



WE ARE IN THIS TOGETHER



VOLUME 2 ISSUE 9

NORTHDALE TIMES

JUNE / JULY 2008

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NORTHDALE HOSPITAL PRO CAN BE CONTACTED ON (033) 387 9048 OR FAX (033) 387 9768 / 1328

OKUQUKETHWE NGAPHAKATHI KULELIBHUKU / WHATS INSIDE

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SPECIAL THANKS TO

SISTER. S. GOVENDER
Ms. K. DHAVARAJ

H WARD UNIT MANAGER
SOCIAL WORK DEPARTMENT

REMEMBER : IF YOU HAVE A COMPLAINT ABOUT OUR SERVICES PLEASE CONTACT THE WARD OR UNIT MANAGER TO ADRESS YOUR PROBLEM THEY WILL BE HAPPY TO ASSIST YOU.

FOR YOUR INPUTS IN OR ANY SUGGESTION ON OUR NEWSLETTERS OR ANY THING THAT CONCERNS OUR HOSPITAL SERVICES AND IMAGE PLEASE FEEL FREE TO SEE THE PRO OR CALL 033

3879048 OR

E-MAIL HIM AT : Vusumuzi.zulu@kznhealth.gov.za

SOCIAL SIDE OF US

Poverty rears its ugly head in KZN and leaves its victims helpless and hopeless. State assistance is available only to those who meet certain criteria and even so it is not always easily accessible. Some of these victims of poverty attend our Hospital for medical attention and are referred on to the Department of Social Work for assistance. How do we allow such patients, following the consultation, to leave our offices armed only with the appropriate information, when hunger is gnawing at their tummies or an indigent mother to leave the Hospital without suitable baby clothing for her new-born baby?

blankets of the best quality. Used children's clothing, toys, shoes and a beautiful baby cradle in excellent condition then followed. A register was



In response to the plight of our poverty-stricken patients, a motivation was submitted to the PMB Muslim Women's Organization by Ms K. Dhavaraj, Head of the Social Work Department for emergency social relief for our indigent patients. This aid would be provided in response to a crisis and on a 'once-off' basis and would accompany counseling and empowerment for self-sustainability. I have had the honor and pleasure to liaise with a most gracious lady of the Organization Mrs. Shereen Carrim, when co-coordinating the project.

The Organization rose to the occasion and on the 26 April 2008 a group of these "Angels of Mercy" arrived at our Department laden with food hampers that included packets of seeds of vegetables for some home-gardening and new-born baby clothing hampers. On the 15 May 2008 we were included in their Winter Blanket Drive and we received 100

opened immediately in the Department to record the distribution of the donations. As at 25 June 2008 our records indicate the following distribution figures:

- 10 food hampers
- 8 new-born baby hampers
- 57 blankets

The response from the recipients is heart-warming to say the least. Their need, appreciation and gratitude for an unexpected hamper make our efforts worthwhile.

The Organization has expressed its confidence in the professional and transparent manner in which this project has been handled by Ms. K. Dhavaraj and have further pledged their on-going support to the patients of the Department of Social Work. We are prepared to go that extra mile in our service delivery to our patients to 'warm their hearts'.

**K.Dhavaraj (Ms)
Social Work Department**





EZASE PHYSIO / PHYSIO NEWS



Our Department has undergone a tremendous make-over in the past three years with the assistance of the C.E.O and Medical Manager our Department is on its way to becoming a fully functional Unit of Northdale Hospital .

cardio – pulmonary rehabilitation.

Most of all come and meet our friendly staff who always strive to practice Batho Pele principles to all our clients. Our departmental policies are up to date and in place.

Department vision

To provide an effective, appropriate, accessible and cost effective physiotherapy services to our clients and patients in line with the constitutional, provincial, national and international standards and Objectives.



PROMOTING PHYSICAL WELL BEING

Like most of the Departments we are experiencing staff shortage but soon that will be the thing of the past. Thanks to the Senior Management of the Hospital. Presently we have an Assistant Manager who is the Head of Section, Chief Physiotherapist, Senior Physiotherapist, two Community Service Therapist, One Physiotherapy Assistant and two General Orderlies.



