



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

Official Newsletter For Hlabisa District Hospital

June 2015

Issue No 2 Volume 1



ISIBANI



SAKWA - HLABISA

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Mom connect launch



Entondweni Clinic staff members

Ntondweni and Macabuzela Clinic launched mom connect project in 2014.

This SMS alert system is designed to connect department with pregnant mothers from the early stages of their pregnancy. Using their cell phones Mothers can connect themselves to start receiving updates regarding their pregnancy.

Pregnant individuals may connect themselves by dialling *134*550*2# free of charge. The finalisation of subscribing will done at the nearest clinic.

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TB DIALOGUE—EZWENELISHA



Ezwenelisha falls under Mtubatuba Municipality and is serving ward 3 and ward 4. After analyzing monthly and quarterly TB Performance statistics gaps were identified and a Quality improvement plan was drawn, amongst those plans were to host community stakeholders dialogue that was successfully held on the 04th of June 2015.

Operational Manager Mrs. J.G Mthethwa who presented the purpose of the event mentioned that they were taking the war to the community so that community may add inputs on how to ensure Zero new infections in our coverage area.

Miss T Maphumulo District TB Coordinator presented a district TB Overview.

The following group commissions were formed; they discussed and presented their ideas as way forward to Zero infection:-

- ⇒ Education
- ⇒ Clinic Committee
- ⇒ Traditional Health Practitioners
- ⇒ Civic Organizations
- ⇒ Health Professional
- ⇒ Community Care Givers

Biggest loser competition



Bunch of our Biggest losers became winners and are seen here with their awards

In promoting healthy lifestyle within the employees; biggest loser competition was organised by Physiotherapy department together with dietetic department. Awards were given to all participated staff members.

This was a 12 week challenge which ran from 08 August to 24 September 2014 and was organized as follows

- (Step 1) register to join the Biggest loser challenge & weigh to get your starting weight
- (Step 2) Join group exercise classes daily from 6pm-7pm in Nurses Hall
- (Step 3) Weigh every Monday until final weigh in order to get final weight lost.

The Organising Committee is looking forward to organising next years event.



Pivesh Govender – event organizer



Biggest loser contestants in action

ZAZI CAMPAIGN



Flowers of the nation came in numbers to attend the camp



Mrs. N.P Dube—Zazi Champion

In order to address teenage pregnancy within the Hlabisa and Mtubatuba sub district, we have decided to engage teenagers in the Zazi campaign.

It has been discovered that teenagers are a vulnerable group when it comes to maternal deaths; child motility and STI infections.

Zazi program empowers young women to know themselves, embrace themselves and know what to do when and how rather than relying on their partners to tell them what to do how and when.

The program is also supported by career guidance; where different Health Professionals are advising on scarce skills careers.

So far the program campaigns have been held at KwaMshaya Bukimvelo and Noma-thiya High School. They were positively accepted by educators, teenagers and parents



Teachers From Mtubatuba circuit



Premier's Annual Event



Premier Mr. S Mchunu together with the First Lady of the province, congratulating the Senior Citizens who are 104 years old

KwaZulu-Natal Premier Mr. S Mchunu always make it a point to meet with ordinary member of the community where he grew up.

On the 23rd December 2014 the Senzo Mchunu Soccer Tournament was held at Inhlwathi Sport Field. The Premier awarded soccer kits to the winners and wished everyone a Merry Christmas.

A similar event was held at Hlambanathi Reserve organised by Hlabisa Municipality, this is also an annual event held every year whereby the municipality is doing Christmas for senior citizens around all 8 municipal wards.

This event was honoured by the presence of Municipal Mayor Cllr V.F Hlabisa and other municipal officials. Health Screening was done at all these events by Hlabisa Mobile Health Teams



Premier delivering his speech



Soccer teams with their new soccer kit from the Premier

16 days of Activism against woman and Children Abuse



March against woman and child abuse



Stage play against all forms of abuse

Hlabisa Hospital together with Hlabisa Community Policing Forum held an awareness against woman and child abuse known as 16 Days activism for no Violence against woman and children abuse. The event was held on the 04th of November 2014. A March was held to show support and speakers from different sectors shared platform with their messages of support.



