

OKUQUKETHWE NGAPHAKATHI KULELIBHUKU / WHATS INSIDE

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EDITORIAL TEAM

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SPECIAL THANKS TO

MRS. Z. NDWANDWE Ms. T. NHLEKO Ms. Z. KHANYILE SISTER. S. GOVENDER

HOSPITAL C.E.O PHARMACY MANAGER E.A.P PRACTITIONER H WARD UNIT MANAGER

FROM THE CEO'S OFFICE



MRS. Z. NDWANDWE NORTHDALE HOSPITAL— C.E.O

We have started the New Year with great enthusiasm, and fresh ideas are just pouring out from everybody. The winning team has done it again. Congratulations to you for implementing the triaging system at the very entrance of the hospital to enhance better flow of patients. We remain focused in improving our customer experience in Northdale Hospital. Our bed occupancy rate remains above 80%

We are also proud of the fact that we are now having a total of 3000 patients on ARVs in the last quarter of this financial year. Credit goes to the excellent ARV team. My sincere appreciation for the tremendous support we have received as Northdale Hospital from all the Metropolitan Clinical Heads of Departments. Outreach services by the Specialists have been strengthened, and the partnership is already bearing fruit. Medical interns from various Disciplines have been allocated to Northdale Hospital since the beginning of January. We welcome Dr Rivero and Dr Gilart, Senior doctors with vast surgical experience who have been deployed to strengthen the District package of Surgical services. Many thanks to Mr Ghimenton. Mr Oesthuizen and Mr Quazi for facilitating this venture. We will continue to provide Orthopaedic services as planned.

We also extend our gratitude to Mr Hargovan

who is the Head of the A&E Department at Edendale Hospital. He is assisting the hospital a great deal to improve the functioning of Northdale Casualty. I would like to acknowledge the unwavering professional support that we continue to receive from our District Manager Mrs Zuma-

Mkhonza. It is inspiring to know that we have a leader who puts the interest of the Community first.

I wish all the employees of Northdale hospital a blessed, prosperous and rewarding 2008. You are doing a sterling job!!

Let us continue to embrace the principles of Batho Pele, Patients Rights Charter, Service Commitment Charter and the Citizens Charter.

God bless

Yours in service delivery.

Mrs. ZSI Ndwandwe CHIEF EXECUTIVE OFFICER NORTHDALE HOSPITAL Email: zanele.ndwandwe@kznhealth.gov.za

VITAMIN A CAMPAIGN / UMSHIKASHIKA WOMGOMO KA VITAMIN A.

As a response on the call made by the National Head Office for the Institutions to conduct Vitamin A Campaigns we as Northdale Hospital we also hosted ours as well, we saw a great deal of interest from parents with kids from 6months to 5years that came to our facility to do the immunization.

On the last day of this campaign we saw the likes of Mrs. Z. Ndwandwe (CEO) Dr. J. Zimu (Medical Manager) and Mrs. Hutherum (Deputy Nursing Manager) at our Hospital's POPD Department giving out Vitamin A drops to the young ones, THAT'S THE WAY TO GO BAPHATHI



Talents were also displayed, I wonder who the guy who did this or it was done by the 6months to 5year olds ?



Khamisa ! Seen above smiling is Dr. J. Zimu (giving a Vitamin A drop) next to him is Mrs. Ndwandwe and Mrs. Hutherum



Wonk'muntu was interested and waiting for their turn, but omuntuza bona bebekhala becabanga ukuthi kubuhlungu



Information was shared before Vitamin A drops were given



As a part of this institution's vision, its our task to go out and visit our communities to give them information on their health issues.

On the 14th march 2008 our TB team went out to a Paint Manufacturing Company called Regal products to do an awareness on TB and Nutrition, when I asked the Project Manager why did they accept us ngezandla ezimhlophe kangaka she said, we are close to our workers, so we're encouraging them to live a healthy life style and we always teach them how to take care of themselves out of the working environment as well said the Project Manager Mrs. R Meeran









On the 30th January 2008 Northdale Hospital was a part of UKZN 1st year Students orientation program.

