



KWAZULU-NATAL PROVINCE

HEALTH
REPUBLIC OF SOUTH AFRICA

NGWELEZANA TERTIARY HOSPITAL

“Our patients, our priority”

NGWELEZANA TERTIARY NEWS HUB

NEWS

JULY TO NOVEMBER 2020



MEC VISIT
READ MORE ON PAGE 2



BURNS AWARENESS
READ MORE ON PAGE 12



HEALTH PROMOTION LAUNCH
READ MORE ON PAGE 7

GROWING KWAZULU-NATAL TOGETHER



Mrs CNN Mkhwanazi, the Acting CEO of Ngwelezana Tertiary Hospital.

Greetings to you all. It always feels good to be associated with a hardworking, dedicated team. When I joined Ngwelezana Hospital I had my own reservations but most were proven wrong. Thank you so much for accepting me as I am. Colleagues I hope we would all agree, the last 6 months has been difficult and successful in almost equal measures. We had to deal with SARS COV 2 pandemic, which badly affected us and our families, such that some of our colleagues succumbed to this disease.

I would like to convey our sincere condolences to the family and friends. This was coupled with serious infrastructural challenges ranging from old dilapidating buildings, with myriad of technical challenges, bursting of water pipes, electricity outages, poor air-conditioning systems, water leaks etc.. I'm really proud of how we have all pulled together to make systems work. You as Ngwelezana hospital staff handled all these hardships with extreme maturity.

On a positive side, together we have attained numerous achievements,

- We received Positive feedback on client satisfaction and waiting time surveys,
- We were applauded by the members of the KZN Legislature who visited the hospital

- We also got accolades from the MEC Health during her visit
- We also received many other positive feedback we received from our Customers.

We do acknowledge that there is still a room for improvement. All this became possible because of you.

I truly appreciate all the significant and valuable work which you, the Staff Members of Ngwelezana Hospital have done which contributed to our success of this Institution. I want to assure you, all departments, each and everyone of you, irrespective of category or level have contributed so much to the success of our Hospital. Your continued commitment and dedication towards patient care and maintaining standards of service excellence despite all the odds does not go unnoticed. Thank you. I know, it has not been easy, you often work hard and most of you feel over stretched to the limit and wonder if anyone really noticed. Today, I want to reassure you: the Ngwelezana Hospital Management does notice, we do appreciate what you do, we do value it, and we are grateful. I am sure that I can count on all of you, on your utmost dedication, inspiration and professionalism, in continuing to make this Hospital the best in the Province, as well as the Country.

Again, I thank you for the great honor of being the Hospital Acting CEO of this splendid Hospital. I am proud that I could work with such committed and responsible people. I really look forward to collaborating more with you during my temporal stay here. I hope we will be even more successful in achieving our strategic goals.

Do remember our Motto : My Patient, My Priority.

Lastly colleagues we are now in the festive season and most of you will be on well deserved leave. Please enjoy your leave responsibly. Keep your guards up, We are not yet out of the woods. Adhere to SARS2 precautionary measures and come back safe.

Merry Christmas and happy new year!!!!



MEC for health in KZN- unannounced visit at Ngwelezana Tertiary Hospital and Khandisa Clinic to assess rendering of services

On the 8th of October 2020, KWAZULU-Natal Health MEC Ms Nomagugu Simelane-Zulu descended on Ngwelezana Tertiary Hospital for the first of many unannounced night visits.

What was intended to be a visit to check hospital functionality, staffing, and accessibility of healthcare services for the general public turned into an important learning exercise for the MEC.

The MEC was taken aback when she found dozen of patients seated on the floor, out in the open, at night, awaiting Planned Patient Transport (buses) to take them back to District Hospitals in and around King Cetshwayo. This, after having received treatment at various Regional as well as Tertiary Hospitals in the Province.

Some of these patients told the MEC that they end up waiting for up to three hours for transport to get home.

The scene was a true reflection of what patients go through on a daily basis when seeking medical assistance from our hospitals.

Although the Department has invested in ambulances and other Emergency Medical Services throughout the province, it has become apparent that more resources need to be channeled towards Planned Patient Transport, in order to ensure that patients reach their homes in time.

