

Zigeleza noMsele

Newsletter



health

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Health
PROVINCE OF KWAZULU-NATAL

MSELENI HOSPITAL

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APRIL-JUNE 2011

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Umkhankaso wokusokwa kwabesilisa esiBhedlela saseMseleni usahamba kahle



Ikhasi 3

**Ukubaluleka kweziguli
eSibhedlela
saseMseleni**



Ikhasi 4

**Have you ever wondered
how Mseleni Hospital
Mortuary operates?**



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**Meet Mseleni Hospital's
new faces **Pages 6,7,8****



Babefike ngobuningi babo abafana bazokwenza isiko lokusoka kwaMduku eMakhasa Tribal Centre; kanti-ke nabahlengikazi basesiBhedlela saseMseleni nabo bawenza ngokuwuthokozela lomkhankaso.

Fighting diseases, Fighting poverty, Giving hope

The hospital manager's corner



Dr. V.G. Vredlund, CEO, Mseleni Hospital

Thank you to all staff who have been working hard to care for patients and raise the standards at Mseleni Hospital in line with the National Core Standards. We have made good strides to-

wards accreditation so if you can do more let's see how high we can go. Will we be the cleanest Government Hospital at the end of the competition? It will need us to make that happen. And remember each day it is your responsibility to make your fellow worker happy and keep your area clean.

The new buildings that are being constructed include staff accommodation and Therapy Department incorporating: Occupational therapy, Physio, Dietitian, Psychology, Optometry, Audiology and speech. Underneath will be a storage for pharmacy (as a temporary measure) and equipment. Plans are underway for a new Gateway clinic and Pharmacy at the gate.

Daily we should thank God for the resources that are placed at our disposal and ask for grace and wisdom to use them well whilst we aspire to better in the future.

The HIV/AIDS epidemic has placed a heavy burden on our community and we need to take every action to reduce its impact. Good treatment of infected people and prevention of spread are our job. 22293 people have been tested and 3349 were found positive since the start of HTC in May 2010; we have also circumcised almost 1000 men (and probably prevented up to 200 new infections); therefore, let's test, let's treat, let's prevent, let's educate and let's model appropriate behavior ourselves.



Mseleni Hospital Public Relations Officer, Mr. Thulani Mdluli

It is with warmth welcome once again that God has given us this opportunity to update you about what is happening in your working place. Kindly, note that communication office has a new PRO Intern, Mr.



From the editor

Thabani Ntuli until December 2011 (**6 Months**). This energetic young man has been instrumental ever since he came, thus it makes things easier to communicate either internally or externally. Moreover, this newsletter has been created by him. Should you wish to contact the office anytime you will be now assisted.

Thanks to all staff members for your unflinching support you have shown in terms of campaigns that we have been doing so far. **HCT program** was wonderfully conducted even though we didn't reach the target, thanks to HIV counselors and other staff involved. **MMC Camps** were also conducted successfully, even though pegs are still a challenge to get them as soon as possible, but the statistic is

satisfying, thanks to all staff involved.

Hoping that together we shall make Mseleni Hospital look like a Hospital.

Let us now continue pushing our National Health project which is "**Make Me Look like a Hospital (MMLLH)**". Ever since the National project has been introduced, we have noticed the pleasing client survey results, even though staff attitude complaints are still coming but I believe it is going to change.

All survey & audit results are shown on page 10 and 11.

Thank you



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

Fighting diseases, Fighting poverty, Giving hope

“Ukusoka kunganciphisa amathuba okuthola izifo zocansi”



Abahlengikazi belungiselela ukusokwa kwabafana

Intshisekelo kanye nogqozi kwakubhalwe emehlweni nje kubafana ababephume ngobuningi babo beze emkhankasweni wokusoka. Phela lapho kwakuseMakhasa Tribal Authority, KwaMduku mhla zingamashumi amabili nesishi-yagalolunye (29) enyangeni kaNhlangulana (June 2011).
“Njengoba-ke nize lapha ukuzosokwa akusho-ke ukuthi angeke nisalithola igciwane le ngculaza kanye nesandulela salo, phecelezi i-HIV/AIDS uma nenza ucansi olungaphephile. Kodwa nje lomkhankaso uyingqhingana lokwehlisa amathuba okuthola yinoma Ngabe yiziphi izifo zocansi ezithelelanayo (sexual transmitted diseases). Phela njengoba sizokwenza leli siko, sizama ukubuyela ezimpendeni zethu njengesizwe sendabuko, nanokuphephisa iSizwe sakusasa obhubhaneni” kusho uMnumzane **Thulani Mdluli** ongumxhumanisi we-Sibhedlela saseMseleni.



