



Official Newsletter For Hlabisa District Hospital

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SIBANI

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HCF OPENING PRAYER

Health Christian Fellowship Team at Hlabisa Hospital planed and staged Their Annual Opening Prayer day on the 30th of January 2019.

This prayer is held every beginning of the year to uplift employees spirits on their endeavors.

This year prayer had different segments each segments praying for a certain intention as follows:-

Pastor J Mtshali led a prayer dedicated to provincial; District and Sub-District leadership.

Pastor M.P Zikhali led prayer employees within the health department

Pastor B.N Nkosi led prayer for dedicated to our patients within the department.

Rev Mavundla led prayer to availability of all resources to full fill mandate of the department

Rev R.P Ndlovu led prayer dedicated to Health Christian fellowship within the department of health as a whole.



From left to right is Rev. N.W Mavundla; R.P Ndlovu; M.P Zikhali; M.J Mtshali and Ps B.N Nkosi (missing from the picture) leading Prayer Day.

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MESSAGE FROM OF THE CHIEF EXECUTIVE



MR. K.Z DLAMINI
Chief Executive Officer

There are risks and costs to a program of action, but they are far less than the long-range risk and cost of a comfortable inaction. "John F. Kennedy" Hlabisa Hospital is humbled by our achievement of ideal clinic realization status by of our clinics. Gunjaneni, Somkhele and Mpembeni.

The mentioned clinics put Hlabisa hospital on the map for good reasons by their achievement in MASEA for their endeavors in Ideal clinic realization.

The mentioned clinics achieved Platinum and gold respectively in ideal clinic realization and maintenance (ICRM). Our moods are elated to realize strides we made in improving our service delivery platforms and clients experience of care.

The state of our hospital operations has now reach the stage it inspire hope to the recipients of our services. We are happy to witness the ever changing landscape of our hospital.

Our new state of the art helipad is completed. Our ward infrastructure is undergoing major renovation. Allied services building is at advanced stage and our new OPD complex is beginning to emerge.

The hospital has a social compact with our community to continuously improve their experience of care. Our aspiration is to reduce health care related risk, redress complaints and generally improve quality of care.

Management acclaims the collaborative efforts of all sectors within our hospital in the quest to realize the aspiration of functional hospital and clinics in catering for the needs of our catchment population.



CEO addressing extended Management Meeting on his Quality Expectations



Gunjaneni Teenage Pregnancy Awareness

Gunjaneni Clinic held teenage pregnancy Dialogue in February 2019 with intention to address pregnancy within the young people in the catchment area.

This event was honored by presence of Health Workers; NGO's School pupils and Community members.

Young pupils shared ideas on how they expect elders to support them in ensuring they do not fall pregnant and also shared their expectations within the health workers as well as their peers.

Parents shared their ideas on how they are willing to assist young people and appealing for their cooperation on the matter.

Health workers as well also shared the form of assistance that they are offering inline with supporting young people to deal and avoid teenage pregnancy.

The clinic is running AYFS programs targeting specifically the young.

Pupils amongst themselves nominated a team of young teenagers who will be ambassadors of the AYFS program in their Schools within the catchment area of Gunjaneni Clinic.

The Clinic is going to work hand-in-hand with these learners to try and address teenage pregnancy, this team of teenagers will link the rest of the pupils in school with the Department of Health School health teams as well as the clinic on health issues.



Executive Management attended the event at Gunjaneni Clinic



Gunjaneni Clinic where the Teenage pregnancy awareness was held



Audience present during the awareness on teenage pregnancy

Mondi SQF Mobile Launch

Partnership of Mondi and Kwazulu Natal Department of health was launched on the 8th of April 2019 at Umkhanyakude District under Mtubatuba Sub-District.

The Launch was held at Nyamazane Sport field Mtubatuba. It was honoured by the presence of DDG MM Zungu and Mrs G Radebe - Director PHC Services.

Kids from nearby creches were invited during the launch and they enjoyed themselves while Community at large was listening to the Launch Speeches.

In this partnership Mondi provided a brand New Mobile Clinic vehicle that will be used providing health services to the Mobile points within Mtubatuba Municipality.

Cotlands joint the partnership and provided Toy Library trailer. This trailer is pulled by this mobile vehicle whenever going to all points of service, the toy librarian provides kids with toys to play and teach them different life skills through toys while Parents are being treated at Mobile Clinic.

