



HEALTH
KwaZulu-Natal

ZIYASHA NEWS

FEEL IT, IT IS HERE. 2010 WORLD CUP S.A.

Inside this issue:

Feel it ,it is here	1
Reception facelift	2
Customer focus	3
Chat block	4
Health campaign	5
Health promotion	6
Soccer games	7
Soccer photos	8 , 9 , 10



ED'S NOTE

There is nothing exciting than Fridays in South Africa. South Africans are more than ready to host the world cup and you can tell by the soccer fever which has hit everyone

This inspirational campaign is to get all South Africans United behind 2010 Fifa World Cup. It is also gaining a momentum In Clairwood Hospital. Employees are Eveready for the World Cup. There in a sense of pride of what the country has achieved so far. Clairwood Hospital Employees want to be part of history by wearing a football T-shirt during this tournament. Ziyasha spoke to Thabile Zondi who said **"Its important that we wear our soccer jerseys to support our country."** Vino Moodley said **"It shows the unity of the nation and the true spirit of togetherness."**

All employees are encouraged to show the symbol of unity and pride by wearing Bafana Bafana jersey, and to fly the South African Flag. Let us be behind Bafana Bafana and show the world that through our support the national team can reach the finals and win the cup

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-

Reception gets the face lift

Despite the fact that Clairwood walls were built in 1950s as an army barracks. This Hospital is slowly changing to be the best hospital in KZN.

Plans for renovations which started in 2007 are now practical. For the past three years we have seen major renovations of five wards.



Renovated reception area

Those wards which have been renovated are spacious and have completely improved the lives of our clients.



Ms Buhle Ngcobo(telecommunicator)

One of the exciting face lift was the main Admin foyer and the reception. this area is now able to accommodate our visitors in a spacious area.our receptionist are happy to be working in such a good area. It makes them to always perform exceptionally & to meet the needs of the clients.



Mr Vijay surjoo telecommunicator



Mr.Jay Prameswar telecommunicator

Service delivery in Clairwood Hospital

Service delivery is always a priority to all what this institution does. The cost cutting measures which was implemented by the KZN Health Dept. was not to disadvantage the people of this province but the aim was to ensure that there is a proper budget management and all services are prioritized.

was a necessity for our clients in order to access hot water.

Clairwood Hospital was affected by the cutting of the budget but this institution had to make sure that a quality of service was not compromised.

The Replacement of the chimney stack for the proper functioning of the boiler which cost a couple of thousand



Kwakuhle bo



Inceku isika I ribbon



Awu! Uze ungikhumbule nami

A CUSTOMER IS ALWAYS RIGHT

Companies which fails to deal with criticism from its customers will always be responsible for their failure to provide customers with the best product.

It is important to know that through our rendering of services to the customers there might be complaints. Some complaints are justified but

some are not. All these complaints are important. When dealing with customer complaint one need to have a listening skills. The customer is always right (even when they are wrong)

All employees should be the best complaint solver. The main objective when solving a complaint should be to save

the customer. and what we're trying to get across is that more could be settled without recourse to us if dealt with positively by the institution initially,

I appreciate that dealing with dissatisfied clients is difficult and time consuming but it is cheaper in the long-run to deal with the problem immediately. a professional has to understand that it is not a question of giving in, but the key is in communicating with clients and exhibiting a willingness and ability to listen to their concerns and building a working relationship with clients.

To apologies to a client does not make you a failure but it says a lot about your profession and your upbringing Let us all be the champions of change



Public Relations Office



Ziyasha invited Sister Pentiah to the Hot seat. The invitation was extended to her as one of the nurse who is always highly recommended by Clairwood Hospital clients. There is evidence that sister Pentiah is a mother Teresa to The clients of this Hospital.

Mbuso (PRO) had a chat with the sister to find out about her work in the hospital

MBuso – How do you prepare yourself for a day ?

SR Pentiah – I always pray to God to understand people and control my tongue.

MB – You always commended by our clients the way you treat them, How do you do it?

PE – I treat clients according to how i see them.

MB – Do you think nursing is a calling?

PE – It is my calling because, I only get my satisfaction and stimulation by doing my job.

MB – What can the rest of the staff do to improve lives of the people like you do?

PE – They must learn to love themselves. Once they start loving themselves they'll be upgrading themselves spiritual, social etc.

MB – What inspires you?

PE – I go home with the satisfaction that I have helped somebody.

MB – What message do you want to tell your colleagues?

PE – They need to acquire more knowledge.

MB – How can we change attitude?

PE – You can change someone's attitude but they must feel it within themselves to change. They must always put God 1st.

MB—sister Pentiah we just want to say thank you for your undying love for your, work may you always be a shining example to all our healthcare workers

PE you welcome my son.



Ziyasha decided to go see what is happening at Occupational Health And Safety dept. The team met with Nolitha who is an Occupational Health and safety Manager

MBuso - Good day Nolitha tell us who is responsible for Health and Safety in the workplace?

Nolitha - Both the employers and the employees. The employer have a duty to inform employees of all hazards associated in the workplace and place safety measures and equipments. The employees role is to follow the rules placed for their safety. Health and safety officers and managers with the help of hospital CEO represent the employer.

