



**health**

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

# St. Mary's Hospital

## EZASEROMA

## NEWS

**MAY - DECEMBER 2019**



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**QUALITY DAY**



**GOING AN EXTRA MILE**



**2019 PHOTO GALLERY**

**FIGHTING DISEASE, FIGHTING POVERTY, GIVING HOPE**

# CEO'S REPORT

2019 has been a year of far reaching changes and difficult, yet necessary decisions aimed at improving service delivery. The hospital is facing an uncomfortable financial position with severe challenges threatening our future performance.

I have been reflecting on the things we as St Mary's should be grateful for. Input for everyone was valuable for the well-being of the facility. Innovative ideas acted as solutions to the hindrances faced by the hospital.

The following are the highlights of the progress made:

## 1. Hospital efficiency Indicators

INDICATORS	QUARTER 3 2018/2019	QUARTER 4 2018/19	QUARTER 1 2019/20	QUARTER 2 2019/20
OPD Headcount Total	11612	13168	15777	17426
Inpatient days	13522	14739	14661	14434
Inpatient Bed Utilization Rate	77%	86%	85.6%	83.5%
Inpatient Death	151	143	157	146
Inpatient Death under 1	14	12	0	8
Inpatient Death under 5	14	12	03	8
Total Number Of Deliveries	1233	1317	1419	1418
Number of normal deliveries	813	901	954	981
Delivery by Caesarean Section	420	416	465	437
Maternal Deaths	1	1	0	1
Average Length of Stay	4.93	5.05	4.99	4.94
Inpatient Beds	200	200	200	200

## 2. Major Projects:



Replacement of OPD benches with pastoe chairs

# CEO'S REPORT continued...

## 3. Replacement of old medical equipment



## Repair, servicing and maintenance of chiller plant



## Improvement of signage



# CEO'S REPORT continued...

## In terms of compliance with National Core Standards

	2018	2019
Priority Area	Score	Score
Availability of medicines and supplies	71%	81%
Cleanliness	80%	84%
Improve patient safety and security	54%	79%
Infection prevention and control	72%	74%
Positive and caring attitudes	68%	83%
Waiting times	61%	94%
<b>Overall Performance</b>	<b>61%</b>	<b>80%</b>

### Patient experience of care for St Anne's Gateway Clinic and St. Mary's Hospital 2018/2019

#### St. Anne's Clinic

		2019/2020
	2018/2019	
St. Anne's Clinic	Access to care OP	92.3
	90.2	
St. Anne's Clinic	Availability of medicines OP	96.4
	95.8	
St. Anne's Clinic	Cleanliness OP	86.4
	73.2	
St. Anne's Clinic	Patient safety OP	91.4
	77.8	
St. Anne's Clinic	Values and attitudes OP	80
	69.1	
St. Anne's Clinic	Waiting times OP	86.7
)	59	
	77.51%	88.80%

#### St. Mary's Hospital

		2018	2019
kz St Mary's Hospital (Mariannhill)	Access to care OP	83	90.2
kz St Mary's Hospital (Mariannhill)	Availability of medicines OP	66.1	95.8
kz St Mary's Hospital (Mariannhill)	Cleanliness OP	80.6	73.2
kz St Mary's Hospital (Mariannhill)	Patient safety OP	25.7	77.8
kz St Mary's Hospital (Mariannhill)	Values and attitudes OP	62.2	69.1
kz St Mary's Hospital (Mariannhill)	Waiting times OP	78.6	59
		66%	77.5%