The main base for the Toy Library is at KwaMsane clinic where variety of toys are kept. Local Chreches are welcomed to borrow toys for kids and bring them back after certain agreed period

To this time more than 350 children from 13 hard-to-reach villages in Mtubatuba now have access to early learning and health services, thanks to an exciting collaboration between Cotlands, Mondi Group and the KwaZulu Natal Department of Health. This is just the beginning and we hope to extend our services throughout.



Mr. M.M Zungu Delivered keynote address



The Mobile Vehicle with a Toy Library trailer



Audience attending the launch of the New Mobile Vehicle and toy Library.

HIV/AIDS Awareness



Audio visual material was used to catch attention of learners with special needs

HIV/AIDS awareness was held on the 7th of March 2019; at Intuthuko Special School, with an intention to raise awareness to the school learners at this school.

In her welcoming note Deputy Principal Ms S.P Magagula welcomed all stakeholders that came to honor this event even though they were a Special School.

Mr. M.P Sibiya explained purpose of the day; it was important for these kids to get awareness on HIV/AIDS as they are also part of community and may get affected by any social ills within the normal Community even though they are having special needs. Those special needs also require special attention on being made HIV/AIDS Aware.

Preparing for the presentations to this school gave health employees a hard time as they had to prepare bearing in minds that presentation was for Special School where you can find a 17 years old having capability of like a 7 year old normal child to absorb information.

With a Support from AHRI an audio visual presentation was prepared to catch attention of these learners and this successfully served the purpose for Sr. N.P.N Ntombela delivering this presentation on power point slides and video clips.

The presentation was detailing more about the virus, where does it come from, how it spreads; how to prevent it from spreading and from killing people and goes up to the warnings of not engaging in sex so early in life as well the treatment that is available for now.

Learners were listening, responding relevantly to the picture and giving relevant answers when asked some question.

Social Workers taught learners on forms of abuse and how they can identify that they were now being abuse or the form a gesture will lead to sexual activity, in a simple Traffic robot colors the body was divided into 3 parts Green; Orange and Red

SAPS Member Mrs. Ntshangase shared with learners how SAPS assist abused children's and also how they deal with bullying at school.

School Principal Mr. T.M Khumalo thanked the teams for providing the high quality presentations to the special school and for ensuring that they reach understanding of the kids rather than doing normal presentation for the sake of just doing it. He requested department of Health to keep on visiting the school on quarterly basis.



Big screen provided by the school to ensure videos are seen by the audience



Dignitaries attending HIV/AIDS Awareness at Intuthuko Special School

TB Awareness Day

Hlabisa Gateway clinic in line with their Health Calendar 2019, held TB Awareness Day on the 20th of March 2019 at Makhosini Community Hall.

Purpose of the event was clearly outlined by Sr. N.C Mbatha as to create awareness to the public on TB epidemic and to get their commitment in fighting against the disease.

Different stakeholders present did presentations on their intervention to stop TB.

After his welcoming note Chairperson of the Clinic Committee Mr. M.T Manqele stressed the importance of attending awareness's for their own benefit; their families as well as the benefit of the community at large. (Ward War rooms interventions on social ills.)

Mr. Ntshangase on behalf of Traditional Healers Associations emphasized that they don't want to get TB infections that's why they refer all TB suspects to the clinic and ask them to come back once they are cleared from TB, because as Traditional Health Practitioners they do not have any TB Medicine in their treatments.

Messages of supports were received from Department of Social Development indicating social relief that they provide to TB clients as well as procedures to be followed for one to access such relief.

South African Social Security Agency was part of the program and delivered their Message of support on different Social grants that they provide including the Temporal Disability grant Provided to MDR/TB Clients, and explained its procedures.

Mr. Mntambo on behalf of uMkhanyakude Health District Office pledge their support to the Clinic in whatever way required.

A Key note address was given by Mr. Z Dlamini District Coordinator for URC-TBSP in uMkhanyakude District. He mentioned the numbers of people with TB in South Africa down to the Province, District, Sub-district and the facility (Hlabisa Gateway Clinic). He further explained the types of TB and its impact to the individual, family and the community as a whole. He also explained the importance of involving the whole family if one is on TB treatment so that they go for testing as well as contacts. He warned people not to stop their treatment before completion or cured when they feel better, because they will develop MDR-TB or XDR-TB.

Questions and Answers Session was opened for the community to seek clarities

Clinic staff together with Mpilonhle Team conducted health screenings during this event.



