



**SIPHOKOPHELA IQOPHELO ELIPHEZULU**

# **ITSHELEJUBA HOSPITAL WITNESS**

*Empowering our community*

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# ABOUT OUR HOSPITAL



## LOGO :

*Quest for quality. Okusho ukuthi” Siphokophela iqophelo eliphezulu”*

## VISION :

We are committed to render quality services to all persons in our catchments area.

## MISSION :

We are prepared to offer quality services to all persons in our community by utilizing resources cost effectively.

We always seek to ensure optimal and sustainable health care through our continuous staff development and training.

To maintain effective community involvement in and participation inside and outside the institution.

SIPHOKOPHELA IQOPHELO ELIPHEZULU

Itshelejuba hospital  
Private Bag x 0047  
Pongola, 3170

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**ITSHELEJUBA HOSPITAL**

[www.itshelejubahospital.htm](http://www.itshelejubahospital.htm)





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## Seven decades, excellent service

Itshelejuba hospital is not just a new baby on the planet as it has been in existence for seven decades plus two additional years.

Itshelejuba hospital started as a mission station preaching the gospel of Christ. In 1932 the care for sick began at Itshelejuba by Wilhelm Weber who started at a newly founded station.

Modern medical help was unknown only traditional medicine was used. The only trained nurse Sister Ruth Bauseneiek was sent in to start working in this hospital in 1953 who was a trained nurse as a General nurse. The name Itshelejuba meaning the "Stone of dove" emanated from a group of doves that used to stay on the beyond the hospital. The then Transvaal department of health began to support financially by injecting some funds for medicine, equipment and personnel. In May 1969 Dr Kurt Bergter became the medical superintendent of Itshelejuba hospital.

The hospital was extended and equipped in order to meet the needs of the community.

Due to resettlement by the government, the hospital had to be situated in the region of Blacks mainly dominated by Zulu speaking people. Apart from daily devotions and preaching the Gospel of Christ which was the responsibility of the Lutheran church, when Pastor Sibiya retired from Parish work in 1966 he was transferred to Itshelejuba to do this work .

After his passing away on the 3rd October 1971 he was replaced by Reverend Johannes Khumalo. The medical services was done in the name of Jesus Christ which was based on his mission which says All his powers is given unto me on earth. Go ye therefore and teach the nation, baptize them in the name of father



**The Hospital Manager:**  
**Mrs. M.O. Simelane.**

and son, and of the Holy Ghost, teaching them to observe all this nags whatsoever I have commanded you and to, I am with you always, even unto the end of the world, Amen.

### Geographical situation

Itshelejuba is in the province of KwaZulu –Natal in the region of Zululand which is district 26 in the Province. It is situated along N2 road which is 32 km north of Pongola Town and 67 km away from Piet Retief between the borders of Swaziland and Mpumalanga province. Our population consists of 95,387 Africans, 91 colored, 2,259 whites, 23 Indians and 295 other groups, which make the total of 98,323 in the province.



**Mr. S.R. Mhlongo.**  
**Finance & System Manager.**



**Dr. J.L.D. Garcia:**  
**Medical Manager.**

## Message from the hospital management team

Our pride rests on rendering quality and comprehensive health services to our people within our catchment's area and including those crossing Mpumalanga and Swaziland borders.

The commitment and spirit displayed by the management and the staff of Itshelejuba hospital has resulted in tangible results. It is a fact that the hospital personnel cannot work alone, the community participation and involvement is highly required. We would really like to invite the positive inputs and the channeling through of complaints using our suggestion boxes and our Public Relations Officer. We are honored to dedicate all the services rendered by this hospital to our community especially those who have recently been opened. Within the period of three years the following have started to operate at Itshelejuba hospital.

