



“Take Action; Inspire Change, Make Everyday a Mandela Day”

Sisonke Sibanye ǀǀǀ Together We're One  
“Working together for a healthy community”



Out-going Chairperson of the Board

Regular Items

- From the CEO's Office
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- Career Focus

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# FROM THE CEO'S DESK

"It is the responsibility of the manager of the unit to resolve such complaints before they get out of hand"

*Ms. Binase*



**Ms. N. Binase**  
**Chief Executive Officer**

**P**lease allow me to take this opportunity to greet all health workers in the Greater Kokstad Health Sub-District.

It is also my pleasure to welcome all new staff members who have joined the sub-district during the course of the year.

Last year, in October 2014 was my orientation at the hospital, and I was familiarizing myself with the environment.

It is now a year since I joined the sub-district and many has been done in terms of health services.

Let me start off by reminding everyone of us about the priorities of the National Department of Health in South Africa; which are: NHI, PHC, HIV/AIDS, TB, maternal and child health, diseases, EDP and others.

Again, the ministerial priorities which are our daily activities in all our facilities must also be borne in mind.

Harry Gwala District is not an NHI district, but as a national priority, our sub district is ought to strive for NHI levels in terms of service delivery.

The sub-district is making strides in PHC engineering and signs of hope are beginning to show results as we have family health team, school health services, and the full participation in community health programs.

The Sub-district is again making positive efforts in HIV/Aids and TB Management.

There has been notable improvement in the areas of cure, bacteriological and smear conversion rates as compared to previous quarters.

**"The institution is very concerned about malnutrition of children, and these children are from the neighboring district in the Eastern Cape Province".**

It is worth mentioning that the sub-district cure rate has positively reached the target.

This is despite the challenges of resources and cross border patients.

Another point worth mentioning is the maternal and child health where the sub district is making progress in meeting targets. There are positive decreases in maternal deaths and very notable improvements in child health.

The institution is very concerned

about malnutrition of children, and these children are from the neighboring district in the Eastern Cape Province.

Again the number of un-booked patients, status unknown, defaulter rate unavailability of road to health cards and defaulted immunizations are some of the challenges experienced especially bordering patients.

**P**lease allow me once again to emphasize the importance of complaints management from the clients. Senior Management of the hospital had been engaged by the office of the Ombudsman to give emphasis on the importance and role of facilities in complaint management.

I therefore call all managers especially those who are directly dealing with patients to be alert of patients' complaints.

It is noted with regret that some managers cannot resolve patients' complaint in their units.

It is the responsibility of the manager of the unit to resolve such complaints before they get out of hand.

We are delighted as the hospital that there is a positive improvement in patients waiting times; in getting files.

# FROM THE CEO'S DESK CONTINUES.....

“You are therefore requested to submit your written suggestion to the office of the PRO, so as to improve our communications”.

**T**his is due to the separation of chronic patients from general patients in admitting.

There are no more long waiting queues.

I attribute the achievement to the team involved and the entire hospital.

We have seen many staff members leaving the hospital, questions are asked by many of us about replacing of those vacancies.

We all understand that the process of filling vacant posts is a long

process and very frustrating to many. Any person vacating the post, the post is automatically frozen.

It is then that the process starts with motivation to unfreeze the post, which is then sent to District Office for approval.

Once approved, the post is advertised, shortlisting follows and then interview are then taking place.

The details of the candidates are then sent for verification of the qualifications, criminal and credit records.

This process can take up to six months.

I hope everyone will be on board and understand why vacancies take so long to be filled.

The hospital is again facing many challenges especially in terms of infrastructure, but efforts are being made to tackle those challenges.

Management fully understands that space is a challenge throughout the hospital.

As part of briefing staff we can as-

and pre-plating system is considered.

Our ablution facilities will also be revamped and so far material has been ordered.

Crisis Center and painting are part of this year's project.

In conclusion, let me inform all staff members that a lot has been done and management will keep you updated.

As part of improving our communication and update of the hospital activities, the office of the PRO will, on monthly basis, issue staff bulletin to give you information.

“Our sub district is ought to strive for NHI levels in terms of service delivery”.

sert that Head Office Infrastructure section has promised of the extension of Maternity ward, project approved by head office .

Refurbishing of the boiler system project has started; the company is already on site.

Laundry will also form part of the project as money has been made available for the new laundry machine and revitalization thereof.

Again our kitchen services have also been earmarked for revitalization;

You are therefore requested to submit your written suggestion to the office of the PRO, so as to improve our communications.

Once again let me welcome all staff members who have recently joined the institution.

We hope that we will form cohesive team to further the goals of the department and meeting the service demands of the community of Kokstad.

Thank you

## National Disability Awareness Month: 03 November - 03 December 2015

South Africa commemorates National Disability Rights Awareness Month annually between 3 November and 3

December.

December is the International Day of Persons with Disabilities, and is also commemorated as National Disability Rights Awareness Day. Disability is the consequence of an impairment that may be physical, cognitive, mental,

sensory, emotional, developmental, or some combination of these.

A disability may be present from birth, or occur during a person's lifetime.



DISABILITY RIGHTS AWARENESS MONTH

2015

3 November - 3 December



# PATIENTS' FEEDBACK...IZIMVO ZEZIGULI

*This column is made to show our patients that their views and complaints are taken into consideration... Please note that feedback of the patients are written as they are.*

**I** was admitted to Usher Memorial hospital on the 18/05/15. The service I received was very, very good. Keep it up maternity ladies all from cleaners to the nurses. Thanks.



**S**hortage of doctors, you have to make a plan to that. But with the present staff I am fully satisfied especially with Ms.Khumalo, DR. Nodada as well as other staff they must keep it up...

Thanks: Papama Mondl



### Challenges I found :

- No warm water
- No stopper for bath sink
- No soap and towels for bathroom
- Sleeping sheets to be changed regularly
- T.V be operational
- Heater in ward be operational

### Achievements I found:

- Dedicated staff
  - Responsible staff
  - Friendly staff
  - Accountable staff
- Management development

L.T. Morai



**I** thank for everything that nurses done to my child. They make me feel safe and free especially the people that work on day.

I really thank you almost everyone was open you can talk with them any problems of your child .

The one thing that I didn't like is that the one of the student wasn't wanting to touch our children it seems like she is not happy for doing her work, but so far I thank you for everything.

I-ward



**S**ister Yoko has attended me so wonderful, I am so blessed may God bless her.

I never received this treatment in a public hospital.

Thank you a lot.

Casualty



**I** would like to thank Sibiya for helping my brother so willingly. She's very kind and takes good care of her patients, she never neglects her or whoever she's helping and is very different than the other nurses.

Thank you to Sibiya.

Patient



**I** am very grateful to the nurses and doctors who were working on the evening of 2015/05/20. They were very friendly and helpful, that is how the government employees should treat the community members.

Sister Yoko and her staff must keep up with their good work. They are a good example to us as the community.

Please pass gratitude to them.

Nokuzola Mqedlana



**I**sikhhalzo sam kukuba xa ndizokwenza I review kugqirha ndibe kwi que ndifane nomntu oqalayo ukuza kugqirha abe ugqirha endibekele usuku lwam ndicela nilungise lo ndawo.

Marikana location.



**N**diphatheke kahle kakhulu especial day shift keep it up guyz. Ninonke nisi treater ngendlela efanayo even usentlungwini yokuthi umntwana akakho right but when it comes to you guys umntu uba strong. Keep it up.

Love you all day shift.

I-ward



### RESPONSE FROM THE PUBLIC RELATIONS OFFICER

**T**he hospital wishes to extend words of appreciation to all our clients who come forward in the form of complaints and compliments.

According to the patients rights charter every patient has the right to complain about the level of care one receives.

It is for this reason that we are calling every service user to come forward and make contributions to the level of services one needs to receive.

# PATIENTS' FEEDBACK...IZIMVO ZEZIGULI

**“ I would like to thank Sibiya for helping my brother so willingly. She’s very kind and takes good care of her patients, she never neglects her or whoever she’s helping and is very different than the other nurses”**

All these complements and complaints are contributing to the plans and efforts to making quality health services.