Udokotela Rachel waseSibhedlela saseMosvold ezolekelela emseleni

Phela isibhedlela saseMseleni asiqali ukwenza lomkhankaso wokusokwa

kwabafana ube yimpumelelo. Nyakenye (2010) ngenyanga kaZibandlela (December), lomkhankaso wenziswa endaweni yakwaMbila, kwaMashabane nakwaNibela.

Kuze kube yimanje asikaze sibike um biko wobucayi noma ukusweleka kwempilo emveni kokusoka. Okusho ukuthi ithimba lika

Dokotela u V.G. Fredlund liwenza ngokucophelela nothando lomkhankaso.

Asibonge kakhulu ukuthi kuzo zonke lezindawo esenzile bekuba khona ukubambisana okuhle nobuholi bendabuko. Sibonge kodokotela bakwezinye izibhedlela ngokusilekelela kulomkhankaso ube yimpumelelo.

Kanti-ke nabahlengikazi bakhona eSibhedlela saseMseleni basebenza ngokukhulu ukuzikhandla lokhu njengoba phela babuye babaqwashise abafana ngokubaluleka kokusoka nokuzinakekela ngendlela emveni kokusoka.

Nakuba-ke abafana babejabule ngendlela eyisimanga ngokuthola leli thuba, kukhona idlanzana elalimadolonzima. Kodwa-ke ngokuhamba kwe-sikhathi iningi lagcina lisiqungile isibindi.

Nakuba abaningi singakhonanga ukubenza ngenxa yokushoda kodokotela kodwa sakwazi ukuthi sihlele ukubalanda ngebhasi sizobenzela esibhedlela ukuze sikwazi ukuthola abasebenzi kalula.

Kuyathokozisa ukusho ukuthi nase-makliniki sesiqalile ukwenza lomkhankaso futhi uhamba kahle.



Umhlengikazi u P Mbuyazi utshela abafana ngobuhle bokwenza isiko lokusoka

Siyamema-ke kuyo yonke indawo eyakhele isiBhedlela ukuba abesilisa beze ukuzosoka ukuze bahlale behlanzekile futhi bephephile, **kumahlala**.



UT.P. Mdluli naye unikeza abafana izeluleko zezempilo

Ukubaluleka kweziguli eSibhedlela saseMseleni



Iziguli eSibhedlela saseMseleni zilinde ukuthola usizo lwezempilo

Iziguli siyisivakashi esibaluleke kakhulu emagcekeni ethu. Isiguli asincikanga kuthina, kodwa yithina esincike kusona. Isiguli asisona isiphazamiso somsebenzi wethu, kodwa siyinjongo yawo. Isiguli asisona isifikanamthwalo kodwa siyinxenye enkulu yomsebenzi wethu. Asisisizi isiguli ngokusilapha nje, kodwa yisona esisizathina ngokusinikeza ithuba lokusebenza.” La mazwi akhulunywa ngu mholi odume kakhulu emhlabeni jikelele ngeqhaza elikhulu owalibamba ekulweleni amalungelo esintu owayengokudabuka eNdiya, **uMahatma Ghandi**.

Njengoba-ke phela iSibhedlela saseMseleni sizibophezele ekuthuleni nasekunikezeleni izidingo zezempilo eziseqophelweni eliphezulu impela emphakathini, yingakho-ke sikuthola kubalulekile ukukhuthazaumphakathi ukuba udlulise imibono kanye nezikhalazo ezingase zibe khona. Lokho phela kubalulekile

ngoba kuzoqinisekisa ukuthi isibhedlela siwusiza ngokulindelekile yiniumphakathi. Amabhokisi okudlulisa imibono kanye nezikhalazo akhona ezindaweni ezahlukeneumphakathisesibhedlela; kanti-ke futhi nezikhalazo zi-



Abahlengikazi basiza iziguli

yadluliselwa kumphathi wewodi nomaumphathi waleso sigceme osuke unesikhalazo kuso. Emva kwalokho iSibhedlela saseMseleni siyazibophezela ekulandeleni nasekuxazululeni lesosikhalazo ngendlela okuyiyona. Yingakho phela njeumphakathi unxuswa ukuba ungawashiya amagceke esibhedlela ungazange wakhulaza uma khona ukunganeliseki okuthize.

