

NORTHDALE TIMES



MEET THE MANAGERS BEHIND NORTHDALE HOSPITAL.

- 1 Our Management
- 2 T.B Awareness
- 3 Our Nursing manager
- 4 Siyaphambili HIV/AIDS centre
- 5 Construction at Northdale Hospital
- 6 Statistics
- 7 Nursery celebrates 14 days before the World cup
- 8 Say cheese!!!!
- 9 The public speaks
- 10 Entertainment
- 11 MANAGERS BEHIND NORTHDALE HOSPITAL
- 12 MEET THE EDITORS



ABOVE: MISS N.P NHLEKO
PHARMACY MANAGER



ABOVE: MISS G.P CELE
HUMAN RESOURCES MANAGER



ABOVE: MR E.M NTOMBELA
CHIEF EXECUTIVE OFFICER



ABOVE: MRS J. WEBSTER
NURSING MANAGER



ABOVE: MISS N.P NJOKWE
FINANCE AND SYSTEMS MANAGER

FAMILY MEDICINE CLINICAL HEAD AT NORTHDALE



Dr Sirkar is a Clinical Head in Family Medicine headed by Professor Cassimjee. Dr S. Sirkar has been the acting CEO as from 1 January 2010 until May 2010.

Dr Sirkar pointed out that management is not instructing but rather facilitating a process with a clear goal in mind.

“I believe that every employee must uphold the Batho Pele principles and treat every client in the same way that you would like to be treated”.

We asked Dr Sirkar about his personal background, this is what he said:

‘I was born and grew up in Pietermaritzburg.

I graduated from the University of KwaZulu-Natal now known as the Nelson R Mandela School of Medicine.

This is my 18th year in the service of the KwaZulu-Natal Department of Health.

I am married with 2 children.’

Dr Sirkar has been a great achiever. He has served as the President of the KwaZulu Natal Midlands branch of the South African Medical Association in 2006 and is currently the Treasurer. He functioned as a technical advisor to the WHO in the field of performance assessment in Hospitals, served on the Kwazulu-Natal Department of Health’s (HPH) Health Promoting Hospitals steering Committee, He is currently an Internship Facility Accreditor /Inspector for the HPCSA, an honorary Lecturer at the Nelson R Mandela School of Medicine.

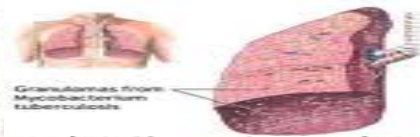


T.B AWARENESS DAY 16 APRIL 2010 HELD AT NORTHDALÉ HOSPITAL

Northdale Hospital normally hosts a T.B awareness day on the 24th of May yearly. This year the event took place on the 16th of April 2010. On this day the members of the public and all the Hospital staff are invited to attend this event organized by the T.B unit. The day is spent educating people about TB and how it is spread. People are advised to know their TB status



ABOVE: TB staff . From left : sister V Prag, Z.V Mchunu, C Aner, L. P Pillay, M Velayuthum



ABOVE: TB infection in the lungs.



ABOVE: TB staff using microscope for checking results

WHAT IS T.B???

Tuberculosis (TB) is a deadly disease that commonly affects the lungs. TB is curable.

WHAT ARE THE SYMPTOMS OF T.B??????

- Coughing for more than two weeks
- Coughing blood
- Sweat a lot when sleeping
- Chest pains
- Losing appetite
- Losing weight
- Feeling tired and weak

PREVENTING THE SPREAD OF T.B

- Always cover your mouth when coughing or sneezing
- Open windows or doors, allow fresh air to accumulate
- Follow a healthy and hygienic routine

- If you suspect you have TB, be sure to get tested

SOUTH AFRICA LET STAND UP \$ FIGHT AGAINST TB



CHILL WITH OUR NURSING MANAGER: MRS WEBSTER



NURSING IS A CALLING TO ME
EVEN MY MOTHER USED TO SAY
“I WANT SOMEONE TO BECOME
A NURSE AMONGST MY
CHILDREN”

What type of a job are you doing?

I am the Nursing Manager, in charge of the nursing component as a whole.

How long have you been here?

I started at the King Edward Hospital, and then I came to Northdale Hospital where I did Midwifery. After that I went to Fort Napier for one year. By December 1987, I was taken to UMNgeni Hospital until 2003 December. I was promoted as a Quality Assurance Manager at Natalia, in charge of two districts, UGU and Sisonke. 1st of July 2006 I got a position here at Northdale hospital.

