

January /February 2007

"Sisonke Senza Umehluko"



TO THE POINT

In his quest to strengthen the provision of quality health care at King Edward VIII Hospital, Chief Executive Officer, Mboneni Bhakiswayo has announced that all Senior Management Members must set aside time to visit their service points in order to ensure that problems threatening to hamper service delivery are dealt with promptly and efficiently.

Bhakiswayo made this important announcement during the First Senior Management Meeting in 2007 held at the Hospital on the 15 January 2007. He further highlighted that the year 2007 should generate more enthusiasm and commitment from all staff at King Edward Hospital to work together as a team in order to fulfil the mandate of providing quality health care to all citizens of KwaZulu Natal. "This year we shall implement operation 'Kanye Kanye' (together) in order to ensure that together we work towards making a visible difference in the lives of the people of KwaZulu Natal" he concluded.

* In line with the provincial health awareness calendar, King Edward hospital has embarked on a number of activities to observe the pregnancy awareness week which started on the 12th to the 18 February 2007. Amongst other things, a team of midwives visited schools around Etheke District to engage communities on pregnancy related issues.

Ezasekhangela

"Festive Fortune for new moms at KEH"

As most people turn their focus away from the year 2006, Nokulunga Chonco(18) of Mayville, West of Durban, still has lingering memories for the year, as she was named 'mom of the year' because of her baby boy, Simphiwe, who was born at 02h30 am at King Edward VIII Hospital on Christmas day.

Describing her fortune at an interview with *Ezasekhangela* a few hours after giving birth to her 2,8kg baby boy, Ms Chonco said "This is the most pleasing gift I have ever received in my entire life, I was not expecting that my first baby would ever make me feel so proud and popular. I thank God for him"

Simphiwe, meaning 'God given gift' as he was named by his mom, was the first baby born on Christmas day at King Edward Hospital on the year 2006, thanks to a sterling work by the labour ward employees.

Meanwhile, a female from Matietiele also stepped into the new year with excitement after delivering a 3.6 Kg baby boy at 03h40 AM on New years day. Nothaweni Nzima (25), who currently resides with the father of her baby in Mayville says it was a huge blessing that her baby was born on new years day, the same day she was celebrating her birthday.

"It was such coincidence that I had to give birth exactly on the same day I was born, its unbelievable." She commented in her half conscious state."



Baby Simphiwe was born on Christmas day at KEH



Baby Nkosphe was the first to see the light in 2007.

The two boys were quick to see their luck when Mr. Victor Xaba, a good Samaritan, took it upon himself to shower them with gifts on their first day on earth. Both mothers expressed their great excitement at the gifts their children received and thanked Mr. Xaba for his generosity.

Diligent Civil Servants get 'accolades' for commitment

King Edward VIII Hospital Chief Executive Officer, Mboneni Bhakiswayo has commended individuals and Directorates that have shown commitment in providing health care service during the year 2006.

Speaking at last year's prestigious Service Excellence Awards Ceremony held at the Hospital's Jubilee Hall, Bhakiswayo congratulated all employees who had gone an extra mile in providing health care service to the clients of King Edward Hospital. Bhakiswayo described the hospital as old and dilapidated but said he was pleased with the way employees have maintained

a good standard of service behind such old structures and walls.

"Despite various challenges facing the hospital, you have continually served our people with passion and pride and I sincerely commend you for that", he quipped.

The event was aimed at recognizing excellence in service delivery, which is in line with the Batho Pele principle of 'encouraging innovation and rewarding excellence'.

All recipients of awards had been nominated from various categories of staff in different

directorates of the hospital.

The event was graced by the presence of high profile officials from Government and the private sector. Amongst distinguished guests were, Pastor Vusi Dube from Etheke Community Church, a representative from the Office of the Premier in KZN, Ms Tengi from the Public service commission, Dr Ndlovu, CEO at Mahatma Gandhi Hospital and other CEOs from various health care centres in KZN.

