



TOWNHILL TALKS

NEWS

June 2022

MESSAGE FROM THE OFFICE OF THE CEO



Hospital CEO Mr NR Hadebe

Greetings

The publication of this newsletter comes at an interesting time. It is the time when the authorities have taken a decision to make a wearing of mask optional. It must be mentioned that this is a brave move. South Africans have been compelled to wear masks for more than two years. Personally, I welcome this decision. However, I have reservations. COVID-19 is still with us. We are currently facing the 5th wave of COVID-19. (some are saying that in terms of numbers of infections, we are not in the 5th wave).

My worry is that many people will interpret this decision as meaning that COVID –19 is over, something which is far from the truth. This disease is still killing the people and we need to continue to fight it.

Townhill hospital (THH) was visited by the legislature twice in the last quarter. Obviously, it visited Townhill hospital to play its oversight role

I learnt many things from both visits. The two visits reminded me the importance of “accountability”, if you are a manager. It is something that I have always known but it became very clear to me when the legislature visited us. To all managers, let us not shy away from taking hard but correct decision. Things will not go as they should, but if a manager has done his part, the manager will be exonerated . On the other hand, if the manager did not do what he was suppose to do an impression is created that the hospital is not in good hands because managers do not do what they are suppose to do. Senior managers end up taking the blame for junior managers that want to be “populist” and not play their roles.

Last month was an “international nurses’ day”. As the EXCO of Townhill hospital, we are happy that we were able to express our gratitude to the nurses for the critical job that they do. Sometimes we are busy with trying to correct the wrong things that some nurses do, which are few in numbers, and forget many, many correct noble and selfless things that nurses do on a daily basis.

All the employees of Townhill hospital are important but the nurses are critical because they deal directly with patients which are the reasons why we have jobs

KZN LEGISLATURE HEALTH PORTFOLIO COMMITTEE VISITS TOWNHILL HOSPITAL



Townhill hospital CEO Mr R Hadebe leading KZN legislature health portfolio committee portfolio committee during hospital walkabout(On the far left is the chairperson of the committee

Oversight is one of the critical ingredients of management . Oversight does not only make people account but it also plays an important role in supporting workers in the workplace.

It is for this reason KwaZulu Natal legislature health portfolio committee lead by its chairperson Ms Majola visited Townhill hospital. The primary objective of the visit was to provide support and listen the challenges being faced by Townhill hospital. Amongst the department that were part of the visit were departments of social development and some non governmental organizations.

Their visits were split into two days, first one was only portfolio committee for health and the second one comprised of other departments and NGOs. The day kicked off by taking the

walkabout throughout the hospital where the delegates visited the wards interacting with the patients. During interaction with the patients, they wanted to get the first hand information from them about their stay in the hospital. They also engaged the nursing personnel about their daily challenges at work. The whole exercise was not a fault finding mission, but was to try to assist wherever they can. It was not only the matter of engaging patients and staff . They were e also making their own observation and identify issues that needed urgent attention from the management in order to improve service delivery.

After the walkabout, the team went back to the boardroom where Ms Majola (portfolio chairperson) gave an opportunity to all members to ventilate on the issues they have identified. After discussing all issues raised by the members

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KZN LEGISLATURE HEALTH PORTFOLIO COMMITTEE VISITS TOWNHILL HOSPITAL

chairperson gave an opportunity to hospital CEO Mr Hadebe to respond as to how they intent to address those issues. Mr Hadebe told the committee that some of the issues raised by the members are beyond the jurisdiction of the hospital management. Things like shortage of staff and some contractors are some of those issues which fall beyond the scope of the hospital management. Only provincial office can tackle such issues. The chairperson promised that she will take some of the issues raised by members to the legislature for possible intervention

Mr Hadebe was also offered an opportunity to make a presentation with regards to the status (challenges and achievements) of the hospital. After the presentation he requested the committee to intervene where it is possible to do so. Other departments and NGOs also promised to do what they can in order to address some of the challenges presented by Mr Hadebe.

After the presentation, Ms Majola commended everyone present for their availability and contribution towards the visit. She advised hospital management that such visits are not meant to interrogate hospital management but to

support the hospital management and assist wherever they can assist.

