



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

Hillcrest Hospital

Happenings on the Hill

June 2020

Nurses day celebration



Nurses Day Celebration in 2020 will sure go down in History as the most unique celebration ever held, Hillcrest Hospital Nursing Management had to come up with a way to celebrate under Covid-19 restrictions. Matron Xongwana and CEO, visited all wards representing Nursing Management and handed over goodies. CEO shared words of appreciation for the commitment shown by Nurses working under stressful conditions even more so during this Pandemic, some leaving their homes during lockdown and choosing to stay inside the facility so that they could render healthcare.

Inside this issue

3 90th Milestone Celebrated



4. CEO's desk

5. Quality Day



6. Fighting Covid-19



6. Friends of Hillcrest

90th Milestone celebrated



On the 22nd November 2019 under the leadership of Ms Mkhize, Management took a decision to celebrate the 90th Milestone, Celebrating all that this 175 bedded Gem is, hope, care and love given to our patients, the comradery amongst the staff

A brief History of Hillcrest Hospital

The property was bought from the Gilitt family and consists of 34 acres. On the property there was a house, cow shed and a stable.

In March 1928 two wards were built, with a few ancillary buildings and on the 1st August 1929 the hospital was opened by Dr. Clive Smith, who was the Medical Superintendent. The two wards were for male patients only, until two female wards were added in 1930. During the Second World War, all female patients were sent to Kloof Convalescent Home, leaving room in case Addington patients had to be evacuated because of the Japanese threat. The hospital was named The Chronic Sick Hospital and in 1948 the name was changed to Hillcrest Hospital.

During the '70s & '80s the hospital was a training school for nursing assistants. In 1980 a chapel was built and dedicated to commemorate the hospital's 50th jubilee and in March 1997 a new forty-bed ward was added. This ward boasts a beautiful recreation room, which leads onto a patio overlooking the spacious gardens and picnic areas.

future plans.....

Hillcrest hospital possesses a lot of potential to become the centre of excellent for rehab services, with social work and psychology services in one service point, Team led by the Medical Manager are hard at work devising strategies that will see that this plan is being realised.

CEO's Desk



A warm welcome to all the readers of our latest newsletter. We hope everyone is keeping safe in this time of turmoil where we are threatened by COVID-19. Let us remember the first thing is not to panic; with cool heads we can make life-saving decisions. We are reminded to stick to the following basics:

Wash our hands with soap and water or sanitise frequently, Cover your cough or sneeze with a tissue or use the inside of your elbow

Avoid touching your face with your hands especially your mouth, nose and eyes

Exercise social distancing: keep at least 1.5m distance between you and the next person.

My experience thus far at Hillcrest hospital has been very enlightening. I have also had a few challenges, but I would say the ones that were of note are the changes taking place at the facility as well as finding ways of working with limited staff. Despite the challenges, there have been achievements too, for instance, we have been able to install signage at tactical points in line with the Ideal Hospital Realization and Maintenance Framework (IHRM) requirements.

The overall approach implemented is directed at ensuring a conducive environment for patient care. One such requirement is safety. To ensure this, both our in-house security as well as the private security company continue to ensure our safety by using certain strategies. To assist in this regard, security cameras have been installed and the plan is to have additional cameras in strategic places. The plea is for all staff, patients, and social partners to comply with the hospital rules and instructions as given by the security personnel.

We continue to monitor patient safety incidences (PSIs) to safeguard our patients. We also use the records of reported incidences as part of our learning curve and formulate best practices based on the information gained from such reviews to avoid the incidences from recurring. Reviewing the trends informs us that most incidences are from the category of falls and that they are on the decrease. This is credited to the measures that have been put in place.

Our multidisciplinary Admissions and discharge committee works efficiently to ensure that patients requiring our services are admitted, while patients that have improved in terms of care and are at discharge phase are discharged from our care.

Several concerns were addressed in the Staff satisfaction survey and a collated report of the findings was shared with staff at different forums. We as management would like to assure the staff that we continue to review and address the issues raised and where feasible solutions are implemented. We continue to request staff to abide by the rules of the department and to follow proper channels of communication. The tireless efforts shown by our staff is not going unnoticed, especially in instances where staff members go over and above the call of duty. This is truly appreciated, particularly in this resource-restrained era.

