



Christ The King Hospital 2024 Service Excellence Awards

**SPECIAL
EDITION**

An Event To Reward Ubuhlebezwe Facilities and Staff For Their Hard Work

30 April 2024

Ubuhlebezwe Health Sub-District Hosts A Service Excellence Awards Ceremony For Its Facilities and Staff



Event stage



Sr Chiya accepting an award.

Christ The King Hospital hosted a service excellence awards ceremony at Ixopo Peace Initiative Hall on the 30th of April 2024 for all Ubuhlebezwe Sub-District facilities and its employees. The purpose of this event was to appreciate, acknowledge and reward the facilities and its staff for their commitment, hard work and dedication during the 2023/24 financial year.

Recognition and reward is integral to ensuring a happy and satisfied workforce that feels valued by the sub-district. The hospital has acknowledged that there are many initiatives that demonstrate service excellence which deserve recognition and reward.

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The sub-district Service Excellence Awards seek to reward and recognize facilities, wards, sections, contractors and individuals who excel in serving clients and ensuring proper healthcare service delivery. The awards also appreciate and showcase the highest achievement in customer service excellence of professionals and facilities.

In the beginning of March 2024, all the hospital wards, sections, departments and PHC facilities were given entry forms to nominate their staff, streams, sections

and departments in different categories. The entries for the submission of nominations were open from the 1st to the 31st of March 2024. the nominations had to be accompanied by evidence as to why that individual, facility, section or ward deserves an award. Once the entry submissions were closed, the organizing committee and management then did a selection process for each category.

The event was sponsored by Sanlam. Mr Z Mkhize (Enrolled Nurse) from Gateway Clinic was the programme director for the day. Ms K. G. Letsoalo (PHC Supervisor) introduced the guests of honour and then Mrs Maseko (Chief Executive Officer) explained the purpose of the day. Mr Z. Mhlamvu (Monitoring and Evaluation Manager at St Apollinaris Hospital) and Ms N. Dladla (Christ The King Hospital Board Member) each gave a word of support and then Rev S. Shangase from Head Office gave a keynote address. The hospital choir was tasked with entertainment for the day and they did an exceptional job.

Miss N. P. Mkhize (Human Resource Officer) and the Hospital Executive Committee Members then presented the awards to the recipients.

Ixopo Clinic won 25 awards of the day, making them the biggest PHC winners and the overall winners. Maternity

Ward won 8, KwaMashumi Clinic and Hlokozi Clinic each won 7 and Jolivet Clinic and Nkweletsheni Health Post each walked away with 5 awards.

After the presentations of the awards, the hospital choir gave a musical item and then Ms Mthembu did a vote of thanks. Refreshments were then served.



List Of Categories And Its Winners

Certificates Of Appreciation

- All the wards, sections, departments, management, contractors and PHC facilities each received a certificate of appreciation for their valuable contributions to service delivery in the 2023/24 financial year.

Special Recognition Certificates Recipients

- Mrs S. N. Davids (Jolivet Clinic)
- Dr J. E. Mkhize (Clinical Manager)
- Dr W. Ntumba (Medical Officer - Male Ward)
- Mrs N. C. Ngubo (AMN - Maternity and Peads)
- Sir A. M. Phungula (PN - Staff Clinic)
- Sr Nombika (Professional Nurse - Male Ward)
- Mrs A. N. Shoba (Yhaweh Trading Pty Ltd)
- CTK Hospital Team
- CTK Hospital Choir
- Out-Patients Department and Casualty
- Pediatrics Ward
- Nursery
- Operating Theatre
- Maintenance Department
- Cleaning Department (Admin Building)
- Ms N. P. Mkhize (Human Resources Officer)
- Ms S. Dlamini (Human Resources Officer)
- Ms B. X. Radebe (Human Resources Officer)
- Sacred Hearts Sisters

Norms and Standards Category

Certificate of Compliance From OHSC Recipients:

- Christ The King Hospital
- Gateway Clinic
- Ixopo Clinic
- Jolivet Clinic
- Hlokozi Clinic
- KwaMashumi Clinic
- Nokweja Clinic
- Ndwebu Clinic
- Gcinokuhle Clinic
- Mntungwana Clinic
- Sangcwaba Clinic

Administrator Of The Year - Hospital

- Position 1 - Ms N. P. Mkhize (Revenue)
- Position 2 - Mrs N. Nkwanyana (Systems)
- Position 3 - Ms I. Z. Hlangu (Maternity Ward)

Administrator Of The Year - PHC

- Position 1 - Ms A. B. Mdluli (Ixopo Clinic)
- Position 2 - Ms N. P. Vilakazi (Gcinokuhle Clinic)
- Position 3 - Mr R. M. Mbhele (Ixopo Clinic)

