



health

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

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# Thula-du Magazine

January—March

Inside this issue:

<i>Words by CEO</i>	1
<i>National &amp; Provincial Team</i>	1
<i>ICN-LILLY Award Story-Mr. DSB Mhlophe</i>	2
<i>Service Commitment</i>	3
<i>New Appointment</i>	4
<i>Farewell</i>	5
<i>Vote of thanks</i>	6



**Mr. B.B Dlamini**  
**Chief Executive Officer**

It is a great pleasure & honor to receive such an award @ Thulasizwe Hospital, I would like to say thank you to Mr. DSB Mhlophe for dedication & implementation, Thulasizwe Management & all Staff of Thulasizwe for their commitment & Zululand District for support. I am very excited



*I am Mr. DSB Mhlophe, Operational Manager at Thulasizwe TBMDR Hospital, ICN (International Nurses Council) - LILLY Award winner, LILLY Nurse of the year 2011*



*Official handing over of ICN LILLY Award by Deputy President on the 10 of April 2011 at Catherine Booth Hospital, from left KZN MEC for Health Dr. S'bongiseni Dlomo, Dr Sibongile Zungu KZN Health HOD, Dr Aaron Motsoaledi National Health Minister, Mr. DSB Mhlophe ICN-LILLY Award Winner, Deputy President Kgalema Motlanthe, KZN Premier Dr. Zweli Mkhize and local Chief Khoza*



In 2009 Mr. DSB Mhlophe attended the International Nurses Council (ICN) TB/MDR course, Trainer of trainers and again in 2010 he completed a course in Infection Control.

### AIM

- To reduce spread of TB, TBMDR in the community

### FACTS

- DENOSA saw that TB is a highly infectious disease then decided to in-service the members to give health education about TB management in the community and also to staff seeing that Nurses and staff working in the TB environment are not immune from TB.
- Their main objective was to remove the stigma from affected people in the community as a whole.
- Since Thulasizwe is a TB MDR specialized hospital, DENOSA decided to appoint one of his member to facilitate the project in order to help the government to fight TB/MDR.

Mr. DSB Mhlophe provides health education to community member through awareness campaigns, to all staff of Thulasizwe Hospital, in-patients and out-patients of Thulasizwe Hospital. He has extended this training to schools in Ceza Area. He has forged strong working relations among District Officers, School Principal and Hospital Management, which has gone a long way to ensuring the implementation of TB initiatives, not to mention an increase in the number of people going for screening and the skills needed at all levels to pass on information to employees, clients, learners at schools and to the community.



I would like to thank DENOSA & ICN - LILLY for the recognition, it is an honor to me. I would also like to thank all staff of Thulasizwe & hospital management for the support during awareness campaigns and thank you to Zululand District for the support they gave us during the awareness campaigns since Thulasizwe had no vehicles but the District provided us with the vehicles during awareness campaigns





Front row from left: Mr. MW Buthelezi, Mr. DS Sibiya, Mr. LE Xulu, Mr. JM Dlamini  
 Second row from left: Mr. Mhlophe's Sister, Mrs. TM Mwandla, Mrs. NF Mhlophe (from behind), Ms. PM Mtshali, Mr. BB Dlamini-CEO, Mr. DSB Mhlophe, Ms. PZ Mthabela DMN, Mr. BC Mtshali Chairperson Hospital Board, Mrs. RT Buthelezi, Ms. M. Mbatha, Ms. TBT Dlomo-Deputy District Manager, Ms. TM Phakathi, Ms. ZH Mhlongo & Mrs. Mrs. ZP Mthimkhulu

**Thulasizwe TBMDR Hospital**

**VISION**

To achieve optimal health status for all people of District 26 and District 28

**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**

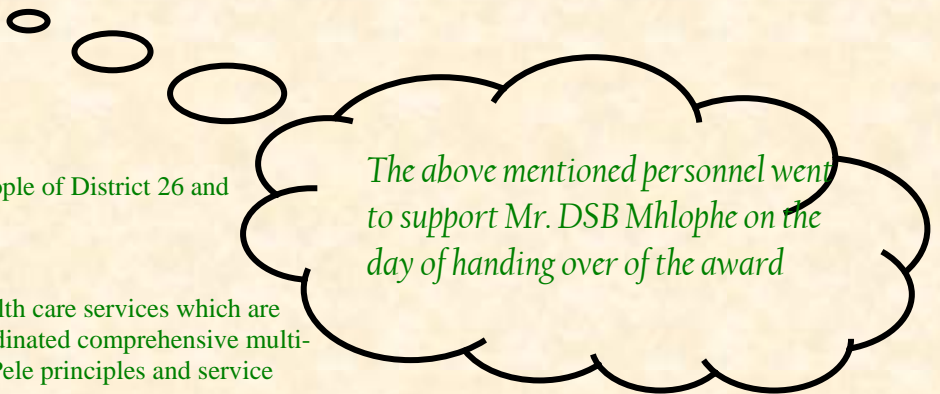
- Dedication
- Commitment to performance
- Trust
- Integrity
- Courage to learn, change and innovate
- Transparency
- Consultation

