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CEO MOBILIZES SERVICE DELIVERY

Inside this issue:

Quality of Nursing Affected by Staff Attrition 2

T.T.O.-ing: Is It Right or Wrong? 2

Farewell to Staff 3

Photos of New Facilities at CBH 3

It is high time now that we engage in a clear stance and involve all our stakeholders in delivering quality health services to our people. I feel it is the time that services are rendered in a manner that is more aggressive in style; aggressive in the sense that we take it as vigorously out to the people as we possibly can. That we do it using our PHC structures that extend preventative services to all the far ends and the out-of-easy-reach areas of our communities. One has to look face to face with the ever persisting challenges on the way of service delivery, one of those challenges being staffing issues. Staffing problems come with a variety of problem angles ranging from recruitment process, successes and failures to getting warm bodies to posts in a rural geographic environment. Other challenges include bad roads to the Hospital, clinics and mobile Clinical Points, conditions of scarce accommodation and other amenities, staff turnover etc. However our success looks imminent in renovating the whole Hospital's wards, buildings and premises to be what it looks like now. We felt that we have to start the kick with the wards and grounds so that we achieve an aesthetic environment. Very little is left to do to achieve a hotel environment in our facility. Our focus in this Financial Year 2007/2008 will be to finish up those projects that could not be accomplished

in the previous Financial Year, like fencing. I have said before that our priority shall be to enhance an element of comfort from wards to staff residences. Another critical concern shall be our clinics, bearing in mind also our newly taken over Clinic - Gingindlovu, that was given to us by the Municipality.

Thus we remain optimistic that we have to overcome the challenges on staffing problems as aforementioned. For instance, if we could achieve doubling the teams in the Outreach Programmes (like Mobile Clinic teams and School Health teams), things will work out well. We then could annex our workmanship with other stakeholders such as NGO's. If we could harness all these aspects on Service Delivery, we can really win the battle of "Fighting Disease". We have to intensify and redouble our commitments and efforts, especially giving priority to programmes dealing with TB, HIV/AIDS, VCT, PMTCT, ARV, Mother & Child, Women's Health, and PHC (Mobile Health and School Health Services). We are proud to say that we still manage to have a doctor visiting each of the clinics at least once a week. Again, we still have our multi-disciplinary team that visits clinics and communities. The team includes the eye clinic nurse, rehabilitation team (physiotherapist and occupa-

tional therapist), dietician social worker, and dental therapist. We are also proud of our staff in that they are able to deliver quality care, especially on new services such as the MDR TB ward, Dental Service unit and TOP unit(see pictures on pg 3).



Mr. L. B. Vundla (Hospital CEO)

To conclude, I would like to thank all our staff for persevering through difficult conditions such as bad roads and scarce accommodation. Those challenges are beyond our scope, but our hopes are high that things will become better from this year.

Mr. L. B. Vundla (Hospital CEO)

Quality of Nursing Affected by Staff Attrition

BETWEEN MARCH AND APRIL 2007, ALMOST 10 NURSES HAVE LEFT CBH. SO I DECIDED TO ASK AROUND...

NURSE 1: I am leaving because I want to be with my family (laughing). I came here for a senior post, which I got, so why should I wait?

NURSE 2: There is a new clinic which opened up near my home. I will be saving money on transport and I reach home earlier.

NURSE 3: I do not prefer sharing a room with other people. As an elderly woman, I need my own personal space.

ZHANE: Why did you leave the other hospital?

NURSE 3: I had a misun-

derstanding with the ma-

NURSE 4: I want to work in a hospital where I'll be able to study privately for a bridging course. Here, we are not allowed this, and that is why I am leaving.

NURSE 5: I found the job I wanted, and CBH is not my place. There is no fun and entertainment.

THAT'S THE RESPONSE I GOT FROM SOME OF THE NURSES WHEN I SPOKE TO THEM. I ALSO WENT TO ASK THE NURSING MANAGER, MRS. MBONAMBI, HER VIEWS. THIS IS WHAT SHE HAD TO SAY...

