

December 2007

Special points of interest:

- Good bye to community service therapist and Doctors
- Only excellence is rewarded.

Mr R Reddy: Hospital Chief Executive Officer



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The year has passed by so quickly – which leaves me wondering if it is because of my senior years' catching up or just a phenomenon experienced by all alike! I certainly hope it's the latter!

Budgetary constraints have been our biggest challenge this year nevertheless, we have forged ahead with much of our plans and thus vision for the institution.

While we continue to engage with the DOH for additional human resources - a struggle that has been going on since the beginning of the financial year, we were still able to make significant in-roads in upholding and improving service provision.

The institution had reached important milestones in terms of Service Transformation specifically relating to providing Step Down Care as is mandated for our level of care and the setting up of an MDR TB Centre for the district at this institution.

A plan to consolidate our TB beds and make way for Step-down Beds has been initiated and should be fully implemented by the advent of the new financial year.

The late release of funding for the MDR Ward has necessitated a core project team to work tirelessly in order to beat the clock and to get the ward commissioned before the beginning of the new financial year in April 2008. The project team's challenge is to transform the previously barren "waste land" around the new MDR wards into an area that will make the life of patients, who will have to spend anything up to 6 months in hospital, a most pleasant experience despite of their illness.

The Mental Health Seclusion room will be improved with additional safe guards although not to the required standard but at

least satisfactorily until a new ward has been completed.

Other services that are being provided and warrant mentioning include: the Dental Services now provided at our Murchison Clinic and at 2 of our catchments clinics and we remain the District's champion for eye services and our vision is to increase our beds for this service.

Our rehabilitation unit has been doing sterling work in outreach programs both institutionally and to our clinics. We trust that the leadership will strive to sustain, if not, improve in their efforts to continue with this much needed services to our communities.

Once again, the institution continues to make strides in areas where others are struggling. The CHIPP and PPIP are examples; we are making maximum use of these programs to identify areas for improvement and ultimately to ensure the reduction of mortality of our children.

The efforts of our ART & HAST Teams must be applauded for the strides made in down-referral to PHC level. The challenge continues to be the integration of the program institutionally with TB management.

Our Nursing Management and Administration have also shone this year as they continue to work harmoniously as a team. The recent Quality Day is just one example of the sterling work produced by the team. Recent disasters such as the multiple bus and taxi accidents showed how well our staff

can muster up their resources and come together in situations of emergency – administration, nursing, medical and paramedical!

The medical team and their efforts to support and mentor our catchments clinics is ongoing. We see a need for this to be continually strengthened as the District Hospital can only be as strong as its roots i.e. the clinics.

Our support services namely HR Management and Administration have without doubt provided us with strong support throughout the year. Although periodically we were not without shortfalls in other areas of support, however, there has been visible improvement of standards overall.

Yes! Certainly when we look back, we can see that we have done our institution proud. The challenge is to keep it up. There is little doubt that we cannot continue to do so.

Well – it is time to say thank you to all our Community Services staff who have worked so hard, loyally and diligently throughout the year. Believe me, you will be missed. We have enjoyed our community services personal every year and you have been no different. Your presence and input to our institution has been like the waters from a bubbling spring. We want to take this opportunity to wish you well over the festive season and also for the future.

I also take this opportunity to wish all staff a Merry Christmas and a Happy New Year.

God Bless

Nutrition Unit Launch

Murchison hospital officially launched the first Nutrition Unit for the Ugu Health District on Friday 16 November 2007.

The launch was headed up by Dr Sylvia Paz, head of the Paediatric department at Murchison hospital.

This unit aims to effectively care and rehabilitate malnourished children to impact on the overall health and wellbeing of children within our health district.

A multi-disciplinary team consisting of doctors, nurses, all therapist, social worker and HIV counselors have developed a programme to provide these children with optimal medical care, diet, rehabilitative stimulation interventions and social support for children and caregivers.

In addition to the programme developed, the Rehabilitation team was tasked with brightening up the look of the unit; not only to provide catching information for caregivers, but also give colorful stimulation for the children during their hospital stay.

In addition to relevant and thought provoking posters made, colourful mobiles now hang from the ceiling to catch each child's

eye.

Management would like thank the following people for all their hard work and love shown in creating a welcoming, warm and informative atmosphere in the Nutrition Unit:

Britt Wegner (Community service Occupational therapist), Jenna Graham (Community service Physiotherapist), Carla Rabey (Community service Physiotherapist), Liselle Erfmann (Community service Speech Therapist), Leandra Worthmann (Community service Dietician) and Mrs Florence Shozi (General Rehabilitation Assistant).

