



Official Newsletter For Hlabisa District Hospital
July - December 2015 Issue No 3 Volume 1



SIBANI



SAKWA - HLABISA

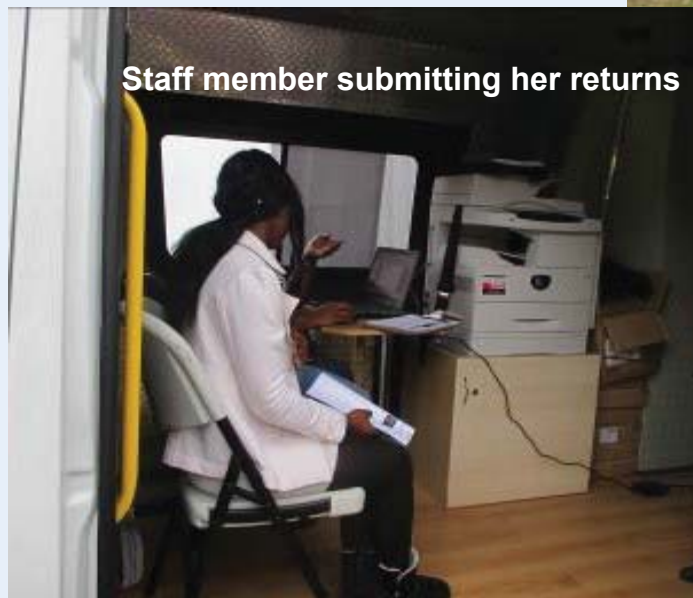
P/Bag X 5001 HLABISA 3937 / Tel: 035 838 8600 / Fax: 035 838 1117 / E-Mail: themba.shange@kznhealth.gov.za

SARS VISIT—Hlabisa

South Africa Receiver of Revenue (SARS) was invited to come and assist employees in filing their tax returns. The Hospital does this to ensure that service delivery is not affected while employees went to SARS Offices, thus reducing absenteeism and transport costs to SARS.



SARS Mobile vehicle for Services



Staff member submitting her returns

On September 8 and 9 more than 550 employees took the opportunity for being serviced by SARS within the institution. Different insurance companies like Old Mutual; Metropolitan; and Liberty Life were also called in to provide relevant tax certificates for our staff to have hassles free submission

We are looking forward to taking care of our employee wellness on the next year tax period

Inside this Issue

SARS Visit Page 1	Clients Relations Page 2	MMC Camp Page 3	Senior Citizens Parliament Page 4	NIMART Experience Documentation Page 5	Pharmacy Week Page 6
Infrastructure Page 7	Management Page 8	Complaints Roll out programme Page 9	By Editors Pen Page 10	TB Awareness KwaMsane Page 11	Healthy Lifestyle Page 12

