



health

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

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# Newsletter Zigeleza noMsele



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## Kwafundiswa ngezempilo emphakathini wakwaMlamula



Umphakathi wakwaMlamula uthamele izifundo zezempilo

**W**awufuke ngobunongi bawo umphakathi wasendaweni yakwaMlamula mhla zingama 29 November 2012. Lo mcimbi wahlelwa nguMnyango WeZempilo esibhedlela saseMseleni emva kokubonakala kwezibalo zokuthi likhulu izinga labantu abangawudli umshanguzo ngendlela okuyiyona kuleyandawo. Enye ingqinamba eyavela kwaba ukushoda kolwazi kubantu bakwaMlamula njengoba phela kwavela ukuthi abanye bayaye baphane umshanguzo okugcina kwenza ukuba bangawudli ngendlela okuyiyona.

Umphakathi wafundiswa kabanzi ngokubaluleka kukudla umshanguzo ngendlela okuyiyonayona.

Njengoba umcimbi wawuhlelwe ngohlelo lukaSukuma Sakhe, kwakuneminye iminyango ka hulumeni okubalwa kuyo Umnyango Wamaphoyisa (SAPS), Umnyango wezokuthuthukiswa komphakathi (Department of Social Development) kanye noMasipala wakwa Mhlabuyalingana.

UNKosikazi uMthwethwa womnyango I SAPS waxwayisa umphakathi kabanzi ngokuhlukunyezwa kwabantu besifazane njengoba phela umcimbi wenzeka sekusondele izinsulu eziyishumi nesithupha zokulwa nokuhlukunyezwa kwabesifazane nezingane, waqhubeka wafundisa umphakathi ngamalungelo ezingane.

## Inside this issue

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## The Acting CEO's note - Dr. V.G. Fredlund



weak, people who are distressed; people who are sick, people whose lives have been disturbed. They may be distraught, confused and in emotional turmoil. Therefore, be kind, be calm, and be supportive.



Nursing care at Mseleni Hospital

**A**t the beginning of a new year 2013 we need to remember that when we come to work we are coming to help people who are in pain, people who are

It might not be only the patients in such distress but even your work mates; it could be those you supervise and those who supervise you! Also, please be kind, be calm and be supportive.

patience, more wisdom, more endurance and that is humanly possible, but with God all things are possible.

If we are to succeed in this work we will need more grace, more

Pray for His grace in our lives and in our hospital in 2013.

## Health Education to the less-advantaged

**M**seleni Hospital Social Workers took part in a campaign event held at Lulisandla Kumntwana Children's home (Orphanage facility near Mseleni). The event was organized by the Local Drug Action Committee, under the project of Kemoja "I am fine without drugs". This event was conducted with a purpose of providing education to the orphans amidst 16 Days of Activism. Among the stakeholders were South African Police Service (SAPS) and Department of Social Development (DSD).



Miss Nokuthula Zikhali (Medical Social Worker) provided education to the children about different types of abuse such as: physical, emotional, sexual and psychological abuse. She illustrated more on how children should take care of their bodies; and to know if they are being abused by their elders.

**Top:** Children listening to the lectures

**Left:** Miss Nokuthula Zikhali (Medical Social Worker) educating children about physical, emotional, sexual and psychological abuse.



*"A good deed is never lost: he who sows courtesy reaps friendship; and he who plants kindness gathers love."*  
Basil

**Udaba luqhubeka ekhasini lokuqala ( continues... page 1)**

UCllr T.S. Mkhombo i Meyor kaMasipala kaMhlabuyalingana wagqugquzela abantu abasha ukuba bagweme ukukhulelwa ngoba lokho kubanga ubuphofu futhi kuyabaphazamisa ezifundweni zabo. Wabuye wagxeka abazali ngokungazikhulisi izingane zabo ngendlela okuyiyona, wase ukhuthaza abazali bazifundise izingane mayelana nezinguquko emzimbeni yazo.



**Kwesobunxele:** Mrs S. Mthethwa womnyango i SAPS.  
**Phezulu:** u T..P. Fakude (Lay counselor) afundisa umphakathi mayelana nezempilo.

**Victorious & Triumphant Mseleni Hospital!**

The Department of Sport and Recreation's Work and Play Programme saw Mseleni Hospital walking away with football, netball and volleyball kits; trophies and medals! This came in the midst of Department of Health's healthy lifestyle crusade!