The main reason for us to be the part of this orientation was because we felt the need of educating young people about how to survive the new life style. Since they are now at a tertiary level their lives will be changed and some of them it's their first time being away from homes they will be easy victims of Drugs and HIV/AIDS. As a health service provider we felt that its our duty to out to them and tell them the facts about life, STI's , HIV / AIDS, Pregnancy and whole lot about life skills.

Amongst the topics that were covered are HIV/AIDS, Teenage Pregnancy, the total turn up of students who visited our stand was amazing. It's wonderful to know that most young people still care about themselves.

On the week of the 11-15th February 2008 we carried out internal awareness's STI's, HIV / AIDS, Condom Use and Pregnancy; these awarenesses were done at Northdale Hospital ARV Clinic and Hospital Maternity.

There are lots of outreach projects that we are still going to engage to as to help our young people; we also encourage young people to visit our hospital to access these youth friendly services.

PHAMBILI NGE AIDS FREE GENERATION PHAMBILI.

BEZINJE IZINTO DURING THIS WEEK.



THIS IS HOW WE OBSERVED OUR S.T.I, HIV/AIDS THROUGH PUBLIC EDUCATION IN OUR HOSPITAL FACILITY AND THROUGH COMMUNITY OUTREACH

PHARMACY CASE

To work in Northdale Hospital Pharmacy is a blessing from above. This department has about 6 – Principal Pharmacists, 3- Senior Pharmacists, 4 – Interns, 2 – Community Service Pharmacists, 1- Pharmacy Manager, 1- Pharmacy Clerk, 19 – Pharmacists Assistants and 6 General Orderlies, we are a family of forty two (42)

This department is full of youngsters who are energetic, innovative and pro active. We conduct Departmental meetings every Fridays and Academic meetings forth-nightly on Wednesdays where you can see that everyone is hungry to learn, the topic is sent to each and every member of the staff so that if one presents the topic we all have researched about it and we are on the same understanding. The total number of patients seen per day including HAART Clinic is 911 with 8568 items daily. This is the busiest District Hospital in KZN as we are the only District hospital at Umgungundlovu District, you can imagine!!! – All down referred patients from Regional and tertiary institution come to us, the number of items per script you do not want to know. I am very proud of the caliber of pharmacists I have in our establishment they all believe in monitoring drug use and rational prescribing. Some call the Pharmacists "Gate keepers" but, we Northdale Pharmacists know the importance of intervention, we also file all our interventions. I am talking about the staff who "go the extra mile" in making it all happen.

We. as a team nominate best employee of the month. There are tokens given to that person to fulfill the Batho Pele Principle which says: Encouraging Innovation and Rewarding Excellence



Lastly but not the least we started doing Clinical Audit using the AD-HERENCE OF **KZN FACILI-**TIES TO THE ESSENTIAL DRUG PRO-GRAMME (Quality Improvement Project) it is where we are really going to see where are the gaps to fill.

NORTHDALE HOSPITAL PHARMACY TEAM MEMBERS BATHI WOZUZOS'JOYINA

we also choose employee of the year and two runner ups where they get the trophies to take home, definitely with other tokens or gifts.

We are having a welcoming party for all our new staff which will be held on the 12^{th} of April 2008 in the Sea Cruise.

We plan every year for our year end team building exercise which this year will be held in August. Previous year it was held in December 2006 and last year 2007 it was in November. You see for yourself why it is a blessing to be a member of this big family. Those Pharmacists who are keen to work and learn must come to Northdale Hospital Pharmacy we have 6- Senior Pharmacists post vacant and 2- Principal Pharmacists post available for takers.

A big thank you to my Principal Pharmacists, they really know that: Good leadership is one of the most critical ingredients for successful Organisation.

DO NOT HESITATE TO JOIN THIS WINNING TEAM "A" TEAM.