# CEO'S REPORT continued...

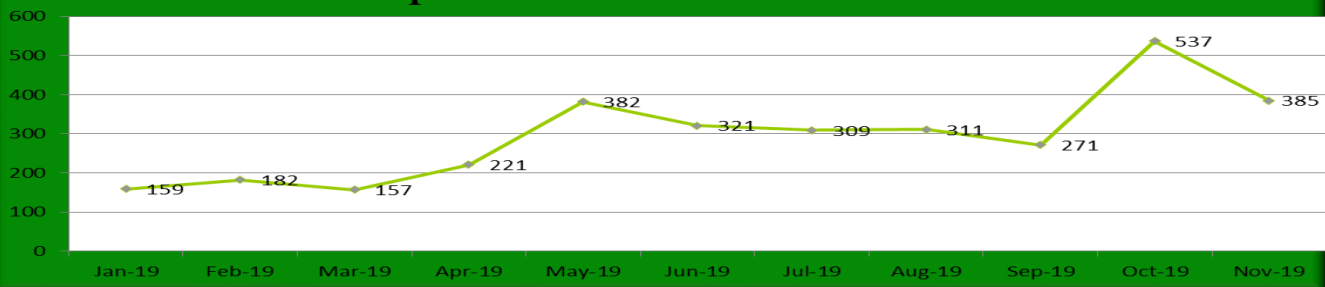
## Ideal Facility 2019

Province	District	Sub District	Facility	Yes	No	Partial	NA	#	Vital %	Essential %	Important %	Score	Category
KwaZulu-Natal	eThekweni MM	eThekweni MM Sub	St Mary's Hosp (Mar)	1352	283	427	0	2062	84.97	82.86	74.35	78.8	Not achieved

The success of the hospital is built on the efforts of our employees. In 2019 we have employed a lot of successes, not ignoring the challenges that affect the health outcome negatively.

Staff shortage in Medical Component is the major challenge that work against the key priority of reducing waiting times in Outpatients department. Different strategies have been tried, but with the high rate of attrition coupled with inability to replace vacated posts defeat all the hard work. It is in turn one of the major complaints received

**Compliments trend over 11 months**



**Complaints trend over 11 months**



### The CEO's encouraging words to all staff:

"Do what you do so well that they want to see it all again and again. If something is wrong, it should be fixed there and then. Remember you don't have to let yesterday take up too much of today".

She also added that the hospital is happy about the number of compliments received as opposed to complaints. The sad part is that one complaint can destroy all the hard work done to build the name.

# NOT ALL IS DOOM AND GLOOM. “STARS” ARE SHINING BRIGHT

Although St. Mary’s Hospital was hit by negative publicity, some patients vouched not to stop singing praises.

This is what some of the patients had to say about their experience:

3am'bona

Ezopolwe ngiyaphila ngethothoza olani phila  
Ngibhala ezilwazi ezibhala yokuzebona  
Idlala ezaphatheka ngayo

Ngasika eDini ngiphuma  
ke marketha ngigqiza lutho ngathi ngisahlali  
Ngezwa imisi nko Engi shushaye ngaphuma  
ngonyena Idlala ngiphikheke si bhedlela  
angibange ngisuka kwaphela kim ukusa

Ngisehlathini ngathi ngiyaza  
ma lutho ngathathu Ibhali ezasi lipetne  
Ngakudala phasi kwaghamuka Umbuthe wa  
munda Wagonela Osi Ta Bagika sengomshaye  
phansi Umqansa wami Bangi Sa Bangi Teti Sa  
khalo umtwana ngeta yaphelwela amadla  
Bangigaka kuwili she ngasika ngaphuma  
ngaphathaka khalo ngigqiza ngaphuma  
ngiphelwela khalo ngikwaku mhla ka 13-09-2019

Ngibanga kubobonke  
angisi sa ngibizela Idla Bakweza ka  
kwaBaye

**Annexure A**

iBhali k Bazamile Shezi

66 Padfield Road  
Padfield Park  
Pinetown  
3610

21 February 2020

To whom it may concern,

**RE: LABOUR & DELIVERY EXPERIENCE AT ST. MARY'S HOSPITAL**

On the 28<sup>th</sup> January 2020 my daughter who was 8 months & 3 weeks pregnant was having terrible "labour" pains. She was rushed to [redacted] Hospital as she lives on the [redacted]. When she got to [redacted] Hospital the staff would not attend to her as she did not have an anti-natal clinic card. She did not attend any anti-natal clinics as she went to a doctor on the [redacted] every month for a check-up and scans. Her doctor gave her no paperwork and she was not aware that the hospital would not assist her without it. In fact, both the night sister and doctor on duty screamed at her at told her to get out of their hospital.

After about an hour and a half of trying to get some assistance at [redacted] Hospital I decided to bring her up to St. Mary's. On arriving at the hospital, I went straight through to the labour ward where I was assisted immediately by friendly, helpful and caring staff. As soon as my daughter, who was being assisted by a nurse we met at the entrance to the hospital, arrived at the labour ward she was assisted immediately. She was admitted and treated with such care and compassion. She was scared and panicked, but the staff calmed her down and re-assured her that she was at the right place, and that they would look after her.


