



# HEALTH

## KwaZulu-Natal

# The Northdale Times

WE ARE IN THIS TOGETHER

## CECILIA MAKIWANE AWARDS 2007 WINNER.

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Last year she won one of the most important award in the category of Service Awards, Ladies and Gentlemen allow to introduce the women of the moment

Mrs. S Pillay has won the 1st Prize in this year's Cecilia Makiwane Awards Nursing Awards, I was very excited to be nominated for such prestigious award, for the past 22years I've enjoyed doing my work because I love helping people , I sometimes scarifies my spare time for my patients because their needs are more important to me said Shakila Pillay. She said this award will hopefully highlight the good service our Hospital is doing as opposed to negative remarks many people have toward it, "I also wish to encourage m colleagues to work hard and keep up with the pledge because if we don't we will jeopardize our profession, I would also like to thank my management for believing in me.



SEEN ABOVE IS NORTHDALDE SENIOR MANAGEMENT CONGRATULATING MRS.S.PILLAY ( IN THE MIDDLE) ON HER ACHIEVMENT

" I was happy that for the 1st time Northdale Hospital entered these awards we won it, Pillay is one of our excellent nurses we have and I hope this will motivate others to do their work as expected said Mrs. J. Webster the Nursing Manager, Shakila Pillay attended the Prize giving Ceremony in Pretoria on the 23rd November 2007.

- EDITORIAL
- MRS DADDY
- Ms G. KHANYILE
- MRS. R. MUNRO

### EAP DESK/EZABASEBENZI

#### What Is EAP ?

EAP is a programme by which the Department demonstrates its concern about the employees, We view the employee as our most valuable asset and takes responsibility for helping them to deal with the pressures of life, this program provides the right kind of help to solve personal and work related problem.

Confidentiality is the key of all EAP practice, So don't delay check with EAP office inside the Occupational Health Clinic or Call 9025 for appointment.

EAP " We are there for you"



Ms. G. KHANYILE NORTHDALDE HOSPITAL  
EAP PRACTITIONER

## FROM THE CEO'S OFFICE

We are fast approaching the end of the year 2007. It has been a very exciting and fulfilling year for many of us. It came with many challenges, but we were able to face them because we are a formidable team at Northdale Hospital. We stood together during the strike in June and we were able to deal with the strike aftermath.

Let us celebrate our achievements and congratulate ourselves for the sterling work that we continue to do for the community. We have taken greater strides to improve in areas of clinical governance, good governance, human capacity development, health promotion for employees, and the hotel aspects. The quality assurance survey results speak for themselves.

### To mention a few highlights:

We have the highest number of patients on ARV treatment.

We are also leading in the management of TB, complying fully with the protocol, according to the feedback that we have received from the District Office.

We have established a Medical Admission Area which is very critical in ensuring that patients get the best level of care without congesting the ever busy Casualty Department.

We are indeed proud of Chief Professional Nurse Shakila Pillay's achievement. She is the winner of the prestigious Cecilia Makiwane

award for 2007. She has put us on the map. It is not the first time for Northdale to scoop an award. We have the best Crisis centre which was awarded Impumelelo Silver award in 2005. We are indeed a winning team in many respects.



**MRS. Z.S.I. NDWANDWE  
NORTHDALE  
HOSPITAL C.E.O**

I would have failed in my duty if I do not congratulate the four teams that have worked very hard to do landscaping and flower gardens. The hospital looks beautiful. We did not realize that there is so much creativity and talent. Halala Red Bulls, Blue Bulls, green Mambas and Eagles!!!

We also welcome the new staff members who have joined Northdale hospital. You made the right choice. We also congratulate officials who got promotions this year, and all those who have achieved academically and in other areas.

Our heartfelt sympathy goes to all those who lost their loved ones. We also lost staff members too and we would like to express our condolences to their families.

Have a JOYOUS AND BLESSED FESTIVE SEASON. May God continue to shower his blessings on all of you!

*Mrs ZSI Ndwandwe*  
**CHIEF EXECUTIVE OFFICER  
NORTHDALE HOSPITAL**  
Email: [zanele.ndwandwe@kznhealth.gov.za](mailto:zanele.ndwandwe@kznhealth.gov.za)

## QUALITY ASSURANCE DESK

### Greetings in the Name of Our Dear Lord and Saviour Jesus Christ.

The year has come close to its ending, and as the

#### **Hospital of Choice in the City of Choice \_**

We have to acknowledge that despite the many challenges we still face, we have achieved much, and thus a big **WELL DONE NORTHDALE HOSPITAL!**

Our statistics, reports from Infection control, Quality Assurance and from many, a public member, are positive.

