



# EZASEMKHUMBANE

# NEWS

GROWING KWAZULU NATAL TOGETHER

OCTOBER 2024

## CATO MANOR CHC EMBARKS ON HAND HYGIENE AWARENESS

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ISSUE



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DMN Mr S. Nkosi Receiving the gift from our IPC Co-ordinator : Mr Bheki Mbele



# FROM THE CEO'S DESK

Greetings to all readers of **Ezasemkhumbane Newsletter**.

I am pleased to present our Newsletter for the third quarter. Within these pages, we will delve into the notable activities and achievements obtained by the facility, all of which upheld high standards of excellence. We welcomed senior managers Mrs. L Mayoyo (PRO) and Mr. G Nair (Systems Manager)

This is the valuable platform to share good stories and the milestone that has been achieved in rendering optimal health care to our clients.

One of the standout moments of this quarter was the commendation received by Cato Manor CHC The Office of the Standard Health Compliance and EThekweni Health district office paid the facility a visit for an audit to assess its operations and compliance with the OHSC standards for the first time after the clinic was handed over by the EThekweni Municipality to the Department of Health. I would like to take this opportunity to applaud the staff for your hard work, dedication and team spirit.

It is the middle of the year, 2024 and it marks the 2nd quarter of our financial year. This is the year perceived by many as, "The Year to rebuild trust and restore Hope". The previous years were characterized by economic, social and natural instabilities.

On the previous quarters the facility has managed to secure 80% of air conditioner installations in order to make our working environment conducive. We managed to secure the contract with the security company to strengthen the safety and security of our community members and that of our staff members, We have managed to install Pele Box for decongestion of patients flow within the facility.



**MRS M.M MKHIZE - CEO**

About 1300 patients that were successfully decongested that are currently utilizing the Pele box without experiencing any challenges. The facility has achieved the new rooting system of telephone lines connection which previously we were receiving an unpleasant means of communications within the clinic. We have managed to install the parameter secured fence. New filing system which we call number for life has been introduced and implemented, this new filing system has reduced the number of complaints regarding missing files and the turn around time of receiving patients files.

In November 2023 the facility started engaging in the extension hours of services from 16h00 to 18h00, from 5 days to 7 days and public holidays, this has helped our community to have access to quality health care services at their flexible and convenient times.

Throughout this quarter, the facility organized various educational, trainings for its staff members and facility events for both clinic users and staff members, further demonstrating its dedication to serving the community.

The above have put more strain on our budget but our commitment and resilience propel us to render quality health care to our clients in the Spirit of Batho Pele and according to the Patients Rights Charter.

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# HAND HYGIENE DAY

On the 13th May 2024 Cato Manor CHC hosted a successful Hand Hygiene Day event. Dedicated on educating patients and staff on the importance of good hygiene practices in preventing illness. The purpose of the day was to raise awareness about the impact of poor hygiene on health, highlighting conditions such as diarrhea, pneumonia and surgical site infections that can be prevented by simple hand washing and hygiene habits.

Our healthcare professionals shared valuable insights and tips on maintaining personal hygiene, proper hand wash techniques and environmental cleanliness which was presented by Mr. Bheki Mbele, he also described this day as the day to bring into remembrance the importance of Hand hygiene a day for everyone to search themselves and look at the miles taken if they have been beneficial to the community of patients being served or not. **IPC is for everyone.**

From the depth of his heart he pleaded with the champions to not only attend to patients as a call of duty but to be moved with compassion when caring for the patients. This plea was made as he shared how he had been previously a victim of unjust IPC practices at the hands of health care workers in his younger years.

The day was packed with fun and games which were aimed at testing the knowledge of the IPC champions and all staff members. It took a tricky and rough turn when the champions were asked to name all the 5 moments of hand hygiene observations. The day was competed with Hand hygiene pledge that was led by the facility trainer Sr Somkazi Malinga

Amusement was the order of the day as our sponsors catered to the attendees needs. As guests were enjoying their beautiful goodies which was prepared by our dedicated IPC. The walk about was taken afterwards to view IPC displayed tables that were hosted by the different facility departments. The top 5 best displayed tables won prizes.



