



health

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Health  
PROVINCE OF KWAZULU-NATAL

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SEPTEMBER TO DECEMBER

# THULA-DU MAGAZINE

DEPARTMENT OF HEALTH KZN. THULASIZWE TBMDR HOSPITAL



## INSIDE THE MAGAZINE

Page 1	Thulasizwe Hospital Image
Page 2	Hospital Management
Page 3	Staff Campaign
Page 4	IPC Day and Food Services Corner
Page 5	Hospital Development
Page 6	Staff Year End Function & Secret pearls
Page 7	New Staff
Page 8	Staff farewell / Retired Staff
Page 9	Staff Development & Sad News
Page 10	Client Satisfaction Survey Result for 2013/2014
Page 11	Editor's Page



### VISION

To achieve optimal health status for all people of District 26

### MISSION

To render quality hospital and primary health care services which are customer orientated, sustainable and co-ordinated comprehensive multi-disciplinary approach applying the Batho Pele principles and service charter within available resources.

### CORE VALUES

Dedication, Commitment to performance, Trust, Integrity

Courage to learn, change and innovate, Transparency

Consultation





# HOSPITAL MANAGEMENT PAGE



**Dr. O.E. Ngam**

**Acting Chief Executive Officer**

I would like to take this opportunity to thank hospital management and all staff of Thulasizwe Hospital for your hard work and continued commitment to improve service delivery over the year of 2013/2014.

I would also like to send deepest condolences to staff and family who have lost their loved ones. JOSHUA 1 vs 5 & 9 says "5 There shall not any man be able to stand before thee all the days of thy life: as I was with Moses, [so] I will be with thee: I will not fail thee, nor forsake thee.

9 Have not I commanded thee? Be strong and of a good courage; be not afraid, neither be thou dismayed: for the LORD thy God [is] with thee whithersoever thou goes".

Through our vision, mission, core values and hospital strategic objectives we strive to accomplish our commitment to our clients and provide optimal health service delivery. **I THANK YOU**



## EFFECTIVE LEADERSHIP

Effective leadership is not about making speeches or being liked; leadership is defined by results not attributes they are the four pillars of every organization as they directly drive the organization. Used properly, the business will grow; used improperly, the business will sink.

## LEADERSHIP

- Leadership drives the interpersonal aspects of the organization, such as moral and team spirit.
- Management deals with the conceptual issues of the organization, such as planning and organizing.
- Command guides the organization with well thought-out visions that makes it effective.
- Control provides structure to the organization in order to make it more efficient.

While most people think of command as simply telling others what to do, it goes far beyond that. Command is the imparting of a vision to the organization in order to achieve an end-goal. It does this by formulating a well-thought out vision and then clearly communicating it. Command emphasizes success and reward. That is, the organization has to be successful to survive and in turn reward its members (both intrinsically and extrinsically).







# HAST PROGRAMME

I am Sr. RT Buthelezi the Sister In-Charge of TB Outreach Team Programme.

On the 04/12/2013 we had staff campaign held at the Hospital Chappel. Services Rendered were as follows:

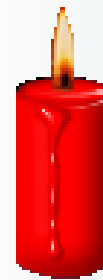
1. Cervical Screening
2. HIV/AIDS Counseling & Testing
3. Health Education: TB & Screening
4. Health Education: sexual transmission infection
5. Checking of Vital Signs
6. Social Welfare Services

Thank you to all the staff that participated.

**KNOW YOUR STATUS AND STAY HEALTHY**



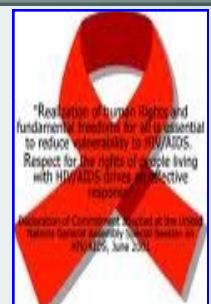
Staff coughing zone, registration and returning there specimen to designated area



Staff were given health education



Vital signs were done



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

# INFECTION PREVENTION AND CONTROL DAY



IPC DAY held at Ceza Hospital on the 22/10/2013. Mrs. D.M. Mohlala presented the stalls for institution, the importance of hand washing, posters were displayed on the wall and also talked about Fit test Kit Hood.

