

E.G. USHER WELCOMES NEW HR MANAGER

E. G. and Usher Memorial has welcomed the appointment of Mrs Bathabile Wella to fill the post of the Human Resource as from the 13th of February 2012. Mrs Wella is joining Usher Memorial from Inkosi Albert Luthuli Central Hospital where she was working as a Human Resource Practitioner. While going around to introduce her to the staff Mrs Thekiso the CEO displayed a lot of excitement to fill this challenging post vacated by Mrs Thobile Madlala who left the institution for Ugu Health District. Usher Memorial PRO sat down with her to find out more about her :

PRO : Tell us more about yourself

Mrs Wella : I was born at iMfume next to Umkomaas on the 18th of April 1979. I started my schooling at same place and completed my matric at the Initial Christian school. from there I went to further my studies at Mangosuthu University of Technology where I obtain my Diploma in Human Resources Management, B-Tech in HRM.

I started to work at GJ Crookes as an intern and later HRO. I got a promotional

post of Human Resource Practitioner at Inkosi Albert Luthuli Central Hospital.

from there Usher called. I am married with two boys.

PRO : How do you find working environment in Usher ?

Mrs Wella : It gives me hope that I am going to work though it is challenges through proper

guidance from God I will survive.

MRS B WELLA HR MANAGER

PRO : What are your future plans for Usher Memorial Hospital?

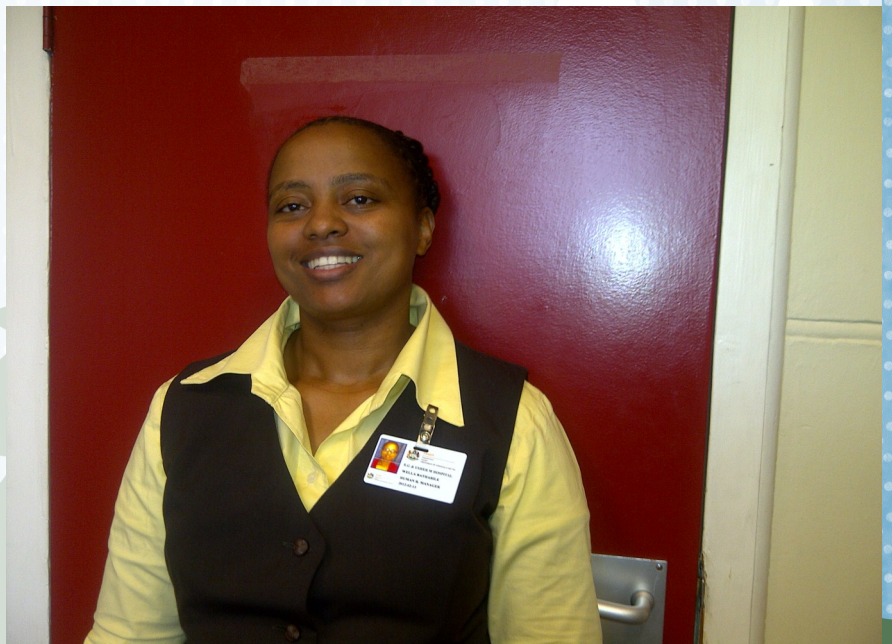
Mrs Wella : I want to strengthen the implementation of HR policies and procedures, raise standard of service and make HR a “ Home for all staff members”

PRO : Can you describe your personality?

Mrs Wella : I like people a lot, I hope I communicate well with everyone and more importantly I am a born again Christian.

PRO : At home what kind of the person you are?

Mrs Wella : (Laughing) I am a farm girl and I like to eat Idombolo nenyama, Beans stew. I spent a lot of time with my kids



THROUGH GOD WE CAN DO BETTER SERVICE

The 24th of February was one of the days you won't forget if you are an employee of E.G. and Usher Memorial Hospital. This day the hospital hosted the Prayer for the beginning of 2012. The prayer was organized by Rev E.Z. Tambo who is our hospital chaplain. The theme of the prayer was "BEGINNING 2012 WITH GOD" While opening the service the CEO of the institution Mrs. Ntombifikile Thekiso said that it is important to put God. "This hospital has so many challenges at present. Underneath those challenges the patient are demanding a decent care. I can't imagine the possibility of all these huge demand happening without GODs will. We need to stop thinking about our own way of doing things and request God to lead us" She concluded.

Departments were represented and praying champions were assigned to pray for every department in the hospital. Praying for the biggest department in the hospital , the Nursing Mr Nqala , a nurse himself highlighted the importance of the nurse in the society. He drew the picture of the way a nurse is undermined by the people. He said "The nurse is there when people were born and the nurse mostly there when you die. People must respect the nurses and nurses should respect people." The main sermon was conducted by Pastor Lokwe of Methodist Church. His message was straight to the point as how GOD is able to answer our prayers, how He protect us and how He can guide us. Mrs Booi also emphasized the importance of allowing Christ to touch your life for you to be FREE!!!!!!!!!! . The institution wishes to thank the management for allowing to stage the function of this nature.

