



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

King Dinuzulu Hospital Complex

PO DORMERTON, 4015
75 DR RD Naidu, SYDENHAM, DURBAN

Tel: 031 242 6000: Fax: 031 2099586

thami.Chizama@kznhealth.gov.za

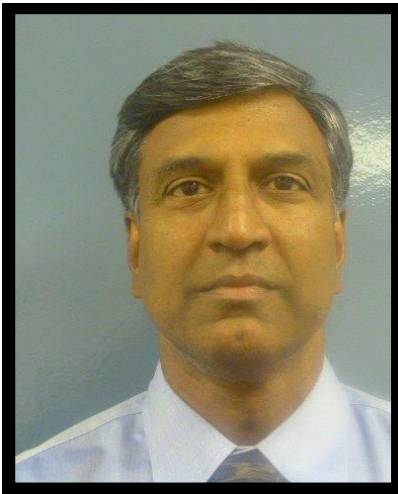
Ezakwa Dinuzulu

NEWS

SEPTEMBER

Dear Colleagues

It's time to say goodbye! Much has happened over the past 10 years of my tenure as a CEO at KDHC.



Outgoing C.E.O Dr. K Naidu



Dr Z.F. Dlamini acting C.E.O

I arrived in February 2009 from Greys Hospital when King George V Hospital as it was previously known was in the midst of revitalization both in terms of Infrastructure Development and Expansion of Clinical Services. We witnessed the integration of the Oral & Dental Training Hospital into the current Hospital Complex, the commissioning of the new District Hospital and the renaming of the King George V Hospital to King Dinuzulu Hospital Complex.

There were difficult and indeed stressful times. We were successful in addressing these challenges due to the team spirit, dedication, cooperation and determination displayed by all of you. However, there remains unfinished business in the road ahead viz commissioning of the TB Complex, Phase 2 of the Psychiatric Unit and the remainder of the District Hospital beds. Of greater importance, is that we must continue to strive to improve the quality of care to our patients with the reality that we are working within an increasing resource constraint environment.

I wish to take this opportunity to thank all Health Care Workers for their unwavering commitment to services delivery at KDHC. I also want to thank Organized Labour for their ongoing support and holding Management accountable for good governance through our robust discussions at the IMLC meetings.

I am certainly going to miss the KDHC family as I have worked with many of you both as a Clinician and as a CEO for many years. I wish the incoming CEO all the best in the challenges ahead and hope that you will give him/her all the support.

Thank you.

Sincerely,

FIGHTING DISEASE, FIGHTING POVERTY, GIVING HOPE

HIGH PRAISE FOR NURSES FROM DR MBALI MHLONGO

Dr Mbali Mhlongo, the **vice principal** from the University of KwaZulu-Natal has reminded all nurses that theirs is a service to mankind, and also urged them to challenge how the public healthcare system works in order to bring about change, and help achieve the highest healthcare standard.

Speaking at an International Nurses' Day event held at King Dinuzulu Hospital on **may 2019**, Dr Mhlongo said it was high time that nurses got acknowledged as the backbone of the healthcare system.

"Nurses play a vital role in all aspects of healthcare, including campaigns like measles prevention, preventive and promotive health, prevention and management of communicable and non-communicable diseases. Lately, we see nurses leading in initiating patients on ART.

Their level of commitment and care are much valued in both urban and rural areas, including remote areas of the country. Nurses' contribution is critical in the achievement of the nation's healthcare goals. Emerging global threats such as, new pandemics, infections, and natural disasters have added to the pressure and demands on healthcare services. The services of nurses are crucial for a response system that a government creates to meet these challenges."

International Nurses' Day is named after Florence Nightingale who was born on 12th of May in 1820 and is respected and honored for "changing the face of nursing from mostly untrained profession to a highly skilled and well- respected profession" as well as turning the Nursing profession into patient - centered work.

"On this day we express our sincere gratitude to those individuals who form the backbone of our health system (Nurses). As one of the most trusted and respected health professions, nursing has a critical role to addressing the multiple health challenges that are being faced all over the world. Nurses are the heartbeat of the health system and are required to respond to the health needs of individuals, families, communities and the world. Nurses are ideally placed to lead and inform health services decision - making and policy development therefore have a fundamental role to play as a patients' advocates."

