



health

Department:

Health

PROVINCE OF KWAZULU-NATAL

# EZASEMTSHEZI

ESTCOURT DISTRICT HOSPITAL NEWSLETTER: DECEMBER 2012

# THERE IS LIFE BEYOND

## HIV

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**WOMEN UNITE FOR  
ANTI- ABUSE  
CAMPAIGN** (page 5)





Staff from Ntabamhlophe Clinic and CCG'S during Anti-abuse Campaign

**ESTCOURT HOSPITAL'S**

**VISION**

To achieve quality holistic health for all within local municipalities of Estcourt

**MISSION**

To provide an efficient, effective integrated and sustainable health service utilizing available resources

**CORE VALUES**

- Mutual Respect
- Compassion
- Responsibility
- Client Satisfaction
- Honesty
- Openness and transparency
- Team Spirit
- Commitment
- Innovation.

Your contribution to EZASEMETSHEZI is welcome. Kindly send your article and photos or your opinion of how this publication can improve going forward to the Office of the PRO.

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For 100 per cent compliance

**FIGHTING DISEASES, FIGHTING POVERTY, GIVING HOPE**

# REFLECTING BACK TO 2012

It is once again that time when we are in a festive mood. It is also time to reflect on the current year specifically on the 11 months period where we had good and bad times. In my 10 years in this institution this has been the year with most challenges of which some of them to date have not been overcome. Among them was a march to Injisuthi Clinic by Loskop Community complaining about staff attitude and shortage of nurses and I had to go and intervene and subsequent to that the whole Estcourt Hospital Executive was summoned to Chief Mazibuko Tribal Court to explain problems and allegations towards the clinic staff. The meeting was fruitful and he committed himself to his Council to oversee Clinic operations.



MR. B.J. VILAKAZI , HOSPITAL CEO

Following to that was a march by Weenen residents complaining about the shortage of nurses and closure of night duty at Haviland Clinic. Mr. Dubazane, the Councilor intervened and came to discuss the issue with me. We tried all possibilities and eventually reached an agreement that we must speed up process of filling vacant posts and request for creation of additional posts however do date this situation has not fully turned things around.

We understand that as an institution we have a responsibility of increasing life expectancy of our citizens and MMC project has been enrolled at a large scale to meet up with this. Mother to child transmission of HIV has been reduced to 2.9 per thousand. The Institution has conducted 2797 + 885 cervical screenings to try and reduce incidents of cervical cancer. The challenge however is an increase in a number of termination of pregnancy cases and it is simply because young ladies are using TOP as family planning. For this year, we had six maternal deaths and we understand that one case is worth two because there is also an unborn baby and we are however striving for nil cases for next MTEF period. An increase in a number of patients on ARV program by 2500 is an indication that institution is making strides in increasing number of people on ARV's.

A number of fruitful community outreach campaigns including 16 Days of Activism Against Women and Child abuse were held and its impact will yield positive results in the long run. Launch of Healthy Lifestyle brought that spirit of self check

as to whether or not we practice what we preach. Quality Day Celebration held in November 2012 is an indication that as an institution we are encouraging innovation and rewarding excellence.

On infrastructure developments, we are please that the contractor to complete Nurses Home is on site having commenced work on the 10/12/12 and it is hoped that project will be finalized by 31/03/13. This is indeed a relief for our employees who are currently staying in park homes which are very cold in winter and very hot in summer.

On HR matters, I would like to welcome all new employees from different categories to the institution of excellence and bid farewell to those who have exited for different reasons. I am however concerned about the number of nursing staff leaving the institution because this is not good for service delivery.

I also wish to express my heartfelt condolences to the families of staff members who passed away whilst in our employ, may their souls find comfort in the arms of Abraham.

To all staff, let me hold your hands and cross river Jordan with you to the land of abundance. I wish you well on Christ Day and may you enjoy a prosperous New year.

Lastly, let me register my gratitude at a team spirit you have displayed despite kicks ,falls and challenges. I take my hat

## CLIENT SATISFACTION SURVEY, A TRUE REFLECTION OF TEAMWORK

The institution conducted Client Satisfaction Survey to get a true reflection on how clients perceive service that they receive in the hospital. Sampling was done and it was divided into two; namely inpatients and outpatients taking into consideration demographical issues for the survey to give a true picture. Report indicated that 95% of clients feel that staff is friendly and helpful and that is a improvement on staff attitude looking at 94% for last survey. This is one of the MEC's six priorities and it is encouraging to see that employees are customer orientated.

