



health

Department
Health
PROVINCE OF KWAZULU-NATAL

Townhill Hospital

Townhill Talks

June to December 2016

MESSAGE FROM THE HOSPITAL CEO'S OFFICE

The holiday season is on us. The year ran very fast for some and very slow for others. This is the time to relax and enjoy; a beautiful time to enjoy with family members, neighbours you do not see through out the year and the community at large. This time of the year can be very draining for some people which may lead to stress, loneliness, sense of failure, boredom which can all lead to various illnesses.

As an institution we had achievements. We managed to improve on our performance indicators. We achieved 93% on National Core Standards and there is room for doing more. There has been massive improvement on BUR. Several events happened during the year i.e. heritage day celebration successfully took place, Women's day celebration was a massive success, patient therapeutic events were successful, Mental Health Review Board was appointed.

I would like to thank you for your



Hospital CEO Ms ZG Mfeka

endeavors . There were challenges but you were able to strive in spite of all the difficulties.

HAPPY HOLIDAYS!

Face to face with new nursing manager

Townhill Talks took its time to chat with new Townhill hospital nursing manager Mr Mthunzi Ntombela.

Firstly Mr Ntombela expressed his gratitude for being part of Townhill Hospital family. He also conveyed his profound appreciation for the enthusiastic reception he got from Hospital Management as well as the staff in general.

“The way people accepted me here at Townhill was so fascinating and it was a clear indication that my stay will be a pleasant one.” Says Mr Ntombela. He also acknowledged that being the head of such huge component comes with its own challenges which requires strategic thinking.

Townhill Talks asked him about his Nursing career as to where he was trained as a nurse and the stages he has gone through as a nurse.

He said that he trained at Ngwelezane Nursing college. After completing his Nursing Diploma he worked at Nkandla Hospital. Thereafter he worked at Fort Napier Hospital as professional nurse. In 2008 he was employed by Greytown Hospital as a Quality Assurance Manager till 2009. From 2009 to 2012 he worked at Richmond Hospital as an Operational Manager. In 2012 he got a promotional post of being an Assistant Manager Nursing at Richmond Hospital till 2015. In 2015 he moved to Zululand Health District where he worked as a Deputy Director– District Health Service Delivery Planning till year 2016 before he came to Townhill Hospital.

Mr Ntombela is very passionate about Education. He believes that education is the only key to success. His academic achievement is a tangible evidence that indeed “*sky is the limit*”. He has a Bachelor in Science in Information System and Psychology from the University of South Africa (Unisa). He also has a Diploma in Nursing Education from the University of North as well as a Diploma in Health services from the University of KwaZulu Natal. He is currently doing his dissertation on MBA. Mr Ntombela has two lovely daughters and two sons. During his leisure time he enjoys listening to jazz music. He is also so fond of travelling. He is also a part time carpenter which he does it as a hobby.

It goes without saying that Mr Ntombela is indeed a multitasking man who can multitask. His words of advise is that “People should continue to pursue their dreams, no matter how many times you fail but eventually you will achieve your desired goals.

He believes in collective leadership as he is of the view that



Hospital Manager Mr M Ntombela

being a leader does not necessarily mean that you have to take decisions on your own. He believes that the principle of consultation plays a very important role when it comes to leadership.

He said that his vision for Townhill hospital nursing component is to ensure that he creates a foundation for strong leadership and capacity building. He believes that with the cooperation of all stakeholders this mission and vision is achievable.

Being an open minded person as you are we believe that you will be able to achieve all your goals and remain optimistic that you will get the necessary support from your team to accomplish these goals.

With your vast experience in nursing fraternity everything is possible

We wish you all the best in your new endeavor.

THE NEW ASISTANT NURSING MANAGER



Assistant Manager Nursing Mrs Ntshungulwana

Townhill Talks also took time to chat with our new Assistant Manager nursing Mrs Tshungulwana. Mrs Tshungulwana expressed her gratitude towards Townhill hospital management and staff for the warm welcome she received which made her feel at home. She did her nursing

training at Edendale nursing college. She started working as a professional nurse at fort Napier hospital in 2002. In 2006 she got a promotional post of being an operational manager till 2013.