Murchison hospital would also like to thank Mrs Dickson's grade 3 class at Izotsha Primary School for the beautiful pictures that they painted for the children of the Nutrition unit. These pictures made by children for other children now line the walls surrounding the children cots.

Many thanks also to the Rotary Ann's of Port Shepstone Rotary Club for the materials that they donated so that the beautiful mobiles that now hang from the ceiling in the Nutrition Unit could be made. Your support of Murchison is greatly appreciated and valued.

In closure children with malnutrition have special needs, not only of food and medicines but care, play, love and attention. They are special and should be given special treatment.

Children are our future professionals, ministers and presidents. It is our time to look after them, said Dr Paz



Ingosi yomlobi

Ngiyanibingelela, ngibyanibingelela, ngibyanibingelela.

Ngingaqala ngisho ukuthi u 2007kuba unyaka ongenze ngaba matasa ezintweni eziningi. Iningi lazo kube lula ukuzenza kanti ezinye bekuba ngumqansa, nokho zigcine ngokwenzeka.

Ngaphandle kokubambisana nani kuningi ebengingeke ngikwazi ukukufeza. Lowomoya

wokuxhasana ngifisa ukuthi ungapheli.

Also in next year we will have a number of activities including monitoring of Batho Pele Principles and patient satisfaction program implemented. I know I will have your support as well.

I feel honored to report that this year I was able to open suggestion boxes almost monthly and the

notes found were 92% compliments. This is wonderful keep up being service orientated.

In conclusion I would like to wish you a Merry Christmas and Prosperous 2008.

Remember Christ is the reason for this celebrations. Before you invite your guests to dinner, send him an invite first. He promised to avail Himself when he is invited.



Esithombeni kuhleli Intokazi yakwa Mntungwa u Shilindile engu Somlomo

2007 Quality Day Event

Quality day is a day where people with innovative ideas are being rewarded. Employees who do their job whole heartedly and are service orientated are praised. I call it a day of excellence.

To some it is all about being able to present the quality improvement projects that will win them an award. To some they simply consider it as a year end party where free lunch is served. To some it's just an official long break with entertainment. Allow me to explain to you the main purpose of this day.

It is not about competition yet competition is a good motivational source to excel in doing any job. It is not about free meal yet with Africans celebration is no celebration without food. Neither does it fall under entertainment category yes music and dance is good for the soul and mind.

It is about five minute performance

If you were being told that you have five minutes to live and you are given a chance to rectify your mistakes. How many people will be bumping to each other on corridors rushing to their work stations to correct the wrong they have

been doing for the past 20 years in five minutes.

At the end of given time some of us will be condemning themselves for the job not well done.

Amazingly others will not join the rush but will wait anxiously with smiles, confidence will be clearly visible in their faces. Ready to get their rewards for the work wonderfully performed everyday and at every chance they got.

Time lost will never be regained.

A day of excellence is an indication that some people are not working for the sake of being able to pay bills monthly or any other reason.

It's about recognizing those individuals who really give it all to their work, people who are flexible, can perform in a team and many positive attitude.

At the end of each working day they are grateful that they did well.

It is when management assures staff members that they are aware of each employees performance and recognize their hard work.

As like previous years all

sections were asked to make a presentation of their QIP.

All departments did a sterling job with their QIP's, the standard was very high. Those who did not win I hope you will have your turn in 2008.

Unfortunately we could only award 3 departments. The Quality Improvement winners for 2007 are: 1. Female ward 2. OPD 3. Rehab Dept.

The winning QIP— FW

Project Name
Poor / or Improper identification of Patients in the ward.

Standard set
They created a labeling board and a list which is updated everyday. This assist them to easily identify all patients in the ward within minimum time.

There were a number of other categories which people were awarded on including infection control, long service, abet learners, Batho Pele champions, 2006 absenteeism award, housekeeping, community service doctor & therapist and employee of the year.

Congratulations to all winners. Thank you to judges and all committees for their commitment.



U Siter Nxasana enikeza u Mrs Shazi iziphiso nakunguye owine ukuba ngumsebenzi ovelele. anyakeni



From left: Dr D Iloookuran, Leandra, Sr Dyanjti, Sr MBhele, Sr Nguabane, S Ngwabe, Sr Hlophe, Matron Ntuli and Mrs Mkhize



Nursing Manager Mrs NNP Ntuli Given long service certificate by HR Manager K Praim



Mr Gumede ne class lika Abet 2007



From left: ikwaya yesibhedlela nokho isashoda. Please guys join to increase membership.