For more information visit our department from 07h15 to 16h00 during weekdays or call extension 9148, or e-mail to

physiotherapy.northdalehospital@kznhealth.gov.za



REMEMBER : IF YOU HAVE A COMPLAINT ABOUT OUR SERVICES PLEASE CONTACT THE WARD OR UNIT MANAGER TO ADDRESS YOUR PROBLEM THEY WILL BE HAPPY TO ASSIST YOU.

Come visit us and see the state of the art rehabilitation equipment and therapeutic modalities, including pool table set and table tennis set for painless active exercises and stress relief to patients. You will find a digital treadmill, and digital stationary bikes for

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BATHO PELE... ZIYASHA TRAINING FOR ALL



As a part of our quality improvement initiative the Quality Assurance Team and Public Relations decided to implement Batho Pele workshop for all staff within Northdale Hospital.

The workshop was aimed at empowering the staff to make sure that they understand the Batho Pele principles and how it can be implemented these principles within the workplace.

The workshop was conducted by MR. M. Singaram and would run once a week, every Wednesday. To date a total of 168 staff members have been trained



Mr. M. Singaram doing his things, right S'bari "

on the principles and aspects of customer care. The invitation to attend has been well received as staff have shown an eagerness to attend.

Batho Pele as we all know mean Putting "People First" that is why we have implemented this workshop so our staff can put people first in the best way possible. This in future reflect a positive image for our institution.

People may know about Batho Pele but can not apply it when it comes to the workplace. What was done at the workshop was to raise scenarios that would occur daily at work and staff members would best try to solve them using their common sense and Batho Pele Principles. We asked our staff members

to put themselves in patients shoes who visit Northdale Hospital. This proved to be progressive over the period of time as our staff members tend to realize the importance of the Batho Pele practice. There has been a steady change within the way our staff tend to treat our patients and a decrease in the number of complaints coming from patients. This does prove that Mr. Singaram is doing a great job.

Mr. Singaram said "The comments from the evaluation questionnaire have indicated that staff have enjoyed the workshop and are keen to implement the principles in their components. The workshop is simple and practical and my impression from the responses of those who have attended is that mind sets and attitudes will change for the better"

We also need to thank our patients for their tolerance and support, working together can and will prove to be beneficial for both patients and staff members.



Staff members listening Attentively

*Story by Sifiso Mkhize
Intern PRO*



CAREER CORNER / EZEMISEBENZI

What are your full names, Where are you from, what did you study & Where?

Well my name is Ashmoney Laljith from Pietermaritzburg (Raisethorpe), I studied at Peninsula Technikon under the Auspices of University of Cape Town (UCT) and Medical School, I worked at Groote Schuur Hospital, I initially qualified as a Radiographer then as a Medical Technologist with Chemical Pathology as my Specialty.



technology changes almost everyday, it is also very fulfilling, as each touching a patient's life, thereby servicing the community.

What are your duties as a Medical Technologist?

Well as the H.O.D of Chemical Pathology I'm involved in TQM (Total Quality Management), I'm involved in Training Interns, Technicians, Experiential Students ETC, Quality Assurance which includes TQA and IQA, which inevitably leads to standing out good quality results. Analyzing of sputum's, compilation of statistics, signing out of reports/ checking / editing and writing of Reports (PAQ), smooth running of the Department.

When did you start working here?

I was transferred to Northdale Hospital Path Lab in 1993, here I obtained my Clinical Pathology with S.M.L.T.S.A after passing my board Exams.



What is more challenging about your Job?

We are not recognized for what the profession deserve, We are also scarce skills and no one acknowledge that



What is Medical Technology?

Medical Technology is a Pathology science geared for diagnostic Pathology to assist clinicians with diagnosing, by analyzing specimens.

What do you enjoy about your Job?

It is very stimulating and challenging in this field you are always learning and empowering yourself as

An advice can you give to some one who wants to be like you in a near future?