Phela iSibhedlela saseMseleni

siyawazisa futhi siyawahlonipha amalungelo eziguli. Amalungelo-ke lawo athi noma isiphi isiguli sinelungelo: lempilo engcono nendawo evikelekile, lokuthathwa kweinqumo mayelana nokwelashwa, lokuthola usizo lwezempilo, lokuba nolwazi ngempilo yaso, lokuba nomshwalense noma ukuxhaswa ngosizo lokwelashwa, lokuzikhethele usizo lwezempilo, lokwelashwa yilaba abafake amazisi, lokungadalulwa kolwazi ngaso, lokuqonda ngesinqumoso kwelashwa, lokwenqaba ukwelashwa, lombono wesibili, lokuqhubeka ngokwelashwa kanye nokukhalaza ngezinhlelo zezempilo.

Kodwa-ke kubalulekile nathi njengeziguli ukuba singawahlukumezi amalungelo kodwa sibe yingxenye yomsebenzi “Patient Responsibility”.

Have you ever wondered how Mseleni Hospital Mortuary operates?

NORMAL HOURS OF WORK

Our mortuary operates between 7h30 AM – 16h00 PM from Monday-Sunday (7 days a week). If there are any emergencies arising, prior arrangements should be made with the person in charge in OPD, administration section during working hours. If it is after working hours, communication should be done with the Hospital Supervisor during that particular time to explore if any arrangements can be done/ or are possible.

PROCEDURES TO BE FOLLOWED AFTER THE PATIENT HAS PASSED AWAY

- Relatives are contacted immediately for an update of their beloved one so as to make arrangements.
- The corpse will be taken to hospital mortuary.
- Relatives are advised to come to the mortuary officer before 16h00 pm. If the mortuary is full relatives are informed as to make private mortuary arrangements.

THE STATUS OF THE MORTUARY

- Mortuary consists of only 15 Shelves (this implies unavailability of enough space).
- When the hospital mortuary is full, the hospital is compelled to have an alternative, so as to keep the body in a refrigerated place due to our very hot climate.
- The arrangement was made that it is taken to the only nearest private mortuary facility (Charles Blessing Funeral Services)
- The hospital pays for only two days so that the relatives will make quick arrangements.
- After two days, the relatives



Signage at Mseleni Hospital with directions to different health services

must do their own arrangement with the private mortuary, either taking the corpse to their mortuary of their choice or continue with this one.

IMPORTANT THINGS NOT TO BE FORGOTTEN BY OUR CLIENTS

- Do not forget your ID book.
- Have right accurate contact details (for you & your relative).
- Have right accurate physical address.



Mortuary direction sign at Mseleni Hospital

For a death certificate of your loved one, Mseleni Hospital has a Home Affairs office that specializes in issuing birth and death certificates.



**DEPARTMENT OF HOME AFFAIRS
UMNYANGO
WEZASEKHAYA**
IZITIFIKETI ZOKUZALWA NEZOKUSHONA
CONTACT: Ms. T.V. ZULU
SIYABONGA

Mseleni Hospital warmly welcomes its new staff

From time to time, new people join Mseleni Hospital with the very same ambition and commitment to deliver high quality health care to our community. Therefore, once again here are the staff members that joined the hospital in the previous quarter.



