



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

YOUTH MONTH 2019
25 YEARS OF DEMOCRACY
A CELEBRATION OF YOUTH ACTIVISM

THE STRUGGLE FOR HEALTH IS REAL



NORTHDALE HOSPITAL

THE NORTH NEWS

“Know your Health, Ask Questions and Make Healthy Choices”



AS PART of youth Day celebration which recognises the role and highlights challenges of young people in the society, Northdale Hospital hosted its Youth programme at the Themba lethu Clinic section situated within the hospital premises.

Under the theme, “Know your Health, Ask Questions and Make Healthy Choices” the event opened a platform where young people were encouraged to take charge of their life. They shared information, asked questions pertaining to health issues which are considered as one of the major challenges faced by youth.

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The North News



KZN HEALTH



KZN HEALTH



KZN HEALTH

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FIGHTING DISEASE, FIGHTING POVERTY, GIVING HOPE

THE STRUGGLE FOR HEALTH IS REAL



Dr Van Vereen engaging with young people

Teenage pregnancy, HIV and Aids and substance abuse were highlighted to be at the centre of problems.

Mfa Nkabini from Sinomlando NPO which works with the departmental social workers and health practitioners unpacked this year's theme to the audience who were attending program and provided solutions.

Nkabini said, "Know your Health" they want to emphasise that knowing personal health must be the responsibility of young people themselves.

"No one can force you in knowing their status, viral load, and other personal health information," she told the audience.

With regard to the "Make, Healthy Choices" Nkabini said this was the result of knowing personal health and asking questions about it.

"When you know information on your health you are able to make more informed decisions that will help you progress

Young people who were taking chronic medication and those who have survived sexually transmitted diseases shared their experienced encourage others during the session.

A Social worker Ms. Mthobisi Mlaba echoed the effort made by youth saying she was delighted to listen to young people sharing tips and advice.

"There were young people from the audience who were sharing their stories and thoughts relating to their own health which is encouraging to others.

"It is emotional listening to the stories of the youth.

We have been engaging with youth during the Northdale Youth Program for almost five years. We know there have been transformations among the youth, but having them sharing their personal stories publicly, it makes us as social workers having more hope that they are more self-confident about their health in the future," she added.

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FIGHTING DISEASE, FIGHTING POVERTY, GIVING HOPE

Northdale hospital acknowledged at the MASEA Awards



Left: KZN Former MEC For Health- Dr Sibongiseni Dhlomo, Northdale CEO - Mrs. B.C Maphanga, Northdale Acting PRO - Henry Dlamini, Northdale IPC Nurse – Hewitt Pillay, UMgungundlovu Health District Director– Mrs. MN Zuma - Mkhonza

Northdale hospital was recognized at the MEC's Annual Service Excellence Awards (MASEA) which was held at the Royal Showgrounds, with a certificate of commendation for Best Performance in complaints resolution.

Northdale is classified as a large district hospital and also serves as one of the busiest district hospital in KZN. As per National Guideline to manage Complaints, Compliment and Suggestion our clients are encouraged to voice their concerns, compliments or suggestions, so as to enable us to improve the care that we render.

On a daily basis the PRO and staff are in contact with patients and visitors who make use of this mechanism.

Each complaint is investigated by the relevant manager, and a redress meeting held with the complainant, to address their concerns.

The acknowledgement received at MASEA is indicative of our commitment to improving our services and responding to the needs of our patients and families.

It also indicates that as a hospital we do not disregard or ignore Complaints, Compliments and Suggestions raised by our clients.

