



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

EZASEMTSHEZI

ESTCOURT DISTRICT HOSPITAL NEWSLETTER: SPECIAL EDITION

ESTCOURT HOSPITAL REWARDS EXCELLENCE, THE STYLISH WAY



FULL STORY
ON PAGE 3

MESSAGE FROM THE OFFICE OF THE CEO

We are about to close 2013. As the institution it affected us differently. We have had our highlights, our regrets and our sadness. If one look back ten years from now this institution has been the initiator, the achiever and the centre of excellence. It is sad to note that we gradually going down to almost mediocre. I think what really affected us was the swift shift of leadership that has swept us off our feet. It will take courage commitment and visionary to ride the crest again and maximize our output.

We did lose a lot of employees through voluntary resignations, retirements and transfers. The numbers are as follows:

Voluntary resignations	:	17
Deaths	:	1
Transfers	:	21
Retirements	:	9

Regardless of all this, we are grateful that we have managed to attract new professionals to be part of one big Estcourt hospital family. They possess expertise that can assist us in achieving our objectives provided we work as a collective.

This Hospital had a Quality Day which ended with a Gala dinner which both were a great success. Amongst our honorable guests were Mrs. Ndlovu, Bishop Madlala and Bishop Sicelo Mbokazi from Ukhozi FM who was the Programme Director for the Gala Dinner. Hospital management spearheaded this project as a motivational tool for staff so that even the poor performing employees can pull up their socks and work harder to be rewarded as well and that will in return improve service delivery. I will be failing in my duties if I do not extend my gratitude to the organizers of both the Quality day and the Gala Dinner. Special thanks to our District Manager who graced both our occasions and my PA who in organizing en-



MR. B.J. VILAKAZI – HOSPITAL CEO

ured that the function was a success. Not forgetting Sr. House who also contributed immensely to the activities leading to Quality and Gala Dinner. She was really an ambassador for both occasions.

It is however disheartening to see so many voluntary resignations and reasons for departure are hidden behind personal reasons. Observing, one can tell that there is a deep seated problem which propels people to resign. It is unfortunate that forms for Staff Satisfaction Survey yielded no response.

It is again that time of the year when Festive Season is upon us. May I take this opportunity to wish each and every one of you a Merry Christmas and Abundance New Year.

NEWSLETTER COMPILED BY ZANDILE MNGOMEZULU– PRO 036 342 7089

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“YOU ARE ALL WINNERS”



Miss N. Ncwane receiving Best Employee (Allied Health) Award from Mrs. Nunes from Emmaus



Dr. Mhenni receiving Best Dr. Award

Encouraging renovation and rewarding excellence is one of the Batho Pele principles and Estcourt hospital has heeded to this call on a yearly basis but this year it has been done the extravagant way. On the 29th November 2013 the two phased event started with a Quality Expo then a Gala Dinner in the afternoon. The reason behind this was to take workers away from their stressful working environment to enjoy themselves and be rewarded for their hard work.

The day kick started with a Quality Expo where different wards and sections shared their innovative initiatives in improving service delivery. Maternity Records by Patient Administration, Management of intravenous carbeter by Ward two and “18 months retest” by Injisuthi clinic are the projects that stood out from the rest and Mrs. M.T. Zulu, uThukela District Manager for health applauded commitment by these employees in bringing change in the provision of better health services to the community. She was echoed by guest speaker Mrs. N. Ndlovu from Charles Johnson Memorial hospital who also agreed that her institution can benchmark from this institution.



Mr. X. Mkhize receiving Best Employee (Non-Clinical) Award



Sr. Ofori (OM) receiving award for Best QIP Project by ward three

The day unfolded with an elegant event that was held at Lambert Park and it left everybody asking for more! It started with a motivational talk by Bishop T.T. Madlala who reminded staff that their profession is a noble profession hence there are the hope for the country and further encouraged them to go back to the basics. He stressed the importance of staying loyal to their pledge by valuing patients and make them feel loved regardless of the negativity around. Master of Ceremony was Mr. Sicelo Mbokazi from Ukhosi FM who kept the crowd laughing all night long.

The moment of the night where excellence was recognized finally came and everybody was on a lookout to take some silver wear to their section or department. **Accolades are as follows: Best Employees (Clinical)- Mr. Z. Ntshalintshali, (Allied health)- Ms. N. Ncwane, (Non-clinical)- Mr. X. Mkhize; Best Supervisor(Non-clinical) - Mr. L. Haripersad; Best (Dr.) Dr. Mhenni; Best Ward– ward 6; Best Clinic– Ncibidwane; IPC Complaint Clinic– Fordeville Clinic; Best PHC QIP Project– Injisuthi Clinic; Best QIP (Clinical)- Ward three and Best QIP (Non-clinical) Patient Admin.**



Sr. Ganes (OM) receiving award for Best PHC QIP Project from Mr. Nunes, the Speaker from Umtshezi Municipality



Sr. Ramthol receiving award for being the IPC Compliant PCH facility

Long service employees were not left behind; awards were given to those with 10, 20 and 30 years of service for their positive contribution over years and were urged to guide new employees for the better service to be enjoyed by the communities served by Estcourt hospital.