T.M. Ngqabayi,
Assistant Nursing
Manager



N.N.V. Mkhwanazi,
Assistant Nursing
Manager



N.A.G. Kgaka,
Pharmacy Manager



C.H. Bell, Com
Serve Doctor



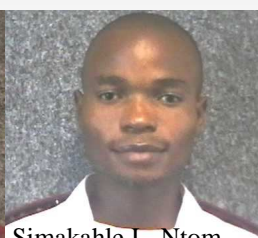
B.D. Shoba
HRP(Labour Relations)



M.C. Vilakazi,
Professional Nurse



Z.H. Shabangu, Pro-
fessional Nurse



Simakahle L. Ntom-
bela, Professional
Nurse



N.M. Zikhali (Social
Worker)



T. Bell, Social
Worker



M.N. Thwala,
Enrolled Nurse



T.C. Manzini,
Enrolled Nursing
Auxiliary



N.C. Ngema Enrolled
Nurse



A.Q. Mthembu,
Enrolled Nursing
Auxiliary



P.S. Mbonambi, En-
rolled Nursing Auxil-
iary



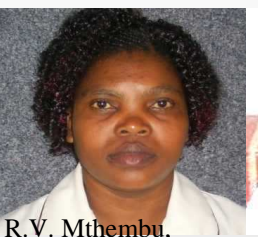
S.P. Qwabe, Enrolled
Nursing Auxiliary



Z.C. Dlamini,
Enrolled Nursing
Auxiliary



P. Masikane,
Enrolled Nursing
Auxiliary



R.V. Mthembu,
Enrolled Nursing
Auxiliary



T.N. Giyama,
Enrolled Nursing
Auxiliary



N.W. Mabuza,
Enrolled Nursing
Auxiliary



K.P.N. Ntuli,
Enrolled Nursing
Auxiliary



JJ Mngwengwe,
Enrolled Nursing
Auxiliary



N.J. Dlamini
Enrolled Nursing
Auxiliary



L.C. Mabaso,
Enrolled Nursing
Auxiliary



S.B.W. Manukuza, Lay Counselor



S.P. Nxumalo, Lay Coun-



N.S. Nxumalo, Lay Counselor



P.N. Mbuyazi, Lay Counselor



N.N. Lombeni, Secretary Volunteer



Left: T. S. Ntuli Public Relations Intern

Right: M.R. Makhoba, Data Capturer



Batho Pele in-service training is always done to our new staff members

It is normal that every time Mseleni Hospital is joined by new staff members, it welcomes them through the induction programme where they are introduced to the environment of the hospital; but most importantly, they are also introduced to governmental policies under which Mseleni Hospital is operating as a public service institution. As in the month of July Mseleni Hospital was joined by twenty-three (23) Enrolled Pupil Nurses, the induction programme was therefore done with

them. As usual, Batho Pele in-service training was part of the induction programme. The importance of this subject is the fact that it is a national governmental policy that ensures excellent service delivery from all public servants.

Mr. T.P. Mdluli (Mseleni Hospital Public Relations Officer) was facilitating Batho Pele in-service training, he went through all of its eleven (11) principles and thoroughly explained on how each of them could be applied and implemented in order to

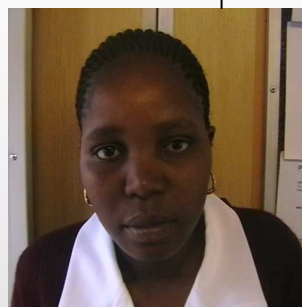
ensure excellent service delivery. He, moreover, warned the new staff about various unacceptable behaviors that are mostly done in workplaces, among the few of them were: drinking on duty, coming late to work, bunking and negligence as well as staff negative attitude towards clients. He reminded them that the purpose of their services was to help and make difference in the lives of the patients.



Left: F.M. Mnguni, Enrolled Pupil Nurse



Middle: D.C. Makhanya Enrolled Pupil Nurse



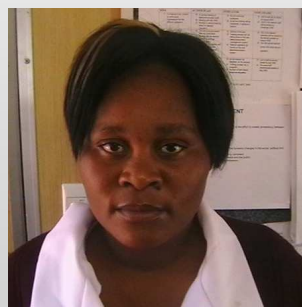
Right: B. Ndimande Enrolled Pupil Nurse



Left: B.P. Mathenjwa Enrolled Pupil Nurse



Middle: B.I. Xulu Enrolled Pupil Nurse



Right: B.T. Mabuza Enrolled Pupil Nurse

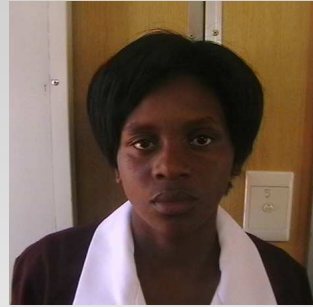
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X.P. Myeni
Enrolled Pupil Nurse



