



# FUND'UPHILE

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## NGWELEZANA TERTIARY HOSPITAL NEWSLETTER

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Service Excellence Awards Ceremony attendees listening attentively to the speakers during the ceremony



Ngwelezana hospital staff members marching during the World AIDS Day commemoration



**Outgoing Public Relations Officer and writer of this Newsletter Miss Thobile Hadebe**

## UNTIL WE MEET AGAIN

As John Gay once said “We only part to meet again”.

This is the time that I say goodbye to all my colleagues in Ngwelezana Hospital and Uthungulu District.

My time here has been pleasant. I have grown so much from

the time I arrived here in October 2013 until now. There has been both difficult times and pleasant times, off course there is no life without both. Nevertheless, most of my time spent here was filled with joy and I would not trade it for anything.

The 1st of January 2016 may be the first day at my new workplace but what I have learnt in Ngwelezana Hospital will always guide me. I wish you all the best, until we meet again. Keep on shining

## NEW MEMBERS ON BOARD



**Dr N.J Sibeko—Chairperson**

A new hospital board committee was recently formed in Ngwelezana Tertiary Hospital. The committee was approved by KZN Health MEC, Dr Sibongiseni Dhlomo and had their first meeting on the 29th of October 2015.

The contract of the previous hospital board expired on 31st August 2015. The new board is made up of volunteers from the community with different background and expertise. The hospital management had a vision that in order to get maximum contributions from the board members, their backgrounds and expertise had to be mixed. Backgrounds include leadership, community engagement, business, management, community engagement or liaison and lot more.

The duties of the hospital board is to assist in the functioning of the hospital and represent the community in which the hospital operates. They are able to hold the hospital liable and must receive and interact with reports about hospital operations on a regular basis.

The board will act as a channel of communication between management and local community and liaise with other organisations with a view to assist patients and staff in areas of special needs. They will further advise the Administration on matters generally affecting the conduct and management of the hospital. They are also expected to make a recommendation to MEC for Health or the HOD, as the case may be, concerning any other matters which is specifically referred to the board by the MEC for Health or HOD, as the case may be. The current board will serve the hospital for a period of ... years and consist of the following members

### EXECUTIVE MEMBERS

- Dr N.J Sibeko—Chairperson
- Mrs. M.M Mchunu—Deputy Chairperson
- Mrs. T.C Sithole—Treasurer

### ADDITIONAL MEMBERS

- Mr M. Ntanzi
- Mrs. Shangase
- Ms. T Shange
- Mr EDF Thabede
- Dr T.T Khanyile (CEO)



**Mrs. M.M Mchunu — Deputy Chairperson**



**Mrs T.C Sithole— Treasurer**

## TWO EVENTS IN ONE DAY—SERVICE EXCELLENCE CEREMONY AND OPEN DAY EVENT

On the 11th of November 2015, Ngwelezana Hospital did something they have never done before and hosted two major events in one day. The hospital held an Open Day event and a Service Excellence Awards ceremony which some may call a quality day.

**“Quality is never an accident, It is always the result of intelligent effort,” by John Ruskin.**

November is declared as a World Quality Month, where quality provision of services is emphasized and encouraged.

The aim of quality month is the promotion of the correct usage of quality tools in the provision of services. These tools such as checklists, reduce negative incidents and assist in improving service.

Truly speaking, quality is not a one-month activity that we must only recognize in November and forget about afterwards. With the above in mind, Ngwelezana Hospital has been doing quality assessments throughout the year making sure that continuous improvements play a central role of what quality is.

Both the Open day and Service Excellence Events are also part of quality sustainability.

The event organizing committee for Ngwelezana Hospital which is made up of representatives from different sections in the hospital worked tirelessly throughout the whole year to raise funds, organize and execute such wonderful events.

This year, the hospital had a vision to integrate these two special events into one. This way, saving time and finance.

Ngwelezana Hospital has never had an Open Day event, this was the very first open day where all stakeholders were given an opportunity to come to the hospital and see it for themselves. However, the service excellence awards ceremony has been going on for two years consecutively now, this year was the 3rd year the hospital was having such an event.