We are definitely a long way from being compliant to all standards set for us, but I believe that we need to consider where we come from, to where we are now, and it's plain to see that we have moved from a place of stagnancy to a great number of changes. Change is always difficult to manage and adapt to, but as South Africans have been exemplary in adapting to change, and have set an example for the rest of the world with our peaceful transformation to democracy.

We have as a District level institution rendered care to clients from outside our catchment area and despite the difficulties, always kept our eyes focused on achieving the quality of care that they, so rightly deserve. Find attached a copy of the percentages for quality peer reviews in comparison to all other institutions in the district and a list of changes that have been made within this year. I must warn however, that we are not at a place where we can rest, but need to push on to the vision, we have set for ourselves. We still have lots to change and move towards.

So to all those who are feeling that they have not achieved much, your effort is your reward and change starts from within. What have YOU done this year to be on a team of people who are interested in progressing and focusing on how they can make a positive change in a situation that seemed doomed? Have YOU taken ownership of your situation? Have you been a change agent? Or have you been one of those, nagging and fussing under your breath hoping that things would not work out. As an institution we need each one of you to make things happen, imagine if we all worked together and put our brilliant minds together what could happen. I get excited just at the thought of that.

To the Executive Management, you have set the pace, kept the pace, and are on the road to success. Thank you for leading by example and being people of integrity and vision.

You have set, and continue to set, high standards which we can all strive towards. You have epitomized charisma, integrity, determination, focus and commitment. You have brought the hospital to its feet. For all the long hours and nights without sleep we say thank you, for all the time spent away from family and friends, we say thank you, for all the shouting and what appeared to be negative experiences we say thank you, for all your support and encouragement we say thank you, for being transparent we say thank you.

Your attitude, style of leadership and effort has been rewarded. Continue to work as a winning team. Good leaders make good followers! May you be blessed as a team and individuals and may the New Year bring you joy, peace and love.

To all departmental managers, thank you for the effort you have put into ensuring the changes happen at operational level.

To each employee thank you for your dedication, commitment and hard work and focus on achieving an excellent service for the customers. Your service to each customer has not gone unnoticed and if you have not felt acknowledged, thank you for all you have done, and sacrificed to achieve the standards you have. Continue now in the fashion you have and let us start the New year on a positive note.

### LIST OF CHANGES/ DEVELOPMENTS ETC.

-Cold storage for the medical waste. Improved waste management.

-Recruitment and appointment of many strategic posts, e.g. health and safety, Infection Control practitioner, Quality Assurance Co-Ordinator, Occupational Health manager,

Maintenance Supervisor, Medical posts, Social workers, Physiotherapy, etc.

-An established TB clinic and functional team.

-Haart clinic. Functional.

-Workshops- Obstetrics.

- TB
- Wound care.
- Neonatal resuscitation
- Risk management/ cost containment.
- Management workshop.

-Procurement of medical equipment.

-Improved Housekeeping services

-Medical admission area.

-Regular walk about by the executive management.

-Visits to the clinics that are under Northdale Hospital.

## QUALITY ASSURANCE DESK

### Events.

- Health Promotion for Hospitals Open Day- targeting our internal customers/employee's
- Hospital Open day- targeting the public our clients.
- Women's Health day
- Soccer tournaments hosted by Northdale

### Forthcoming attractions!

- A reception/sorting station in our ex security section to reduce waiting times and service times.
- Garden competition.
- Change rooms for kitchen staff.



**REMEMBER QUALITY EQUATES TO DOING IT THE RIGHT WAY RIGHT AWAY.**

May I take this opportunity to wish you all a blessed, peaceful and joyous Christmas and a prosperous New Year.

Yours in service.

**Mrs R.Munro.**  
**Quality Assurance Manager**  
**Northdale Hospital**

## HPH DAY 2007 AT OUR HOSPITAL

On the 17<sup>th</sup> of July Northdale Hospital held a Health Promotion in Hospitals Day where all the departments of the hospital had a stall to exhibit the various services that are offered, it was to educate the staff about the importance of them practicing and staying healthy.

The exhibition included both internal and external health promoters; as for our internal departments we had Eye Clinic, Dental Health, Primary Health Care, ARV Clinic, Skin Clinic, Dietitian, Physiotherapy, Occupational Health, Health and Safety, Employee Assistance Programme, Human Resource Development and many more. Also the external health promoters were invited to exhibit their services of which on the list we had Cancer Association who demonstrated to the viewers how to perform the breast cancer check-up, we had SANCA people to advice about the dangers of alcohol and drugs abuse. SA Diabetics Association also had a stall and recommended the viewers on the healthy diet for the diabetic people. We also had Life Line group with their stall motivating and giving out messages and giving hope that there is life still even after a terrible trauma, we felt that if we promote good health for our staff as being healthy means healthy physically, emotionally and financially, we also invited people from Trans Union and National credit Regulator to come and advice our staff on how to handle financially related issues. FAMSA was also there offering BY : **Vuyo ( Pr. Intern)**

# OUR GIFT OF APRECIATION FROM LESOTHO

In life we get helped and never get a chance to say or show how deep we appreciate or even say thank you.