In March 2013 she resigned and came back in June 2013 where she commenced her duties at Imbalenhle CHC as a professional nurse till 2015. In October 2015 she worked her way up by being an assistant manager nursing at Umnngeni hospital before she came to Townhill hospital in October 2016.

But Mrs Tshungulwana did not become a nurse from the outset. She had to work as a domestic worker and the reserve police officer before she became a nurse. Those are some of the challenges that made her realize that life is not always about moonlight and roses but you need to develop yourself in order to reach your potential.

She is the wife and the mother of three children. She is a strong religious person who always communicate with Almighty during good and bad times. One of her hobbies is to visit parks and the capture site with her family.

NEW MONITORING AND EVALUATION MANAGER

Mr K Ruthanum did his secondary education at Esther Payne Smith secondary school. After completing his matric he went to Edendale nursing college to train as a professional nurse. His first employment was at Townhill hospital as a professional nurse. He later became Infection prevention and control nurse before he became monitoring and evaluation manager at Townhill hospital.

Some of his academic achievements are as follows: certificate in advance mental health, certificate in infection control, certificate in health care risk waste, certificate in HIV/Aids, certificate in HIV counselling and certificate in investigator training project.

He has achieved the following: MEC service excellence award infection and prevention and control innovation and best practice, provincial IPC handwashing champion, two provincial handwashing poster competition 1st place in



M&E Mr K Ruthanum

2014 and 2015, 1st place provincial IPC antibiotic forum presentation.

His passion are life coaching, reading, charity work as well sports particularly tennis.

"You strike the women, you strike the rock"

These words from the famous resistance song have come to symbolize the courage and strength expressed at the women's March of August 1956 as South African women refused to give into increasing oppression without some form of protest.

It is for this reason this day still plays a very important role in our national calendar. Townhill hospital also commemorated this day by hosting a women's day on the 10th of August 2016 in order to recognize the importance of women in our society. The theme for 2016 is "Women united in moving South Africa forward"

Hospital CEO Ms ZG Mfeka welcome all the guest present and told the house that the main purpose of the day is to launch the women's forum for the institution and creating baseline to the implementation of the eight principle action plan on women empowerment and gender equality. The other objective was to empower women in building a stronger nation through powerful narratives and engaging dialogues as well as empowering women in understanding their strengths and abilities as experts in their own roles. The programme was directed by our one

and only QAM Ms Nzama who was so instrumental in making sure that whole proceeding is entertaining and alive.

Mrs Nomusa Mayeni Gave an informative speech about the role of a women in the workplace and addressing issues that require a women to empower herself and also about women standing together and not against each other. Mrs Mayen told the house that women's month is the time when women not only celebrate but reflect on progress, both the achievements and challenges they face in their struggle for women empowerment and gender equality in the workplace. . She motivated them to always appreciate themselves when they have achieved something and told them to believe in themselves. Mrs Mayeni concluded by quoting Hillary Clinton "**I supposed I could have stayed at home and baked cookies and had teas, but what I decided to do was to fulfil my profession which I entered before my husband was in public life**" The house enjoyed Mrs Mayeni's speech as it was so informative and educative to all of them



The Hospital Board Member Mrs Bhengu opening the event with the prayer



Our Quality Assurance Manager Ms T Nzama who was directing the programme



Townhill Quality Assurance Manager Ms T Nzama and Occupational Health Nurse Mrs Zondo listening attentively during the speech.

Head of social work at Edendale hospital Mrs Tasmeeen Gobind gave a motivational talk based on her life's challenges as a young woman. She unpacked important aspects of self-love, motivation and perseverance in life.

The women were also afforded an opportunity to ask question to men who were invited to the event. One of those men was Townhill hospital nursing manager Mr Ntombela together with Mr Ndlovu who had to answer very tricky questions from the women.

Other activities that took part on the day were:

Beauty stall and instruction on application of makeup for women done by Esteer Lauder and clinique consultants.

Herbal life Stall on improvement of health

and promotion of weight loss (Healthy Body Healthy Mind).

Black Pearl Hair Salon on hair care in aesthetic wellness for women.