95% of client feel that OPD is clean than 92% for the last survey and Mr. Vilakazi applauded staff for their hard work to ensure that the hospital is clean and challenged every employee to do his/ her bit for the institution to beat Greytown hospital which is currently leading. Visibility of security personnel has been a gap identified during assessment on National Core Standards and 97% of clients feel safe within hospital premises and improvement made to improve security are now bearing fruits.

When one is admitted in hospital issues of cleanliness, infection prevention and control and high patient care becomes central. Employees understand this better hence 95% of patients feel that they were treated in a respectful manner which is one of patients rights . Cleanliness of ablutions is also very important and as per report of client satisfaction survey conducted 95% of patients feel that our toilets are clean . Infection prevention and control is crucial in preventing infections and in the fight against diseases and 77.5% of patients feel that staff take necessary precautions to prevent this. Infection Control team hosted infection control week where audits were done to check compliance and recommendations done thereof will go along way in improving infection prevention and control in the institution.

# THERE IS LIFE BEYOND HIV

South Africa is the country with the largest number of people living with HIV in the world but efforts made with support from development-partners are starting to bear fruits as evidenced by some of the successes we have seen over the last few years. Achievements include 1.7 million people are on treatment, 20 million people have been tested for HIV during the last year long testing campaign and rate of mother to child transmission has dropped from 8% in 2010 and to 2.7% in 2011.

Indeed we have achieved successes and great strides in the fight against HIV/AIDS over the last two decades but the reality we have to face is that there are those children who were born positive before the introduction of PMTCT and the 2.7% of children who are born infected and they are growing up and challenges thereof should be anticipated.

ARV Clinic Team identified a challenge that par-



**Sr. K. Buthelezi, Operational Manager for ARV CLINIC**

ents/ guardians of HIV positive children are not disclosing to them that they (children) are positive because of the uncertainty of the future thereof. In a bid to address this, ARV team then came with a turnaround plan in a form of a capacitation programme to assist parents on how and when to disclose for the precious relationship not to be ruined.

Speaking to Sr. K. Buthelezi, she delightedly said “Capacitation programme is already yielding positive results and that has been confirmed by an increase in a number of teenagers who are now aware that they are HIV

positive and parents agreed that relationship has not been affected although some are still internalizing the entire thing which cannot be done overnight”. She however did indicate that some parents/ guardians are experiencing some problems after having disclosed to their teenagers because they become angry with themselves and we are encouraging them to report such cases and all those reported have been referred to psychologist for further intervention. In closing, Sr. Buthelezi urged pregnant women to start antenatal visits as early as possible so that if they are positive, treatment can be initiated to save unborn babies. She further stressed that they should be fully compliant when taking medication.

ARV Team has now embarked on a positive mentality project where they have one on one sessions with families where a child or both a child and parent are positive to instill positive mentality for them to be assured that there is life beyond HIV.

Parents/ guardians are positively accepting the project because they are seeing change in their teenagers who used to be depressed and hopeless who are now motivated and looking forward to the brighter future ahead. Projects like these that make our ARV Clinic the one stop shop where our valued clients

# LET'S TAKE A STAND AND FIGHT ABUSE

On Wednesday the 23 November 2012 Ntabamhlophe clinic hosted 16 Days of Activism against Women and Child Abuse at Ntabamhlophe area. This campaign marked the acknowledgement of achievements made in the fight against this terrible disease and to highlight challenges that we are faced with today which is a step towards decreasing the abuse rate to minimal.

The event started with a massive march where clinic staff together with members of the community holding placards with different messages to perpetrators to stop their ill conduct and singing songs that indicated their disgust on the actions of these men marched from Emtshezi High School to Imbabazane Thusong Centre. Learners from Emtshezi High came in numbers in support of the campaign holding placards communicating a clear message of their protection by parents from any form of abuse.

Ms. K.C Zondo Operational Manager of the clinic said that socio-economic conditions are a contributing factor to abuse not being reported. She said that in some instances parents don't report abuse because the abuser is a breadwinner and urged CCG's to report such cases for immediate intervention. Mr. Hadebe from SAPS echoed that they have a challenge with people not reporting abuse because they not certain of the future thereof but stressed that, that shouldn't be an excuse for not reporting such cases. He further urged community to take care of grannies who are now abused by their grandchildren and robbed of their pension.

Ntabamhlophe community is one of the communities where abuse is still a challenge however Mr. Masondo from a crime fighting forum called Umkhumbi assured the community that working together with SAPS all perpetrators will be brought to book even those parents who "sell" their own daughters in order to get food on the table.