All complaints we are receiving or have received are getting appropriate attentions.

And, with regards to compliments; this newsletter is another platform to make all those complemented to be aware.

Once again the hospital wishes to thank all clients with positive criticism and compliments.

To all our staff members who, despite all challenges are displaying remarkable attitude, the hospital ex-

tend words of gratitude's and please continue with the good work.

**S**hould you wish to extend compliments, suggestions and lodge complaints about our services, please use boxes available in all of our service sections

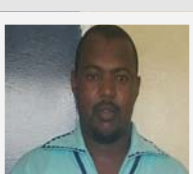
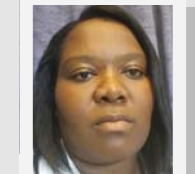
or

You may ask P.R.O's office.

**Patients have the right to Complain about health services**



## HOSPITAL COMPLAINTS MANAGEMENT COMMITTEE



**I**n an effort to making sure patients' complaints are attended to as per national complaints management protocol, E.G and Usher Memorial Hospital has revived its complaints management system by appointing new committee members.

The main objective of the new complaints management system of the hospital is to align the hospital complaints management system with the National Complaints Management Protocol.

The hospital, especially the office of the PRO has been experiencing many challenges with the proper complaints management at the institution, as a result complaints were not recorded as per the DHI system. There had been many gaps which made it very difficult to follow the proper complaints management.

The office of the Chief Executive Officer together with the Office of the PRO are now in

the process of making sure that the Hospital is now compliant when it comes to complaints management system as required in the National Protocol and National Core Standards.

The new committee will work according to the new terms of reference, policy which have been extracted from the national protocol.

The committee again, is led by the clinician, appointed by the Chief Executive Officer, opposed to previously led by PRO.

It is now requested to all managers, staff and the community at large to give the committee its full support it requires to make sure that all complaints are attended to and appropriately.

Members are as follows: Mr. S. Bull; Mrs. N. Mazwi; Miss. L. Ngobese; Miss. T. Nxokweni; Mr. P. Tsoeunyane; Mr. A. Pani; Miss. Mahlathi; Ms B. Mbonanbi, Dr. C. Hoffman

# BREAST FEEDING CAMPAIGN TO EDUCATORS & LEARNERS

Writes: Andisiwe Mantshongo

**E**G and Usher Memorial Hospital has been, over the years achieved 100% on breast feeding. In its efforts to maintain the standard, the hospital continued with this years' breast feeding week which started on the 1st to the 07th August 2015.

This years' theme is "Breast Feeding and Work: Lets Make it Work".

Responding to the 2015 theme, the hospital

engaged on breast feeding awareness campaign which took place at Shayamoya and Franklin high schools.

The campaign was held on the 5th of August 2015.

Even though this years theme is targeting the working class, the hospital felt that; taking the campaign to the educators will also benefit the learners. The reasoning behind targeting high schools is two folds; teachers

as workers who are breastfeeding will benefit while at the same time, will pass the message to their learners to also breast feed.

It has been found that there are many learners especially in High Schools who are leaving their babies at home. In many cases these learners do not breastfeed because they are still at school.

It was for this reason that the hospital had to extend the campaign to them.



Educators from Shayamoya and Franklin High schools listening attentively to the team from E.G. & Usher Memorial Hospital during breastfeeding awareness campaign. The hospital team was comprised of the Dietician, Maternity sister, Nutritional advisor & office of the PRO. Pic by: **A. Mantshongo**

The message was that, even though they attend school, they don't have to stop breastfeeding.

Teachers were encouraged to take at least 30 minutes interval to express milk for their babies.

It was also emphasized that they should encourage learners to do the same, take it to their caregivers.

The Dietician told the teachers that even if you are working away from your baby, you can still express milk and store it in the

fridge, breast milk can stay up to six months.

The Dietician further advised that breastfeeding saves money, especially to the young girls who are still at school who do not afford formula.

The challenge the hospital and clinics face everyday is malnutrition in babies. Mothers, seeing that they do not have money for formula they will start reducing the number of scoops which will make the baby sick, that is why it is always said that breast milk is the best, said the Dietician .

"Because of the highest rate of malnutrition in babies we felt that it is of necessity for us to go to the surrounding schools in Kokstad and raise the importance of breast feeding" said the dietician.

She further said that we do not encourage young girls to drop out of school but they can express in the morning and during their break time.

Both schools were very grateful to the department of health, Mr. Madikizela from Shayamoya high and MR. Lunika from Franklin appreciated the visit.

## HEALTH BENEFITS FOR INFANTS

- Breast milk is the ideal food for newborns and infants. It gives infants all the nutrients they need for healthy development.

## BREASTFEEDING ALSO BENEFITS MOTHERS.

- Exclusive breastfeeding is associated with a natural method of birth control (98% protection in the first six months after birth).

## LONG-TERM BENEFITS FOR CHILDREN

- Beyond the immediate benefits for children, breastfeeding contributes to a lifetime of good health.

## HIV AND BREASTFEEDING

- An HIV-infected mother can pass the infection to her infant during pregnancy, delivery and through breastfeeding. However, antiretroviral (ARV) drugs given to either the mother or HIV-exposed infant reduces the risk of transmission.

## WORK AND BREASTFEEDING

- Many mothers who return to work

abandon breastfeeding partially or completely because they do not have sufficient time, or a place to breast-feed, express and store their milk.

- Mothers need a safe, clean and private place in or near their workplace to continue breastfeeding. Enabling conditions at work, such as paid maternity leave, part-time work arrangements, facilities for expressing and storing breast milk, and breastfeeding breaks, can help



# SCALPELS AND STETHOSCOPES

## BE HEALTH WISE :YHAZI NGEMPILO YAKHO



About 1 in 5 South Africans suffer from a mental illness or disorder severe enough to affect their lives significantly. Roughly 25% of all general practitioners patients are ill due to psychiatric conditions rather than general medical conditions and nearly 20% of high school students think about fatally harming themselves each year.

**M**ental illness is a condition which causes serious disorder in a person's behavior or thinking.

The brain is one of the most important parts of a person's body. It directs what we think, feel and understand.

If the brain is damaged and not able to work properly we say the person has an intellectual disability.

Any mother can give birth to a baby with a malformed brain, although there are factors that increase the risk and anyone can suffer an injury to the brain as a result of a car accident or other accident, or through diseases such as meningitis or stroke.

### Causes of mental illness

Although the exact cause of mental illness is not known, it is becoming clear through research that many of these conditions are caused by a combination of biological, psychological and environmental factors.

### What biological factors

**Genetics (heredity):** mental illness sometimes run in families, suggesting that people who have a family member with a mental illness may be somewhat more likely to develop one themselves.

### Prenatal damage

Some evidence suggests that a description of early fetal brain development or trauma that occurs at the time of birth e.g. loss of oxygen to the brain may be a factor in the development of certain condition, such as a autism.

### What psychological factors

Severe psychological trauma suffered as a child, such as emotional, physical or sexual abuse. An important early loss such as the loss of a parent, poor ability to relate to others, and negligence.

### Environmental factors

Certain stressors can trigger an illness in a person who is susceptible to mental illness, these include: death or divorce, a dysfunctional family life and social or cultural expectations.

### Types of mental illnesses

Mental illnesses are of the different types and degrees of severity.

Some of the major types are depression, anxiety, schizophrenia, bipolar mood disorder, personality disorders and eating disorders.

### What are the symptoms

- Confused thinking
- Strange thoughts (delusions)
- Seeing or hearing things that aren't there
- Suicidal thoughts
- Substance abuse

### In younger children

- Changes in school performance
- Poor grades despite strong efforts and Hyperactivity
- Frequent temper tantrums
- Persistent nightmares

### How is it diagnosed?

- Psychiatrists have classified mental distress into different categories, or diagnoses.
- Making a diagnosis helps a psychiatrist to assist what treatment is needed and to predict what is likely to happen.
- Each person's experience of mental distress is unique and it can be misread, especially if there are cultural, social, or religious differences between doctor and patient.
- Different doctors may give one person completely different diagnoses.

### Where to go for help

- The hospital does provide mental health Services.