- Social work services
- Dietetics
- Crisis care center
- Occupational therapy
- Physiotherapy

- Clinic for chronic diseases
- High care unit
- Gateway clinic
- Public relations
- Facility information
- Occupational therapy
- Employee assistance programmes
- VCT and PMTCT

### HOSPITAL ADVISORY BOARD:

- Mr. B.H. Nxumalo—Chairperson from community
- Inkosi D.L. Ntshangase
- Inspector V.R. Manzini Dept. of education
- Inspector B.W. Mkhize SAPS
- Councilor A.Z. Thabede—Pongola Municipality
- Mrs. M.O. Simelane Hospital Manager
- Dr. J.L.J. Garcia Medical Manager ( Itshelejuba Hospital )
- Mr. S.R. Mhlongo Finance & System Manager ( Itshelejuba Hospital )
- Mrs. C.M. Khumalo Nursing Manager ( Itshelejuba Hospi-

tal

- Mrs. G.T. Ntshangase
- Mr. S.M. Hadebe
- MS.S.E. Xaba

### Itshelejuba Hospital Achievements :

- Competent Management team
- Newly created posts and filled
- 98% of our personnel exposed to our skill development
- Fully functioning governance structures
- Modernized Medical Equipment
- New units
- Initiative and Awareness's
- Poverty Alleviation Projects
- Recognition of Archivers
- Quality improvement Programmes .



Hospital Manager  
Mrs. M.O. Simelane



Nursing Manager  
Mrs. Khumalo.

## Numerous Services Rendered

### **GATEWAY CLINIC**

Unit manager– Mrs. M.V Zulu.

It renders primary health care services like:

- Antenatal care services
- Immunization
- Family planning
- Treatment of minor elements

### **Programmes offered:**

- Tuberculosis
- Sexual transmitted infections ( STI's )
- Chronic diseases
- Mental health care
- Nutrition
- Voluntary counseling and Testing (VCT)

### **OPD/CASUALTY**

Unit manager–Ms B.A Zikhali.

It operates 24 hours, services including weekend and public holidays.

It renders services to emergencies only :

- That's motor accidents
- Injuries
- Trauma
- Gunshot
- Assault
- Maternity patient

We would also like to inform our patients and general public of Pongola that this department will be moved to the new building next to the laboratory

where we would be able to accommodate more people.

### **Social work services**

Unit manager–Miss S.S

Magagula

We deal with:

- Family abuse
- Mental disability
- Delinquency
- Abused people
- Disabled
- Alcohol and drug abuse and other social problems .

### **Dietician**

Unit manager—Z.B. Ndamane.

This unit is responsible for providing advice on dietary issues.

We deal with the following diseases:

- Diabetes mellitus
- Arthritis
- Kidney failure
- Overweight
- Obesity
- Liver
- Tuberculosis
- Hypertension

And many other dietary advices.

For more info. Call 0341 4136221 extension 210 and 286

### **Physio/ Occupation Therapy :**

unit manager–Ms. P Nyawo.

*Programmes*

- Rehabilitation
- Counseling
- Work assessment
- Disability grants
- Home visits
- Referral outside the community
- Education
- Support group
- Resource person

### **Laboratory:**

#### **Objectives:**

Laboratory is committed to help in diagnosis of diseases, provide quality care through reliable laboratory result , to provide laboratory result without delay and to teach our patients on health issues

#### **Mission:**

We render high quality services to all age groups in our community , through dedication and co-operation with Hospital staff, we ensure that all patient results are reliable and can be used with confidence

#### **VISION:**

We render quality care to our community according to the District health system as desired by the Department of health considering our patients as our priority

#### **Services rendered:**

- Haematology
- Chemistry
- Microbiology
- Tuberculosis and,
- Other diseases

“Winners know they respect their weakness while making the most of their strength”.

# Services continue...

## Crisis care center

Unit manager-Miss S.E Xaba .

We deal with both children and adults.

This unit is working in collaboration with social workers, doctors, nursing specialists in forensic care, SAPS and the Administration of justice department.

