



# NORTH NEWS

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## FROM THE CEO'S DESK

**N**orthdale Hospital continues to perform well in providing quality health care to its catchment population. This is evident when reviewing the Hospital performance indicators, which indicate that the hospital services are sought by an increasing number of patients in and outside of its catchment area. Despite efforts to down refer to PHC, CHC, S and step-down facilities, this phenomena places great pressure on the institution and impacts negatively on service delivery as it stretches hospital resources to its limits. The latter needs to be managed with great sensitivity and understanding in and by the media.



Mrs. F. M. Du Preez  
Hospital CEO

In keeping with the above, I encourage the staff to stay abreast of the issues of the day and to invest in their own health and wellbeing, as they guard against becoming complacent. The skills needed to deliver quality care to a population with the triple burden of diseases poses a continuous challenge. Upgrading of skills is ongoing as the burden of disease challenges clinical staff daily. The incredible role played by managers, clinical heads and their teams is acknowledged. Northdale Hospital is indeed privileged, to have staff of excellent caliber, who display dedication and commitment to ensure excellent care. Northdale hospital remains focused on its strategic goals and objectives and on achieving the targets set at National and international levels for

improved health outcomes. we acknowledge that we will be faced with many obstacles and challenges that will threaten and potentially negatively impact progress. We apologize to our patients for any inconvenience caused, during the implemented of changes. We assure them of our commitment to an exceptional quality of service delivery. With the advent of NHI, it is imperative that Northdale Hospital, a High Volume District Hospital, strategically positions itself, as a vital link in the referral chain, to focus on its Core business of patient centered care. The institution eagerly prepares for the implementation and success of NHI.

# NURSERY REACHING FOR THE STARS

**N**orthdale hospital nursery is a district level ,neonatal department, caring for sick neonates and premature infants.

The ward is managed by a vigilant Operational Manager—Mrs. Keshnee Deolall, At the recent quality Improvement and service excellence day, Nursery presented a QIP on the establishment of a breast milk bank . The department was awarded 1st place for maintaining infection control standards. The trophy was presented and donated by Mr. Harry Basdew of 3M.

On the 25th of April 2012 Ms. Ruth Davidge (clinical coordinator for the neonatal experimental learning site) assessed nursery in accordance with the neonatal accreditation programme. Nursery achieved gold. Resulting in the accreditation outcome labeled as intermediate. Percentage achieved 92%

Nursery staff feel indebted to Mrs. Deolall the Operational Manager, without her leadership, managerial skills and mentorship the department would not be successful.

OPM Deolall believes that the staff on her team, deserved to be appreciated and acknowledged , and sponsored an evening out at Rockefeller's at the Golden Horse Casino. The night staff were provided with a finger lunch on the ward -somebody had to take care of patients.

Quote from a nursery staff member “ We had great time and it was indeed appreciated by all of us— Thank you Sister Deolall for your generosity God Bless you and your family”



15 of Nursery staff enjoying good food at Rockefeller's at the Golden Horse Casino— enjoying the fruits of their hard work .



OPM K. Deolall receiving a trophy for best department in maintaining infection control standards from Mr. Basdew.

# STI/ CONDOM WEEK

**I**n commemoration of the world STI / CONDOM WEEK, the maternity departments took turns in educating pregnant women on health related issues.

This was quite an eye opener to some women who are expecting their bundle of joy. They were taught how to take care of their health and the health of their unborn babies.

Operational Manager Lukhozi educated the women on the prevention of female cancers and stressed the importance of cervical cancer screening and pap smears.

Breast cancer was also noted as a high risk disease amongst women. They were taught self breast examination. Warning signs of cancer, as this will enable them to notice changes and disorders on their breasts, allowing early diagnosed treatment.

Lay counselors educated the women on various contraceptive methods and stressed the value of condoms as both a contraceptive method and a barrier against Sexually transmitted diseases. The correct use of both female and male condoms was demonstrated by lay councilors.

Information on Sexually transmitted diseases was shared and pictures used for education purposes to identify types of STIS.



**Condom distribution to pregnant mothers visiting Antenatal Clinic**



**Sister Lukhozi— showing mothers how to do self examination of the breast. Mothers were even given time to demonstrate what they had learnt.**



**Condom demonstration as part of contraception education. Mothers were taught how to use female condoms.**

# EASTER GIFTS

**N**orthdale hospital was blessed with a number of gifts during Easter holidays, the pediatrics departments had more visitors than patients. It was a number of delightful days for E and F Wards, these wards are very therapeutic in nature and they deserve all the love they can get from in and out of the hospital.

