



health

Department:
Health
PROVINCE OF KWAZULU-NATAL



FUND'UPHILE

Ngwelezana Hospital Newsletter

SERVICE EXCELLENCE AWARDS 2014 SPECIAL EDITION

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INSIDE THIS ISSUE:	
Welcome message—The editor	2
From QA Manager's office	2
Service excellence	2
Anesthetics department won in national awards	3
Picture gallery	6-9
Festive Seasons Greetings	10



WELCOME TO THE SPECIAL EDITION FOR THE YEAR 2014

This year, we saw it valuable and memorable to share the moment of the 2nd annual service excellence awards ceremony with you.

The service excellence awards which were held on the 14th of November 2014 were organized to celebrate individuals and departments who excel in their respective duties and those who are innovative and go beyond the call of duty. Doing these kind of recognitions is echoed in the Batho Pele Principles, under the 9th principle of Encouraging Innovation and Rewarding Excellence

Enjoy reading and viewing the pictures which are meant to take you through the event just in case you

missed out on the attendance. We would have loved to put all the pictures in this newsletter but we unfortunately cannot due to space limitations.

Kulonyaka sikubone kubalulekile ukunikhombisa ukuthi umcimbi wokukonyeliswa kwabasenbenzi wesibili iminyaka ilandelana wahamba kanjani.

Lomcimbi wokukonyeliswa kwabasebenzi abenze kahle owawubanjwe ngo 14 November 2014 wawenzelwe ukuqhakambisa abantu neminyango ehamba phambili ngokwemisebenzi yabo nalabo abaqhamuka namaqhinga amasha namahle okusebenza nabazinikela

ngokwedlulele . Ukwenza umcimbi waloluhlobo, kuvunyelwa nayimigomo ye Batho Pele, ngaphansi komgomo wesishiyagalolunye obizwa ngokukhuthaza ukuzithuthukisa Nokubonga labo abasebenza ngokuzimisela Kujabulele ukufunda nokubuka izithombe ezizokuthatha zikubeke kumcimbi uze uyophela uma ungalitholanga ithuba lokuzifikela. Besingathanda ukufaka zonke izithombe zomcimbi kuleli phephabhuku kodwa ngebhadi asikwazi ngenxa yokungavunyelwa yisikhala.

Thobile Hadebe

Public Relations Officer

Editor of the newsletter



Attendants at the staff residential hall listening to the programme

SERVICE EXCELLENCE—FROM THE OFFICE OF THE QA MANAGER

Mrs. R.N Shobede, Quality Assurance Programme Coordinator for Ngwelezana Hospital has the following words for the readers.

Ngwelezana Hospital is striving to be the best it can be in rendering quality health outcomes to all citizens of Region 4, hence this type of an event was organized during the quality month of November. This event was dedicated to show efforts and celebrate achievements.

I would like to thank everyone who contributed to the success of this event, more especially the planning team which was made-up of different staff members from departments who dedicated their time, personal resources and energy to ensure this event was the success that it was.

The organizing committee raised funds by doing different fund-raising activities. We would like to thank all staff members for the support during all the fund raising activities.

Nondumiso Shobede

*Clinical Programme Coordinator,
Quality Assurance*



Members of the organizing team **FROM LEFT: Mrs. Philisiwe Mahlaba**, Assistant Nursing Manager, Surgical Unit; **Mrs. Sthembile Gumede**, Operational manager, Male Orthopedics Ward; **Mr Phiwaiyinkosi Zungu**, Assistant Manager, Skills Development and Planning; **Mrs. Nondumiso Shobede** Clinical Programme Coordinator, Quality Assurance; **Miss Nomcebo Thusi**, Pharmacist Assistant; **Mr Moses Mkhabela**, Occupational Health & Safety Coordinator and **Miss Thobile Hadebe**; Public Relations Officer.

Clockwise from Right: Members not included in the picture: Mrs Nonto Sibisi, PHC Supervisor; **Mrs Nontokoza Memela**, Food Service Manager and **Miss Zama Simelane** In-service Coordinator



SERVICE EXCELLENCE CELEBRATED AT NGWELEZANA HOSPITAL DURING NOVEMBER, QUALITY MONTH

The month of November is celebrated as a quality month, meaning everything that contributes towards quality of care must be celebrated and get more attention. On 14 November 2014, Ngwelezana Hospital held a function to celebrate Service Excellence where different staff members were recognised for the extra mile that they go through when they undertake their duties.

