



EZASEROMA

NEWS

Covid-19 Edition

CEO'S CORNER

On behalf of St. Mary's Hospital Management, I would like to convey our sincere gratitude to all employees, both Clinical and Non Clinical, outsourced staff, NGOs, Management as well as Hospital Board for working together during these trying times of Covid-19.

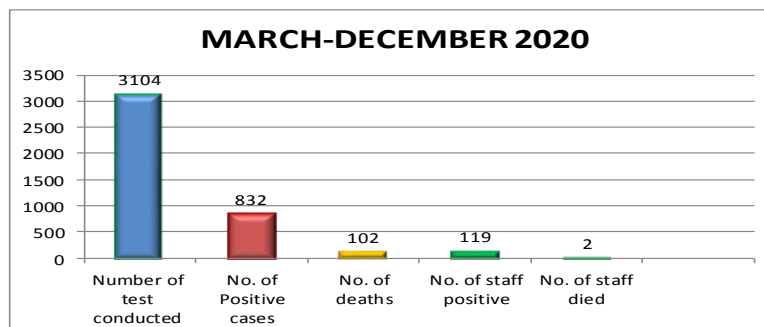
Covid-19 has hit different people in different ways. The hospital had to be ready to manage all patients visiting our facility . A lot of challenges were escalating daily, which forced Management to rethink the scale of strategic and technical organization in order to be ready for the wave. Amongst activities that had to be implemented were:

- ⇒ To train health care workers to be able to identify corona virus vs ordinary flu.
- ⇒ To appointing Team to meet and execute all plans in place
- ⇒ To identifying Flu Clinic which was never on a hospital plan.
- ⇒ To identify one ward to admit all patients under investigation as well as isolated patients awaiting to be transferred.
- ⇒ To embark on self assessment by using set standards
- ⇒ To identify Covid-19 resuscitation area away from other patients.
- ⇒ To form a strong partnership with Organized labour to ensure availability of PPE and other Health & Safety issues.
- ⇒ To formulate a Psychosocial Therapy Committee and Institutional Risk Assessment Committee.

Despite the above plans, there were a lot of lessons learnt which led to more plans being executed. The situation was made worse by lockdown restrictions, where public was unable to visit their loved ones. This led to increased complaints and frustration. The hospital however came up with the strategy of contacting the next of kin on the file on the 2nd day of admission whether condition was improving, changing for the worse or remained the same. This had started yielding positive results as compliments were increasing even if the outcome was bad.

The Hospital Board played a very important role by donating external blinds for the Flu Clinic . This gesture assisted in ensuring that the environment is suitable for all types of weather and is in compliance with Safety and Security standards as well as Patients Rights.

STATICALLY DISPLAY OF COVID-19 MORTALITY AND MORBIDITY REPORT



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CEO'S CORNER PHOTO GALLERY



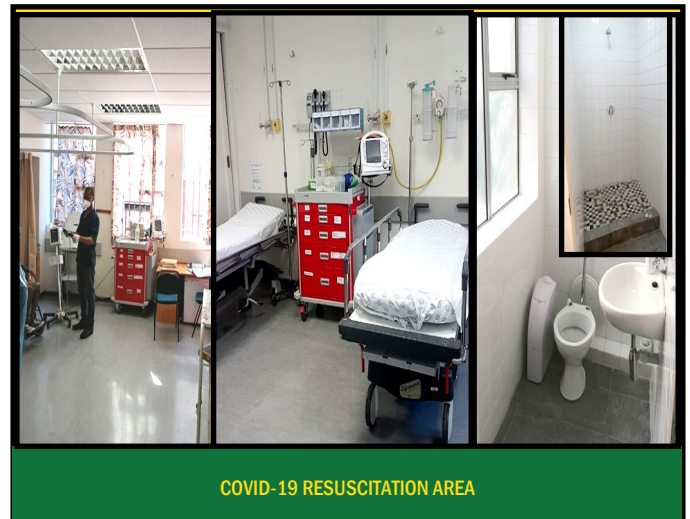
COVID -19 WARD



FLU CLINIC



COVID-19 EXTENSION WARD



COVID-19 RESUSCITATION AREA

"NOT ALL IS DOOM AND GLOOM , THERE ARE STILL POSITIVE FEEDBACK FROM OUR PATIENTS"