Ntabamhlophe Clinic staff and learners from Umtshezi High School leading march against abuse



Community members and NGO's pledging their support against abuse

Community was then educated on what to do when a child is raped for evidence purposes and were advised of crisis center in the hospital where abuse issues are addressed. Ms. Nosihle Ncwane, hospital Social Worker reminded community of different forms of abuse and emphasized that all abuse cases are to be reported to the police and if not that is to break the law and consequences thereof are severe. She stressed that all abuse cases are to be reported even when the perpetrator is a breadwinner and government programmes are available to assist on such cases.

We live in a free democratic country yet so many others are not enjoying their freedom and democracy. Working together we can make a change. Let's not pretend that we do not see what is happening because **if we don't take a stand nobody will.**



Panel listening attentively to presentations



Entertainment from hospital staff



Hospital management and members of the board

Quality Day is used as a platform to acknowledge hard work and encourage different sections to come up with quality improvement projects to improve service delivery. From the beginning of the year, all sections are requested to identify gaps and come up with innovative projects which are then registered and monitored to evaluate impact.

This year sections got a golden opportunity to creatively present their projects in front of panel which comprised of management from neighboring hospitals, District Office and other stakeholders. Presentation by Mr. X.H. Mkhize, Finance Service Officer attracted attention when he shared a project by Patient Admin of reducing waiting time. He explained that the project started in August 2011 after having identified gaps and is already

# PATIENT ADMINISTRATION SHINES DURING QUALITY DAY

yielding positive results with a drastic reduction of waiting time by 50%.

Ms. T.R. Ngwenya, District Quality Assurance Manager agreed that waiting time has been reduced and had a first-hand experience when she fell sick while in the hospital and had to open a file before being seen by the doctor. Mr. S. Ngubane, hospital board member echoed Ms. Ngwenya in acknowledging achievements made by the section in improving quality of service provided to clients.

During presentations, it appeared that employees are embracing the opportunity given to put their creativity in good use looking at the quality of

projects initiated which will put the hospital image in a good stand through customer satisfaction. Many projects are still at inception stage however if rolled out to finalization, will put service delivery to the next level.

In closing, Mr. B.J. Vilakazi, Hospital CEO said that he is proud of being part of Estcourt Hospital team and can't compare it to any of his previous work experience. He further thanked employees for working tirelessly to ensure that the hospital remain on the map. Our appreciation goes to all the entertainers for making the day more fulfilling.



Sr. Smith receiving certificate from Mr. S. Ngubane (left) and Mr. L. Mazibuko



Patient Admin staff holding certificate for their fruitful project



**Fordeville Clinic staff and women anxiously waiting for pap smears to be done, and to some of them, it is for the first time**

## **EARLY DETECTION CAN HELP SAVE LIVES**

On the 08 November 2012 female patients filled a waiting room at Forderville clinic, but this was not a usual day, it was a day set aside for a free cervical screening campaign where patients were encouraged to undergo a pap smear to ascertain if there are any abnormalities that could cause medical complications.

Forderville clinic had noticed that only a small number of women came for screening per month which resulted in them planning a campaign on cervical cancer to increase awareness and promote regular screening. The event was a success drawing in many females who came out educated about cervical cancer.

When speaking to one of them, Sindisiwe Mahlaba said "it was quick,

not painful and I have learned a lot of things that I didn't know". She further said that the health talk was very informative and has learnt that people living with HIV are at a greater risk of getting this sickness. Ms. Mahlaba urged women to value their health by doing regular smears and will make sure that she sends a message around. This shows that the messages communicated were clear and concise ensuring that participants do not get confused.

### **What is Cervical Screening?**

That is when a specimen of vaginal fluid is taken, and put on a slide and sent to the laboratory for testing (Pap smear). The screening procedure is relatively not painful and can detect treatable pre-cancerous lesions before they progress to cancer. It is important to return for the Pap smear results and go for treatment if there are any abnormalities. .

Women aged 30 and older are likely to develop cervical cancer than younger women and are encouraged to do Pap smear before symptoms appear.

Cervical cancer is one of the most common cancer-related deaths among women worldwide. It is commendable that all women especially those living with HIV/AIDS to regularly go for pap smears because through them the cancer can be detected early and treated before it becomes deadly.

Fordeville campaign was successful and Sr. Ramthol said that they are anticipating an increase in a number of women coming to the clinic to do pap smears.

# ENFORCING INFECTION PREVENTION AND CONTROL



Sr. Malinga doing presentation during infection Control Week

Infection prevention and control is one of the focus areas for the department hence it is one of the MEC's six priorities. Infection control week held from 15<sup>th</sup> to 19<sup>th</sup> October 2012 focused on hand washing as a basic step in preventing infections. Hand washing audit was done in different wards and section and all gaps were referred to Sr. House, Clinical instructor to do in-service. Not only audit was done during ward rounds but also gaps like unavailability of elbow taps, soap dispensers, enough ventilation etc. were identified and a report with recommendations was presented to management for further auctioning.

selves and others. Sr. Smith said that there are new needles with caps that have been introduced and hope it will assist in improving the current situation to the better.