Some of the visitors were school children and it was very touching to see the young ones caring for the sick. They brought boxes of Easter Eggs and the joy on the faces of the receiving children was priceless.

The gesture of the adults as well did not go unnoticed, paramedics, traffic officials and other health workers took an initiative by collecting toys and other gifts to give to the admitted children. These were appreciated by the children and mothers.



Every year girls from Wykem Collegiate donated Easter Eggs to the children's wards.

Matron M.Rameser seen here with one of the children that benefited from the visit.

Keep it up little angels. We hoping to see you again next year.

Thank You !

Mrs. Webster, Nursing Manager seen here with a team of Paramedics, Traffic Police and members of the fire department, who donated toys and party parcels to the sick children in E and F wards.



# UNICEF VISIT

**O**n the 22nd of May 2012 Northdale Hospital hosted a visit by UNICEF an organization that works for children's rights, their survival, development and protection, guided by the Convention on the Rights for children.

The purpose of the meeting was to discuss infant and child nutrition in UMGungundlovu district and develop a plan to alleviate malnourishment in infants and children. The meeting was well attended by Nursing Managers, Pediatrics Operational Managers and dietitians from the hospitals around uMGungundlovu— Appelsbosch, Greys, Edendale and Northdale .

Teams were formed ,who walked around the Hospital , visiting the pediatric inpatient departments E and F wards. The visitors took the opportunity to teach as they passed thro the departments. They also visited ARV clinic to observe the implantation of the nutrition project



OPM. Dlamini—Operational Manager at ARV clinic sharing on the nutrition project at the clinic. The clinic has cultivated a beautiful vegetable garden which caters for some of the patients nutritional needs. A team of dieticians identify the most needy patients and they are assisted with produce from the garden.

**Teams from different institutions discussing challenges and way forward around child nutrition. In this session useful information was shared amongst the group members and all were aiming at improving children's nutritional needs in the UMGungundlovu District**



## PHC OUTREACH PROGRAMMES

**S**tatistics show a high incidence of Tuberculosis emanating from informal settlements in the Hospitals catchment area.

And as part of the team fighting the HIV&AIDS pandemic, the Hospital PHC management and staff have decided to meet the affected communities at grass roots. An outreach team has been formulated with the aim of screening, testing and educating people on various health issues..

This team goes to different areas on every Wednesday. They have, made health care accessible, to many communities, and schools. The objectives of the team are as follows: a decrease in number of teenage pregnancies, reduction of new TB, HIV & AIDS cases. Accessible family planning and promotion of HCT testing. The impact of this decision will be evident in the near future and the DOH vision of a long and healthy life for all South Africans will be achieved.



1. Nursing staff on the field doing outreach.

2. Matron S. Hurrichand seen here with one of the babies from the community.



3. A team of nurses and counselors ready to do outreach

# SCHOOL VISITS



OPM V. Gramoney giving a talk on teenage pregnancy during the school visit at Silver Heights High School . Captured here talking to nine (9) learners who were very attentive and asking questions . The latter will assist in the reduction of teenage pregnancy and of Sexually transmitted diseases in teenagers.

Mr. Manqele, HIV and AIDS counselor and Sister Dayimani giving health education to the learners at Ezinketheni Primary School.

The day was a bliss for everyone.



“The flip chart with pictures of infected body parts was very useful and informative to learners.” says Sister Dayimani who was also part of the team that visited Ezinketheni Primary School.

# PHARMACY REVAMPING

Infrastructure is one of the key stumbling blocks in our hospitals. It is therefore always a pleasure to see construction and revamping of buildings. Northdale Hospital also experienced the joy of seeing the revamping of the hospital pharmacy. The new structure has more space—for storage and it is more convenient for staff and patients.



New Store room in Pharmacy with more space



Pharmacy Out Patients Department with added dispensing windows.

## MEETING WITH CCG'S



Northdale Hospital Management and CARMMA team meeting with the Community Care Givers from the catchment area. The purpose of the meeting was to develop a relationship and outline their role as partners in Campaign on Accelerated Reduction of Maternal and Child Mortality and Morbidity in Africa ( CARMMA), the meeting was a success.



# CHANGE MANAGEMENT WORKSHOP

Northdale Hospital Extended management attended a two day workshop on Change Management , held on the hospital premises. The workshop was aimed at changing the mind set of managers and team building .

