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Editor: Dr. L. Naidoo



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### "Thoughts to bear in mind":

- Good service is giving people a little more than they expect. Excellent service is enjoying giving people more than they expect.
- Remember when someone annoys you, it takes 42 muscles to frown, but only 4 to extend your arm and slap that person ©



## Zululand District Team Visits CBH

On the 5<sup>th</sup> of July, Catherine Booth Hospital had the pleasure of being visited by the Zululand District Management, Mrs. Memela, and her team. It was a learning experience for all concerned. The Zululand team was here to benchmark for their up and coming renovation projects, but we also gained a wealth of information from the team with regards to ways of improving our institution.

It was beneficial to have new ideas injected into CBH from the leaders from the Zululand district. The new lock-up cage project for refuse, which was started recently at CBH, impressed the CEO's. It was a project the team felt they can also implement at their hospitals. Recently, the fencing and paving project was started here as well. Pathways are dug

up and work is steady, but very soon we should have a secure premises.

Upgrading of the facility may take many a year but we have managed to fast-track the process a bit by using co-

operatives and TED unit at Head Office who have made much difference. We hope to continue with this trend and improve service delivery. **By: Dr. Thandrayen—Medical Manager**

**Below:** The lock-up refuse cage for CBH

**Far Below:** CBH management with the Zululand district visitors and Hospital CEO's



## Human Resource Development Training Programmes

The HRD committee at CBH holds monthly meetings, co-ordinates training and short/long courses, screens applications and selects suitable candidates for training programmes. The committee comprises the HR manager, Nursing management representation, Union representation and members from all components.

Applicants need to finish a 1 year probation period before applying, and the application has to be signed by the ward supervisor before being submitted to the HRD committee via the Deputy Nursing Manager.

Selection criteria includes experience in the rank, gen-

eral behaviour, performance, and absenteeism patterns.

Statistics for 2006/2007 for CBH staff who were trained reflect:

Professional nurses on training: 2; Prof. nurses to commence: 2; Enrolled nurses engaged in training: 8; Enrolled nurses to commence in August: 4; Enrolled Nursing Auxiliaries on training: 2; In-service staff engaged in training: 3.

The HRD committee recently selected the following candidates for training programmes: N.Zulu for Dip. in Operating Theatre Nursing Science (KEH—

starting 1 Sep.); C.M. Xaba from Ensingweni for Advanced Midwifery and Neonatal Nursing Science (KEH— Starting 1 Sep.); S.P. Khoza, T.P. Zikhali (PHC Mobile), B.P. Mpungose and N.C. Jwara for a Bridging Course leading to Professional Nurses (Hlabisa Hospital— Starting 1 Aug.); J.J. Mthiyane and M.S. Mbatha (commenced on 1 June 2007) for training leading to Enrolled Nurses (Eshowe Hospital); and S.M. Mkhize, T.Mlondo, C.K. Zulu— PHC (UKZN)-part-time.

We would like to wish our selected candidates the best of luck in their training. It is due to your calibre of experience and morale that

you have been selected. Being a professional necessitates being equipped with interpersonal and intrapersonal skills, including respect, attitude, behaviour and the ability to work under stress. No doubt your future entails more responsibility and expectations, but always reiterate to yourselves: “Short term pain for long term gain!”

Congratulations!

By: Dr. L. Naidoo



## Introducing the “Team of the Month”: MALE WARD ☺

Not to be taken seriously... ☺☺

**CPN- S.T. Ntshangase “Captain or The Leader”:** She is the reason for unity that everyone observes at male ward; she doesn’t use the iron fist ruling; she always makes sure that everybody feels at home; she goes all the way just to make team spirit—like buying her staff sweets, cold drinks, Tabanis, etc.

**PN's- N.T. Dlamini “The Luck Horse”:** Firstly, the reason I name her this is because, during the month of July, she achieved everything she wanted. The other thing about Ms. Dlamini: never lend her your pen, because whatever she touch gets lost! But she has learnt from the captain how to lead the team. On a sad note, we might lose her if she gets the post that she was recently interviewed for.