CONGREGATION OF THE MISSIONARIES OF MARIANNHILL



OFFICE OF THE PROVINCIAL
P.O. BOX 11883
3604 MARIANNHILL - KZN - SOUTH AFRICA
Tel: (031) 7002666 - Provincial's Fax: (031) 7003836 or (031) 7003113 (Manservant)
E-mail: provincial@cmma.org.za Web: http://www.mariannhill.org

RE: APPRAISAL FOR DR. RAMSAROOP

On the 01st January 2021, one of our brothers **Deacon Sphelele Blessing Phewa CMM** was rushed to St. Mary's Hospital experiencing shortness of breath. When the family arrived with him, he was on a semi coma. His oxygen level was on 39. The tongue was tangled on the throat hence even the oxygen machine could not function properly.

I was so amazed and deeply touched by the way in which Dr. Ramsaroop handled the situation. Her level of professionalism, dedication, patience was out of this world as she tried to resuscitate our brother. She kept me informed about all the medical procedure that she was performing. She was so overjoyed when she finally managed to put the tongue back to his rightful place. Our brother was able to breathe through the oxygen machine. Dr. Ramsaroop managed to stabilise him with great expertise and love.

She professionally arranged his transfer to eThekweni Hospital despite her busy schedule attending to other critically ill patients. Although Deacon Sphelele passed on at eThekweni the same day, I wish to sincerely thank and commend Dr. Ramsaroop for her professionalism and dedication in trying to save his life. May God richly bless and protect her, her family and colleagues.

Regards

Bheshabala
Fr. Bheshabala CMM
Provincial Superior



health Department: Health PROVINCE OF KWAZULU-NATAL DIRECTORATE: ST. MARY'S HOSPITAL

FORM TO LODGE A COMPLAINT OR RECORD A COMPLIMENT OR SUGGESTION

Date completed: _____ Ref no: _____

Do you want to: Complain Give a compliment Make a suggestion

Details of the person lodging a complaint or recording a compliment or suggestion:

Surname: WELLS
First Name: DEBRA
Contact details: Cell number: 06182173
Postal address: 6 BERKSHIRE BAYES, NEW GUMWAY
Physical address: SAME AS ABOVE
E-mail address: debra.wells@gmail.com
Hospital or clinic file number: 6182173

If you are submitting on behalf of someone else, please complete the following:

Relation to the patient, e.g. mother, etc.: Mother
Patient's Surname: Debra Wells
Patient's First Name: Debra Wells
Contact details of the patient: Cell number: _____
Postal address: 6 BERKSHIRE BAYES, NEW GUMWAY
Physical address: SAME AS ABOVE
E-mail address: debra.wells@gmail.com
If patient was admitted, the ward number: _____
If patient's hospital or clinic file number: 6182173

Please describe this incident or give a compliment or make a suggestion. Where possible specify the staff involved and department where the incident took place.

My mother who is recovering from the 25th October from the day I arrived at the hospital, the care she was excellent, nurses and staff were excellent. I never had to call out as they worked without fail giving me the best care in the world. I had the most beautiful staff and I really thank you.

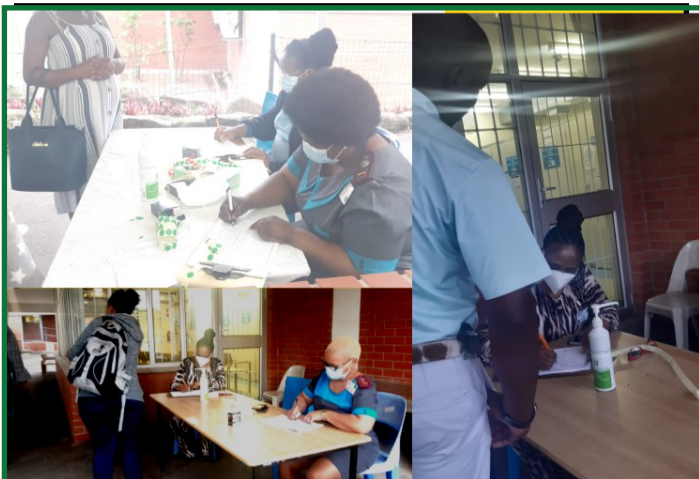
Signature of person lodging the complaint/suggestion: _____ Signature of patient or _____