"I would like to thank the CEO, Dr. V.G. Fredlund for the shared vision in sport in trying to achieve both our health as the workers and health of our patients" said Mr. Nkosinathi Mahlobo, Sport Chairperson at Mseleni Hospital.



**Mseleni Hospital netball team in the new kit that they won!**



**CEO Dr. V.G. Fredlund, HR Manager Mr. E.S. Buthelezi, SSMO Mr. S.S./Mbonambi, Soccer Captain Mr. B.J. Tembe, Netball Captain, Sister T. Mthabela, Finance Manager, Mr. M.S. Zikhali, PRO Mr. T.S. Ntuli and M&E Mrs. T.M. Ngqabayi posing for a snap in celebration of victory!**

*Did you know? "Through sports you will meet people with a similar interest to yourself and are likely to gain many new friends."*

*By appreciation, we make excellence in others our own property.- Voltaire*

**Fighting diseases, Fighting poverty, Giving hope**

## Implementing one of the six priorities—cleanliness

**M**seleni Hospital was acknowledged as one of the cleanest hospitals in the UMkhanyakude

District by the KwaZulu Natal Provincial Infection and Prevention Control Team led by Mrs. Masinga.

“Infection and Prevention is one of the most important element in the health establishment as it ensures that our patients do not come at our hospital with disease 1 and go home infected with disease 2!” Said Medical Manager, Dr. V.G. Fredlund.

Mseleni Hospital was found clean from the yard, offices, toilets and most importantly in the wards!

“Cleanliness is one of the Six Priorities of the Department of Health, so we would like to acknowledge our hospital cleaners who always make sure that every little part of this hospital is spotless, clean and shining; without their hard work no one would want to come to this hospital if it was dirty, so we say keep it up to the cleaner’s team.” Said Nursing Manager, Mrs C.T. Fakude.



**Top:** Cleaning staff who ensures the cleanliness in the hospital.

**Left:** Female Surgical Operational Manager Monica Nyawo with delegates from IPC Provincial Offices and Matron C.F. Ndimande



Mseleni Hospital staff united and taking a photo after receiving a pat in the back from the head office Infection and Prevention Control Team.

Umgqugquzeli wokusokwa omusha

# Circumcise be a REAL Man!

**U**Mnyango WeZempilo KwaZulu Natal ugqugquzela kakhulu uhlelo lokusokwa kwabesilisa okungangokuthi usuze waqasha ngisho abagqguzeli emphakathini ukuba banxenxe abesilisa ukuba basoke. Umnumzane Ncamane Ndlazi (osesithombeni) ungumgqugquzeli wokusokwa esibhedlela saseMseleni. Phela ukusokwa lokhu kukholelwa ekutheni



Kunciphisa amathuba okutheleleka ngegiwane lesandulela ngculazi ngo 60%! Kunciphisa amathuba okuthola umdlavuzi wesibeetho kumaqondana wakho!

Kunciphisa amathuba okuthola izifo zocansi! Kwenza ukuba umaqondana wakho aluthokozele ucansi! Kukugcina uhlanzekile! Ukusoka kumahhala futh kungaba yimfihlo!



Owesilisa esokwa esibhedlela saseMseleni

## Customer Care Training— the Batho Pele Way



Staff members who attended the training



Top Left: Thabani Ntuli (Public Relations Officer), Top Right: Ms Zama Maphanga (Public Relations Intern) doing the presentations during the training.

**S**pecial Batho Pele training was held at Mseleni Hospital in October to encourage staff members to treat patients like customers bearing it in mind that patients, unlike customers, they do not have anywhere to go

other than coming to the hospitals. Therefore the training was conducted with a purpose of improving the health service delivery at Mseleni Hospital. Among the outstanding topics of the training included: Professionalism, Telephone

Etiquette, Dress Code, Punctuality, Effective Communication Skills and Complaints handling techniques; all the topics were linked with the principles of Batho Pele.

*“Look to be treated by others as you have treated others.” -Publius Syrus*

**Fighting diseases, Fighting poverty, Giving hope**

## Clinic Committee Members and hospital boards

One of Batho Pele Principles, Consultation, stresses that community's opinions shall be asked about the public service so that they may be listened to and taken into consideration. Therefore at Mseleni Hospital, the Clinic Committees and the Hospital Board are essential elements in representing the community regarding the issues happening in the institution.



