



Official Newsletter For Hlabisa District Hospital  
April – December 2019 Issue No 9 Volume 1



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# IDEAL CLINICS - MASEA

Minister’s Annual Service Excellence Awards (MASEA) in 2018/19 held on the 30<sup>th</sup> of April 2019 saw three of our PHC Clinic shining on Ideal Clinic.

This award came as a surprise to the winning facilities since they were no entries called for this category; was just a performance based exercise. Our clinics were awarded as follows

1. Gunjaneni Clinic
2. Somkhele Clinic
3. Mpembeni Clinic

We are looking forward to defending our status.



**Management delegation celebrating the awards obtained by Mpembeni; Somkhele and Gunjaneni in ideal clinic realisation.**

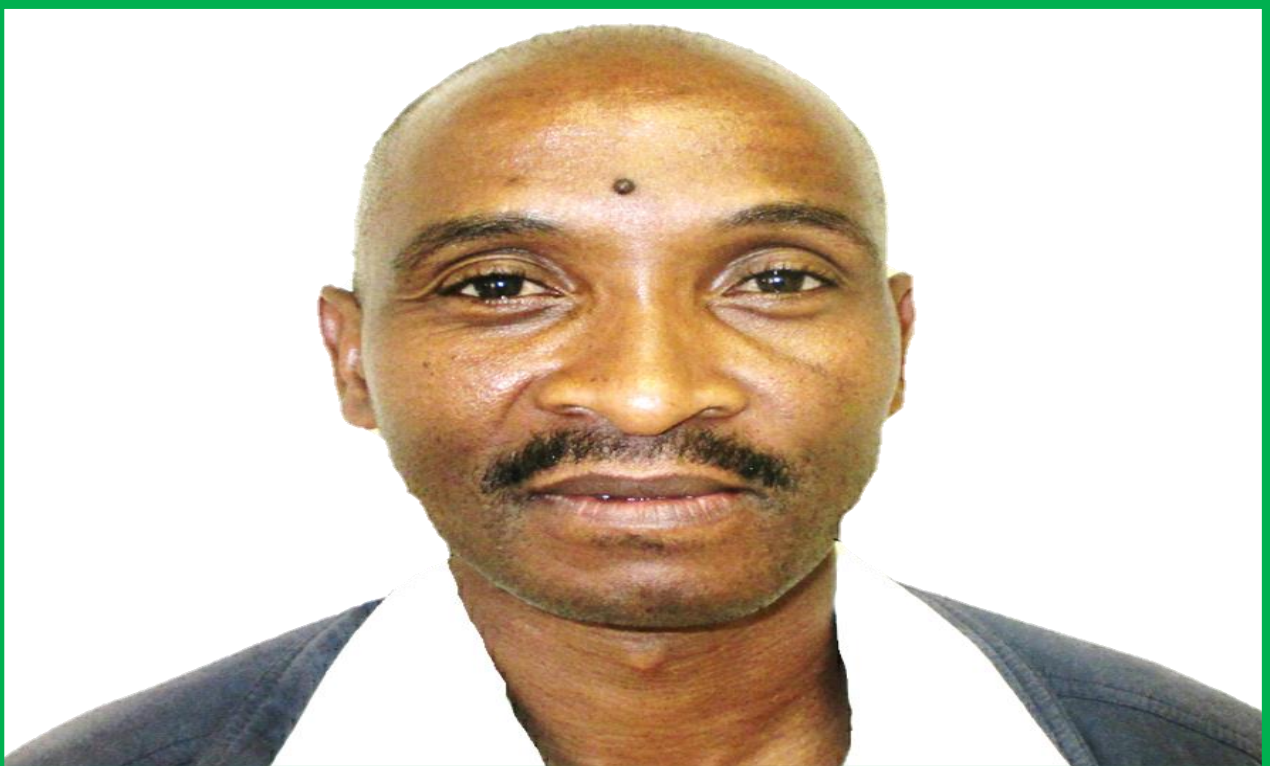
All staff members involved in this Ideal Clinic exercise were humble by this unexpected recognition.

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# MESSAGE FROM THE CHIEF EXECUTIVE OFFICER



**MR. S.P.N MKHWANAZI**  
Acting Chief Executive Officer

As we begin the new year and a new decade, I wish to thank all staff for the hard work they have put in the past year under trying circumstances. Co-operation and hardwork is what will see us through 2020.