What drives you to come to work every day?

The most things that drive me is that I love my job and I try by all means to do my best. I think nursing is a calling to me because even my mother used to say ‘*I want someone to become a nurse amongst my children*’

What sort of challenges your section is facing.

The challenges are the shortage of staff, equipment and to deal with ungrateful public.

What do you like most about your job?

“*Challenge*” I do not back down and I like it when we excel.

If some one can ask you to make some changes in the hospital, what is the first thing you can change?

The first thing I can change and always wanted, is to upgrade the hospital like putting air cons to the wards. So that it will be cold when it is hot, warm when it is cold.

In January the hospital won a silver award, can you tell us how did you feel when you hear these news?

It was a real honour to win because we worked very hard and it was all the commitment and dedication from the team.

Do you think that our hospital stand a chance to get the gold one next year?

DEFINITELY, because we have very dedicated staff here at Northdale hospital and most of all we are determined to get it.

CRISIS CENTRE STAFF VISIT SIYAPHAMBILI HIV AND AIDS CENTRE (SWEET WATERS)

The crisis centre team went to Siyaphambili HIV and AIDS centre to educate children of Siyaphambili HIV and AIDS centre about sexual abuse.

They involved the kids in different activities such as showing video (kuyozekubenini) of sexual abuse and did presentations on reporting about sexual abuse, Post exposure prophylaxis, nutrition in HIV/AIDS, Questions and answers in video shown about sexual abuse.

The aims of these presentation is to create awareness about issues of public interest. These are issues that affect our nation. Controversial issues are normally avoided by families. Our team was eager break the



ABOVE: The team members at crisis centre are (from left) : Sister Maharaj, Pat Gounden from the big sister big brother (NGO), Khethiwe Cele from CAC (Child Advocacy Centre), Nonkululeko Gwala(Counselor), Joyce Khumalo, Gladys Myeza (staff) , Shirley Sunjeevan (Staff nurse) Others are Svern Malzan(child advocacy centre), Simo Gasa (program director)

STATISTICS OF OUR HOSPITAL 2009/10

HOSPITAL INDICATORS	APRIL	MAY	JUNE	JULY	AUG	SEPT.	OCT	NOV.	DEC.	JAN.	FEB.	MAR	TOT. / AVE.
DEATH RATE	6%	5.80%	7%	7.10%	8%	7.50%	6.30%	9%	7.4	8%	6%	7%	7.1%
AVERAGE LENGTH OF STAY	5.5	4.9	5.9	5.2	5.3	5.5	5.6	5	5.1	6	6	6	5.5
AVER. DLY OUT PTS.COUNT	571	582	556	601	605	653	649	657	565	598	713	720	609.25
% BED OCCUPANCY RATE	89.6%	83.5%	78.0%	80.0%	83.0%	85.7%	80.3%	88.0%	80.5%	86.0%	89.0%	97.0%	83.2%
BED TURNOVER RATE	4.6	4.7	4.3	4.3	5	4.2	4.1	5	4.6	4	4	5	4.4
SEPARATIONS	2437	2039	1870	1813	1863	1775	1709	1857	1850	1790	1689	1990	22682
CASE FATALITY RATE	5.8%	6.1%	7.1%	6.9%	8.2%	7.7%	6.7%	8.2%	7.10%	8.00%	7.00%	7.00%	7.0%

MATERNITY INDICATORS	APRIL	MAY	JUNE	JULY	AUG	SEPT.	OCT	NOV.	DEC.	JAN.	FEB.	MAR	AVER.
DELIVERY RATE	58.0%	64.7%	64.7%	77.0%	80.0%	93.0%	89.9%	88.5%	92.6%	87.9%	88.7%	88.6%	77%
PER. MORT. RATE (PER 1000)	15%	19%	18%	15%	26%	19%	20%	18%	15.60%	16.00%	21.00%	17.00%	19%
CEASERAAN SECTION RATE	21.2%	20.9%	27.4%	29.8%	25.8%	27.8%	28.8%	23.5%	27.88%	32.80%	26.23%	24.63%	25.6%
TEENAGE DELIVERY RATE	6.37%	8.75%	7.51%	6.74%	5.97%	3.86%	6.53%	5.92%	8.41%	5.31%	4.16%	3.64%	6.5%
LOW BIRTH WEIGHT RATE	10.3%	10.6%	9.7%	11.2%	10.2%	10.8%	11.3%	11.2%	9.1%	1.5%	12.4%	12.79%	10.7%
MATERNAL MORTALITY RATE	0.22%	0.19%	0%	0.19%	0.43%	24%	0%	0%	0	0	0	2%	3.1%
STILLBIRTH RATE	1.5%	1.30%	1.32%	0.3%	2.3%	1%	1%	2%	2.80%	2%	2%	2%	1.6%