## Cleanliness:

Ms. N. Mbatha presented and demonstrated on how to keep the area clean. She also displayed her cleaning material equipment, sundries and protective clothing to be worn during cleaning process.

## Waste Management:

Mr. SPM Shabalala gave health education about waste management, waste segregation and its significant. He showed the different types of bins of waste and Daniel Sharps container for medical waste.



## FOOD SERVICE DEPARTMENT

It is great pleasure for me to find this opportunity to talk about Food Services Programme, my name is Ms. A.B. Kubheka, Food Service Manager. I am proud to be the first FSM in the institution, the main is manage and control food service budget utilization in terms of personnel and structural resources as well as to ensure provision of appropriate standard of quality and quantities of food services in the institution. My greatest achievements since I have started are:

- Managed to apply and get Certificate of Acceptability (COA) for Food Service Department.
- Managed to compile and implement operational policies and procedures that will enhance provision of quality service in a clean and safe environment.
- Motivate for purchasing of new equipment and repairing old ones
- Conducting staff training including contract Food Service Aid's due to that some great improvement has been



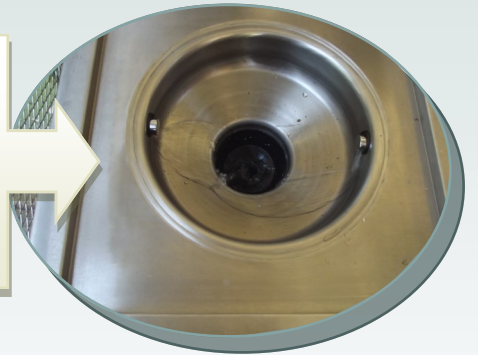


# FOOD SERVICES PROGRAMME CONTINUES

The Food Service Manager has managed to find these items



Food  
Macerator



Food Trolleys



# NEW LAUNDRY MACHINERY



WASHING MACHINE



DRYER



IRONING MACHINE



# STAFF YEAR END FUNCTION



Programme Director  
Mr. TZE Luvuno

Staff had a good year end function held on the 06/12/2013 at the Hospital Dinning Hall, organized by Nokwazi Ntuli & Zethu Nkosi. Thanking God for keeping them on the RIGHT PATH in 2013, working together as a team and requested God again to lead them in 2014



Guest of the Day  
Mr. V.B. Lukhele



And over all these virtues put love, which binds them all together in perfect unity. Loving & being loved is the greatest of human joys  
Colossians 4 : 13



The food was delicious & appetizing. menu of the day the staff had was:  
Snacks: chips, pop corn, cheddar and sweets. Choice Assorted  
Lunch: Pap, Boer Vors, beef stake, chicken, green salad and chutney  
Drinks: Liquor Fruit juice and assorted drinks





# NEW STAFF APPOINTMENT



Mr. X.B. S'bisi has been working for Ceza District Hospital since 2004 as Driver, in 2007 was employed as Revenue Clerk and in 2011 was moved to Hospital Admission with the same post. I would like to thank Thulasizwe Hospital Management for accepting me, working for this institution has really helped me a lot. I was so lucky to be allocated in Budget Expenditure yet employed as Revenue Clerk for being their I gained lot of experience and knowledge. I would also like to thank my former colleagues at Ceza: Admission, Ms. Z. Nkosi (supervisor) and all hospital staff for warm welcome



**Ms. N.B. Mthembu**  
Enrolled Nurse



**Ms. P.Q. Mtshali**  
Enrolled Nurse



**Ms. S.P. Hlengwa**  
Enrolled Nurse



**Ms. N.L. Mlotshwa**  
Enrolled Nurse



**Mr. M.N. Xulu**  
Grounds man



**Ms. N.G. Mthembu**  
General Orderly



**Mr. M.W. Buthelezi**  
General Orderly



**Ms. N.S. Mchunu**  
General Orderly



**Ms. F.N. Mbatha**  
General Orderly





# GOODBYE!

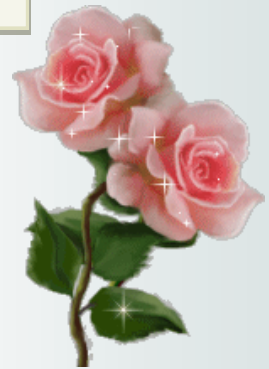


Mrs. M.M. Magwaza who has done a cross transfer with Mr. X.B. Sibisi in August 2013. She has been working for Thulasizwe Hospital since 2003, July as Admin Clerk then in 2007 was moved Revenue as Revenue Clerk. Mrs. M.M. Magwaza has requested cross transfer with Mr. X. Sibisi from Ceza Hospital. Sikufisela ukusebenza okuhle, you have taught us how to pray every morning and afternoon. God be with you always.