Once more we bid farewell to our former CEO Mr KZ Dlamini who joined Newcastle Regional Hospital in August 2019. We wish him all the best in the new terrain.

A special recognition for the good work also goes to 5 clinics who achieved the Ideal clinic status i.e. Gunjaneni, Somkhele, Mtubatuba, KwaMsane and Makhowe.

Management also wishes to welcome the new Hospital Board and all the Clinic Committees that have recently been appointed. Their participation in the governance of our facilities is a huge and much appreciated sacrifice and contribution to the improvement of health care.

It was, in the same vein, a sad experience when in the journey of serving our people, we lost about 4 staff members in 2019. I pray that God may give their loved ones closure and lasting comfort for the loss and may their souls rest in peace.

As we closed 2019, we were visited by the KZN Legislature on their oversight role as well as the Premier, Mr Zikalala, for engaging with stakeholder and World Aids Day. The MEC for Health Ms Nomagugu Simelane-Zulu introduced a new concept of “Operation Nqo Nqo Nqo Sikhulekile Ekhaya” for the first time at Mtubatuba LM. MEC for Community Safety and Liaison Mr Bheki Ntuli launched the Transport Safety Month at Mtubatuba LM.

I therefore call upon all employees to roll up their sleeves, watch the space as 2020 promises to start in a bang.



**Farewell bid to Mr. K.Z Dlamini**  
our former who got promotion  
to Newcastle Regional Hospital



**Mr. K.Z Dlamini left 3 of our PHC**  
Clinics in a provincial top 3 of  
Ideal Clinic realisation



# Infrastructure Progress

The Ideal Hospital realization is now seen at Hlabisa Hospital.

Allied health service block has now been finalized, and is temporary to be used to house OPD in the meantime OPD is being extended.

The Main OPD extension is already being built and soon will be finished.

Female ward is also being renovated while renovations at Male ward has already been finished.

The New Helipad has finished and is now in used.

Once the whole project is finished it will uplift the face of the Hospital and that will impact positively in the staff performance as the environment will be conducive for them to prove quality care in a friendly caring environment for the patients.



**Newly Completed Health Allied Building temporarily to house OPD**



**Helipad is now in use as well as the renovated Male Ward**



**New OPD Still under construction but the complete image gets clearer day by day**





# Gunjaneni Obtained Gold on MASEA



Management Hands Over the Awards To Gunjaneni Clinic

The Management for Hlabisa Hospital sent MASEA Award to a Gold winning facility Gunjaneni Clinic.

Clinic Committee members and patient were happy for this achievement.

The challenge now is to defend this achievement by maintaining the Ideal Status.

Snacks and cakes together with drinks was provided by the management as a token of appreciation for the performance.

Operational Manager Sr. N.L Nxumalo thanked all employees who worked tirelessly to achieve this status.

“We are hoping to improve the status with the support from all other stakeholders involved in Ideal Clinic realization”.



Gunjaneni Clinic Staff Celebrating their Achievement



Gunjaneni Operational Manager with their Awards



## Somkhele Obtained Silver on MASEA

The Management for Hlabisa Hospital sent MASEA Award to a Silver winning facility Somkhele Clinic.

Clinic Committee members and patient were happy for this achievement.

The challenge now is to improve this achievement to a Gold Status through obtaining higher achievement.

Snacks and cakes together with soft drinks were provided by the management as a token of appreciation to the staff for their achievement.

Operational Manager Sr. L.D Mkhwanazi thanked all employees who worked tirelessly for this achievement.

“We are hoping to improve the status with the support from all other stakeholders involved in Ideal Clinic realization”.



Management Hands Over Awards to Somkhele Clinic



Somkhele Clinic Staff Celebrating their Achievement



Somkhele Operational Manager Displaying their Award





## Mpembeni Obtained Bronze on MASEA



**Mpembeni Clinic Staff Celebrating their Achievement**

The Management for Hlabisa Hospital sent MASEA Award to a Bronze winning facility Mpembeni Clinic.

Clinic Committee members and patient were happy for this achievement.

The challenge now is to improve this achievement to a Gold status through obtaining higher achievement.

Snacks and cakes together with soft drinks were provided by the management as a token of appreciation to the staff for their achievement.

Operational Manager Sr. K.P Mbokazi thanked all employees who worked tirelessly for this achievement.

“We are hoping to improve the status with the support from all other stakeholders involved in Ideal Clinic realization”.