T.P. Mangeni
Enrolled Pupil Nurse



T.N. Mhlongo
Enrolled Pupil Nurse



S.C. Makhanya
Enrolled Pupil Nurse



S.N. Mngomezulu
Enrolled Pupil Nurse



S.N. Gwala
Enrolled Pupil Nurse



N.D. Manukuza
Enrolled Pupil Nurse



R.T. Sithole
Enrolled Pupil Nurse



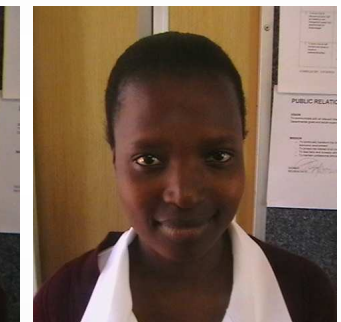
N.X. Mthombeni
Enrolled Pupil Nurse



G.K. Mkhonto
Enrolled Pupil Nurse



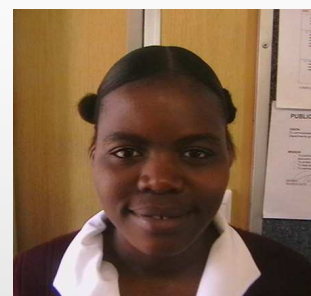
L.G. Mzimela
Enrolled Pupil Nurse



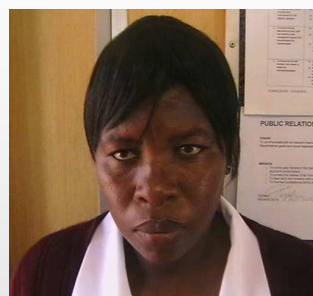
N. Sibiya
Enrolled Pupil Nurse



Top Left: N.S. Gumede
Enrolled Pupil Nurse



Top: N.P. Nsibande
Enrolled Pupil Nurse



Left: S.A. Mthembu
Enrolled Pupil Nurse



L.B. Qwabe
Enrolled Pupil Nurse

G.Z. Buthelezi
Enrolled Pupil Nurse

**Silwa nezifo,
silwa nobubha,
sinika ithemba**





Tribute to our late staff member

Isibhedlela saseMseleni sidlulisa okukhulu ukudabuka ngokudlula emhlabeni kuka mama u T.D. Mbonambi (osesithombeni kwesobunxele) okade esebenza khona ekhishini. Sengathi uNkulunkulu angaduduza abuye alaphe nezinhliziyo ezephukileyo. May her soul rest in peace, your service will be truly missed.

Clinics under Mseleni Hospital re-evaluate their performances in service delivery through “Client Satisfactory Survey”

Client satisfaction surveys on April-June were also conducted in all Mseleni Hospital clinics. The questionnaire was comprised of the following questions and statements that are based on Batho Pele principles:

1. ACCESS

There is a rank/bus near the Hospital?
The route to casualty/ outpatient within the Hospital was clearly marked from the main entrance?
Wheel chairs were provided for disabled and extremely ill patients?

2. COURTESY

There was a seat provided for me in the waiting areas for consultation.
The security at all entrances treated me courteously.
The clerk proving me with folder was courteous and helpful.
The nurse treated me courteously.
The doctor treated me courteously.

3. ENVIRONMENT

The outpatient department was clean.
I was examined in privacy.
The toilets were clean.
The consultation room was clean.

4. COMMUNICATION

The doctor asked for my permission before examining me.
There was an interpreter available to translate to the doctor.

The doctor introduced himself/herself to me.

The doctor listened to my problems.

I was greeted by a nursing sister.

The nursing sister introduced her/ himself to me.

5. QUALITY OF MEDICAL CARE

The nurse explained to me the use of my medication.

The doctor explained to me my diagnosis.

The doctor explained to me the results of my test in a way that I understood.

I was informed of the effects of the medication prescribed.

I was satisfied with what I received.