MRS. MBONAMBI: This moving of nurses really affects the quality of nursing, resulting in poor nursing care. For example, if we send someone for training and when she comes back, she says that she wants to leave. This is really unfair. There are people who leave because of important reasons, and there are others who enjoy moving up and down for no reason. I believe that you should be solving problems, not running away from them. If someone has a problem, she or he should come to me and we can talk about it. And mind you, this moving up and down is not happening only here at CBH. Almost all hospitals are faced with this problem.

SOMETHING NEEDS TO BE DONE ABOUT THIS. BUT WHO IS RESPONSIBLE? THE HOSPITAL SENDS SOMEONE FOR TRAINING, AND WHEN SHE RETURNS, SHE ASKS FOR A TRANSFER? IS THIS TOLERABLE? MAYBE MANAGEMENT NEEDS TO DO SOMETHING TO RETAIN WORKERS... LIKE REWARDS AND TOKENS TO THANK WORKERS FOR BEING PART OF THIS HOSPITAL (TROPHIES, CERTIFICATES, AND EVEN SMALL ANYANA PRESENTS.)

THEY SHOULD ALSO GIVE EMPLOYEES THE OPPORTUNITY TO EXPRESS THEIR VIEWS AND NEEDS.

By: Zhane Khanyile.

Taking Treatment Out ("T.T.O."-ing): Is It Right or Wrong?

ALMOST EVERYONE WHO WORKS IN THE HOSPITAL IS FAMILIAR WITH THE TERM "T.T.O." I WANTED TO KNOW HOW WORKERS FEEL ABOUT "T.T.O."-ING, SO I ASKED AROUND AND THIS IS THE RESPONSE I GOT...

WORKER 1: I do it because everybody else does it.

WORKER 2: I T.T.O. only what I need for my kids, unlike those who do it for "fun."

WORKER 3: It is wrong! I don't do it.

WORKER 4: Where I work, there is nothing to T.T.O. I wish I was working in the wards.

WORKER 5: The State owes me a lot for the little I am earning. So to pay back, I must take something.

WORKER 6: T.T.O.-ing is not right because it causes shortages in the hospital stock. I don't do it.

WORKER 7: Some senior citizens in the country steal millions without being caught. But if we take small things, they make it a big issue. Why?

WORKER 8: Mina ngiya TTOWa futhi ngeke ngiyeke akhekho umuntu ongaTTOWi banamanga laba abathi abakwenzi kuwukuthi bakwenza singaboni.

WORKER 9: I won't tell whether I do it or not, but it is wrong.

WORKER 10: If there is a chance, I can steal a car because izikhulu ziyeba bese kungashiwo lutho.

ARE WE THE ONES CONTRIBUTING TO AN INCREASED EXPENDITURES? MAYBE THAT'S WHY THE GOVERNMENT FINDS IT HARD TO INCREASE OUR SALARIES!

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What is MDR TB? How does it concern the public? Contact the Editor for more information.




Department of Health

This newsletter has been launched to facilitate interaction between staff and community members, as well as patients. It is a necessity that the staff of CBH are well aware of happenings around them, especially if they have a direct impact on them. All news published herein are free of discrimination and bias, and are fair and factual. If anyone has any constructive criticisms, comments, suggestions or interesting news that they feel should be published, please feel free to contact the editor.

We hope to keep you informed! Enjoy reading!

Dr. L. Naidoo (Editor)

PLEASE SUBMIT ARTICLES, NEWS BITS, JOKES, EVENTS, ETC. TO THE EDITOR BY THE 25th OF EACH MONTH IN ORDER TO BE CONSIDERED FOR PUBLICATION

Farewell to Staff

We bid farewell to a great Manager this year.

Mr. W.L. Malevu, Finance and Systems Manager, will be leaving us and joining the Tongaat CHC as their new Finance and Systems Manager. Mr. Malevu wanted to be close to his family who live in Appelsbosch area.

We at Catherine Booth Hospital wish him well in his future endeavours. You will be sorely missed.



*Lucky Malevu
Finance & Systems
Manager*

We also bid farewell to others as well

The list is endless though

Thank you all for the good work done at Catherine Booth.

Your presence will be sorely missed.

And for those of you still here keep up the good work As of next month we will be having an award. Employee of the month

Photos of New Facilities at CBH



Above: The new MDR TB ward

Below: The new dental service facility