Mrs. D.R Khumalo presenting highlights of abuse cases taking place within the community

IPC Audit



IPC Audit Team

All staff were shocked about the storm of negative media publicity we received recently .

On the 27th of November 2014 Provincial IPC team did a visit to check on what really happened. Mrs. Masinga was accompanied by Mrs. Maphumulo from Supply Chain Management.

Wards, yard and buildings were inspected inline with IPC Policies and guidelines.

A developed QIP is now being monitored on monthly basis to measure improvement.



Mrs. Masinga; Mrs. Mthimkhulu and Hospital IPC coordinator Mrs. Gumbi



Installed soap Dispensers

HOSPITAL EXECUTIVE MANAGEMENT



Acting
CHIEF EXECUTIVE OFFICER
Mr. J Mkhonto



MEDICAL MANAGER
Dr. M Tshipuk



NURSING MANAGER
Mr. S.P.N Mkhwanazi



SYSTEMS MANAGER
Mr. E.M Ntombela



Acting
FINANCE MANAGER
Mrs. H.N.T Mthembu



HR MANAGER
Mrs. P.Z Mbatha

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

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KZN LEGISLATURE VISIT



Legislature delegates and Hospital Management

Delegation from the KwaZulu Natal Provincial Legislature lead by MP Ludidi did a support visit to Hlabisa Hospital on the 17th of October 2014.

Purpose of the visit was to witness whether the government interventions and guidance are being implemented within the facility in order to benefit the citizens.

Inline with Batho Pele Principle number 10 (Customer Impact), they wanted to see whether the Hospital availability does have impact to the clients who are at the receiving end of our service the team was impressed about the finding and left us with room for improvement.



Sr. T Gxekwa (Operational Manager- OPD) orientating delegates around OPD section



Dr. Immelman emphasizing the importance of Hospital renovation to the delegates

Editors Pen: After Every Storm There Is Sunshine



It is with pleasure to greet you once again in this issue of Isibani Newsletter. The previous quarter was hectic for all of us but we thank the Almighty who kept us up to this far.