Mr Hadebe on behalf of hospital management thanked the committee members led by chairperson Ms Majola for their visit and support. He told the committee that hospital management value their support and they feel appreciated by the provincial principals. He also committed hospital management to address some of the issues raised by the committee members.

In the same token, he also requested the committee members to address some of the challenges the hospital is facing.

Indeed, such visit plays a very critical role in ensuring that there is that good working relationship between principals and institutional management. Gone are those days when parliamentarians only come to the institutions whenever there are adverse events appearing on the front page of the newspapers about the institution. This indeed teaches us that we must always be proactive as opposed to be reactive.

We are looking forward to that everlasting working relationship with our principals as well as our provincial office to maximize the service delivery to our patients and community at large.



Mr Hadebe explaining some issues to the members of parliament



Members of parliament interacting with one of our patients

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REAL MEN DO NOT ABUSE WOMEN, INSTEAD PROTECT THEM



PART OF THE AUDIENCE THAT ATTENDED THE MEN'S WORKSHOP ON THE DAY

One of the social ills facing South African society is the gender based violence which seems to be gradually getting out of hands. Our government is trying its level best to ensure that such scourge does not become a norm within our society.

It is for this reason TownHill hospital convened a workshop just to educate Townhill hospital male employees as to how males and females can co-exist without demonstrating physical strength and violence.

Our Employee Assistance Practitioner (EAP) Mr Mthimkhulu invited Mr Nkululeko Nyathi who is the director of Inkunzi Isematholeni Foundation to shed some light as to how to manage conflict/disagreement between men and women without resorting to some of form of violence.

Mr Nyathi stated that there is no excuse for men of assaulting a defenseless women. "No matter how offended you have been, but it does not you a

right to lay a hand on a women" Said Mr Nyathi. Mr Nyathi warned men that if you are that type of a man who is not able to control his emotions, you are easily tempted to fall into the trap of assaulting women.

As expected, men also raised some of their concerns which make them feel that they are some how being abused by women. Issues like it is moonlight and roses when you are still a provider at home. But once you lose your income due to some circumstances (retrenchment) you become a door mat not only to your partner even to your children.

Mr Nyathi condemned such behaviour but insisted that, such behaviour cannot be an excuse for men to assault your partner. At the end of the day all men pledged that they will never assault women in their life time .

Indeed real man do not abuse but protect

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PLAN FOR YOUR RETIREMENT



Metropolitan Financial Advisor Mr Sthembiso Mhlongo educating hospital staff members about the importance of planning for your retirement.

“**P**lanning for retirement is one of the critical issues people should not take it for granted”. These are some of the advices offered by metropolitan financial advisor Mr Mhlongo when he was addressing Townhill hospital staff about retirement.

He stated that people should start planning for their retirement at least five years before his/her retirement. He said that part of planning for retirement is to ensure that one gets rid of all debts like loans, credit cards, mortgage bonds as well as car instalments.

He reminded staff members that they should bear in mind that the pension money is far less than the money that they get when they are still

fully employed. He advised them about lengthy time of contribution towards the pension without breaking the service. The broken service has an adverse effect on the retirement.

Mr Mhlongo also advised staff members about the importance of having retirement annuity plan which supplements the pension during retirement.

After his presentation, he opened up the question session from the audience. Staff members appreciated the presentation from Mr Mhlongo and his metropolitan team. He also left his contact details for any further enquiries pertaining to the retirement issues. We hope our staff members benefited a lot from such a workshop.

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TOWNHILL HOSPITAL HAND HYGIENE DAY 2022



Part of the audience that attended the hand washing campaign displaying the slogan for the year 2022

The 5th of May annually marks hand hygiene day. This is a World Health Organization (WHO) initiative that aims to raise awareness of the importance of hand hygiene in health facilities thus protecting patients from healthcare associated infections. Effective hand hygiene is a critical component of Standard Precautions and ensures patient and staff safety. It is the simplest, most cost-effective measures to reduce health care associated infections. On the 5th of May 2022, Townhill hospital led by the infection Prevention and control team joined the rest of the world to create awareness and promote the culture of hand hygiene in the facility. “We at Townhill hospital firmly believe that **CLEAN HANDS SAVE LIVES**” Said Sr Hlongwane. Everyone signed a hand hygiene pledge to commit

themselves to promoting hand hygiene.