Medical Technology as a career choice is Excellent, it's a very fulfilling and challenging profession with new technology developing everyday. It's a very innovative profession which empowers and educate continuously.

PROMOTING HARD WORK

A busy woman's life includes work, partner, children, household and exercise. Constant juggling can lead to fatigue, stress and no personal time, yet you desire success, health, energy and satisfaction. To achieve

1. POWER

Maximize your physical strength and energy.

When your body is not strong, you start to experience physical (tiredness, lethargy, headaches) and emotional (irritability) symptoms, as well as a weakened immune system. Eat correctly, regular exercise and get enough sleep.

2. PRIORITIES

Establish what is truly important

Divide this into two:

Children, partner, health

Responsibilities of work and home

Then a balance in order of priority can be created.

3. PLANNING

Organize your life

"Being disorganized is a reason for stress". First, work out what type of person you are i.e. compulsive, organized, motivated or disorganized then organize your tasks e.g. work duties, finance, children, home but be flexible – remember that you may not be in control of everything.

4. PACE

Do not allow time to control you.

The greatest excuse is 'I have no time "this can lead to hurry sickness, which presents as heart disease, high blood pressure, burnout, depression and increased susceptibility to cancer. Time has to be managed effectively for us to improve and pace our life-style.

5. PASSION

Fill yourself with enthusiasm and live with meaning.

To have meaning and purpose in life you have to have passion. Take your self out of the rat race, embark on a new activity – Do something you really enjoy – Let your imagination run wild and finally make meaning to your motto

6. PLEASURE

Actively pursue satisfaction.

When you are fulfilling yourself with joyfully experiences you are enhancing your energies and your capacity as a mother, wife, employee, etc. Pleasures include food, pampering, luxuries and most of all the feeling of giving.

7. PEACE.

Make peace with your life and make your life peaceful.

To find peace or balance learn to breathe with breathing exercises, develop patience, be disciplined about taking breaks, mediate and work in conjunction with your heart beat taking each day as it comes.

You can have it all provided you allow for some imperfection, are well organized and take responsibility for your choices.

Compiled by H/B Ward
(REF: Dr Friedland)



H- ward Winners of the past months, EN J. A. Pillay for March 2008, CPN R. Adam who was the winner of April 2008 and Mrs. C.T. Mbambo the winner of May 2008

SAME JOB, NEW MAN

Allow me to introduce to you our new F.I.O, Mr. L. I.M. Mthembu, Mvelase tell us briefly about yourself & What do you do.

My name is Innocent Mduduzi Mthembu from Pietermaritzburg at Imbali township, who joined DOH 2002, first working at Natalia and got a promotional post at Vryheid district hospital as Facility Information Officer (01 April 2005 to December 2007) took a transfer to Church Of Scotland and after that straight to Pietermaritzburg at Northdale Hospital as from the 1st of June 2008.(therefore I'm approximately 3 to 4 years working as FIO)

Their Duties Are As ff:

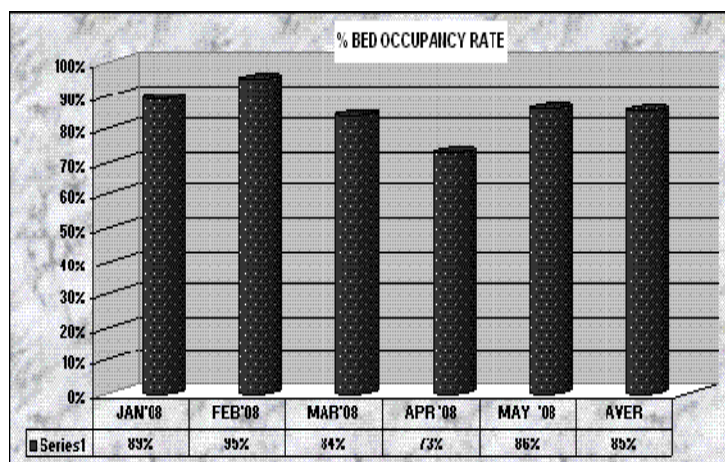
Collect statistics from various sections of the hospital.
 Verifying of statistics prior submission to district/ Province.
 Analyzing and presenting of statistics
 Monitor and evaluate statistics
 Compiling of Monthly, Quarterly and comprehensive report etc.
 Ensuring that there are mechanisms in place to improve quality of data
 Hand in hand with PRO – Waiting and Service time surveys , Client Satisfaction Surveys, Staff Satisfaction Surveys. etc