Tupperware promotion stall (women entrepreneur).

Le Morgan (Crockery and Cutlery stall) promotion of products and Virgin Active (sponsors to all women 1 day Gym pass promote physical health and wellness. Pastor Magagule gave spiritual upliftment for all women and reminded them of their beauty in the eyes of the Creator. The hospital board member Mrs Bhengu also gave inspiration to the ladies on Christianity and having faith. The Theme for the day was **"Women United in Moving South Africa Forward"**



Some of the staff members who were part of the event standing in front of the Tupper-



Part of the women who attended the event.

SEE QUALITY, TALK QUALITY, THINK QUALITY AND BE QUALITY "I AM QUALITY."



Hospital CEO Ms ZG Mfeka receiving the award for doing well in National core Standards

The above heading says it all as we are suppose to see, talk, walk, think and be quality in our daily service delivery. That was the main message of the day as this was the theme of the day which should be our daily bread.

Townhill hospital quality and long services award ceremony took place on the 30th of November 2016 in order to acknowledge those men and women who have devoted their lives to serve the people of South Africa.

The recipients of the awards were those who have got ten, twenty and thirty years of unbroken services in the health department. This reminds us of one of the Batho Pele principles (**Encouraging innovation and rewarding excellence award**) which states that employees should be rewarded for their hard work and dedication in the work place. There is no better way of implementing such principle than this nature of event. The day

member. Our Quality Assurance Manager Ms T Nzama welcomed everyone present and the purpose of the day was done by our M&E Mr K Ruthanum. Mr Ruthanum explained that November marks the quality month. The institution annually celebrated quality day by hosting our service excellence and long services awards. Management takes their opportunity to say thank you to all staff for all the hard work and dedication shown in 2016. The hospital performed extremely well in 2016, obtained 93% in the national Core Standard audits.

The hospital management recognizes all the efforts made in 2016 and uses this day to reward staff for their excellence

Our guest speaker Ms T Mngqithi who is a Director in Risk Management Services gave a very informative encouraging and educational speech.

She told the house that the primary role of Quality Assurance is to monitor the quality of patient care. She explained that the improvements to the quality are dependent on issues such as sufficient financial, structural and personnel resources. Ms Mngqithi further explained that effective risk management underpins healthcare quality management activity and can result in:

- Better patient care.
- Improved public perception and confidence.
- Reduction in errors.
- Fewer complaints
- A more proactive approach to managing risk.
- Systematic identification of organizational weaknesses.
- Improved communication with the stakeholders.
- Improved performance and effectiveness.
- Reduced likelihood of unexpected events
- Better resource planning and
- Protection of public funds

Ms Mngqithi emphasized that it is of utmost importance for all health department to organize such events in order to reward staff members for their hard work and dedication. She commended Townhill hospital for organizing such event.

Not only long services awards were issued on the day also those departments which got 100% in national core standards were rewarded for their tireless effort of ensuring that the hospital remains compliant with the national core standards.

The departments which were rewarded for obtaining 100% were

- ◆ Infection and Prevention Control
- ◆ Information System
- ◆ Occupational health and safety
- ◆ Health technology
- ◆ Maintenance
- ◆ Records and Archives
- ◆ Waste management
- ◆ Security
- ◆ Patient administration.
- ◆ Laundry.

The best improved department in National Core Standard award was given to clinical department

The cleanest ward award went to Uitsig C

The cleanest department award went to OPD

The Batho Pele Champions award went to Uitsig E&F

Sports team of the year award went to Townhill netball team

Provincial snooker champion award went to Mr K Ngema

Dr B Bhengu received the award of the Dr of the year.

Award for the ward with best QIP went to Impala H



(From L to R) Ms S Sokoto, Ms P Zulu, Dr Maharaj, Ms M Salzwedel Ms Z Mbongwa and Mr K Ruthanum

The traditional groups entertained the audience with their traditional music and dance.

But what was also more fascinating on the day was when audience bid farewell to one of our staff member Mr Walter Zuma who has served the department for forty four years. What a long service. Well Done Nxamalala and we wish you all the best during your retirement.

