



ST. APOLLINARIS
HOSPITAL

SINGABENU NEWSLETTER

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“KE NAKO” – THE TIME IS

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“Ke Nako” - the time has come for South Africa to showpiece the world its world class facilities.

Despite a slow start from the African teams, failing to win games against their counterparts - the country has since had a good start in show piecing world class facilities and what Africans are made up of. Culture, history and nature are amongst the tourist attraction the African continent has to offer and in particular South Africa.

Blend that with world class transport system, “the bullet train - Gautrain” and shopping amenities to name but a few. Our rural landscape has played a role in convincing the world about the beauty of the country. Centocow, secluded in its geographical location has unpolluted environment and beauty of nature to make you feel the natures’ best. Not to mention the availability of rare bird species enjoying the ever original natural part of KwaZulu-Natal. The area has various other tourist attrac-

tions, ‘steam’ luxury train ran by local municipality - ingwe and the historic Centocow Catholic Mission, where the St. Apollinaris Hospital sits to name but a few. Founded in 1888, St. Apollinaris Hospital started as a Clinic.

In 1920, Fr. Apollinaris Schwamberger, a Marianhill Missionary, came to Centocow. He drew up the plans for the first hospital which was built by Brother Leodegar with the assistance of local workers, with the bricks being made locally. On the 23rd August 1930, the foundation stone was laid for "St. Joseph's" hospital, as it was supposed to be known. Since Fr. Apollinaris had suddenly died of an asthma attack and heart failure on 13 April 1936, the people insisted that the hospital be named "St. Apollinaris hospital" in grateful memory of their good Father and Parish Priest.

The hospital has since continued in good spirit of the Parish Priest, winning several awards in innovative ideas and Good Governance.



“KE NAKO” – THE TIME IS NOW



WHAT TOURISM ATTRACTION ARE AVAILABLE HERE..?



Across: Luxury Stimela Steam Train making it route across local villages with tourists.

“This magnificently restored luxury steam train exhibits to its passengers the splendour of the KwaZulu-Natal midlands and Southern Drakensburg”

Tourism is really what set the Sisonke area apart, where a nostalgic journey can be experienced aboard the Sisonke Steam Train through unspoilt Africa.

This magnificently restored luxury steam train exhibits to its passengers the splendour of the KwaZulu-Natal midlands and Southern Drakensburg, while the train trip itself is a heart-touching experience not to forget!

The train is pulled by one of three beautifully restored steam locomotives, and consists of 21 luxury suites with handsome wood panelling, and air-conditioning.

Each suite accommodates two passengers in either twin or double beds and has a lounge area with Edwardian furnishings and en-suite bathroom with hot shower. The train station is at the local municipality offices in Creighton, Ingwe Municipality.



Luxury Steam train crossing



DONATION OF MUCH NEEDED MEDICAL EQUIPMENT

Hope restored as a group of private medical practitioners from in and around Durban donated much needed medical equipment to St. Apollinaris Hospital in their “Mercy Mission Project” headed by Dr Gabriel Pirjol and co-ordinated by Jill McGennis.

Items donated include but not limited to a paediatric resuscitation trolley, hospital beds,

scales, stethoscopes, walking sticks, defibrillator machines, crutches, basketball hoop and balls, physiotherapy massager and children’s games. A wall sanction unit is also on order for the hospital by the “Mercy Mission” team.

Items were donated by Macro-med, Ampath Laboratories, Q Surgical, TAP Kruger, PRESTA, St. Augustine’s Hospital Pharmacy, Pharmed Pharmaceuticals,

East coast radio, East Coast Medical, Intertans, TAFTA, Frere Road Presbyterian Church and Adcock Ingram - all of which do not have any business interest with the hospital.

The hospital board and management extended their gratitude to the project. “We are very happy that private sector is giving a much needed hand to help government in its plight against burden of diseases”, said Mr. E.R.S. Sikhakhane - Hospital Board Chairperson. His words were echoed by Ms Khumalo, Acting Hospital CEO. She added that the state of the art equipment will be taken care of to last longer.



Above: Christ Beresford from TAP Kruger (with donated wheelchair), Jill McGennis (Project co-ordinator, Warren Groenewald from St. Augustine’s Hospital, Dr Gabriel Pirjol, Adriano Gilli, Augusta Dorning (MD of St. Augustines, Santi Steinmann, and Tjaart Kruger.