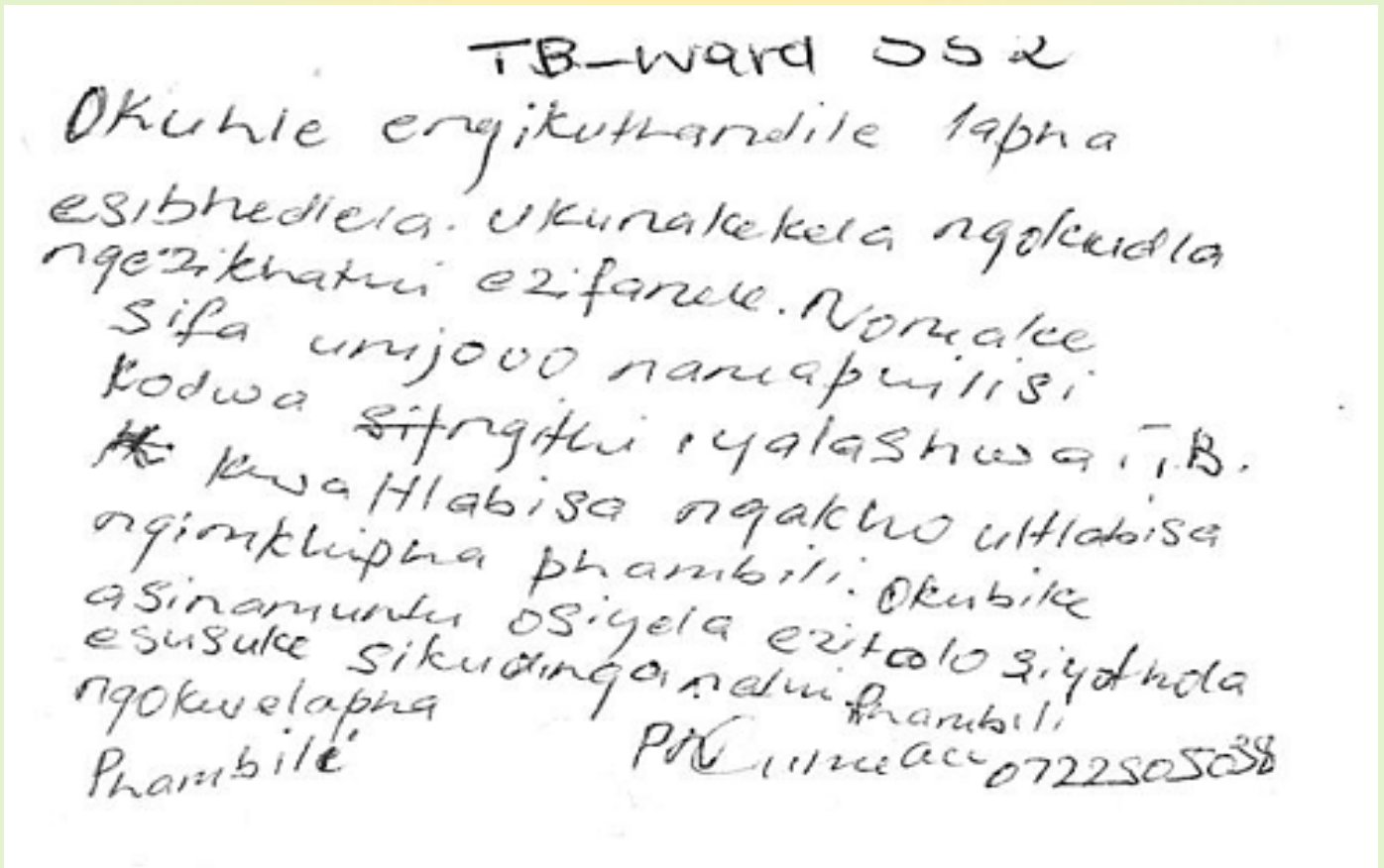
If we look back to what we managed to achieve through your dedication and passion to you duties I can simple say you are the best and please keep it up.

As per saying “Customer is always right” viewing the comments done by our clients rating our service one is drawn to conclude

“Hlabisa Staff Is the best”. Included in this issue are the highlights of Client Satisfaction survey and few complements received from our clients.