Oqondweni Clinic Committee Members having a meeting with Hospital Board members

## Curbing ARVs and TB defaulters

If you are HIV Positive, get tested for TB. Cover your mouth when coughing as TB spreads through the air. Keep windows open for fresh air and to keep the germs out. Take your medicines regularly, on time, every day. It's important to complete the course of treatment, even if you are feeling better.



Mr Malambule (TB & TB defaulter tracer) giving education about Tuberculosis to the Mlamula community.

### TB CAN BE TREATED

Don't delay if you think you have it



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*Fighting Disease, Fighting Poverty, Giving Hope*



## ARRIVE ALIVE - DON'T DRINK ON THE ROAD

## Reward for dedication in delivering excellent services



Certificate being handed to Acting C.E.O Dr. Fredlund by Cllr Vilane (UMkhanyakude District Municipality Mayor), Ms. M.P. Themba (UMkhanyakude Health District Manager) and Cllr T.S. Mkhombo (UMhlabuyalinga Local Municipality Mayor.)

**M**seleni Hospital was awarded the certificate for its dedication in delivering excellent services to the community.

This happened at an event held at Manguzi Hospital during the celebration of winning Premier Service Excellence Gold Award. Dr. V.G. Fredlund (Acting C.E.O.) from Mseleni Hospital was also honored by the Department of Health for having dedicated his life to the service of humanity for 30 years working as a doctor for the

institution. Dr V.G. Fredlund has touched many lives in the community since he arrived to settle down in South Africa in 1980 from the United Kingdom!



Representatives from various stakeholders attended the event

## Farewell to Matron N.N.V Mkhwanazi

Mseleni Hospital said goodbye to a humble and down to earth Matron N.N.V. Mkhwanazi. It was a bitter-sweet as her colleagues were sad that she was leaving while at the same time they congratulated for having accessed even greener pastures.

Sister T.P. Ngubane (Maternity Operational Manager) described Mkhwanazi as the a very intelligent person to work with; and said that surely she will be missed for her personality.



Maternity and Pediatric Wards staff members saying their goodbyes to Matron N.N.V. Mkhwanazi

## Supporting Disabled Persons in the workplace

**M**andla Makhoba (Data Capturer) shares with us some strategies to support disabled employees in the institution. Support is vital to disabled workers. Some support comes unprompted, over time and often at no cost. Support comes from both inside and outside work, and could be formal or informal.

Furthermore, empathy is most commonly found among other disabled people, particularly colleagues. Empathy and acceptance of difference is seen as very important.

### Tips

#### For disabled workers:

- be assertive not aggressive;
- accept yourself for who you are;
- be confident in asking for support;
- be informed about your rights;
- be open and up front.

#### For colleagues of disabled workers:

- do not make assumptions about disabled workers;
- be supportive but not overbearing;

#### For managers:

- disabled people are not a 'special case';
- ask disabled workers if their needs are being met;
- be aware of and allow flexible working;
- encourage mutual respect among workers;
- be well informed about support options.



Mr. Mandla Makhoba (Data Capturer) at Mseleni Hospital's Tshongwe Clinic.

## What is a nurse?

A nurse is a healthcare professional who is focused on caring for individuals, families, and communities, ensuring that they attain, maintain, or recover optimal health and functioning. A Nurse is capable of assessing, planning, implementing, and evaluating care independently of physicians, and provide support from basic triage to emergency surgery.



## Implementing Courtesy - Batho Pele Principle



It is normal that staff do not greet each other when bumping into each other around the premises at the hospital, but Mseleni Hospital's Dietician MsTreshia Bekker (*pictured*) stands out in her way of showing courtesy by greeting as many as people as possible that she meets in the premises using IsiZulu. "**Sawubona, Unjani, nami ngiyaphila**" she say! This is a good habit that should be practiced by all, especially when dealing with clients.

Batho Pele principle "Courtesy" states that citizens should be treated with courtesy and consideration. This goes beyond a polite smile, 'please' and 'thank you'. It requires service providers to empathize with the citizens and treat them with as much consideration and respect, as they would like for themselves.



*"Do to others as you would have them to do to you" Luke 6: 31*



## Shaping Up for Quality Services



**T**he spirit of working together at Mseleni Hospital prevailed in the recent visit by the Infection & Prevention Control delegation from the Head office.

This is an encouragement to propel us to even higher in working together to render best services to our customers, our friends and our families; and to achieve a highest quality service

possible! Once again we need not to forget our target in terms of six national priorities.

