



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

NORTHDALE HOSPITAL

THE NORTH NEWS

SEPTEMBER 2021



GET YOUR COVID-19 VACCINE TODAY AND BE ABLE TO FIGHT POSSIBLE INFECTION

LWELA UKUPHILA, KHETHA UKUGOMA UKUSILEKELELA UKUNQOBA I-COVID-19



covid-19

NORTHDALE HOSPITAL WELCOMES A NEW CHIEF EXECUTIVE OFFICER MS. NOBUKHOSI XULU



Siyagoma Waya-Waya nsuku zonke.
#choosevaccination



Siyagoma Waya-Waya nsuku zonke.

#choosevaccination



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA



KwaZulu-Natal Department of Health



kznhealth



KZN Department of Health



@kznhealth

GROWING KWAZULU-NATAL TOGETHER

NORTHDALÉ HOSPITAL WELCOMES NEW CEO



Northdale Hospital has welcomed a new chief executive officer Ms. Nobukhosi Xulu, who once served as a nurse at the hospital. She was a professional nurse at Northdale Hospital during the period between 1996 to 2002. She left to Inkosi Albert Luthuli hospital in 2002. In 2004, she began working as an operational manager for casualty/outpatients at the Estcourt Hospital.

The new CEO's plans for the hospital going forward, are to build social cohesion for the improved care of patients and the community. "What I seek to build for now is social cohesion, labour peace. We have been in the news, and I am counting myself as well, for bad publicity with patient-care. I seek to improve that also. I seek to bring back professional etiquette among the staff. We need to bring the hospital together in the manner that everyone works for the good of the citizens who are being served within the catchment of the hospital. In essence, the livelihood of the communities within our catchment area is our priority," said Xulu.

Xulu said the hospital has nurtured her into the professional and ethical person that she is today. "This hospital has practically built me. There is nothing that can be built from disintegration. This is what I seek to bring back; Northdale must regain the credibility it once had as a facility when it was performing best within the Umgungundlovu district," said Xulu.

Her message to staff at the hospital as they work together for the improvement of the hospital is that no challenge is insurmountable. "Go for every challenge in front of you. Approach it with the zeal that will take you to greater heights. Challenges are there for a reason; they will take you to greater heights and it is within your reach. Pride and confidence in your profession will take you far," said Xulu. In the next six months, Xulu plans on improving health and patient-care at the hospital. "We will be looking at patient complaints; what has been bothering them. We will be working as teams to look into those complaints. We will be looking at the risk they are exposed to as they enter the hospital grounds. More than anything, we will be looking at improving the healthcare of our patients and the community," said Xulu.

FOR MORE INFORMATION ABOUT COVID-19

24HR NICD: 0800 029 999 PROVINCIAL HOTLINE: 033 846 6000 WHATSUP NUMBER: 060 012 3456

NORTHDALE HOSPITAL EXECUTIVE MANAGEMENT TEAM



Dr. Livan Turino
Act. MEDICAL MANAGER



Ms. Nobukhosi Xulu
CHIEF EXECUTIVE OFFICER



Mr. Sifiso Ndaba
DM: NURSING



Mr. Sifiso Cele
AD: HUMAN RESOURCE MANAGER



Mr. Lucky Malevu
AD: SYSTEMS



Ms. Nelisiwe Phungula-Chiya
AD: FINANCE

FOR MORE INFORMATION ABOUT COVID-19

24HR NICD: 0800 029 999 PROVINCIAL HOTLINE: 033 846 6000 WHATSUP NUMBER: 060 012 3456

IMPROVED EFFICIENCY AND ACCOUNTABILITY



FR. Left: Dr. L. Turino, Mr. S. Ndaba and Ms. N. Xulu

The newly appointed management team discovered challenges which continuously create bad publicity about the facility in social media and print media. The recurring challenge of misfiling patient's records, long queues, and congested emergency/casualty department are the first priorities to be dealt with by management.

The goal is to work as a team and make changes to improve service delivery. One of the problems mentioned above is the unnecessary congestion of casualty at Northdale hospital. This is caused by green codes patients who are supposed to be attended to at PHC level (local clinic), but are coming to the hospital for the treatment of minor ailments. The plan is to decongest green codes that meet the criteria for PHC patient care.