But this event would not have

been a success without the sponsors. Townhill hospital management and the Hospital Board would to sincerely convey their profound appreciation to the following sponsors for their contribution.

Bluff Meat Supply, Legal Hero, True Fruit, Inspect A Pest, Hospital Board, Ilanga Security, Nosantu Construction, Dawood, and Mrs Kubheka.



Operational Manager Mrs N Zondi receiving award from Dr Maharaj

THE FOLLOWING PICTURES TELL THE STORY

THE PICTURES TELL THE STORY



TOWNHILL HOSPITAL BATHO PELE WORKSHOP

Customer care is one of the most critical facets of public service delivery in our country. This document is aimed at ensuring that the members of the public are treated with courtesy, dignity and respect.

This will enable us to minimize the number of complaints lodged by the members of the public regarding the service delivery.

The department of health assigned this task to institutional communicators to ensure that all department of health employees are familiar with Batho Pele and try their level to implement all principles of



Attendees of the workshop demonstrating the Batho Pele principles

Batho Pele.

At Townhill the office of the public Relations officer in conjunction office of the Quality Assurance Manager ensures that such workshop takes place every year to ensure that we meet the standard of the department.

It is for this reason that on the 2nd of November 2016 we conducted this type of workshop. The workshop also included the employees of the private companies since they are part and parcel of service delivery in the institution.

The workshop started at 09H00 and finished at 15H30 where the importance of treating our clients with respect was emphasized.



This is one of the most interesting role play performed during the workshop

Questions pertaining to good service delivery. After the workshop the audience was requested to demonstrate all principles of Batho Pele whether negatively or positively in a form of a role play.

The members enjoyed that exercise since it was giving them an opportunity as to how to implement these principles actual work environment.

The most important point that was emphasized was that you have to treat other people the way you would like to be treated. Meaning that if it is not good for you to be treated unfairly it is also not good for any member of the public to be treated unfairly. If it is not good for your family member, friend or relatives it is not good for everyone.

At the end of the day we are constitutionally obliged to respect the rights of other people as we would like our rights to be respected.

They were also reminded that we have to respect these people since they are the ones who pay our salaries. In other words without our patients we do not have a job. But at the end of the day it boils down to the upbringing of an individual. If you have been brought up at the home with the family values, you will do what is right for you and other people.

TOWNHILL HOSPITAL SPRING DANCE 2016

The annual Spring Dance was held for the Townhill hospital Mental Health Care Users (MHCUs) on Wednesday 21 September 2016. The event was regarded as a great success with 102 MHCUs attending and they all reported to enjoy the event.

In order to create the festive atmosphere of a dance, each ward was allocated a colour and asked to decorate a table for their ward using that colour. The OT department were in awe of the effort that the wards went to in competing for the floating trophy, a snack hamper for the MHC's and certificate for the winning ward.

Nursing staff had brought scarves, plants, water features and vases from home and had even made things for the table in the ward. Some wards had provided hats for their MHCUs. The hall was thus a vibrant mass of colour and excitement. The winning ward was awarded to Uitsig B, which was decided by a team of independent judges so that judges was done fairly.

Each ward was asked to select one MHCUs who was



The winning ward, Uitsig B, collecting their prizes

Assisted OT with event related requests, which were all dealt with quickly and efficiently making it easy to run the event on the day.

Parklane Spar very generously donated freshly baked ring doughnuts for all the MHCUs. The OT department also managed to prepare hotdogs for each person attending the dance. In addition MHCUs were given chips and juice to enjoy during the tea break



OT Mrs G Potgieter with the delicious doughnuts courtesy of Parklane Spar

asked to model for the Mr and Miss spring Competition. Models were required to introduce themselves and to then strut their stuff on the runway for the judges and attendees at the event. All wards took part and the activity was well supported by staff and MHCUs. The winner of Mr Spring was awarded to MHCU from Hillside D and the winner of Miss Spring was awarded to MHCU from CAU.