“We are very happy that private sector is giving a much needed hand to help government in its plight against burden of diseases”,

SERVICE DELIVERY IMPROVEMENT PLANS UNDERWAY

On the 15th of April 2010 a survey on Waiting Times, Service Times was conducted at the hospital and its attached clinics. The objectives were:-

- To determine the average waiting times and service times.
- To determine the partial waiting times and services times.
- To identify the bottlenecks and log-jams.
- To develop action plans to address the above issues.

Results

Response rates:-

- Number of forms issued at the beginning of the survey were 289;

- Number of forms returned after the survey were 242 and
- Number of spoiled forms and not captured onto the data base were four.

Findings

The findings of the survey were amongst many others:-

- OPD Doctor's consultation rooms, Pharmacy and X-ray/Ultrasound had the longest waiting times due to severe staff shortages and unavailability of services after hours.

Recommendations and actions plans

The survey has been an eye opener to the management and action plans are in place to address shortfalls.

Challenges

Although there were challenges in conducting and analysing the survey result. One that is more imminent is the unavailability of a relevant software to analyse data. A full report is available in the institution at request.

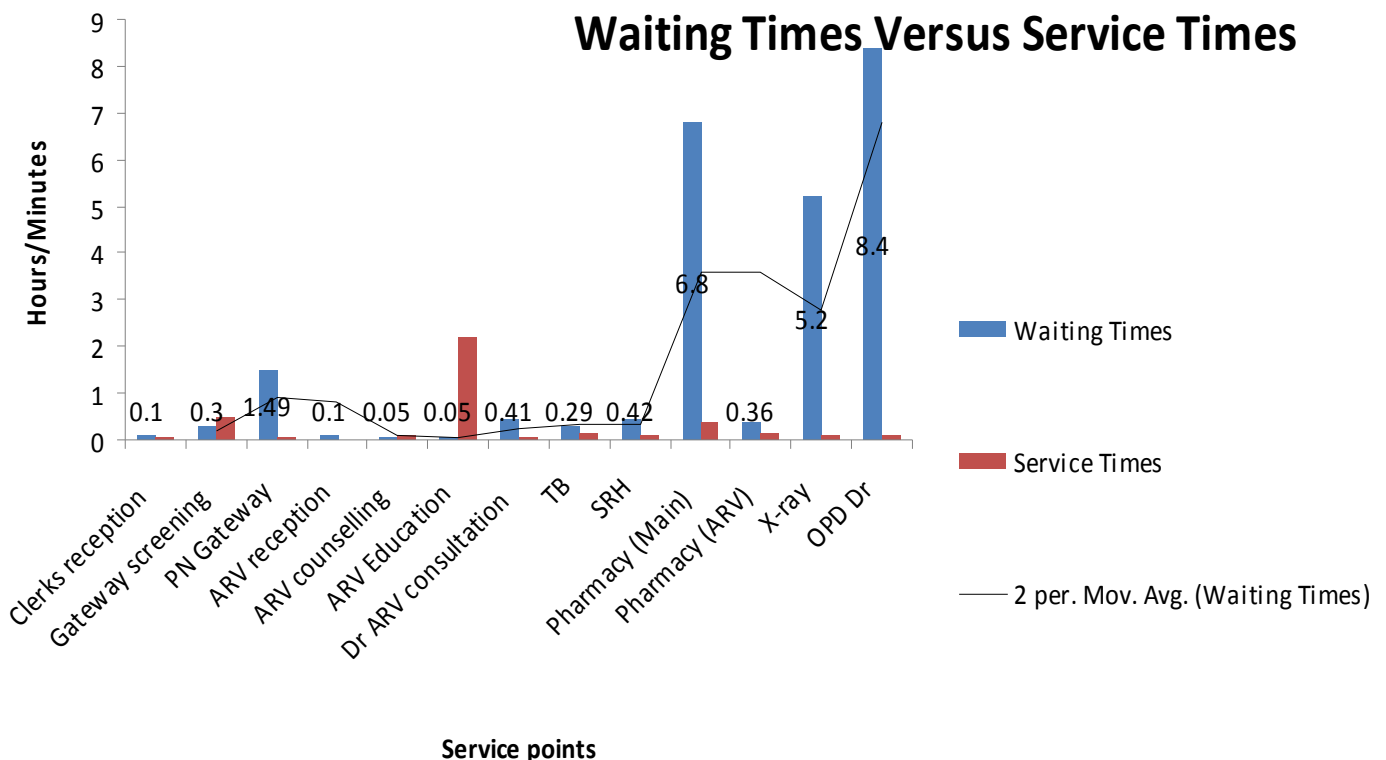


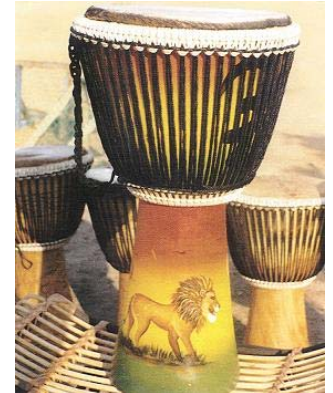
Figure above: a statistical analysis of the average waiting and service times in various service points.

ADDRESSING PATIENT ISSUES

Our complaints mechanism requires us to report to our target publics about pertinent issues affecting patients. The most effective and efficient tool to address and redress patients issues thus far are suggestion boxes where patients get to air their feelings “good” or “bad” via the strategically located boxes around the hospital.

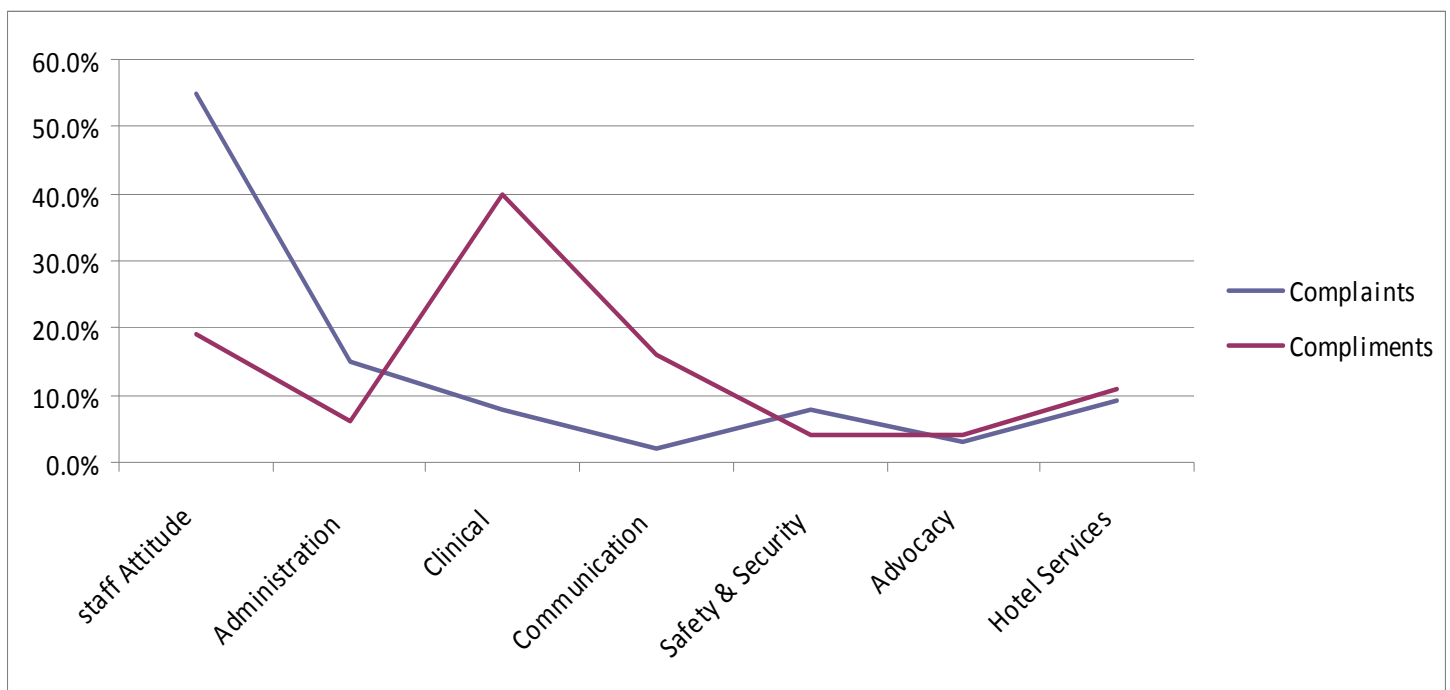
Patient complaints and suggestions are direct consultation initiatives one could ever employ. Although surveys and izimbizo’s are other forms of consultation, a combination of all is a necessity depending on time frames. Surveys look at specific issues and are giving a time frame to ran. Izimbizos are another interactive form however time bond as well - The complaints mechanism is continuous and does not restrict people’s views.