### Hospital Services on Mental Patients

- A daily Health clinic from 07h00 to 16h00 is run by the Hospital
- Hospital sees about 265 mentally ill patients a month
- Doctor allocated on daily basis to see mental patients
- Visits by Psychologist every fourth Friday of the month
- Detoxification done for substance abuse patients
- Social Workers assist in rehabilitation and family reunion
- Institutionalization for those need extra care subject to availability of space.

# HEPATITIS AFFECTS EVERYONE, EVERYWHERE, KNOW IT, CONFRONT IT.

Writes: Zikhona Sikrweqe & Andisiwe Mantshongo

**H**epatitis can be defined as the injury to the liver with inflammation of the liver cells.

28 July is a world hepatitis day.

Occupational clinic held hepatitis awareness day at EG & Usher Memorial Hospital targeted specifically the hospital employees so as to make them fully aware of the challenges they will come across when treating patients infected with hepatitis.

Mrs. Ntobela who was leading on this day made it very clear to the employees that hepatitis can be prevented and that people must be very careful around those who already have the disease because it can be transmitted from one person to another, through blood and other bodily fluids.

The world statistics on hepatitis states that over 2 billion people are infected globally and more than 240 million have chronic liver infections due to hepatitis B virus.

She further said hepatitis A and B are endemic in South Africa.

Hepatitis viruses can cause acute hepatitis that is a short-term illness and most persons fully recover.

A small proportion can die from acute hepatitis. Infection with hepatitis A and E are usually self-limiting.

Hepatitis B and C viruses can cause chronic hepatitis, in which the infection is prolonged, sometimes lifelong. Hepatitis can lead to liver cirrhosis, liver failure and cancer.

There are five main types of hepatitis:

## Hepatitis A

Hepatitis A is caused by eating infected food or water.

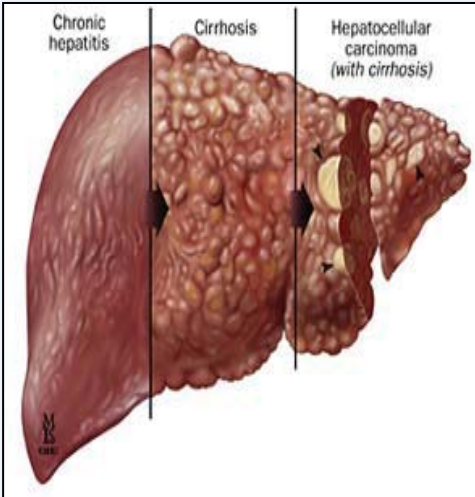
The food or water is infected by a virus called HAV (Hepatitis A Virus). Anal oral contact during sex can also be a cause. Hepatitis A makes full recovery-it does not lead to chronic disease.

## Hepatitis B

This is an STD (Sexually transmitted disease)

caused by HBV (Hepatitis B Virus) and is spread by contact with infected blood, semen and some other body fluids

### You get hepatitis B by:



- Having unprotected sex with an infected person.
- Sharing personal items such as tooth brushes or razor with an infected person.
- A baby can become infected through his mother's milk if she is infected.
- Being bitten by an infected person.

## Hepatitis C

Hepatitis C is usually spread through direct contact with the blood of a person who is infected.

Hepatitis C, unlike Hepatitis B, liver cancer risk is only increased in people with cirrhosis and only 20% of hepatitis C patients get cirrhosis.

## Hepatitis D

Only a person who is already infected with hepatitis can become infected with Hepatitis D.

Infection is through contact with infected blood, unprotected sex and perforation of the skin with infected needles.

## Hepatitis E

A person can become infected by drinking

water that contains (Hepatitis E Virus). The liver swells but there is no long-term consequence. Infection is also possible through anal-oral sex.

### Symptoms of viral hepatitis

- Jaundice which causes yellowing of the skin and eyes
- Fatigue
- Abdominal pains
- Loss of appetite
- Nausea
- Vomiting
- Diarrhea
- Low grade fever
- Headache
- Dark urine

### Guide to hepatitis B for people living with HIV

Because HIV and hepatitis viruses are transmitted in similar ways, having both HIV and hepatitis B (known as HIV/HBV coinfection) is possible.

While people with HIV/HBV coinfection are living longer and healthier lives with effective HIV treatment, slower-progressing liver disease caused by hepatitis B, such as liver cancer and liver failure, are now emerging as major health concerns.

There are many complicating factors in HIV/HBV coinfection that can change disease progression, depending on when you're infected with these viruses and how long you've had them.

These factors underscore the importance of an individual approach to your own health care. Being informed about the range of care and treatment choices available to you may help you feel more in control of your health-care decisions.

In closure Mrs. Ntobela thanked every member who participated and took part while she was educating and giving awareness about these contagious diseases, she also said "prevention is better than cure".



# CHILD PROTECTION WEEK



*Ngabanye babantwana ukuza kubhiyozela iveki yabo ethe yaphehlelelwa kwindawo yase Franklin. Bekungamayeyeye bonwabile abantwana*

**M**inyaka yonke inyanga uCanzibe kubanjwa iphulo lokwazisa ngokhuseleko lwabantwana elizweni jikelele loMzantsi Afrika.

Naku lonyaka kufane neminye iminyaka ukwazisa nokufundisa uluntu ngokubaluleka

abile Dlamini libambisene nawo onke amasebe karhulumente ekuquka nesibhedlele I Usher Memorial Hospital, lithe laphehlelela le veki kwindawo yase Franklin.

IFranklin yindawo ephantsi kwe Kokstad, ngokokuhanjiswa kwenkonzo, neyaxhiwe kwindawo yama fama.

Franklin phantsi kwesithili sase Harry Gwala kuzuzise bonke abantwana abaphantsi kwesithili ngolwazi olufaneleyo olungentlalo yabo.

Kube nguMbo noMxesibe wabantwana besuka kwizikolo ngezikolo ukuza kuphehlelelo lweveki yokhuseleko lwabo.



*Amasebe ahlukeneyo esibhedlela, nabaphathi bawo aphume ngobunzi ukuza kuqinisekisa ukuba ezempilo ziyafikeleleka kubantwana ngeveki yabo. I Dental Clinic iqinisekise ngokuphila kwamazinyo ukanti uthintelo nalo belukhona kwabo ban-*

nokukhuseleka kwabantwana, ingakumbi kwabo bathi bazibone bezisisulu zokuxhatshazwa.

Ku lo nyaka isebe lezophuhliso loluntu nelikhokelwa ngumphathiswa uNkosazana Bath-

Uninzi loluntu kulendawo luxhomekeke kakhulu kwimisebenzi engesosigxina kwalapha ezifama.

Ukuphehlelelwa kolusuku kule ndawo yase

Umphathiswa ethetha ukuvezile uku-baluleka kokuhlonitshwa kwamalungelo abantwana ukuze kubekho isizukulwana esikrele-krele nesizokwazi ukuqhubela phambili elilizwe loMzantsi Afrika.

Section 28 in the Constitution of South Africa is

## CHILDREN'S RIGHTS IN SOUTH AFRICA

devoted to children and outlines the rights that they are entitled to. It reads as follows: Every child has the right to have

- ❑ a name and a nationality from birth;
- ❑ to family care or parental care, or to appropriate alternative care when removed from the family environment;
- ❑ to basic nutrition, shelter, basic health care services and social services;

- ❑ to be protected from maltreatment, neglect, abuse or degradation;
- ❑ to be protected from exploitative labour practices;
- ❑ not to be required or permitted to perform work or provide services that -

- i) are inappropriate for a person of that child's age; or
- ii) place at risk the child's well-being, education, physical or mental health or

spiritual, moral or social development;

- ❑ not to be detained except as a measure of last resort,
- ❑ kept separately from detained persons over the age of 18 years; and
- ❑ treated in a manner, and kept in conditions, that take account of the child's age;
- ❑ not to be used directly in armed conflict, and to be protected in times of armed conflict.

# Good Samaritan Brought smiles@ Peads

It is with great pleasure to know that there are people out there who still love and care for the kids.

This was an evidence when Ms. Jan Tolmay paid a lovely visit to E.g. and Usher Memorial Hospital's children's ward.