Right: Mrs M Richards with Dr van der Merwe and Britt they won the best Comm serv. Doctor &



Employment Assistant Practitioner

To begin with let me just say that I am very much honored to feature on a special edition and It would be unjust not to commend the organizers of the Quality Day. I must say they outdone themselves this time the standard was very high.

In this special edition I would like to reflect on the EAP programme, focusing mostly on the role we can all play to make the programme a success.

Firstly I must say that any programme in its initial phase need involvement of everyone to ensure that it grows. It's like having a new born child at home, everybody has to be involved in raising that child and everybody is usually excited to have an additional member so they are always willing to help.

We need to ask ourselves as managers, supervisors and employees a simple question, "Have we done enough to embrace and incubate these new interventions to ensure that new

ways of working are explored and institutionalized?"

Basically, are we supporting these new programme enough? In order for us to be in a better position to support the employee wellness programme, it is essential to understand what wellness programme is.

Productivity SA defines wellness programme as, "All the strategies, action plans and methods used to promote the physical, emotional and mental health of employees to ensure a productive workforce".

This programme has proved to be successful in enhancing productivity in a private sector and we can learn from them to make our institution better.

These are the statistics from their findings.
Productivity statistics VS Wellness

- ◆ Speed - 32% fewer instances of late delivery
- ◆ Quality - 40% fewer rejects

- ◆ Morale - 29% better attendance/turnover
- ◆ Cost - 80% of companies reported cost reduction

I think in our context investing more in the wellness programme to fight the problems of Absenteeism, low morale and low productivity in the public sector as well; however passion and commitment will be needed to achieve this.

In the long run the impact of the programme will be ascertainable, but we need involvement of employees at all levels to achieve this.

So the question is, are the employees in this institution as productive as we would like them to be?

If not, it is the duty of us all to strengthen the EAP Programme so that we can have a better productive workforce.

In conclusion if this programme works in a private sector, we can also make it work for us, but it will require support from everyone in all levels.

Quote

"Strong lives are motivated by dynamic purposes"

Lindokuhle/ARV Clinic has been complimented through out the year for the effective service they have provided to patients using this facility in 2007.

- ◆ Below are some of their achievements.

Down referrals

They were able to implement a successful Down referral system to four clinics namely:- Gamalakhe, Bhoobhoyi, Bhomela and Izingolweni

A survey was conducted for Mthimude Clinic. It was observed that people were paying up to R100 for one visit to the hospital.

This is unacceptable since we are promoting access to all

health services provided in our hospital.

This led for down referral system to be initiated at this clinic to benefit our patients. At the moment the systems is at the initiation stage although operational.

Training

The sister in charge of this clinic Sr B.E Cele has managed to organize 3 days training course on ARV's for 250 staff members from the hospital and feeder clinics.

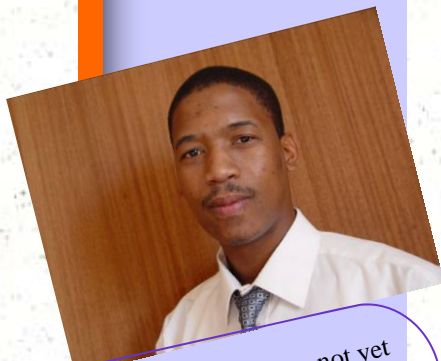
The training included of Professional nurses, Enrolled nursing assistants, councilors and social workers. They were trained to manage complications. Sisters trained are able to identify and manage a person on ARV's.

Every Monday the clinical audit meeting is held and ART management meeting that meets Bi monthly has contributed greatly to the clinic' success.

Sr Cele thank management for their unyielding support. Their achievements are visible to any person as they are showed with gifts frequently from satisfied customers.

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For those of you who have not yet met him he is Mr N Magudulela The EAP Practitioner .



Lindokuhle Clinic staff showing one of their recent gift.



2007 Baby Samukelo of Pastor Sfiso & Sdah Ngwabe, Congratulations

Send me a copy of your child's picture not more than a year old to be published



Some of the Unit Managers who attended CEO's lunch. Mr Reddy Organizes a party from his own pocket every year for unit managers .



Get well Sr. Govender , ufiselwa i staff sakhe



They were given long service award certificates. The two males on the sides are Mr K Msomi Program Director & Mr K Praim -HR Manager

Staff members came in numbers to witness the Day of Excellence celebrated on 05 December. A big thank you to organizers.



U Mrs M.T Ntuli ebeka amazwi oku-vallelisa



It was a sad yet a joyous moment for TB wards staff members when they bid final goodbyes to their Zonal Matron. Mrs M.T Ntuli. She is now retiring from her duties. Knowing her was a blessing for many of us.



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