The MEC expressed her dissatisfaction over these long waiting times; on the state of the vehicles being used to transport patients; as well as the actual shortage of the vehicles themselves.

"It cannot be that our people can be transported in vehicles that are falling apart. Neither is it ok that some patients are left behind at the hospital after the buses get full. We need more vehicles so as to ensure that no one is left behind," said the MEC.

The MEC further inspected a waiting area known as the Nakekela Centre that patients are housed in on rainy days. "It's all good and well that there is a shelter, but it is clearly too small to house even the little number of people I found outside today. What happens when there are more patients? I also noted numerous leaks on the roof. This clearly means our people still get wet even when they are inside the shelter. This is unacceptable, and needs to change," added the MEC.

The MEC has since instructed Head of Department Dr Sandile Tshabalala and his management team to act with speed in addressing the issues identified, as well as the construction of a bigger shelter to house the patients. The MEC is set to continue with her night visits across the province

The following day the MEC extended her visit to Khandisa clinic situated in KwaDlangezwa. It was an exiting day as the minister engaged in a talk show joined by Ngwelezana tertiary hospital Ophthalmologist Dr Pupuma as it was an Eye awareness month.



MEC for Health & Khandisa Clinic OM Mrs

NGWELEZANA HOSPITAL PHOTO GALLEY



MEC interacting with patients awaiting Planned Patient Transport



KHANDISA CLINIC MEC VISIT PHOTO GALLERY



UMhlathuze Municipality mayor, Mr. M. Mhlongo and MEC of Health, Ms. Nomagugu Simelane Zulu



Mrs Mkhwanazi, ACEO of Ngwelezana tertiary hospital and Mrs Hlophe, King Cetshwayo District Manager.



From Left: Communications, Mr N. Maphisa, Mr. M. Mhlongo, MEC of Health and the Ophthalmologist, Dr Pupuma

PHEFUMULA MANJE PROGRAMME

Carrying for our employees during COVID 19

Article by: Dr Douglas (Acting head of Psychologist department)

During early 2020, the news was full of stories of the rapid spread of Covid-19 and the strain on health services and staff in providing care for many, many people.

Lockdown happened and we were waiting for the storm of the infection to hit our part of the world. There was a rising sense of anxiety. We had to prepare, we needed to use the time of lockdown to get the health services ready. We needed to be strong, to be able to cope with the increasing demands for health services and have ways to keep our staff as safe as possible. It was in this context that the psychology department at Ngwelezana Hospital put together a 30 minute stress reduction programme, Phefumula Manje (Breathe Now), which was run by the psychologists in small groups amongst hospital staff at Ngwelezana Hospital and Queen Nandi Hospital. The aim was to provide staff with the skills and information to protect their own mental health as they continued to provide care for their patients.

Many counsellors and therapists from all over South Africa volunteered their time to provide telephonic counselling and support to health workers. There were requests from other hospitals to provide psychological support to their staff. We couldn't have direct contact due to lockdown. There were many resources being developed. How could we make this accessible to as many staff as possible?

The Phefumula Manje website was developed which provided recorded stress reduction sessions in isiZulu and in English. Resources were uploaded which could be shared amongst health workers and used to provide information and support to individuals or groups. This has been made available through the provincial mental health database to other hospitals and clinics but can also be found at <https://phefumulamanje.wixsite.com/psychologyngw>

Covid-19 affects us all. As the numbers of infected people have risen, we have needed to provide practical staff support through our occupational health services. What to do if a Covid-19 staff health guide booklet was prepared and distributed in isiZulu and English.

Covid-19 is still here. Keep yourself and those around you safe. Wear a mask, wash/sanitize your hands regularly, keep physical distance and lets save lives and beat this virus.

