

E.G. & Usher Memorial Hospital

Sisonke Sibanye



'Working together for a healthy community"

December 2016

THREE AWARDS FROM MASEA



Celebratory Mood: Staff members were ecstatic with the awards and had to show the entire hospital and community the results of their hard work



Left- Community Engagements: Hospital extended breast feeding campaign to Franklin community. Right- MEC Dr Dlomo during antibackstreet abortion campaign in Kokstad.

FROM THE CEO'S DESK

"I urge staff members to talk to patients as they would like others to talk to them; treat patients with care, address patients according to Ubuntu and lastly respect patients rights".

Ms N. Binase: Chief Executive Officer

wish to take this opportunity to greet each and everyone in the Greater Kokstad health Sub-District.

I have a pleasure in engaging with a very dedicated team of the sub-district; that every leader can be proud of.

2016, was the year that I looked forward to in-terms of great achievements.

I say that, because the hospital has started the financial year on a very positive note, by receiving notable awards from Masea awards.

It is worth mentioning that these awards don't come cheap, they need a full dedication, hard-work and lot of sacrifices from our staff members.

It is through this kind of dedication that the Hospital name was applauded by the entire province for such a great achievement.

The hospital received a silver award in the MCWH (Kinc) program; a program led by matron Nxokweni. Again, sister Khuluse from our ARV clinic was awarded as the best Nimart nurse in the entire province of KwaZulu Natal.

On the other side, our own Mr. Vimbela also received an award on the work and play program. Mr. Vimbela is the KwaZulu Natal Mlabalaba champion, under work and play program.

EPMDS VS WORK-PLANS

oming to the core business, I want to let every staff member that our work plans are linked to our FPMDS.

This means that we will be assessed according to our work plans.

The message is that if your performance is not meeting your targets in the work plan; you will not receive your payprogression.

IDEAL CLINIC

lease also allow me to remind all staff in the sub-district that the program of transforming our clinics to ideal clinic is not only for PHC staff, but all members of staff who are part of the sub-district in the Department of Health including our stakeholders.

Achieving the goal of an ideal clinic requires a team effort from the very top management to the very last category of staff member.

I therefore call upon everyone to adopt our clinics in an effort to transform them to ideal clinics.

It was very disturbing that last years assessment were not near the achievement required.

As bad as it was, I suggest it was a wakeup call to everyone of us to improve the quality of our clinics and PHC as a whole.

CCMDD

fforts are being made by the hospital and both the provincial and national department of health, to reduce congestion at the hospital OPD's and clinics, as well as easing workload for health care workers.

Greater Kokstad sub-district was the first sub-district to launch in in the Harry Gwala District.

This, on the other hand, means less travel times and expenses for people on

chronic medication.

We call upon our staff members to own the program by preaching the word of CCMDD to the community.

It is also encouraged that our people to understand the departments referral pathway, not to bypass clinics. People must understand that the first point of service is the clinic, then referred to the hospital by that particular clinic.

This makes it very easy for the hospital to give quality health care to all our patients. We, as the sub-district management, will try to equip all our clinics with all necessary resources to render quality services.

NATIONAL CORE STANDARDS

nce again, let me remind each one of us that National Core Standards are our core measure to the quality of care we render to our people.

I also wish to state that, let us not seek to comply, but to continuously find ways to sustain our performance.

ur recent patient satisfaction survey shows that patients are not happy about the level of our services.

At 69 per cent satisfaction rate, that is very low standard and an urgent intervention is required.

I call all component managers to look at the shortfall and come up with immediate service delivery improvement plan.

Still on National Core standards, Positive and caring attitude of staff is one of the core priority that spells the level of care buy our staff at various service points.

It has been noticed that some of our staff members are lacking enormously in-terms

I PAGE 02



Women's Month Message....



Dr. ST Mtshali

Every year on the 9th August we celebrate our women in our lives, in our communities and in our nation, the mothers the wives, the sisters and our daughters.

Lets not only remember that in South Africa we commemorate the great women's march of

1956 but lets also remember to appreciate and thank and recognize the importance of the woman in our lives today.

Women should always be treated with dignity and honored for the endless hours of work done in homes and in our workplac-

Women need recognition in

their communities, their respective cultures, education, careers and government.

"Wathint' aBafazi, waThint' iMbokodo!" "You strike women, you strike a rock!"

