st September 2023 at Biyela Centre.

During her address, Mrs. B.R Msomi—CBH Chief Executive Officer spoke passionately about mental health issues affecting old women who end being victims of genocide. She encouraged the community to take care of the elderly people generation, and further gave out tips on how to ensure that on old person is comfortable in the household.

Other government departments that were present during this one of its kind event South African Police Service, Agriculture, Government Communications and Information Systems (GCIS), SASSA and many others. The community came in the numbers attend this event, and get an opportunity

to engage with representatives from the above-mentioned departments.

During the programme, the department of health was providing services which included, Physiotherapy, Occupational Therapy, HIV Testing & TB Screening, Papsmear, family planning.



CATHERINE BOOTH HOSPITAL'S ISIBHEDLELA KUBANTU

The Catherine Booth Hospital has been experiencing a low bed utilization rate for quiet some time, and most of patients visit the facility when they are critically ill. This results in a prolonged recovery and long hospital stay. For this reason, the hospital has strengthened its outreach and mobile healthcare services through a number of programmes which includes Isibhedlela Kubantu.

In August 2023, CBH established a second mobile team and opened 8 new mobile points. The new mobile points were launched by conducting Isibhedlela kubantu which was held at Mankenganeni area—Dludla Store in ward 6 on the 17th of August 2023. While the provision of services was taking place, the hospital management conducted door-to-door in various households around the area as part of an on-going effort to establish two-way relationships with the community.

Moreover, more effort has been put to support fixed clinics looking at issues like human resources and maintenance, just to name a few. For example, at Ensingweni clinic—staff residences are were renovated as part of staff retention strategy.

The Catherine Booth Hospital would like to appreciate the outreach and mobile teams who are doing their outmost best in provision of healthcare services in the mobile on daily basis, come rain or sun shine.



Ms. K. Allies—Dietetics Community Service Officer consulting with patients.



Dr. S. Zulu with one of the patients during isibhedlela Kubantu



ISIBHEDLELA KUBANTU GALLERY



Vital Signs Station



Paediatrics Station



Physiotherapy Corner



Mobile team was being introduced to the community of Mankengani



Nurse Ndawonde weighing a child



Mrs. B.R Msomi addressing the community during Isibhedlela kubantu



Mrs. P.Z Mbonambi –Deputy Manager: Nursing addressing the community during Isibhedlela kubantu



ENSINGWENI CLINIC NUTRITION WEEK AWARENESS

On the 18th October 2023, Ensingweni Clinic lead by Ms. Z. Nkosi—Nutritional Advisor organised a nutritional awareness which was held at the clinic waiting area. Ms. Nkosi did presentations on different types of healthy meals appropriate for a human on different times of the day. The second session of the awareness was staff cooking competition – staff members were divided into groups. Groups were either preparing breakfast, lunch or supper. At the end, food items were presented and it was judged according to the content and plate presentation.



Representatives from the Lima Foundation with clinic staff during the awareness. The awareness was very interesting because it touched on subject every individual understand regardless of age, gender and ethnicity.



Ms. Z. Nkosi—Nutritional Advisor doing a presentation on healthy meals



Mr. J.S Mlambo—AMN: PHC judging food cooked by staff members



BREASTFEEDING WEEKING

Between the 01—07 August 2023 Ms. A. Allies—Dietetics Community Service Officer working together with the Maternity staff organised a breastfeeding awareness which was held at the CBH's Outpatients Department. The main purpose of this event was to encourage breastfeeding and raise awareness about its importance. During the course of the awareness, demonstrating on appropriate feeding position were made to the community. Moreover, the attendees were informed about best breastfeeding times and diets that mothers should flow in order to produce healthy milk.

The theme for 2023 was: "Let's make breastfeeding and work, work!". This theme emphasised necessary actions by policymakers and colleagues to support continued exclusive breastfeeding in working women to their infants.



PHARMACY WEEK



Interacting with patients with an aim of consulting and getting concerns / feedback regarding service delivery is a strategy that Catherine Booth believe will better the relationship between these two parties. This is done on on-going basis as the Pharmacy Department led by Mrs. P. Kleinhans—Pharmacist visited waiting as part of pharmacy month doing an awareness—focusing on antibiotics.