## SUPPORT SERVICES

- Kitchen unit manager Mrs. K.N Ndlangamandla.
- Laundry unit manager Mrs. N.R Ndlangamandla.
- Suppliers- unit manager Mr. M.C. Mthembu
- Human resources -Mrs. G.T Ntshangase
- Equipment unit manager- Mrs. K.R Dlamini
- Admission and mortuary -Mr. M.O. Ngwenya.
- House-keeping- Mrs. P. T. Shongwe.
- Security services- Mr. B.P Mpangase.
- Maintenance- Mr. M. Maphanga .

## INPATIENT SERVICES

We have the following services for our Inpatient:

### High- Care :

Unit Manager- Mrs. Msibi . This is a three bedded ward for critically ill patients. This unit admit very ill patients both children and adults . It is a unit where most lives of patients are rescued more-over our referral hospital being 250 KM away.

### Peadiatric ward

Unit manager- Mrs. J.V. Dlamini. This is where we admit children up to twelve years. We admit medically ill, burnt, injured children etc.

### Medical ward

Unit manager- Mrs. T. Msibi.

This ward has got 56 beds. Here we admit medically ill adult patients mostly those suffering from hypertension, diabetes mellitus, respiratory diseases etc.

### Surgical ward

Unit manger- Mr. J.M Mkhwanazi.

Here we have got 28 beds. We admit injured patients ranging from burns ,gunshot, motor vehicle accidents etc.

### Maternity ward

Unit manger- Mr. T.G Mashewula.

Here we have got 34 beds. Expecting mothers are admitted in this section. There's a nursery where new babies

## Theatres

Unit manager-Ms T.E Nkosi

### Operations:

- Laparotomy for ectopic Pregnancy
- Caesarean section
- Skin grafts
- Circumcision
- Incision and drainage
- Insertion of an intercostals
- Closed orthopedics
- Debridements .

## X-ray

Unit manager -Ms N.F Msimango.

This department is divided into 2 sections: there's Ultra-sound and radiography .

Here we help Doctors Identify the diseases patients suffer from through taking internal photographs of patients. This is to enable doctors to prescribe medication based on what they have seen on photos.

We take all types of photos except the complicated ones that need high sophisticated cameras found at Ngwelezane.

We use specialized lubrication or oil to view the internal part of the patient body especially those that are pregnant.

## Facility information officer:

Ms N. Khanyase is in charge of this department.

This department is responsible for collecting and analyzing data related to service delivery.

The department seeks to :

- Improve communication between all departments function together with ward clerks.
- Contribute to the upper service provided by the Itshelejuba hospital.
- Ensuring that clients' expectations are within the agreed time scale.

## Public Relations Unit:

Communication is an important element in our hospital, we hope that we will meet your needs with the services provided by our hospital.

All the written complaints will be attended to immediately and the outcome thereof will be reported to you within two weeks of receiving a complaints. Six weeks are given to complaints that need intensive investigation. Please make use of our suggestion boxes in all of our Departments, for compliments / suggestions or complaints.

Contact number  
( PRO ) : 034 4132542/3  
ext 221 Fax :034 4132545.

## Hard work and commitment

### REFERAL SYSTEM

We refer everything that is above the level of the hospital to eMpangeni and hospitals for example, complicated injuries it our responsibility to

stabilize all types of patients, but keep those who are the capacity of the hospital.

#### Route for patients referral:

Emergencies are transferred by emergency ambulances straight from the hospital to the referral hospitals.

**Non-emergency:** These are transported from our hospital to Mkhuze clinic from Mkhuze to Kwa-Msane clinic at Mtubatuba than to Ngwelezane hospital and Durban by buses.

The same route is followed when coming back. Only on Monday to Friday.

Despite a number of challenges they go through, nurses and other staff members have to be appreciated for their hard work.

However, not everyone get the same appreciation some even go an extra mile when getting awarded.