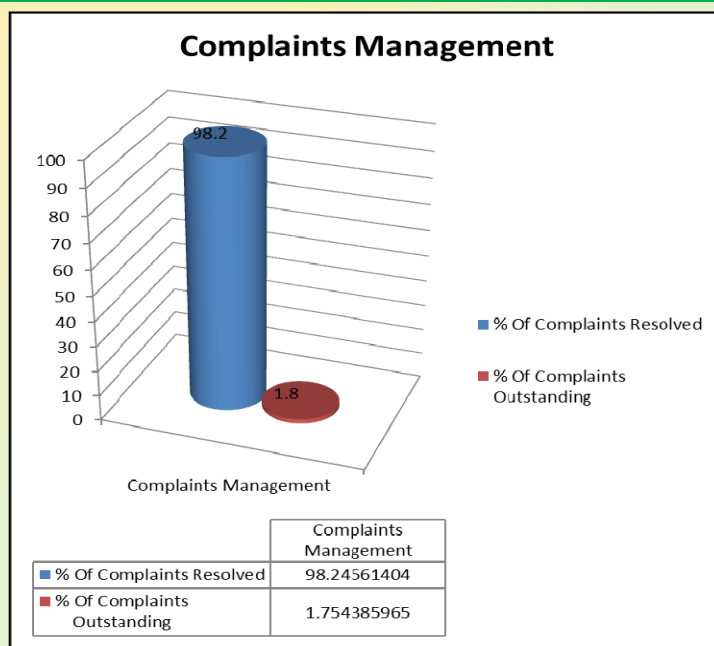
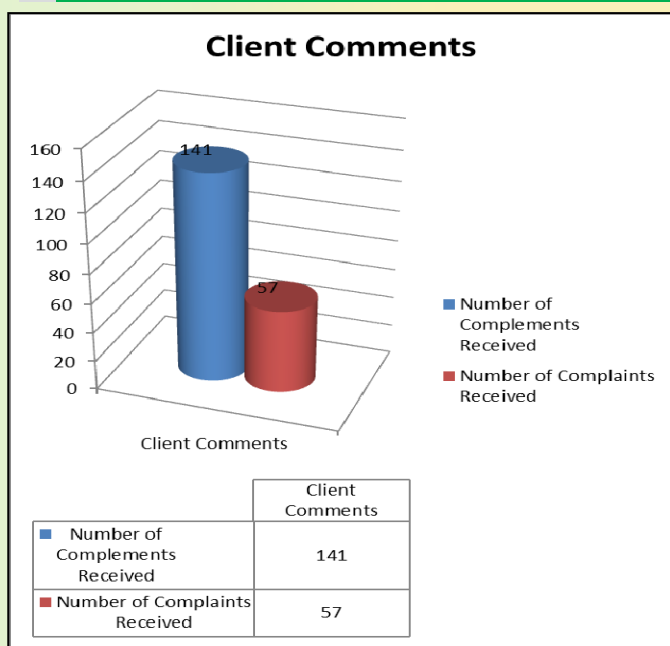
We might be discouraged by few complaints received about our service but hey don't be, those complaints are your wake up calls to improve, please be grateful your clients are rating you the Best.

As per saying After every storm there is sunshine, meanwhile learn to dance on the rain and keep up the good work as per your Clients remarks.



Client Relations March—June 2015

HLABISA HOSPITAL OUT PATIENTS SURVEY MARCH - JUNE 2015				% TTL				
RESPONSE	Y	N	N/A	Y	N			
1 Positive and caring attitudes of staff	94.6	4.17	1.25	227	10			
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	0	5	19	0			
1.3 Did the nurse explained the findings before seeing the doctor?	90	5	5	18	1			
1.4 Doctor explained my condition to me	95	5	0	19	1			
1.5 Advice was given on how to improve my health status	80	15	5	16	3			
1.6 Were you able to ask questions about your illness	85	15	0	17	3			
1.7 Did the staff respond when you request assistance	95	5	0	19	1			
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?	95	5	0	19	1			
1.1 Do you feel that the staff respected your confidentiality?	100	0	0	20	0			
1.1 Were you treated by a named health care worker?	100	0	0	20	0			
1.1 Were you addressed in a language that you understood?	100	0	0	20	0			
2 Waiting times	92	5	3	92	5			
2.1 Were you informed of how long you will wait in the queue?	90	10	0	18	2			
2.2 Was your waiting time to get the folder within the agreed upon time?	90	10	0	18	2			
2.3 Was your waiting time in the outpatient/emergency department within the agreed upon time?	100	0	0	20	0			
2.4 Was your waiting time in the pharmacy/dispensary department within the agreed upon time?	95	5	0	19	1			
2.5 Was there someone responsible for managing the queues and patient flow?	85	0	15	17	0			
3 Safety and security	97.5	1.67	0.83	117	2			
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?	100	0	0	20	0			
3.3 Is there clear signage to different areas of the hospital?	95	0	5	19	0			
3.4 The security personnel were visible	100	0	0	20	0			
3.5 All the passages were well lit	95	5	0	19	1			
3.6 Was there adequate seating in the waiting area?	100	0	0	20	0			
4 Cleanliness	96.3	0	3.75	77	0			
4.1 The outpatient/Emergency/ patient admin department was clean	100	0	0	20	0			
4.2 The pharmacy department was clean	100	0	0	20	0			
4.3 The toilets were clean	85	0	15	17	0			
4.4 Was there a bin available to dispose waste?	100	0	0	20	0			
5 Infection prevention and control	74	26	0	74	26			
5.1 There was toilet paper in the toilet	75	25	0	15	5			
5.2 There was soap to wash hands with in the toilet	70	30	0	14	6			
5.3 There was paper towels/air dryer to dry hands available?	25	75	0	5	15			
5.4 Did the staff wash/spray their hands before and after examining you?	100	0	0	20	0			
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	83	15	2	83	15			
6.1 You were issued with all the medication that the doctor prescribed for you?	100	0	0	20	0			
6.2 Instructions regarding medication	100	0	0	20	0			
6.3 Were the side effects of your medication explained to you?	65	30	5	13	6			
6.4 Were you given an opportunity to ask questions about your medication?	70	25	5	14	5			
6.5 Was follow up care regarding your medication provided?	80	20	0	16	4			
7 General	100	0	0	20	0			
7.1 Would you recommend this healthcare facility to others?	100	0	0	20	0			
HLABISA HOSPITAL OUT PATIENTS OVERALL RATING				93.8	7.63	1.58	690	58