"Nursing being the largest health profession across the world, working in all areas where health care is provided, has vast potential and value to finally achieve the vision of Health for All. Nurses are the backbone of every health system. They account for more than half of the global health workforce and are vital for realizing the vision of universal health coverage. Nurses play a vital role in all aspects of healthcare, including campaigns like measles prevention, preventive and promotive health, prevention and management of communicable and non-communicable diseases. Lately, we see nurses leading in initiating patients on ART.

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She urged nurses to become voice to lead.

"More than any other health profession, nurses spend most time with patients and their families.

Nurses have first-hand knowledge of the stories that have an impact on the health and wellbeing of patients.

Every nurse has a story and every story has the potential to improve the health system and enable individuals and communities to achieve their highest attainable standard of health.

Policy makers are distanced from the requirements that make an effective and people-centered health system; to them it is peripheral. To nurses, it is the daily lived experience.

The right to the highest attainable standard of health requires nursing insight to challenge how the system works and how it can be improved.

INTERNATIONAL NURSES DAY 2019 provides three important messages for nurse and policy makers:

Nurses save lives and improve health and wellbeing

Nurses are a vital access point to 24/7, birth to death, emergency and ongoing care

Nurses are the foundation to quality, affordable, accessible care

Today we honour nurses for their dedication, commitment and enthusiasm. They need to know that we appreciate their efforts on a daily basis. We owe our nurses respect and dignity so that they provide the best possible care to patients

In closing I'd like to remind you colleagues about the **CORE VALUES** of our profession

- **Caring:** A culture of caring, is a fundamental part of the nursing profession, promoting health, healing, and hope in response to the human condition
- **Integrity:** respecting the dignity and moral wholeness of every person without conditions or limitation;
- **Diversity:** affirming the uniqueness of and differences among persons, ideas, values, and ethnicities.

Excellence: A culture of excellence reflects a commitment to continuous growth, improvement, and understanding. It is a culture where transformation is embraced, and the status quo and mediocrity are not



Dr Mbali Mhlongo

Ethics and Professionalism Launch on the Nurses Day Commemoration 2019

Candle lighting ceremony



Institutional champions and Mrs Isaac the Champion

King Dinuzulu Hospital Complex launched the programme of action re-ethics and professionalism. This took place after a series of intensive training for all categories of nursing staff on the ethical code of conduct, these training were conducted by the nursing Manager and the Ethics champ. Activities includes the formal introduction of the institutional champion and reps for all departments.

The Sashes' "How can I help you" these will be worn by the nurses during visiting hours to improve communication with the visitors



Safety awards— Killed a Snake



Service excellence for an outstanding midwife.



2019 Hand Hygiene Campaign



Many departments participated and demonstrated during hand wash campaign



Importance of hand washing in hospitals

Hand hygiene is described by many health care workers as the single most important tool in preventing the spread of health care-associated infections between patients.

According to WHO, there are few definitive data on the patient-care activities that are most likely to transmit bacteria to health care worker (HCW) hands, but there have been several studies that identified many possibilities. Although bacteria have been found on HCW hands after activities such as wound care, intravascular catheter care, respiratory tract care and handling patient secretions as expected, bacteria also have been found on HCW hands after so-called “clean” contact, such as taking a patient’s pulse, temperature or blood pressure.

Organisms found on HCW hands after such patient contact range from *Klebsiella* spp., *Staphylococcus aureus*, *Clostridium difficile*, MRSA and gram-negative bacteria. However, direct patient contact is not the only way HCW hands can be contaminated. HCWs can acquire bacteria on their hands by touching contaminated surfaces in the patient environment and simply by touching a contaminated chart at the nurses’ station, according to the literature.

Washing hands before and after patient contact seems like a simple solution to prevent the spread of bacteria between patients. Most hospitals have hand hygiene policies in place that guide their employees to do just that. But it is not as simple as it seems.

Nursing New Curriculum plus CPD training

The reforms in nursing i.e. phasing out of the legacy qualifications, the new curriculum and the introduction of continues professional development (CPD) for nurses necessitated an update for KDHC nurses. The KwaZulu Natal College of nursing was invited to share this new developments with KDHC staff. The session was very informative and participative.