Ms S.E. Xaba steps out of flight

Miss. S.E. Xaba was awarded the Cecilia Makiwane Award after she came first in the Zululand district and second in the whole province. These achievements were celebrated at Itshelejuba with other achievers who were also recognized. Those who achieved ABET certificates, as well as other categories of staff were also recognized. Certificates were issued by the hospital management and hospital Advisory Board Members. Itshelejuba hospital is proud to be the leader in educating their staff members, we also hope that more staff will be awarded with different certificates for the coming years.

## Itshelejuba Hospital Achievements

### Quality Improvements Programme:

Including mechanisms/ strategies to improve service delivery, for example, committees, ensuring quality services.

### Human Resources Management:

Management Structure, different post were created and filled, for example, Ward clerks, Ward Orderlies, Nursing Assistance, Nursing Manager, Sectional doctors, Facility Information Officer, Public Relations Officer, Dietician, Occupational Therapist etc.

### Service charter day

It was yet another important event at Itshelejuba when the hospital services were marketed to the community.

It was a wonderful occasion to observe the Provincial officials Dr S.M Zungu and Dr Mhlongo bless the event.

Other hospital managers were also present to give support for the day including the following hospital managers: Mrs. S.Z.L Ndwandwe from Benedictine, Ms W.L Ndllovu from Nkonjeni.

### Human Resource Development:

We have trained about 98% of personnel who have been exposed to different types of training including short and full time courses.

### Equipments:

All sections are having access to computers, required medical equipments are available to all sections including Anaesthetic machine, defibrillators, ECG, CTG, and Pulse oxymeter Ventilator.

Other teams were coming in as far as Bethesda hospital, Ceza hospital and surrounding.

The community leaders were also present this includes Inkosi D.L Ntshangase, the counselors and other stakeholders appreciated the work done by the hospital.

Since that day it was for first time they were invited to be informed about the hospital services and they declared as

### Physical Facility:

Paediatric OPD has been separated from Paediatric inpatients, extension of Out-patient Department with proper waiting area and consulting rooms. We hope that with this facility we will be able to accommodate patients and improve our standard of services to our community.

the great achievement for the community.

### Hospital Challenges:

**Referral System:** Referral system is the one of the challenges affecting the hospital because we have to transfer our patients to Empangeni which is between 250 km and 500 km daily.

### Accommodation:

The hospital does not have enough accommodation which has got an impact in retention of Personnel, which results to other staff looking for accommodation outside the hospital which is not safe for them.

### Geographical Situation:

The geographical situation is one of the challenges affecting the hospital as we are surrounded by the Mpumalanga Province and Swaziland borders sometimes we received patients from these places which is difficult for us, because they are not counted as within our catchment's area.



**Nine highly trained doctors with the hospital manager Mrs. M.O. Simelane (white T-shirt) and Dr J.L.J Garcia in a green tracksuit behind the manager.**

### First of this sort

It's been quite a hectic day at Itshelejuba hospital as doctors and nurses cooperated in doing a Caesarian section for Ms Sbhongile Ndinisa to deliver her new baby, born on the 30 August 2004.

Ndinisa's baby has been identified as the largest baby to be ever born in this hospital, as the male young one weighed 5,2 kg.

## Poverty alleviation

This is part of the community involvement project and vital element for poverty alleviation, since this is a poverty stricken community with related diseases.

This project started in 2002 whereby women were empowered and ITSHELEJUBA HOSPITAL contributed a great deal in this project, department of Agriculture and Non-governmental organizations (NGO's). These projects assist women to develop their Agricultural skills that could help them to open their small businesses to be able to sell their products direct to the public.



### Ramakrisma clinic comes on board

Sunday might be commonly known as the day where most people should be at churches, but that was not the case with Itshelejuba hospital as employees had to come to work on Sunday.

About nine highly trained doctors came to Itshelejuba hospital on Sunday 24 October in their long journey to rescue lives of the ill.

The event was done under the auspices of Ramakrisma clinic which provides voluntary work by sending

specialist doctors. These specialists went an extra mile by even getting into the hospital wards to access the in-patients.