Speaking on behalf of all the recipients, Mr Zamokwakhe Biyela applauded senior management for the initiative.

ECR Christmas 'magic' gift to KEH 'Peads'



Adrian Smith (pictured), a well known Durban Magician, kept the pain away from the faces of the kids when he flattered them with his hilarious and fascinating magical moves.

Smith, unexhaustedly, displayed his magic from one ward to the next, making kids laugh until their eyes were filled with tears.

It was an amazing moment as kids stood and watched how Smith displayed his magic.

"I cannot believe what I see, how can a piece of cloth turn into a ball, its amazing" commenting one of the kids in amusement.

Alongside Smith's magic was a musical performance by the former Pop Idols Celebrity, Melanie Lowe, who continuously gave the kids a polished rendition of the Christmas Carols.

It was indeed a day to remember for the young ones At KEH.

Anxiously awaiting kids at King Edward VIII Hospital were caught by a surprise at last year's "Toy Story" visit by East Coast Radio, when an unexpected magician, flaunted his magical stunts in front of over 200 admitted kids, on 20 December 2006.

"new appointments"



Ms Lindiwe Nqeketo
Assistant Manager -HRD



Mr Thokozani Hadebe
Health and Safety Officer



Ms Thembi Nzama
Employee Assistance Practitioner



Ms Oyama Godo (contract)
Medical Manager's Secretary

Mthiyane receives praises for his "good" leadership

'A well mannered, fully competent, and a humble civil servant, are some of the leadership qualities that have motivated clients at Haematology Department into developing a close knit relationship with the Unit Manager, Mr Sthembiso Mthiyane.

According to Mr Govender, a long standing client at Haematology, Mthiyane has always remained passionate about his responsibility as a manager and also as a civil servant, such that at times he would start his work at five in the

morning simply to ensure that no clients are left to wait long before being served.

"Unwittingly, Mthiyane himself gave testimony about his clients commendations to him when he, together with his team, arranged a clients' special Christmas celebration on the 20 and 22 December last year, to wish all his clients a peaceful Christmas.

Addressing the clients during the event, Mthiyane said " Hematology as-

NEW PRO READY TO ROLL



King Edward VIII Hospital Senior Management Team, has welcomed the appointment of Mr. Siyabonga Cele to a post of Public Relations Officer with effect from the 01 December 2006.

Mr Cele has taken over the reigns from Mr. Ndabezihle Sibiyi who has since joined the department of Finance and Economic Development at Pietermaritzburgh.

Speaking at a Senior Management Meeting in December last year, Chief Executive Officer, Mboneni Bhekiswayo was quick to point out the significance of maintaining good relations with the clients in order to ensure constant quality health care service delivery to the people.

"I want to state categorically that King Edward Hospital has a standing principle of working together to create a better life for the people of KwaZulu Natal, therefore a Public Relations Officer is an important vehicle to communicate messages about our plans to improve health care to all our people. I have no doubt in my mind that you will find space within us to make a positive contribution to our mission of "being a leading hospital in providing innovative quality health service in the spirit of ubuntu" He concluded

Before joining King Edward Hospital, Mr Cele was based at G.J.Crookes hospital, in Scottburgh. He has vast knowledge in the field of Public Relations and communications.

cribes to family whereby they treat one another as brothers and sisters.



Mr Sthembiso Mthiyane addressing the Clients at Haematology Dept During the Christmas function on the 20 December

Service Excellence Awards—through the lens



**QALA KAHLE, QHUBA KAHLE
QEDA KAHLE !**



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1. Mrs M. Bhengu receiving an award from the Hospital CEO
2. Pastor Vusi Dube (ECC) receiving a token of appreciation from the Hospital CEO after delivering an inspiring speech to the healthcare workers at KEH
3. Mrs Tengi from the Public Service Human Rights Commission
4. A well disciplined team of ushers ensured that our dignitaries are accompanied to their rightful seats.
5. Mbali Mthembu in her stunning outfit energetically led the programme to the end
5. Ms Marlene Govender jumped at the rare opportunity of being congratulated by the CEO
7. Dr B.O. Baloyi receiving an award on behalf of the PRO's Office
8. Mr Zamokwakhe Douglas Biyela Thanked Management on behalf of the recipients
9. Distinguished guests paying special attention to the proceedings of the event
10. Shell Road to Fame would have undoubtedly spotted the musical talent from Muzi Mbatha.