Northdale hospital's mission is to provide better service delivery to the community of UMgungundlovu district. This was following the facilities newly appointed managers in top positions. The department had appointed four managers who will make decisions about the running of the institution.

This management team includes Mr. Lucky Malevu - Assistant Director: Systems who was appointed in November 2020, Mr. Sifiso Ndaba – Deputy Nursing Manager appointed in July 2021, Ms. Nelisiwe Phungula-Chiya – Assistant Director: Finance appointed in July 2021 and Ms. Nobukhosi Xulu – Chief Executive Officer appointed in September 2021. The Department of Health had appointed these managers to improve efficiency and accountability in the facility.

The management plan to strengthen relations with local clinics that refer patients to the hospital, by ensuring that Medical Officers are constantly available at a PHC level to attend minor ailments and refer only those patients who require hospital care. Patients are going to be educated about the importance of attending their local clinic before coming to the hospital. This will benefit patients by saving costs involved with coming to the hospital for minor ailments that require clinic patient care.

Management is calling communities to work together to ensure better service delivery everyone and in turn to improve hospital conditions.

FOR MORE INFORMATION

24HR NICD: 0800 029 999 PROVINCIAL HOTLINE: 033 846 6000 WHATSUP NUMBER: 060 012 3456

PORTFOLIO COMMITTEE ON HEALTH VISITED NORTHDALE HOSPITAL



Three honorable members from National Assembly visited Northdale hospital on the 20th August 2021. This was a support visit from the Parliamentary Portfolio Committee on Health to the institution. The purpose of the visit was to do an oversight on service delivery by the institution.

During the support visit the Executive of the hospital was given an opportunity to unpack challenges that are affecting service delivery. Together with the Acting Medical manager Dr Rolan Chetty and Deputy Nursing manager Mr. Sifiso Ndaba challenges were discussed with the honorable members.

Challenges surrounding infrastructure, hospital budget and human resource shortage were discussed. The Acting Chairperson of Portfolio Committee Mr. Monyawu noted the challenges and will present this to the Provincial level as part of their support visit. “We as members of National Parliament appointed on Portfolio committee on Health, we are satisfied by discussions we had with Northdale hospital management. We are taking these challenges very seriously and we are going to engage with province on these issues in order to assist the hospital. The portfolio committee promise to bring intervention into the challenges faced by the hospital”.

Honorable members were impressed by the cleanliness of the hospital, as well as the Covid-19 vaccination site in the hospital.

The Acting District Director-Dr Thandeka Zulu thanked the portfolio committee for their support visit to the institution. She indicated that there is progress in the hospital; however the intervention of the Portfolio committee is critical in assisting the institution in order to achieve better service delivery.

FOR MORE INFORMATION ABOUT COVID-19

24HR NICD: 0800 029 999 PROVINCIAL HOTLINE: 033 846 6000 WHATSUP NUMBER: 060 012 3456

NEW HOSPITAL BOARD MEMBERS APPOINTED AT NDH

Mr. HLALANI ZONDI

CHAIRPERSON OF NDH HOSPITAL BORAD



A new hospital board has been appointed at Northdale hospital. The term of the outgoing board expired in 2019 and the advert for the new board was out in 2020.

The KZN Ministry completed the appointment process of the new board members and they started to serve in 2021. The hospital has nine new members serving in the hospital board.

The acting chairperson of the new board, Mr. Hlalani Zondi, said the plans going forward are to have a united board working to achieve the primary objective of the institution and carry out its core duties. “We want to ensure the best healthcare for the community. Everything else falls underneath that”.

“We want to ensure that everyone has an equal contribution to all the matters of the board. This will be a new chapter moving forward,” he said. A civil servant, Zondi was born and bred at Imbali. He holds a diploma in business management. “We want to work together for the community and believe that we must dispose of ourselves for the betterment of our people. As a member of a particular organization, which is the ANC, we take our foundation from what is enshrined there in the national democratic revolution,” said Zondi.