Amongst others, the pharmacy staff spoke about the importance of adhering to treatment, different types of anti-biotics and their functions. The team further encouraged the community not to use someone's else medications even if those two individuals has same illness.

2023 QAULTY DAY: SERVICE EXCELLENCE AWARDS

The Catherine Booth Hospital management believe that motivated employee's work more efficiently, produce higher quality work and improve customer / client satisfaction. And part of what makes a job meaningful is recognition for a job well done, and employee appreciation programmes is the facility's strategic for recognising good performing employees and departments. The hospital celebrated the quality day by rewarding best performing employees and department for their achievements and best performances as a way of motivating them and recognising their commitment and dedication to towards service delivery.

In 2023, service excellence wards were held on the 23rd of November at the hospital dining hall. There were two groups of categories, first one focusing on best performing employees in which the criteria of selecting was through elections and the second group audits and assessment to award best performing departments.

Addressing the audience, Miss C.M Ntshela— Monitoring and Evaluation Manager applauded and appreciated all staff members for their continued commitment to service the community which was evident in the Patient Experience of Care survey in which the satisfaction rate was above the national target.



Best Employee of the Year 2023—Nurse L.N Nzuza from Maternity Department.



Sister T.T Mgwaba with Mrs. Z.G Mdluli— Quality Assurance Coordinator and Mr. J.S Mlambo—ANM: PHC

“You are appreciated, continue to service the community with dignity and courtesy”



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**GROWING
KWAZULU-NATAL
TOGETHER**

QUALITY DAY GALLERY



Ms. N. Xulu—Best Intern



Sister S.P Dlodla—Programme Director



Best EXCO Member—Mrs B.R Msomi



Appreciation Award for the contracted cleaning service company—Zoma M. Projects



Ms. Z. Majola from Mobile Clinic with Mr. J.S Mlambo AMN: PHC



Sister D. Mthethwa—Long Service Award: 10 Years of Service



Appreciation Award for Mesisjakobe—Contracted Pot-tering Services Company



Best Medical & Allied Personnel—Ms. Z.B Mahaye with her colleague from X-Ray Ms. K. Pillay



Sister Z. Bhengu from CSSD that won 2nd Position in the Ideal Hospital Compliance.



QUALITY DAY GALLERY continues



Ms. Mbali from KSS—
Contracted security company



Mr. M. Naidoo with Mr. T. Makhaye
from Sodexo—Contracted Food Services
company.



Mrs. N.I Nxumalo accepting the retire-
ment certificate from Mr. E. Kleinhans



Mr. N. Dlomo introducing guest
speaker



Mrs Ntuli—Guest Speaker of the day.



Mrs. P. Kleinhans receiving
award for 1st Position in Ideal
Hospital Compliance



Mvutshini Clinic



CBH staff members during the Service Excellent Awards 2023

MVUTSHINI CLINIC WORLD AIDS DAY CELEBRATION

Every year, on the 1st of December 2023, the world commemorate World AIDS day whereby people around the world unit to show support for people living with HIV and remember every one who have died from AIDS-related illnesses. On 4th of December 2023, Mvutshini Clinic commemorated the world AIDS day by having a community march and an awareness with the facility.



The event started by a community march which followed by a lighting of candles at the venue.



Stage play staff members that encouraged collaboration between traditional healers and health department.



Giftng the guest speakers and cutting of the cake

ACKNOWLEDGEMENTS



Mrs. B.R Msomi
Chief Executive Officer

(Editor)



Miss C.M Ntshela
M&E Manager

(Editor)



Mr. S.C Thusi
Public Relations Officer

(Designer & Writer)

CONTACT DETAILS



CATHERINE BOOTH HOSPITAL

Physical Address:

Kwa-Khoza Reserve, Umlalazi Municipality
Ward 15

Postal Address:

Private Bag x105
Amatikulu
3801

Telephone No.: 035 474 8407/8/9

Fax No.: 035 474 7694

E-mail Address

Thusi.Sthembiso@kznhealth.gov.za

Web Address:

www.kznhealth.gov.za/catherineboothhospital.htm