CEO DESK CONTINUES...

of attitude; as result some patients are not proper channels of communication. assisted.

It is unfortunate that these complaints have not been brought forward. I urge staff members to talk to patients as they would like others to talk to them: treat patients with care, address patients according to Ubuntu and lastly respect patients rights.

DEADLINES

here is a very bad tendency of not meeting deadlines in submitting reports. I urge to everyone to understand the importance of submitting reports, statistics and any other documents on time; be it internal documents, district and provincial submissions, deadline must be met.

COMMUNICATION

ommunication is once again a challenge in the institution, people don't seem to understand

I wish to accentuate all members that

your immediate supervisor is the first point of communication. It is not acceptable to jump your immediate supervisors and report to more senior people.

Again, managers and supervisors are urged not to entertain any reporting that has not followed proper channels. Managers must also make sure that communication is taking place at all level.

I encourage all sections to have sectional meetings so as to improve our communication and discuss all sectional issues.

In closing, the hospital has recently been achieving some accolades as I mentioned in my opening remarks, in light of that, it is clear indication that this hospital has a vast potential in achieving more and more accolades.

If our staff can improve on working as team, improve in communication and

have one goal of patient care, the rest will be history.

On Behalf of hospital management I wish to encourage all our staff members that vour inputs are very important to be able to continue growing and become the best.

We are fully confident in your progress; and on the responsibility and dedication you play in this hospital has given us great hope that one day we will be among the best. Keep it up and we will all reach success."

We wish therefore to encourage all our staff that patients do acknowledge our commitment and hard work. Let us then keep focused to our work and our purpose.

Thank you to all staff CEO.



CHRISTMAS MESSAGE FROM THE CEO

N. BINSAE

Merry Christmas to all our staff members on behalf of management and sincere thanks for your commitment, we wish you and your family a heartwarming, relaxing, fantastic chrismas holidays.

Please remember that with growing confidence the future is waiting for us let us use this Christmas break to show our profound appreciation for your sincere dedication

All the best.

Looking forward to 2017.

PATIENTS FEEDBACKULUVO LWABAGULAYO

Patients have the right to Complain about health services



Ndingu Xoliswa C. Dlomo eMatatiele, ndifuna nje ukuncoma nokubonga osister nogqirha balapha. Ndaphatheka kahle kakhulu ingathi kunganjalo nakwabanye abntu".

Xoliswa Cecilia Dlomo...

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E are originally from Gauteng, my Father unfortunately got sick upon visiting his sisters son on Thursday 07/07/16.

He was then admitted to this Hospital, Usher Memorial Hospital Kokstad.

I phoned this morning: 039 797 8100 and ask for the male ward I spoke to a guy and he then gave the phone to a nurse by the name of Michael Mchali.

Today I want to applaud Usher Memorial Hospital Kokstad for employing this man Michael Mchali.

It is very rear that we get this services and I feel when a good service is rendered it must be shared.

Thank you all at Usher Memorial from the Doctors to the cleaners for you love and care.

I am truly humbled.

Sisonke Sibanye

I really couldn't believe my ears and because it is so hard to find nurses who still have passion for their jobs, He Michael Mchali is so humble, caring friendly and made me feel at ease to speak to him., you are amazing.

You're the heart and soul of your team I appreciate your dedicated commitment

One day when you feel weak look at this letter and say there are people especially us in this world that needs you or more people like you to make it better world.

I hope that, in some small way, you realize how much it meant to me

Thanks again, you do such a great job! Keep it up.

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ndinanto eninzi qha ndifuna ukubulela kakhulu indlela esihlale ngayo nesiphatheke ngayo e I-ward.

Ngase nihlale nisenza kanje. Amanesi asemini wonke siyabulela especially Sister Mokoena she is the best sister".

Nonzwakazi NdukU

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I thank the casualty staff, the service I received was really satisfying.

I also wish that the service I got may also be received by other patients. Thank you so much the service is satisfying."

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All I can say we need a better service not to stay in hospital. We see three sisters and one doctor that is too much work its not good for us and I spend a lot of time in casualty from 10:30 to 19:30.

Please try to add two doctors people are suffering."