Main Table with stakeholders representatives to deliver speeches



Makhosini Hall full of community members who honoured the event



Sr. N.P.N Ntombela lead question and answer session

Madwaleni Clinic Open Day



Madwaleni Community leadership were present to advocacy for their community expectations from the clinic

Madwaleni Clinic held Open day on the 14th of March 2019 at 10h00.

Purpose of the day was to share with community stakeholders the performance of the clinic on major indicators as well as for the community members to share with us their inputs on improvement of our services.



Tent was provided by AHRI in order to ensure infrastructure to host the public

Induna M Mkhwanazi Welcomed all community stakeholders present and appreciated the initiative by the Department to engage community.

Ward Councilor Mr. E Ntuli requested a unity between the clinic and community especially on waiting times; requested for additional human resources in the clinic.



Nursing Manager Mr. S.P.N Mkhwanazi delivered presentation about Status of the Clinic

Nursing Manager Mr. S.P.N Mkhwanazi presented a facility status report detailing performance of the facility on key indicators; challenges and achievements. He explained causes of the long waiting time; as the PN work load was very high (63/35).

PHC Governance Structures

PHC Governance structures are serving as a link between Clinic and the community it serves, they are elected by community members to represent them in the health issues at their Clinics.

Most of these structures were appointed in May 2013 for the period of renewable 3 years term but cannot serve more than 2 terms. All our Clinic Committees were successfully renewed in 2016 for further 3 years(2nd Term) ended in June 2019.

The process of electing new Clinic Committee members had began and dates to elect them is communicated with the respective facility and community leadership inviting community to come and elect their proposed representatives who will later be officially appointed by the KZN Health MEC.



Deputy Mayor of Mtubatuba Municipality
Cllr. Mlambo representing the Municipality.

RESPONSIBILITIES OF THE COMMITTEE ARE:-

- To act as a link between the community and facility
- To represent community in facility issues.
- Give information to the community about the operations of Clinic.
- To make recommendations to the health facility Manager regarding resolution of complaints and problems presented.
- To ensure that measures are taken to improve the performance and quality of service
- To ensure community participation to the clinic functionality.
- To engage facility Management in improvement of the clinic.

CHARACTER OF MEMBERS REQUIRED TO SERVE IN THE COMMITTEE:-

- Not getting any remuneration from the Department of Health.
- Willing to serve voluntary without getting paid
- Lives within the community served by the clinic
- Have attended this clinic at least once in past 12 months
- Have got Matric (Standard 10/ Grade 12)
- Disabled
- From traditional health practitioners
- From local Authority structures
- From a family with a mental care user
- From community based organization
- From religious groups
- Youth (18 to 35 years old)



Community members came in numbers to
elect their representatives in the clinic
committee



Main waiting area was used to host
community for the purpose of electing the
clinic Committee

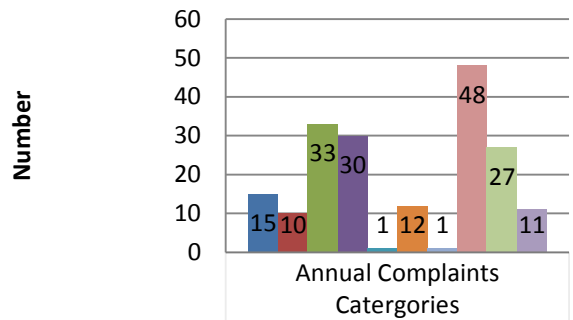
Annual Quality Performance Indicators

Turning our focus to what our clients are saying about their practical experience while receiving service at our 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.

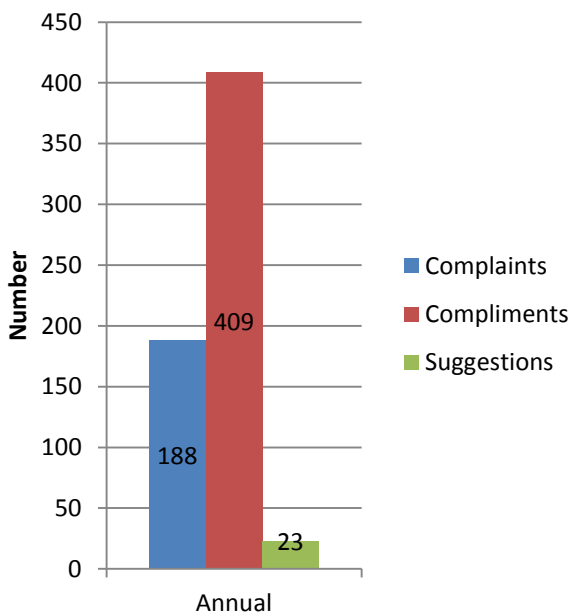
Our target is to ensure that all complaints logged are registered into complaints registered and be allocated a reference number, Acknowledged, investigated and redressed.