11. An excited crowd of staff members dancing to the music
12. The Hospital choir ensured that all guests were entertained with music

QALA KAHLE, QHUBA KAHLE ,QEDA KAHLE !

A call to work together to advance service delivery

Being a regional hospital, King Edward VIII is one of the biggest hospitals in the province of KwaZulu Natal, and has a responsibility of serving almost up to two thirds of the total population of the province.

Essentially, this calls for a strong workforce and enhanced commitment to ensure consistent quality care to the volumes of people who constantly flock down from various parts of the province, to access high levels of medical care at King Edward Hospital.

Undoubtedly, the workload at King Edward has no comparison to that of its counterparts at a district level.

Factually, no single person can handle this kind of workload alone, hence this calls for a joint operation of the workforce to maintain a continuum in the health care process.



KEH staff listening to the CEO's presentation

In view of this collective approach Chief Executive Officer, Mr Mboneni Bhekiswayo has called on all categories of staff to work solidly as a team to advance service delivery to the people of KwaZulu Natal.

Bhekiswayo articulated the mandate during a series of meetings, initiated by his office, targeting different categories of staff, In his first meeting that he held with

the clerical staff on the 30 January 2007, Bhekiswayo emphasized that all staff needed to work together towards a common goal, that of providing quality health care to the clients of King Edward Hospital.

" the first step to quality care is to honour the basic work principles, like coming to work on time, wearing your name badges at all times and presenting yourself as a public servant and an officer at work," Bhekiswayo said to a house full of clerical staff.

These meetings also served as a platform for the employees to voice their concerns about issues that threatened to dampen their spirit of providing quality health care , and amongst other issues, was the shortage of professionals within the scarce skills category.

"I would not have coped if it wasn't for her support "

In many households today, exist a very compromised family structure, in which Grandmothers have now been obliged to take over sole parental responsibilities for their grandchildren whose parents have succumbed to death at their very early stages of life.

Once grandmothers take over the role of parenthood , they have a duty to ensure that such a child whose mother and father have passed on as result of disease is not swallowed by anxiety due to the unpleasant incident of loosing

both parents. In most cases that would call for psychological intervention, which the grandmother would have to ensure the child receives.

Mrs Majozi of KwaMashu township, a grandparent who is the sole guardian of a child whose parents passed on says she would not have coped had she not been supported so dearly by Mrs Z.P. Msomi, an Adherence counselor at King Edward VIII Hospital.

" She brought back hope to my life, I was so depressed , I could see the burden of



Mrs Majozi of KwaMashu Township

looking after this child getting heavier, but she managed to ease the pain and made me feel strong again, I will not forget her for that " said Mrs. Majozi

Employees to benefit from envisaged boost in the wellness programme



King Edward VIII employees are set to benefit from an envisaged boost in the wellness programme, targeted for the next financial year. According to the CEO, Mboneni Bhekiswayo (pictured),

this is part of a strategy to curb social and health problems affecting employees at work.

Bhekiswayo made this groundbreaking announcement during a series of meetings with different categories of staff in the last week of January, this year.

"In the next financial year, if funds are available, we will boost our wellness programme by procuring recreational equipment for our employees to strengthen their wellness so that they can stay fit and be more productive at work ,Bhekiswayo said.

This announcement follows shortly after the appointment of a full time Employee Assistance Practitioner, whose responsibly, amongst others, is to provide an opportunity for employees to access professional aid that will help them deal with problems and constraints cramping their lifestyles and ultimately affecting their work performance .

Responding to the announcement by the CEO, Thembi Nzama, the new EAP , said she was very grateful that the programme has received recognition from the Senior Management