Dr. Z.F. Dlamini Facilitating the sessions



Mrs. Maharaj from KZN College presenting on CPD for nurses



Dr. C.Z. Mthembu -KZN College Principal presenting the new curriculum and new scope of the practice for nurses



Mental Illness awareness in MOPD -What is Addiction?

While patients were waiting for their cards Psych Team lead by ANM Mchunu conducted an in-service train on substance abuse . Addiction occurs when a person surrenders to substance/s or activity that takes control of his/her life and destroys the individual if he/ she does not seek

Denial

Denial is the main defense mechanism used by addicts and families that can be defined as inability to see problem as real. An addict has no chance of recovery as long as he/ she or their families are still in denial.

Drug Abuse

The practice of taking drugs without proper medical supervision is called abuse.

Physical dependence

A person who indulges in drugs for a while may not be able to stop without experiencing dangerous physical effects that could lead to possible death.

Psychological Dependence

Not all medical drugs harm people but they want to go on using the drug. The belief that they will get if they don't have these drugs makes it difficult to resist these drugs. This is psychological dependence.

Tolerance

With many drug types, a person initially only needs a small amount to get the desired effect, but with continuous use the body becomes immune to the drug and more of it is needed to get the same effect. This is called tolerance. Chasing the "original high" could lead to death by overdose.

THE 3 DEADLY SINS CAREGIVERS COMMIT IN HANDLING SUSTANCE ABUSE

THE FAMILY'S ROLE IN ADDICTION: DENIAL, ENABLING AND CO-DEPENDENCY

How much a family is affected by a substance user's problem depends on how long they have lived with it, how advance it is, how much shame and secrecy surrounds it, and the role and responsibilities of the person with the disorder. If the problem is left untreated, family members will also develop destructive behavior's, such as denial, enabling and co-dependency.

Because certain behaviors become routine you have trouble seeing how unhealthy they are, and how they contribute to the problem.

Denial

Denial occurs when family do not recognize, or refuse to admit that substance abuse is causing serious health, work, school, relationship, or financial problems. Family members are prone to denial about how serious the problem is, how it has "spread" through the family and affected family relationships, and how they themselves may contribute to the problem. As addiction in the family become more severe, the family's denial may also, until the truth comes so obvious and the crisis so dramatic that denial doesn't work anymore. Social stigma also results in family denial.

Enabling

Enabling includes behavior by family members that allow people with substance abuse problems to avoid the negative consequences of their actions. It may include many things, such as

- Collecting money from family and friends to pay the person's bills.
- Repeatedly covering up for someone at work.
- Moving someone when they pass out.
- Staying silent in the face of repeated inappropriate or destructive behavior.

Purchasing medication perceived as a cure for addiction

Enabling can be done by parents, siblings, co-workers, supervisors, neighbors, friends, teachers, doctors or therapists. Although enabling begins as a way to protect the person from harm, the enabler eventually becomes part of the problem.

Co-dependency

Like enabling, the term co-dependency refers to being over-involved in another person's life, having a preoccupation with other people's behavior and a sense of guilt when not tending to the other person's needs. Melodies Betties, in her book Co-dependency No More: How to stop Controlling Others and Start Caring for yourself, describes the "rules of co-dependency" as the following:

- It's not OK for me to feel.
- It's not OK for me to have problems.
- It's not OK for me to have fun.
- I'm not lovable
- I'm not good enough.



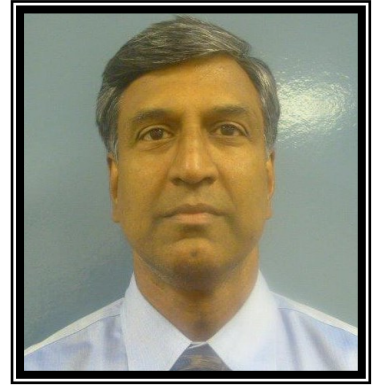
In-service training by Sister Blanche



Support group for Asheville distributing pamphlets

FAREWELL MESSAGE FOR DR RUBEN NAIDU

On behalf of the Management of KDHC it is with mixed feelings that I bid farewell to Dr Ruben Naidu, who has been the CEO KDHC from 2009 to date. He also worked at KGVH previously as a MO in the TB unit and in Management prior to being appointed as CEO at WWH and subsequently at Greys Hospital. Firstly we congratulate him on reaching retirement as Head of Institution in the Public service. This is a difficult, challenging and formidable position to hold for such a long period of time.