Mandlenkosi Sikisi

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Siyabonga ngempatho enisiphethe kahle ngayo amanesi nogqirha sibamba ngazo zozibini. Siyatya kahle siyanakekelwa ngothando nomusa. Siyageziswa ngamanzi ashisayo bayasityisa abangakhoni ukuzityela. Sicela ingubo namashiti kunye nemiqamelo sicela ne heata kuyabanda kakhulu enkosi."

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n behalf of Prestige Security we would like to thank your friendly, helpful staff members in casualty who assisted our staff members from the opening of our files to administering our injections . keep up excellent work and may God bless you in all you do

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HE HOSPITAL WOULD LIKE
TO THANK ALL COMPLIMENTS, SUGGESTIONS AND
COMPLAINTS FROM OUR PATIENTS.
WE DEFINITELY PROMISE TO IMPROVE WHERE WE FALL SHORT AND
PUT MORE EFFORTS IN ORDER TO
MEET OUR PATIENTS NEEDS. KEEP
ON GIVING US FEED-BACK ABOUT
THE LEVEL OF OUR SERVICES.

Breastfeeding Campaign A Success in Franklin



ast Griqualand and Usher Memorial Hospital responded to the national and international breastfeeding week campaign, which is recognized between the 1st to the 7th of August every year.

2016 did not go without the recognition of the very important week aiming at ending poverty, protecting the planet and ensuring prosperity to tour communities.; as the community of Franklin was identi-

fied to be one of the many campaign areas around the world.

A dedicated team from the hospital, comprised of the dietics department, maternity, and many supporting departments made a very successful campaign that saw a number of community members especially breastfeeding mothers benefiting from it.

This year's theme is mainly focusing on raising awareness of the linkage between breastfeeding and sustainable development goals; with the understanding that breastfeeding is not only the cornerstone of a child's health development, but also a foundation of a country's development.

It was a perfect alignment with Franklin community especially with child's health development, as mostly women in the area are unemployed and depending on government grants.

It is that socio-economic factor



that led the hospital to take the campaign to the franklin community; and that the number of pregnant women especially young women is ever increasing.

In franklin, one would assume that the criteria for staying there is to

get pregnant or have a baby.

Young women as young as 14 years are pregnant or have babies. It is then that you wonder how these mothers are feeding these babies for their development and future.

It is campaigns like these that are deemed very necessary to these kinds of communities like Franklin, where you could see that every effort by various departments must be directed for their upliftmen especially with information.

Breastfeeding Campaign Continues......





These are some of the pics during the breastfeeding campaign held at Franklin. The campaign proved to be a very success aas many community members filled up the community hall.

Information was then given to the community starting from the very early stages of pregnancy to the very last stages of raising and breastfeeding a child.

A pre-profiling of all pregnant and breastfeeding mothers was done before the actual event which made it very easy for the team to identify gaps.

The day was then characterized by various activities which included child health education, checking of road to health cards, proper ways of breastfeeding and many other mother-child and breastfeeding information. Community dialogues also formed part of the activities of the day, where everyone was engaged to find ways to assist breastfeeding mothers to fully breastfeed their babies.

It was in the community dialogues that it was discovered that some mothers do not breastfeed their babies because of petty reasons. Some have raised that they don't breastfeed because their breast will lose shape.

Others are claiming that breastfeeding makes them to lose weight.

There were also valid reasons that

they also mentioned which needed the expert advises of the team; such as school going mothers.

The day proved to be a very big success, with all information given to the community and the mothers.

It is now hoped that every member of the community is well informed about the breastfeeding and that every member of the community has a role to play in making our communities more breastfeeding friendly.



Members of the community listening attentively to health messages by health care workers. It was all ages from gogos to the youth and the day was appreciated by the community,.

Breastfeeding Fact :

Breastfeeding reduces mama's risk of ovarian and breast cancer, heart disease, and osteoporosis.

The longer she breastfeeds, the higher the benefit.

In fact, a woman who breastfeeds for 8 years has nearly a 0% risk of breast cancer



One of the many awards the hospital won during the Masea AWARDS.

THREE (3)AWARDS FROM MASEA

Lao Tzu once said that "A journey of thousand miles begins with a single step".

It is this saying that will definitely take E.G and Usher Memorial Hospital to further heights.

The recent awards the hospital received are just a stepping stones to greater awards for the improvement of our services.

These individual staff members and departments are paving a way for everyone to achieve great things for the hospital.

It was so motivating and encouraging for our hospital, despites many challenges, achieve so much in the Masea Awards.