**Management Hands Over the Award to Mpembeni Clinic**



**The Church House that was converted into Mpembeni Clinic**

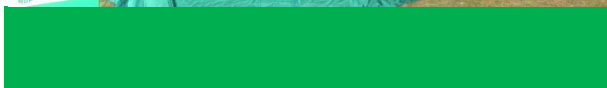


# 2019 World AIDS Day

The Provincial Status World AIDS Day was held under uMkhanyakude District, Hlabisa Sub District at Big 5 Hlabisa ward 12, Hlabisa sport field on the first of December 2019 honored by the Premier of the province Sihle Zikalala accompanied by MEC for Arts, Culture, Sport and recreation Miss Hlengiwe Mavimbela.

This years theme was "Community makes the Different"

Before commemorating the day Premier visited Hlabisa police station to monitor the progress on cases of Gender Based Violence and then proceeded to Hlabisa Gateway Clinic to monitor the progress done on initiating patients on ARV especially the new TLD drug as well as participation of the stakeholders like OSS; NGO's etc. on war against HIV/AIDS.



## KZN Legislature Visit to Makhowe and Gateway

Members of the KZN Legislature led by MPL A.S Duma and MPL V.P Caluza paid a visit to Makhowe and Gateway Clinic doing oversight visit to monitor performance of the facility on the 16<sup>th</sup> and 17 of November 2019 respectively.

The delegation started with the walkabout checking around the clinic and then after set down for a presentation and engagement.

Operational Managers shared their clinic profiles with the delegation flagging the burden of diseases; targets; performance; achievements and challenges.

Delegation was very impressed with the performance of the facilities under the severe shortage of working space and shortage of staff but the facilities were found doing all they can and even going beyond to ensure everyone enters the facilities do get serviced.

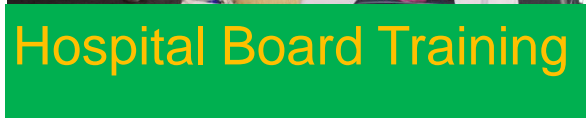


## Meet Hlabisa District Hospital Board 2019 - 2023

The new hospital Board for Hlabisa Hospital has been Appointed by the Health MEC for the next renewable period of 3 years from 01 June 2019, they are made of:

- |                       |                      |
|-----------------------|----------------------|
| 1. Mr. MN Ndlovu      | Ezibayeni Reserve    |
| 2. Mr. PP Khumalo     | Matshamnyama Reserve |
| 3. Mr.S Zibani        | Matshamnyama Reserve |
| 4. Rev. NW Mavundla   | Matshamnyama Reserve |
| 5. Mrs.PP Nhlenyama   | Matshamnyama Reserve |
| 6. Mr. TM Khumalo     | Matshamnyama Reserve |
| 7. Mr. JH Ndwandwe    | Matshamnyama Reserve |
| 8. Mr. MR Shai        | Matshamnyama Reserve |
| 9. Mrs. MS Hlabisa    | Mpembeni Reserve     |
| 10. Mrs. MZ Mkhwanazi | Mpukunyoni Reserve   |

They were warmly welcomed by the District and Hospital Management wishing them all the best in assuming their responsibilities of being a Community Liaison structure.





# Operation Qonqo



**MEC led her team door to door checking health status of the community**



**MEC engaging the potential client about her lifestyle**



**uMkhanyakude District Director leading Feedback Session**

Operation Qonqo was officially launched by MEC for Health Nomagugu Simelane Zulu for the entire uMkhanyakude Health District on the 06<sup>th</sup> of December 2019 at Nyamazane Community Hall ward 04 of Mtubatuba Municipality.

This programme will ensure that executive management in all hospitals will have a day per month whereby they will accompany Community care givers to house visits with intention to understand the conditions under which they operate.

During the launch Head office executive management lead by Head of Health Dr. S Shabalala was present and they lead teams to the Door to Door Home visits.

The MEC Herself lead a team to the households before coming back to the nerve center for all the teams to provide feedback on cases found for interventions and referral to the War room for intervention by the relevant stakeholders.