The OT department would like to extend sincere thanks to all the wards who put in amazing effort to participate and assisted in making the event the success that it was. In addition thanks should be given to all departments



The panel of independent judges for the tables as well as the modelling show

These special events are planned for our MHCUs in order to improve their quality of lives and to facilitate appropriate social skills as part of their rehabilitation programme and therapeutic care, as well as to make their stay at Townhill hospital as pleasant an experience as possible.

NB: Report compiled by OT Supervisor Mrs G Potgieter.

TOWNHILL HOSPITAL OCCUPATIONAL THERAPY DEPARTMENT OPEN DAY

In keeping with National Occupational Therapy (week 3-4 October 2016), Townhill hospital O.T. Department hosted an open day on Wednesday 5 October 2016 to showcase work that takes place in the department with the Mental Health Care.

All staff from the hospital were encouraged to come to the department to watch the MHCUs attending the programme to watch how the OT staff interact and engage with them therapeutically to equip them with necessary work skills.



Some of the end products from the programme which were on display



Basket waving made by the MHCUs



OT staff (From L to R) Mrs G Potgieter, Ms N Mchunu, Ms N Gabela, Mrs J Taylor and Mr T Mthiyane

The OT staff had also made snacks available for the staff attended as “thank you” for making the effort to support and show interest in the MHCUs and department.

The OT department would like to thank the doctors, nurses, and social workers who availed themselves to support this initiative. Your attendance did not go unnoticed and is highly appreciated.

Congratulations should go O.T staff for their splendid job they have done to ensure that our Mental Health Care Users benefit from being here at Townhill hospital. Well done



O.T. Ms J Taylor orienting Dr Juby and interns about O.T. and vocational rehabilitation

Townhill hospital wellness day 2016



Ladies in action during the aerobics

There is an old saying "Prevention is better than cure" This is the main message of our health MEC Dr Dhlo-mo that people should keep their bodies active by exercising and eating healthy diet.

It has been scientifically proven that when a person is living a good healthy life style, the chances of getting sick are very minimal.

It is for this reason Townhill hospital Employee Assistant Practitioner Mr Mthimkhulu organized a wellness day on the 14 of September 2016. The main objective of that wellness day was to educate employees about the importance of living a healthy life style.

Various activities like tug of war, Power walking, 100m race, Sack race, aerobics, healthy screening by GERMS (BP, Cholesterol, Body Mass Index and HCT)

Virgin was also invited to conduct aerobics and to educate the staff many members about the importance of keeping your body active and fit.

The staff members came out in numbers to participate in all activities of the day. The main aim of the day was to ensure that healthy life style becomes a daily living of all Townhill hospital employees. In other words this exercise was aimed at motivating

and encouraging members embrace the culture of living a healthy life style. Besides all activities that took place on the day members were also discouraged from smoking as this is one of the main factors that may jeopardise one's health. "The two hours a week given by MEC Dhlomo for all Health employees should also be utilized effectively by officials," says Mr Mthimkhulu.

The importance of boiled food was also emphasized as it plays a very important role in ensuring that we remain healthy.

People were also discouraged from eating takeaways as well as to avoid too much salt and sugar in their diets. Vegetables and fruits should form part of our daily diet



(Bottom and below) Some of the medalist showcasing with their medals



TOWNHILL HOSPITAL TEAMS TAKE PART IN THE DISTRICT TOURNAMENT



Townhill hospital netball and soccer teams ready for the kick off the tournament

Taking part in sport activities also forms part of healthy lifestyle in order to keep our bodies fit and healthy. To instill the culture of living healthy and active one needs to be involved in sports activities.

It is for this reason Townhill hospital teams always take part in all sports tournaments organized by both district and provincial offices.

This year the UMGungundlovu district tournament was held at Northdale sports grounds on the 21th October 2016.

As usual our netball and soccer teams were part of that tournament where the netball team went as far as semi finals and the boys were not that lucky this time around as they were knocked out on the first round of the tournament.

By virtue of being part of the tournament we were all winners irrespective of who walked away with the trophy.

Once again well done boys and girls for representing us in the tournament and you will do much better next time.



Guys in action during the tournament. Bongani Maphumulo (No. 10) trying to penetrate the defence of their opponents.



Girls in action trying to ensure that they go as far as they can in the tournament.

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