



# EZASEROMA

# NEWS

SPECIAL EDITION

## AS WE REFLECT ON THE PAST YEAR

This has been a very busy year coupled with multiple challenges and some enthralling moments. A year of challenging the status quo despite the hindrances-focus being to achieve set goals.

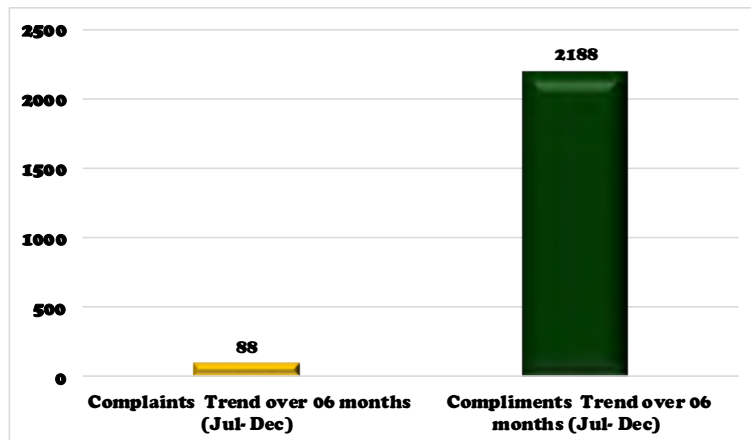
The hospital had two priorities for the year which was:

To work on staff attitude

To improve the hotel aspect of the hospital.

When the marching orders on dealing with complaints of negative attitude were pronounced, the hospital was already halfway with the project. This has been witnessed during complaint, compliment and suggestions clinical governance meetings, all departments on a mission to be leading on compliments for positive staff attitude, as it came with an incentive. The inclusion of ward clerks as well as Batho Pele champions during such meetings have since yielded positive results.

BELOW IS THE COMPERISON OF COMPLAINTS RECEIVED ON NEGATIVE ATTITUDE AGAINST THE COMPLIMENTS ON POSITIVE ATTITUDE



Zooming on the topic has made one realise that People with negative attitude present themselves in different ways. The sad part is when a person denies it up to a point of refusing help until they opt to terminate service than accepting that they are sick. This is an enthralling subject and yet it is toxic. Bad attitude is a gross transgression of humans right. If it is looked into deeper, it can show that a lot of personnel languish in despair trying to accommodate colleagues with this behaviour. Persons with bad attitude are the most to contribute to a high level of bullying in the workplace, not only affecting clients, but also toxic to the fellow colleagues. This calls for a robust deliberation by management at all levels on how to improve a conducive environment for the clients and employees.



CEO: MRS P.B. MGOBOZI

# CEO'S REPORT CONTINUES.....

## DISPLAY OF IMPROVEMENT MADE IN FOOD SERVICES DEPARTMENT



BEFORE TEA WAS SERVED LIKE THIS



AFTER WATER IS SERVED IN POLYCARBONATE TUMBLER CARAFE ON TRAY.



AFTER TEA WAS SERVED LIKE THIS



BEFORE WATER WAS SERVED IN THE USED STERILE CONTAINERS

### DISPLAY OF IMPROVEMENT MADE



BEFORE FOOD WAS SERVED IN THIS PLATE

AFTER FOOD IS SERVED WITH POLYCARBONATE PLATE WITH LINER AND DOME COVER.