Event was graced by the presence of Pastor S. Thusi, Hospital Board Chairperson who said “you are all winners even if you don’t get rewarded today”. Mr. B.J. Vilakazi, Hospital CEO thanked staff and stakeholders for their tireless efforts in bringing change in this hospital. He also commended the organizing team that has made this elegant event a success.

“DISTRICT TO BENCHMARK FROM THIS PROJECT”

A day at work has been a nightmare for the staff at Patient Admin Section before the introduction of a user friendly filing system . Increased waiting times , loss and short life span of medical records were among the challenges experienced on a daily basis.

Complaints were mounting and Mr. Rambaran with the team decided to bring an end to this by coming up with an innovative project of 100 % proper operational management of filling system. This system is user-friendly and assist staff to easily locate files that can assist in reducing patients waiting times.

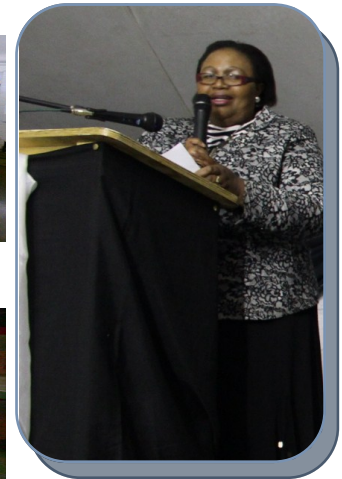
During Quality Improvement Projects presentation, Mr. X. Mkhize, a Finance Service Officer assertively confirmed that project has started to yield result and that has been confirmed by the latest survey conducted with indicated that the overall waiting time is less then 10minutes! Mrs. M.T. Zulu , Uthukela District Manager impressively said” This project is an excellent one and I am glad that it is from the non clinical department because the perception around is that Quality is for the clinicians only. The entire District will come and benchmark from this excellent project , she concluded”!

Mr. P. Rambaran, Supervisor for Patient admin was overwhelmed by the acknowledgement of their hard work and promised to keep staff motivated to come up with more innovative project with an aim of improving service delivery .

BEFORE



AFTER



Mrs. M.T. Zulu– Uthukela District Manager acknowledging hard work



Patient Admin staff holding certificates for Best QIP Project (non-clinical), Long Service award for Mr. X. Mkhize (third from left) and trophy he scoped for being best employee

GOOD PRACTICE IS THE WAY TO GO

Hard working ward 3 team under the supervision of Ms. Z.G. Ofori came up with the management of intravenous catheters and intravenous therapy project. This is due to an identified gap that there is an unnecessary IV cannulation and IV therapy resulting in fluid overload and deranged electrolytes levels. This imposes risk of infection, phlebitis and unnecessary trauma.

Root cause of this is that IV Fluids are prescribed for patients on antibiotics and not reviewed by doctors if their conditions has improved. 70% of these patients in the ward are ambulant and they leave ward occasional for a smoke or fresh air and hold the vac litres anyhow leading to blood backflow from a vein to giving set leading to it getting dry and blocks the vain and even catch infection.

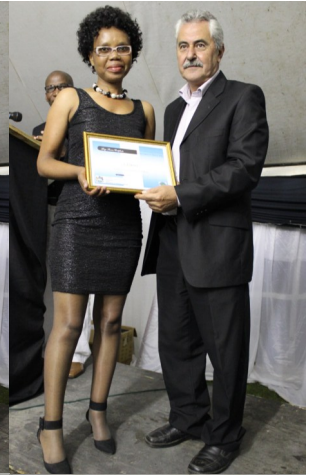
Team has come up with a system to identify, assess and monitor patients with intravenous cannulas to reduce

number of patients on iv cannulas for unnecessary purposes thus encouraging good practice. This project was applauded by Uthukela District Manager, Mrs. M.T. Zulu who said that this is a step to the right direction in improving patient care.



Ward three team holding certificate for their best QIP Project

EVENT IN PICTURES



From top: Mr. C. Mbokazi (MC), Bishop Madlala (Guest speaker), Pastor S. Thusi (Hospital Board Chairperson) Sr. Zwane.

Right: staff getting recognition awards and trophies for their innovative projects and long service awards

Management, staff and distinguished guest that attended Gala dinner