What is a FIO:



MR. L.I.M. MTHEMBU
F.I.O
NORTHDALE HOSPITAL

These are the Facility Information officer who working within the hospital with the assistance of Data Captures who are working under their supervision to make sure that statistics that is being required is there in time when needed by the top executive of the hospital or by district and sometimes by the Province, working under Finance and Systems section.



	JAN	FEB	MAR	APR	MAY
•USABLE BEDS	385	385	385	385	385
•INPATIENT DAYS	9189	9032	9263	8606	9373
•ADMISSIONS	2064	2063	2160	1931	1995
•INPATIENT DISCHARGES	1674	1888	1879	1728	1608
•INPATIENT DEATHS	160	154	177	174	168
•TRANSFERS IN	35	33	32	59	36
•TRANSFERS OUT	121	72	102	118	147
•BED OCCUANCY RATE	89%	95%	84%	73%	86%
•AVERAGE LENGTH OF STAY	4.2	4.3	4.4	4.33	5.3
•BED TURNOVER RATE	4.7	5.3	5.3	4.9	4.6
•DEATH RATE	7.6	7.4	8.1	8.04	8.2
•BOARDERS	938	1048	1046	1001	92
•MOPD HEADCOUNT	6507	5960	5598	5743	5676
•POPD HEADCOUNT	2742	2896	2502	2295	2355
•GOPD HEADCOUNT	326	441	490	394	363
•SOPD / OOPD HEADCOUNT	1165	1524	1464	1702	1413
•TB CLINIC HEADCOUNT	495	535	514	477	509
•CRISIS CENTRE HEADCOUNT	329	368	225	520	431
•ARV ADULT	2017	2048	2048	2202	2187
•ARV PAEDS	513	508	518	553	524
•PHC	3390	3098	2764	2816	2761
•CASUALTY HEADCOUNT	6232	5964	5787	6138	6138
•DENTAL HEADCOUNT	1281	1347	1141	1303	1081
•ANC HEADCOUNT	557	594	603	699	774
•TOP HEADCOUNT	440	597	401	503	514
-TOTAL OPD HEADCOUNT ALL AGES	17030	17651	16112	16955	16701

AGRI-ISSUE / EZOLIMO

Ngomusa womphathi we Northdale Hospital, Ngacela ukuthi thina esifuna ukulima sinikezwe indawo esizoyenza ibe ingadi yezitshalo esifisa ukuzitshala wangathatha isikhathi eside wanisinika indawo enkulu ngokwanele.

Ngale kwalokho wasicelela usizo luka Gandaganda emnyangeni wezolimo wase KZN (Department Of Agriculture) nabo ngokunjalo, basemukela ngezandla ezifudumele. Ngabe sengicela inhlangothi lena esi-jabulela nabo ukulima ukuthi kumele siqale ukutshala singaze sishiywe isikhathi njengoba manje nje kuyikhathi sokutshala izinto ezinjengo Anyanisi, Spinach, Peas and Betroot.