TIPS FOR SELF CARE

- ◆ Use paracetamol if you have a headache, fever or muscle aches.
- ◆ Drink plenty of water to keep hydrated.
- ◆ Eat fresh fruit, vegetables and garlic.
- ◆ Take multivitamins with Vit C, Vit D and Zinc to boost your immune system.
- ◆ Expose your skin to 30 mins sunlight each day (Vit D)
- ◆ Use a tsp of Vicks or 3 drops eucalyptus oil in a basin of hot water, cover your head with a towel and breath in the steam to relieve congestion.
- ◆ A warm drink of honey, lemon and ginger will soothe a sore throat/cough.
- ◆ Sleep on your tummy with a flat pillow under your head and chest (prone position)
- ◆ Do the following breathing exercises 3x a day to keep your lungs strong:
 - Square breathing (Slowly breathe In-1-2-3, Hold-1-2-3, Out-1-2-3 Hold-1- 2-3.) Repeat 10 times
 - Blow into and inflate a balloon 3-5 times
 - Put a straw in a glass of water and blow bubbles

REMEMBER TO ALWAYS FOLLOW THE PRECAUTIONS SET BY THE HEALTH DEPARTMENT.

- ⇒ WASH YOUR HANDS FREQUENTLY
- ⇒ SANITIZE YOUR HANDS WITH ALCOHOL BASED SANITIZER.
- ⇒ WEAR YOUR MASK AT ALL TIMES



COVID 19 WARD STAFF MEMBERS



Health Portfolio Committee descends at Ngwelezana Tertiary Hospital for the oversight responsibility

Health Portfolio Committee visited Ngwelezana Tertiary Hospital on the 28th of August. The purpose of the visit was to observe the progress on the preparations for the Field hospital.

The additional facility within the premises of Ngwelezana hospital caters for Covid 19 patients. Since the outbreak of COVID 19 there has been accumulating number of infections. Drastic measures had to be taken to repurpose some of the wards to cater for Covid 19 patients. Ngwelezana hospital was identified as a designated site for COVID 19 patients. A need was identified to build a Field hospital as

the numbers continued to accumulate. Through the setup governance structure (Joint Operations Committee) which seats on alternate days to discuss COVID 19 operational issues. The hospital has been able to manage the Covid outbreak better and all the challenges faced are resolved timeously through this committee. The visit by the Health portfolio committee was a pleasant one and they took a tour inside the field hospital accompanied by the hospital management.



The 15th of October every year is a global hand hygiene day. Ngwelezana Hospital held an awareness in order to remind the staff members of the importance of hand washing as one of the effective way to prevent and reduce the transmission of infections in a health care setting. The departments were competing in demonstrating the steps of an effective hand washing and those who did well were awarded. The event proved that not only the clinical staff practices the hand hygiene but also the non clinical staff. Due to Covid 19 a limited number of staff members were allowed to attend.

The 5 moments for hand hygiene

- * Before touching the patient
- * Before clean/ aseptic procedures
- * After body fluid exposure/risk
- * After touching a patient

GERMS AWAY THROUGH THE HAND HYGIENE WAY



Staff member from maintenance department leading the demonstration on antiseptic hand rub



Departments that excelled in demonstrating the hand hygiene process.



LET US ELIMINATES INFECTIONS THROUGH HAND WASHING AND CREATE AN INFECTION FREE ENVIRONMENT

Two Schools were launched as Health Promoting Schools

On the 23rd of October 2020, the Mdlamfe high school was awarded as the health promotion school. On 5th of November Matshana Primary school was also awarded as a health promoting school. Both events were successful and fruitful. The principal welcomed everyone who attended the event and mentioned how it was such a pleasant moment for Mdlamfe High school to finally see this day coming true.

Mrs Thwala an educator of Mdlamfe high school highlighted that her school has always believed that health and education goes hand in hand. The principal of Matshane primary school explained that when they started they did not know much of what was expected from them. She further explained that as the years went , they started understanding and using what they were taught by the health care workers to their families. Healthy learners are enthusiastic, happy and very productive academically. She mentioned that the social challenges that are faced by the surrounding communities does not only affect the community but also affects the school. These challenges have resulted in a negative impact towards teaching and learning processes; and has also affected the matric result. She outlined that Mdlamfe high school has been involved in some health promoting activities but they were not authorized by the Department Health. It brings great joy that they have reached a point of being awarded as a health promotion school.