Healthy Lifestyle Activities

OUR NURSING MANAGER GOT HIS GREEN NUMBER IN THE 90TH COMRADES MARATHON



Mr. Mkhwanazi with his two supportive Daughters



Mr. Mkhwanazi with his wife and daughter

Below is his experience of the race

The 90th edition of the 2015 comrade's marathon was an up run held on the 31st of May. About 18 000 runners started the race at 05H30 and I was amongst them.

The morning was pretty cool and was promising to be a hot day and eventually it did. Some of the emotional activities that are done before the start of the race included the singing of the National Anthem, Shosholozza, cockcrow and lastly the traditional comrades instrumental song before the gun.

I was seeded in batch H and it took me 8 minutes to cross the start line and then some run and walk as the street was packed. Free running started at the N3 where there were a lot of spaces around. I was supported by my wife and 2 girls who were waiting at the finish and many other people, friends and family who were aware I was running.

When I went past the 1st cut off point I had 45 minutes to spare. I maintained that time in the next 4 cut off points. The first half of the race was a bit problematic as I started cramping before the half way mark. Fortunately I had prepared and had stauf in my waist bag which in a way made the situation better. I crossed the half way at about 5h40. The tables were well stocked all the way and there was vibrant support at most parts of the way.

Second half was a bit better, I picked up some speed and the cramps subsided for a while. I saw a few crocodiles on the road and some went pass me. I pushed harder and at about 29 km to go, my legs got tired and started to make unqualified calculations hence thought about quitting. Fortunately I never stopped moving forward as I listened to the little voice that was telling me to push further to see how far I could go. I continued until I regained some motivation at about 20 km to go and I had 3 hours 14 minutes left.

At this stage my aim to get the green number, which I lost by some minutes last year, came back and my mind was on it. I planned to reduce on walking to bank for Polly short. The cramps were back though not severe. I was also receiving a lot of congratulations on the way for the green. Each kilometer was getting longer and longer as we got close to the finish. At 5 km to go I was still not sure but making an effort.

I ran on and was surprised after some time to find out that I was still 4 km to go. I then decided to put my head down and continue running and short walks until I saw something like 2 km to go about 150 m ahead of me and still had just over 30 minutes left. It was then that I knew it was in the bag. The last kilometer I was just cruising down with no pain and rejuvenated and crossed the finish line at 11h45. It was a huge relief.

I was led to the green number club tent where I welcomed and took pictures. My plan from two years ago was to retire after making it ten however I must say I must still fine tune my decision. All in all I was very happy to achieve this milestone in my running career.

“Every South African should run Comrades Marathon at least once”