Fighting Dismiss, Fighting Poverty, Giving Hope



COVID-19 MEETINGS & TRAININGS

Covid-19 meetings were initially conducted daily to consider the following: Statistics/ Status (National, Provincial, District & St. Mary's Hospital), OHS & Flu Clinic Report ,Circulars, Bed status ,SCM –stock update, Contingency plan review .Over time everyone understood the principles of covid-19 and all that must be done to protect patients and staff in this pandemic. It was not a normal situation for everyone but the hospital management and staff were able to do everything possible to ensure the safety of everyone. Meetings are currently in place but are held twice a week. What we have achieved is this: PUI ward and Isolation Ward. The facility also identified open space to be Flu Clinic. The area was cleaned and made suitable to accommodate our patients. The place is now beautiful and the patients are very happy to have such a Clinic. Various trainings to learn more about the disease were conducted. Meetings were held with staff to make sure we are all on the same page when it comes to Covid-19 policies. Processes and circulars were shared with all staff. As we are in the second wave the management of the hospital would like to thank the staff for their excellent work even though many of them have contracted the disease but are still working hard.



Staff & patients daily screening: Mrs P.B. Mgobozi and Nursing Management leading by example



Daily meetings and trainings

Here we were visited by a UKZN team led by Professor N. Magula to enlighten us on the expected process to follow when dealing with covid-19 positive patients





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 KwaZulu-Natal Department of Health
 KZN Department of Health

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COVID-19 DRILL

St Mary's Hospital had its covid-19 preparedness drill on the 23 June 2020. The purpose of this drill was to: - evaluate the staff readiness and ability to identify & manage Covid-19 related emergencies.

Referring to the drill's date, the hospital had never had a confirmed positive case. This was very helpful for the staff to see how ready St. Mary's Hospital was.

Following the drill there was a report compiled by the Task Team to write the recommendations and their observations. This report was shared with all staff members for the future reference.

St. Mary's Hospital Management would like to thank all those who contributed to the success of the drill's activity.

COVID-19 DRILL PHOTO GALLERY



INDUCTION AND ORIENTATION FOR COVID-19 CONTRACT STAFF

The Department of Health assisted the hospital by allocating additional employees to assist in the fight against Covid-19. Our Human Resource Department hosted an Induction and Orientation for these employees. The aim of this program were as follows:

- ⇒ To inform them of the organization's vision, mission, and core values, purposes, operations and expectations.
- ⇒ To help new employees settle in with ease and render services within their relevant areas of expertise.

The content of the program was as follows: Vision & Mission, Maintenance & Waste Management ,Equipment, DoH Service Charter, Quality Assurance, Infection Control & Management of Covid-19 , Finance, Pharmacy, Medical and Allied and HR.



Mrs P.B. Mgobozi : CEO elaborating on Mission and Vision of St. Mary's Hospital



Mr S. Mthethwa: Finance Manager Emphasizing on the importance of identifying goods used for Covid-129 patients, including waste management



Dr B.T. Buthelezi: Medical Manager giving a brief report on Covid-19 Virus



Mr M. Joosub : Pharmacy Manager & Ms N. Mnguni :Occupational Nurse conducting orientation



One of the new staff members randomly appointed to demonstrating hand washing technique during induction.



HEALTH & SAFETY TRAINING

Health and Safety training was conducted from 16 to 18 September 2020. It was an official three-day training, Mr Mbuthuma was the trainer and Mr Makhanya the Acting Health & Safety Officer organized the training. Participants who successfully completed this training were rewarded with a certificate of participation. After being awarded the certificates, Health & Safety Representatives assured the CEO that they are committed to applying the recommendations and ensuring that they meet the acceptable quality standards as required. Chief executive officer P. B. Mgobozi in her speech said the enthusiasm and dedication of the teams made the training a success. The management of St Mary's Hospital would like to express their gratitude to Mr Mbuthuma and his team for this important training.