Client Relations— October to December 2015

HLABISA HOSPITAL OUT PATIENTS SURVEY OCTOBER □ DECEMBER 2015

QUESTIONS

	%			TTL	
	Y	N	N/A	Y	N
1 Positive and caring attitudes of staff	97.08	1.67	1.25	233	4
1.1 Did the staff treat you politely/with respect?	100	0	0	20	0
1.2 Did the doctor/nurse ask for permission before examination?	95	5	0	19	1
1.3 Did the nurse explained the findings before seeing the doctor?	95	5	0	19	1
1.4 Doctor explained my condition to me	95	0	5	19	0
1.5 Advice was given on how to improve my health status	95	0	5	19	0
1.6 Were you able to ask questions about your illness	100	0	0	20	0
1.7 Did the staff respond when you request assistance	95	0	5	19	0
1.8 Did the staff voluntarily inform you about where to go for treatment or to collect your medicine?	100	0	0	20	0
1.9 Do you feel that staff cares about your health and getting well?	100	0	0	20	0
1.10 Do you feel that the staff respected your confidentiality?	95	5	0	19	1
1.11 Were you treated by a named health care worker?	95	5	0	19	1
1.12 Were you addressed in a language that you understood?	100	0	0	20	0
2 Waiting times	80	19	1	80	19
2.1 Were you informed of how long you will wait in the queue?	85	15	0	17	3
2.2 Was your waiting time to get the folder within the agreed upon time?	65	35	0	13	7
2.3 Was your waiting time in the outpatient/emergency department within the agreed upon time?	85	15	0	17	3
2.4 Was your waiting time in the pharmacy/dispensary department within the agreed upon time?	85	15	0	17	3
2.5 Was there someone responsible for managing the queues and patient flow?	80	15	5	16	3
3 Safety and security	90	7.5	2.5	108	9
3.1 There is a clear signage to the help desk/reception?	95	5	0	19	1
3.2 Was the help desk/reception manned?	95	0	5	19	0
3.3 Is there clear signage to different areas of the hospital?	90	10	0	18	2
3.4 The security personnel were visible	80	15	5	16	3
3.5 All the passages were well lit	85	10	5	17	2
3.6 Was there adequate seating in the waiting area?	95	5	0	19	1
4 Cleanliness	96.25	1.25	2.5	77	1
4.1 The outpatient/Emergency/ patient admin department was clean	100	0	0	20	0
4.2 The pharmacy department was clean	90	5	5	18	1
4.3 The toilets were clean	95	0	5	19	0
4.4 Was there a bin available to dispose waste?	100	0	0	20	0
5 Infection prevention and control	78	22	0	78	22
5.1 There was toilet paper in the toilet	70	30	0	14	6
5.2 There was soap to wash hands with in the toilet	50	50	0	10	10
5.3 There was paper towels/air dryer to dry hands available?	75	25	0	15	5
5.4 Did the staff wash/spray their hands before and after examining you?	95	5	0	19	1
5.5 Was there educational material available on prevention of spread of disease e.g. TB, hand washing etc.?	100	0	0	20	0
6 Availability of basic medicines and supplies	96	3	1	96	3
6.1 You were issued with all the medication that the doctor prescribed for you?	90	10	0	18	2
6.2 Instructions regarding medication	90	5	5	18	1
6.3 Were the side effects of your medication explained to you?	100	0	0	20	0
6.4 Were you given an opportunity to ask questions about your medication?	100	0	0	20	0
6.5 Was follow up care regarding your medication provided?	100	0	0	20	0
7 General	95	0	5	19	0
7.1 Would you recommend this healthcare facility to others?	95	0	5	19	0
HLABISA HOSPITAL OUT PATIENTS OVERALL RATING	90.92	7.63	1.45	691	58

MMC still pressing accelerator

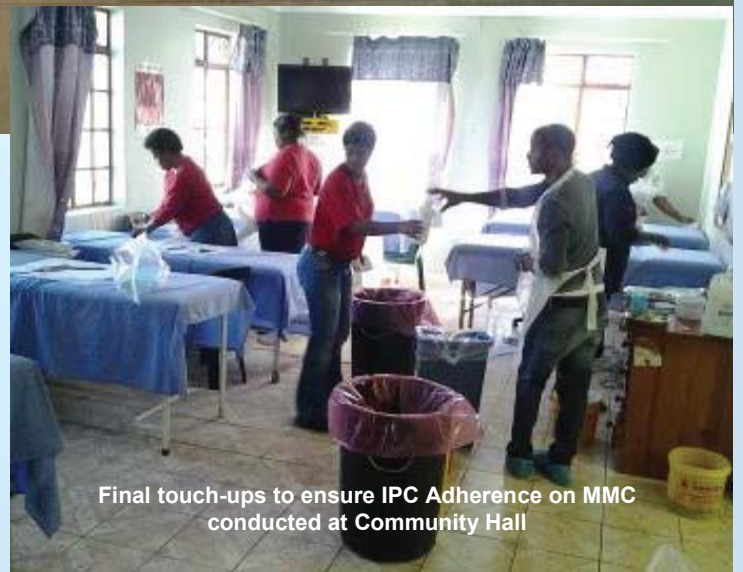


Clients getting Health education from counsellor M.J Maxase before getting circumcised

Our MMC team continues doing exceptionally very well in promoting and conducting male Medical Circumcision. From January to December 2015 the team has managed to circumcise a number of 2867 Males and is looking forward to do more.

On the 03rd to the 7th of September 2015 at Mtubabatuba MMC Bus came to provide a theatre atmosphere for our team to be able to provide Service.

Other than this bus; MMC team is visiting schools to recruit males and also do monitoring to those who recently circumcised to observe healing. MMC Camps are organised and held at each and every fixed clinics falling under our Hospital.



Final touch-ups to ensure IPC Adherence on MMC conducted at Community Hall



Sekunjalo—Phansi ijwabu endodeni!