Her visit was to donate hand knitted jerseys, blankets, morning shoes and various goodies.

The clothes are coming from an old-aged home in Durban.

Knittings are done by elderly and donated to various hospitals, hospices, and many other care centers.

The kids couldn't hide their smiles on their faces.

Nurses too, appreciated the donations as some of the kids come from poor families.

The Hospital Appreciated the act and extended their gratitude to the Grannies.



## KOKSTAD NANDOS FOLLOWING MADIBA'S FOOTSTEPS

Every year when South Africa and the world is celebrating Mandela Day, the hospital's Peads ward is too, celebrating.

Thanks to the kind hearts of the Kokstad Nandos. Every year Kokstad Nandos is celebrating Mandela Day with Peads ward at E.G. and Usher Memorial Hospital.

The year 2015 was not different from other joyful years. Kids at the ward were made to forget their pains and enjoy with the rest of the world, Mandela Day. It was Christmas in July to the kids as they were treated in Nandos braai food and refreshments. Balloons were all over the wards as if it was a new year's day. The celebration of

the Mandela Day, to many, provided a once in a lifetime experience as many are from very poor families. The hospital wishes therefore to extend words of gratitude and hoping to continue with the years to come. Both the Operational Manager of the ward and Assistant Nursing Manager were present to accept the donations.



Peads on Mandela day



### Men's Health Watch

#### Description

Prostate cancers are cancer cells from the prostate. The prostate is part of the male reproductive system, which includes the penis, prostate and testicles.

#### Signs & Symptoms

- difficulty starting urination
- weak or interrupted flow of urine
- frequent urination, especially at night
- difficulty in emptying the bladder completely
- pain or burning during urination
- blood in the urine or semen

- pain in the back, hips or pelvis
- painful ejaculation.

#### Treatment

You and your healthcare practitioner will decide which treatment is right for you. Treatment may include active surveillance, surgery, radiation therapy and hormone therapy.



## Dual Protection Launched @ Esayidi FET College



**K**waZulu Natal Department of Health MEC Dr. Sibongiseni Dhlomo mandated that SHP component must launch the Dual Protection campaign so as to create awareness on the importance of consistency and correct use of condoms and contraceptive to prevent unwanted pregnancy, HIV & STI's.

Responding to the call by the MEC, E.G and Usher Memorial Hospital together with Harry Gwala District, SHP at Head Office, Sukuma Sakhe Stakeholders and Beyond

Zero an NGO in Kokstad launched the campaign at Esayidi FET College targeting learners from the college.

The launch proved to be a success as it attracted more than 500 learners from the college and around Kokstad.

Learners were very involved and participative in the program which made it very easy for health professionals to convey the message.

Sukuma Sakhe stakeholders also came in numbers to support the launch.

Various topics including the main topic of dual protection were conveyed to the attendees.

Learners were also introduced to protection programs such as implanon, Hlola manje, Hlola Friday, Graduate alive, Phila Ndoda and so fourth.

It was explained to the learners that all these programs are aimed at preventing

unwanted pregnancy, increasing HIV infection and family planning.

On the day, health services were also provided to the learners and to the Stakeholders.

Among the people who were delivering messages of the Day included Ms. Khwela from Harry Gwala District, Mr. Khobo of Indlondlo, Greater Kokstad Municipality Speaker Cllr. Zolani Mhlongo and many other health professionals from Head Office.

Responding to the campaign the Compass Manager Mr. Linda appreciated the launch and mentioned that it will definitely assist the learners especially the female ones.

He mentioned that there are many drop-outs and school bunking of classes due to pregnancy and other related issues.

With these kinds of services available to the learners, the compass manager hoped that learners will fully utilize the service. He

## FRANKLIN COMMUNITY: A HOSPITAL PRIORITY

**K**waZulu Natal department of health slogan, fighting diseases, fighting poverty and giving hope was fulfilled by EGUM hospital to the community of Franklin specifically in Kotas area.

The community of Kotas is living in atrocious poverty, and many people living there are not decedents of the area.

People are mostly dependent on government social grant and few of them are working in local farms.

The area called Kotas is comprised of the old houses that were used as a railway station, by Transnet.

Now people have occupied those houses as their homes and places of safety. Most of these houses/rooms have got no doors, windows or any

other facility to be a fully utilized house.

Windows and doors are closed by planks which people collect from the nearby sawmill factory. This explains the plight this community is experiencing in all seasons, especially the winter season.

Temperatures in Franklin are sometimes below 0<sup>0</sup>c and people including children have to cope under those circumstances.

Although the municipality has slightly improved their lives, as they accommodated to those houses, from the shacks, a lot still needs to be done.

The environment of this area is not conducive for inhabitation.

There are blocked sewage and broken water pipes that makes the area

very stinky and muddy.

That itself is posing health problems for the community especially the children.

Life there is very difficult for all ages, in simple terms.

Getting inside these rooms and houses, the plight of poverty is written on the walls and their eyes.

There is no furniture or any utensils for a standard house or dignity.

It was these circumstances that the Hospital saw the need to adopt the area as part of the Department of Health Community Project.

The hospital will not only assist the community with health services, but engage other stakeholders to uplift the community, fighting poverty, and bringing back hope.



# ISIBHEDLELA SIBHIYOZELE USUKU LOO TATA

**I**sibhedlele I EGUM sibhiyozele usuku lotata kwinyanga yabo kulo nyaka. Olu suku beluququzelelwa lisebe le EAP nalapho wonke amadoda asebenza esibhedlela athe amenywa ukuza kwabelana ngolwazi oluphathelele nobudoda bawo.

Amadoda aphume ngobuninzi bawo ukuza kwabelana ngolwazi, baphinde bafumane ulwazi lokukhulisana. I ofisi ye EAP ithe yaqulunkqa izihloko ekuza kuthethwa ngazo kwinkqubo yosuku.

Ootat bathi bafundiswa ngokuphatha izimali ukuze kungabikho ngxabano ekhaya kwaye kubonakale izinto ezikhombisa umntu uyasebenza. Ulwazi olubanzi lunikezwe yinkampani ekon-

geni imali I Old Mutual.

Ukanti ulwazi ngezempilo nobeluphethwe ngumhlengikazi wabasebenzi luthe lwanikezwa kotata. Umhlengikazi ukubeke kwacaca ukuba amadoda ayonqena kwaye akafuni ukuhlololwa izifo.

Zininzi izifo ezihlasela amadoda kodwa wona awezi ngaphambili, utshilo. Ubongoze amadoda ukuba aze kuhlolola izifo. Isebe lamapolisa oMzantsi Afrika nalo belikho kulomcimbi nalapho lizonika ulwazi ngoxhatshazo lwasekhaya (domestic violence).

Amapolisa akuvakalisile ukuba maninzi amadoda axhatshazwayo emakhaya kodwa akezi ngaphambili. Kuphakany-

iswa ukuba ladlula eloxesha, amadoda makabike ukuxhatshazwa emakhaya.

Kwazisiwe ukuba ngoku ikhona I ofisi ebhekene noxhatshazo emapoliseni nokwenziwa ngokuyimfihlo.

Kuvalwe ngelithi ngokwenene ngutata owoyika uThixo oyena Tata. Umfundisi uNqala ubabongozile bonke otata ukuba bazoyamanise no Mdali, uthe utata woqobo ngutata owoyika uThixo.

Ukuqinisekisa ukuba otata nezidingo zabo ziyanakekelwa, kuphehlelelwe iqumrhu yamadoda asesibhedlela.

Eli qumrhu lizojongana nako konke okuphathelelele namadoda.

## Hand Washing Campaign in Action



Clean vs Happiness; Staff members showing of their smiles during the campaign; proving that cleanliness is happiness



**Clean Hands:**  
 Pictures taken during Hand washing day at the Hospital. Dr. Hoffman is showing how it is done. Right: Matron Mazwi (Smartest and Cleanest) showing other staff members how to wash their hands.  
 Both the hospital and clinics were involved in the campaign to ensure zero transfer of infection



The campaign started with Doctors, to administration, down to maintenance to ensure that no infections are from our staff's hands

# HAND WASHING CAMPAIGN

*CLEAN YOUR HANDS.STOP THE SPREAD OF DRUG RESISTANT GERMS...*

**T**he 05th of May was world hand hygiene.

Like every health facility in the world, EG and Usher Memorial Hospital joined the rest of the world to embark on the campaign.