Dentist Of The Year

- Position 1 - Dr W. Dzanibe

Physiotherapist Of The Year

- Position 1 - Ms N. P. Xaba

PHC Pharmacist Assistant Of The Year

- Position 1 - Ms N. H. Dlomo (Ixopo Clinic)
- Position 2 - Ms N. P. Ngcobo (Ixopo Mobile Clinic)

Hospital Batho Pele Category

- Position 1 - Maternity Ward
- Position 2 - Pediatrics Ward
- Position 3 - Female Ward
- Position 3 - Radiology Department

PHC Batho Pele Category

- Position 1 - Ixopo Clinic
- Position 2 - Jolivet Clinic
- Position 2 - Hlokozi Clinic
- Position 3 - KwaMashumi Clinic

Doctor Of The Year

- Position 1 - Dr N. Sosibo

Driver Of The Year

- Position 1 - Mr S. R. Mbanjwa

PHC Lay Counsellor Of The Year

- Position 1 - Ms T. Phahla (Mntungwana Clinic)
- Position 2 - Ms B. Dlamini (Gcinokuhle Clinic)

Hospital Manager Of The Year

- Position 1 - Ms K. G. Letsoalo

PHC Manager Of The Year

- Position 1 - Mr S. S. Morajane (Ixopo Clinic)
- Position 2 - Mrs N. P. Dlamini (Gcinokuhle Clinic)
- Position 3 - Mrs B. Z. Molefe (KwaMashumi Clinic)

PHC Team Leader Of The Year

- Position 1 - Mrs B. C. Gumede (Ixopo Clinic)

PHC Nurse Of The Year

- Position 1 - Mrs S. N. Chiya (Nkweletsheni HP)
- Position 2 - Mrs N. Qwabe (Ndwebu Clinic)

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KwaZulu-Natal Department of Health



KZN Department of Health



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List Of Categories And Its Winners

Pharmacist Of The Year

- Mr X. Mnaheni

PHC Outstanding Achievement Award For Innovation Recipient

- Ixopo Clinic

Hospital Enrolled Nursing Assistant Of The Year

- Position 1 - Ms H. P. Memela (Operating Theatre)
- Position 2 - Ms A. S. Ngubo (Maternity Ward)

PHC Enrolled Nurse Of The Year

- Position 1 - Ms S. B. Shoba (Gcinokuhle Clinic)

Outreach Team Leader Of The Year

- Position 1 - Ms P. Shezi (Hlokozi Clinic)

PHC Professional Nurse Of The Year

- Position 1 - Ms Z. P. Madiba (Ixopo Clinic)
- Position 2 - Mrs Z. L. Gwala (Ixopo Clinic)
- Position 3 - Ms H. E. Vane (Ixopo Mobile 2 Clinic)

Hospital Professional Nurse Of The Year

- Position 1 - Mr S. S. Mfeka (Maternity Ward)
- Position 2 - Mr E. Maphumulo (Operating Theater)
- Position 3 - Ms N. Msomi (Maternity Ward)

Clinical Nurse Practitioner Of The Year

- Position 1 - Ms Z. J. Chule (Gcinokuhle Clinic)
- Position 2 - Mrs N. H. Dlamini (KwaMashumi Clinic)
- Position 2 - Ms Z. L. Soni (Gcinokuhle Clinic)
- Position 3 - Ms N. Buthelezi (Ixopo Mobile Clinic)
- Position 3 - Ms F. P. Duma (Mntungwana Clinic)

Ideal Clinic Targets (Waiting Times) Category

- Position 1 - KwaMashumi Clinic

Ideal Clinic Targets (New DS-TB Client Treatment Success Rate) Category

- Position 1 - Ixopo Taxi Rank HTA
- Position 1 - Sangcwaba Clinic
- Position 1 - Mntungwana Clinic
- Position 1 - Nkweletsheni Health Post

Bed Utilisation Rate Category

- Position 1 - Maternity Ward
- Position 2 - Male Ward
- Position 3 - Female Ward

Hospital Complaints Management Category

- Position 1 - Maternity Ward
- Position 2 - Female Ward
- Position 2 - Pediatrics Ward
- Position 3 - Radiology Department

PHC Complaints Management Category

- Position 1 - Jolivet Clinic
- Position 1 - Ixopo Clinic
- Position 2 - Hlokozi Clinic

Ideal Clinic Targets (Antenatal 1st Visit Before 20 Weeks) Category

- Position 1 - Ixopo Mobile Clinic 1
- Position 1 - Ixopo Mobile Clinic 2
- Position 1 - Ixopo Mobile Clinic 3
- Position 2 - KwaMashumi Clinic
- Position 3 - Nkweletsheni Health Post

Ideal Clinic Targets (ART Adult Viral Load Suppressed At 12 Months) Category

- Position 1 - Hlokozi Clinic
- Position 1 - Ixopo Mobile Clinic 3
- Position 1 - Nkweletsheni Health Post
- Position 2 - Ixopo Clinic