Both the events were planned for separately because the target audience was not the same. The open day targeted external stakeholders and the service excellence awards targeted internal stakeholders. Individuals and departments

who excel in their respective duties and those who are innovative and go beyond the call of duty were celebrated and received awards and certificates during the Service Excellence.

As the Batho Pele white paper and other government legislative frameworks mention, we need to consult our stakeholders about the services which we provide. We need to interact with them about our success stories and challenges, hence we had both the Open day and service excellence .

**“Always do more than is required of you,” by George Patton.**

Enjoy reading and viewing the pictures which are meant to take you through both the events just in case you were not able to attend the events. We would have loved to put all the pictures in this newsletter but we unfortunately cannot due to space limitations and the fact that we cannot make our newsletter a photo album. Pages 4—8 have information and pictures on both the events.

Thanks to all our partners who supported and donated items which contributed to the success of both the events.

## OPEN DAY—GIVING GUESTS ALL THERE IS TO KNOW ABOUT NGWELEZANA HOSPITAL

The Batho Pele White paper and other legislative mandates of the government of South Africa says that citizens should be informed about the services they should expect. They must be informed and consulted about the challenges and success of facilities. Engaging in communication with your stakeholders is a vital democratic nation requirement for Public Service Institutions.

On 11 November 2015, Ngwelezana Hospital managed to hold their first Open day/stakeholder engagement event in history.

On this day the hospital had invited stakeholders from private sectors, nearby health facilities, uthungulu health district, leaders of municipalities, the Mayors of Uthungulu District Municipality, Umhlathuze and Ntambanana Local Municipalities, representatives from KZN department of health, the newly appointed hospital board members, local traditional leaders, nearby higher education institutions representatives, Non-Profit or Non-Governmental organizations, the media and other partners. The Hospital's Chief Executive Officer, Dr Thandeka Khanyile presented vital information about the hospital. She stated the services which are provided by the hospital.

Explaining the levels of health

provision so the attendees can understand how Ngwelezana Tertiary Hospital operates and differs from other hospitals. She emphasized that Ngwelezana Hospital is the only Hospital providing Provincial and Tertiary Health care services in the Northern Region (Region 4—Zululand District, Umkhanyakude District and Uthungulu Districts). This means the hospital caters for a population of 2.3 million according to the latest Census Statistics. There is also no other first level hospital (district level) hospital in Umhlathuze and Ntambanana areas as this is a major contributory factor to the often experienced challenge of overcrowding in the facility.

Some of the recent achievements of the hospital include the building of a 3 storey 192 bedded surgical ward which is currently being constructed; the opening of new, modernized and state of the art buildings and wards; the staff wellness programme which encourages employees to participate in healthy activities; the filling of all executive management posts. The addition of new services like Urology, Maxillo Facial, Ear Nose and Throat and Dermatology was also amongst the hospital achievements. Although most of these services are still in its infancy stage but introduction of them brought relief for the communities of Region 4 who

used to get these services in Durban hospitals which is approx. 400km away for other hospitals. The hospital has challenges like overcrowding of outpatient departments, shortage of beds, limited infrastructure to expand and introduce more services, shortage of human resources and the need for 100% positive staff attitudes which is also a challenge for most facilities.

The CEO and her management team wanted people to know the real Ngwelezana Hospital so if they have any suggestions, assistance they can come forward. The hospital is still in need of continuous growth and introduction of more specialized services to become a fully-fledged Tertiary Hospital.

Unfortunately, due to time-limitations, a walk-about inside the institution could not be done but the attendees were taken through the hospital via the presentation by the CEO and her pictures which accompanied all slides.

Attendants were treated like Royalty with organized parking, gift packs which included branded towels and chocolate and delicious, mouth watering meals were served afterwards.