This year’s theme for World hand hygiene day is **UNITE FOR SAFETY: CLEAN YOUR HANDS**

Teams had fun with the hand hygiene quiz which was aimed at assessing staff knowledge, teaching and correcting incorrect practices in relaxed atmosphere.

Sr Hlongwane emphasized the importance of hand hygiene and warned against the perception that hand hygiene is only for the clinical staff. She said that hand hygiene affects everyone within the facility starting from the gate up to the head of the facility.

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TOWNHILL HOSPITAL HAND HYGIENE DAY 2022

The event was also graced by the presence of provincial deputy director infection prevention and control Mrs Khumalo who commended Sr Hlongwane together with her team for constantly educating and reminding Townhill hospital staff about the importance of hand hygiene. Mrs Khumalo echoed what Sr Hlongwane had already told the audience that poor hand hygiene might lead to serious health hazard. She said that following correct protocol of hand hygiene does not only apply at the workplace only but everywhere even in

Indeed, it was a very fruitful exercise which requires each and every person to play his/her role in ensuring that our hands are always clean. We also hope that we will utilize the knowledge we gained from that workshop for the sake of our patients, family and ourselves.

In closing, according to the WHO: "When a health facility's quality and safety climate " values hand hygiene and infection prevention and control (IPC), this results in both patients and health workers feeling protected and cared for.

Gallery of the entire event



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Gallery continues



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TOWNHILL HOSPITAL NURSING COMPONENT ACKNOWLEDGED FOR THEIR HARD WORK



(At the front from left to right) Sr Ibrahim, Operational manager Naidoo and Sr Smith. (At the back from left to right) AMN Govender, Nursing Manager Mr Ntombela and Sr Ngubo showcasing with the trophy awarded to Townhill hospital nursing component by Provincial Director of nursing Mrs Sosibo for their professional activities. They had been awarded this trophy as a token of appreciation and acknowledgement for the activities they undertake as a nursing component in order to further professionalize their career. One of the Batho Pele principles talks about encouraging Innovation and Encouraging Excellence. This is exactly what Mrs Sosibo did to say thank Townhill hospital for your dedication and commitment to the nursing profession

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TOWNHILL HOSPITAL NURSES DAY



(At the back from left to right) Nursing Manager Mr Ntombela, M&E Mr Zondo, Finance Manager Mrs Mncwabe Systems Manager Mr Makhubu CEO Mr Hadebe and Medical Manager Dr Luthuli. (At the front) nurse Brown and operational manager F Dhevnanan after receiving gifts

One of the Batho Pele principles emphasizes the importance of “Encouraging Innovation and Encouraging Excellence” which simply translates as acknowledging those public servants who are committed and dedicated to their work

The 12th of May is very significant to all nurses all over the world. On this day every year, International nurses Day is celebrated. This day at Townhill hospital was very significant in the sense that it acknowledged and appreciated all nursing staff for their hard work and dedication despite obstacles faced throughout our challenging profession.

In order to celebrate this day, a Clinical Education and Training Unit and the nurses day committee organised the fundraising event in order to raise funds for this day. Part of fundraising was to ask EXCO members to contribute financially towards the event

Hyper Save, Parklane Spar and KC’s butter biscuits donated cakes and Mr p Goge donated juice. Thanks to Ms Motsoeneng who assisted with cupcakes.

Hospital management led by hospital CEO Mr Hadebe handed over the gifts to each and every ward and thanked them for their hard work and commitment. Mr Hadebe, Manager were rotating in handing over the gifts. Management encouraged the nursing personnel to keep on doing the good job even if no one is watching them. The nurses appreciated the token of appreciation from the committee and management and promised to continue executing their responsibility as per nurses pledge.

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GALLERY OF NURSES DAY



GALLERY CONTINUES