I was provided with health education and health promotion material in the hospital.

GENERAL

I will recommend this clinic to my family and friends.

NB: Another questionnaire will be introduced for Make Me Look like a Hospital.

See Survey results on PAGE 11

Ukweneliseka kweziguli esiBhedlela saseMseleni

Exit surveys are conducted with patients when they are released from the hospital; they are given an opportunity to express themselves on the hospital's hospitality. The following compliments were expressed by pediatric ward inpatients.

“Siyabonga impela, inhlalo yami lapha esibhedlela ibe yinhle kakhulu ngoba size saphuma siphatheke kahle nomntwana.”

Lungile Ndlovu



PMTCT Mseleni Hospital

“Banginakele kahle umntwana wami, ngafika naye egula kakhulu kodwa manje sengigoduka naye esephilile.”

Zandile Menyuka

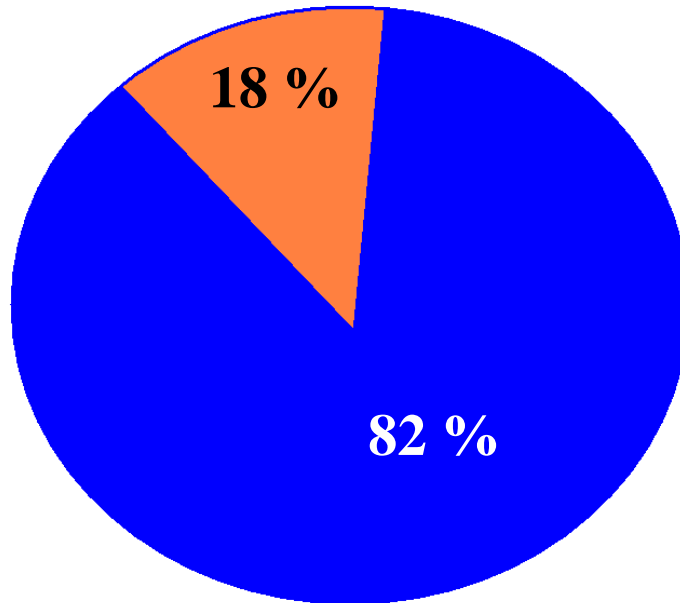
“Sithole ukuphatheka okuhle nenhlalo enhle, bekade sinakekelwa ngokuzimisela. Siyabonga ukubambisana phakathi kwabasebenzi kanye nathi iziguli khona mhla sibonana, sizobonana kukuhle futhi.”

Thabani Mdletshe

“Ingane yami iphatheke kahle impela, sengathi nezinye iziguli zingaphathwa kahle nazo.”