Moreover, an apparent big task was done at the hospital theatre where about 17 patients were operated. This varied into many operations ranging from Circumcision to those who came to do hernia repair.

Some patients had Breast lumps but fortunately enough they were operated and their problems were solved.



**The largest baby lies comfortable on his bed at the hospital**

Among the operating team that played an essential role in seeing to it that everything went smoothly included Surgeon Dr N. Oviedo and Anesthetist Dr A.L. Ramos. However, the scrub nurses availed themselves to contribute to this apparent big task. This included the presence of Ms L.M Noyakazi (SPN), anesthetic nurse Ms Q.S. Mthabela (EN) and floor nurse Ms X.S Mshololo. We hope that Ndinisa's large baby would grow and do great things in his society as the years progress.



## WHAT TO CARRY WHEN VISITING

### THE HOSPITAL

- Identity document
- Pension cards ( for Pensioners)
- Letter of Unemployment from a police station
- Correct Address of relative or next of kin
- All children below 16 years should be accompanied by parents or guardian.

For information contact PRO

Mr. S.C. Ngwenya :

TEL: 034 4132542/3 or FAX : 034 4132545

## HOURS OF OPERATION:

Gateway clinic (07h00-16h00) weekdays only.

Emergencies ( 24 hours)

All other services (07h00-16h00)

NB After hours, weekdays are for emergencies and maternity cases only.

Visiting Hours ( 11h00-12h00) everyday.

15h00-16h00

18h00-19h00

*It is requested that all patients to visit the hospital during early hours of operation to access comprehensive services*

## Winner according to PRO

Winners know that winning is not everything, but the will to win is everything.

Winners fall but they don't stay down, they stubbornly refuse to let fall keep them from climbing.

Winners don't give up when life gets rough, they hang on until the going gets better.

Winners are flexible they realize there is more than one way and are willing to try other ways.

Winners never quit and quitters never win.

If you fail don't sit back, but prepare to come back...how? By introspection.

By S'thabetso Ngwenya (PRO)



**Itshelajuba hospital PRO, S'thabetso Ngwenya enjoying his daily duty.**

*As the editorial team we would like to pass our sincere thanks to everyone who participated to make this publication a success.*

*However, special thanks go to the hospital management who granted us the right to have our first newsletter published.*

*Despite some challenges we had to endure but, we are delighted that we managed to conclude this publication and made it accessible to you, our Dear reader.*

*We would like to remind that there are still more publications of this nature coming your way in the near future.*

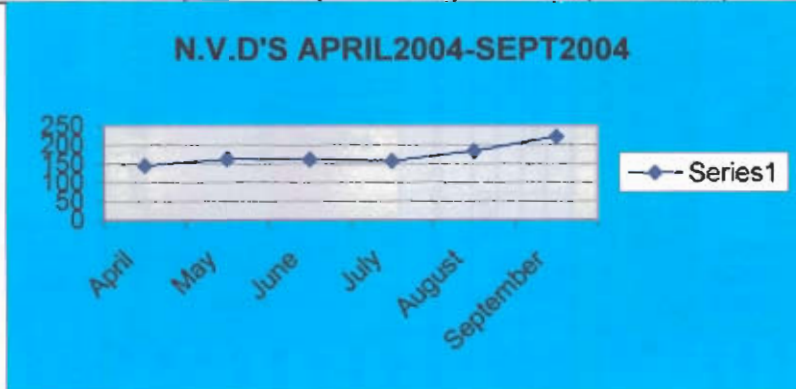
*Through your cooperation and your support we indeed hope that the next publication would be highly advanced compared to this one.*