HEALTH & SAFETY TRAINING PHOTO GALLERY



HEALTH & SAFETY REPS "ASIBONE NIFUNDENI!"



CEO WITH THE TRAINERS



CEO HANDING OVER CERTIFICATES



"You have successfully completed the training, go and implement what you have learnt"

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HAND WASHING COMPETITION

On this day, which was 26th November 2020, there was a hand washing competition where various departments competed to show their knowledge of the 5 steps of hand washing. In this competition it was expected that each department would do a song and dance that would show 5 steps of hand washing. The judges were able to select the winner by looking at the following: Creativity, collaboration, complying with IPC guidelines, Information, and Entertainment. The winning Clinical Team was Acute Ward for dancing to the House song "John Vul'igate" and their poster attracted the attention of the judges. Under Non-Clinical departments Laundry Team were the winners for composing a Maskandi song. The management would like to thank all the contestants and the Acting IPC Coordinator Miss Ndlela for organizing the competition and for her excellent work. The competition was a success and enjoyed by everyone

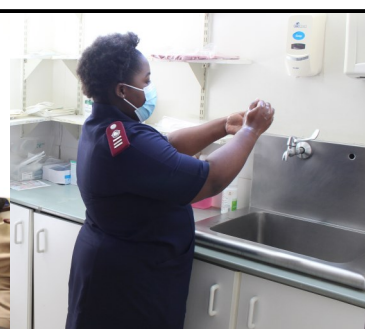
IXOXWA NGEZITHOMBE



COVID WARD STAFF



CHILDRENS WARD STAFF



COVID WARD STAFF IN ACTION



THE JUDGES



LABOUR WARD STAFF



POSTER BY ACUTE WARD



LAUNDRY STAFF



ST. ANNE'S CLINIC



WALL OF FAME

DR T.S. NXASANA



Dr Nxasana managed to trace a patient's family who had stayed for more than 2 months in Medical Ward as she could no longer remember who her family was. The family was delighted to see their long-lost loved one return home.

Dr Nxasana lived out and portrayed the Core Values of St Mary's Hospital i.e. Compassion, Commitment and Working Together as well as contributing to improved clinical outcomes for patients.

Dr L.B. DLAMINI



Dr Dlamini had received the most touching compliment from one of the patients he had seen. The patient reported that she came to the hospital very ill but got better after she was kindly treated by Dr Dlamini, she called him "udokotela wobizo" as she had never imagined such doctors still exist. Apart from this compliment, there are more compliments we have received from other patients all praising his love for his work and his compassion. He lived out and portrayed the Core Values of St Mary's Hospital i.e. Compassion, Commitment and Working Together as well as contributing to improved clinical outcomes for patients.

MRS J.R. MNGUNI



Mrs Mnguni got more compliments for being kind and treating all patients with care, especially the elderly.

She lived out and portrayed the Core Values of St Mary's Hospital i.e. Compassion, Commitment and Working Together as well as contributing to improved clinical outcomes for patients.

MS Z. MTHEMBU



Ms Mthembu got more compliments for being dedicated to her work, love and respect for all patients especially the elderly.

She lived out and portrayed the Core Values of St Mary's Hospital i.e. Compassion, Commitment and Working Together as well as contributing to improved clinical outcomes for patients.

SHINING STARS



Congratulations Pharmacy Team!!



A REWARD FOR GOOD PATIENT MANAGEMENT - MS XHEKEZA (PORTER) RECEIVED A GIFT FROM ONE OF THE PATIENTS

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QUALITY ROAD SHOW

On 12th November 2020 we were visited by eThekweni District officials as it was November which is the month of quality. Their program was called the Quality Road Show where these officials had to visit various institutions to emphasize the importance of quality in the facilities. Our hospital was also one of those hospitals. What happened on this day was the following:

- ⇒ A meeting where Mrs Bhekiswayo and the team elaborated on quality improvement & standards and reminded us of the importance of complying with quality guidelines.
- ⇒ Visited the wards to see if everything is in line with quality standards.

St. Mary's Management and staff would like to thank the team for their support. The staff and patients really enjoyed their singing.