Thembeke Bukhosini

MAKE ME LOOK LIKE A HOSPITAL
**CLIENT SATISFACTORY SURVEY RESULTSS FROM APRIL-
 JUNE QUARTER**



HCT RESULTS
RENDERED FROM MAY 2010—JUNE 2011

**TARGET
 WAS 30 000**

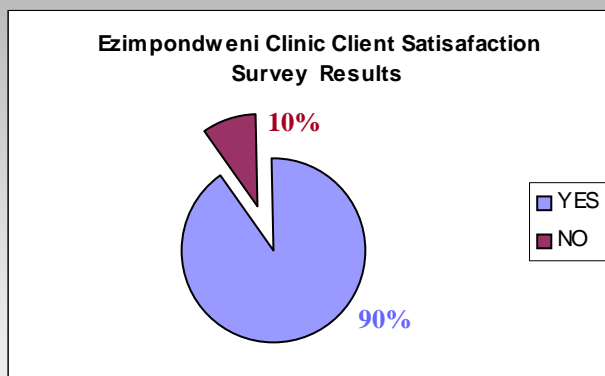
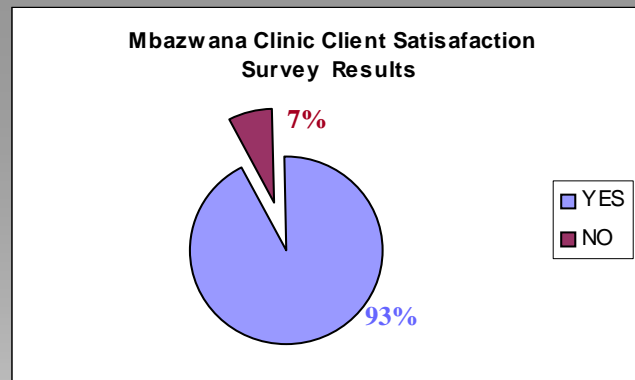
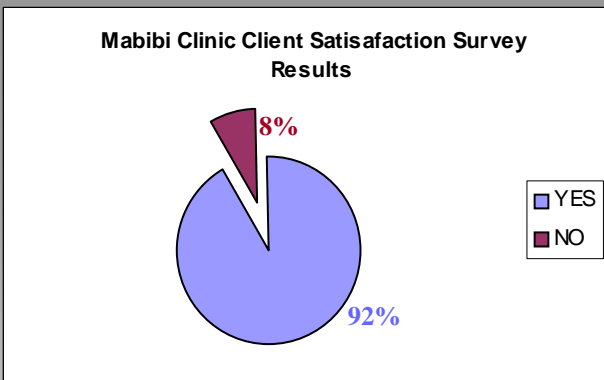
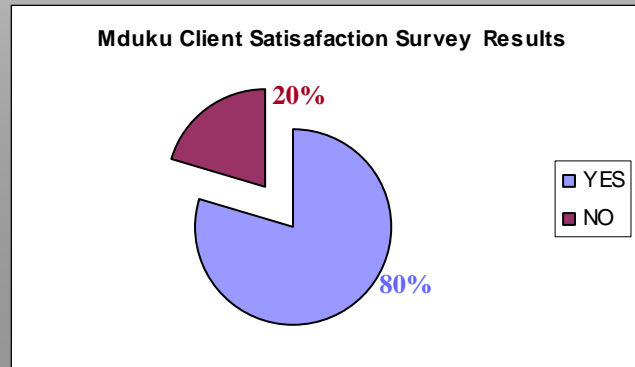
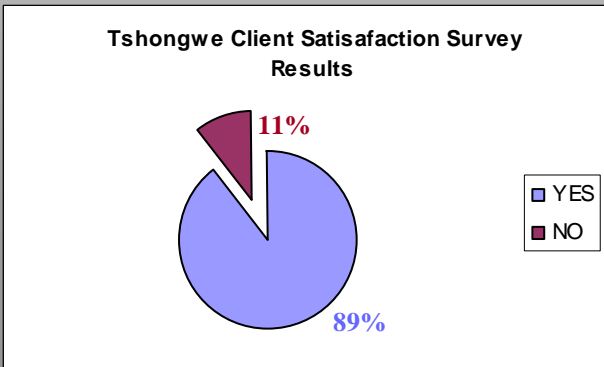
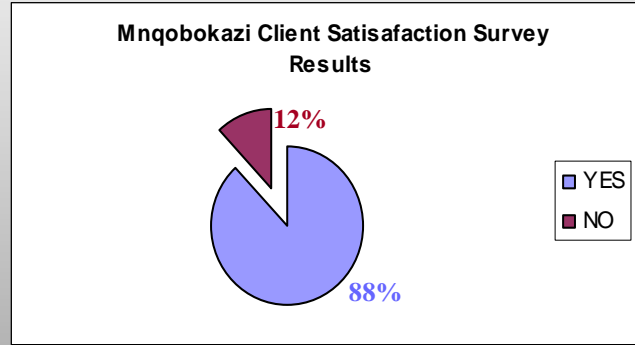
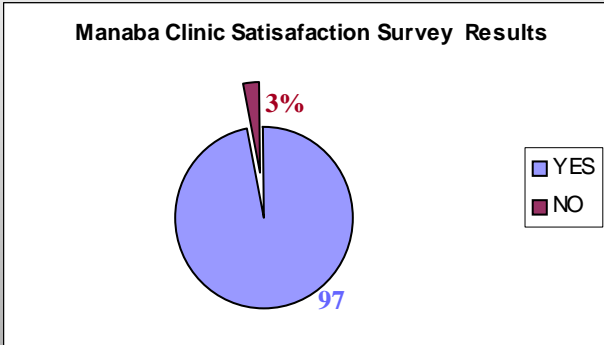
**Pre tested
 21745**

Male Medical Circumcision results as from 2010 to date

These results are showing statistics of the circumcision done in the Hospital, clinics (which is Mngobokazi, Oqondweni, Manaba & Mbazwana Clinic) as well as four campaigns done so far.