Thina lapha e Northdale Hospital sinenhlanhla sibonga sithi “ Phezukomkhono isimo nempilo ibucayi ku-leminyaka ezayo sidlulise nezincomo kuyokhuphula izinga wenhlangano yabalimi

KUBIKA UBAB'BHENGU



PR DESK/ EZIKA SOMLOMO

Greetings to every one, I write this article to clarify the importance of Public Relations in this Institution and every other institution that has Public Relations Department. At first I also had that perception until Mr. Zulu had to go on leave, then I saw how stressful and demanding this job can be. In a health institution everyone has an important job. Even if you're receptionist, ward clerk, Porter, Handy man, nurse or a doctor you're also valuable. People tend to think that we don't get to do work and we just sit in our office and walk around with cameras taking picture of sweet nothing, All I can say is that it is hard work to handle complaints and to monitor all the activities within the Hospital. We have to be in contact with every department and be able to report on all mat-



ters concerning the Hospital. If anything goes wrong we're immediately informed and we need to come up with a solution the best way possible before the matter is exposed to the press /media, if ever the press/media finds out then we're the ones who also have to deal with that matter. As PRO's we represent the image of the Institution and we try our very best to be the best we can be for our institution. So don't be cross or angry when we ask you to wear your name tags, report on your department or respond to complaints, cause that is what we are here for. I would like to thank all the staff of Northdale for being so kind and generous to me during my stay at Northdale Hospital, keep well everyone.

Sifiso Mkhize
Intern PRO



Ngithanda ukunibingelela ngiphinde ngizazise to every staff lapha eNorthdale Hosptal. Anginawo amazwi amaningi because really ngisemusha lapha, ngisanezinzukwana nje but to be quite honest it has been such a fresh start for to the real and interesting environment of Public Relations and I am looking forward to gain as much as possible of the experience engozokwazi uyifumbatha ngikhule nayo kulomkhakha. Nami ngizifisela ukukhula ngikwazi ukubhekana nompha kathi. Ngizophinda ngithathe lelethuba ukubonga isupervisor yami uMr. V.N. Zulu (**Public Relations Officer**) ngokungipha lelethuba lokuzo-

qeqeshwa, kanye futhi nozakwethu u Mr. S. Mkhize esibambisene naye. Much appreciation of your support from both of you guys. Again would like to thank all the Northdale staff ngokungamukela ngezandla ezezifudumele and I hope sizosebenzisana kahle kakhulu. "Much thanx and stay warm this winter, kusazoba mnandi..." *Zama Mveli (New Intern PRO)*

Let me start by thanking all of our staff members who has contributed positively to service delivery, secondly I wish to thank Mr. S. Mkhize who has been nothing but a hard worker during the past six months of his Experiential training here with us, Khabazela, Gubhela I wish you all the best in the Field of PRM, for sure your presence will be missed by the people of Northdale you have served dedicatedly, remember that every goal counts in a name of a team not individuals, (Hope you know what that means) Good luck on your exams as well. MAY I also thank the whole staff members for hard work that they are doing, the number of complaints has dropped but that is not what striving for, its hard I know but remember the best that we have promised our **CLIENTS**.

Lets strive for excellence no matter what the News markers are saying about us, if we know deep down in our conscious that we are doing our Clients justice its fine, Let me also thank all our patients who always come back to us and give compliments and I would like to thank all those who come to us to complain and give us solutions and suggestions as well. Last but not least let me Congratulate our Soccer Team for Winning the Old Mutual 16 team Tournament on the 12th July 2008 **Keep it UP GUYS WE ARE PROUD OF YOU**

FUN PAGE & JOKES



HAPPY BIRTHDAY !

To all our staff mentioned below

APRIL	MAY	JUNE	JULY
V. Khuzwayo D. Pillay J. Webster P. Subroyal S.C. Ngcobo P. Haripersad G. Bridgelaal S.E Shayingca T. Nkabinde	L.T. Simons J. Pillay V.T Goba V. Zulu N Duma M. Nkosi Z. Nene R. Mohamed	Z. Satywa V. Govender N. Ntshangase K. Naidoo	K. Naicker Q. Mzolo M. Luthuli L.W. Mbuyisa O. Padayachee M.S Miya A. Padayachee JJ Nhleko M.M.M. Hlengwa P.A. Stellenberg T. Chiadzwa A. Morgan B. Abrahams Z.S.I. Ndwandwe (CEO)



THIS MONTH'S BIRTHDAY GIRL !
HAPPY BIRTHDAY MADAM Ms. G. CELE
OUR HR MANAGER

LAUGH CONER / HLEKA NATHI

A young man decided to join the police force. As a recruit he was asked during the exam, "What would you do if you had to arrest your own mother? - " He answered, "Call for backup."