MB - Why Health and Safety in the institution?

NL - The hospital has a variety of activities some of which are not reversible and need specified management. Health and safety sector was established to hold prevent these accidents from occurring. Health and safety officer prevents, the nurse and doctor cures and vaccinate. Health and Safety measures are to ensure that no time is lost due to work related illness and injuries.

MB - Why is it important to ensure that Safety measures in the workplace are always monitored?

NL - To ensure that all preventative measures are put in place and are effective and followed by workers.

MB - How can institutions prevent the falling of patient in the wads?

NL - Monitor patient behavior and note irregularities in patient files . All nurses to be alert, ensure proper functioning of all equipments used by patient before issuing e.g. cot beds, wheel chair. Keep close watch over amputee patients and unstable patients.

MB - Do you think Health and safety reps in the institution are doing this job Satisfactory?

NL - well there is always room for improvement but I'am happy with the progress we making with the H&S Reps

Cont. on page 5

MB - Do you have any Health and Safety awareness planned for this year?

NL - Yes as soon as all the new Health and Safety policies are signed, there will be a disaster management awareness campaign rolled out, there will also be a general safety championship competition that will take place in August where the most safety complaint ward/department will receive a floating trophy and keep it until the next survey takes place.

MB - All our Wards and Departments have Safety signs and emergency exit. Is your Department happy with the work that you have done so far?

NL - Yes that is part of the disaster management.

HAND WASH HYGIENE CAMPAIGN

Clairwood Hospital had a hand washing hygiene campaign. The aim of this campaign was to remind employees the importance of proper hand washing to prevent infections.

Infection Prevention Control Coordinator Mrs Buthelezi showed nurses of all the wards the steps to follow when washing hands.

Enrolled nurse Silindile L. Latha showed her observant and student nurses at FS2 ward how she washes hands. Latha said "A nurse must not have artificial nails, gold ring on fingers and arms to prevent infection". "I wash my hands from hand to elbow and rinse it from hand to elbow which is surgical hand wash" said Latha. "When I'm at work I use surgical hand wash, at home social hand wash" said Latha.



IPC coordinator Mrs. Buthelezi



Mrs. Mthembu talking to the nurses about watching of hands



Ms Latha washing her hands

HEALTH PROMOTION WALK ORGANISED BY EMPLOYMENT ASSISTANCE DEPT.



KOGIE HELPING WITH WATER



PARTICIPANTS LISTENING TO EAP PRACTITIONER RHONA

ABET LITERACY STUDENTS HAD THEIR AWARDS FUNCTION ORGANISED BY HUMAN RESOURCE DEVELOPMENT



STUDENTS RECEIVING GIFTS FROM KOGIE



THERE WAS ENOUGH FOR EVERYONE



CANDLE LIGHT CEREMONY ON WORLD AIDS DAY



ZINHLE SHOWING THE STAFF HOW HIV TEST IS DONE

FEEL IT, IT IS HEREMINI HOSPITAL WORLD CUP

Ezemidlalo zineqhaza elikhulu ezilibambile ukuhlanganisa izizwe nokuletha injabulo kubantu abaningi.

Imidlalo yebhola lezinyawo ebise Clairwood Hospital ikukhombise kwacaca ukuthi ibhola lendebe yomhlaba lilindwe ngamehlo abomvu.

Ukuzimisela okukhonjiswe iminyango ehlukene bokubabazeka ngendlela eyisimanga. Amaqembu akade ekhona ashayane aze abukana elwela indebe.

Imiphumela imi kanje.

- Abanqobi- Human resource Dept.
- Abalandela abanqobi - Thusong clinic
- Umdlali okore amagoli amaningi—Fabian (Medical Department)
- Iqembu ebelisaphotha kakhulu- Thusong clinic

Indondo eyisipesheli kuhlonyshwe ngayo U Matron (ANM) geqhazqa abelibambile kuhlelwa lemidlalo bekunguye yedwa umuntu wesifazane ekomitini ebelihlela imidlalo Abahlali balemicimbi babonga kakhulu ngokuzinikela kweminyango eyahlukene nokukhombisa uthando lwebhola.



THUSONG TEAM CELEBRATING THEIR WIN



X.RAY STAFF WATCHING THE EXCITING GAME



MEDICAL TEAM WAITING TO PLAY THEIR FIRST GAME



SECURITY DEPT. TEAM

MINI SOCCER WORLD CUP IN CLAIRWOOD



ADMIN STAFF POSING FOR THE CAMERA

Where did you get leya-paniza Mr.Smith



MEDICAL TEAM SQUAD



Sabelo nino Nkosi senishaya | toyi toyi phela nina

ma eh I love this thing its round.



Mrs Linda angazi usale kanjani kwi Bafana Bafana



Mmmmm Buhle



Uzowuzwa umoya siyabangena

Batshele banginde mzikulu ngsafasa izcathulo



Ngeke ngphinde shame... lol mashazi



Human Resource Department (champions) receiving a trophy from Mr Sitharam, Hospital board member



Thusong clinic runners up with Mr Sitharam



fabian the top goal scorer with his award



Soccer Friday staff

All Photos taken by

- Mbali
- Mandisi
- Mbuso



This is Wow