1. Campaigns	1. Nibela Traditional Authority	=	157
	2. Mbila Traditional Authority	=	37
	3. Manaba Traditional Authority	=	22
	4. Makhasa Traditional Authority	=	154
2. Mseleni hospital		=	235
	3. Mngobokazi Clinic	=	256
4. Manaba Clinic		=	33
5. Mbazwana Clinic		=	37
6. Oqondweni Clinic		=	25
TOTAL		=	956

On the questions and statements on **PAGE 9**, patients had to provide answers in a form of **YES** or **NO**, here is how Mseleni Hospital Clinics preformed on following graphs below:



National Health Awareness Days for July, August and September 2011

July	September	
Mental Illness and Awareness Month	<u>National Heart Awareness Month</u>	12-16 : Stroke Week
11 : World Population Day	<u>National Oral Health Month</u>	13 Sept - 12 Oct : Commencement of Bone Marrow Donor Awareness Month
August	<u>Albinism Awareness Month</u>	14 : National Attention Deficit Hyperactivity Disorder Day (ADHD)
National Women's Month	<u>Muscular Dystrophy Awareness Month</u>	15-19 : Victim Rights Day
Organ Donor Month	<u>Eye Care Awareness Month (spans September and October)</u>	18-24 : World Retina Week
1-5 : Rheumatic Fever Week	39/08 - 4/9: Deaf Awareness Week	21 : World Alzheimer's Day
1-7 : World Breastfeeding Week	6-11 : Kidney Awareness Week	18 Sept - 15 Oct: Commencement of Eye Care Awareness Month
1-7 : National Immunization Awareness Week	5-11 : Pharmacy Week	24: World Retina Day 25 :World Heart Day
9 : National Women's Day	5-11 : Back Week, 5-9 : Kidney Awareness Week	
12 : International Youth Day	8 : World Rabies Day, 9 : International Foetal Alcohol Syndrome Day	
22-28: African Traditional Medicine Week	12: World Oral Health Day	
31: African Traditional Medicine Day		

Back-page health snippets for your healthy life

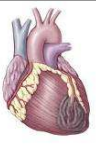


It is vital to keep healthy life when you are HIV positive, therefore:
 Cut down on or eliminate drinking alcohol to protect your liver.
 Take your ARVs as prescribed. Consider disclosing your status to others you trust-you need support. Take daily walks. Stop smoking. Get any other medical conditions such as diabetes, hepatitis and high blood pressure under control through proper treatment. Exercise at levels that best suit you. Get enough sleep. Reduce stress. Be alert to symptoms of opportunistic infections and get them treated quickly.

27%, that is the amount by which highly active people can reduce their risk of being attacked by stroke. Jogging 15 to 20 minutes a day on most days will do the job.



Smoking is bad for everyone, but the risk is greater for those with diabetes, a study from California State Poly Clinic University in the United States suggests. It is said that diabetics who smoke had higher blood sugar levels, making the disease harder to control and putting them to greater risk of complications. Nicotine raised blood sugar levels by 34 percent. Moreover, the World Health Organization (WHO) states that 5 Million people die from tobacco worldwide each year. 125 South Africans die daily due to smoke-related illnesses. That is according to the National Council Against Smoking.



New research from London's University College found that people who work eleven hours or more a day have 67% higher risk of developing heart diseases than those working seven or eight hours a day. The demands of working hard can increase stress hormones that affect the condition of your heart. And heart diseases are on the increase, according to the Heart and Stroke Foundation of South Africa- everyday 33 South Africans of heart attacks.

Mseleni Hospital's top Management sends warm regards: Dr. Fredlund (Medical Manager & Acting Hospital Manager), Mrs. C.T. Fakude (Nursing Manager), Mr. E.S. Buthelezi (HR Manager) & Mr. S.M. Zikhali (Acting Finance & Systems Manager)

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Fighting diseases, Fighting poverty, Giving hope