



Happenings on the Hill

NEWS

December 2021

Siyagoma Waya Waya



Imizamo yokulwa ne Covi-19 iya-qhubeka, selokhu savula indawo yokugomela iCovid-19 e Waterfall sesigome abantu abayizinkulungwane ezingamashumi ayisikhombiza (70 Thousand) lokhu sekubalwa nezikhungo zesikhashana lapho umuntu egoma esemotweni, ukuvakashela izindawo zokusebenza, nokuya emiphakathini yakwaNyuswa, Molweni, emaqubuleni nezindawo ezakhele i-Hillcrest.



Asimile, lapho sicelelwa khona ukuba siyekhona soyogoma, siyaya. Sibonga kakhulu ukuzimisela nokuzikhandla kwabasebenzi bonkana abafaka isandla kulomkhankaso wokulwa nalolubhubhane.

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CEO's desk

We have come to the end of yet another challenging year. At this time, we reflect on the achievements and failures, lesson learnt

I would like to take this opportunity to express my appreciation to the staff of Hillcrest hospital, our clients and community at large for the different roles that they continue to play to ensure that our facility remains what it is; a facility that they are proud to be associated with. It is through each one's caring spirit that contributions are brought to the fore for the betterment of the services rendered, received and contributed towards, respectively.

As much as the pandemic has been a global challenge, each one of us has been affected at a personal level in so many different ways. Some of us and our loved ones have endured physical, emotional, spiritual and financial trials, yet from all these challenges we have learnt how resilient we can be.

Through the many challenges that we have faced as a facility, we have also come to the realization of our strengths as individuals and as a collective.

This year we also started our COVID-19 vaccination programme at the Watercrest Mall vaccination site which expanded to various sites through outreach. This is how we were able to deliver the vaccination services to many parts of the West in eThekweni District, as our designated cluster. The positive and encouraging response we received from our clients as well as gestures of gratitude keeps

us going. May our clients and partners be richly blessed for these acts of kindness.

We are proud of the achievements we have been able to attain; such as the completed infrastructure projects, planned programmes for annual calendar and positive feedback from satisfied clients. We equally acknowledge the positive criticism in the areas that we have had to improve on. This helps to keep us in check to safeguard the service standard. We do admit that adding another ball to the juggle came with its own challenges; but over time we have been able to make sure that no programme suffers.

As part of our achievements as a facility, we have been able to consistently provide holistic and quality patient care services to our clients. This remained the case even during the July riots which reduced the number of staff that was able to travel from their respective homes to work; as well as the delivery of essentials such as food supplies. To this end, I would like to thank our dedicated staff, supervisors and managers for coordinating the services and express appreciation as well for the support of donors and partners. All efforts helped to avert a compromise to patient care services.

The provision of quality services is also possible through the interaction of our team with various stakeholders, both from the public and private sector, support from our sister health facilities and words of encouragement and guidance from our principals. The best



practices learnt from these engagements help us to grow from strength to strength.

Looking ahead, we hope that all efforts employed will culminate towards a better 2022.

Wishing each and every one a blessed and safe festive season. May the time shared with family bring joy and comfort.

Quality Day 2021



QAC Jali, explaining what Quality day is all about



Staff from various department attended the day.

The day started by Dr Dlamini welcoming everyone in attendance. We celebrated quality despite many challenges this year has thrown at us, this is the day we acknowledge the efforts made towards rendering quality service to our clients it was decided that best performing departments be awarded, all scores were tallied based on IPC standards, PEC, IHRM and Quality departmental audits at Clinical departments, Two QIPs were also presented, 1st position went to Nursing department for their QIP on documentation and 2nd place went to Occupational therapy their QIP was on Wheelchair repairs. The day would have not been complete without encouraging, motivating speech from Mrs Mgobozi, she made everyone do self-introspection. She spoke of sustaining what we have by also investing in making sure it does not deplete hence the importance of doing audits and doing all that is put in place for our sustainability in the facilities, saying we also need to invest ourselves by studying further, investing in our relationships, use our time wisely as no one knows how much we are left with to live. She hit a nail when she talked about hurt, miserable people hurting others, saying people should take time and find healing and have vision for their lives instead of focusing on others, to try things out rather fail a hundred times than to not have tried anything.