Realizing this after a year Ms. Mathaane Amelia Lenea from Lesotho who was admitted in our Hospital last year came back to say THANK you, " I wish to present my deepest thanks and appreciations to your hospital staff for great care and warmth I received during my stay at Northdale Hospital, I feel bound to praise the quality and the highest standard of service I received from the Doctors, nurses, Security men and all other staff members who treated me with utmost courtesy , I think the world needs the caliber of staff Northdale Hospital has, once again THANK YOU" said Mathaane Amelia Lenea before presenting her Token of appreciation to the Medical Manager Dr. J. Zimu



**OUR GUESTS OF HONOR :**  
Ms Mathaane Amelia Lenea and her Aunt Mme Mathaane expressing their gratitude



I LOVE THE LOOK IN THE MEDICAL MAN-AGER'S FACE WHILE RECEIVING A GIFT FROM AMELIA LENEA MATHAANE ALL THE WAY FROM LESOTHO

*I think the world needs the caliber of staff Northdale Hospital has*

**I wonder what is inside**

DR. J. ZIMU OPENING THE GIFT INFRONT OF US, DEPUTY NURSING MANAGER MATRON HUTHERAM AND EVERYONE HOLDING UMOYA SIFUN'KUBONA UKUTHI KHONANI



WHO WOULD'NT WANT TO HAVE A FEEL OF OUR TOKEN MADE FROM LESOTHO MR. LINDA MBUYISA TOOK THE OPORTUNITY TO PURSE FOR THE PHOTO

# EMPLOYEES WELNESS WEEK

*"HEALTHY EMPLOYEES ARE HAPPY EMPLOYEES"  
HAPPY EMPLOYEES ARE PRODUCTIVE EMPLOYEES*

This CAMPAIGN took place on the 5th–9th November 2007, the station for the exhibition was at the Hospital Cafeteria.

We are proud that we managed to host employee wellness campaign successfully , our success solely depended on the active participation of our employees, support from the Management and the Dedication of the wellness team.

The Purpose of the campaign was well achieve as we managed to provide information and screening for hypertension, diabetes, TB, HIV/AIDS, this programmers constitutes part of the daily services rendered at our occupational health clinic.

Employees who were screened were from all levels from top management and felt so happy that we case for them.

The dedication demonstration by the took team was outstanding inspire of the short notice team member included:

- C.D. Ntombela ( Occupation Health Nurse- Unit Manager)
- R. Munro ( quality Assurance Manager)
- N. Zondi ( Infection Control Practitions)
- Prag ( TB Programme Unit Manager)
- Z. Khanyile ( EAP Practitioner)
- T. Mbhule ( Enrolled nurse-Occupational Health & HIV/AIDS Counseling )
- L. Pillay ( TB Team )
- Vusumuzi Zulu ( PRO )
- Risha ( Dietician)
- Mr. Mpunzane ( Physio)



SANCA Crew helping out our Staff member on his questions.



SANCA Information Display



Doctor J Zimu doing one of the screenings engingazi abizwa ngani.



C.D. Ntombela ( Occupation Health Nurse- Unit Manager) Having fun with one of our Staff member.

PRO'S information Stall during the Staff Wellness Week



# EMPLOYEES WELNESS WEEK

## PHOTO TALK / IXOXWA NGEZITHOMBE



THE TEAM BEHIND THE SUCCESS OF THE EMPLOYEE'S WELLNESS WEEK



UYATHETHA BANDLA SHAME UMPHATHI, UPHEZULU USHUKELA WE PRO



SEEN ABOVE IS ONE OF OUR STAFF MEMBER WITH SISTER PRAG



MH... HHAYI ASAZI U GUMEDE SHOWING OFF AT THE STAFF WELLNESS STAND



NORTHADALE TEAM WITH THE GUESTS FROM NEDCARE KUMNANDI EKHAYA. U Ms KHUMALO EZIZWISA NGOKUBA I NURSE



NORTHADALE HOSPITAL RADIOGRAPHERS TEAM SHOWING OFF THEIR STALL AS WELL DURING THE EMPLOYEE'S WELLNESS WEEK.