She was discharged the next morning as she had been experiencing false labour. When I collected her in the morning, she was calm, and happy – knowing that all was well with herself and her baby.

On the 8<sup>th</sup> February 2020 she started "leaking sticky liquid" as she put it. I rushed her back through to St. Mary's where she was admitted immediately, once again being given the utmost care, as she was leaking amniotic fluid. She was informed that if labour did not start by Monday morning she was to be induced. She was having very mild contractions on Sunday morning, and by the afternoon they were getting harder. She gave birth to her baby at 4.55am on Monday morning, 10<sup>th</sup> February 2020.

Her fiancé and I were contacted early enough to get to the hospital before the birth. When her fiancé went into the labour ward he was treated in a friendly and helpful manner, as was I after baby was born and I was allowed in to see them both.

I cannot thank the staff and doctor's at St. Mary's Hospital enough for the professional, friendly and caring way that my daughter was treated. It really was a pure pleasure dealing with everyone from the nurses, sisters, doctors, cleaning staff to the security staff. To everyone, I say thank you.

Yours faithfully

  
KERRY BOTHA

**Annexure B**

Shortly this compliment marked as Annexure A is from a mother who was found by the security Supervisor Mr R. Mbutho lying on the ground in the bush. In hindsight, he phoned the hospital to report what he had seen. Without any delay the nurses from the Labour Ward rushed to the rescue to help the mother who was about to give birth in the bush without any assistance. She bled a lot during the birth process the nurses then took her to hospital which was far from the bush. The hospital Management would like to thank these nurses for their hard work and for saving the life of the baby and the mother.



Abasesithombeni: kwesokudla: Sr N. Naidoo ophethe umntwana abamusindisa osenezinga eziyisithupha, eduza kwakhe umama womntwana uBazamile Shezi ongawuvali umlomo ngakwenzelwa isibhedlela, Umnu. R. Mbutho owafonela esibhedlela, ngaphambi kwakhe udadewabo kabaZamile bese kuba abahlengikazi ababili ababekhona besiza uNksz N. Sibisi kanke noNkzn. X. Dubazane

# Pregnancy Awareness Day Event in pictures .....

The hospital celebrated its pregnancy awareness day by bringing all pregnant women together to attend pregnancy educational talks and plays showing on what to expect or things they have to do to make sure they deliver healthy babies.



Educational Stage Play by St. Anne's Clinic Staff...



Presentation by Ms. T.B. Nthole: St. Anne's Clinic OMN



"Siyabonga baphathi sesilinde abantwana bethu!!!!!!!!!"



Presentation by Mrs N. Mzobe: IPC



## Shining stars



Acute Ward Receiving a cake and a certificate for being the best Department in Incident Reporting.



# Shining stars



Miss Lindie Mthethwa is a Chief Physiotherapist, working at St Marys Hospital (Mariannhill). She recently received her postgraduate degree in Physiotherapy from the University of KwaZulu-Natal. Her postgraduate research focused on HIV-related disabilities: Child functioning in children living with HIV aged 5 to 10 years in a peri-urban community in Durban, South Africa. Miss Mthethwa is passionate about research. In 2019 the Rural Health Conference had a call out for abstracts, she submitted her abstract and it was accepted for an oral poster presentation. In September 2019 she presented her poster presentation at the Rural Health conference in Port Shepstone in KwaZulu- Natal. Miss Mthethwa is currently exploring concepts for further postgraduate studies in Physiotherapy.

## Sensitive Midwifery

24 Feb at 11:00

Meet February's Midwife of the Month: Evashnee Naidoo!

Evashnee has successfully introduced our birthing stool in the St. Mary's Hospital labour ward (Mariannhill, Durban). She says "Being a progressive and passionate midwife, I constantly seek to enhance my skills. Working in a hospital, I am cognisant of the how we tend to medicalise birth; this motivates me to strive to adopt more innovative strategies in my practice that are woman-centred and support the natural process of birth as a physiological event."