**SIYAYA  
EMPHAKATHINI**



# Quality Performance Indicators

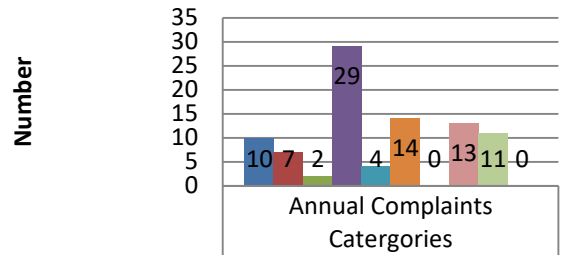
Our Quality Indicators for the Period of April to December 2019 are here displayed.

They indicate what our clients are saying about their practical experience while receiving service at our facility is indicating that majority of patients are happy with our service.

But we are still concerned with those who were not happy and that's why QIPs were developed and implemented to ensure those complaints got resolved timeously.

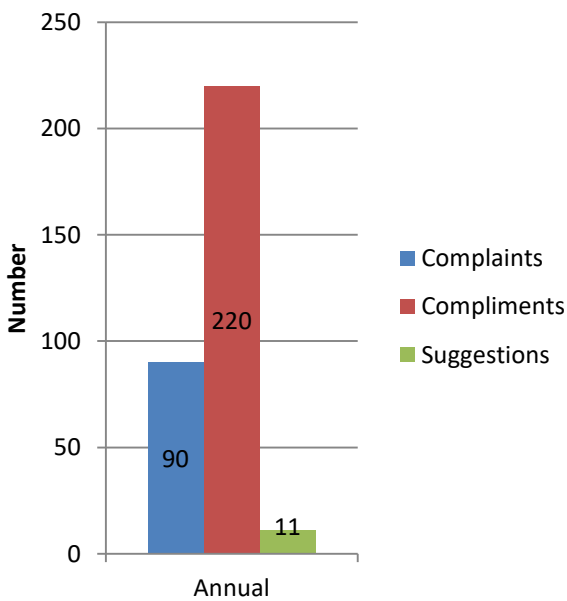
Our target is to ensure that all complaints logged are register into complaints registered and be allocated a reference number, Acknowledged, investigated and redressed.

## Complaints Categories

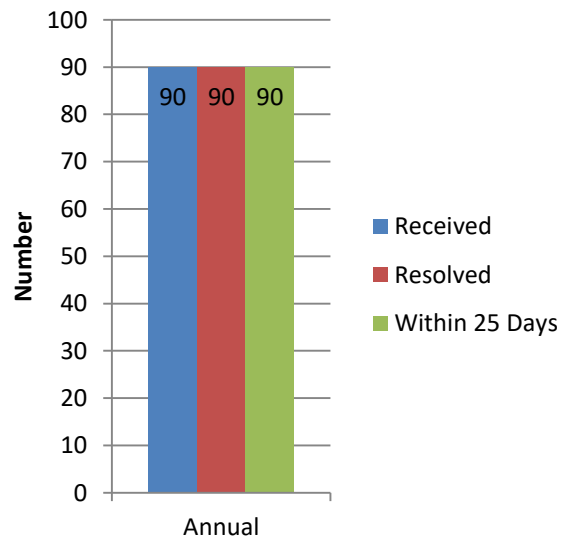


Category	Number
Staff Attitude	10
Access to Care	7
Physical Access	2
Waiting Times	29
Waiting List	4
Patient Care	14
Availability of Basic Medicines and Supplies	0
Safe and Secure Environment	13
Hygiene and Cleanliness	11
Other	0

## Clients Feedback



## Complaints Management



# Hlabisa Hospital Annual Sport Day



**Champions of the Soccer Tournament  
Hlabisa District Hospital**

2019 Hlabisa Annual Sport day was held on the 20<sup>th</sup> of July 2019 and due to unrest in the community those days it was moved to Ngwelezane New Sport Field to ensure safety of the athletes. Game went as follows:

## Soccer

Match	Team A	Score	VS	Team B	Score
1	Nkandla Hosp	1	VS	Jozini DOE	0
2	Magwaza Hosp	2	VS	Mosvold Hosp	1
3	Hlabisa Hosp	1	VS	Nkandla Hosp	0
4	Magwaza Hosp	0	VS	Jozini DOE	0
5	Hlabisa Hosp	4	VS	Mosvold Hosp	1
6	Hlabisa Hosp	1	VS	Magwaza Hosp	0

Soccer played in 2 groups of 3 teams per group, group winners met in final and were Hlabisa Hospital and Magwaza Hospital. Final won by Hlabisa to be crowned champions of the tournament



**Champions of the Netball Tournament  
Nkandla District Hospital**

## Netball

Match	Team A	Score	VS	Team B	Score
1	Nkandla Hosp	23	VS	Mosvold Hosp	4
2	Nkandla Hosp	20	VS	Hlabisa Hosp	13
3	Mosvold Hosp	0	VS	Nkandla Hosp	9

Netball teams played in a point system, the team that got highest points was crowned Champion of the Netball tournament and that was Nkandla Hospital.