Infection prevention and control facilitated the campaign that was extended to all hospital staff.

As this years' theme suggests the strengthening of healthcare system and delivery, hand hygiene is your entrance door, EG and Usher Memorial Hospital took the opportunity to show hospital staff, the community and the world that the hospital complies with the call.

The staff members, on the day were demonstrating on hand washing procedures that are tough to everyone throughout the year.

Staff members responded very well to the campaign and showed the eagerness to save lives by washing their hands.

Everyone agreed that hand hy-

giene must be everyone's' entrance door.

## WHY IS HAND HYGIENE SO IMPORTANT?

- The most common way germs are spread is by peoples hands
- Germs can be harmless but can also cause illness – colds, flu, diarrhea, etc.
- Washing your hand reduces the spread of infection and protects you and those around you
- People of all ages must be encouraged to wash their hands at appropriate times e.g. all visitors to the hospital.

## WHO MUST WASH THEIR HANDS?

- All staff involved in patient care
- Kitchen staff –before and

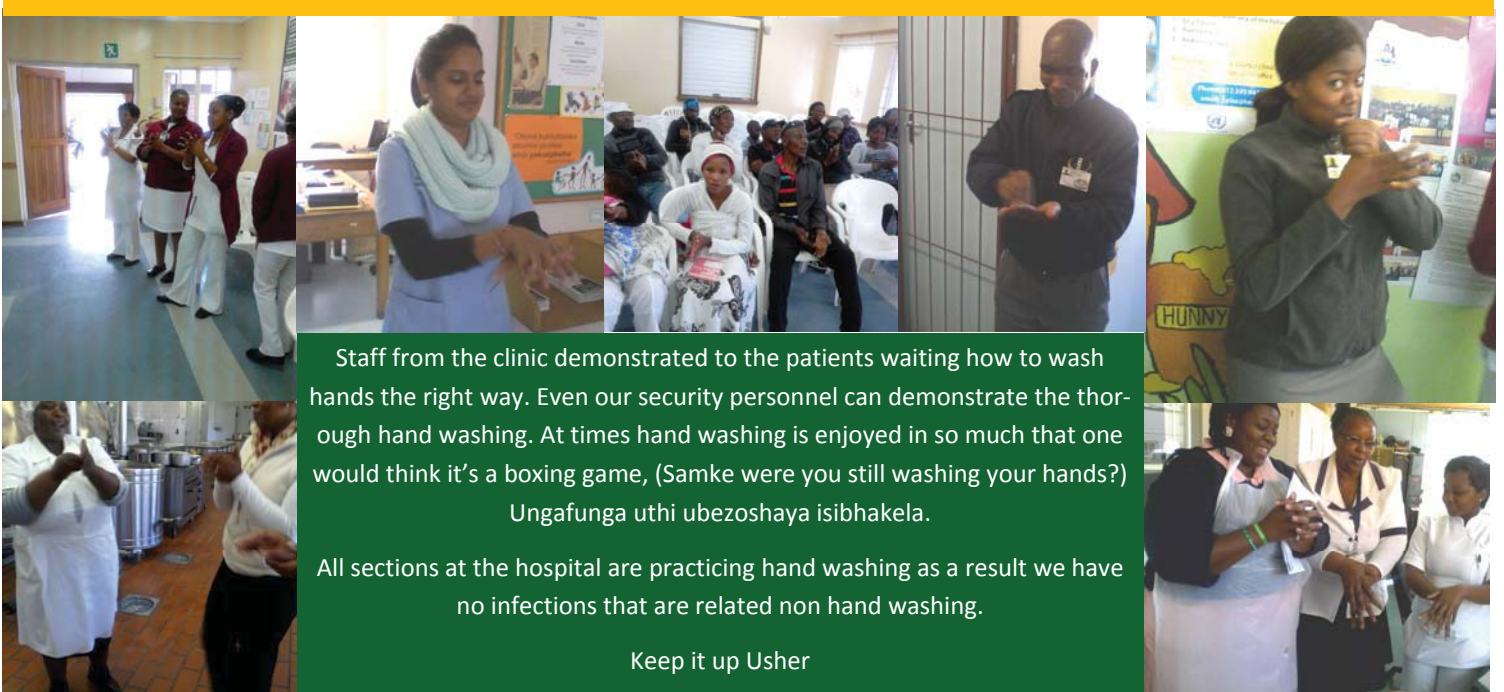
after preparing meals

- after handling raw foods
- after handling refuse

- Pharmacy before and after preparation of medication
- Porters and General assistants
- Radiography staff
- Physiotherapists
- Biokineticists and speech therapists
- And every one, everywhere, anywhere.

## HAND WASHING INDICATIONS...

- Before and after gloving
- After touching contaminated objects and surfaces
- After caring for patients with MRSA and between contacts with different patients.



Staff from the clinic demonstrated to the patients waiting how to wash hands the right way. Even our security personnel can demonstrate the thorough hand washing. At times hand washing is enjoyed in so much that one would think it's a boxing game, (Samke were you still washing your hands?)

Ungafunga uthi ubezoshaya isibhakela.

All sections at the hospital are practicing hand washing as a result we have no infections that are related non hand washing.

Keep it up Usher



# INKCUBEKO KWINDLELA YOKUTHETHA: UTHINI WENA

**I**ncubeko kwindlela othetha ngayo luhlobo nendlela othetha ngayo nabanye abantu.

Ude ubabone abanye bezifunela ukuncedwa nguwe ngenxa yendlela othetha ngayo.

Le nkcubeko ayifundelwa koko ingaphakathi kuwe, kwaye akunyanezelekanga ukuba uthethe ngokuchubekileyo ngenxa yokuba usembezini kufuneka le nto uyiphile ngaphakathi kuwe.

Kubalulekile ukuba sijonge indlela esithi sithethe ngayo nabanye abantu. Ngokwenjenjalo nathi siyazilungisela ngemihla kaxakeka kuba lento ilunyawo ayinampumlo.

Kushicilelo lwethu oludlulileyo besithetha ngamandla okubulisa nangendlela esithi xa sithe sabulisa sive ngayo.

Kolu ushicilelo sifuna ukuveza indlela ephucukileyo abasebenzi besibhedlela emabaziphathe ngayo bebambisene nabo basebenza ngabo.

Kuyafuneka siyijonge indlela esithetha ngayo ukuba ibachaphazela njani abanye abantu nokuba baye bazive njani wakuba uthethile. Kubalulekile kananjalo ukuba uzive kwaye uzimamele izimvo zabanye abantu uvume ukulungiswa .



Thetha ngalendlela onganqwenela ukuba makuthethwe ngayo nawe, yiyo lo nto siyikhuthaza into yokuba ingxaki zakho zasendlini mazingawuchaphazeli umsebenzi wakho.

Kubalulekile ukuba uwazi amalungelo abantu kwinto yonke ozakuthi uyithethe nabo. Kungathi ngenxa yokuba besesibhedlela ubaphathe nje ngabantu abangaphilanga ngokwasengqondweni. Ukanti kwabona abangaphilanga nabo bayahlonitshwa.

Sonke singabantu kwaye siyalingana ngokwamalungelo ethu. Lonto ke ithi masibambisane kwinto yonke eyenziwayo nkqu nabo bancedwayo mababonakalise inkathalo nokumazi kwaye bamhloniphe omnye umntu. Makungabikho mntu ozokhathazeka ngenxa yomnye.

Akukhathaliseki nokuba umntu uthetha kakubi kuwe kodwa wena musa ukuziphindezela ngobubi, zithobe ubonakalise inkcubeko nempucuko

ngobuntu bakho.

Akunyanezekanga ude ube ufunde kakhulu ukuze ube uchubekile indlela othetha ngayo nabantu, yonke le nto ixhomekeke ekubeni wena umxabise kangakanani omnye umntu.

Mxabise omnye umntu ukuze naye akuxabise, sihlonitshwa ngenxa yezinto esizenzayo hayi ngokwezinto esinazo.