### DISPLAY OF IMPROVEMENT MADE

BEFORE FOOD WAS SERVED WITH THIS TEA TROLLEY



AFTER FOOD IS SERVED WITH POLYCARBONATE PLATE WITH UNDER LINER AND DOME COVER



### DISPLAY OF IMPROVEMENT MADE



TEA BEFORE SERVED IN THIS CONTAINER IN THE WARDS

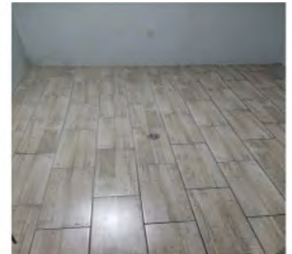


AFTER TEA IS SERVED IN THIS INSULATED BEVERAGE SERVER THAT CAN HOLD OR HOT BEVERAGE FOR 5 HOURS

### DISPLAY OF IMPROVEMENT MADE



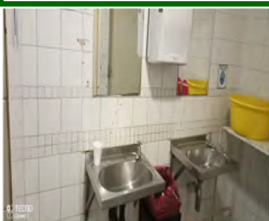
BEFORE, THIS IS HOW COLD ROOM FLOOR USED TO LOOK



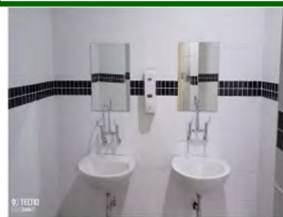
COLD ROOM FLOOR—AFTER

### DISPLAY OF IMPROVEMENT MADE IN MAINTENANCE DEPARTMENT

BEFORE—OPD PATIENT ABLUTION FACILITY



AFTER



### DISPLAY OF IMPROVEMENT MADE IN MAINTENANCE DEPARTMENT

BEFORE—OPD PATIENT TOILET SYSTEM



AFTER



# CEO'S REPORT CONTINUES...

## DISPLAY OF IMPROVEMENT MADE IN MAINTAINANCE DEPARTMENT



BEFORE—WAL-WAY TO NEW OPD SIDE SHEETING



AFTER

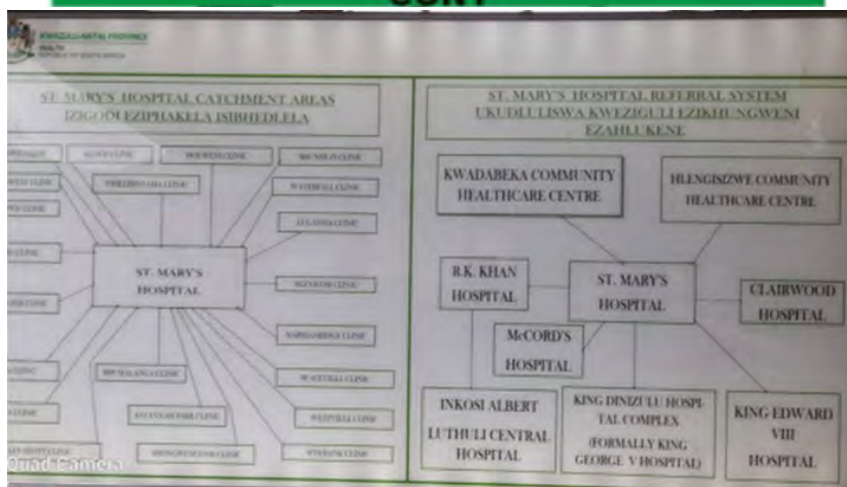


BEFORE—WAL-WAY TO NEW OPD SIDE SHEETING



AFTER

## NEWLY IMPROVED HOSPITAL SIGNAGE CONT



# WARFARIN CLINIC

## ST MARY'S WARFARIN/INR CLINIC

In our INR clinic, we attend to the patients with thromboembolic diseases who are on Warfarin therapy. We offer them Warfarin tablets, monitor their INR, adjust their medication accordingly and further investigate the complex patients. This clinic was set up to prevent the complications of Warfarin therapies, which are very common because Warfarin has a narrow therapeutic index and it interacts with most commonly used medications and foods.

Since its inception on the 5<sup>th</sup> June 2022, the patient load increased from of 44 to 112 per month. Our patient population includes patient with cardiac disease, PE and DVT diagnosed in house but the vast majority of these patients are referred from R Khans and Inkosi Albert Luthuli hospitals. The clinic is currently working with one doctor [Dr FM Chonco, a Family Physician].

The biggest challenge is the over flow of referred patients to the clinic with only one doctor to attend to them. To address this issue we have de-escalated the stable patients to the CHCs but we are still battling to down refer to the local clinics that lack capacity to render this service.

This clinic has shown that it is possible to render a successful Warfarin care at the district level. We have improved clinical outcomes and increased patient satisfaction. We have also up scaled those with serious coagulopathies to tertiary care, such as those with severe protein C and S deficiencies.

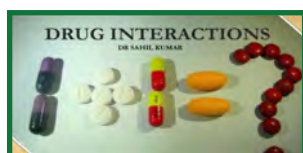
We look forward to having medical officers and interns rotate in this clinic to learn and earn this skill for the betterment of our patient care.



OPENING OF A WARFARIN CLINIC



DR. CHONCO (FAMILY PHYSICIAN) AND PATIENTS AT A WARFARIN CLINIC



# HAND HYGIENE DAY

St Mary's Hospital Hosted the Hand Hygiene campaign at the OPD foyer to encourage staff and patients to wash their hands regularly to prevent the spread of infection. IPC Coordinator Sr. Pelako, outlined the purpose of the day which was to inform and encourage both staff members and patients to wash their hands before performing any duties at home or at their workplace. It was understood by all that effective hand hygiene plays a key role in a healthy lifestyle. St Mary's Management would like to thank Sr. Pelako and all participating department for conducting such a successful event.