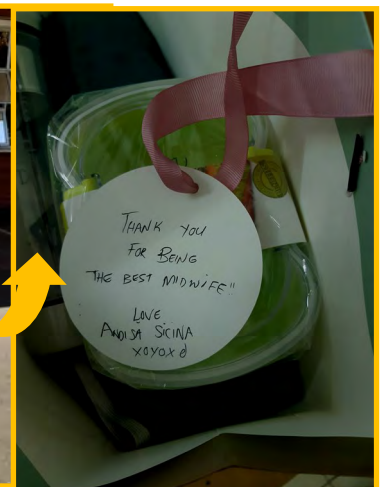


Kwake kwaba nje eRoma: 1. CEO Mrs P.B. Mgobozi receiving a certificate for achieving 4th position in the category: Best Implemented programme/ Project(Clinical) QIP Project.

2. Ms T.P. Xhekeza receiving a certificate for achieving 4th position in the category: Best Employee of the year.



Sr. Mthethwa receiving a thank you gift from the patient





# TB AWARENESS DAY

## TB AWARENESS

March is the world's TB awareness month. We all have to join hands to help stop the spread of this disease. The World TB Day which is observed on the 24th of March is designed to raise public awareness regarding the TB epidemic and efforts of eliminating the disease. It commemorates the day in 1882 when Dr Robert Koch announced that he had discovered the cause of Tuberculosis, the TB bacillus. This opened the way towards diagnosing and curing TB. The theme of this year's world TB day is "IT'S TIME"... For action.

The St Mary's HAST Department executed a TB awareness programme on the 25th to the 29th of March 2019 .TB week message was:

**"IT'S TIME TO CHECK FOR AND TREAT TB"**

**"ISIKHATHI SOKUHLOLELA, ULAPHE I TB"**

The HAST Department's primary thanks go to all who contributed to the success of the project with their dedication, creativity and insight. The list includes management of St Mary's Hospital , OPD doctors who actively participated Dr Dlamini and DR P. S Cele, Heads of all Nursing Departments, staff (clinical and non-clinical) ,patients/clients with their relatives/companions and the community members. The office of the Public Relations Officer (PRO) was fully involved in the planning and execution of the project. The Dietician, Miss N. Ndiweni's contribution with health talks and educational material played a vital role and addressed issues of malnutrition especially in pregnancy and in children and contributions by Miss B. Khomo from the Finance Department assisted with purchasing of incentives/goodies (healthy snacks) for our clients who were rewarded for active participation during the processes (quiz, questions, experience sharing, suggestions, etc.)

Objectives for the TB awareness week activities

- To strengthen TB education and awareness among health care workers and the public.
- To screen, test for and treat TB infection.
- To find the missing TB patients and TB contacts.
- Promoting an end to stigma and discrimination.

**"Watch the space for different departmental activities that took place during the TB awareness week at St Mary's Hospital":**

**Topics covered and activities".**





Health talks supported with posters and pamphlets (custom made and downloaded), entertainment activities and incentives/goodies in the form of healthy snacks to reward and encourage active participation.

Photos- (posters and goodies)

Evaluation

An estimated number of 293 people were reached in five hours (total number of hours spent on TB awareness in that week, +/- one hour was allocated per session). Onsite on-going and end of session evaluations were done to determine the effectiveness of the TB awareness sessions. Attendants were asked questions, were given opportunities to ask questions and others were seeking clarifications on TB related issues of the TB awareness sessions. Attendants were asked questions, were given opportunities to ask questions and others were seeking clarifications on TB related issues.

Suggestions regarding effective dissemination of the TB information came from the audience (being part of their Sukuma Sakhe ward meetings and community gatherings). One client from our acute ward shared helpful and encouraging experiences as an extra-pulmonary TB patient, emphasised on the importance of treatment adherence and that TB is curable. Stigma attached to TB infection and TB/HIV co infection. Stigmatisation remains one of the leading barriers to seeking care, treatment uptake and utilisation of TB/HIV services. Educational entertainment activities done by health care workers added fun and yet helped getting the messages through to the public, they also promoted team building "IT'S TIME TO WORK TOGETHER TOWARDS FIGHTING TB".

Conclusion

TB is preventable and curable. High TB morbidity and mortality rates call for joint efforts, strategies and commitment by both the health care workers and the public to control the TB epidemic.

Compiled by Z.B Khumalo (HAST Operational Manager)

# HAND HYGIENE DAY

St Mary's Hospital hosted the Hand Wash Campaign on 04 June 2019 with the departments encouraging staff and patients to wash their hands regularly to prevent spread of infection.