SOME PEOPLE HATES LIMELIGHT, SOME EVEN TRY TO RUN AWAY FROM CAMERA MAN, BY THE WAY THESE ARE SOME OF OUR STAFF MEMBERS WHO WERE WAITING TO HAVE THEIR VITAL SIGNS CHECKED



SOME GUYS LOVE EACH OTHER SO MUCH THAT THINA ABANYE SINGASOLA, ANGISHO UKUTHI NGITHINI, SEEN ABOVE IS OUR HARD EVER WORKING QUALITY ASSURANCE MANAGER MRS. R. MUNRO AND INFECTION CONTROL MANAGER Ms. N.E. ZONDI ( UMAKA DOKOTELA)

# GIFTS FOR OUR YOUNG INPATIENTS

HOW MANY PEOPLE YOU KNOW WHO WILL ASSUALLY GIVE PRESENT AWAY ON THEIR BIRTHDAYS ? SOME OF US OR MAYBE ANYONE I KNOW OF PREFERS AND ALWAYS EXPECTING TO GET PRESENTS ON OUR BIRTHDAYS.

HOW MANY TIMES DO WE THINK OF ALL THOSE WHO ARE IN PAIN WHEN WE ARE HAPPY ? ON THE 1ST NOVEMBER 2007 WE RECEIVED A LETTER WITH THESE WORDS

*“ Dear Madam !  
I would like to share my birthday gifts packs with children from the wards, may I have your kind permission.*

**Thank you (Dayitaa Moodley)**

THE PERMISSION WAS GRANTED TO THIS YOUNG LADY WITH A HEART OF GOLD, SHE CAME AND SHARED THE PRESENTS, WE SAYING THANK YOU TO THE MOODLEEY FAMILY FOR ALLOWING DAYITAA TO FOLLOW HER HEART SBONGA AS'QEDI

### TAKE A LOOK HOW HAPPY PEOPLE GET WHEN YOU GIVE THEM SOMETHING



Sister Vilakazi F ward sister incharge at F ward for kids receiving the 1st gift from Daayita



Daayita giving out second present to Sindi Ngubo ( Not real name)



Happy mum and Dad receiving toys for the sleeping little one



Delited mother receiving a gift for her baby.



Daayita with her presents receiptent s



Everyone had their share from the gift bag, Above is Thandanani ( Not his real Name) receiving his share



**A sign you'll never see.**

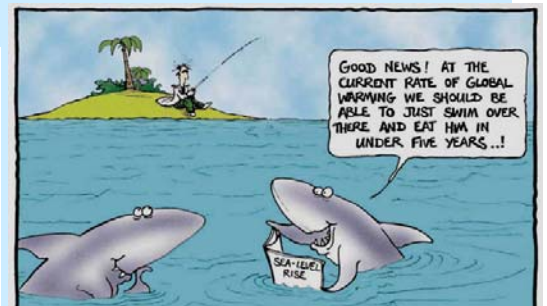
**We are a gun-free family.**

Because anti-self-defense people enjoy the deterrent factor of an armed society

### Conner of laughter



FunnyandJokes.com



Do you have a Joke ? Why don't you share it with us  
SEND YOUR JOKES TO THE PRO'S OFFICE IF ITS GOOD IT WILL BE PUBLISHED IN OUR NEXT ISSUE  
**GOOD LUCK**



## GARDEN PROJECT WHO WON WHAT ?

From the Team Building that took place last year groups were given a Garden Project as their task or exercise for this year, well their gave their Level best to show out the flair, creativity and energy, out of the time they spent in the sun time to be judged came and pass, there was a two way judging processes, the first one was the Internal ( Staff were voting for their Favourity garden, the one they think is Promoting good Image of the Hospital ) the best 2 winners received an Award called PRO's Image Promotion Award. Then there was an External judging process with the Independent Judges from Dun robin Garden Centre, Living Landscapes And Mrs. T.H. Nxumalo.

This how the result ended up like according to the External Judges  
**Summarized results**

- 1<sup>st</sup> Prize: Mighty Eagles - Garden 4 - 98%
- 2<sup>nd</sup> Prize: Green Mambas- Garden 1 - 85%
- 3<sup>rd</sup> Prize: Blue Blues - Garden 3 - 84%
- 4<sup>th</sup> Prize: Raging Bulls- Garden 2 - 64%

And the staff voted Mighty Blues as first prize winners and Raging Bulls as the 2nd Prize winners, Good luck to all our winners we are waiting to see who will come up top for the next year's awards

### ALL FOUR GARDENS THAT WERE COMPETING



### AWARDING CREATIVITY, DEDICATION, ENERGY AND FLAIR



- 1.. The Green mambas doing the Snake Sounds S.S. SSSS when they were collecting their Medals for participating in the Garden Project 2007...
2. The Mighty Eagles ! The big Prize winners in both External and Internal Judgements HALALA
3. Second Prize winners as Per Staff Votes receiving their PRO's Image Promotion Award
4. Second Prize winners Not happy about Something ? No they were just counting their Blessings ( Medals)