Mrs. N.B. Mdletshe is now working at Ceza Hospital. She started working for Thulasizwe Hospital as Voluntary worker from 2002 for 2 years. In 2004 December I was permanently employed as Auxiliary Service Officer (ASO), I was the only one at Pharmacy at that time. In 2005 I registered for Pharmacist Assistant learner basic, I completed all my modules in 2006. in 2009 I registered for Post Basic Pharmacist Assistant, I completed my modules in 2012 . Same year I qualified as a Post Basic Pharmacist Assistant. I would like thank hospital management especially the Former CEO: Mrs. P.D. Buthelezi "Sokalisa engikhona namhlanje ngiyikho ngawe" ngiyabonga kakhulu Sokalisa! Shenge!. I would also like to thank all the departments which I was working with for the respect & team work not forgetting Admin Staff and all staff. I Thank You.



## RETIREMENT



**Mrs. A.S. Mashazi**  
General Orderly  
02/11/1981—31/08/2013



**Mrs. N.E. Zulu**  
General Orderly  
01/12/1983—31/12/2012



**Mrs. L.M. Ndwandwe**  
General Orderly  
16/11/1982—31/01/2014



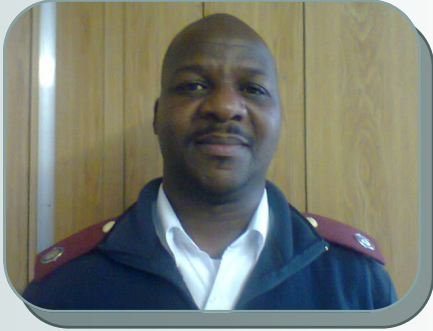
**Mr. M. Nyandeni**  
Groundman  
01/06/1982—30/07/2013





# STAFF DEVELOPMENT

## CONGRATULATIONS !!!

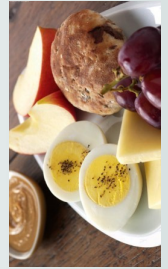


Mr. L.E. Xulu, P/N Bridging for Accouchuer (Midwifery)

LUKE 18 vs 27

27. And He said, The things which are impossible with men are possible with God.

## HEALTHY LIFE STYLE



## REST IN PEACE



It is sadly to announce a sudden loss of a member of Thulasizwe family, Ms. J.T. Ndwandwe, Laundry Supervisor AS FROM 01/02/1978—28/12/2013. we lost her on the 28/12/2013. Lala ngokuthula Zwide

Rest in peace Mrs. Zikalala, Hospital Board Member

COLOSSIANS 3 vs 1 - 4

- 1 If ye then be risen with Christ, seek those things which are above, where Christ sited on the right hand of God.
- 2 Set your affection on things above, not on things on the earth.
- 3 For ye are dead, and your life is hid with Christ in God.
- 4 When Christ, [who is] our life, shall appear, then shall ye also appear with him in glory.