ST. MARY'S STAFF MEMBERS ON HAND HYGIENE DAY



SR PELAKO (IPC COORDINATOR) EDUCATING PATIENTS ABOUT HAND HYGIENE



# NURSES DAY

In line with the theme: “A Voice to Lead – Invest in nursing and respect rights to secure global health, focusing on the need to protect, support and invest in the nursing profession to strengthen health systems around the world”. St. Mary’s Hospital celebrated this day to appreciate all nurses for their great role in treatment of patients seen in this hospital. All our speakers shared the same sentiment of saying that nurses are the backbone of this hospital. The Guest Speaker Dr B.T. Buthelezi made it clear that he, as a doctor, learned a lot from nurses, especially midwives. He left them with a message saying that there might not see or feel the reward of their hard work now but their generations will be blessed based on their good work and commitment towards their daily tasks. The CEO Mrs P.B. Mgobozi and the Nursing Manager Mrs F.E. Dlamini also expressed their gratitude for the dedication of the nurses regardless of the shortages and challenges they encounter on daily basis. The Hospital Choir blessed us with their beautiful voices and Fr Mkhize with the Word of God which was also provides encouragement to our hard working nursing staff.



St. Mary's nursing staff on nursing day



Nursing Manager (Mrs F.E)



Medical Manager Dr B. Buthelezi

»♥«  
**Nurses are the  
heart of  
health care.**

Mrs Mgobozi (CEO) gave a riveting speech stating things will never be the same



# TRIPLETS

This is a heart-warming story of a 30-year-old pregnant mother admitted at St. Mary's Hospital and surprisingly gave birth naturally to undiagnosed triplets (all boys) on the 16th of January 2022. According to her private doctor, she was told that she was carrying only one baby. On examination the midwives noticed that she might be having twins as the abdomen appears to be bigger than expected. Doctor on call was informed and confirmed twins through ward ultrasound. After delivering the twins, the midwives also noticed that there were signs that there was another baby left in the uterus. After 10 minutes' baby number 3 came out. These babies were delivered between 7- 10 minutes apart. **IDENTICAL TRIPLETS** all boys weighing just above 2kg each.

... after three months, the hospital in partnership with the Durban District blessed this mother with clothes and diapers to throw in a baby shower.



Day 1 of baby delivery



3 months later receiving gift

# HEALTH LIFESTYLE WEEK

The Rehab team teaching expectant mothers how to exercise during pregnancy and after giving birth..

Photos ...ixoxwa ngezithome



# HERITAGE DAY

This day is celebrated every year on September 24, to celebrate the unity between different races and different cultures. St. Mary's Hospital celebrated this day on 23 September 2022, so that as we are united in providing excellence in service delivery we also unite in our diversity. Activities on the day of the event: Each department came up with something to do on this day,

The departments were assigned a table where they showed the deco and a sample of the food prepared by the department, these tables were judged on the day of the event and there were three winners (the first place was taken by the clinic St Anne's., the second was taken by Nursing Admin and the third was taken by the HR Department). There were also prizes for the best dressed (the first was Dr Fundi Chonco and the second was Mrs Ellen Shozi)

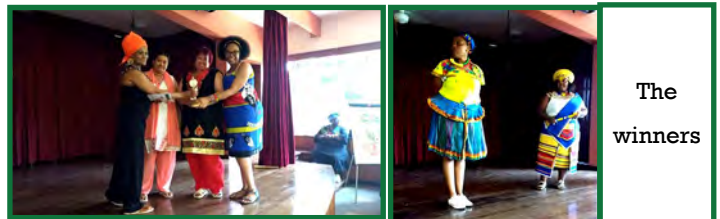
Indeed, this day embraced the spirit of cultural diversity at St Mary's Hospital.



St. Mary's staff celebrating heritage day



Dr Chonco (Best dressed prize winner) with Mbali



The winners

Mrs. F.E Dlamini (Nursing Manager) and Mrs P.B Mgobozi (CEO)  
Dr Buthelezi and St. Mary's HR Team in traditional regalia on heritage day.



## CONGRATULATIONS COLLEAGUES

### OUR GRADUATE MRS. L. NGCUNGAMA



Mrs. L. Ngcungama (PA to the CEO) completed her Bachelor of Public Administration.

We are proud of you for being able to continue with your studies under the pressure of covid-19. You have really lived up to the saying that says: "Education is one of the most important ingredients in a happy, successful and constructive life."