Konke ke oku kubhekiswe kwindibano yoqhagamshelwano phakathi komsebenzi wezempilo, nalowo ufuna uncedo lwezempilo. Kwakhona siphinde sibhekise phakathi komphathi nalowo ungaphantsi kwakhe.

Into ephuma emlonyeni wakho qinisekisa ukuba ungakwazi ukuyamkela xa ibuyiselwa kuwe.

Hlonipha isigulane ukuze naso sikuhloniphe. Nesigulane ngokunjalo kufuneka sibonise intlonipho kumsebenzi.

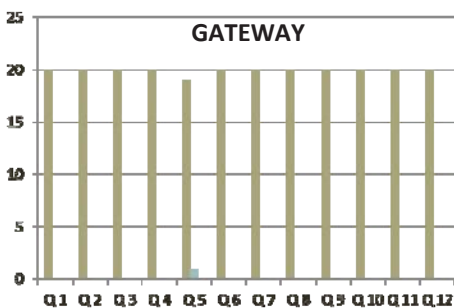
Ikwanjalo kwakho nakubasebenzi. Unphathi makabonise inhlonipho kwabaphetheyo ukuze bamhloniphe naye. Iyafana ke nakwabo baphetheyo hlonipha abo bakuphethweyo ukuze bakuhloniphe.

Uthi ke u-Earl Wilson; If you wouldn't write it and sign it, don't say it.

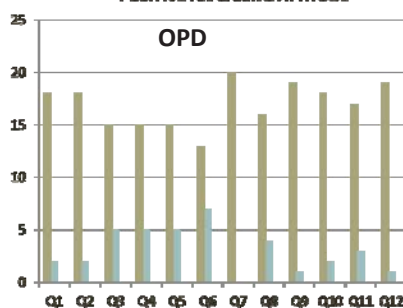
*Writes: Andisiwe Mantshongo*

# CLIENTS OPINIONS ON OUR ATTITUDES

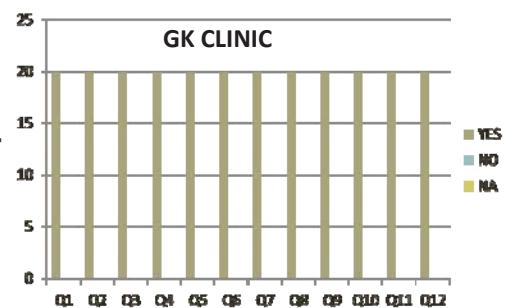
POSITIVE AND CARING ATTITUDE



POSITIVE AND CARING ATTITUDE



POSITIVE AND CARING ATTITUDE





# EGUM CELEBRATES NATIONAL NUTRITION WEEK

*Writes: Andisiwe Mantshongo*



**In** October every year South Africa celebrates National Nutrition Week.

The focus of this year's campaign is "Healthy eating in the workplace"-targeting public sector employees and food service providers for workplaces.

Department of Health and several government departments which include department of Education and Public service and administration); and other departments have committed to support and strengthen efforts to prevent and reduce the prevalence of obesity by 10% by 2020.

One of the ways this reduction will be attained is by strengthening settings-based interventions such as in schools and workplaces.

It was for this reason that the hospital dietetics department took the campaign to schools and hospital employees in support this years theme: "healthy eating in the workplace".

Three schools Xolo-Xolo, Carl Malcomess were visited to make awareness to the educators.

Taking the awareness to the educa-

tors will assist in transferring information to the learners.

As part of the campaign, educators were shown practical ways of preparing healthy food at home and healthy lunch boxes.

Everyone agrees poor eating reduces concentration and energy levels.

The campaign was also extended to hospital staff, in efforts to promote healthy eating and physical wellbeing.

Staff members were requested to make their own suggestion so as to promote healthy eating, while at work. The following inputs were gathered

- Opening of Hospital canteen
- Introducing "ticket system" where staff can order food from the kitchen at a small price.
- basic guidelines/information must be provided to staff on preparing nutritious and healthy lunch boxes.

Staff members were advised to use available information in the hospital on healthy eating.

The available information on posters/pamphlets is perceived as patients' information only,

but staff too can use the same information.

Staff, generally had an understanding of healthy eating and the importance thereof.

Staff members all agreed that on the following points as a way of promoting wellbeing of staff:

- That behavior change and the reason why good choices are important is key
- Poor choices cause staff to gain weight and become lazy
- That healthy food needs to be provided by the kitchen/canteen, but departmental "red tape" and other policies prevent this from happening.
- Staff do not make healthy food choices and are too lazy to exercise.
- Awareness campaigns might help to teach staff.
- At least three healthy meals, which consist of a variety of food every day
- Plenty of vegetables and fruit every day
- Fats and foods and drinks containing sugar sparingly.
- 



# MANDELA DAY GAVE GATEWAY CLINIC A FACELIFT



**Greater Kokstad Municipality, Department of Correctional services and E.G & Usher Memorial Hospital staff taking their part and giving their full support for the Mandela day at E.G & Usher Memorial Hospital.**

**E**very year in July, South Africa celebrates a Mandela month as to remember and show appreciation to the late former president Tata Nelson Mandela.

As part of the commemoration, E.G & Usher Memorial Hospital, together with Sukuma Sakhe Stakeholders joined hands to give 67minutes and honor the legacy of the former state president, to the community of Kokstad.

They gathered at E.G and Usher Memorial hospital with one aim of making difference to the community of Kokstad specifically for hospital patients.

The Stakeholders broke into two teams, where one team looked at the parameter fencing of the hospital.

The Other team attended the re-vamping of the Gateway Clinic.

Gateway clinic was given the facelift as it was looking distressed and not giving any hope of health to patients.

The team painted the front part of

the clinic with white color to revive that health hope.

The other group of Stakeholders were assisting the hospital in cutting trees that are disturbing parameter fencing.

The hospital's parameter fencing was having many breaks which made easy for patents to escape especially mental patients.

"This day should always be instilled in our minds as it is the day of helping those who are helpless" said Mr. Msiya who is leading the stakeholders in the Greater Kokstad .

He further said that we must make everyday a Mandela day.

The CEO of the hospital Ms. Binase gave her thanks to everyone who participated on the activities that took place, she further said this day means a lot to the hospital and that it shows unity amongst Kokstad Stakeholders and community

The hospital will now continue from the work done by stakeholders on the Mandela Day to revamp the hospital.



## FACTS ABOUT TATA MANDELA

He was 24 when he became actively involved in politics.

He was 45 when he was sentenced to life in prison.

He was 71 when he was released.

He was 75 when he received the Nobel Peace Prize.

He was 76 when he became South Africa's first black democratically elected President.

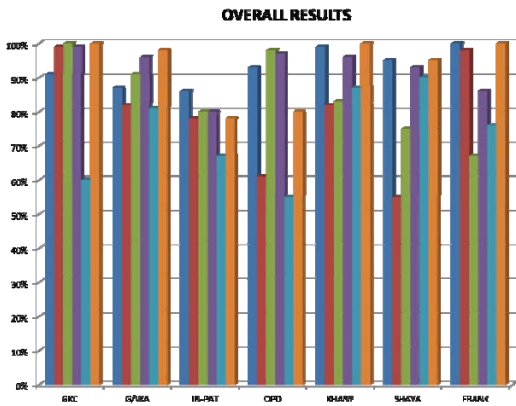
He was 77 when he established the Nelson Mandela Children's' Fund

He was 81 when he established the Nelson Mandela Foundation.

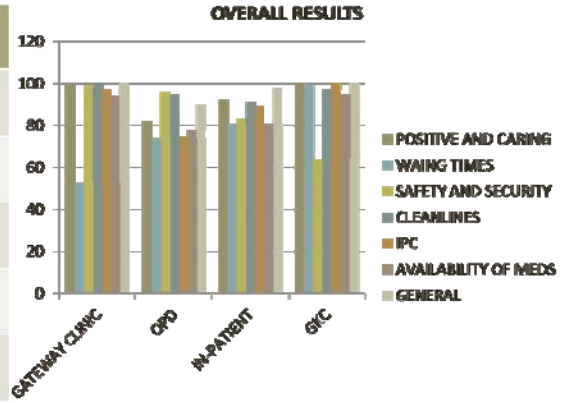
He was 85 when he launched his HIV/AIDS campaign with his prison number '46664'.