These form the basis of our daily activities in each corner and section to brighten our institution!

***Remember we are striving for Batho Pele—People First, Abantu Pambili!***

## Izikhungo neNgqalasizinda esibhedlela saseMseleni

Izikhungo neNgqalasizinda iyathuthukiswa esibhedlela saseMseleni. Izakhiwo zokusebenzela kanye namagumbi okusebenzela aseya ngasemaphethelweni. Lokhu kuphathelene nokuqinisekisa izidingo zengqalasizinda ehlanzekile, ephophile nevikelekile kanye nemisebenzi ephathelene nendawo yokuhlala.

Lomklamo we- MMLLH wakhelwe phezu kweminxa emine yeMigomo Engumongo kaZwelonke okuyilena: Amalungelo Eziguli, Ukuphepha Kweziguli, Ukwesekwa kwezokwelapha, Izikhungo Nengqalasizinda. Iovu) okwahlolwa ngazo lo mklamo we- MMLLH.

Inhloso kaNgqongqoshe noMnyango wezeMpilo ukuba zonke izibhedlela zifakwe ngaphansi kohlelo lomklamo we- MMLLH njengoba phela lokhu kuyoqinisekisa ukuthi zonke izakhamuzi zaKwaZulu-Natali zithola izidingo zezempilo ngendlela efanele.



Izakhiwo eziqhubekayo esibhedlela saseMseleni ngenhloso yokuthuthukisa usizo olunikezwa iziguli.



## Service Delivery through Batho Pele way

Implementation of Batho Pele Principles at Mseleni Hospital remain a guiding culture in ensuring that a good service delivery is achieved for the patients.

In December 2012 Mrs. S.F. Mthimkhulu (UMkhanyakude Health District Deputy Manager & Monitoring and Evaluation) visited Mseleni Hospital to re-educate on Batho Pele principles and on how they can be implemented in order to improve the service delivery for the community.



## Health Snippets

### Anger can add Flab to Your Abdomen

Having short temper is not just detrimental to your health, but it is also bad for the body. As you fly into a rage, the secretion of cortisol would accelerate, thus causing the fattening effect. The most affected area is around the waist. If you notice a significant expansion on the waistline, it is perhaps time for self reflection if you have been throwing tantrums too regularly.



### Tomato Sauce Provides Protection to the Heart

Regular consumption of tomato sauce is good for the health of your heart! This is because tomato sauce has excellence properties that prevent the formation of low-density proteins and cholesterol in your body, subsequently reducing your risk to heart diseases.



### Pumpkin Can Make You Brighter

The vitamin B6 and minerals within pumpkin are both helpful in converting your blood sugar into glucose. As glucose is the only form of nutrient that can be processed by the brain, it can go a long way to improve your intellect!



### Chewing Gum Can Cause Gastric Ulcer


Even harmless chewing gum can cause disease while you kill time. Your habit of devouring that chewing gum is going to cause excessive excretion of body acid. The problem is especially acute when the gum stays in your mouth for over 15 minutes; it could result in loss of appetite and a host of intestinal problems in more serious cases.



### Barbecue with Onions Is Healthy

We all hear about the adverse health effects of barbecue. This can be attributed to cancer-causing elements as meat items (specifically protein) are subject to extreme heat.





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# QAPHELA

## KUNGABA INDODAKAZI YAKHO...

### "SUGAR DADDIES"

### DESTROY LIVES

SILWA NEZIFO, SILWA NOBUBHA, SINIKA ITHEMBA



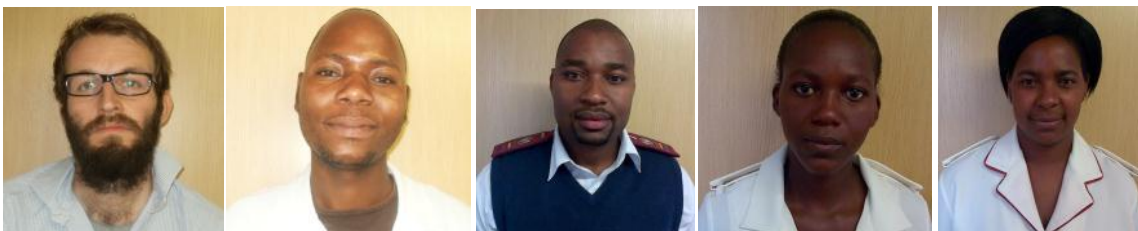
# Welcome to new staff members at Mseleni Hospital