BRIEF PRESENTATION BY MRS BHEKISWAYO



ETHEKWENI QUALITY ROAD SHOW TEAM WITH ST. MARY'S HOSPITAL MANAGEMENT



WARD VISIT: CHILDRENS WARD



WARD VISIT: MEDICAL WARD



CHRISTMAS LUNCH

Year 2020 was a tough year for everyone and employees' morale was lower than ever. St. Mary's Management initially suggested a Fun Day but due to Covid-19 rules and regulations that did not happen. However, the Management then suggested to our Hospital Board a Christmas Lunch and they supported the idea. The Board Members were kind enough to buy lunch for all our staff members. St. Mary's staff thanked the Hospital Management and the Hospital Board for the Lunch. The staff are also very grateful that the Hospital Board and Hospital management have showed them that they are important and that their contribution to this difficult time is being recognised. They have promised to continue working hard as this gesture have really helped in uplifting the staff morale.

IXOXWA NGEZITHOMBE



“Bon appétit

03



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KZN Department of Health



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HOSPITAL FACE-LIFTING

St. Mary's Hospital has embarked on a project of face-lifting the wards for patients quick recovery : bellow is one of the projects which was installing new curtains to maintain privacy .



GONE, BUT NEVER FORGOTTEN.....



LATE DR SIAL



LATE MRS MTHETHWA



LATE MS XABA



Rest in peace



04



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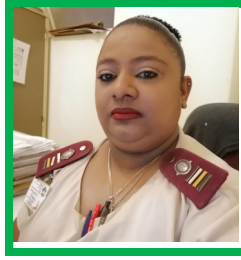
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ACKNOWLEDGEMENTS

EDITORIAL TEAM



ZAMA BIYELE
PHOTOGRAPHER
DESIGNER &



MS MAUREEN JOHN
EDITOR




MRS. P.B. MGOBOZI
CHIEF EDITOR

NOTICE/ISAZISO

We are currently experiencing technical difficulties with our phone system that is not allowing our Switchboard Operator to answer incoming calls. If you wish to contact the hospital please use the numbers below:

Njengamanje sibhekene nobunzima ncingo LweSibhedlela olungavumeli uSwitchboard wethu ukuthi aphenhula izingcingo ezingenayo. Uma ufisa ukuxhumana nesibhedlela sebenzisa lezinombolo ezingezansi:

EXTENSIONS		2692 SUPPLY CHAIN	
DEPT	EXT	Demand	031 717 1111
CEO'S OFFICE	031 717 1195	Acquisition / Procurement	031 717 1115
PRO	031 717 1152	Logistics/ Stores	031 717 1006
MEDICAL		FINANCE	
Medical Manager	031 717 1178		031 717 1095
Medical Manager	031 717 1076		031 717 1098
Laboratory	031 717 1072	HR	
Pharmacy	031 717 1116	HR OFFICER SUPERVISOR	031 717 1031
SYSTEMS		HR OFFICER	031 717 1054
Potters	031 717 2121	HR OFFICER	031 717 1127
Maintenance	031 717 2691	HR MANAGER	031 717 1185
Data	031 717 1087	HR OFFICER	031 717 2692
OPD		HR OFFICER SUPERVISOR	031 717 2696
OMN	031 717 1191	ST ANNES/GATEWAY	
Trauma	031 717 1100	TB	031 717 1085
Triage	031 717 2121	Clinic	031 717 1173
POPD	031 717 1171	Admission	031 717 1036
WARDS		Admission	031 717 1073
Medical Ward	031 717 1041		031 717 1136
Children's Ward	031 717 1009	ARV/HAAST	031 717 2699
Acute Ward	031 717 1021	Antenatal Clinic	031 717 2694
Marianwing	031 717 1192	KITCHEN	
High Care Nursery	031 717 1038		031 717 1015
Theatre	031 717 1088		
CSSD	031 717 1023		
IPC	031 717 1196		
Maternity Matron	031 717 2701		

Approved by: 
Mrs P.B. Mgoenzi
Chief Executive Officer
St. Mary's Hospital



ST MARY'S HOSP BACK-UP NUMBERS	
Switchboard	067 429 8611
Labour ward	060 973 9326
Maternity	067 429 8609
Nursing Admin	072 832 2024
Outpatients	060 973 8961