FOR MORE INFORMATION ABOUT COVID-19

24HR NICD: 0800 029 999 PROVINCIAL HOTLINE: 033 846 6000 WHATSUP NUMBER: 060 012 3456

HOSPITAL BOARD MEMBERS



Ms. Busisiwe Mbokazi



Mr. Hlalani Zondi
Hospital Board Chairperson



Advocate Indhera Goberdhan



Ms. Bindu Harry



MR. Njabulo Ntshaba



Mr. Thembinkosi Zondi



Ms. Nomusa Dlamini

FOR MORE INFORMATION ABOUT COVID-19

24HR NICD: 0800 029 999 PROVINCIAL HOTLINE: 033 846 6000 WHATSUP NUMBER: 060 012 3456



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA



KwaZulu-Natal Department of Health



KZN Department of Health



kznhealth



@kznhealth

**GROWING
KWAZULU-NATAL
TOGETHER**

MANAGEMENT REVIVE WALKABOUT PROGRAM TO IMPROVE SERVICE DELIVERY



Northdale hospital executive management team, led by CEO Ms. Nobukhosi Xulu, have taken a decision to strengthen the hospital walk-about program. This is a task that was revived to ensure that the management of the facility is aware of what is happening in the hospital and are therefore able to improve those areas needing assistance. This exercise will not only bring support to the employees within the facility but also improve service delivery. It will give management an opportunity to identify gaps and to bridge those gaps working together with supervisors and staff.

Over the past few weeks the executive team have been on walk about in the Outpatient department. It was identified that there is a challenge with patient waiting times. There are complaints which have been reported and presented in the executive meeting which confirms the challenge of long waiting times.

A decision to improve the waiting times was taken and strategies are to be implemented and monitored. These strategies include:

- Strengthening of the triage system. This will result in patients being timeously and approximately sorted into the correct department for further care.
- Allocating competent Professional Nurses to triage all non-referred clients and advise accordingly.
- Encouraging all green code patients to start at Gateway Clinic if they do not have a referral letter.
- Prioritizing vulnerable groups e.g. children, the elderly etc.

FOR MORE INFORMATION ABOUT COVID-19

24HR NICD: 0800 029 999 PROVINCIAL HOTLINE: 033 846 6000 WHATSUP NUMBER: 060 012 3456



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA



KwaZulu-Natal Department of Health



KZN Department of Health



kznhealth



@kznhealth

**GROWING
KWAZULU-NATAL
TOGETHER**



PHARMACY MONTH 2021

Year 2021, Northdale hospital pharmacy department is proud to celebrate pharmacy month. This was following a difficult and challenging year in 2020 where the pharmacy department was operating under hard lock down restrictions in order to limit the spread of covid-19 virus.

The theme for this year is **“THINK PHARMACY”** quality healthcare for all. The following subthemes were included:

Your Pharmacist:

- Is accessible
- Can provide medicine and information about your health.
- Is part of a healthcare team that works together to look after you.
- Offer support and care for you and your family
- Can provide advice on healthy living.
- Can provide advice on immunization and family planning services.
- Can help to get you tested covid-19, HIV, TB etc.

Can provide help with self- care and first aid.

During pharmacy month 2021, Public Relations Officer visited Pharmacy Manager Mr. Luthando Mbatha to have a chat with him regarding importance of pharmacy department and challenges faced by pharmacy during the Covid-19 pandemic.

FOR MORE INFORMATION ABOUT COVID-19

24HR NICD: 0800 029 999 PROVINCIAL HOTLINE: 033 846 6000 WHATSUP NUMBER: 060 012 3456

NORTHDALE HOSPITAL PHARMACY TEAM



Challenges under lock down:

Looking at the theme and subthemes for 2021, I would like to take you down memory lane on the year that was 2020 when for the very first time the country was introduced to lock down level 5. We were following with keen interest what was happening in other countries and we could see that lock down was imminent in our country. Our fears were confirmed on the 23 March 2020, that is when the state president announced that there would be hard lockdown for 21 days, starting from the 26 March to 16 April 2020. On the days leading to this we witnessed a lot of panic among the citizens.

The biggest challenge in the pharmaceutical world was ensuring that patients have enough medicines to last them throughout the lock down period. This meant patients had to receive more than one month supply of medicines in order to prevent unnecessary movement of our vulnerable patients. But this also posed a challenge in terms of medicines availability.