N.M. Sithole, Pharmacy Manager    E. Baerends, Medical Officer    Mntambo, Operational Manager    S.P. Mabika , Data Capturer    S.S. Gumede , Data Capturer



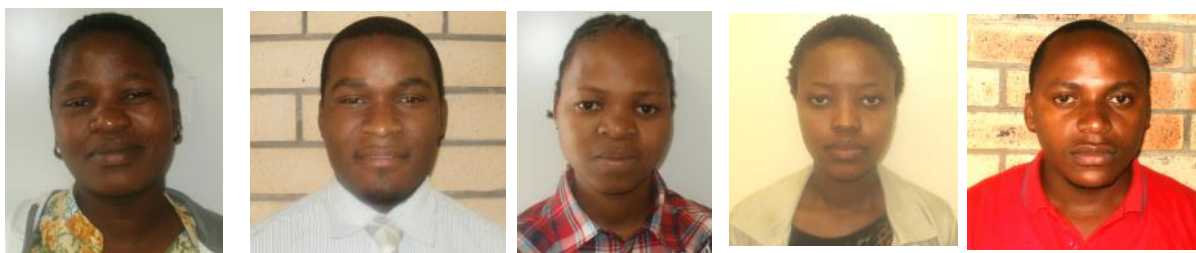
S.M. Zikhali, Driver    T.A. Ndlovu, Artisan Foreman    M.M. Malapile, Enrolled Nurse    N Vete , Enrolled Nursing Auxiliary    N.P. Dlamini, Lecturer



J.M. Lewis, Medical Officer    B Masango, Technician(Lab NHLS)    K. Manzini, Professional Nurse    N.P Vilane, Enrolled Nurse    N.N. Shabalala, Enrolled Nurse



N.R. Mthembu, Social Worker.    D. Konyashe, Professional Nurse    N.C. Mabaso , Data Capturer    Z.W. Ngubane , Enrolled Nurse    M. Mthlane, Secretary (intern)



B.C. Thwala, Data Capturer    M.J. Tembe, Data Capturer    K. Sbiya, Enrolled Nurse    NB Gumede, Pharmacy assistant    T. W. Mtshali, Data Capturer

## Mseleni Hospital's Christmas baby



**T**handeka Ntshangase (**pictured above**) from Hluhluwe gave birth to a child who was officially declared as: *Mseleni Hospital Christmas Baby*. A new born came to the world at 01:10 on a Christmas Day, 25 December 2012.

The new-born, Myeni Melokuhle (**pictured top left**) weighed 3,520 kg. Mseleni staff celebrated the birth of the child as they commemorated the birth of Jesus Christ.

Pictured left are Maternity staff members Celebrating the birth of a Christmas baby.

## World Leprosy Day on 31 January

**W**hat is leprosy?  
**Leprosy is a skin disease, commonly known as Hansen's disease. It is usually identified by sores and boils on the skin. However, it's important to know the facts about the condition instead of believing what you hear about it.**

The reality is that most people are naturally immune to the disease, and those that are not, transmission is still unlikely. More than 90% of the world's population possesses total immunity to leprosy, and close contact with those infected does not mean that you automatically become infected by it. Simple contact with a leper does not mean you will become infected. This is highly unlikely, if not downright impossible.

### **SYMPTOMS OF LEPROSY:**

- Mainly affects the skin and nerves; often in the form of boils and sores.
- Skin patches with little or no feeling.
- Thickening of the skin or lumps, especially on the face and ears.
- Pain, tenderness and/or thickening of a nerve (usually near the joints).
- Loss of feeling or weakness of fingers and/or toes.
- Loss of eyebrows, nose bleeds and a blocked nose.

### **TREATMENT:**

Leprosy can be successfully treated over 6 months to 2 years, depending on how severely a person is affected. The best time to start treatment is as soon as signs of leprosy appear. Treatment reduces the risk of the person spreading leprosy. Treatment reduces the person's risk

of getting disabilities.

Leprosy is a curable disease and treatment provided in the early stages averts disability.