INTRODUCING THE NEW PRO INTERN



Hi my name is Boniswa Mankanku from UMzimkhulu. I have joined E.G. and Usher Memorial Hospital as a PRO intern till 31 March 2013. I studied Bachelor of Applied Communication Management at University of Fort Hare. I have come here to learn a lot about communications and expecting a lot of experience on the field. I am have received a warm welcome from my colleagues at the information office and also working well with PR office members especially my colleague **BLACKIE(Bongeka Xhaya)**. I hope I will have a pleasant with all the staff and management and I will commit my self to fulfill my ambitions.

IN SEARCH FOR EXCELLENCE BY SHAWN BULL

Organizing is the act of rearranging items that are in a disorganized, cluttered state so that everything can be retrieved quickly with less effort, maximizing both their utility and visual appeal.

Time management refers to increasing both the efficiency and the effectiveness of individuals and organizations through the organization of tasks and events by using tools such as planners and computers, and techniques and processes such as goal-setting, planning and scheduling.

The two activities are interrelated since disorganization normally wastes time. The major difference between organizing and time management is that, in general, organizing deals with things and time management deals with activities that have a time dimension. Both are important.

Time management in any environment, electronic or otherwise, involves working both efficiently and effectively. You are working efficiently when you complete tasks in the best possible way. You are working effectively when you concentrate your efforts on the best possible tasks. What you do is considered more important than how you do it. But when you get organized and work both efficiently and effectively, you are approaching excellence.



Shawn Bull

NOTHING DIFFICULT THAN TO SAY “ GOODBYE”

“ After 10 years of dedication and hard work I have decided to call it a day” Those were words from Matron Miya when she was talking to the staff during here farewell party. Matron Miya was the Deputy Manager : Nursing Services formerly known as the Nursing Manager . She begun her duties here on the 1st of February 2002. “E.G. and Usher Memorial has challenged me and I have faced many storms but I have survived. The 10 years that I have served here will be an unforgettable experience that I will cherish throughout my life” she said. She also remembered the times that she spent with the management teams of E.G. and Usher Memorial from Miss Mate, the former CEO up to Mrs Thekiso the current CEO, Dr Khuluse and Dr Onanuga who were Medical Managers previously, Mrs Siqwayi who is Finance and Systems Manager and the former Human Resource Manager Mrs Thobile Madlala. “ We had different characters but we were working together. Sometimes we fought but couldn’t hold grudges for one another” she laughed.

Mrs. Miya had many nursing skills from midwifery, clinic supervision, nursing administration, psychiatric nursing and many more. She was passionate with nursing and was also willing to learn more. Now that her working days are over what next? “ **Ukulima** “ she said referring to gardening. I have vegetable garden and I will expand it. I will be planting mealies, beans and many vegetables. For a decade I was away from home. I will also look after my house and make sure it is clean” Any chances of working again? She laughed loud “ Nursing was a call to me but I am tired. If it can be closer to home and less pressure I can think about it”

Matron Miya will be remembered for her calm attitude even if things were serious. She will be staying at her home in Centocow. **UPHUMULE KAHLE MAKHANYILE, NGWANE.**



MATRON MIYA FORMER NURSING MANAGER

LEAVING IS ALSO PART OF GROWING.....

While others sees the leaving as a problem, others many say E.G. and Usher is grooming leaders. Supply chain department is also loosing one of the longest serving member Palesa Lecheko. Ms Lecheko is joining Umzimkhulu Psychiatric Hospital as Supply Management Officer as from the 02 of May 2012. The Public Relations Office sat down with her to find out more about here BEFORE SHE GOES.

PRO : When did you join E.G. and Usher Memorial?
 Ms Lecheko : 1st of July 2007 from Taylor bequest hospital.

PRO : How did you find the hospital on your arrival ?
 Ms Lecheko : the environment was fine and I learnt more than I what I knew.

PRO : What has been your difficult experience and also your achievements?
 Ms Lecheko : There were difficulties like working with suppliers who are expecting to be given tenders wrongfully and they fight with us a lot. My achievements are responsibility, teamwork and improved service of stores department which can be translated to supply chain department.

PRO : People/Things that you will remember about Usher?
 Ms Lecheko : My colleagues especially in Finance Component.

PRO : What does it mean to you to get this promotion and your thoughts about the new role in your career?
 Ms Lecheko : Obviously I am happy to get it . I am curious to the kind of people that I will be working with.

PRO : Any fears ?
 Ms Lecheko : I normally don't get fears easily but lets wait and see.

