



June 2005



*We're in this together!*

**Volume 3**

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The official Newsletter for the staff of Northdale Hospital

## Committed to service excellence

It seems that during the past few months, the staff of the Northdale hospital have exemplified their understanding of the ideals of the Batho Pele concept as people visiting the hospital are to a large extent extremely satisfied with the quality of service which they have received.

### NURSE'S DAY, A HAPPY DAY!

Being recognised and be celebrated for what you are doing is the most important thing in everyone. This gives a motivation and it reminds you how important you are, especially when you are working with people.



Despite the influx of patients within the facility, it seems that all staff have united to enhance the quality of service emitted from the hospital, thus ensuring that it functions in coherence to the ideology of our democratic government in attaining integrity, equality and sustainability.

International Nurses Day was held on the 12th of May in Durban. Our Sister N Mkabayi from Primary Health Care witnessed the event. "I have never seen such beauty. The stadium was packed with nurses all over KwaZulu-Natal. I did not believe my eyes I can just say the attendance was overwhelming and it was really a good day"

We at Northdale Hospital commend all of staff members for their excellent commitment and dedication in ensuring that our people are sustained in an appropriate and adequate manner thus optimizing their health status.

"Our province was also congratulated for nurses who wears their uniforms perfectly", says Miss P Hlongwane- a Northdale Counsellor who also attended the function. The ceremony also included the nurses pledge and the lighting of candles as the part of the celebration to mark and give emphasis in dedication and good service delivery.



Northdale Hospital would love to congratulate their nurses for the dedication and effort they do to care and deliver to clients.

## Editorial

Is it chilly or just winter time? Anyway our province is always the best when it comes to winter time because our temperature does not drop to minus one degree. This is the reason our province is a tourist destination because of our beautiful warm beaches. We really should be proud to live in the KwaZulu- Natal province.

Well, can you believe that this is our third edition of the Sisonke magazine and it seems that we are continuing to grow from strength to strength thus ensuring that you, the staff of Northdale hospital is aware of all the events happening including that of the current changes.

As we suggested in the previous edition of the newsletter, we welcome all forms of input from you as the essence of the newsletter is for your benefit and you should be really involved. We are still focusing on the importance of the service that we should offer to our clients and also giving praise to our staff that makes us proud.

Wishing you the best in this chilly weather, hope that we will do what is best, giving our clients the best service at Northdale hospital.

## Editor

*It's your newsletter, tell us what you think. Write a letter to the Editor and have it published.*

*You can e-mail your letter to h043093@dohho.kzntl.gov.za or just drop it off at Registry or the PRO's office. To discuss any ideas for the newsletter call the editor on extension 9048.*

## THINK ABOUT IT

Today everyone is looking for truth. If someone searches for truth, first they need to be able to accept what is good and not accept what is bad. Here is something to understand: the nature of human beings is that the bad has more impact than the good. We will need to change this nature if we want to live life consciously.



A human being's request should be, "What can I do for my life today?" There are people who think this is very selfish. But if a thirsty person quenches his thirst, is that selfish? If a hungry person satisfies his hunger, is that selfish? If a tired person sits down, is that selfish? And if the human being's heart wants to be fulfilled, how can that be called selfish?

If you truly learn to love your life, your nature will change. You will be able to receive what is good and let go of what is bad—to be transformed from a duck to a swan. Then whatever that person touches will turn to gold. For them, nothing will be lacking.

This is the opportunity for each of us. Many people try to look beautiful on the outside, but there is also a beauty within you. Allow that beauty to come forth—the true beauty of life. There is a place within you that is there wherever you go, and you can experience it. Whether you're young or old, it is always with you.



Experience that. Then, no matter what you do, your life will be filled with that beauty, that enthusiasm, and love will permeate.

**By Siyanda Mntambo**

## Pick that paper and avoid spreading amagciwane!



Germs can spread like you wont believe it, especially when the environment is not clean and that can result in the spread of diseases.

As you enter the gate of Northdale Hospital you can feel and see that the place is clean. As you walk through the passage the floors are well polished. We would like to thank our cleaning staff for their effort of making our Northdale Hospital clean.

Surely they can't do this without your help, so please try and make us proud by making sure that: you use the dustbin to litter, you ask a colleague not to throw that paper on the floor and please do pick that paper don't just pass it.

Cleaning staff, keep up the good work. Siyabonga.