CAREER CORNER / EZEMISEBENZI

TIME FOR CHANGES HAS COME, ALLOW ME TO INTRODUCE THIS NEW COLUM, HERE WE WILL BE TALKING TO PEOPLE IN CERTAIN CAREERS, PHELA BAZOBE BESITSHELA NGEZINTO ABAZENZAYO IN THEIR WORKING AREAS



MR. BHENGU SHOWING OFF THE WORK OF HIS HANDS

Having only spent five minutes with Mr. Bhengu it came to my attention that he is

a Specialist in the field of Orthopedic, with the experience of 28 years in this field and still running strong as ever.

Mr. Bhengu's day starts at 07h00 in the morning and finish at 16h00 in the afternoon. Monday can be very hard said Mr. Bhengu, there is a lot of work to be done as he works from 07h00 to 20h00 in the evening and see a maximum number of 80 patients.

"I'm very passionate about my work and very happy to be working at Northdale Hospital. The staff I work with understands me and that what makes my work very easy and keeps me going. I have no intension of leaving Northdale Hospital unless I were to get sick or take my pension leave"

Mr. Bhengu started his career at Portshepstone Hospital in 1981 and served a period of three years till 1983, from then he moved to work at Eskom Medical centre in 1984 to 1990. Having worked for a period of 10 years in the field of Orthopedic, Mr. Bhengu took some time off during the period of a year. Being so experienced Mr. Bhengu was called upon by Emmaus Hospital in 1992 to work with them. It

was in 1997 when he was transferred to Benedictine Hospital (Kwa-Nongoma) and worked there till 2002

In July 2002 Mr. Bhengu joined the staff of Northdale Hospital to be part of Orthopedic for plaster of parries. Mr. Bhengu works at the Hospital doing POP on patients and monitoring Orthopedic procedures, such as applying Thomas splints to patients and Thomas tractions and Thomas Hamilton tractions, this kind of work requires dedication and commitment, it is not everyone that can apply all of these POPs', especial when it comes to POP jackets and POP Arabian sandals, hip spica and thumb spicas, it's all about experience within the field of Orthopedic, such as mine of 28 years, said Mr. Bhengu.



THIS IS NOT A BULLET PROOF VEST BUT A SPECIAL KIND OF CHEST PLAS-TER, IVEST KAKHONKOLO ? UYIS'K-HOKHO BAB'BHENGU

THE DAY THAT CHANGED OUR LIVES

It was the 27th of February 2008 on Wednesday when Sister Ntombela OHM took us to Northdale Assessment Centre for fitting a hearing aid. Mr. Rathiran the audiologist at Northdale Assessment centre performed all the test that proved that we have induced hearing loss. Thus leading to this event of having hearing aids. For the first time in the history of government services of 24 years I have never experienced such a thing. It was like a dream come true, said Mr. Bhengu, I'm so excited that I don't have to tell my children to turn the volume up on the TV no more.

Mr. Rathiram demonstrated how to properly fit the hearing aid, how to clean, how to insert the battery, how to adjust the volume and how to switch the volume on and off. He also explained how to place the telephone receiver. He also stressed the importance of care and maintenance.

Thanks a lot to sister Ntombela for initiating this programme which is for the first time in history of Northdale occupational health.



MR. BHENGU AND MR. SMITH TAKING LES-SONS ON HOW TO USE THEIR NEW HEARING AIDS FROM TASVEER THE AUDIOLOGIST

MR. BHENGU AND MR. SMITH WITH MS NTOMBELA OCCUPATIONAL HEALTH NURSE WITH HAPPY FACES

HEY UMUNTU USESEBENZILE AT LEAST A CUP OF TEA WILL DO



MR. BHENGU GETTING MORE LESSONS ON TO USE HIS EARING AIDS



LEFT : MRS. BUYI MABASO, TAS-VEER, MR. SMITH, MS. NTOMBELA, MR. BHENGU AND Ms. Z. KHANYILE.

Ezolimo / Agri- issues

Mina njengomphathi we C.M.C.S ngibonga uMrs. Ndwandwe nabaphathi bonke ngeminyango yabo nangezikhundla zabo ngokubambisana ekutheni babonelele imiphakathi yakithi egulayo neyelashwa lapha esibhedlela sethu ikakhulukazi emtholampilo wethu osiza kwezemishanguzo.