This has proven that our staff are dedicated to their work and are willing to serve the community of Kokstad with passion.

Imincili Kusamkelwa Iimbasa ze Masea



Celebratory mood: STAFF showed appreciation of the awards when they were announced by the CEO

Recipients. Sister Khuluse, Mr. Vimvela & Matron Nxokweni with their awards

ubeyimincili kubasebenzi besibhedlele umphathi wesibhedlela esazisa ngempumelelo yesibhedle la kumsitho we-Masea obubanjelwe e International Convention Center.

Abasebenzi abakwazanga ukuzibamba ngenxa yempumelelo, nalapho kubengamayeyeye bephakamise iimbasa, ziboniswa wonke ubani obengekeva okanye ongekaboni.

EziMbasa zibonise umanyano kubasebenzi besibhedlela nalopho kugqame inkuthazeko neminqweno yoku fumana ezongezelellekileyo. Kaloku isibhedlela sibuye neembasa ezintathu kulomsitho.
Oyokuqala ibeyimbasa yowona mongikazi ohamba Phambili kwiphulo lokukhutshwa kwe ARV ngamanesi nolubizwa nge Nimart.

Umongikazi wesibhedlela othe wabuya nalembasa ngu mongikazi Khuluse, nothe wahamba phambile ebabhulela amasaka oomongikazi bephondo lakwaZulu Natal

Imbasa yesibini ibe yimbasa yesilivere nalapho isibhedlela siphume isibini kwinqubo yakwa MCWH nephinde ibizwe ngo Kinc. Olu hlelo lukhokelwa nguMatron Nxokweni ebambisene nabongikazi bamasebe ache.

Imbasa yesithathu ibuye netyendyana lomfana uZuko Vimbela osebenza kwiofisi yezabasebenzi (labor Relations); iyimbasa yokuba yintshatsheli kumdlalo womlabalaba; phantsi kwephulo umasisebenze sidlala. Umnumzana Vimbela yintshatsheli kwiphondo liphela kwaZulu Natal.

Imbasa zonke zither zajikeleziswa ngemincili kubo bonke abasebenzi namasebe esibhedlela.

Siyathemba wonke ubani ngoku ufuna ukubuya nembasa ngokomsebenzi wakhe.



Heritage Insert

Sisonke Sibanye

NEWS

'Working together for a healthy community"

July 2016

KUSADLIWA NGENDEBE 'NDALA



Uyayazi Imfene: Imfene igityelwa ubheke ngasemva, kuthiwa bambelela siyajika ulumke ingakuwisi ngoba iyawisa xa ungayazi



suku lokukhumbula amasiko ahluka-hlukene, lwabayim-pumelelo, abantu ngokwahlukana kwabo ngemvelaphi zabo babonisa incubeko ngemvelaphi zabo. Bekubal-

wa wena mXhosa, mZulu, mSuthu, mXesibe, Griqua, German, India, English and many more. Zonke ke ezintlanga zibunise ngencubeko yazo ekuquka ukutya kwabo, izinxibo zabo, imiculo nemixhentso yazo. Kodwa ekuqgibeleni kuphumelele ubunye nanjengoko zonke zibonakalise into enye yokuba noba zingohluka iincubeko kodwa Ubuntu yinto ezidibanisayo.

KUSADLIWA NGENDEBE 'NDALA

MORE HERITAGE NEWS IN PICTURES

PEOPLE



FOOD



mhla wamashumi amabini anethoba kuSeptember ibingumhla omkhulu kwintsuku zesibhedlela nalapho kubhiyozelwe khona incubeko yentlanga ngentlanga.

Emva kweminyaka olusuku lungasabhiyozelwa abasebenzi bakhuphe unyawo ngazwinye besithi make babheke emva kusadliwa ngendebe'ndala.

Injongo ikukuphakamisa intsebenziswano nokwazisana nokufunda ngencubeko ezahlukeneyo. Abasebenzi basesibhedlela bahlukahlukene ngemvelaphi zabo eziquka amaXhosa, amaZulu, amaMpondo, amaChina, amaNdiya, amaJamani, ama-Nigeria, amaRhiliqwa(Griqua) nezinye famasi, isebe lamanesi (Nursing),

intlanga.