### OUR COMRADES RUNNER: MR. MBUTHO

We have our own runner Mr Musa Mbutho who always finishes the comrades marathon... congratulations Mbutho.... We also thank the staff who came to support him



*"EXCELLENCE IS NOT A SKILL, IT'S AN ATTITUDE" - RALPH MARSTON*

## PATIENT SAFETY DAY

**Theme - Medication Safety: Medication Without Harm**

World Patient Safety Day calls for solidarity and concerted action by all countries and international partners to improve patient safety.

The day brings together patients, families, caregivers, health workers, health care leaders and policy makers to show their commitment to patient safety.

St Mary's patient safety day was on the 16th of September where Ms. Shanaaz Khan from Pharmacy presented on the key principles of Patient safety.





## ETHEKWINI DISTRICT QUALITY DAY

“WE WERE INVITED AND WE CAME”: ETHEKWINI DISTRICT QUALITY DAY”

St. Mary's had two quality improvement projects to present at the District Quality day; namely the systems department quality improvement projects done by Finance manager Mr. Sifiso Mthethwa and secondly Ms. Shanaaz Khan presented on Medication safety on behalf of the Pharmacy department. We were awarded with a participation certificate and Ms. Khan's presentation won 3rd place. **HALALA!!** St. Mary's Hospital is proud of your good work.



## RADIOLOGY DAY GALLERY

Our Radiology Department honoured Radiology Day and Displayed posters explaining how radiology department function. They came up with the logo “You Pose; we expose”



## QUALITY DAY GALLERY

Quality Day is one of the biggest events of St Mary's Hospital as its main objectives are to improve our quality of care and quality improvement, promote excellence by demonstrating best practice, foster a spirit of quality improvement, recognise and rewarding excellence. It is also an opportunity for our hospital to celebrate our top achievers, and to recognise those that raise the standard as to sustain and improve their performance throughout the year.

This year, the selection was done throughout the year, which was based on the recommendations found in the comments boxes as well as employees were part of the selection. The selection was as per following departments: best doctor, best nurse and admin, and then there was employee of the year who received most votes.

The day was graced with Rev. Mlaba who opened with devotions. Judges were eThekweni District Quality Team. Dr. S Nzimande was the guest speaker who touched on the critical issues of self awareness in the WMC place. The programme director of the day was Mr Ayanda Hlongwa fondly known as MC Wodumo. He left the audience in high spirit with his entertainment and musical performance.

With the support of our sponsors, we were able to get for the employee of the year a hamper with all the cosmetics, two vouchers, one of which was a holiday for two from Ezemvelo Wildlife, as well as vouchers and hampers for the others.



## QUALITY DAY GALLERY (AWARDS SECTION)



## QUALITY DAY GALLERY (CERTIFICATE SECTION)



## TB DAY PHOTO GALLERY

World Tuberculosis Day is commemorated annually in the month of March . The aim of this day is to raise public awareness about the devastating health, social and economic consequences of TB and to step up efforts to end the global TB epidemic.

To honour this day St. Mary's HAST Clinic led by Sr Khumalo gave talks and pamphlets to patients at the OPD foyer. Their efforts did not end there, they also visited surrounding day care centres to inform parents and caretakers of the importance of them and their children being tested for TB.



## JUNE 16 PHOTO GALLERY

These honorees of the day were led by the nurse manager Mrs. F.E. Dlamini, she even led the dance to the song "Umlando"



## AFRICA DAY PHOTO GALLERY

Theme: The importance of addressing malnutrition and food insecurity.

The honorees of the day



## PREMATURITY DAY GALLERY

This year's theme focuses more on skin to skin, that is why our MCWH (Maternal, Child and Women's Health) Department invited KMC mothers to be part of this Awareness. The special guest of the day was Ms. Lungile Ndlovu who is one of the babies born in this hospital weighing 500 g. Ms. Ndlovu was invited as a special guest to encourage mothers with low birth weight babies that if you take good care of your baby and listen to the instructions given by health workers, especially skin to skin, the baby will grow to lead a healthy and normal life, there were also educational speeches from various staff.



## CHRISTMAS CAROLS

The spirit of giving struck through our facility on the 21st of December 2022 led by Mrs. L. Ngcungama P.A. to the CEO) along with staff members, patients were given gifts. The smiles on their faces, reassured our stance in providing quality service to the best of our ability.



## NEW YEAR'S BABY

This year 8 babies were born on the 1<sup>st</sup> of January. The first born was baby of Amanda Ngongoma born at 5:15 am time weighing in at 3.6 kg.

St. Mary's hospital wishes all the parents and baby's the very best in this new phase of their lives, they will forever be a part of the St. Mary's Hospital family.