Mayelana nengadi esemtholampilo (ARV Clinic) kwaba yikho njalo ukubonisana nezinye izimenenja, inhloso yami noggozi lwaml, kwakuwukuthi abantu baphiwe izitshalo futhi bafundiswe ukuthi sitshalwa, sinakekelwe kanjani futhi sibabonise ukuthi asikho isidingo sokukhangeza nje kuphela inkosi ingamsiza akwazi ukuphakama aphile negazi alizwe lilulama akwazi ukuzenzela njengoba sikhuthaza ukuba badle okusamifino nomsoco, sinomfutho wokugala enve ingadi enkulu

ngemumva kwesibhedlela lapho inokubambis-

ana okuhle no Mnuz. Bhengu nabanye besi staff besibhedlela abayoba nothanda nalapho sisabonga yena uMphathi sibhedlela ngokholo nokubheka imibhalo yokuphila ngenhlabathi.

Ngibonge nakumhleli walelibhukwana lethu lesibhedlela ngokusinika ithuba.

Ngiyabonga : L.V. Magwaza.





RIAGE / SORTING AREA



AS A PART O F QUALITY IMPROVEMENT OF SERVICES WE ARE RENDERING TO OUR CLIENTS WE HAVE DEVELOPED A PROGRAME WHERE BY OUR PATIENTS ARE SORTED ACCORDING TO THEIR NEEDS, IN MOST CASES YOU FIND OUT THAT A PERSON COMES TO OUR FACILITY AND SIT FOR HOURS IN A WRONG PLACE / DEPARTMENT BECAUSE THEY DIDN'T KNOW WHERE TO GO AND SOME DON'T EVEN ASK.

goes to our Triage/ Sorting area they



PATIENTS ON THE SORTING QUEUE AT **OUR NEW TRIAGE AREA**

are asked about their sicknesses, they are asked whether they have appointments or

HOW DOES IT OPERATE ? When a Person not, after all that the patients are issued with a white slip with a name of the Department where the patient is going, date, name and Signature of the person incharge at our Triage area at that time, this slip is presented

to the queue marshals so as to assist those patients who need our assistance.

Walking around to check patients views about this service that has been introduced to them they said " I think this is an excellent idea to essually direct people to the right point of service said Mr. M. Moses (Who came to visit our Faciltv)

Ngane yam ngicabanga ukuthi kugcono uma sigala kulesisikhungo ngoba konga isikhathi. uma umuntu esuka la uya ngo lapho kufanele aye khona Siyabonga kakhulu kusho

uMrs. Ngcobo



Sister S. Moody Our Triage Area Co-ordinator serving one of our happy patient

It's a convenient idea, why didn't you think of this idea way back ? We love it, I totally agree that this idea will be very helpful said " Mrs. Singh

EAP ADVICE DESK

Do you know how to look after money?

This question applies to all of us. Rich or Poor, Young or Old.

We can all have a better life if we:

- Think about what we are doing
- Identify the things we are do-

ing wrong, and

Take steps to change our behaviour

February was a month in which we at Northdale Hospital had an empowering workshop where

Zain Khan from Trans-union conducted training to our hospital General Orderlies on how money should be managed. We hope to have these kinds of training for all levels of staff.

The truth is when you budget, you spend your money wisely. You cover all your basic needs and you seldom have to borrow. You may

even have enough money left over to save.

Rich people who do not manage their money have financial problems just like anyone else.

Anyone who knows how to manage their money well can improve their life and *sleep well at night.*

START SAVING FOR CHRISTMAS, IT IS FOR YOUR OWN GOOD

Z. Khanyile : EAP

Health and Safety

Occupational Health and safety act 85 of 1993 aims to provide for the health safety of people at work, patients in our care and the public who visit the hospital

On the 18 &19 of February 2008, 12 ton tractor operators (hyster) were trained for the first time by indaba training (IT)

On the 12 of March 2008, we conducted a fire prevention inspection with an Officer from Msunduzi Municipality

Fire, rescue and Disaster Management in Pietermaritzburg to access' weather the fire fighting equipment we have is adequate

USEFUL	CONTACT	NUMBER

Dr. J. Zimu Medical Manager Mrs. R. Munro Quality Assurance Ms. T. Nhleko Pharmacy Manager H. Grace CEO's Secretary

Ms. Z. Khanyile : EAP Practitioner

> 033 387 9014 033 387 9026

033 387 9040 033 387 9009



PROMOTING HARD WORK

At H/B Ward they have initiated a program where by they select one employee that has excelled that month and award him/her as a Health Care Worker Of the Month.