Senior Citizens Parliament



Premier Mchunu accompanied by the Speaker and local Leadership congratulating some of the centenarians found within Hlabisa Municipality



Community came in numbers to attend the Parliament sitting

Provincial senior citizens Parliament was held at Inhlwathi area on the 02 October 2015 following the international Seniors Citizens day held at the same venue a day before.

The celebration of elderly peoples day was honoured by the presence of the Provincial Premier Hon S Mchunu and all members of the KZN Legislature.

Senior citizens Parliament was made up of delegates from all 11 Districts to debate issues affect elderly people in our society.



Health services station

Community members who attended this parliament sitting were also offered opportunity to comment on service delivery given to them by government in a form of compliments or complaints.

Community was also educated on dementia and its effects to elderly people. Therefore we should not jump into conclusion that a victim is a witchcraft while it is a symptoms of dementia.

NIMART Experience Documentation

MEC Dhlomo stated a process of getting feedback on Nurse Initiated and Managed Anti-Retroviral Treatment (NIMART). He kick-start the journey at Hlabisa Hospital, UMkhanyakude on the 16 December 2015 by listening to nurses' testimonies and experiences on NIMART. Purpose was to document the nurses' contribution in the management and treatment of HIV in the District through NIMART.



Front row left to right: Mr. M.E Ntombela (Systems Manager); Mrs. P.Z Mbatha (HR Manager); . Dr. S.M Dhlomo (MEC); Mrs. M.T Zulu (CEO); Ms N.B Masondo (Finance Manager).

Back row from Left to Right: Sir S.P.N Mkhwanazi Nursing Manager; Dr. M Tshipuk (Medical Manager); Ms H Nkosi (Hospital board); Mr. Gumede (Hospital Board); Mr. M.S Buthelezi (SCM Manager) and Ms M.P Thember (District Manager)

The NIMART course, introduced in 2010, was developed for nurses working in the field of HIV and TB, as a response to the call to action by the South African Government to strengthen the response to these two epidemics.

NIMART Trained Nurses from all 5 hospitals within Umkhanyakude, namely Hlabisa; Bethesda; Mseleni; Mosvold and Manguzi lead by Dr, W Harvey shared their experience with the MEC.

NIMART Nurses giving their testimonies thanked the government for equipping them with skills to perform tasks that were previously for the doctors.

MEC thanked all 1722 NIMART-trained nurses throughout the Province for their immense contribution in efforts to fight HIV and AIDS. He said that, had it not been for nurses being on NIMART, the Province would not have managed to initiate more than 1 million people on Anti-Retroviral Treatment.

After this event MEC announced the newly appointed permanent Management for Hlabisa Hospital. To all the stakeholders present.



Panel Members: Sr. N.T Ndelela and Sr. B.N Ngcobo



Panel Members: Sr. T.O Mlungwana; Sir N.A Mkhumbuzi and Sr. G.C Gumbi

Pharmacy week 1-8 September 2015

Very dedicated Pharmacy team



By: Gezindaba Sithole

Pharmacy Manager Mr. Sithole advising learners about Pharmacy career



Pharmacy Department held Pharmacy week from the 01st to the 8th of September 2015 with an aim to familiarize the community about the theme of the annual pharmacy week celebration— **Chronic Diseases: Take Control!** Through health talks and pamphlets distribution.

Participants spoke on the various chronic diseases affecting the local community and encouraged adherence and correct usage of medicines. There was great response from the clients with question and answer sessions providing clarity on managing chronic treatment.

Clients were provided with fruit packs and water bottles for their active participation. It was found that clients had little knowledge about their medicines, healthy living and general health care

Together with School Health Team, two high schools were visited at Mtubatuba Local Municipality, those were Mchakwini and Masibonisane high schools.

The purpose of the visit was to promote Pharmacy profession to Grade 11 and 12 learners so that when they apply to higher education institutions they include Pharmacy first choices.

We would like to acknowledge all those who supported and participated in making our pharmacy week a great success.

Mr. N Mzila giving token to a client who responded positive to a question session after health education



Infrastructure Development



Newly build
Somkhele
Maternity
ward

Lack of infrastructure is considered as the most contributing factor within those that hinders improvement on service delivery.

We have managed to improve on what we had using minimal resources as well as partnership with private sector.

Mtubatuba clinic is now having new toilets and security guard house.

Machibini Clinic has got new public toilets.