This event's purpose was to acknowledge those exceptional staff members in various categories in order to motivate and uplift their morale.

Dedication, commitment & quality care rendered to health care users in the hospital and its primary health care clinics as determined through objective indicators of quality care were acknowledged.

During the event, staff members were informed about critical issues which might be undetermined but yet contribute a great deal towards attainment of health for all the citizens of South Africa, especially the citizens of Region 4. Those who did not get recognitions in terms of certificates and trophies were encouraged to pull up their socks because this event is now an annual event (first event was held last year) which all employees are looking forward to.

Some of the categories included best staff member per department, department which is most compliant with National Core Standards and Quality related matters, department which is compliant with Infection Prevention and Control; Health and safety; Waste Management additionally, local clinics under Ngwelezana received awards for ARV initiation, Cervical Cancer Screening, prevention of mother to child HIV transmission, Child- birth related health and a lot more

Employees who have served the department for 10, 20 and 30 years also received certificates of long service.



Mrs Linda Dlamini was the programme director of the day who ensured she kept to the time and schedule



Uthungulu Health District Chaplain, Rev. Sazi Hadebe gave some words of inspiration and opened the event with a prayer



Member of hospital board, Mr Madlinyoka Ntanzi thanking all the visitors and congratulating the recipients of gifts and awards.

NGWELEZANA'S ANAESTHETICS DEPARTMENT SCOOPS AN AWARD AT THE NATIONAL CPSI COMPETITION

At a recent awards ceremony held by the Centre for Public Service Innovation under the South African Public Service and Administration Department, Ngwelezana Hospital's The awards were about unearthing the wealth of innovation that exists in Public Service but is often unrecognised.

Out of 160 initial entries in the whole of South Africa, all in the Public Service; there were different four categories namely; Innovative Partnerships in Service Delivery, Innovative use of ICTs for Effective Service Delivery, Innovative Enhancements of Internal Systems of Government and Innovative Service Delivery Institutions in the whole of South Africa.

Ngwelezana hospital's Anaesthetics department grabbed a 2nd place trophy for coming up with an innovative idea in the Innovative Service Delivery Institutions category.

Their Project name was called Safe Anaesthesia for Africa Project, which addresses the South African challenges of deaths that are related to anaesthesia, meaning a person dying as a result of an operation or being operated on. The deaths are mainly due to Airway and circulation complications.

Ngwelezana Hospital implemented a system designed to aid performance and improves the skills of medical officers in anaesthesia, especially in the airway and circulation manage-

ment which was traditionally practised by specialist anaesthetics in South Africa.

The project was later rolled out throughout the region with the support and blessing of Department of Health. The ultimate aim is to roll the project throughout South Africa; it can also help reduce death that is related to child-birth, one of the top priorities of the South African Government.

The Anaesthetics team also won first prize trophy for an excellent Quality Improvement Project, at the Service Excellence Awards event held at Ngwelezana Hospital on 14 November 2014 for this project.



At the awards Thuli Radebe, Ceo Centre for Public Service Innovation; Mr Chose Chocu, Chairperson, 2014 Adjudication Panel; Honorable Collins Chabane, National Minister of Public Service and Administration; Dr Daluxolo Myeni, Clinic Manager Anaesthetics Ngwelezana and Dr Selina Sewpersad, HOD Anaesthetics Ngwelezana.



Nondumiso Shobede and Sthembile Gumede (organising committee members) handing over to Dr Daluxolo Myeni from the Anaesthetics department a certificate and award for the Anaesthetics department who won the best Quality Improvement Project in the hospital.

PICTURE GALLERY OF THE EVENT
INDIVIDUAL AWARDS



PICTURE GALLERY OF THE EVENT
INDIVIDUAL AWARDS



PICTURE GALLERY OF THE EVENT
TEAM AWARDS



PICTURE GALLERY OF THE EVENT
LONG SERVICE CERTIFICATES





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Our Patients, Our Priority

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EMBRACE THE HOLIDAY SEASON

*My special greetings
for a heartwarming holiday
a merry Christmas,
a prosperous happy new year
embrace the holiday season
filled with all your favorite things*



sincere wishes of joy
for you and your family
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with new year's inspirations
for a fantastic new year

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