I never imagined that Superman could actually retire and am still in denial. I somehow presumed that he will always be around.

He works hard and plays hard. He is a man for all seasons.

Politically conscious and aware Medic, Ruben Naidu blazed the liberation flame in the 1980's and ranks highly in the gallery of the brave.

Dr Ruben Naidu is a man gifted with an analytic head, standing tall between his broad shoulders.

The Medic who loves fun, is diligent in road running, analyzing books and an untiring perfectionist. He is a Struggle Activist. What is outstanding about him, is not simply that he was an Ideologist of the struggle. He worked hard, ran clinics and gets involved in many community development activities.

As it turned out this is the group that departed in 1970's determined to join the armed struggle and lift it to even greater heights. Some continued with their studies and became a new breed of Medical Doctors, who returned to the country and were committed to the Public service.

Dr Ruben Naidu is a Struggle Veteran.

Being a charismatic leader who also leads by example, he can do almost any job from being a Doctor to an Engineer.

He has managed to win the hearts and minds of most of the staff at KDHC during his tenure. He is very influential and is able to accomplish things that most others would fail to deliver on. He is able to multitask and handle many issues in a short space of time, getting everyone to buy in and have a sense of ownership of the decisions taken. He has good communication, conflict and negotiation and interpersonal skills and a good sense of humor, which sometimes lightens the load.

He also acquired good financial management skills and is very resourceful in meeting the needs of patients, staff, the community and our neighboring hospitals to whom he has always extended a helping hand. He was always accountable for his actions and encouraged the members of EXCO and MANCO to do the same. His adventurous spirit allows him to readily take up any new challenge in life.

The responsibility for commissioning the new District Hospital and managing the Redevelopment at KDHC whilst services were in progress was delegated to him– this was extremely difficult for management and he held the team together, through this challenging journey.

Farewell Dr K. Naidu



He has endeared himself to many people at KDHC, the EThekweni District, The Pietermaritzburg Complex and the whole of KZN and even has friends in other Provinces and abroad as he studied in Dublin. Ruben is a wonderful Human Being who has taught us a lot about life and leadership. His favorite quote is “Everything rises and falls on Leadership”. He is compassionate towards patients and their families and often makes up for shortcomings. We felt comfortable and secure when he chaired difficult redress meetings or complaints. We will certainly miss this comfort as he leaves.



On a personal note, he is married to Uma who is an Educator with 3 lovely well educated daughters, two of whom are Doctors and one is an Accountant. They will certainly keep him busy in his retirement. I'm sure Dr Naidu will pursue many of his interests and hobbies.

He has recently obtained a Diploma in Palliative Care and will give some of his valuable time to the Hospice. I hope and know he will always be a friend to KDHC and provide support to this institution, as it occupies a special place in his heart.

I wish Dr Naidu good health, long life, joy and prosperity in the future.



Pregnancy awareness campaign

The Department of Health uses Pregnancy Awareness Week to strengthen pregnancy education and stress important issues that promote healthy pregnancy and safe motherhood.

Pregnant women should start attending antenatal care as soon as they suspect that they are pregnant and certainly within their first trimester.

Early antenatal care attendance provides:

the opportunity to exclude and manage existing medical conditions which can be aggravated by the pregnancy, such as hypertension, diabetes, infections and anaemia

free HIV testing and voluntary counselling (VCT)

early recognition of danger signs in pregnancy and post delivery

birth preparedness and complication readiness

self care including nutrition and high standard of hygiene

Information on the role of the father, the male partner and the family.

Pregnant women need to know their rights, including:

The right of a woman to choose her companion who will provide her with support during pregnancy and childbirth, and who will accompany her to the antenatal care clinic as well as she goes into labour.

The right of the woman to be treated with respect, dignity and confidentiality

The right of the woman to ask questions and also to get explanation about her condition.