Ideal Clinic Targets (ART Child Viral Load Suppressed At 12 Months) Category

- Position 1 - Jolivet Clinic
- Position 1 - Hlokozi Clinic
- Position 2 - Ixopo Clinic

Ideal Clinic Targets (Cervical Cancer Screening Coverage) Category

- Position 1 - Ixopo Mobile Clinic 3
- Position 2 - KwaMashumi Clinic
- Position 3 - Ixopo Mobile Clinic 1
- Position 3 - Mntungwana Clinic

Ideal Clinic Targets (Immunisation Under 1 Year Coverage) Category

- Position 1 - Nokweja Clinic
- Position 2 - Gateway Clinic
- Position 3 - Ixopo Clinic

Ideal Clinic Targets (New DS-TB Client Lost To Follow-Up Rate) Category

- Position 1 - Nkweletsheni Health Post
- Position 2 - Hlokozi Clinic
- Position 3 - Ixopo Taxi Rank HTA
- Position 3 - Mntungwana Clinic
- Position 3 - Nokweja Clinic
- Position 3 - Sangcwaba Clinic

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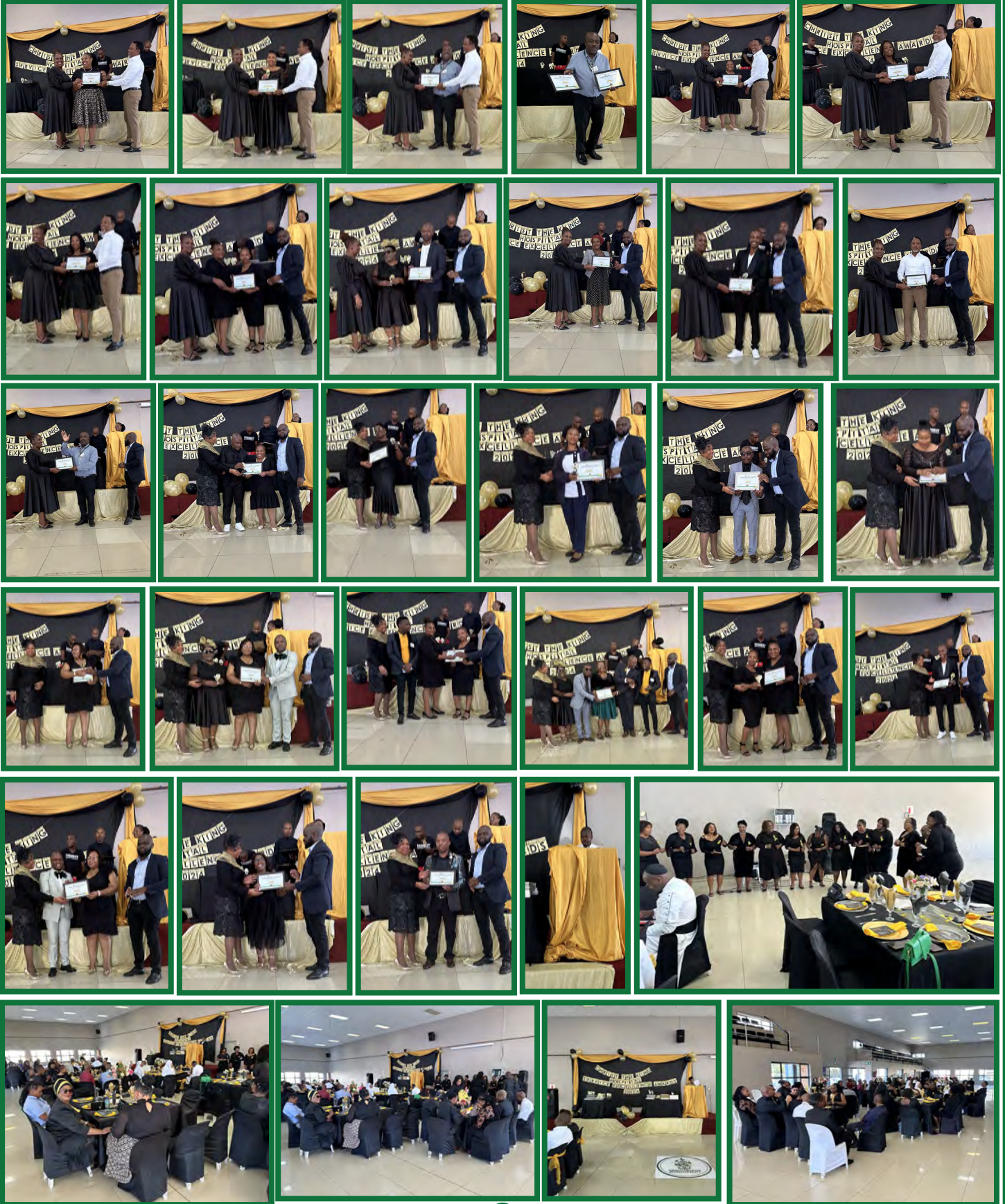
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