Somkhele clinic got new public toilets. Tendele Coal Mine has funded a building of a maternity ward at Somkhele Clinic



Machibini Public Toilets



Phase two of Somkhele Maternity ward will extend from this side

HLABISA HOSPITAL EXECUTIVE MANAGEMENT



CHIEF EXECUTIVE OFFICER
Mrs. M.T Zulu



MEDICAL MANAGER
Dr. M Tshipuk



NURSING MANAGER
Mr. S.P.N Mkhwanazi



SYSTEMS MANAGER
Mr. E.M Ntombela



FINANCE MANAGER
Miss. N.B Masondo



HR MANAGER
Mrs. P.Z Mbatha



SCM MANAGER
Mr. M.S Buthelezi

OUR VISION

To achieve optimal health status for all persons in the Hlabisa sub-district.

OUR MISSION

To develop a sustainable, coordinated, integrated and comprehensive health system at all levels based on the primary health care approach through the district health system.

OUR CORE VALUES

To carry out our mission we are committed to the following core values:-

- Trust built on truth
- Integrity and reconciliation.
- Open communication, transparency and consultation
- Commitment to performance and service delivery.
- Courage to learn, change an innovative.
- Promote team work
- Respect.

OUR CONTACT DETAILS

Physical Address : 60 Saunders Street, Hlabisa 3937
Postal Address : Private Bag 5001 Hlabisa 3937
Telephone : 035 838 8600
Fax : 035 838 1117
E-mail : themba.shange@kznhealth.gov.za
Website : www.kznhealth.gov.za/hlabisahospital.htm

Complaints Roll out programme



health
Department:
Health
PROVINCE OF KWAZULU-NATAL

PUBLIC RELATIONS & COMMUNICATIONS
HLABISA DISTRICT HOSPITAL

Complaints Management roll out

Date : 04/09/2015
Venue : Mtubatuba Library,
Activity Room
Presentation : Complaints Management
Presenter : T.V Shange

In order to improve on service delivery it is very imperative to listen to what our clients has to say about service that we are giving to them.

Principle number 7 of Batho Pele compels us to redress when ever needed to do so.

Complaints are the very important indicator for areas that need to be improved; complaints should be used as a wake up call and be used to improve service delivery.

A complaints roll out workshop was given to all Operational Managers on the 23rd of September 2015 by the Office of the Public Relations. Key points covered in managing complaints were that complaint needs to be:-

- received
- Registered
- Acknowledged
- Investigated
- Resolved
- Feedback complainant within 25 working days.
- Reported for statistical purpose



health
Department:
Health
PROVINCE OF KWAZULU-NATAL

PUBLIC RELATIONS & COMMUNICATIONS
HLABISA DISTRICT HOSPITAL

Objectives of the Complainant

- Complainants objectives can be one or more of the following:
 - *To get acknowledgement:*
 - *To receive an explanation:*
 - *To prevent recurrence:*
 - *To ask for compensation or special consideration*
 - *To seek retribution*



health
Department:
Health
PROVINCE OF KWAZULU-NATAL

PUBLIC RELATIONS & COMMUNICATIONS
HLABISA DISTRICT HOSPITAL

Resolving complaints

The following is Critical when resolving a Complaint:

- *Redress of complainants*
- *Time frames for resolving complaints*
- *Types of resolution*
- *Complaints Register*

By Editors Pen: Interaction with our clients



Greeting to all colleagues. Once again I would like us to reflect to what our clients feels about the manner in which we serve them.

Bellow are just 2 complements out of many Compliments received from 01 July 2015 to 30 November 2015.

health
Department:
Health
PROVINCE OF KWAZULU-NATAL
HLABISA HOSPITAL

FORM TO LODGE A: - COMPLAINT/ SUGGESTION/ COMPLIMENT
IFOMU LOKU: - KHALAZA/ PHAWULA/ NCOMA

DATE/ USUKU : 19-09-15
NAME/ IGAMA : NOLIBONISA MTHEMBU
SURNAME/ ISIBONGO : MTHEMBU
CONTACT NO/ INOMBOLO YOCINGO : 071 3596 890
CARD NO/ INOMBOLO YEKHADI :
WARD NAME/ UBULALISWEPHI : 5 WARD

COMPLAINING ON BEHALF OF PATIENT/ UMA UKHALAZELA ISIGULI
RELATION TO PATIENT/ NIHLOBENE NGANI :
PATIENT'S NAME / IGAMA LESIGULI :
PATIENT'S SURNAME/ ISIBONGO SESIGULI :
PATIENTS CARD NO/ INOMBOLO YEKHADI LESIGULI :
WARD PATIENT ADMITTED/ SILALISWEPHI ISIGULI :
PATIENT CONTACT DETAILS/ UCINGO LWESIGULI :

PLEASE SHARE WHAT YOU EXPERIENCED
SICELA USITISHELE UKUTHI NGABE UPHATHEKE KANJANI

Ngamufelwa kahle kakhulu ngamkazi
kahle ngaze ngamkazi. Ngamkazi yanke
ngamkazi ebizukaneke ngamkazi.