Mrs. N. Mzobe (IPC) outlined the importance of hand washing to staff and patients before performing any duties at home or at workplace by stating that:

Hand hygiene is a major issue in infection control. It is considered to be the most important infection preventing measure. Many infections are spread by direct contact. To prevent contamination, good hand washing techniques must be practiced.

Mrs Mzobe also educated the staff and patient how to wash hands and when to wash hands in order to prevent of spread infection in public. They all understood and were happy to learn that effective hand hygiene plays a key role in healthy life style.

The event was one of the best as the staff showed their talents by singing songs, do role plays, dances and had designed hand made TB posters.



# LOVE THE BABIES

The Robin Hood Foundation is responsible for different charity events. Their programme is called "Love the babies", which is a bag filled with preloved baby clothes, toiletries and other essential baby goodies for needy moms with new-born babies. These bags are distributed monthly at the local Government hospitals.



# CELEBRATING NURSES DAY

In celebration of the Nurses Day Themed Nurses: A voice to lead health for all, on the 23rd of May, St Mary's Hospital held a special function to acknowledge all its diligent and hard-working nurses.

International Nurses Day is celebrated world wide on the 12th of May each year to commemorate the birth anniversary of Florence Nightgale, who steered the movement of nursing to be recognised as a profession.

The hospital focused on honouring nurses' contribution to the society. The speaker of the day, Ms. Z.R. Gumede (DENOSA) who emphasized the issue of going back to basics and also touched on the importance of positive attitude towards their work.

The Deputy Manager – Nursing Matron F.E. Dlamini said " Nurses are either on their feet all day or sitting behind a counter all day. Either way their backs are probably sore." She further thanked all the nurses who show compassion, skill, professionalism and integrity.

Several nurses were acknowledged for their outstanding work during the recognition awards.

The day ended with singing of the national anthem and reciting of the Nurses Pledge. It was indeed a very successful day which was highly appreciated by all the nursing staff. The above nurses were awarded for going an extra mile.



Nurses reciting Pledge



# NURSES DAY PHOTO GALLERY



# MANDELA DAY

On the 18 July 2019 St Mary's Hospital members from Pharmacy participated in the international Nelson Mandela Day by giving 67 minutes of their time giving food parcels to hospital Patients.

The Imperial also participated on the day by giving toys and food parcels to Children's Ward and Paediatric Outpatient Department . The children and mothers were very happy receiving the gifts, one Mother was so over joyed and she mentioned that its for the first time in her life being given a gift on the Nelson Mandela Day. She thanked St Mary's Hospital and the Imperial organisation for giving her the best treatment ever.

On the other hand Boxer super Store visited St Mary's Hospital and donated a cake and drinks to paediatrics outpatient Department .

## PHARMACY STAFF GIVING THEIR 67 MINUTES TO PATIENT



## BOXER SUPER STORE DONATED A CAKE TO CHILDREN WARD



# WELLNESS DAY

“Empower Yourself: Your Greatest Wealth Is Your Health!” was the theme for St. Mary’s Hospital’s Wellness Day which was held at the Lecture hall, 30th August 2019.

The Employee Wellness Day is an annual event, organized by the Human Resource Team. There was a platform for staff to undertake the necessary health screenings for their blood pressure examination, iron levels, BMI, in order to know their current health status.

The Service providers that participated and had display tables in the venue included Virgin Active, Metropolitan, Fundi, Absa, Eye Clinic, Capitec Bank, Ingwe Property Group, Avon, Old Mutual and Standard Bank

Activities for the day:

- ◆ One hour fun walk (from the main gate to Monastery & back)
- ◆ One hour aerobics session by Virgin Active
- ◆ Prizes and giveaways by Capitec Bank, ABSA, Standard Bank, Fundi, Old Mutual, Ingwe and Metropolitan
- ◆ Lucky draws by Bio Oil, Avon, Metropolitan and Capitec
- ◆ Giveaways and samples from Avon

The day was a huge success. Staff members who attended stated that the Wellness Day was very well planned, informative and they were happy about it.



# QUALITY DAY

Quality day is celebrated every year throughout the world in November. Quality day was designed to increase a worldwide awareness of the important contribution that quality makes towards both organizational and national growth and prosperity. World Quality Day is celebrated annually on second Thursday in November.