Different wards and sections were afforded the opportunity to do a presentation using hand washing as a theme on infection prevention and control. Ward two scooped the award for the best presentation and we hope best ideas presented will be implemented to have positive impact in infection prevention and control. Dr. Madlala, Medical Manager congratulated ward two for their excellent presentation and stressed that infection control is everybody's business because even our families lives are at risk if we don't protect them from infections. In closing, Sr. Van Der Merwe thanked staff for their cooperation and emphasized that this is a journey that has been started to ensure that this institution complies with infection, prevention and control measures for the hospital to be a safe working environment to staff and safe place to seek medical assistance to patients.



Sr. Smith stressing importance of wearing protective clothing

Sr. Smith, Occupational Health Nurse stressed the importance of using protective clothing in order to prevent infection and also urged staff to report cases of fluid splash and other cases immediately for intervention. She however expressed concern over an increase in a number of needle pricking cases reported and urged staff to be more careful when using needles and ensure that they dispose waste properly to protect them-



Employee in ward 6 explaining their infection prevention and control project

**EMPLOYEES RECEIVING ACCOLADES FOR THEIR HARD WORK IN IMPROVING INFECTION PREVENTION AND CONTROL**





## PRO'S NOTE

It is really unbelievable that the year is almost over and it is time to reflect back on achievements made and opportunities for us all to start a new year clearly understanding of what is expected from us all.

Ntabamhlophe clinic hosted a successful 16 Days of Activism against women and child abuse with an aim of assuring community that abuse should not be tolerated even if the perpetrator is a breadwinner at home. Stakeholders like SAPS, Crime fighting structures, NGO's and Social Workers jointly spoke in one voice that abusers have to be reported to curb this evil practice.

In December, we celebrate World Aids Day and as an institution it is encouraging to see the achievements made in the fight against this pandemic. I would like to commend ARV Team for continuously coming up with innovative projects for the families both infected and affected by this pandemic to get full support both medically and mentally. We understand that there are children that are born HIV positive and some of them

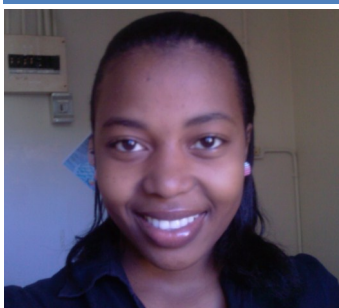
are now teenagers. Instilling positive mentality will foresee them rising above the situation and setting up an example to others that if one is determined, nothing is impossible.

While still on innovative projects initiated, my appreciation goes to all wards and sections who have come up with excellent quality improvement plans. Some of this projects are already yielding positive results that are enjoyed by our valued patients. This would have been impossible without management being able to encourage innovation and rewarding excellence .

May I wish all of you a Merry Christmas and a prosperous 2013.

In closing, I would like to take this opportunity and remember all the employees who passed away whilst employed by the institution, may their souls rest in peace and their contribution will never be forgotten .

TILL WE MEET AGAIN, GOD BLESS



Ms. L. Mazibuko– In-service Trainee

I extend my greetings to you all. My name is Londiwe Mazibuko; I joined Estcourt District Hospital as a PRO In-service Trainee on 01

November 2012. I am currently doing my third year at DUT, studying Public Relations Management. I'd like to extend my appreciation to the management of the institution for allowing me the opportunity to do my experiential learning here. If not for them I wouldn't have gotten the opportunity to be in a working environment to explore my strengths from my weaknesses. I can now walk into the industry with confidence because I am learning a great deal within this institution. THANK YOU!

Unfortunately I have joined the institution at the last quarter of the year when everything is quiet with people taking their annual leave so there isn't much to do. During the short space of time I've spent in

## MEET OUR IN-SERVICE TRAINEE

this institution I've learnt a few things that will equip me into being a good PRO when I start practicing.

My aim is to grasp as much as I can during the time I am here and to try my ultimate best in the betterment of the institution whilst I'm still around. Coming out of this I'd say that most of all I learnt to be a team player because you can't do everything by yourself and lastly to always plan before taking action. As the saying goes *failing to plan is planning to fail!*

I wish you all a Merry Christmas and a prosperous new year. Here's hoping that you all will remain safe throughout the festive season and come back in one piece in 2013.

**Lots of love**

**Londiwe Mazibuko, PRO In-service trainee**