## PICTURE GALERY OPEN DAY EVENT



**CLOCKWISE FROM ABOVE:**

- One of the Open Day guests registering upon arrival and receiving a goodie bag consisting of a guest towel, branded “Ngwelezana Tertairy Hospital” some chocolates, a recently launched information booklet and a programme; all guests received this goodie bag.
- Dr Lindiwe Simelane, acting DGG for Clinical support and specialised services– KZN Health was one of the guests.
- Dr Thandeka Khanyile, Chief Executive Officer for Ngwelezana making a presentation about the hospital.
- Some of the audience of the Open Day event
- Chief Biyela of the oBuka area, popularly known as KwesakwaBiyela area giving words of support to Ngwelezana Hospital
- Thanks to the hospital Food Services department, The guests could not believe the delicious and well-prepared light snacks were prepared and provided by our inhouse caterers.



## SERVICE EXCELLENCE CEREMONY

On the 11th of November 2015, Ngwelezana Hospital held a function to celebrate Service Excellence where different staff members were recognized for the extra mile that they take when they undertake their duties.

This event's purpose was to recognize 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 recognised.

During the event, staff members were informed about critical issues which might be un-determined but yet contribute a great deal towards attainment of health for all the citizens of South Africa, especially the citizens of Region 4.

Employees who have served the department for 10, 20 and 30 years received certificates of long service. 59 Employees received cer-

tificates of 10 years of service, 17 Employees received certificate for 20 years and 16 received certificates of 30 years of service. Each department and Primary Health Care clinic had chosen a best staff member to be given recognition and a certificate for the wonderful job they did with their customers.

The selection criteria was chosen by the specific department but it had to be fair, had to include participation of staff members and had to include good customer care/service; punctuality in the workplace; ability to complete tasks; non-absenteeism; willingness to help colleagues and ability to work in a team; which are always qualities of a dedicated employee.

Different wards, departments and sections positively competed throughout the year for awards and recognition in Quality programmes like the Ideal Clinic programme, National Core Standards, Data Management, Waste Management and Infection Prevention

and Control. The monitoring and evaluation of these programmes was conducted mostly on quarterly basis.

Mabamba Clinic got first position as a clinic where most pregnant women were booked for Ante Natal Care.

Ntambanana Clinic received an award as the best clinic to be the most compliant with retention in care and viral load suppression at 12 months.

This year the CEOs office had three awards two for the most improved departments which were Maintenance (Mr Malibongwe Zuma) and Systems departments (Mis Nolwandle Ndlanya). Mrs Jabu Nene who is employed as a Monitoring and Evaluation Coordinator received an award as An "All-rounder manager". She is a one-of-a-kind manager who is always willing to help employees and the community said the CEO. She assists even if the assistance sought is not directly linked to her job

description. All three managers received shopping vouchers which were sponsored by the CEO.

One doctor who is doing an internship received an intern of the year award gift which was sponsored by the

Foskor company.



Professional and entertaining Programme Director Mr Bongani Hlongwane kept the programme on point and lively, this proves why he is in demand as an MC at private and professional events in the northern coast



Prophetes NH Dhlomo From the Covenant Fellowship Church International (CFCI) Gave words of wisdom as a guest speaker who encouraged the audience to love and respect their jobs as these are God-given.

# PICTURE GALLERY OF THE SERVICE EXCELLENCE DAY



## SERVICE EXCELLENCE AWARDS PICTURE GALLERY





## NGWELEZANA HOSPITAL COMMEMORATES WORLD AIDS DAY SUCCESSFULLY



Left :Nursing students and Mrs. Thandanani Mayeni leading the candle lighting. Right : Miss Thobile Hadebe the PRO handing a gift to one of the audience members who answered a question correctly.

The first of December is known as a World Aids Day which is commemorated internationally to remember and support all those who are infected & affected with the HIV virus and those who died from AIDS. This Day is commemorated in various ways through out the world. Ngwelezana Hospital also celebrated this day on the 1<sup>st</sup> of December 2015 at the Out Patient Department. The purpose of this day was to educate the public about HIV/AIDS and reinforce knowledge about the pandemic. Ngwelezana hospital staff members were wearing red ribbons to show respect and support for this day.

The event began with a march by the HAST team staff members who were walking inside the Hospital premises raising a flag with HIV/AIDS support messages and singing HIV/AIDS commemoration songs. The march ended at the Out Patients Department where staff members and patients were gathered.