**Make arrangements on time** "Hi I'm Mr Naick and I am your transport officer, do you have your transport requisition form with all your details, if you have where can I take you"? This is important as to make your trip authorised, quick and safe

If you are rushing not to be late in the meeting do not panic, just chill and you will go with a good company because of the transport department. You will get in that meeting safe and sound.



We would like to thank the transport department for their good work as they contribute a lot to the running of our hospital, of course Sisonke, We're in this together.

Yello! transport department!



## Our hospital crèche

Being a career woman is a challenging position especially when you choose to have children. Somebody have to take care of your children while you are at work.

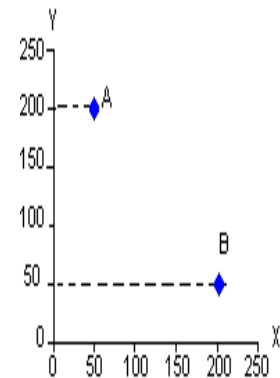
Thanks to Mrs M Moodley and Mrs R. Simboo (pictured with the little ones) who care for our children at the hospital crèche. They also get help from Mrs I Mathadeen and Mrs M. Govender.



They have beautiful facilities for children to play and a very clean and safe environment. Their intake is from 3 months and 5 year olds. It opens at 06h30 and close at 19h00. Contact them on extension 9106.

## NORTHDALÉ STATISTICS-JANUARY-MAY 2005

There is no better way to find out whether you are still in the right track than collecting information and do some little calculations. One may say information makes one intelligent, proud and sometimes change the way you do things. Our statistics shows that the total bed occupancy rate is 72%. This shows that our performance is good because for a district hospital the bed occupancy should 60% - 80%. ARV programme started a year ago and it is in progress. Although some community are reluctant to test but we thank our VCT/PMTCT team for their tireless effort to fight against this pandemic. The waiting times shows that our patients wait more than two hours to be seen by doctors, it is because of the large number of patients (+- 35 000) we see per month.



### INSELELO KUMUNTU OMUSHA

Ingabe kusho ukuthini ukuphila komuntu omusha eningizimu Afrika? Ingabe iyiphi inselelo kumuntu omusha engamuvimba ekutheni aqhubeke kahle nekusasa lakhe? Iliphi-ke iqhaza elingadlalwa umuntu omusha emunyangweni wezempilo?

Omunye umuntu angayiphendula lemibuzo ngokuthi, "ukuphila komuntu omusha eNingizimu Afrika kusho ukuphila esikhathini esi-nezineselelo eziningi. Kepha bonke abantu abasha banezindlela eziningi zokuzikhethele impilo abathanda ukuphila ngayo". Lemibuzo iyisisekelo sanoma imuphi umuntu ozimisele ukuthi aphumelele futhi afake isandla ekuthuthukiseni umnotho wezwe lakithi.

Ngo 1976 abantu abasha baseNingizimu Afrika bamasha bekhulaza ngokufunda izifundo ngolimi lwesibhunu. Kwachitheka igazi, kepha izikhalo zabo zezwakala. Intsha yanamuhla kufanele isebenze, ikakhulukazi ekulweni nesifo sengculazi, uphuzo oludakayo kanye nezidakamizwa. Abantu abasha bangasebenza ngokuzinikela ukuze kuqondakale futhi kwaziswe ngokuvikela kwalesisifo nokuphila kahle kulabo abasenalo.

Wonke umuntu omusha unephupho lempilo emnandi. Kepha iphupho ngeze lafezeka uma abantu bengazivikeli, bengathembekile futhi bengenalolwazi olwanele. Kufanele sicobelelane ngolwazi. Siludlulise kontanga yethu nabanye abasondelene nathi, kanti futhi izenzo izona eziyokhipha imiphumela emihle. Inselelo ikithi bantu abasha, siyoziqhenya nathi eminyakeni ezayo sesikhunjulwa ikakhulukazi ekubambeni iqhaza kumnyango wezempilo.



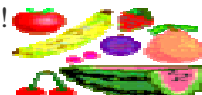
**Move that body!**

Come on don't be a couch potato move that body, oh yes I know you need that rest. Sometimes we just ignore very small things which can contribute on our good health.

A launch of Vuka-Move for Health National Move For Health Day was held at Natalia Building on the 30th of May. This campaign is aimed at creating awareness among communities of the benefits of physical activity in maintaining healthy lives and controlling disease of lifestyle.

We also have a stereotype that if you exercise, it should be at an expensive gymnasium or have a personal trainer, wow lucky you, but if you go that route and have money its okay go for it. What about somebody who can not afford a gym, personal trainer or just have no time?