**WE PROMISE TO ADHERE TO THE FOLLOWING SERVICE STANDARDS:**

**When visiting our health facility you will:**

- Be treated with respect and your confidentiality will be maintained
- Be assisted to the best of our ability
- Be provided with necessary care, treatment and support in line with your needs
- Be assisted with directions to the department that you seek or follow signage
- Be referred to the appropriate level of care according to your condition

**BATHO PELE PEOPLE FIRST  
 ABANTU KUQALA**



**Batho Pele Vision.**

A Better life for all South African by putting people first.

- ◆ Consultation
- ◆ Service Standard
- ◆ Access
- ◆ Courtesy
- ◆ Information
- ◆ Openness and transparency
- ◆ Redress
- ◆ Value for money
- ◆ Encouraging innovation and rewarding excellence
- ◆ Leadership and strategic direction
- ◆ Customer impact.

In all our dealings with you, we ensure that we adhere to the Batho Pele principles.

# NEW APPOINTMENT



Ms. P.M. Mtshali appointed as Acting PRO as from 01/03/2011. The employee has been assisting in Communications Section since 2009 but employed as CEO Secretary.

## THULASIZWE TBMDR SPECIALIZED HOSPITAL INFORMATION BROCHURE



health

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### In order to improve our service to you we strive to:

Reduce your waiting times to a maximum of 03 hours

- ◆ Have appropriate external and internal signage which shows you how to find your way to and around our facilities without unnecessary delays
- ◆ Ensure that you get your medication on the same day you visit our facilities
- ◆ Communicate with you in a language that you understand
- ◆ Provide a safe and a secure environment whilst you are on our premises
- ◆ Maintain the highest standards of hygiene for your optimal health and safety



### We promise to adhere to the following service standards.

#### When treated our health facility you will ?

Be treated with respect and your confidentiality will be maintained  
Be assisted to the best of our ability

Be provided with necessary care, treatment and support in line with your needs?

Be assisted with directions to the department that you seek with your signage  
Be referred to the appropriate level of care according to your condition

#### You will be provide with the following service?

Voluntary counseling and PM TCT X-ray services

Mobile service TB Outreach visits

Outpatient services/PHC / Emergency Service

ARV roll out

Social Worker

Treatment for TB, TB/MDR

### We fully subscribe to the Patient Right Charter and as customer you therefore has the right to:

A healthy and safe environment

Participate I decision making?

Access to health care

Knowledge of ones health

Insurance or medical aid scheme

Choice of health service

Be treated by a named health care provide?

Confidentiality & privacy

Informed consent

Refusal of treatment

A second opinion

Continuity of care

Complaint about health services

### When you contact us by telephone or write to us, we shall:

Answer the phone by fifth ring and respond to your question positively

Acknowledge your letter within five days of receiving it

Provide you with a contact name of the person dealing with your letter

Advise you with can expect a reply?

Provide you with contact details of a person to whom your letter has been referred to

Also follow up on the issue raised by you until it is finally resolved to your satisfaction

# FAREWELL !!!!!!!!!!!!!



*I am Gugu Zulu was allocated at Thulasizwe hospital as Human Resources officer: Intern from 01 April 201 till 30 March 2011. I would like to extend my gratitude to all Thulasizwe Hospital staff members, I have learnt a lot from all of you and Zululand District for giving me the opportunity as Intern*

*I am Siboniso Masondo Public Relations Officer: Intern at Thulasizwe TBMDR Hospital currently employed by Siyangempumelo High School as an Educator. Thank you to Thulasizwe Staff and for being given a chance to perform PRO Duties in 2010/2011*



*It is very sad to us to announce that that we've lost one staff member Ms. S.W. Makhoba Staff Nurse, she passed away in the 1st week January 2011. May her soul rest in peace*



# VOTE OF THANKS



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I am Ms. P.M. Mtshali appointed as Acting PRO as from 01/03/2011 would like to extend my sincere gratitude to the entire management team of Thulasizwe TBMDR Hospital for giving me this opportunity for being the Acting PRO & all staff of Thulasizwe Hospital for collaboration. I am looking forward to perform the PRO duties with respect by following the right channels. Your support is highly appreciated.

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*Past is Experience! Present is Experiment! Future is Expectation!*

*Use your Experience in your Experiment to achieve your Expectations!*