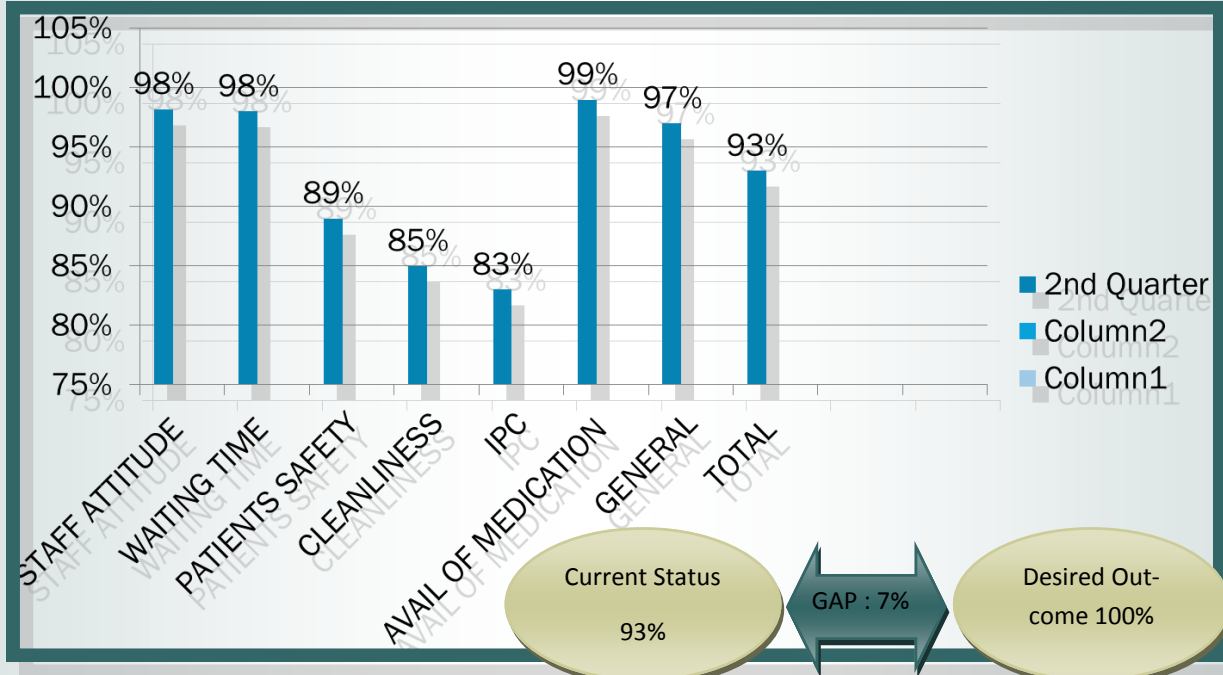


# CLIENT SATISFACTION SURVEY 2013/2014

I would like present to you Client Satisfaction Survey result for 2013/2014 , In-Patient and Out-Patient done on the 09th to 10th of October 2013 at Thulasizwe TBMDR Hospital. Thulasizwe Staff attitude is highly recommended by our clients even to suggestion boxes we always receive lots of complements, slightly lack to cleanliness, patient safety due to that our hospital structure is too old and to IPC of which we need to prove to it since the institution is in a hazardous environment and at high risk, we need not to compromise in this but watch the space on our next result for 3rd quarter there will be great improvement.