THANKS TO BIZ MANGELE

health
Department:
Health
PROVINCE OF KWAZULU-NATAL
HLABISA HOSPITAL

FORM TO LODGE A: - COMPLAINT/ SUGGESTION/ COMPLIMENT
IFOMU LOKU: - KHALAZA/ PHAWULA/ NCOMA

DATE/ USUKU : 24-08-2015
NAME/ IGAMA : Nomusa
SURNAME/ ISIBONGO : Mdletshe
CONTACT NO/ INOMBOLO YOCINGO : 0718175042
CARD NO/ INOMBOLO YEKHADI : 10428/2015
WARD NAME/ UBULALISWEPHI : 5 WARD

COMPLAINING ON BEHALF OF PATIENT/ UMA UKHALAZELA ISIGULI
RELATION TO PATIENT/ NIHLOBENE NGANI : Aricinyshlobo
PATIENT'S NAME / IGAMA LESIGULI :
PATIENT'S SURNAME/ ISIBONGO SESIGULI :
PATIENTS CARD NO/ INOMBOLO YEKHADI LESIGULI :
WARD PATIENT ADMITTED/ SILALISWEPHI ISIGULI :
PATIENT CONTACT DETAILS/ UCINGO LWESIGULI :

PLEASE SHARE WHAT YOU EXPERIENCED
SICELA USITISHELE UKUTHI NGABE UPHATHEKE KANJANI

Cha nginasikhalozo bekumnandi ngazizwe ngizikhaya
Angiphathe kahle nke amanesi ngaphakathi
Imkele engaphakathi ngizizwe la sikhedlela ngizizwe
kakhulu ngazizwe ngizizwe cha ngiphakathi kahle
akubandakanyanga ngizizwe kakhulu ngazizwe
Bekwe Hlabisa Hospital W

TB Awareness



Dignitaries honored the event from various community structures

KwaMsane Clinic held a successful TB Awareness on the 30th of October 2015 at KwaMsane Ward 2 Community Hall. Amongst the stakeholders who made the event to succeed were URC; Match, Africa Centre and Mpilonhle.

Mrs. F Dlongolo, was a guest speaker from URC; on her speech she emphasized that zero fatality through TB is a reality because TB is Curable. It is just a matter of complying to guidelines.

Message of the day was simple short and straight forward:-

- Get tested for TB
- Complete TB Treatment
- Prevent TB.

Ms. TMaphumulo shared statistics indicating a good performance of the TB Team within the catchment area in tracing all clients enrolled into TB program with an intention to ensure zero defaulter.

Daily home visits are done to those clients who are taking injection in order for them not to default on basis of being far away from any health facility.



District T.B Coordinator Ms T Maphumulo presenting status of the TB within Mtubatuba Sub-District



Sr. Ndwandwe and EN Gumbi providing services at the Health Station

World Aids Day Activities

Candle light session at 121 army Base



CEO Mrs. Zulu delivered Message of support

First day of December is being the World wide observed day to commemorate our hero's who fell due to HIV/AIDS and those who are living with it, a series of activities were held within our catchment area.

At Hospital a Prayer was done, message of the day was advising clients that in our days we can live longer despite of being HIV positive. Medication is now available for those who are infected.

Candle lighting session at Hlabisa Hospital



We are all in the battle of this disease; its either you are infected or affected . Lets fight against discrimination on basis of each others status and strive to zero new infection.

Health education was also given to employees of Mtu-batuba SANDF Military Base preaching the same gospel.

At Khula Village a peaceful Walk was done by Sipho Zungu Clinic staff and African Impact team in order to distribute condoms to local taxi rank as well as shops.

The day ended with health talks to all clients who were at the clinic on the day.



World AIDS Blitz Khula Taxi Rank