



health

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

# Rietvlei News

Volume 1  
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## *Taking Services to People*



*Dental clinic staff assisting patients*

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### *Taking Services to People*



One of the goals of Rietvlei District is to ensure that our clients have easy access to the services they are entitled to. The hospital is involved in Operation Mbo's at different wards around Umzimkhulu to offer Hospital services that clients can get only when they visit the hospital. Different services that are being offered are Dentistry, Physio, eye clinic, TB screening, cervical cancer screening, Blood pressure and sugar testing, HIV/ AIDS Counseling and testing as well as Patient referrals etc.



Our commitment in servicing our clients also include our clinical teams visiting local clinics monthly. These initiatives empowers citizens and creates value for money and quality care. It reduces unnecessary expenditure for the citizens.

The last Operation Mbo that the hospital was involved in, was in Ngunjini Village in which more that 100 clients were assisted. Different clinic that assisted on that day are eye clinic, dental clinic, physio and speech therapy, HIV & TB as well as the services from Gowanlea Clinic.

### *Our Commitment to Batho pele (Consultation)*



### *Rietvlei Hospital management and staff during a community meeting at Umzimkhulu ward 14*

Rietvlei Hospital is committed in consulting the citizens regularly about service standard offered at the hospital and local clinics. On quarterly basis the hospital arrange community meetings per ward . The reason for these meetings is information giving as well as to get the community views on how to improve service delivery. Citizens are given accurate information about the level and quality of the public service they receive.

According to Batho Pele principle (As a requirement, available information about services should be at the point of delivery, but for users who are far from the point of delivery, other arrangements will be needed). In order to arrange for users who are far from the point of delivery, Rietvlei Hospital decided to abide by this principle by arranging community meetings. We have so far managed to visit 8 wards at Umzimkhulu.

Clients are also consulted by conducting quarterly clients satisfaction surveys in OPD and wards. The survey results are displayed at local points around the Hospital.

*Rietvlei District Hospital strive to provide customer approach service delivery for the community of Umzimkhulu.*



*Farewell to our staff (Siyixoxa ngezithombe)*



Rietvlei Hospital staff



Matron Yaphi (right), her daughter (left) and Matron Osei (far left)



*Farewell party for Mrs Yaphi - Assistant Nursing Manager (Medical and Surgical Wards)*

Sr Lunika's two daughters (Left), Sr Lunika (centre) and her mother (right)



Sr Mantame (O.M) and Sr Cobo saying goodbye to Sr Lunika



Sr Lunika receiving gifts



*Farewell party for Sister Lunika (Maternity ward)*

### *New manager in Pharmacy and Physio Departments*



*Mr V Singh ( Pharmacy manager) - Left  
Mrs S Njenga ( Physio manager) - Right*

In January 2012 Rietvlei Hospital is privileged to be joined by new Pharmacy and Physio Managers. This is indeed a great achievement for both patients and staff to have these managers since they have worked for the past number of months without the managers.

Rietvlei hospital is also proud and humbled by the dedication of staff in these department , who ensured that the services are delivered to our clients despite not having managers in their departments.

To our new management team, welcome to Rietvlei District Hospital. We hope you will enjoy working in this institution as we will work together to ensure excellent service delivery.

## *Christmas for our patients*



*Team decorating the venue*

On Christmas day Hoffman family joined Rietvlei Hospital to rejoice the birth of our lord Jesus Christ. To make this day special, the hospital prepared snacks and special meal to make this day memorable for our patients. Hoffman family ensured that all the patients received gifts on this day. Dr Tsegai and Dr Grebreneskal also came to rejoice this day with their patients. This day was opened by Mrs Clare Hoffman, and wished all the patients a merry Christmas. In her speech she also highlighted how special it is to get a baby during this time.

I will also take this opportunity to thank the team who decorated the venue where the Christmas party was held. Special thanks to Arlene Bishop Smith, (Secretary) Ellen Chetty (Lay counselor) Mrs Smith and Aldane.



Ms Mzolo (catering Dep) on Christmas day



Mr Hoffman one of the patients in the ward





# Rietvlei News

## *More pictures on Christmas day*

Ms Hoffman holding one of the patients



Staff rejoicing on Christmas day



Mr Hoffman handing a gift to patients



Mr Hoffman pulling a gift trolley on Christmas day



Dr Hoffman greeting one of the patients in Peds

## *Pictures for OPD Christmas party*

Mrs Ngcakaza & Mrs Zuma exchanging gifts on Christmas party



OPD staff dancing at the Christmas party



### EMPLOYEE WELLNESS.



RVH staff on staff wellness day

Rietvlei District Hospital in Umzimkulu in Southern KwaZulu-Natal, hosted a successful ‘**STAFF WELLNESS DAY**’ event on the **30<sup>th</sup> / November / 2011** just on the eve of the Worlds Aids Day commemoration. The day started with an energizing walk by staff from the hospital’s main entrance at 08h30, down the road to the location, past the taxi rank, up the main road and back to the hospital where everybody gathered at the hospital hall for the start of the day’s programme.

The theme of the day was “**MENTAL STATE AT WORK, IS MY WELLNESS**”. In essence the day was dedicated to the memory of the late Miss. Gugu “Gugs” Jili, who pioneered the Employee Wellness Programme in this institution way back 2009.

A number of speakers were lined up to offer motivational messages and support to staff. The main purpose of the day was to remind staff that inspite of the fact that they are always expected to work 8 or more hours a day, the institution has a responsibility to ensure that their wellness is taken care of for them to be able to perform to the best of their capabilities. Employees were also encouraged to exercise regularly to keep those healthy bodies and minds. A candle lighting ceremony was also held in memory of our fallen colleagues. It was indeed an exciting moment especially for the new group of student nurses who recently joined the institution.