PRO : At home who is Palesa Lecheko?
 Ms Lecheko : Palesa is friendly person, a sister who cares for her family and friends

PRO : How do you spend your spare time?
 Ms Lecheko : Indoor person and I like doing handwork like crafting and sewing , cooking and baking

PRO : Your favorite food? , colour, quote?
 Ms Lecheko : Anything with vegetable, I like purple and my quote " A devil is a liar"

PRO : Most important people in your life?
 Ms Lecheko : My late Granny Mapopi Machief Lecheko , Popi Refiloe Lecheko Lekena and Motlalekgotso Lekena.

PRO : Your message to Usher Memorial friends and colleagues.
 Ms Lecheko : God is a creator not replacer and Stores will get someone like me.

PRO : Any message for your new colleagues?
 Ms Lecheko : I can't wait to see and work with them and be a good leader.



**MS PALESA LECHEKO FORMER
 SUPPLY OFFICER**

ANOTHER TRANSFERS OUT ARE AS FOLLOWS :

1. Dr O.B. Onanuga (Johannesburg)
2. Mrs Thobile Madlala (Ugu Health District)
3. Matron Miya (Retired)
4. Mr Khaya Ngcobo (Turton CHC via Stanger Hospital)
5. Ms Nondyabo Mazingisa(Eastern Cape DoT)
6. Mrs Khuthala Mgobhozi (Eastern Cape DOH)
7. Miss Zanele Mtebele (Head Office)
8. Dr Sipho Ntshalintshali (Port Shepstone Hospital)
9. Miss Sbongile Phathela (St Andrews Hospital)
10. Miss Zanyiwe Nduku (St Apollinaris Hospital)
11. Mrs N.G. Ntanzi (resigned)
12. Mr S Ncwane (resigned)
13. Mr S Zwane (transfer)
14. Mr Kunene(transfer)

PROMOTIONS

1. Dr M Assadi from CMO to Medical Manager
2. Mr Siyabonga Ngcobo from Transport Officer to Human Resource Officer.
3. Sr Ntinganti from CPN to Operational Manager Gateway
4. Ms Nosipho Madonda from Intern to Supply Officer
5. Ms Bongeka Jikela from Records to Data Capturer.
6. Miss Mvuse Miya from HR intern to Records Officer.
7. Mrs Bathabile Wella (Human Resource Manager)

SHARING GOOD PRACTICES CAN BUILD A SUCCESSFUL HEALTH CARE

Tuesday the 3rd of April Usher Memorial took a further initiative to strengthen service delivery. The office of the Public Relations Officer organized an information sharing between the hospital CEO Mrs Thekiso and Ms Karen Smith who is a CEO for Kokstad Private Hospital. The aim behind this was to foster good relations and also share best practices. The session took place at the Private Hospital. Most of the discussion were around service delivery issues to our clients. Both Managers agreed that they need meetings like this because we “serve one common goal, good health for Kokstad citizens” they both agreed.

When discussing their ways of operations it was clear that even though there is a different missions for these institutions they need on another. It was also highlighted that the shortage of skilled nurses especially theatre sister sis affecting the institutions. Both shared strategies of recruiting scarce skills for bettering service. Issues of disciplinary actions, budget implementations, employee assistant programs and staff satisfaction also took a Centre stage in that session. They both agreed that they should meet with their all management teams in order to share all these best practices.

This informative session is also highly encouraged by the Public Relations Office it will continue to other hospitals including public hospitals.

IT'S TIME TO MOVE ON

It is a great pleasure for me to introduce the issue number 15 of Ezase Usher publication. This my 13th issue since 2008 and the last one for me. By the time you read this I will be gone. I wish to thank the Almighty God for guiding me for all these four years as a PRO of this institution. I came here when the hospital was sinking on a bad publicity. This was a mere fact of poor relations between the hospital and local media houses. I managed to end that and I am proud to say that those relations are good now. It am also excited if I look at the relations the hospital is enjoying with other stakeholders in Greater Kokstad Municipality. While I can boast about achieving the above there is still a long road to travel in terms of customer care. The next PRO will have to work very hard in realizing this important goal.

I want to end by thanking the hospital management team from the leadership of the retired Miss Mate who was a CEO when I came here. She mentored me around the hospital environment. After her it came Mrs Thekiso and built that confidence in me. She instilled hard work, independent thinking and innovation and problem solving. To both of these managers I say thank you for empowering my CV. I can't leave outside Dr Onanuga(former Medical Manager), Dr Assadi(current Medical Manager), Mrs Madlala(former HR Manager who also played a motherly role to me), Matron Miya, Mrs Siqwayi and Mrs Wella(Current HRM). It was great working with you and God Bless You All.

Lastly when I came here the PRO had no office so I happened to share the office with the FIO Mrs Jacob and her former Data Capturer Fundiswa Shabalala. What a warm welcome and stay I had with them. They were colleagues, friends, sisters to me. Even after Fundi was gone everyone who joined the office felt at home. When ever I go I will not forget you guys
VIVA INFORMATION
OFFICE VIVA.

Thank you.
Sabelo Ncwane