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The North News



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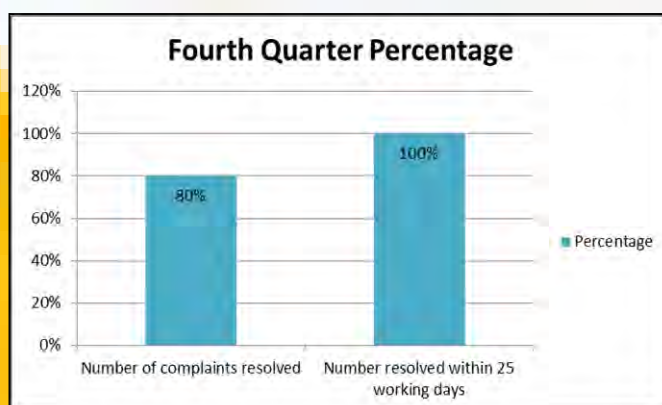
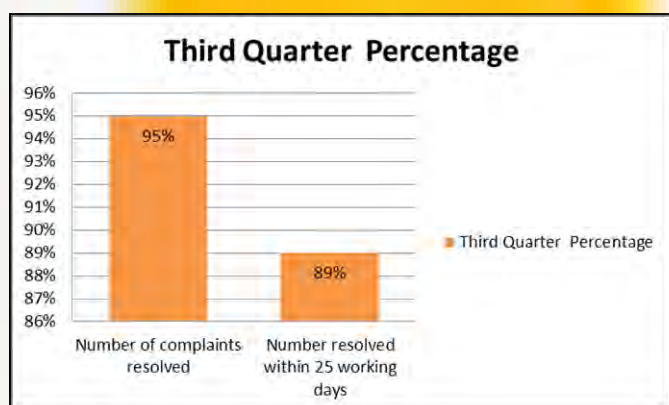
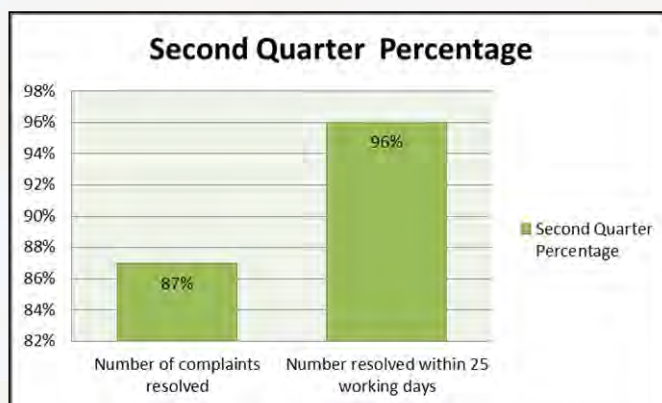
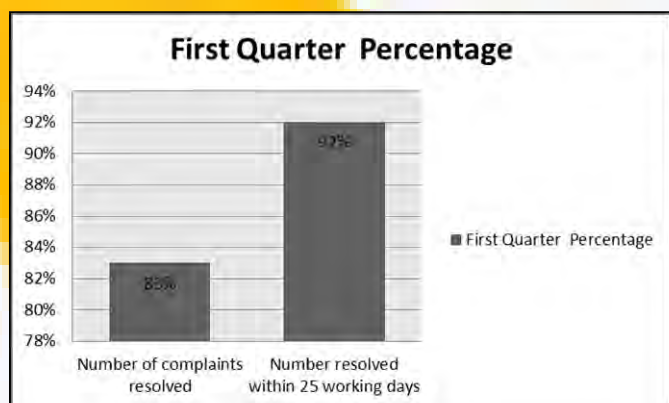
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FIGHTING DISEASE, FIGHTING POVERTY, GIVING HOPE

Following are the figures in graphic format on how complaints were managed in the last financial year.

COMPARISON PER QUARTER IN GRAPH FORMAT



Complaints Mechanism

1. Patient of Families/supporting person lodges complaint

- Patient can engage manager of the section/ward and raised his/her complaint Or,
- At Night Patient can engage Assistant Matron on duty Or,
- Patient must completes complaints from and put it in complaints, compliment and suggestion box Or
- Submit it to PRO's office
- Manager in the Section/Ward must deal with complaint immediately Or
- PRO has to inform Manger about the complaint to do investigation.

2. Acknowledgement of Complaint

- PRO to acknowledge complaint in writing
- Telephonically or verbal and write on a complaints book to keep record.
- Acknowledgement must be done within 5 days.
- Inform complaint on the allocated reference number and estimated time to resolve complaint.

3. Investigation of Complaint and during investigation PRO has to contact complainant and give update.

4. Resolving and Redress of complaint

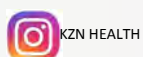
- Finilise investigation within 25 working days
- Complainant to be called for redress meeting
- Remedial action taken to prevent complaint from reoccurring

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NORTHDALE HOSPITAL HAND HYGIENE CAMPAIGN 2019



Pharmacy department



Transport department

Northdale hospital showed its commitment to safe patient care by participating in the World Health Organization annual hand hygiene campaign.