Let me help you, during your lunch time just take a walk and stretch those legs. Stand up and move around. Please do advice family and friends to do a little exercise. Remember to drink lots of water and please don't forget me!



**Farewell to Mr Nkomonde and Mrs Lutchman**

It seems that during the recent months some of our staff members have indeed pursued alternate ventures leaving behind an overwhelming ideal coherent to that of excellence which hopefully can be sustained by us, the remaining staff and personnel.

Lindo—the hospital Public Relations Officer has opted to pursue his ambition within the Office of the Presidency in Pretoria.

During the duration of the last year, Lindo has indeed exemplified the operative status of the Facility with regards to sustaining the ideal of excellence within the public relation sector.

Lindo has certainly adopted the true ideology of the hospital coherent to service excellence in all of his endeavours as he has managed the public relations office with courage, dedication and determination to ensure that our hospitals reputation is protected at all times. Due to his perseverance and dedication his ideals have been recognised by his new employee and obviously he was presented with an opportunity which he could not refuse.

“Keep the light burning”, was Mrs Lutchman’s words that she would love to leave with our staff. She said her experience with Northdale hospital was remarkable. Though they have been problems that have been challenges during her work.

Working as a woman in a financial and systems manager position has been also a challenging job. “People tend to be sympathetic than being more cooperative”, says Lutchman. Though she says that more women are being appointed in management position of which makes us proud.



Working in difficult conditions has been highlights in her service because she strived to give the best. It is her wish that what she started does not have a peaceful death but continue to work better for our hospital. She pointed out the importance of service delivery to our clients as it is the core of the institution.

Mrs Lutchman is now going to develop her career at the Blue IQ as a Trust Manager. She thank the support of her family of what she has achieved.

To Mrs Lutchman and Mr Nkomonde, we at Northdale hospital commend you on your excellent achievements and wish you well for the future, as we know that your individual optimism that you have portrayed at Northdale will shine through even at your new found home.



left, colleagues sharing the last words



**A rest after a long service**

Mrs Naidoo has been with Northdale hospital for the past 23 years as a Messenger. She started in 1979, had a break in 1987 to stay at home and care for his late husband and then she came back in 1992. She retires at the age of 65 and have four grown up children.

Mrs Naidoo, known as “Aunt Rosie” by everyone in the hospital says she enjoyed her stay in Northdale hospital because of her love of the people. “I am going to miss chatting with my colleagues, waking up and the rush in the morning. I am very sad that I am leaving”.

She advised the staff of Northdale hospital to give the best in their service and trust in God. To aunt Rosie, Northdale hospital wishes you more and more beautiful years. (below, colleagues wishing her goodbye)

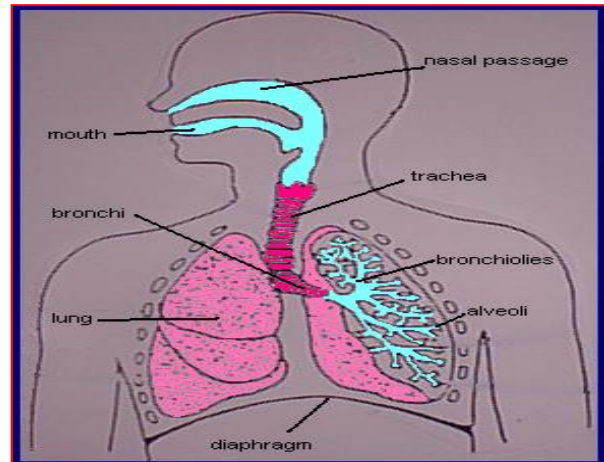


## Taking Care of your Lungs

As we have seen it seems that the effects of tobacco within our systems can be extremely detrimental to our individual health status as medical research has in fact concluded that Smoking is a major cause of:

- \* Lung Cancer,
- \* Heart Disease,
- \* Artery Failure,
- \* The Risk of High Blood Pressure.

What is clearly evident is that tobacco contains hazardous chemicals including the likes of **carbon monoxide** and **tar** and thus the adverse effects which they have on the human body are overwhelming. The health department has thus embarked on a campaign to inform and hence educate its health workers to refrain from the acts of smoking with an intent to ensure that they the staff attain an optimal health status. Coherently, through the scientific investigations induced by many researchers it has been concluded that smoking is not only detrimental to the smoker, hence the non-smokers exposed to these pollutants are just as susceptible to attaining any one of the above mentioned diseases, so before you think of lighting up that next cigarette think about those around you as their fate lies within your hands.