Ms Gloria Rasi was the speaker of the day for both events she was grateful that this day has finally came to Mdlamfe high school and Matshane Primary school. She was proud of everyone who took part in making sure that Mdlamfe High school and Matshana Primary School end up being awarded this great opportunity. She motivated the learners in both events. She advised learners to always take control of their lives and to own up to the decisions that they made as she quoted the phrase “Do not let your present situation determine your future, create your own future”

The teachers that were responsible for the project mentioned that it wasn't easy because none of them have been exposed to this project before. Eventually they got used to it and started using what they were taught. The launching of these schools was successful and productive.



Ms Gloria Rasi handed over the compliance certificate that is endorsing Matshana Primary School as a Health Promoting School on the 05th of November 2020.



Ms Gloria Rasi handed over the compliance certificate that is endorsing Mdlamfe High School as a Health Promoting School on the 23rd of October 2020

MDLAMFE HIGH SCHOOL PHOTO GALLEY



MATSHANA PRIMARY SCHOOL PHOTO GALLERY



Pharmacy Department Covid 19 response



Mr. DS GOVENDER, PHARMACY MANAGER

C COVID 19 presented with many challenges this year. The pharmacy department had to repurpose itself to enable it to meet the challenges of COVID 19. The basic requirements of COVID19 was hand sanitization (prevention is better than cure). Pharmacy department was placed in a predicament as the contractual company on tender, supplying hand sanitizer, was not able to meet its contractual obligation. There was no alcohol to manufacture the product. Companies were awarded tenders and pharmacy placed emergency orders which resulted in hand sanitizers being available. The Patrick Motsepe foundation provided donation hand sanitizers to ease

the pressure. The pharmacy staff hand packed the sanitizers into 100ml containers which was a labour intensive exercise. This allowed uninterrupted supply of hand sanitizer to clinics, security and wards and departments. The pharmacy procured adequate amount of biocide D sachets to meet the Covid 19 requirements especially during the decontamination processes. The Flu vaccine was made available for staff as well as patients including the clinics. Pharmacy was able to supply Greys, Inkosi Albert Luthuli Central Hospital and Queen Nandi hospital the Flu vaccine for their staff.

The National Department of Health issued a priority list of medicines including those required for the management of COVID19 ie. 180 priority items, 88 COVID 19 items and 284 chronic diseases items (May 2020). Pharmacy procured the items as required that resulted in uninterrupted supply of medication. With the critical announcement that corticosteroids were used to treat severe COVID 19 patients being made, the pharmacy was successful in procuring the dexamethasone injection, Betamethasone tablets and prednisolone tablets. Medication was successfully dispatched to the PUI and COVID 19 wards using telephonic orders, What's app and runners that assisted in ensuring continuous supply of medication to all who required it.

As we anticipate the second wave for COVID 19 prevention is not better than cure, prevention **IS** the cure, at least for the foreseeable future whilst we await the arrival of the vaccine.

BURNS AWARENESS AT NGWELEZANA CLINIC

On a yearly basis Burns Unit holds a burns awareness to disseminate information to the community on issues pertaining to burns.

The awareness is usually held in May, just before winter so as to remind the community on prevention of burns. However, this year the awareness was held in November due to Covid-19 regulations.

An analysis of statistics from July 2020 to September 2020 during the lockdown was done and it was found that there were still a good number of burnt cases and high percentages were Paediatric patients. Therefore, it was felt that there was still a need to hold the awareness although winter was over.

AIM:

- ▣ To educate the community on prevention of burns at home.
- ▣ To educate the community on first aid management of burns at home.
- ▣ Empower nursing staff o burns management at a clinic level.
- ▣ To promote rehabilitation of burns victims

The awareness was favorable and a success , Ngwelezana hospital was grateful to Woolworths for donating baby carriers that were given to parents who attended the event.



GLAUCOMA AWARENESS WITH EYE CLINIC

Ophthalmology Department had a glaucoma support group which was held on the 11th of November 2020 in the eye clinic. The aim was to teach our patients about glaucoma condition and give them support on the importance of using medication, as we know that glaucoma is one of the top 5 leading causes of blindness in South Africa.