We thank Metropolitan for Sponsoring this tournament with Trophies and Medals for the first and second positions per sport code.

We are looking forward the next tournament as we are hoping to host these Tournament Annually forming part of team building with employees from different institutions and facility to facility Visits.



**One of the goals scored by Nkandla  
against Hlabisa Netball team**





# PRO's Camera View

When walking around the Hlabisa/ Mtubatuba Sub-District between 01 April and 31 December 2019, This is what I found my camera focused into:- Be careful Next time singakubambi offside!

We humble request staff members to share with us any photos of any activity they would like to be considered in our next publication



Mpkunyoni; Siphon Zungu & Mtubatuba Clinic Committee's group during their training



KwaMsane; Somkhele & Ezwenelisha Clinic Committee's group during their training



Esiyembeni Gunjaneni & Machibini Clinic Committee's group during their training



Ntondweni; Madwaleni & Nkundusi Clinic Committee's group during their training



Makhowe and Macabuzela Clinic Committee's group during their training



Mpembeni Gateway & Inhlwathi Clinic Committee's group during their training



Hlabisa Hospital Netball Team 2019



Mosvold Hospital Soccer team 2019



Hlabisa Annual Sport Day 2019 was sponsored by Metropolitan



Attendance on Gender based violence awareness on the 28<sup>th</sup> November 2019



Operation Qonqo, team applied Foot Care Management (Shoes Off)



Vosho by T.N Ngubane (TV Bar) challengers are welcomed





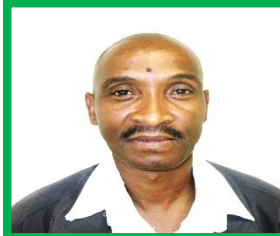
**health**

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

# Acknowledgement



**K.Z SIBIYA**  
PRI



**S.P.N MKHWANAZI**  
A:CEO



**T.V SHANGE**  
PRO

1. Mrs. N.P.N Ntombela – Operational Manager – Gateway Clinic
2. Mrs. P.K Sithole – Operational Manager – Madwaleni Clinic
3. Mrs. G.M Mbuyisa – Operational Manager – Mpukunyoni Clinic
4. Ms. N.L Nxumalo – Operational Manager – Gunjaneni Clinic
5. Mrs. K.P Mbokazi – Operational Manager – Mpembeni Clinic
6. Mrs. K.M Gumede – Operational Manager – Inhlwathi Clinic
7. Mrs I.N Ntuli – Operational Manager – Makhowe Clinic
8. Mrs. S.P Ntombela – Operational Manager –Macabuzela Clinic
9. Ms. N.B Mbatha – Acting Operational Manager – Machibini Clinic
10. Mrs. N.I Zikhali – Operational Manager – KwaMsane Clinic
11. Mr. T.G Xulu – Operational Manager – Esiyembeni Clinic
12. Mrs L.D Mkhwanazi – Operational Manager – Somkhele Clinic
13. Mrs. S.S Msweli – Operational Manager – Mtubatuba Clinic
14. Mrs. J.G Mthethwa – Operational Manager – zwenelisha Clinic
15. Mrs. T.N Mnqayi – Operational Manager – Sipho Zungu Clinic
16. Mrs. T.A Dlamini – Operational Manager – Nkundusi Clinic
17. Mrs. T.H Mahlaba – Operational Manager – Ntondweni Clinic
18. Mr. N Ndlovu – Sport Coordinator – Hlabisa District Hospital
19. Mr. C.T Hlabisa – Sport Coordinator – Hlabisa District Hospital
20. Mr. E.M Ntombela – Systems Manager – Hlabisa District Hospital

## CONTACT DETAILS

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***[www.kznhealth.gov.za/hlabisahospital.htm](http://www.kznhealth.gov.za/hlabisahospital.htm)***

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MY HEALTH, YOUR HEALTH, OUR HEALTH: A HEALTHY KWAZULU-NATAL.