### **CHALLENGE & RESPONSIBILITY OF SOCIETY TO LEPROSY**

A major problem for leprosy patients is that they are often ostracised due to their disabilities and the fear which many people have of the disease. The Leprosy Mission in KZN runs a training programme which educates and provides support to those affected by it.

facebook

Mseleni Hospital Staff Facebook Updates



Lindiwe Maphumulo wrote:

To all nurses out there may i thank you all ngeqhaza enilibambile kunzima nihlenga abagulayo,zingekho izinsiza kusebenza,nigula nani kanyenezinkinga enizithwele,engekho onibongayo kodwa ngithi kini ningapheli amandla,God will bless yu all,nize ningashitshi.



Gugu Ntombela wrote:

Sanbonan zihlobo zokumthanda uJesu ekuseni ngivuka namazwi ashiwo u Joshua\* athi uma umoya wombusi ukuvukela ungayishiya indawo yakho\* makube njalo bangani.

Phila impilo enhle

Nyakazisa Umzimba. Hamba, gijima noma dansa okungenani imizuzu engama – 30 ngosuku izinsuku ezi – 5 ngesonto.



Yidla ukudla okunempilo Yidla izidlo ezintathu zokudla okunempilo okunhlobohlobo ngosuku. Phuza okungenani izingilazi ezi – 8 zamanzi ngosuku.



Ggugquzela isimo senhlalo esingenakho ukubhema. Yeka ukubhema. Ukubhema kungenye yezisusa ezinkulu zesifo senhliziyo, esamaphaphu, kanye nomdlavuza.



Zibambe ekuzibandakanyeni nocansi kuze kube umqondo wakho usukhulile ngokwanele. Zithibe ekwenzeni ucansi ungakashadi.



Gwema utshwala nezidakamizwa. Izingane ezingaphansi kweminyaka eyi 18 azivunyelwe ukuphuza utshwala. Utshwala nezidakamizwa kuyaluthana



kakhulu, nokusetshenziswa budedengu kwalezi zidakwamizwa kungaholela ekwenzeni ucansi olungaphephile nasekwandeni kwamathuba okuthola izifo ezithathelana ngokocansi (STI).

Thembeke kumlingani wakho oyedwa. Hamba uye kwezoluleko nokuyohlola. Sebenzisa ijazi lomkhwenyana ngaso sonke Isikhathi uma uya ocansini.

The use of cellular ear-phones / head phones could result in your hearing ability being heavily compromised.



Many persons now experience hearing problems due to earphone abuse. High noise that is direct in your ear can be dangerous.

# Know Mseleni Hospital Management



**Dr. V.G. Fredlund,**  
Medical Manager  
and Acting Hospital  
Manager



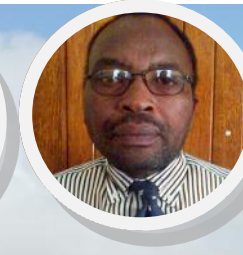
**Mrs. C.T. Fakude,**  
Deputy Nursing  
Manager



**Mr. M.S. Zikhali,**  
Acting Finance  
Manger



**Mr. S.T. Mavundla,**  
Systems Manager



**Mr. E.S. Buthelezi,**  
Human Resources  
Manager

### Vision

To provide holistic and affordable district health care service which is integrated to the District Health System.

### Mission

Commitment to deliver holistic, high quality comprehensive health care to our community through preventive, promotive, curative and rehabilitative levels of Primary Health Care. Promoting personal development and health of both worker and community members.

### Core Values

- Trust built on truth integrity and reconciliation
- Open communication, transparency and consultation
- Commitment to performance
- Coverage to learn change and innovate



## Editor's corner



October-December was one unique quarter as Mseleni Hospital was honored in different ways. The hospital received thumbs-up from the Infection and Prevention Control head office team as it led the way in the UMkhanyakude Health District in terms of implementing six priorities of the Department of Health, especially cleanliness! And also the hospital was awarded a certificate by the KwaZulu Natal Department of Health for having delivered good service to the community over the years! All that absolutely means that there is a lot of work done by staff members in changing the people's lives! Therefore, this is to say, well done to

all staff members who remain dedicated to the service of humanity. Stories covering those achievements and more are included in this issue of Zigeleza noMsele.

With thanks  
**Thabani Ntuli**  
(Public Relations Officer)



Stories, Photographs and design by:  
**Mr. Thabani Ntuli (P.R.O.), Ms Zama Maphanga, Ms. Thandeka Mlambo and Mr. O.S. Gumede (P.R.O. Interns)**

Edited by: **Mr. Thabani Ntuli (P.R.O.)**

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