HOSPITAL RAW DATA	ARP.	MAY	JUN	JUL.	AUG	SEPT.	OCT	NOV.	DEC.	JAN.	FEB.	MAR	TOT. / AVE.
ADMISSIONS	1918	1976	1672	1675	1815	1742	1766	1757	1763	1845	1838	1964	21731
DISCHARGES	1663	1689	1534	1566	1587	1508	1482	1607	1663	1578	1454	1787	19118
INPATIENT DAYS	9139	8429	8099	8728	9112	9053	9208	9420	8693	9323	8834	10138	108176
DEATHS	108	124	132	125	151	137	95	154	133	145	112	135	1551
BOARDERS	1146	1342	913	695	689	772	309	728	867	950	1275	1373	11059
CASUALTY HEADCOUNT	6737	6149	5849	6734	6990	7066	7030	7314	7804	7376	7136	7336	83521
TOTAL OPD HEADCOUNT	17127	18036	16668	18516	18744	19597	20108	19701	17517	18532	19977	22313	226836
SPECIALISED OPD	483	198	210	128	270	754	595	535	278	648	822	547	6946
TWINS	1	5	0	3	0	1	3	1	0	3	3	2	14
DELIVERIES	463	526	453	534	469	414	444	456	452	414	385	467	3759

NORTHDALE HOSPITAL IS UNDER CONSTRUCTION

The construction of Psychiatric ward ,phase one has been finished and it is ready to be used. This means the Hospital will be able to accommodate patients according to their special needs and care they deserved.

Northdale Hospital used to have cubicles in every Ward to accommodate mentally ill patients temporarily . That was causing inconvenience to other general patients and many complaints were received. The new ward is the best solution.

The new has a play ground. This keeps patients active and less distractive. This is where patients get involved in extra-mural activities while awaiting recovery.

The new wards are safe for patients. The security system used eradicates chances of patients finding their way in the streets. Patients are under strict supervision.



ABOVE:
Entrance at the new Psychiatric ward.

STAFF CELEBRATES 14 DAYS TO SOCCER WORLD CUP ...



TOP LEFT: Northdale management From left : sister Zondi, Dr Sirkar, Dr Makinga, sister Gounder, Matron Webster, Ms Njokwe and Ms Cele.



Nursery staff— K Deolah, C Gounder, D Padaychee, P Smith, R Rubichand, M Miya, L Polugadu, N Khanyile, B. N Dladla and I. Chanterpersad

Soccer world cup has brought all countries together, every one has maintained good team spirit"

"WE ARE VERY EXCITED"

Says the nursery unit manager.

2010

SIYABANGENA !!!



ABOVE : Nursery decoration.



ABOVE : At Nursery, Clients –from left Zama Mbambo, Thula Magosa and their little baby Le-thokuhle Magosa

Feel it , it is here !!!



NORTHDALE HOSPITAL STAFF



Northdale hospital staff gathered to have their photo taken for the support of Bafana Bafana. The celebration took place on June 11, 2010.

THIS IS WHAT OTHERS THINK ABOUT OUR HOSPITAL

TO NORTHDALIC HOSPITAL 08-04-10
 S.O.P.D.
 TO THE DOCTORS AND SISTER ESP. DOCTOR
 DEVICRO, SISTER R. PILLAY, P. MOODLEY,
 P.T. MUIZIC SISTER MUIZIC
 I REALLY THANK GOD FOR YOU SPECIAL
 DOCTORS AND NURSES YOU'LL PERFORMED
 EXTREMELY WELL IN YOUR DUTIES, IT AMAZED
 ME HOW EFFICIENT YOU'LL ARE, YOU'LL SMILES,
 AND ATTITUDE TOPPED IT ALL. FROM DAY ONE,
 AND UP TO NOW, YOU'LL HAVE TAKEN SUCH
 GOOD CARE I HAVE GOT NO WORDS TO SAY
 OR DESCRIBE, HOW GREATFUL AND THANKFUL
 I AM. IN EVERYWAY YOU'LL GAVE YOUR BEST,
 BECAUSE YOU'LL ARE THE BEST. MAY GOD RICHLY
 BLESS AND KEEP YOU'LL, FOR MANY MORE YEARS.
 FROM YOUR PATIENT,
 M. Madanachee

To MTRON Webster

Well done. Keep up the good work!!