JANUARY 2008 WINNER MS. L. SUNKERSINGH CLINICAL ORDERLY

We encourage a positive attitude towards working and to boost staff morale, a plan was put in place whereby the end of each



month the best worker would be chosen as a HEALTH CARE WORKER OF THE MONTH" Criteria used to choose this person will be based on her/her performance, interpersonal skills, knowledge and compassion. This office will further be rewarding with a token of appreciation for standing out as of rendering " SER-VICE EXCELLENCE" said Sister .S. Govender (Unit Manager)

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FEBRUARY 2008 WINNER MS. M.P. DLAMINI E.N.A



CORNER OF LAUGHTER

Committee Rules

Never arrive on time, or you will be stamped a beginner.

Don't say anything until the meeting is half over; this stamps you as being wise.

Be as vague as possible; this prevents irritating the others.

When in doubt, suggest that a subcommittee be appointed.

Be the first to move for adjournment; this will make you popular - it's what everyone is waiting for.

What is the difference between God and a social worker? God doesn't pretend to be a social worker.



DO YOU THINK YOU CAN BEAT THIS ? THEN WHY DON'T YOU SEND US YOUR CLEAN JOKES SIHLEKE WAYA WAYA



BEZIWAPHI ? / WHERE THE PART AT ?

The advantages of sharing the office with PR Guys is to go PARTIES, at some point it hurts but ekugcineni its all about izidlo and ubumnandi obungapheli

This term there are lot of imicimbi that I went to, we had a wonderful farewell lunch for Mrs. V. Daddy who was our X-Ray Department who had served for 14 years on Wednesday and on Saturday there was another party at X-Ray Department organized by the TEAM that Mrs. Daddy was leading.

Since I was there here are the photo highlights

WELL DONE MRS. DADDY uyibekile indluku ebandla





FUN PHOTO PAGE

This is fresh ,,,,,, new,,,, original,,,,, in this page you will get to see **FUN** in photos, this page will have photos that were taken without any concern from the parties involved, So SMILE when you see the guy with a **camera**



5. Siz'pholele akekho osihluphayo sidlel'JUICE phela,Hm... bangamagwala abanye obhuti bafikelwa ukoma if bebona osisi.

EZIKA MXHUMANISI / PRO'S DESK

NGITHANDA UKUBONGA LELITHUBA EN-GILITHOLAYO UKUBHALA LELIBHUKWANA LE-SIBHEDLELA, LET ME ALSO THANK ALL THE UNIT MANAGERS FOR THE SUPPORT THEY HAVE GIVEN ME WHEN IT COMES TO OUR LATEST NEWSLETTER.

I WISH TO THANK ALL STAFF MEMBERS WHO HAS SHOWN GREAT PASSION ABOUT THEIR JOBS AND RESPECTING OUR CLIENTS, TO BE AT THE PRO'S OFFICE IS NOT A VERY EASY TASK WITHOUT A SUPPORT OF STAFF MEM-

BERS, THIS IS YOUR NEWS-LETTER I STILL URGE YOU TO SUBMIT ARTICLES YOU LOVE TO SEE IN THIS MAGA-ZINE, PLEASE HELP THE EDI-TORIAL TEAM TO COME UP WITH THE BRILIANT NEWS-LETTER.

I HOPE YOU WILL NOTICE THAT KUNOMEHLUKO OMKHULU FROM THE PREVI-OUS ISSUE, THIS IS A FRESH NEW IDEA FROM THE EDITO-RIAL TEAM AND WE NEED

MORE OF THESE CREATIVE IDEAS TO MAKE OUR HOSPITAL NEWSLETTER THE BEST.