## IPC & MR NKOSI



# BREAST FEEDING AWARENESS EVENT

**B**reast milk is nature's perfect baby food as it contains immunity boosting antibodies and healthy enzymes. Breastfeeding benefits both Baby and Mom and strengthens the bond between the mother and baby.

Cato Manor CHC joined the annual global World Breastfeeding Week celebrations from the 1st –7th August with the aim of engaging and strengthen action that will promote, protect ,support breastfeeding and improve babies health in the community.

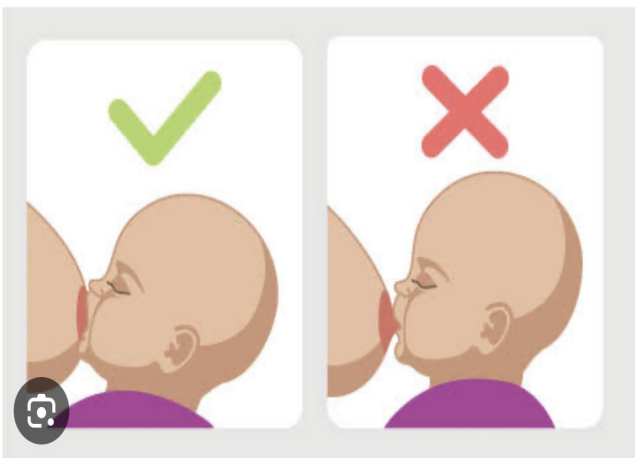
Breastfeeding Week was an exciting time to our facility, staff participated by engaging with different speakers that equipped all mothers attended to the breastfeeding event, education sessions with mothers and fathers were being encouraged to support breastfeeding,



NURSES GUIDING NEW MOMS ON THEIR BREASTFEEDING



GIFTS TABLE AND COMMUNITY SHOWING THEIR GIFTS



# PHARMACY AWARENESS

September 25th marks Pharmacy Awareness Day, a celebration recognizing the vital role pharmacist play in healthcare. This special day honors the dedication, expertise, and communities worldwide. The main focus of our Pharmacy awareness day, focused on the crucial theme of vaccination.

This central theme was targeted primarily at children but also extended to adults. We aimed to educate and raise awareness to patients on various aspects of vaccination. We were able to cover essential topics such as the types of vaccinations available, how to prepare for a vaccination.

Concerns about vaccination side effects and debunked common myths surrounding vaccination were addressed. Our comprehensive approach ensured patients received accurate and reliable information. The event was a resounding success, as patients gained valuable insights into healthcare and vaccination, potential side effects and made informed decisions about which vaccination to consider. Pharmacy Awareness Day empowered patients to take proactive steps towards protecting their health and well-being. We consider the event a significant achievement in promoting vaccine confidence and fostering a healthier community.



nNsele

Pharmacy staff

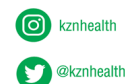


Pharmacy organizing Team that is lead by the Pharmacy Supervisor on the left : Mr. S Nsele

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# BATHO PELE PRINCIPLES AND COMPLAINTS MANAGEMENT TRAINING INSERVICE TRAINING

The Second quarter of each financial year is filled with new energies and goals that are aspired to be achieved. Spearheading such a diverse program is interesting because when you interact with new and old staff members, you get new innovative perspectives to practice Batho Pele Principles and complaints management trainings in the facility. Staff members were given a refresher course on customer care and Complaints management in order to be able to give good customer service. The main aim of these trainings was to install a culture of accountability and caring for our patients



Facility Pele Box for patients

## FOOD FOR THOUGHT

All citizens should know what service to expect through continuous engagements whilst in the service areas

-Citizens should be offered an apology and solution when standards are not met.

-All citizens should be treated courteously.

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