The programme was opened with a prayer by Pastor C.M Msane who is also a Health Counselor.

Miss Thobile Hadebe Ngwelezana Hospital Public Relations Officer gave the audience the purpose of the gathering and gave facts about HIV/AIDS whereby she mentioned that KZN province is one of the Provinces in South Africa with a high percentage of people who are infected with HIV. She also mentioned that people used to be ashamed of talking about things like condoms and their HIV status nowadays everyone is free to talk about anything and people must not be ashamed.

Sister Fihlela, HAST Operational Manager gave talks on ARV adherence where she encouraged those who are taking ARVs to comply with their medication, disclose their status to their families and loved ones and comply with clinic appointments. She further discouraged stigma towards HIV/AIDS.

Miss H.Z Myeni encouraged the ABC life style which stands for **A**bstain **B**e faithful and **C**ondomise. Mrs. Thandanani Mayeni who is a former HIV/AIDS Lay Counselor followed and she made an education about the meaning of candles according to their colors which are as follows.

- White**— represents those who are HIV negative
- Yellow** – represents hope to those who are infected with AIDS
- Red** – represents those who are living with AIDS
- Black**— represents those who died from AIDS.

HIV/AIDS educational material was distributed to the attendees. Candles were lit in remembrance of community members who are HIV Negative, those who are infected and those who died from AIDS. Lunch bags were distributed to audience members who answered questions about the pandemic correctly after all speeches.

## NGWELEZANA'S ANESTHETICS DEPARTMENT SHARES SKILLS WITH REGION FOUR FACILITIES



**Ngwelezana Hospital's team of doctors who are leading the training and two of doctors who have gone through the training.**

tors from the hospital conducting in-reach programmes (medical practitioners from other hospitals coming to Ngwelezana Hospital for practical training and Outreach (doctors from Ngwelezana hospital going/visiting other hospitals within the Region to train doctors in their hospitals and assist them with offering administrative and clinical support).

Participants are able to benefit academically as it's a formal programme and the participants are able to acquire a National Diploma in Anesthesia and take back knowledge and skills to their hospitals.

Those who are able to go through training are helpful in their institutions as they transfer and share the skills gained with their colleagues and service delivery is improved.

Recent research shows that most cases of maternal death are caused by poor hemorrhage and blood pressure management due to a number of contributory factors like lack of skills, lack of resources to name a few.

Ngwelezana Hospital Anesthetics department has taken it amongst themselves to conduct skills training/transfer to the whole region 4, level 1 hospitals (uthungulu, Zululand and umkhanyakude district)

The hospital has a programme which involves doc-

The skills transfer programme is assisting the trainees to get on-hand experience to help them through their careers with an aim of saving a pregnant mother and the baby (foetus) and reducing complications during child birth/labour.

Although there are challenges in the involved hospitals like shortage of doctors, this programme has opened a whole body of knowledge amongst the participants. The programme assists with real environment teaching and the par-

This meeting was a platform for all attendants to share information, skills and experiences amongst each other. It was also to discuss a way forward to meet the medium term strategic framework goals and 10 point National Health Plan goals. It was an excellent opportunity for district and regional management to meet 2 of the 3 anesthetics consultants in Region 4 and establish a communication platform to address our health care priorities.

## FACE –LIFT: NEW CHAIRS FOR OUT PATIENTS DEPARTMENT MEAN A DECENT WAITING AREA FOR RREFERRED PATIENTS



**Top left: New metal chairs placed at the Outpatient Department  
Below: Plastic chairs that were used in Outpatient Department before the new metal chairs arrived.**

Ngwelezana Tertiary Hospital added brand new metal chairs for patients on the 18<sup>th</sup> of December 2015. These chairs are placed at Outpatient Department. Old plastic chairs were removed from OPD to a waiting area which is going to be used by patients who are waiting for transport to other referring hospital .

These patients previously had no official decent waiting area. They used to wait for their planned transport for their buses under trees in the hospital premises. They will now wait for their transport in the old Pharmacy Department 's covered waiting area using the recycled chairs from OPD.

*Special thanks to Mrs. Jabu Nene who led this project*