The workshop was professionally run by Mr. Bill Miller ,who was able to help extended managers to see and understand the pressure that experienced at all levels of the institution. This will assist managers to relate to employees and each other in a manner that enhances a team approach.

The burden carried by the Executive Management was made clear and it will enable all categories of staff to understand the importance of team work. Executive Management was also made to see how unilateral decision making can affect the output of the organization.

1



2



1. Northdale extended Management listening attentively to the facilitator of the Change Management Workshop.

2. Mr. Bill Miller facilitated the workshop ensuring that all attendee's had a clear understanding of every team players role and difficulties and how to ,work together ,to resolve these issues amicably within the organization.

# QUALITY SERVICE EXCELLENCE AWARDS



**RIGHT:** Mrs. Webster— Nursing Manager, Mrs. DuPreez— Hospital CEO, Rev. Mkhize – District Chaplain and Mr. Basdew from 3M the Guest Speaker for the day . were amongst the VIP’s at the event.



These gentlemen sang a few songs to entertain the crowd and everybody was moved by their performance .



**Left:** Mr. Sugan Pillay the programme Director for the day , a job well done!

**Right:** Shaun— gave an outstanding performance as he sang Ave Maria



# QUALITY SERVICE EXCELLENCE

The events committee planned a women's day celebration event. This was in commemoration of women's month. The event was well planned and everybody had fun. The programme director Miss. Melody was dressed to kill. Theme of the day was funny fancy hat, this triggered hidden talent from most of female staff members—most people are indeed in a wrong profession they should be owning their own fashion brands. Our CEO Mrs. Du Preez also came in her designer hat but unfortunately she was not allowed to enter the competition, talk about discrimination.

Apart from competition and fun—productive talks and presentation were also part of the programme. Women's Organization gave out tips for home made remedies. These are made from the items that are part of our month to month groceries. Ms. Dos Santos gave an outstanding Bollywood dance performance. Her father Mr. Stanley Dos Santos who works in F Ward was really proud of his daughter.

The day was not all fashion and fun, Virgin Active staff, were present to challenge the ladies physically with a Zumba Dance class



Above: ( Left) Mrs. M.Chunderpersat ,a dedicated effective employee ,being awarded as the employee of the year and the most outstanding employee in her category by Dr Makinga.



Above: Mrs. F. Du Preez (left) and Dr. P. Makinga ( right) presenting the award for the best Clinical Manager to Dr. L.Turino( center)—Clinical Head Orthopedics

Right: Mrs. T..Wandi of DENOSA and Mrs. Webster ( Right) presenting a trophy and a book as a gift to Nurse Mkhize who also won second place for the Cecelia Makiwane Award.



**Well done to all of you!**

# CHILD PROTECTION WEEK

In commemoration of Child Protection Week, the Hospital Social Work Department organized a poster competition for all hospital staff. The purpose of the poster competition was to raise awareness with regards to child protection as well as children's rights. Staff members from all departments were encouraged to participate in the competition. To spice up the event, the Social Work Department organized a prizes for the winners; the first three winners were presented with awards as well as prizes. The winner of the competition was Registry Department, followed by Human Resource Department and third place was Pediatric Out Patients Department.

Issues such as child abuse prevention, treatment, education and Children's Rights were communicated through the colorful and creative posters. Northdale Hospital prides itself on establishing and maintaining a child friendly environment. We believe that children are the future and they deserve to be treated with respect, honor and lots of love.



**Above:** Social Workers - Vusi Masinga, Kamy Dhavraj, Mr. Msomi and Mthobisi Mlaba

**Top Left:** Sammy from Registry receiving the first prize award.

**Right:** Mdu and Sammy with the award winning poster



## FROM THE PRO'S DESK

**T**his is the next issue of our newsletter and we are still using the same name. We had requested suggestions of the new name that we can give to our Hospital Newsletter. The response has been very poor, we therefore appeal to all Northdale staff members to participate on this competition. The offer still stands (check the blue box bellow for info.) The issue is temporarily called North News, but we are still looking for the name from you (readers). Please do suggest names and stand a chance to win two movie tickets, popcorn and drinks.

To enter the competition simply give your suggested name for the newsletter to Public Relations Department. Give your correct name and contact details.

Please note that this competition is open to Northdale Hospital Staff only.

Competition Closing date: 01 January 2012

**Name must be meaningful to both English and IsiZulu users**

Should you wish to contact Public Relations Department with newsletter articles or any other ideas, you can contact our department on:

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