Complaints Categories

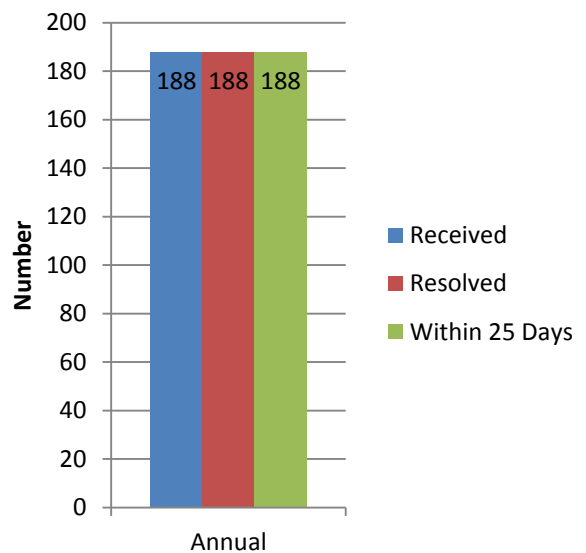


Staff Attitude	15
Access to Care	10
Physical Access	33
Waiting Times	30
Waiting List	1
Patient Care	12
Availability of Basic Medicines and Supplies	1
Safe and Secure Environment	48
Hygiene and Cleanliness	27
Other	11

Clients Feedback



Complaints Management



Infrastructure Progress

Infrastructure development at the Hospital is now at a very high level whereby everyone is now able to see where we are heading to.

The Pharmacy has now occupy the temporal pharmacy building which is more comfortable for our clients more than the previous Pharmacy, noting that this is a temporal pharmacy one is to imagine what the new pharmacy will be like but we know from the plans that it will be a theater of art.

The helipad is now complete and this ensures that when need of an airlift during night the plane can be able to pick up patient anytime when duty calls.

H ward upgrading will soon be complete and our male ward will occupy the newly upgraded ward which will include 4 psychiatric beds 2 seclusion rooms to accommodate mental health care users who are violent until they are stabilized.

Newly built Allied Health Building is about to be complete and it will temporarily accommodate Outpatient Services while the current building is being upgraded into trauma unit in conjunction with new OPD Building.

All these activities that are currently taking place came with some disturbance within the Hospital as most of components had been moved to a none convenient spaces that are not yet conducive for professionalism to be practice but we are happy knowing that these are just like labour pains for the pregnant woman at the end they will be through and will be occupying an improved infrastructure and realize Ideal Hospital Framework vision.



Old Pharmacy out patients waiting Area



New Pharmacy Out Patients Waiting Area



Newly built helipad that will ensure day and night air-lifting of patients

PRO's Camera View

When walking around the Hlabisa/ Mtubatuba Sub-District between 01 January and 30 March 2019, This is what I found my camera focused into:- Be careful Next time singakubambi offside!



Temporal pharmacy delivery area



Pst B.N Nkosi leading the opening prayer on the Mondi Mobile Launch



Sr. F Mthethwa encouraging women's to go for pap smear check ups.



Helicopter comfortable in the newly build helipad at Hlabisa Hospital



Social Worker S Zungu displaying for children's the "no touching " areas



Mr. M.T Khumalo Principal Intuthuko special school delivered vote of thanks



Isicathamiya group- by Intuthuko Special School learners



Music entertainment by CCG's during TB Awareness



Mr. Z Dlamini explains how TB Virus spreads and how it can be stopped.



Construction of Allied Health Service Building at Hlabisa Hospital



Cllr Ntuli of Ward 12 Mtubatuba during Madwaleni Clinic Open Day



PHC Supervisor Sr. L.M Nkosi Delivered vote of Thanks on TB Awareness



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

Acknowledgement



K.Z DLAMINI
CEO



K.Z SIBIYA
PRI



T.V SHANGE
PRO



N.S NDEBELE
PRI

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 Nxumal – Operational Manager – Gunjaneni Clinic
5. Mrs. L.G Mchunu – Tutor – Hlabisa Nursing Sub-Campus (HCF)

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