*May you enjoy reading this publication and we value you.*

**Deliveries**

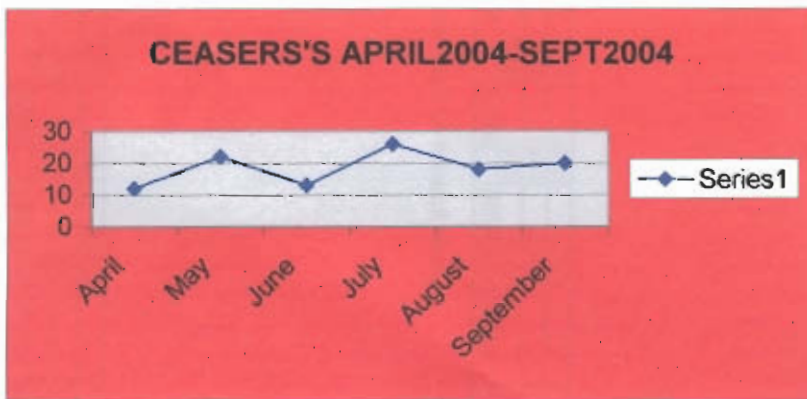
**N.V.D**

April	May	June	July	August	September	October	November	December
145	162	161	157	183	221			

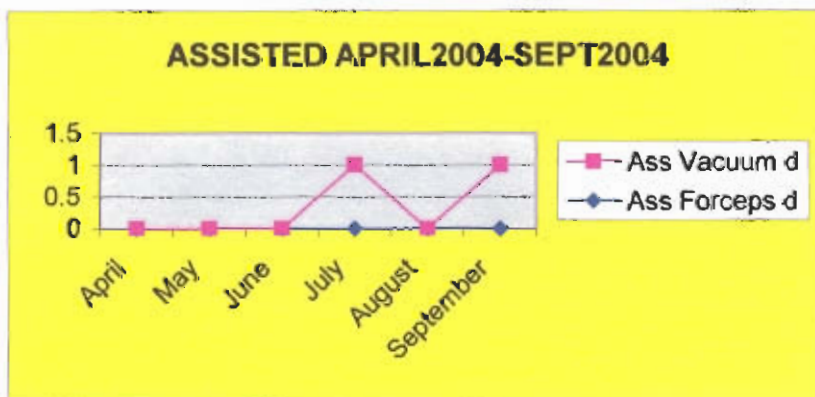


**Caesarean section**

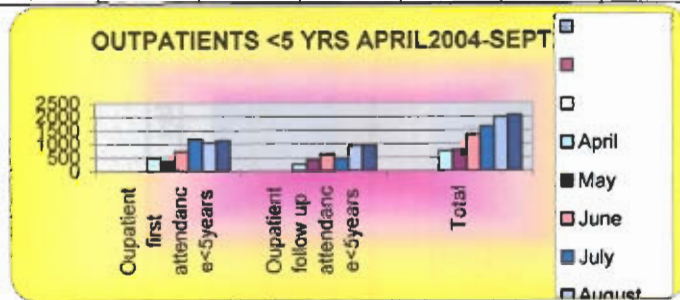
April	May	June	July	August	September	October	November	December
12	22	13	26	18	20			



	April	May	June	July	August	September	October	November
Ass Forceps d	0	0	0	0	0	0	0	
Ass Vacuum d	0	0	0	0	1	0	1	

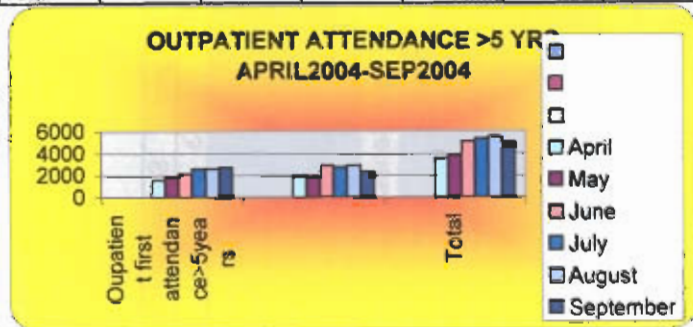


Outpatients < years	April	May	June	July	August	September	October	November	December
Oupatient first attendance<5years	493	370	723	1170	1043	1118			
Oupatient follow up attendance<5years	247	400	608	458	944	939			
<b>Total</b>	<b>740</b>	<b>770</b>	<b>1331</b>	<b>1628</b>	<b>1987</b>	<b>2057</b>			