NURSING MANAGER
 NORTHDALIC HOSPITAL
 2010-05-17

I write this letter to you concerning a certain coloured gentleman who works at PRIVATE BAG 2905, PIETERMARITZBURG. 3200. I said about the hospital I as a people person can tell you this much there are still good, hard working staff at the hospital. As I wrote earlier about this gentleman just everything about him bring joy to the sick sitting at casualty last week waiting to be seen two my granny got scend and we asked if do we have two wait (he) the gentleman explained about a yellow and green code which many of us didnt know thanx two the explanation he wait seen not so long. This guy speaks with kindness and one can see he has the love for people. He takes his job very seriously. He is a real gift from God. Sitting and watching waiting my turn brought tears to my eyes over were people with HIV and Aids very sick people, people who were old but this gentleman was magic with them. This gentleman makes sure patients are comfortable. Please dont move him away from casualty people need him I pray Madam As you the head watch his work he is real Gods gift to people like him that should be in the paper because good over rules the bad. We as patients do appreciate his good work and we also pray he can teach sum of the staff how two work with people. To people like him that can change that hospital.

Thanx God Richly Bless
 MRS. PILLAY



M R N T O M B E L A I O L M K L L	⇒	WHO is our... : Current CEO
K L P T Y I W M R S W E B S T E R	⇒	Medical Manager
H J O L L R U T S L L L P C K L H	⇒	Nursing Manager
K P O I E K E T I R L F E E H W R	⇒	Pharmacy Manager
J O L U I O W P R T W H Q L W D I	⇒	Human Resource Manager
H L M S N H L E K O Y W T E O O L	⇒	Finance Manager
D R M A K I N G A K T R A D Y P T		
K A A W E F L L R M S N J O K W E		

When was the last time you laugh???

A lady walks into a bank in New York City and asks for the Loan officer.

She says she's going to Europe on business for two weeks and needs to borrow \$5,000.

The bank officer says the bank will need some kind Of security for the loan, so the lady hands over the keys to a new Mercedes Benz SL 500.

The car is parked on the street in front of the bank, she has the title and everything checks out. The bank agrees to accept the car collateral for the loan.

The bank's president and its officers all enjoy a good laugh at the lady for using a \$110,000 Benz as collateral against a \$5,000 loan.

An employee of the bank then proceeds to drive the Benz into the bank's underground garage and parks it there. Two weeks later, the lady returns, repays the \$5,000 and the interest, which comes to \$15.41.

The loan officer says, "Miss, we are very happy to have had your business, and this transaction has worked out very nicely, but we are a little puzzled. While you were away, we checked you out and found that you are a multimillionaire.

What puzzles us is, why would you bother to borrow \$5,000?"

MEET THE EDITORS...



ABOVE: From left– S. Mthembu and T. Khumalo, the public relations interns.

Public relation's office main objective :

To create a favourable reputation for the hospital and favourable climate for exchange of opinion towards the organization as a whole.

To achieve that

We provide a platform of awareness through open days, client satisfaction surveys, suggestion boxes and face to face interaction.

Working as a Public Relations Officer is a challenging job . Our job entails handling clients complaints and compliments. Sometimes it is difficult to handle them because our clients want to communicate directly with the CEO. They believe that whatever is not going right ,He must know and attend to it there and thennow. Others believe that it is better to report the negative incidents to the media (newspapers). It is a choice one cannot dictate how it should be done, however, that can not solve the problem. Hospital board is the available structure and we appeal to our clients to engage them also.

We appeal to our clients that ,the institution has mechanisms in place to handle complaints in a professional manner .What is important about our engagement with them ,is that we are able to identify shortfalls within the systems and it really helps to improve service delivery.