Two men, sentenced to die in the electric chair on the same day, were led down to the room in which they would meet their maker. The priest had given them last rites, the formal speech had been given by the warden, and a final prayer had been said among the participants.

The warden, turning to the first man, solemnly asked, "Son, do you have a last request?"

To which the man replied, "Yes sir, I do. I love dance music. Could you please play the Macarena for me one last time?"

"Certainly," replied the warden. He turned to the other man and asked, "Well, what about you, son? What is your final request?"

"Please," said the condemned man, "kill me first."

Patient : Tell me doctor, is this flu serious?

Doctor : Well I wouldn't advise you to start watching any serials on TV.

A man walks into the pharmacy and asks the pharmacist, "Do you have any acetylsalicylic acid?"

"Do you mean aspirin?" says the pharmacist.

"That's it, I can never remember that word."

SOUTH AFRICA TODAY , THINGS ARE BAD



SPORT NEWS/EZIMIDLALO

NORTHDALE HOSPITAL COMRADES MARATHON HERO

Mr. Desmond Vumo Ngubane also known as "Voom Voom", from the stores department, has started to participate in comrades marathon in 2005, which was the down run, and this year it was his fourth run and it was the up run. So far his experience has been very enjoyable indeed and has learnt to pick up more towards the past years. During all these years he has been awarded with Bill Rowen medals.

How has the 2008 up run been different to the 2006 and what has been your personal differences towards your experience?

According to me, it has only been the time differences because this year my

hours have increased compared to the past years.

What keeps you motivated and how have you maintained to keep reaching the finishing line?

Well for me it all about concurring the distance and enjoying the support from the crowd.

"Well for me it all about concurring the distance and enjoying the support from the crowd."

So far how has Northdale Hospital Management supported your marathon training?

Literally they are very supportive and I really appreciate their support, but...

How long will you be taking part in Comrades Marathon?

After I have ten comrades on my back, (Green number)

What keeps you motivated and do you have any young ones looking up to you?

I have my personal inspiration and to keep myself fit, healthy and I also big passion for sports.

Any words of advice to your fellow colleagues and to anyone who also dream of participating in the Comrades Marathon

My plead to all the Northdale Hospital staff is to be active after work, in terms of engaging themselves in sports. Most importantly I would like to encourage them to exercise for a healthy living. If any staff is interested into joining the hospital teams or any sport code they must contact Mr. Khoza at Physiotherapy his ext. number is 9148

Reports : Miss Zama Mveli- PR intern



MINI TOURNAMENT IN PORTSHEPSTONE

On the 31st May the Northdale Hospital soccer team, took off to Portshepstone to participate in the mini sport tournaments. Teams who were there was the Polly Clinic, Gamalakhe College, and Portshepstone Hospital. The Northdale Hospital soccer team had only two games but they won one game which was a good achievement for them. Their winning game lead to a huge celebration.

The trip was a great success, everything turned out according to plans. All players had gathered at the hospital in the morning, they all arrived on time but we were then

scheduled to take-off at around eight o'clock. The bus driver was an old man very slow on the road, it took us two hours to get there

We were very much welcomed with opened arms by Portshepstone staff but that resulted in them suffering a 2-0 defeat to the Blues, 12



(Northdale FC) Our second match turned out to be not successful as we had lost by 2-1 this was due to the referee poor decisions. I guess we had performed very well after all. Afterwards all institutions got together and enjoyed the whole concepts of the tournament and went to a more social side and had a braai.

On our way back, it was more fun and exciting because everyone was proud and had played their part of the whole tournament, and we were free and we were proud of our performances and after all it was just a friendly tournament.





**NORTHDALE HOSPITAL WINNERS OF
2008 OLD MUTUAL 16 TEAMS TOURNAMENT**