Long service awards were awarded to 12 staff members by Hlongwa—HR Manager, longest to have served 40 years and that was Mr L Khwela from Maintenance, Management congratulated Him.

Those who had stalls were given token of appreciation. Ms Xongwana thanked the Guests, Judges, the planning team, MC, DJ for the day—Mr Mpanza “Sobe”, the staff and everyone’s efforts into making the day a success.



We had the honour of being addressed by Mrs PB Mgobozi - St Mary's hospital CEO



Mrs Hlongwa (HR Manager) and Dr Dlamini - Ntsobi (Medical Manager) presenting long service certificate to Ms PS Xongwana (Nursing Manager)



Mrs V Deonarain M&E Manager did a sterling job in directing the programme



IPC Hand Wash Campaign



IPC team took Hand hygiene to the vaccine site in waterfall where the clients were being taught 5 moments of hand hygiene, & staff did hand hygiene demonstration.



Occupational Therapy

Occupational Therapy team has brightened our lives here at Hillcrest Hospital this year, due to Covid-19 we could not honour health calendar days as much we could so they came up with brilliant idea of doing feature wall.



World Disability day



Casual day



Christmas season



EAP and Social work wall done to support Healthcare workers especially Clinical team during the 4th wave. Wall done by Mrs Premjith and Ms Sewparsad



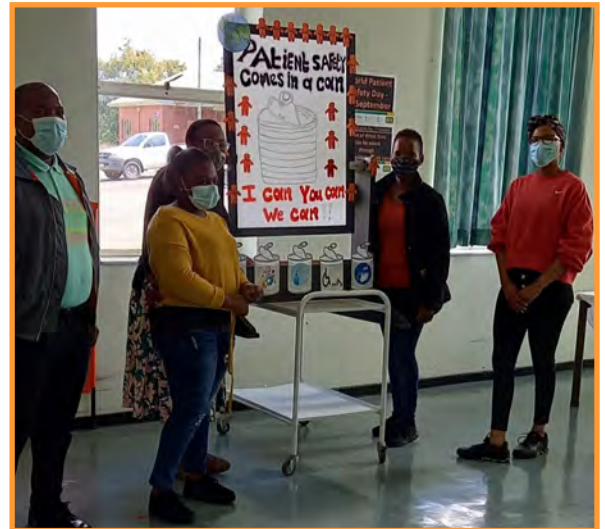
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PHOTO GALLERY



The 16 Days of Activism for No Violence against Women and Children Campaign



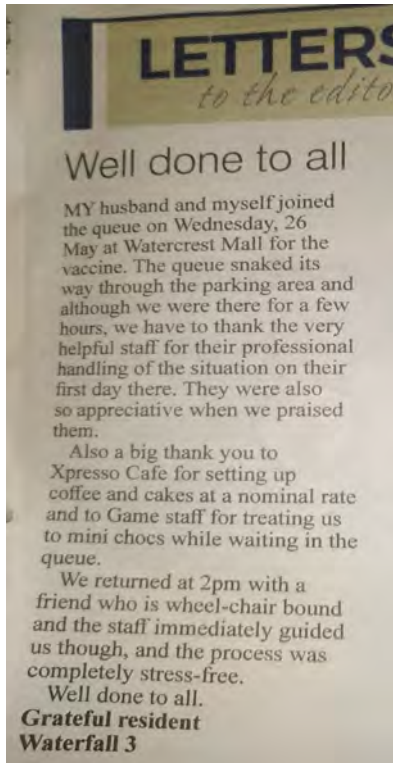
World Patient safety day



Nurses day



ACKNOWLEDGEMENTS



Compliment from a client courtesy of Highway Mail.



Friends of Hillcrest Hospital

A special thank you to Thomas More College for always giving us Flowers at the beginning of spring Annually

EDITORIAL TEAM / DETAILS



Ms T Zungu



Ms MM Mkhize - CEO



Mrs T Gordon

Postal Address: Private Bag x 7001, Hillcrest. 3650

Physical Address: 50 Hospital Road, Hillcrest, 3650

Tel: 031 761 5880 Fax: 031 765 3712

www.kznhealth.gov.za

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