# PATIENTS SHOWING SATISFACTION: CLIENT SURVEY ANALYSIS



FACILITY	OVERALL
GATEWAY	92%
OPD	84%
IN-PATIENT	88%
GKCC	92%
TOTAL	89%



The office of the PRO together with Quality Assurance has once again conducted the quarterly client satisfaction survey.

Based on the opinions from clients, there are many service areas that need urgent attention.

The survey was conducted to all our clinics, Gateway, shayamoya, Franklin, khanyiselani and Grater Kokstad Clinic.

This quarters' performance was compared to the first quarters' performance to identify progress and improvement.

We start off by **Greater Kokstad** clinic where we want to congratulate the entire team for the massive progress compared to previous quarter.

The notable improvement at the clinic is staff attitude Greater Kokstad was previously sitting on 91% and now on 100%.

A matter of concern though, is waiting times and infection control. The clinic is not doing well and greater efforts are required.

In all other priorities, patients are showing satisfaction.

To the clinic management staff and everyone involved, it is not to say sit comfortable and relax, but to seek to satisfy other patients, as next time, will be different to patients.

**Verdict** 64% on waiting times is not accepted– Pull up!

## OPD

The question is what happened to OPD?. There is decline in terms of positive and caring attitude.

OPD again is climbing up on patients waiting times. In the previous quarter the section was not doing very well. The challenges were attributed to new filing system and shortage of doctors.

Now that there is improvement with the availability of doctors, and the new approach filing system, numbers in terms of patients opinions, are showing signs of improvement

**Verdict:** In the previous quarter numbers were suggesting that the section was poorly performing and now there is slight improvement. We know this is not your standard-find the gaps.

## Gateway clinic

Gateway was the second highest in terms of total score after Greater Kokstad Clinic.

We notice some slight decline on waiting times. We know you can improve Gateway Team.

**Verdict:** where do you want to see yourself in the next quarter? The answer is, it's up to you.

## In-Patient

On this one we are talking to all wards, sections that deal with patients admitted.

The hospital in general is doing well in terms of total patient care.

Most notable, patients do not know their rights, they do not know complaints procedure, according to their opinions this means that the office of the PRO needs to come up with rectifying strategies.

Again all other areas are showing slight improvements. It is worth noting that

infection control is not up to the point it should be.

The question to ask ourselves is to whether we are doing enough to support infection control team.

**Verdict:** infection control is everyone's business in the hospital. Let us all make IPC our priority.

## Khanyiselani, shayamoya and franklin

These down referral sites are treated as our clinics so we also conduct surveys to know the opinions from patients who are using these sites.

At **Khanyiselani**, infection control, safety and security and waiting times do not seem to be at a point where we want them to be, but there is a room for improvement.

**Franklin clinic** does not seem to be following the procedure in terms of infection control.

Sitting at 76% on IPC, and safety at 67%, the standards are compromised.

**Verdict:** can we make our clinic comply with the national core standards?

The answer is yes.

**Shayamoya Clinic**, waiting times is seemingly a challenge. Sitting at 55 % the standard is not acceptable at all. Urgent interventions are needed.

Again IPC is compromised at the clinic. It is not surprising that patients would not recommend the clinic.



# SMILE FOR LIFE: ORAL HEALTH AWARENESS



*Learners listening attentively to the dental team and the Dentist Dr. Schwabe doing oral health screening at Palmiet Primary School.. Peads ward also benefited from the oral health month and all kids at the wards were given oral health packs.*

September is Oral Health Month. E.G. & Usher Memorial Hospital joined the world to make awareness on oral health.

The Dental clinic team got to the patients to make awareness on oral health emphasizing the importance and overall health.

Community out there was also not left behind as the team visited local schools to preach and demonstrate oral health.

During the awareness patients at the wards and out-patients received oral health packs containing toothpaste, toothbrushes and oral health and health pamphlets.

Schools that form part of the awareness campaign included St. Anthony's pre-primary school, Palmiet, St. Michaels, New Market and Westland's Primary school.

Oral health screening and oral health education were provided to the enthusiastic learners at various schools .

This awareness is a yearly program by the dental clinic in promoting good oral health and hygiene.

Students were given toothbrushes to practice good oral hygiene at their schools.

## How to Brush your teeth

- Brush the outsides of the teeth in small circles, starting at the back of the mouth, brushing two teeth

at a time

- Brush the insides of the teeth in small circles
- Brush the chewing parts of the teeth with a back and forth movement
- Remember to brush the tongue
- The child can spit out the extra toothpaste, but rinsing the mouth is not necessary

## FACTS .

- Strong and healthy teeth aid in digestion and ensure proper speech.
- Decayed or rotten teeth and gum disease may result in infection, cause tooth loss and produces bad breath.

# EARLY CHRISTMAS FOR NDD PATIENTS



Tamara Nayager and Amy Nesbitt were taken with Neurodevelopmental delay patients during their Christmas function organized by the section. The Christmas function was made possible by donations from various businesses such as Pick N' Pay. It is donations like these that make the deference to the community. A job well done to the Physios, Speech therapist department.



# OPERATION MBO AT FRANKLIN KOTAS



Usodolophu womasipala iGreater Kokstad uNkosazana Jojozi, Uceba wase Franklin umama uDlakavu Kunye no Andisiwe Mantshongo wesibhedlela I EGUM, ngethuba kusakhiwa indlela yokuhamba isitulo samavili (wheelchair) kulungiselelwa lowo uhamba ngesitulo ngomhla wokubhiyozela ukuzalwa kukatata uMandela, eFranklin.

**Writes: Andisiwe Mantshongo**

**U**suku lomhla weshumi elinesixhenxe kwinyanga yeKhala ku 2015

Intlanganisela yamasebe karhulumente uSuku kuma Sakhe eKokstad ukuphindile adume ngako ukuzisa iinkonzo eluntwini.

Kweli ityeli ukuhanjiswa kwenkonzo kungqamene neveki okanye nenyanga yokuzalwa kuka Bawo uMadiba.

Okuthe kwagqama kulonyaka kwimizuzu engamashumi amathandathu anesixhenxe indibaniselwano kasukuma sakhe igxile ekuvuleni indlela yokuhamba isitulo samavili somntwana okhubazekile, eFranklin.

Umntwana ogama lingu Asiphe, nonemin-yaka elishumi elinesibhozo, wazalwa ekhubazekile ngokomzimba, kunzima ukuzihambela.

Ukuze ahambe kufuneka ancedise ngezandla.

Nakuba ebenaso isitulo samavili asinikwe lisebe lezempilo, besele sigugile kwaye si-

funa ukulungiswa. Naso besisokola ukuhamba nanjengoko besingalungiselwanga indlela yokuhamba.

Likhokele isebe lezempilo lathatha esitulo



**Sukuma Sakhe**

lasilungisa sakwimeko elungelene naye uAsiphe.

Indibaniselwano kaSukuma Sakhe ibone kuyimfuneko ukuba makukhonkwe indlela engena kwikhaya lika Asiphe. Kulapho uSu-

kuma Sakhe ekhokelwe ngusodolophu wase Kokstad, bathe babhiyozela imizuzu engashumi amathandathu anesixhenxe ukuvulwa nokwakhiwa kwalendlela.

UAsiphe akasayi kuphinde asokole esekhaya ukuhamba ngesitulo sakhe. Naye ubonakalise imincili ngokuthe kwenziwa nguSukuma Sakhe.

**HARRY GWALA PLHIV**

**SECTOR LAUNCH**

Newly appointed members of the PLHIV in the Harry Gwala District during the PLHIV launch held at Shayamoya, Kokstad. Members were appointed from all sub-district in the district.