Kulapho kubonakaliswe khona iincubeko ngeencubeko ngendlela ezininzi ezibandakanya ulwonwabo olungumxhentso nengoma, izinxibo ezahlukahlukene, ukutya obekusaya kutyiwa ngamaxesha andulo, nokunye okuninzi. Ifezekisiwe ke injongo yalomnyhadala nanjengoko abasebenzi bentlanga-ngeentlanga bebonakalise ubumbano nentshebenziswano nngencubeko zabo.

Onke amasebe anagaphakathi esibhedlela athe athatha inxaxheba, ngokohlukaniswa kwawo. Abehlukaniswe ngokokusebenza kwawo kanje; uMedical ubequka oogqirha, X-ray, Physiotherapist kunye neisebe lakwa Systems eliquka onke amasetyana alo, administration eluquka abaphathi, ezezimali, ulawulo lwamakhathi nezinye ezingezizo zokunyangwa (non Medical)

Kubebubumbejembeje kungamayeyeye ulowo nalowo ebonakalisa ngako konke akuphethe kunjalo nje kubonakala ukuba indebe'ndala isenendawo ebomini babantu. Kuvunyelwene ngazwinye kwelokuba ukuqhubeka Phambili kufuneka sibheke emva apho sisuka khona ukuze sazi apho sisingisele khona. Okuninzi kubonakaliswa ngemifanekiso.

MORE HERITAGE NEWS IN PICTURES



Traditional Medicine Week

frican Traditional Medicine week is celebrated annually from the 26th to 31st of August.

This year's African Traditional Medicine Day and Week's theme is "Regulation of Traditional Medicine Products in the African Region". As part of the commemoration the hospital will be looking at the traditional medicines that have been used in ancient times.

Many herbals have been used to prevent and treat various ail-

ments. Let us look at various herbs and medicines and their health benefits that have been proven scientifically.

They are sometimes called home remedies as they are even recommended to be used. Following are some of the traditional medicine:

Garlic: Garlic has antibacterial, antioxidant, antiviral and antifungal which makes it able to fight with almost all infections caused by bacteria, viruses, fungi, yeasts,

intestinal worms and etc. if consumed daily.

Ginger:helps to cure asthma, if the mixture of ginger juice, fenugreek and honey is taken.

If you grazed your skin with a hotfrom-the-oven cookie pan, apply aloe vera gel to the burn as needed. The soothing and antiinflammatory gel creates a second skin to protect the burn from air, which irritates exposed nerve endings

MALE MEDICAL CIRCIMCISION IN ACTION



Young boys from Kokstad and surrounding areas listening to the Health Care Worker, giving them information on health matters before undergoing male medical circumcision.



16 DAYS OF ACTIVISIM



he hospital join the world to commemorate 16 Days of activism against women and children abuse. As part of the commemoration the office of the EAP organised a debate between hospital women and men. The topic of the debate was "What makes men abuse their women".

Both women and men engaged to

the debate with constructive ideas and solution. It was notice from the debate that most of the main causes are happening between in relationships.

It was also found that although the 16 days of activism is focusing on women and children, men raised that they are also experience abuse at homes.

It was concluded that a further engagement must be organised to further discuss the challenge.

The debate was attended staff members from various sections, Social worker to give insight advise on the topic and occupational health clinic.

Abuse Against Women & Children Must Fall

The awareness on 16 Days of activism was also extended to the hospital patients by the collaboration of three government departments; SAPS, health and department of Social development. The aim was to extend the message to as many people as possible. Part of the awareness, both SAPS and Social Development delineated on roles their department play in instances when abuse is taking place. Patients (Community) were advised to report all cases of abuse, whether they are happening at home or in the community.





Sisters from Gateway clinic, Social Workers giving information to community members during the child neglect awareness.

AL IM-DAAD DONATES BLANKETS TO THE HOSPITAL

I Im-Daad foundation extended their helping hand to the hospital by donating blankets and hats to the hospital patients. Their donation came at the right time for the hospital as the winter season in the Kokstad area is very cold.

About 200 beds were donated

which will be distributed to all wards as additional warmth to the patients during the winter season. Not only blankets were donated but hats to keeps kids at pediatric ward warm. It was not only the hospital that benefited from the kind heart of the foundation but the Kokstad Sukuma Sakhe also received the donation from the

foundation.