**J.M. Sikhakhane “Mboma”:** He's still new to the ward, so if he keep s his feet on the ground and learns from the Captain, he'll go far.

**SEN- P.S. Khoza “Smargate”:** He always introduces himself as bhuti Smarga. This man thinks that he is the

best... Every Wednesday, he orders samp at the kitchen and takes a ball-sized bowl to serve, and it's always full. Then he'll tell you it's because he is a coloured. After investigating, I discovered that he always pays double-price.

**EN's- F.M. Nxumalo “Incompetent”:** Recently, she made me think differently about her. she was bathing patient, and they end up talking. The patient was talking about a place called Ohwebede, near the coast, and the very amazed F.M. said that there's no sea near there, the only sea is at Durban and Richards Bay! Forgive her...maybe she thinks that sea is a big dam.

**B.P Dladla “Bus Driver”:** This lady is the joker of the ward, and she makes sure that everybody feels her presence. She is one of the very few people who just says what she feels like anytime, anywhere, anyhow. She also likes Tabanis.

**N.H Nqodi “Comrade”:** Everytime she introduces herself to you, she'll tell you: “I am N.H. Nqodi from Easten Cape, residing at Umlazi, and please join Nehawu.”

**ENA's- H.M. Cele “Slender”:** This is the only person I couldn't wait to see,

because Smiso was praying day and night for him to get the job. Thank God he did. He's scared of me because I don't give him space to breath. Maybe I'm his role model, because now he wants to get married (joking).

**T.C. Mchunu “Smiso's daughter”:** I first met her when she was working for Dr. Sibiya. She always teased me by saying had I made a move on her, she was gonna be mine. But now, both of us are married. We used to leave the ward together, and it was my duty to remind her to go to the ladies' room before we go.

**V.N Mthembu “Prodigal daughter”:** She was working at the dental clinic and joined us later in July. She likes to introduce herself as someone who is single.

**Students- S. Ngcobo, Z. Mbonambi & S Mhlanzi:** Our student nurses are still in their shells. Maybe we'll see their true colours once they finish their courses.

Continued on Page 4...

## And CBH Just Keeps on Progressing

Greetings to all of you again.

Now every one of us feels that sigh of relief after the mid-year workers' strike shake up. Most of the programmes were somehow shaken or were rather halted. Well, it is good to note that health care was rendered under such assailing pressures. Well done to the sacrifices that all of you offered for the sake of saving the lives of the hopeless. Recognising that they do have their noble rights to health services as enshrined in this country's constitution. Well done guys.

Well, as usual, our hospital could not stop most of the processes that caused it to be as busy as a bee throughout the yester year. Apart from the accomplishments done on buildings, we can reckon quite, inter alia, just a few important achievements on health service delivery:

- We saw the acquisition of parkhomes; subsequently the PHC team got a shelter. The team was transferred from Amatikulu Training Centre back home on the Hospital premises.
- Ekuvukeni Clinic (i.e. ARV Team) acquired a temporal shelter although it still gets too congested, and the Administrative Support (Systems) Personnel also acquired offices, giving space to HR personnel. Shortage of offices had caused so many headaches before.
- Essential equipment like Dental equipment was acquired and installed.

- A dental service was opened on a full time basis and a full time Dental Therapist appointed, for a start against a borrowed post for the sake of providing this service.
- Stores Department: Storerooms were securely partitioned with 2 lockable net-wire structures for safety of property.
- Towards the end of 2006, the conversion of 2 male wards to the MDR-TB unit was undertaken within a very short time.
- It was not too long ago that Dr. Thandrayen was appointed Medical Manager in September 2006.

To summarize some of the important issues, we managed to do important renovations to our wards and buildings, including the Administrative Block (with OPD). The total cost incurred in our Maintenance Budget was = R2.4m during the 2006/2007 financial year.

### For 2007/2008 financial year:

*First Quarter (01.04.2007-30.06.2007):*

Expenditure was R11,604,751.21 Maintenance R711,103.75). Expenditure was incurred for certain projects that overlapped with the previous financial year.