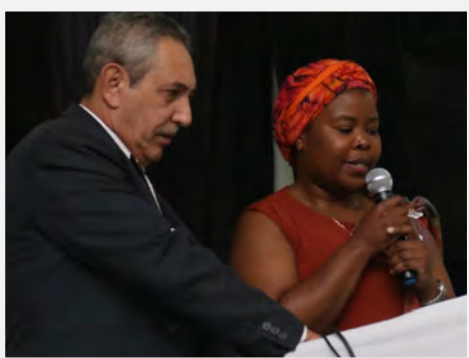
We acknowledge the importance of hearing from our customers and therefore in this regard, the Patients Experience of Care (PEC) plays a vital role. The feedback we received from recent surveys informs us that our patients are overall happy with our service. We do acknowledge that there will always be room for improvement and so; we shall soldier on.

Management walkabouts have been conducted periodically. The walkabout findings show a few gaps, some which relate to housekeeping which can be and are resolved instantaneously but sadly some are infrastructural and may either require renovations or are at a stage that they cannot be repaired. This is understandable given the age of our facility which stands at 9 decades. Two such buildings that have reached a stage of being beyond consideration for repairs are our two residences. This is worth a mention as it has a direct impact in the number of staff that can continue to be accommodated safely. This poses a challenge with balancing the dynamic of accommodation availability versus staff need.

This newsletter issue would not be complete without acknowledging the support received from EXCO and MAN-CO. The work you do and the support you offer makes Hillcrest hospital the type of facility that our patients keep coming to for services. Nime nje niqine! Ngiyabonga.

CEO: Ms MM Mkhize

Celebrating Quality



Ms Mkhize being assisted By Mr C to welcome guests



Mr N Mkhize, did a sterling directing the programme, and the Provincial Chaplain Rev Ntshangase who shared words of wisdom

Esteemed Guests

Mrs Moeketsi Director – QA who was our guest speaker & Mrs Sosibo Provincial Nursing Management services



Dr. N Dlamini
Introducing guest speaker

Mrs Khuzwayo AD-Systems & Mrs Moeketsi



Winners of QIPs

1st Sr. Thusi—E Ward

2nd Sr. Henderson
Aspiration Pneumonia

3rd Ms Anele Sikhosana
Segregation of Waste



Sr. Dimba QA Coordinator (Ms Party) & the OMs
L-R Mlaba, Thusi, Gumede & Ndaba

Covid-19 Awareness

The Team comprising of Dr. Dlamini, Sr Hariparsard and Sr Dimba visited Richdens spar In Hillcrest to raise awareness about Covid-19 and precautionary measures that will assist in curbing the spread of this virus.

They spoke about the following:

- ⇒ Observing social/ physical distance
- ⇒ How to properly Wash hands for at least 20 seconds/ sanitize
- ⇒ Disinfecting surfaces
- ⇒ Wearing of masks
- ⇒ Avoiding gathering
- ⇒ Testing
- ⇒ And also Q&A session where they answered some of the questions and concerns of staff.



Friends of Hillcrest Hospital

One of our friends SA Van Conversion donated boxes of Cloth masks for staff, we thank them for assisting and standing with us during these difficult times.

We are fortunate to have Friends of Hillcrest hospital, who assist us with donations such as equipment, clothing, cosmetics, visits pre Covid-19 bringing eats for the patients on special Holidays , financially funding the hospital board and whole lot more.

May the Lord bless each and everyone of them.



Quality day in Pictures



ACKNOWLEDGEMENTS



Thabisile Zungu
Writer, Designer and Editor



Thulile Gordon
Editor



Ms MM Mkhize - CEO
Chief Editor



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

CONTACT DETAILS

Physical Address:

50 Hospital road, Hillcrest

3650

Web Address:

<http://www.kznhealth.gov.za/hillcrest/hospital.htm>

SWITCHBOARD:

031 – 761 5880

SWITCHBOARD FAX NUMBER:

031 – 76503712