“100 years of quality” was the theme for St. Mary’s Hospital’s Quality Day. The event of such exciting milestone was held at the Lecture hall on the 29<sup>th</sup> November 2019. The objectives for the Event were:

- To improve our quality of care and enhance quality.
- To promote excellence by showcasing best practices.
- To motivate a spirit of quality improvement.
- Recognition and rewarding best performances

There were three projects that competed on the day and the Pharmacy Department took the 1<sup>st</sup> position followed by Medical Ward. Ms Maureen John (Acting M&E and Quality Manager) handed over certificates to all department for getting 90% and above in National Core Standard. Special Awards was also received by Acting Operational Managers and Ms John received the certificate of Acting in three different posts as being the Assistant Manager: Nursing but acting as the M&E Manager and Quality Manager. The CEO Office also received a certificate of getting above 90% in National Core Standard Self-Assessment.

Prior the Quality Day there were cake sales and raffles for fundraising purposes. The Executive Management would like to thank all the participants for making this event a huge success .

## QUALITY DAY PHOTO GALLERY





# REWARDING EXCELLENCE.....



## Floating trophies



1st place: pharmacy Department



2nd place: Medical Ward



Sr. Pelako receiving a Batho Pele Trophy & Certificate for Mrs J.R. Mnguni who received more compliments in 2019



Department of the Quarter : Children's Ward



Special Guests



Hospital Choir lead by our very own M.O....



Stage play by Children's Ward



The Guest Speaker...



The cake....

ST MARYS HOSPITAL QUALITY DAY



The Raffle winner.



The Judges..



Cake cutting by CFO: Mrs.P.B. Mngobozi



The Programme Director..

Purpose of the by Matron F.E. Dlamini

Heads of Departments competing for the Department of the Quarter title





### DEVELOPMENT OF OPERATIONAL PLAN REVIEW MEETING

The hospital had a Development of Operational Plan Review Meeting where our partners such as TB HIV Care and COC were invited to be part of the meeting..... Ixoxwa ngezithombe....



### CAREER EXPO PARTY AND AWARDING CEREMONY

St Mary's Hospital opens up opportunities for the School children with a passion of being in a health sector to get the career Exposure during school holidays . they get to learn about the different careers within the hospital. These are just some of the children who were part of this program.



#### Ixoxwa ngezithombe

### PASTORAL CARE AWARDING CEREMONY



### LAUNDRY YEAR END FUNCTION



# Christmas carols

Christmas Day is a day for family reunion but because of some health problems, not everyone spends this day with their loved ones. The hospital management visited all wards singing Christmas carols and handing gifts to patients who were not going to be with their loved one on Christmas day....

## Ixoxwa ngezithombe



## EXECUTIVE MANAGEMENT YEAR END FUNCTION



## WALL OF FAME

Patrol No. 280802

Nobambhile Mndya

Contact no. 011-251-1111

Ukuthwa Mgqale ngamdlini bangiphuthunisa aSibhedlela kwathi ngasandleni nobhokhini yagale ngane gaphuma. Ngelthi ngelika esibhedlela mako ebikade ngiphuthunisa esibhedlela iltho imanje umhlaba wabe ephuka esuna ukhuma Abanikazi bangiphuthunisa Si T. Mgqale wade wade wangi kelisa kulekela abanye abanikazi no dokoleta bekhona. Mgqale Sonke lesisigamko besimcha emalweni ebikade ngiphuthunisa esibhedlela bokhunjike kwesifika egumbini lababelilayo ngoko be kadekuphuthuna. Mgqale bangi kakhulu okhunjike abanikazi base Roma kakhulakazi Si T. Mgqale Mqhebenjalo nokusiza abantu bokhunjike kimi mihlatho kokubanyo. Masweledini ngelthi khona ngalithwa bangiphuthunisa kakhulu angikalingalutho konke kuhambel kahle nomalweni wam gaphitha kahle. .... Mgqale bangi kakhulu.



Sr. T. Ngcobo with the baby



Acute Ward Staff and Dr Mbuli in action....

# ACKNOWLEDGEMENTS



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**Do you have something newsworthy about your department that would like to appear in the next issue?**

Feel free to contact Ms. Zama Biyela @ ext. 1152 or email me @ [Sitholinhlanhla.Biyela.gov.za](mailto:Sitholinhlanhla.Biyela.gov.za)



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