The foundation also mentioned that they will be interested to give a helping hand to the hospital when ever the need arises. The hospital is more than willing to work togetre with the foundation. The donations were appreciated by both the management of the



Honorable mayor Mr. Mtolo, members of the AL Imdaad foundation and CEO of the hospital during the donation of the blankets to the hospital.

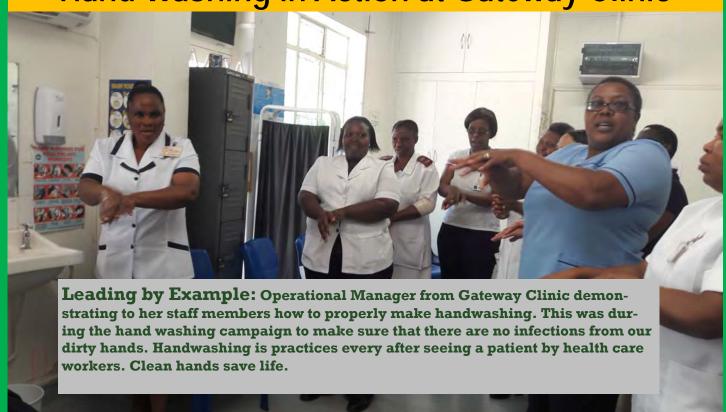
Informed Community Is a healthy Community



Flat Screen television to play educational videos donated by Link Pharmacies.

The motto to say informed community is healthy community became a reality when Link Pharmacies Donated a flat screen television to the hospital. The television will be used to play health educational videos at the gateway waiting areas. Thank you to the partnership with the Link Pharmacies.

Hand Washing in Action at Gateway Clinic



FIRE DRILL TO EQUIP STAFF INCASE OF EMERGENCY





Ready for fire Emergency; Part of readiness in cases of fire, the hospital health and Safety Department is constantly organizing fire drills with Greater Kokstad Municipality to equip staff members on what to do in cases of Emergency.

Staff members are seen demonstrating their knowledge on how to deal with fire. The hospital can now assure patients that they are safe after the training from our municipality.

MEC SAYS NO TO ILLEGAL ABORTIONS



In an effort to curb deaths and health complications due to illegal abortion, the MEC for Health Dr. Sibongiseni Dhlomo launched an anti illegal abortion campaign in Kokstad. Sectors of society joined the MEC to say no to Back-street abortion and marched through the streets of kokstad to remove all illegal advertisements in town.



Political fraternity, religious, civil society, NGOs, business, media, traditional fraternities were all united to curb the plight of illegal abortions and submitted the partition to the Department of justice for all perpetrators to be prosecuted.



Sister Khuluse
ARV Clinic

Our Own Nimart Nurse

The hospital is proud to mention that among the touching stories on the Nimart program, Sister Khuluse is one of the best nurses the province, the Department and the MEC Dhlomo himself can be proud of. With the success story of Sister Khuluse on Nimart program, one can assure that Kokstad sub-district, province's, and South Africa's patients are safe in her hands. Thank you to the program patnered between the KwaZulu Natal Department of Health and the UKZN.

Sisster Khuluse has since won the award of being the Best Nimart nurse. The entire community of Kokstad and management of the hospital, Hospital Board is so proud of her success.

FAREWELL FUNCTION TO THE CADERS OF



They have been there: These are men and women who have served the department of Health with flying colours. They all departed the service with more that 35 years in caring for the community and have been the pillars of their sections with their vast experience and insight.

CAREER AXHIBITIONS TO GARNER FUTURE PROFESSIONALS







Learners from around kokstad schools were given an opportunity by the hospital to be exposed to various careers available in the department of health. Organised by Human Resources Department, various sections including X-Ray, Dietician, Waste Management, Physiotherapist, Pharmacist were giving expertise to the learners and pros and cons of those professions.

While others are retiring the department is preparing for the future.

Sincere wishes of joy for you and your family the hope of Christmas with new year's inspirations for a fantastic new year

ACKNOWLEDGEMENTS



NOSIPHO JIBA IN-SERVE PRO



ANDILE PANI PRO

Pleasant holidays for you and your family enjoy and relax we were happy to serve you grateful for your confidence

> FROM: OFFICE OF THE PRO



CONTACT DETAILS PHONE: 039 797 8112 FAX: 039 727 2564

X-MAS FACES OF MANAGEMENT















VV NCUME

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M. NDLOVU

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