15 patients were invited who were already affected with glaucoma and were on treatment. The Programme was directed by EN R.V Skhakhane who also opened with a prayer, EN N.G Nxumalo welcomed the patients and explained the purpose of the day. Dr J Tshabalala also explained glaucoma, its causes, signs and symptoms and importance of using the medication. Sr L.F Mtshali explained the types of drops and tablets used for glaucoma and how to use them.

Patients were also given an opportunity to ask questions and to verbalize their concerns and challenges, Dr J Tshabalala and Sr N.Y Zulu answered all the questions and concerns that were raised by the patients. Programme was closed with vote of thanks by Z.S Khumalo who also closed with a prayer. The patients were very much positive and showed interest on the support group and also appreciated what the eye team did for them.



Occupational Therapy Week



OCCUPATIONAL THERAPY STAFF

we have identified that not all patient know what Occupational therapy is about.

On the 14-18 September 2020 the occupational therapy department celebrated OT week. For this year we selected and chose the initiative of advocating for Occupational therapy, during this week the Ngwelezana Occupational Therapy department was teaching patients about the different services that we offer to our patient. We created pamphlets explaining what we do as a department and the type of condition we see in OT. The main aim of this awareness was to inform patients about OT because

It's Occupational Therapy Week!



Have you had stroke and need help to regain your strength?

Are you struggling to perform the activities you need to?

Have you had a hand injury and need a splint?

Do you need a wheelchair?

Have you been burned and need to improve your strength, movement and participation in activities of daily living?

Is your child experiencing developmental delays or needing placement at an appropriate school?

OT can help you! Come visit us at the OT Department!

We care about what is important to YOU

It's Occupational Therapy Week!



Ngabe uyaludinga usizo lokubuyisa amandla emzimbeni emva kokushawa iStroke?

Ngabe uyaludinga usizo lokwenza imisebenzi yokuzinakekela neyasendlini emva kokugula noma kokulimala?

Uke wanengozi ekulimaze esandleni yenza sangakwazi ukusebenza kahle?

Uyayidinga inqola(wheelchair)?

Uyaludinga usizo lokubuyisa amandla nokusebenza kahle kwesandla emva kokushiswa umlilo, ugesi noma amanzi?

Ngabe ingane yakho isalela emuva ekukhuleni kunezinye?

iOccupational Therapy ingakusiza! Woza uzosibona emahhovisi ethu!

We care about what is important to YOU

WORLD RADIOGRAPHY DAY



On 8 November 1893, a chap called Roentgen discovered x-rays. Since then a whole new concept of medicine evolved. Radiography (Medical Imaging) has become the backbone of Medicine. Can You imagine a pregnancy without an ultrasound, a broken arm without an x –ray, a head injury without a C T Scan or Breast cancer without Mammography. Radiographers worldwide use this day to promote radiography as a career, as a vital contribution to modern healthcare and as an opportunity to increase public awareness of diagnostic imaging and radiation therapy. Ngwelezana Hospital Radiology Department also celebrated this day (8th November 2020) on a small scale due to Covid-19 restrictions.

WHO ARE RADIOGRAPHERS?

Radiographers are instrumental in the diagnosis of thousands - maybe even 100's of 1000's of patients' conditions in the span of their career. They take X-Rays; perform Ultrasound, CT, MRI & PET scans, as well as life-saving interventional procedures. They treat a countless cancer sufferers, do Mammograms and Bone Density scans as well as Fluoroscopy studies. Radiographers are found in the Emergency Departments to provide onsite imaging and in the Operating Theatres to ensure proper alignment. Radiographers produce the first image of the foetus, and been there for the patient's last breath more times than one cares to remember. They have protected the patient against excess radiation, and been there to comfort them when the diagnosis is a tough one! Radiographers have been the eyes and the heart of the medical profession in so many different instances. No matter which field of Radiography are in, Radiographers are Professionals in their field.