## COMPLIMENTS...

We salute the following individuals for being complimented more than 10 times:

Children's Ward		
Dr. G.T. Tshibangu	Dr. F. Chonco	Dr. B.N.S. Mazibuko
Sr. N.P. Gwiliza	P.M. Mbatha	T. Mnyandu
T.M. Ngcobo	Sr. N.N. Khomo	/
/	/	/

Labour Ward		
Nurse S.K. Sibisi	Sr. S.T Nzama	Dr. A.K. Asgar
Sr. N. Mncwabe	Sr. M. Ntaba	Sr. S.Y. Chule
Dr. Norman	Sr. R.N. Msweli	Sr. Naidoo
/	/	/

Maternity Ward		
Sr. G. Wessels	Sr. Mkhize	Dr. Chetty
EN. F. Ndaba	EN. S. Khwela	Sr. B.W. Dlamini
EN. N. Buthelezi	Sr. B. Mngidi	Sr. N.R. Chule

Theatre		
Dr. L.B. Dlamini	/	/

HAST Clinic		
Sr. T. Ndlela	Sr. J.M. Mpitsi	/

Medical Ward		
Sr. T.P. Hloni	Sr. M. Ngcomi	Sr. N.P Ngubo
Dr. Malinga	Sr. Khethethe	Sr. T.P. Nxumalo
Dr. W. Kitondo	Dr. Karim	EN. B.C. Gumbi
Sr. B.G. Gumbi	Dr. Cele	Sr. S.W. Ximba
Sr. Z. Maphumulo	Sr. N. Nene	Ngubeni
Sr. Mbuli	Dr. Sambuya	Dr. Hadebe
DR. Nxumalo	Sr. Chili	Sr. Mngwengwe
Sr. Myeza	Monsay	/

St. Anne's Clinic		
Sr. B.L. Memela	EN. P.S. Madela	T.M. Mtsamai
Sr. M.M. Ndlovu	Sr. P.J. Gambushe	Sr. T.C. Ntuli
EN B.M. Kheswa	EN L.C. Mabaso	/

Data		
Silindile	Mrs. Dumi	Ms. Zulu
Ms. Nomfundo	/	/

Acute Ward		
Sr. N. Buthelezi	Sr. Nyawose	EN. P.F. Gwala
Dr. T F. Mncwangu	Sr. L. Minyuku	Dr. Gumede (Intern)
Sr. P.D. Shangase	Sr. T.H. Mdadane	Sr. S. Mthembu

OPD		
EN. Z. Mthembu	Sr. J.R. Mnguni	Sr. Zwane
Sr. Zulu	Dr. Sokhela	Ms. S. Shandu



## MEMORIAL SERVICE

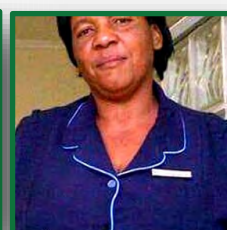
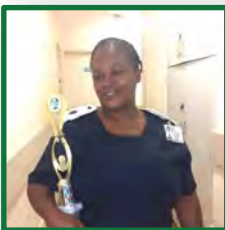
On this day St. Mary's Hospital was remembering all the workers who died during covid-19. the hospital management had agreed on its Covid-19 contingency plan that when the storm has clam down there will be a memorial service combining all staff members that passed on during the Covid-19 pandemic. Activities took place on this day: The families of our late employees were part of the service, music by the hospital choir with their sweet voices, speeches presented by the managers and employees who worked with the deceased, the handing over of candles to the family with pictures of the deceased and the release of balloons as a sign of farewell. At the end there was the Nurse's pledge led by the Nursing Manager Mrs. F.E. Dlamini, and the Hippocratic oath led by the head of doctors Dr. B.T. Buthelezi. It was indeed a conclusion session for all.

### IXOXWA NGEZITHOMBE



From left : Dr Buthelezi (Medical Manager) presented a scintillating speech followed by Mrs. P. B Mgobozi delivering the nurses pledge and Doctors Oath of service. Father F. Mkhize blessed the congregation with his wise words of wisdom.

## SIYABAKHUMBULA/IN LOVING MEMORY



Ms. N. Chamane

Dr. T. Zingoni

Ms. Magutshwa,

Mr. M. Meyiwa

Mrs. N.A. Mncwabe

Mr. T. Mthembu

*"A Co-Worker is neither an anchor to hold us back, nor a sail to take us there, but a guiding light whose love shows us the way."*



# ACKNOWLEDGEMENTS

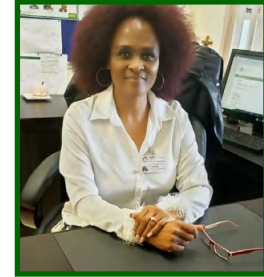
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