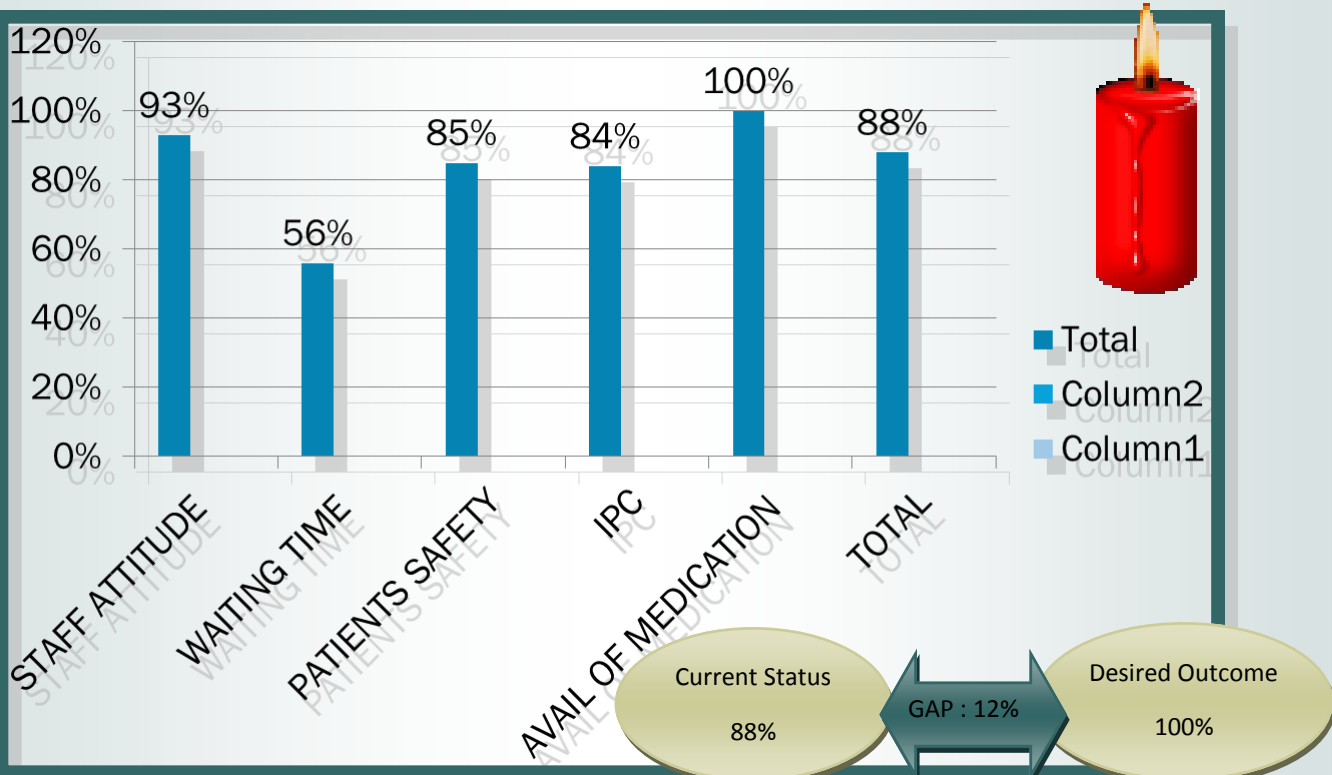
Ms. P.M. Mtshali

## IN-PATIENT SURVEY RESULT'S



Out-Patient over-all results shows that we have done well but according to sections we did not do well on patients waiting time due to that we have shortage of Doctors, the hospital is operating with one Doctor since 2012/2013 financial year to date but the management with HR, Mr. C.M. Nxumalo has managed to find 3 Sessional Doctors to assist Dr. Ngam. SIYABONGA Zwide kaLanga Mkhathswa

## OUT-PATIENT SURVEY RESULT'S





## EDITOR'S PAGE



Ms. P.M. Mtshali

Acting Public Relations Officer

Through strengthening of BATHOPELE Principles on this annual 2013/2014, in Client satisfaction survey we managed to get 98% (Out-patient) and 93% (In-patient).

The Organization which do well in serving their customers can demonstrate that they have leaders who lead by example, who set the vision, and ensure that the strategy for achieving the vision is owned by all.

**WE BELONG, WE CARE, WE SERVE**

**Service standards:** Anticipating customer needs  
**Information:** Going beyond the call of duty  
**Value for money:** Delivering solutions



**Access:** Offering integrated service delivery  
**Openness and Transparency:** Creating a culture of collaboration  
**Customer Impact :** customer satisfaction & Active involvement  
**Leadership and Strategic Direction:** ensure that the strategy for achieving the vision is owned

**Consultation:** Listening to customer problems  
**Redress:** Apologizing when necessary  
**Courtesy:** Service with a smile  
**Encouraging Innovation and Rewarding Excellence:**  
Incentives for those who go extra miles

Proverbs 3 vs 5-6

5. Trust in the LORD with all thane heart; and lean not unto thane own understanding. 6 In all thy ways acknowledge him, and he shall direct thy paths. Even to service delivery God direct our steps, inner souls and minds so that we (servants) serve his people with a focused minds. Patients put their life's up us servants with the trust of giving them hope by fighting poverty and diseases . God placed in that position because He trust you.....



**Batho Pele**  
A better life  
for all South Africans  
by putting people first  
Together beating the drum for Service Delivery

*God Bless You*

You can find the Acting PRO, Ms. P.M. Mtshali on

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