Role of Pharmacist:

Pharmacist participated in identifying patients that qualified for double and 3 month's supply. The government gazette also played a huge role where an exemption was made, allowing patients that were stable on chronic medicines to have their prescriptions extended from six to twelve months. This measure was put in place to decongest the facilities and ensuring that clinicians were made available to deal with covid-19 related ailments. Pharmacists played a huge role in identifying patients that were poorly controlled and these patients were referred to clinicians for review. CCMDD played a huge role in terms of ensuring that patient's therapy is not interrupted, Pharmacists were available to answer supply and medication related queries from patients. Hence we say your Pharmacist is accessible.

FOR MORE INFORMATION ABOUT COVID-19

24HR NICD: 0800 029 999 PROVINCIAL HOTLINE: 033 846 6000 WHATSUP NUMBER: 060 012 3456



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA



Participation of pharmacists in vaccination programme:

Pharmacists are still playing a critical role in terms of storing, handling and preparing the covid-19 vaccines. We were involved in assessing the resources at our disposal, initiating procurement processes for special equipment like minus 70 degrees celcius fridges for storing Pfizer vaccines, monitoring devices like fridge tags to ensure monitoring of storage conditions until the vaccines reach the end-users.



Message of support in Vaccination programme:

We also support the rational use of medicines; we are requesting the community to be wary of unscrupulous sources of information where different combos are suggested with a claim of treating Covid-19. We encourage people to consult with qualified healthcare professionals where their health is concerned. Let us all register and get vaccinated against the deadly virus that has claimed our families and most importantly our colleagues in the healthcare industry.

We are happy with the contribution that we have made in ensuring over 18 million vaccinations became a reality and that through collaboration with other stake-holders, herd immunity will be reached by the end of the year.

We are saying vaccines don't change your DNA, although some are made using RNA technology. Vaccines don't contain any microchips, they cannot be used to track and control anyone, vaccines don't carry the mark of the beast "666" (vaccines have no connection with any religious organizations). Vaccines are safe; no step in the development, testing or ratification of the covid-19 vaccines has been skipped.

We would like to remind everyone that Corona viruses have long been known to produce the common cold, severe acute respiratory syndrome (SARS CoV) is a human pathogen that was first detected in the Guangdong province of China in November 2002 and it spread to over 30 countries, 8000 cases were reported with over 800 deaths. And the work to prevent, treat and contain the virus started then. Contrary to the popular belief that Corona virus was only detected in late 2019 and therefore it was impossible to come up with vaccines in such a short period of time.

Pharmacy Month 2021:

During Pharmacy month that was driven by our Pharmacist interns, staff members interacted with patients, providing health education, and demonstrating to patients how to use different devices used for delivering medicines. Patients were not only empowered with knowledge of managing their conditions and reminded on the correct use of medical devices but they also walked away with goodie bags.

FOR MORE INFORMATION ABOUT COVID-19

24HR NICD: 0800 029 999 PROVINCIAL HOTLINE: 033 846 6000 WHATSUP NUMBER: 060 012 3456



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA



KwaZulu-Natal Department of Health



KZN Department of Health



kznhealth



@kznhealth



COMPILED BY

**PUBLIC RELATIONS OFFICE
NORTHDALE HOSPITAL**

CONTACT DETAILS

SWITCHBOARD:

033 387 9000

DIRECT TELEPHONE LINE:

033 397 9048

EMAIL ADDRESS:

Pro.Northdale@kznhealth.gov.za

**PUBLIC RELATIONS OFFICER - ACTING
HENRY S. DLAMINI**

073 564 7329

PHYSICAL ADDRESS:

Chota Motala Road

Pietermaritzburg

3200

POSTAL ADDRESS:

Private Bag X9006

Pietermaritzburg

3200

FOR MORE INFORMATION ABOUT COVID-19

24HR NICD: 0800 029 999 PROVINCIAL HOTLINE: 033 846 6000 WHATSUP NUMBER: 060 012 3456



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA



KwaZulu-Natal Department of Health



KZN Department of Health



kznhealth



@kznhealth

**GROWING
KWAZULU-NATAL
TOGETHER**