#### **WHY DO WE NEED E.A.P. IN OUR WORKPLACES ?**

It is critical for all workplaces to ensure that Employee Wellness Programmes are up and running so as to :

- be able to identify, prevent and intervene in employees problems that may adversely affect good performance before people go over the edge.

#### **WHAT IS E.A.P. ?**

“This is an organized, systematic programme of counseling, advice and assistance. It operates within organizations, funded by the employer and is designed to help employees with their personal and work related problems”. Employee wellness is an essential approach that is aimed at playing an effective and meaningful role in assisting both the organization and employees towards achieving the goals of the organization. E.A.P. is also looking at humanizing the workforce. The day was then winded up with festivities and various forms of entertainment.

Story and pictures compiled by

**T.C. Motseki** - Health & Safety Officer



HERITAGE DAY - SMIXOXANGEZITHOMBE



### *Congratulations Singisi Clinic*



Sr Gumede in Singisi Clinic with a patient.

During the month of August, eight clinics were selected randomly, two being from Umzimkulu. Dieticians were tasked to conduct interviews and observations on Infant Feeding practices.

**The tool used looked at the following:**

- Reviewing of Written Material, Policies and Guidelines
- IEC Material
- Interviews with the Clinical Staff on Infant & Young Child feeding Practices
- Interviews with mothers
- Availability of Support groups
- Availability of the new Road to Health Booklets
- Availability of Baby Scales

Singisi Clinic meet the criteria for a winning clinic. Johnson & Johnson donated a table, 4 chairs, 1 slide, 1 puzzle, 1 poster and 1 rocker.



### MMC AT LOCAL CLINICS



Boys waiting in Sihleza Clinic waiting area



Sr Sijavu and his team during MMC in Sihleza Clinic

In November 2011, Rietvlei District Hospital held two MMC camps in Sihleza Clinic and Mvoti Clinic. During this camp more than fifty males were circumcised. Most of these male patients were between the under 30 years of age. These camps will continue next year as the goal is to ensure that most males are circumcised. This event was successful as no complications were reported during this procedure. Many thanks to Sir Sijavu and his team for a job well done.

### *Switchboard operating times*



Mr Mafu in switchboard

Switchboard at Rietvlei District Hospital is now operating 24 Hrs a day. New staff has been added to achieve this goal. Five staff members are now working in this section. Some staff members are working night shift. This is a great achievement for Rietvlei hospital as this will improve service delivery. Management, staff and patients are happy with this achievement as it will ensure that you can contact the hospital 24 hrs a day.



## *Umzimkulu Local Aids day*



Lay counselor doing rapid test

On 06 December 2012 Umzimkulu municipality hosted it's local Aids day. On this day different health services were offered to the community of Umzimkulu. Matron Sosibo on her speech highlighted the importance of testing for HIV and Aids. She also encouraged youth to use their local clinics for any health related issues. She revealed that HIV / Aids statistics indicates that most people are now testing for HIV and are starting treatment on time. There is a decrease in number of patients infected with HIV and TB.

## *More pictures on local Aids day at the community*



Matron Sosibo doing health education



Dental clinic staff



Physio staff attending to patients

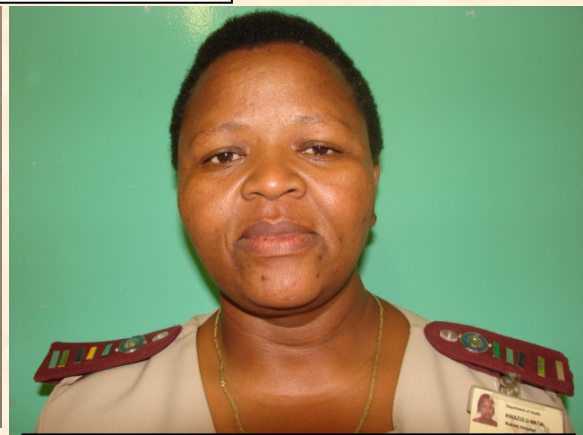
*Nursing management*



**Nursing services Manager  
-Mrs. J.N.Nqophiso**



**Assistant Nursing services Manager  
-Ms. N.Sosibo ( OPD& Gateway)**



**Assistant Nursing services Manager  
-Ms. N.V.Nompila (Peds & maternity)**



**Assistant Nursing services Manager  
-Mrs. V Ncume ( Monitoring and evaluation)**



**Assistant Nursing services Manager  
-Mrs. .N.Osei ( PHC)**



# Toy story Drop off at RVH Peads ward



**Sr Mabhongo handing over a toy to one of the patients**

On 10 November 2011, Dj George Thorn of East Coast Radio and Ms Kogie Naidoo from AMS visited RVH Peads ward to drop off toys for the kids in the ward. The excitement in these kids was showed by the smile in their little faces. The nurses in the ward were singing with joy when they were handing over the toys donated by different people in the toy story project coordinated by East Coast Radio. Due to the large number of toys donated some toys will be kept for the patients who are visiting the ward. Quality Assurance manager and Dr tsegai were amongst the staff that were handing over the toys for these kids. This day was of success as some of the kids were playing with their toys forgetting the pain and that they are not in their familiar environment. In showing their appreciation the kids also sang for their visitors thanking them on what they have done. RVH would like to thank East Coast Radio as well as AMS (Air Mercy Service) for identifying RVH as one of the institutions they will be visiting.

## More picture on toy story drop off