Total number of patients <5 years attended specialized/general outpatient department during the reporting period

Outpatients > 5 years	April	May	June	July	August	September	October	November	December
Oupatient first attendance>5years	1570	1828	2152	2595	2613	2714			
Oupatient follow up attendance>5years	1996	1946	2913	2746	2916	2316			
<b>Total</b>	<b>3566</b>	<b>3774</b>	<b>5065</b>	<b>5341</b>	<b>5529</b>	<b>5030</b>			



Total number of outpatients > 5 years attended specialized/general outpatient department during the reporting period

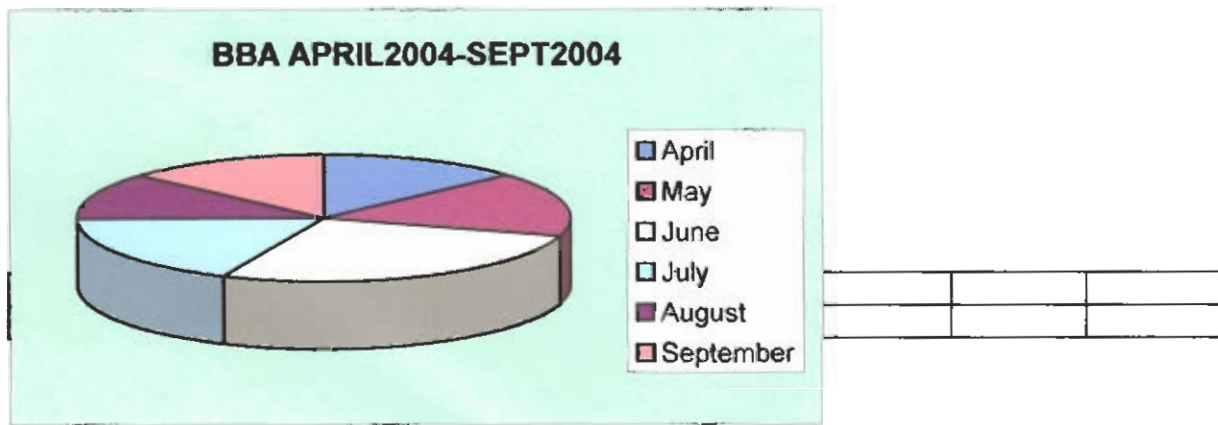
**Live birth 2500+**

April	May	June	July	August	September	October	November	December
155	180	166	161	183	218			



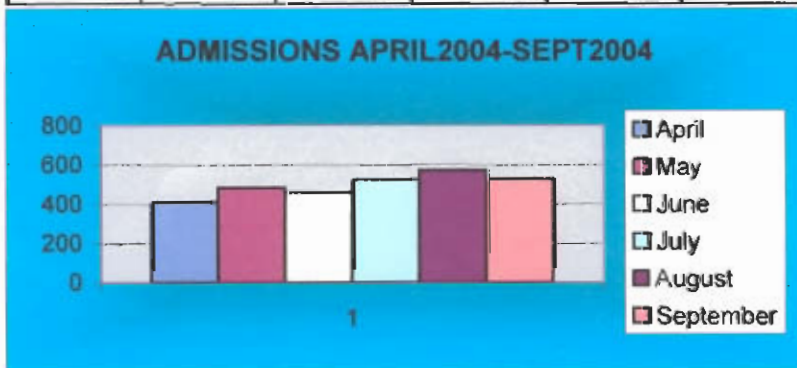
**Born Before Arrival**

April	May	June	July	August	September	October	November	December
9	11	18	12	8	9			



**Admissions**

April	May	June	July	August	September	October	November
410	484	460	526	573	529		



Total number of patients admitted to the wards during the reporting period