Sister Mahaye conduction in-service training to ANC clients



Mr Ndumiso Manzini– the Dietician conduction in-service training



QUALITY MANAGER IMPROVEMENT PROGRAM BY MS.T. KUBEKA

How do we define Quality of care?

Quality is vital for successful running of the health facility. Quality management is about making the health facility perform for their stakeholders from improving services, products, infrastructure, resources, systems and processes to making sure that the whole health facility is effectively functional. Managing quality needs constant pursuing for excellence, making sure that what the health facility does improves lives of the stakeholders and keeps improving over time.

What qualifies as an acceptable level of quality for the health facility is ultimately a question for the stakeholders, how they view the care that is rendered to them. Quality is critical to satisfying clients and retaining their loyalty so that they continue seeking services in future. Clients are the most important group of stakeholders at our health facility. Through Patient Experience of Care, we are engaging with our stakeholders to be open and inform us about the care they received, in order to improve.

We need to know and understand our stakeholders' needs in order to deliver an acceptable level of quality. We get to know their needs through welcoming Complaints, Compliments and Suggestions. Redress and an apology are offered to clients whose expectations were not met.

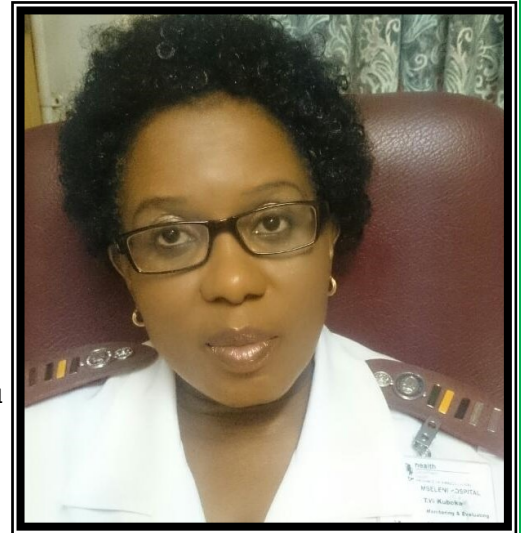
In order to succeed, there should be a strong governance to define the health facility's aims and translate them into actions, robust interactions between systems and processes working together to make things stay on track and the culture of improvement to keep getting better. This is done through Audits and development of Action plans to remedy the situation and prevent reoccurrence of similar situations.

Managing quality effectively can enhance the facility's brand and reputation, protect it against risks, increase efficiency, boost staff morale and keep staff interested to rendering services to clients. Staff Satisfaction Surveys are conducted to ensure staffs remains relevant to provision of health services to our clients.

Quality applies to everything, every task, every service rendered; action or decisions taken in the facility can be judged in terms of quality - How good it is? Is it good enough? How can it be made better?

Quality is the responsibility of everyone, from CEO to intern is responsible for quality of what they do. Different people will have influence over different things that affect the quality of an organization's output. Having said that, it is important to have staff that can provide the knowledge, skills, tools and guidance to help everyone else play their part in determining and achieving the required level of quality care. Provisioning of Orientation & induction to staff; and Training and development activities ensures that staff continues providing best quality care to our stakeholders. Making our stakeholders satisfied is the most important aspect for providing great patient care; are patience, understanding, compassion and sympathy. In order to achieve quality care, health care should be safe, effective, timely, efficient, and equitable and people centered.

In conclusion, quality is not just a box to tick or something ones pay a lip service to. Failures resulting to poor governance, ineffective assurance and resistance to change do and can do serious consequences for the health facility and stakeholders at large. Quality Team is dedicated to protecting and strengthening the organization by making sure stakeholder's needs are met and ideally that their expectations are exceeded. Quality is not just being reactive or disaster prevention- it's about achieving great results seizing the opportunity to get better and better all the time. **We need to work as a TEAM: Together Everyone Achieving More!!!**



Woman's forum 2019

The women at King Dinuzulu Hospital complex, arose to the proposal by the Department of Health to empower women and launched the King Dinuzulu Hospital Women's Forum on 22 August 2018.