Other projects undertaken from April to May 2007 were:

- Renovation/painting of the main kitchen, TB section, drivers' quarters and temporal waste storage area, and the general household waste storage area was completed in June 2007.
- Introduction of a colour-coding system in patient-file records. This is one good approach that helps in easy detection of misfiled records, and it can minimize the loss of records.

*Second Quarter (01.07.2007 - 30.9.2007):*

- Replacement of perimeter fence with concrete palisade and construction of concrete pathways and driveways to staff residences are under construction.
- We need to erect a new Security Guard House and also extend the security lighting down to the new entrance.
- A need also exists for our patients' visitors waiting area that would be sheltered outside the new main gate.
- We need to explore an immediate solution to shelter service expansions like ARV programmes at our Clinics.
- Provision of transport for the ARV team to visit schools/ community, and developing a tracing program. A solution could be to hire a vehicle pending available budget

**I would like to plead to all staff and the community to give us support and give off their best so that we can make this hospital the best. Do not forget that we still maintain our commitment of "taking service to the people".**

*By: Mr. Vundla (Hospital CEO)*

## PARTIES at CBH!!

On the 14<sup>th</sup> of July, we had a party to welcome all the new colleagues. It was rocking indeed! Thanks to the following guys who made sure everything went fine: Sbo, Xoli, Bongz, Dlungu and Mzi. I had no idea that Thembin-kosi has DJ'ing skills.

To our new members, you are all welcomed and you must know that at CBH, Sinjenake.

I also have some interesting news that I overheard. Guys are planning an outing for the year, but I didn't get a chance to find out when and where to. If anyone is interested in joining the movement, you are welcome. Just contact me or Thembin-kosi.

Lastly, I want to say Thank You to Management for employing younger guys. There are now more guys compared to the last two years since my arrival. Mind you, I'm saying this on behalf of all gals; it's just that they are afraid to say it themselves, and asked me to say it.

*By: Zhane Khanyile*



## Employee of the Month...

A hearty congratulations and a big thank you goes out to **Mr. Mlanduli**, one of our porters, on being selected by Management as the Employee of the Month! You are performing an excellent job! Keep up the good work. And your wheelchair-pushing skills are amazing. I'm sure our staff and patients appreciate your hard work and dedication.

*Dr. L. Naidoo*

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Please submit your letters with concerns and/or grievances, and any other important information that you would like to be published.

We hope to keep you informed!

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



  
**Department of Health**

## Quotable Quotes

“An unwanted pot boils immediately.” people hire third-rate people.”

“I am dying, as I have lived, beyond my means.”

“First-rate people hire first-rate people; Second-rate

*Submitted by: Sifiso Fakude*

## Laughter, the best medicine...

A man walks into a supermarket and asks to buy half a head of lettuce. The boy working in that department tells him they only sell whole heads of lettuce. The man insists that the boy ask his manager about the matter. Walking into the backroom, the boy says to the manager: “Some old haggard wants to buy half a head of lettuce”. As he finishes his sentence, he turns to find the man standing right behind him, so he quickly adds: “And this gentleman kindly offered to buy the other half”.

The manager approves the deal and the man goes on his way.

Later the manager says to the boy: “I was impressed with the way you got yourself out of that situation. We like people who think on their

feet. Where are you from, son?”

“New Zealand, Sir,” the boy replies.

“Why did you leave New Zealand?” the manager asks.

The boy says: “Sir, there is nothing but whores and rugby players there.”

“Really?” replies the manager. “My wife is from New Zealand.”

“Really?” replies the boy. “Who did she play for?”

*Submitted by: Sifiso Fakude*

## “Team of the month” ...Continued from Page 2...

**Clinical Orderly: S.T. Khumalo “Smargate's twin”:** This man knows his duties. when he is not around, you'll just see he makes sure that our linen room is always clean.

And finally...

**Ward Clerk: N.B. Mthethwa “Venture Driver”:** At male ward. we have four chairs, so we usually place two at the front and two at the back. As a clerk, Blessing takes the one at front on the right, just to get closer to his job, and the rest fill the other chairs!

*By: Blessing Mthethwa*