The graph below analysis people’s views categorically for the period March 2010 to date. One would also note that the workshop overleaf was a direct result of people’s views expressed through the complaints mechanism. It is always encouraged that people air their views through these boxes so that pertinent issues affecting them can be addressed.



“Patient complaints and suggestions are direct consultation initiatives one could ever employ”

COMPLAINTS VS COMPLIMENTS—JANUARY TO JUNE 2010



STAFF ATTITUDE WORKSHOP SET TO IMPROVE STAFF MORALITY

On the 4th of May 2010 a staff attitude workshop was conducted in the hospital and was also attended by Managers and Supervisors of the neighbouring health institution. St. Margaret's, Pholela, Umzimkulu hospitals were among the attending institution.

The Wellness centre facilitated the workshop after identifying low staff morale resulting in patient complaints. A guest presenter, Dr Z.Z Nkosi, a Lecturer at University of KwaZulu-Natal instilled a sense of rejuvenation and regenerated morality to attending Supervisors. She urged Supervisors to motivate their subordinates through words like "thank you" and "well done", besides

bestowing them with any material things. Dr Nkosi, who has a background in Nursing, reminded all about the importance of social healing that health care workers are expected to give to their patients. She related practical examples from her experience to match her words.

"I once worked as a Nurse and I know how much it means to patients to be approachable and forthcoming" Dr Nkosi told staff. She added that health workers are pillars of strength in the now disease burden society. Nkosi was presented with a certificate of appreciation by hospital management.



Above: Dr. Nkosi from UKZN motivating staff.

"I once worked as a Nurse and I know how much it means to patients to be approachable and forthcoming"



Above: Senior staff attending the staff attitude workshop



Above: Dr. Z. Nkosi accepting a certificate of appreciation from Mr Tshaka.

NEW BLOOD JOINING THE WORKFORCE...



Dr L. Ivanova

Medical Officer



Sr. Nomlindelo Bolo

Operational Manager - ARV Clinic



Sr. B.E Nkala

Infection Control Practitioner



Zilindile Ngcobo

**Community Service Officer:
Dental Therapy**



Noxolo Dlamini

Data Capturer

The Management and Hospital Board would like to welcome all new team members and wishing them all a happy stay.

TIME TO MOVE ON...

Well, it had to happen one day. My time here is coming to an end.

I have an opportunity that suits me to explore other areas of the Province.

But I want you to know this decision was difficult to make.

People will know, I'm sure; that I've always given my best in the time I've been here.

And some of you have

made me very welcome. I am wish every one of you a happy stay and May God, The Almighty bless you with the desires of your heart. Until we meet next time.

Thobani Ngcobo



Above: Ms L.V Khumalo (CEO, Mr. T. Ngcobo (PRO), Mr. P. Bhengu (MC at the farewell function).

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IMPORTANT NOTICES

Phila Ma and HCT Campaign Launch

Date: 14 July 2010

Venue: Kilmun

Time: 10h00

POLIO, MEASLES AND VITAMIN A CAMPAIGN

Date: 28/06/10 - 09/07/10

Time: 08h00

Venues: Mashayilanga Hall, Mvuleni School,
Dazini, Creighton Hall, Nomandlovu, Boarder,
Tarsvalley, Sonyongwana Hall and Hlabeni

*Fighting Disease, Fighting Poverty, Giving Hope | Silwa Nezifo, Silwa Nobubha,
Sinika Ithemba*

Quality Health Care For All

WORLD CUP SPECIAL



Across: Hospital Staff in their soccer Attire supporting soccer Friday - before the "big screening" of Portugal vs. Brazil game at the hospital lecture Hall.