I BEG ALL OTHER UNIT MANAGERS TO TAKE A GOOD NOTE ON WHAT H WARD HAD STARTED, WE NEED TO ENCOURAGE GOOD WORK DONE BY OUR SUBODINATES, LET ME ALSO THANK OUR STAFF FOR THE WORK WELL DONE WHEN IT COMES TO DECREAS-ING OF COMPLAINTS AND BAD PUBLICITY ABOUT OUR HOSPITAL.

THERE ARE GOING TO BE WORKSHOPS ON BATHO PELE, E.AP MORE STAFF AWARE-NESSES, LET ME ALSO TAKE THIS OPORTU-



NITY AND THANK ARV CLINIC CREW FOR HEALTH EDUCATION THAT THEY DO FOR THEIR PATIENTS EVERYMORNING KEEP IT UP GUYS.

LAST BUT NOT LEAST LET ME THANK THE SPORT AND ENTERTAINMENT COMMITTEE FOR MAKING SURE THAT THEY KEEP US EN-TERTAINED PHELA KUYASIZA UKUZIBANDA-KANYA NABANYE ABANTU WE WORK VERY HARD THAT'S A GOOD REASON FOR US TO PLAY AND HAVE FUN AS WELL, NGIZWILE

> KUTHIWA KUYIWA E SWATINI (SWAZILAND) I'M LOOKING FOR-WARD TO THAT TRIP, I BELIEVE THAT ALL DEPARTMENTS / SEC-TIONS ARE GETTING READY FOR THE FAMILY SPORT DAY THAT WE GOING TO HAVE SOMETIME THIS YEAR.

ANGINGAGEQI AMAGULA AS IF NGIYEMUKA, NGIVUMELENI NGEHLE NGODONGO NJENGE-SIGCIKILISHI, NGIPHELE EMEHLWENI NJENGE ICE

ELANGENI NGISALE EZINHLIZIYWENI.

KEEP WELL TILL WE TALK AGAIN

FOR ALL YOUR SUGGESTIONS ABOUT OUR NEWSLETTER PLEASE COME PERSONALLY TO THE PRO'S OFFICE OR SUBMIT YOUR SUGGESTIONS WITH AN E-MAIL ETHI Vusumuzi.zulu@kznhealth.gov.za OR PHONE AT EX-TENTION 9048



HMM......ANGAZI NGIQALEPHI, OK LET ME THANK NORTH-DALE HOSPITAL MANAGEMENT FOR THE SUPPORT THEY GAVE US TO HOST OUR ANNUAL SPORT TOURNAMENT FOR 2008, WE WERE AND STILL GRATFUL THAT OUR CEO AND NURSING MANAGER WERE WITH US ON THIS DAY SIYABONGA, ONCE AGAIN TO ALL OUR SUP-PORTERS WHO CAME AND ENJOYED THEIR DAY WITH US AT THE FIELD OF PAIN. FIELD OF PAIN ? FOR SURE YOU WOULD NOT KNOW WHAT I'M TALKING ABOUT IF YOU WERE NOT THERE.

WELL WE INVITED NKANDLA HOSPITAL AND PORTSHEPSTONE HOS-PITAL TO COME AND HAVE FREE SOCCER AND NETBALL LESSONS TOPICS COVERED WERE " HOW TO PLAY SOCCER AND NETBALL" WELL INKANDLA YASABA SO THEY WERE ABSENT.

THANK YOU TO PORTSHEPSTONE WHO CAME AND TOOK THEIR CHANCES EKUGCINENI BASUTHA INDUKU NENYAMA, I'VE NEVER SEEN SUCH A RESPONSIBLE TEAM IN AND OUT OF THE FIELD WELL DONE PORTSHEPSTONE HOSPITAL,

FOR ALL THOSE WHO MISSED THE FUN TAKE A LOOK BELOW.

EZEMIDLALO NIZILETHELWE YIMINAAAAA



EMIDLALO / SPORT NEWS

THIS IS HOW THINGS WERE ON THE DAY......WELL DONE GUYS YOU DESERVE THE BEST , ,,,SHAPA SUPER BLUES SHAPA !