The purpose of the forum is to create a platform for all women to voice their issues that are effecting them in the workplace, in a safe and supportive environment. The forum also allows for networking and sharing of best practices. The forum maintains women empowerment and gender equality. The executive committee members have regular meetings , at least every quarter and the amount increases before a project is to commence. The forum's networking team cascades important information to staff. In December 2018 an awareness campaign on women and child abuse was held , the cycle of abuse , collecting evidence on abused victims correctly and a march raising concerns were highlighted. The June event was a fun event loosening up in the midyear, sharing best practices, how to make a healthy smoothie , sarrie tying , doek floek and games. We are currently planning a Women's Month Programme. The staff at King Dinuzulu Hospital Complex are actively involved , we appreciate them! **OUR AIM AS THE FORUM ,IS TOO KEEP ON , KEEPING ON, TOGETHER WE WILL ENCOURAGE LOVE AND GROW!**



WOMANS DAY 2019 CELEBRATION

King Dinuzulu Hospital Complex women's forum decided to host a session to empower each other on various aspects awuthule ulalele.

Be a visionary woman

God created a woman because things were not perfect. something was missing. Woman is not limited of what she can do (Proverbs 31 vs 10-31, gives a vast description of the many ways women can improve the world.

Definition

A visionary woman is a woman that thinks about the future or advancements in a creative and imaginative way. A person who is ahead of her time and who has a powerful plan for change in the future.

Every woman must have faith so as to be able to reach her vision/destiny

Faith means being sure of things we hope for and knowing that something is real even if you don't see it.

E.g. it is by faith we understand that the whole world was created by God's command, so what we see was made by something that cannot be seen.

A visionary woman must understand that she is not here merely to make a living, but she is here in order to enable the world to live more amply with greater vision. You are here to enrich the world

How to achieve your vision?

- Freedom is being with you without anyone's permission.
- In life there will always be someone who cannot see your vision.
- Make sure you don't get attached to people's attention so as to avoid dying because of their rejection, make sure you get attached to your vision.
- Build your own dreams, or someone will hire you to build theirs.
- Some women choose to follow men and some choose to follow their dreams, remember that your dream will never wake you up and tell you that it doesn't love you anymore.

As a woman you don't need a man for you to reach your destiny, but you need yourself.

Get attached to yourself

- The greatest hindrance of your vision is being stacked on other people's opinion and permission
- You must get used to the fact that people will sometimes abandon you, you are the only one that cannot abandon you, learn to enjoy your own company.
- Be yourself, because everyone is taken
- The hardest battle you will have to fight is the battle to be yourself, wanting to be someone else is a waste of who you are.
- Spend more time with people and in places that give you the privilege of being yourself.
- Get attached to your vision and mission.
- Make no apologies for following your vision. A man on a mission needs no permission.
- Keep your dreams alive. Understand to achieve anything requires faith and belief in yourself, your, vision, hard work, determination and dedication.

Remember all things are possible to those who have a vision.

Dr.N.Madlala



Dr.N.Madlala



To day we talk about Medial liaison at KDHC

Title: Media Enquiry Policy

Policy no: PRO 2014

Policy statement

- a. The management and the public relations officer will be present during media interviews.
- b. Media interviews will be carried out responsibly, factually and within the protocols of the Cooperate Communication.
- C. Patient Rights will be respected during such interviews.

Objectives

To enhance the prestige of King Dinuzulu Hospital Complex by projecting a positive image of the Institution

To provide information about the hospital, to external and internal customers stake holders.

To establish good working relationship with the media also minimizing negative coverage.

Procedure

1. When media enquiry is received the Public Relations Officer will inform the Management and Cooperate Communications department.
2. The particulars of the journalist must be obtained e.g. name, address, company etc.
3. All Questions should be written forwarded to the Public Relations Officer including dead line, date, time and a copy will be sent to Cooperate Communications Dept.
4. An approval will be issued by Cooperate Communication for allowing media representatives to interview or to take photographs of patients.
5. Concern form shall be obtained for photographs below or above 21yrs.

Patient Rights should be protected at all time.

Mr. Thami Chizama
PRO

Public Relations Officer



Mr. Thami Chizama
Reporter/photographer



Mrs. Nontokozi Ntuka Intern
PRO