



NORTHDALE HOSPITAL QUALITY DAY CELEBRATION.

Held on the 16/11/2012.

The theme of the day was:

THE HOSPITAL OF CHOICE CHANGING THE FACE OF SERVICE DELIVERY IN HEALTH.

The purpose of the day was:

- ◆ To present a few, of the many quality improvement projects implemented within the institution over the last year. 2011-2012.
- ◆ To acknowledge and reflect on the excellent work done by the employees. Some as individuals and others as teams.

The day was started with a motivational speaker encouraging employees and management on pointers for success and continued human resource motivation.

With a positive tone set the Acting CEO, presented the institutional performance achievements.

The National Core Standards progress report was presented with sustainable progress shown in all domains and the 6 priorities. The 6 priorities were measured as per the patient's perspectives.

- ◆ The Psychiatric team presented their quality improvement project entitled:

“INVESTING IN MENAL HEALTH FOR A LONG AND HEALTHY LIFE FOR ALL

PEOPLE IN KZN “

The main objective in the project was to ensure that, The Constitutional rights and the dignity of the MHCU are upheld.

- ◆ The Obstetric team presented their Quality Improvement project entitled:

"REDUCING THE CAESARIAN SECTION RATE".

The objective of which is towards achieving a reduction in maternal and child mortality and morbidity.

The second half of the day was the acknowledgement and recognition of staff who uphold excellent standards in the execution of their work.

Categories for recognition and awarding were as follows:

- ◆ Employee of the year per department
- ◆ Overall Employee of the year for the institution. The latter is a hospital board award.
- ◆ Nursing awards viz:

The Nurse who best upheld the nurse's pledge.

The nurse who always goes beyond the call of duty.

Best performing operational Manager.

Best performing Assistant Nurse Manager.

- ◆ The Medical team awards:

Best performing clinical head.

Best performance allied Health.

Best performance per discipline.

- ◆ The CEO award for best performing executive team member .The following team trophies were awarded:
- ◆ Infection Control Manager awarded for best performance in implementation of IPC standards and a runner up.-
- ◆ The Public Relations Officer awarded for departments with the most compliments and the least complaints.
- ◆ Quality Manager awarded for best performance and runner up quality standards and for the team who best achieved in meeting their clinical targets.

The day was well spent acknowledging excellence within the institution and served as a reminder of the value of human capital to the organization as a whole.

It is evident that the institution is:

On the right path towards achieving Global, National, Provincial, District and institutional standards and targets for quality.

Making sustainable progress, towards achievement of standards set, for the accreditation process towards National Health Insurance.

Is committed to the achievement of good corporate and clinical governance practices and thereby achieving excellent quality outcomes for the community it services.



The MBFI team received certificates and trophy – this was to acknowledge the team for the hard work they did towards achieving 100% National MBFI standards.



Left: Sister Mellis receiving an award for going beyond the call of duty.



Right: Mr. Mzinyathi Hospital Board Member presenting a trophy and a certificate to Sister T. Reddy of A Ward for the Best Employee of the year in the whole Hospital.



Left: Infection Control Manager presenting, Most outstanding Department to B Ward and Runner up—Nursery



Right: With the passion and love she has for her patients, Dr. Rajaram received a well deserved trophy and certificate for being a Best Doctor in Orthopedics Department.