**UMKHANKASO  
WOKU-  
GOMA  
UQHUBEKE  
NGEMPUMELELO  
NAKULONYAKA**

**U**qhubeke ngempulelo umkhankaso waminyaka yonke wokugoma. Nakulonyaka ithimba lesibhedlele i-Usher lisebenzisana nesifunda I Harry Gwala baphumele izikolo kunye nemiphakathi ukuyogoma izingane. Imiphakathi iphume ngobuningi ukusizana nomnyango wezempilo ukuqinisekisa ukuthi izingane zigonyelwa izifo ezifana novendle. Umjikelo wokuqala uqale

ngenyanga kaMbasa ukuya kaNhlabane. Umjikelo wesibini ubanjwe ngoNhlangulana. Imijikelo yomibili ikhombise ukuba yimpumelelo abantu baphume ngobuningi. Nakuba kusebenzekile kodwa izinselela zibe khona. Kubonakale kakhulu ukuthi izinsiza kusebenza azanele okubalwa ngisho nabasebenzi. Izimoto ziyashoda futhi namathimba awanele ukujikeleza indawo ngesikhathi.



Umphakathi eShayamoya ngesikhathi sokugoma

# EARLY CHRISTMAS FOR NDD PATIENTS



Tamara Nayager and Amy Nesbitt were taken with Neurodevelopmental delay patients during their Christmas function organized by the section. The Christmas function was made possible by donations from various businesses such as Pick N' Pay. It is donations like these that make the difference to the community. A job well done to the Physios and Speech therapist department.

## NEWS IN BRIEF IN & AROUND THE HOSPITAL

Road Accident Fund to open office at EGUM hospital.



Kokstad Men's Forum was launched.



MMC SEASON HAS STARTED AND BOYS COMING IN NUMBERS



E.G and Usher Memorial Hospital staff participated in the Kokstad/ Link Pharmacy annual fun run held recently

Do you have news, activities you want published in the newsletter? If yes submit your items to the office of the PRO

Samukelisiwe Mdledle Mr. Shushu and Phindile were part of the recent fun-run in Kokstad.



Physical inactivity is the fourth leading risk factor for global mortality



# HOSPITAL ACHIEVED 100% ON MBFI AGAIN....



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**T**he Mother Baby Friendly Initiative (MBFI) was formerly known as the Baby Friendly Initiative (BFHI).

The course aims to “Equip health care providers with knowledge and skills to assist and support mothers to breast-feed successfully from birth and to continue breastfeeding up until the age of two years and beyond.” as stated by the 2014 Training Manual.

In 2009 EG & Usher Memorial Hospital first received this status and since then we were reassessed in 2011 and again in 2014-2015.

During assessment period assessors from the district, provincial and national offices visit the Institution and they each do an assessment – that is three different assessments.

An assessment includes interviews with approximately 30 mothers from Maternity, Pediatric ward and Gateway Clinic as well as 15 staff members from the same areas. The assessors then assess the implementation of the Steps to successful Breastfeeding:

- Have a written Breastfeeding policy that is routinely communi-

cated to all health care staff.

- Train all health care staff in skills necessary to implement this policy.
- Inform all pregnant women about the benefits and management of breastfeeding.
- Help mothers initiate breastfeeding within half-hour after birth. Show mothers how to breast-feed, and how to maintain lactation even if they are separated from their infants.
- Give newborn infants no food or drink other than breast milk unless *medically* indicated.
- Practice rooming in – allow mothers and infants to remain together 24 hours a day.
- Encourage breastfeeding on demand.
- Give no artificial teats or pacifiers (dummies/soothers) to breastfeeding infants.
- Foster the establishment of breastfeeding support groups and refer mothers to them on discharge from the hospital/ clinic.

Abiding by the International Code of Marketing of Breast milk Substitutes (R991 Regulations).

- Mother Friendly labour and birth practices are considered equally important in order to promote proper infant feeding practices.
- Implement the guidelines with regards to Infant and Young Child feeding in the context of HIV & AIDS (PMTCT).

Maintaining a status as this takes continuous hard work.

During the past assessment in November 2014, we did not meet all the requirements and we were requested to improve the practices and were then re-assessed in March 2015.

During this assessment we met all the requirements and received 100% - thus maintaining our status as Mother and Baby Friendly.

We would like to thank everyone involved in this process – you know who you are and what you did. This does not happen overnight, it takes continuous hard work over many months and long working days coupled with commitment and sacrifice. The staff in Maternity, Pediatric ward and the clinics worked extremely hard to improve their knowledge on the topic and change and improve practice were needed.

You all deserve this achievement! It is a privilege to have a team like all of you who are dedicated to improve the lives of our children, families and this country.

We applaud you all and thank the Lord every day for hearts like yours! May He bless you for everything that you do – that which is seen and the things that are unseen!

You give selflessly and we pray that you see the fruit of you labor!

## UNGENELELO LWEZEMPILO LUZE NOSHINTSHO KUMDENI KA PINKIE

**I**sibhedlela saseKokstad sibonise ukuwunakekela umphakathi ngesikhathi siletha injabulo nethemba kumndeni Ka Pinkie.

UPinkie ubehlala nomndeni wakhe, okuzingane ezinhlanu, umyeni wakhe endlini encane kakhulu ukuthi inganela wonke umndeni.

Kuthe ngelinye ilanga lobusika bavelelwa sisithwakumbe sokushelwa yindlu ebehlala kuyo.

Kulapho kwasha khona zonke izincwadi ezifana namapasi, amakhadi emigomo ezingane nako konke ebebenako okufana nezimpahla zokugqoka.

Ukufezekisa umgomo wokunika ithemba komnyango wezempilo, kulapho kanye isibhedlela sisize lomndeni ngokuningi ukushinsha izimpilo zalomndeni.

Amakhadi emigomo yezingane asha kwangasabonakala mininingwane. Izingane besele zingasayitholi imali yezibonelelo ngenxa yokuthi amakhadi ashile.

Kusenjalo noMa wabo uPinkie ubengenalo ipasi lokukhanda izitifiketi.

Ukufika kwabasebenzi besibhedlela bazazise ithemba njengoba amakhadi emigomo athe enziwa kabusha.

Izingane sezizokwazi ukoyofaka

izicelo zezibonelelo zezingane.

Abasebenzi bezempilo baphinde banikela ngezinguho zokugqoka kulomndeni bathenga ngisho insipho yokugeza.

Imigomo iphinde yanikezelwa ezinganeni njengoba besekubonakala ukuthi ingane azisagomi.

Neminye iminyango kahulumeni ithe yangenelela ukusiza ngezidingo zalendawo, ingakumbi kumndeni ka Pinkie.

Umndeni usuyajabula njengoba ezingane sezize zathola ngisho nemali yezibonelelo.



**U** Pinkie nengane zakhe ebonisa abasebenzi bezempilo amakhadi ezingane zakhe ashiswe ngumlilo. Isimo besisibi kakhulu ubona ngisho ezingane ukuthi usizi lubhalwe emehlweni.

Abasebenzi bezempilo babonisa ngamakhadi amasha emigomo ezingane zikaPinkie. Ngenhla yizithombe ngaphambi kosizo nangemva kokungenelela komnyango wezempilo.

# EG & Usher Memorial Hospital

## Vision

We strive to deliver Accessible, Optimal and Holistic Health Care to all who access our services.

## Mission

To work together as an integrated health service to comprehensive care to all by adhering to [Batho Pele principles](#).

## Core Values

Our core values are based on respect, health, safety, duty conscience, positive attitude, quality and ongoing training.

## Contact the Hospital

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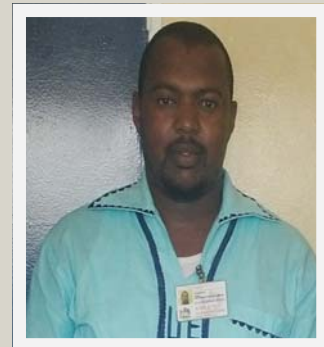
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Public Relations Department

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**Mr Andile Pani**  
PRO

Do you want your activities to be published in the newsletter? Please inform the PRO office for all your activities in your department or submit your articles and photos.

Contact Mr A.Pani @ 8112



**SPREADING THE  
WORD ABOUT WATER  
CONSERVATION IS  
A SHARP IDEA.**



**DO YOU SAVE WATER?  
USHER SAVES WATER**