The aim of this campaign is to promote safe care for all by means of good hand hygiene practices. Each year, the theme is aligned to a specific outcome. This year, the campaign theme was “Clean Care for All, It’s In Your Hands”.

The campaign usually takes place on the 5th May of each year. However, Northdale hospital conducted their campaign on the 7th May to ensure that more staff members were able to participate and show their commitment to this Infection Prevention strategy.

Hand hygiene is one of the basic infection prevention strategies and is key to reducing health care associated infections.

It is also a cost effective practice that saves lives. The infection Prevention and control department put much energy into organizing and coordinating this activity and it was a resounding success with over 270 staff members participating in the campaign.

The team was greeted with much enthusiasm in all areas they visited. The staff of Northdale hospital showed incredible commitment and creativity in the posters they designed, the poems they created and the songs they adapted to promote hand hygiene in their departments.

Their commitment to this aspect of the IPC program shows the dedication of the staff of Northdale hospital continue to provide safe quality care to the community that we serve.

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FIGHTING DISEASE, FIGHTING POVERTY, GIVING HOPE



Mother's Day 2019

The 12th May 2019, saw the mothers from Northdale hospital maternity wards, celebrating mother's day with their newest bundles of joy. This celebration was made possible with the generosity of Mother's Day Connect.

As one mother put it "this is such a good activity, because sometimes as mothers, we cannot afford to buy baby baths, toiletries and luxuries". The jubilation amongst the patients made the day so much more special.

Gift hampers, graciously put together by Mother's Day Connect, were handed over to at least ninety (90) mothers. Included in the gift packs were: nappies, face towels, chocolates, soft toys, blankets and beanies, and baby toiletries etc.

This initiative wouldn't have been possible without the generosity of Mother's Day Connect. Northdale hospital team extends its deepest gratitude to the Mother's Day Connect organization for their contribution in ensuring a joyous celebration for Northdale hospital patients.

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NURSING – THE BALANCE OF MIND, BODY, SPIRIT.



The mind, body and spirit of patient care is carried by the nurses of any hospital. Not only are nurses the backbone of the hospital but the image of the hospital lies primarily on their shoulders. With such a huge burden of responsibility placed upon them it is vital that in Nursing – The Balance of Mind, Body and Spirit exists.

Northdale hospital hosted the nurse's day celebration on the 4th June 2019. The focus of the day was to acknowledge the contribution of nurses to providing care.

Ms. Shamin Mahadeo who is Senior Lecturer at Greys College of Nursing delivered a key note address of the day. Her presentation was an effective reminder to all Nurses, to bring back the Ethics and Professionalism to Nursing. Chairperson of the hospital Board – Cllr Racheal Soobiah also used this event to thank the nurses for their contribution to the health care system of South Africa.

She paid special tribute to those nurses (especially in Northdale Hospital) who go over and above the call of duty when providing care.

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Sister Prag

Sister Chetty

Sister Mkhabela

Sister Ruth— Ethics Officer, Addressing audience

Northdale hospital held Ethics Training Workshop on the 06th June 2019 at Nurses Residence-Northdale hospital. There were about 52 attendees and outsourced presenters who had participated in various aspects of Ethics, values, culture, morals and professionalism. Organized Labour from Northdale hospital was part of the program and they presented Code of Conduct and Disciplinary action processes.

The purpose of the program was to create awareness and improving ethical and organizational thus promoting good governance at all levels. Therefore each employee must understand how significant their roles and conduct are, and to endeavor to deliver the various services as expected by institution.

The program was also organized to set the tone for continuous ethics conduct in the workplace whereby employees own the program and empower each other with regards to ethics matters.

According to Sister Ruth Atkinson, Ethics Officer at Northdale hospital she indicated that this workshop would be an ongoing program and it would be a part of orientation and induction program that would create a positive stepping stone towards achieving a positive ethical culture in addition to improving service delivery.

The CEO Mrs. B.C Maphanga extended her appreciation to all staff that had participated in the workshop.

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Gallery

Infection Prevention and Control 2019



Youth Day 2019



Nurses Day 2019



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Health
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