HEALTHY LIFESTYLE CHALLENGE WITH DIETITIAN DEPARTMENT

In South Africa 68% of women and 31% of men (according to StatsSA) suffer from overweight and obesity. This is as a result of long term unhealthy eating as well as living a sedentary lifestyle. In turn this increases the risk of the chronic disease of lifestyle such as Diabetes, hypertension etc. as well as decreases your immunity and puts you at greater risk of developing other communicable diseases. Due to these high statistics, South Africa decided to create a “National Nutrition and Obesity” week, which this year ran from 9 – 19th October. This week has especially been created to raise awareness amongst our fellow South Africans about obesity as well as eating healthy.

Due to the 2020 pandemic, this year’s theme for National Nutrition and Obesity week is “Good Nutrition for Good Immunity”. This theme helps us teach the population the importance of eating healthy in order to build up our immunity to fight diseases such as Covid 19. In light of this, the Dietetics department at, Ngwelezana Hospital decided to run a “Healthy Lifestyle Challenge” to help our healthcare workers, who were and still are in the front lines, to establish and maintain a healthy lifestyle. The competition comprised of 12 challenges, which were designed by Susan Swarts (Chief Dietitian) and Shanine Topham (Dietitian). The challenges consisted of different steps to achieve a healthy lifestyle. Participants had to submit these challenges weekly by taking pictures of their food, keeping track of their daily exercise routines as well as daily water intake. All in which contributes to living a healthy lifestyle.

Elysia Moodley, our Community Service Dietitian compiled a booklet with all challenges and started advertising around the hospital. 44 healthcare workers from our hospital decided to take part in the competition. The competition started from 27 July 2020 and ran until the National Nutrition and Obesity week. These challenges required dedication and willpower to improve ones lifestyle.

With working long hours and getting home early hours of the morning some found it difficult to keep up with all the challenges and weekly submissions, however 5 of the participants made it work. The winners were ranked according to how many challenges were submitted as well as the effort they had put into these challenges in order to live their own healthy lifestyle. Mbaliyenkosi Mchunu (Radiologist) took first place in the competition and won an exercise hamper to encourage her to maintain her healthy lifestyle. We had 3 participants who had tied in Second Place: Caitlin Stott (Community Service Occupational Therapist), Lindsay Carden (Community Service Speech and Language Therapist) and Sinezelo Mchunu (Community Service Occupational Therapist). Last but not least in third place we had Nonhlanhla Dube (Social Worker). Congratulations to all the above winners we hope you have encouraged others to take the leap and live a healthy lifestyle





During the time of studying towards my Diploma in Public relations management I always found my lectures boring, in fact the entire course was not so enjoyable. half the time I would always think about deregistering and upgrading to another course.

Throughout the short period I have spent in Ngwelezana Hospital as the Public Relations Intern my mindset has changed gradually from viewing Public Relations as just a mere career.

I have learnt that it is quite a vast and interesting department, you get to be exposed in almost everything that concerns your organization.

Ngwelezana is a large facility that offers a number of public services to numerous diversified communities. Each and everyday you get to interact with different people that have different needs and as a Public relations officer you always remain at the center of representing your organization to the public and also making sure

that the needs of the public are met by your organization. Therefore it is vital that you uphold good communication skills. The public relations office is aimed at making sure that satisfactory service is delivered to the public.



Ms Sinelungelo Mgabhi, Public Relations Intern



Ms Luyanda Cebekhulu, Public Relations Inservice

I am a third year student at Durban university of technology finishing my Diploma in Public relations management, I have always been the shy or quite one. While my profession needs a person who can speak their mind firmly without doubting themselves. Working in this facility has helped me be able to communicate and face people as a whole

All staff members at Ngwelezana tertiary hospital are welcoming. I have learnt a lot of things such community engagement , customer care and socializing. I think it helped me to get my Inservice training in such a big facility and under the covid-19 pressure. It helped me to realize more about my strength and weaknesses and how to work under pressure without retaliating to anger and mistreating people. It has helped me understand more of what is expected of as a Public Relations Officer . I have also learned that you do not disclose information that you think is one, but you get the correct information from the relevant person then communicate it further when given permission to do so.

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