**Major Role:** The main role of the respiratory system is to provide gas exchange between the blood and the environment. Primarily, oxygen is absorbed from the atmosphere into the body and carbon dioxide is expelled from the body

### Health Beat for this Winter

- \* avoid staying out in the cold for long periods of time.
- \* ensure that you are dressed accordingly, as you would be less susceptible to attaining a cold if you are warm.
- \* regulate your meal intervals and make sure you eat plenty of fruit as they contain useful vitamins needed to boost your immune system.
- \* ensure that you induce plenty of exercise to regulate your bodies organ function.
- \* wash your hands as often as possible as cleanliness is the best form to prevent germs and bacteria from entering your system.
- \* if you are using a paraffin heater please make sure that they are in good condition as they are the primary cause of health hazards including that of burns and other forms of destruction.

**Brain power:** How well is your brain functioning? Exercise your brain, and give it the power it needs. Some exercises to keep your brain fit are filling in crossword puzzles, or playing chess, or building jigsaw puzzles. Physical exercise, as well as mental exercise, plays an important role in stimulating your brain.

Aerobics may help improve cognitive thinking and prevent memory loss. Exercise increases blood flow and oxygen supply to the brain, increasing alertness.

This month on Batho Pele we look at how we should interact with our clients, what information could help them (which will help us) and the impact on our actions.

- **Consultation:** Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered.

- \* **Access:** All citizens should have equal access to the services of which they are entitled to.

- **Openness and Transparency:** Citizens should be informed as to the operative status of national and provincial departments including that of the staff responsible for inducing its operation.



**Sharing some information**



## The latest on Accreditation

Many of us may have learnt that the hospital is in the process of attaining an accreditation status through the actions of the accreditation organization deemed COHSASA. The Process entailed the review or rather establishment of formally attained policies and procedures coherent to the ideals of COHSASA and our democratic government, which has been developed by Donovan Govender– a former Policy Planner.

As you would have noticed within the facility is that all of the policies and procedures have been changed or rather transformed as the significance of their effectiveness had been questionable. We know that many of you had been concerned as to the manner or rather level of these policies, however these Policies and Procedures are adequate as there has been an overwhelming amount of research induced for the attainment of these such policies.

The core purpose of inducing a rationalized policy portfolio is to ensure that Northdale Hospital attains the status of accreditation.

Should you have any queries regarding the process of Accreditation, please contact **The Clinical Department on ext– 9026**



**Thank you Letters**, page 8, Witness 15 June 2005.

“I recently attended the dental section of Northdale Hospital and I received excellent care from nursing staff, doctors and cleaners. Keep up the good work and thank you”, by e-mail S NEPAUL, Pietermaritzburg.

“I was very well cared for after a bad fall in May 27. Northdale hospital and Grey’s hospital gave me excellent medical care and attention for my broken wrist. I shall always remember the two angels nurses who called the ambulance for me and waited by my side. All the nurses at the hospitals were kindly”, page 6 June 29, B GASCOIGNE from, UK.





**New appointments**

As you would have noticed, the facility has indeed induced a host of changes especially with regards to new appointments.

Pictured here are a few of the candidates who have been successful in sustaining employment at Northdale hospital.

We hope that their stay at this facility is pleasant as we place great faith within each one of them as to actively contribute to the optimization of service delivery to our clients.

Northdale hospital welcomes you.

Sr. C. Rajah, Ms. I.N. Khanyase[FIO], J.S Chiliza[R.N], T.D. Ndlela[A.N.M], E. Gumede[A.N.M], D. Mlongo[P.N], D. Shabalala[A.N.M] Inserted on the left is Miss K Mbatha(Data Capturer)

**other news-HOPE**

Despite the negative philosophy which surrounds this detrimental disease there is hope for those affected by the efforts of an Organization named H.O.P.E simply meaning HIV Outreach Program and Education which is operative within the Cape Town Area.

The ideological vision of H.O.P.E is to educate and train all people irrespective of race and demographics as to the detrimental effect that HIV and Aids can induce within the lives of careless people. H.O.P.E aims to develop a host of operative centres together with a host of trained and qualified medical and social inclined members to effectively assist those who are affected by the impact of HIV and Aids.

As we gather this Organization coherently functions with the government however its personal goals and ideals are centred around caring for those who cannot care for themselves especially those who have been abandoned by their families since sustaining HIV and Aids

H  
O  
P  
E

**See the funny?**

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**“Class, I’ve got a lot of material to cover, so to save time I won’t be using vowels today. Nw lts bgn, pls trn t pg 122.”**