



health

Department:
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PROVINCE OF KWAZULU-NATAL

Umgeni News

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Message from the Acting CEO's Office: Mr. M. Green

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"All enjoy this time responsibly so that we all come back in good spirit"

It has been another fast moving year at Umgeni Hospital with many developments taking place. The hospital has made great inroads into improving the quality of care although there have been one or two unsavory incidents. The staff at the hospital are very dedicated and this is highly appreciated by the management team, the district office and the province. However there are some individuals who persist in performing outside of the principles of teamwork. This has a poor reflection on the hospital especially when this behaviour is viewed by the public. My plea to these individuals is to please consider the ramifications of your behaviour on yourselves, the patients and the hospital as a whole. The infrastructural developments have finally been completed with SaamStaap now fully occupied by patients and staff, the water reticulation system has been completed with a brand new water tank and water pipes in place. Minor works are continuing around the hospital. The hospital has been assessed by the Development Bank of SA through the National Department of Health and we await a development plan with bated breath, especially surrounding the issue of Ward 4 and Ward 8. A heartfelt thanks goes out to all staff and management at the hospital for their assistance and commitment to keeping the hospital functioning optimally over the past year. It is a pleasure to work with you all. I would like to wish you all a very Merry Christmas and a Happy New Year. Let us all enjoy this time responsibly so that we all come back in good spirits next year.

Umgeni Hospital Infection Control Practitioner

INFECTION PREVENTION CONTROL DAY


(Sr Sharon Manser) had a plan in 2013 to conduct one day Infection Prevention Control workshop for each month which was focusing on various components: non clinical staff (alternate monthly) and for clinical staff i.e. Enrolled Nurse, Enrolled Nursing Assistant, Professional Nurse etc.

The programme for the workshops focused on the following: what is an infection, process of infection and what is an infection, prevention and control. The focal points were Standards Precautions, Occupational Health, Waste Management, Hand-washing and Tuberculosis.

The vision for the in-service trainings was "To promote learning and information sharing in a fun and meaningful way that will increase knowledge and change attitude and behavior". The workshops continued throughout 2013 working towards achieving IPC motto for 2013 "together we can excel".

According to the Health Calendar 28-31 October is hand hygiene week (hand washing the proper way). Washing hands in proper way or correct way can stop the spread of germs such as colds, flu, etc.

To practice proper hand hygiene make sure that you wash your hands well with soap and water, thoroughly, rinse soap and finally dry your hands.



"Together we can excel"

As part of working together during the hand hygiene week Sr S. Manser informed all the sections about the activities for the hand hygiene week i.e. hand washing audit, poster competition and in-service training.

The hand-washing audit was conducted on 29-30 October and the winners were Ward D1 100% (clinical) and Laundry section 80% (non-clinical).

The last in-service training for 2013 was different, we had presentation on hand care so everyone had an opportunity of a lifetime by being pampered by a colleague with hand massage.

Infection Prevention Control Practitioner from Town Hill Hospital (Mr. Keith Ruthanum) talked about the challenges in applying infection control practices which include hand-washing. The second part of the day (31 October) was for the award ceremony. The District IPC Manager (Mrs. K. Khumalo) was a guest speaker for the day. The positive words of support, recognition of staff hard work and motivation from Mrs. Khumalo will continue to keep us going or working towards achieving the best for infection control.

Same as hand-washing audit there was a best poster, the winners were Ward 8 (clinical) and second were Allied Health Professionals with Dialberton: private cleaning company (second close). Prizes were given to the winning teams by Mrs. K. Khumalo.

"coping with personal touch in a good spirit"

"Thank you to each and everyone who make my days challenging, interesting, caring and fulfilled. You are all special and we are greatly privileged to be serving the unique and greatly treasured patients in our care"

... Sr Manser



**Handwash Week
28-31 Oct 2013**



**Audit
D1 100%
Laundry 82%**



QUALITY DAY



Mrs. Z. Mthiyane: Guest Speaker

On 26 November 2013 Umgeni Hospital continued to support the initiatives of the Department of Health by celebrating Quality Day. The day was jointly celebrated with long service awards and awards for best practices i.e. cleanest unit, positive attitude, IPC practices and NCS presentation.

The audit process being the key component for Quality Assurance were conducted and presentations were done in a form of posters, plays etc. The Quality Assurance tools were used where each and every section including the wards tried to strive for success. The initiative of conducting Quality Assurance Audits helps because it focuses on performance improvement and also helps to drive towards achieving excellence.

Conducting audits allowed the sections to:

- To identify gaps or areas that need improvements
- To develop responses to reduce the gaps
- To document process over time

But it is not

- To criticize
- Waste of time
- Research process

On the day of the event, working together of quality team was visible as the event was up to standard. The event was honored by the presence of board members, representatives from Town Hill and Fort Napier Hospitals, Umgeni Hospital Management and Mrs. Z. Mthiyane (guest speaker). Mrs. Z. Mthiyane as the guest speaker she shared knowledge and also showed support for hard work.

The theme for her speech was **“why am I here”**. She started by mentioning that she could not believe it when she received a call from Quality Assurance Manager for Umgeni Hospital (Miss. P.P. Zungu) requesting her to be a guest speaker but later realized that there is a reason for her to avail herself, someone can learn from her speech and plough to harvest what is good for the patients.

Batho Pele Principles, Patients’ Rights Charter, National Core Standards and other strategies of improving the services for the citizens should be the guidelines paving the way to good customer care. Quality should be the business for all staff in the institution but not only for nurses. She further talked about the importance of respect for our clients. “We need to commit ourselves and the little we do will contribute to the best interest of our patients”.

She applauded the institution for arranging such an event because it is always good to reward excellence because it encourages those that work an extra mile.

Pictures on the following page



From left: Sr Govender receiving a certificate of 30 years service from N.C. Zondi (Nursing Manager)



From left: A.C. Ndlovu receiving the certificate of 25 years service from D.D. Ngidi (H.R. Manager)



From left: M.S. Nkomo receiving a certificate of 20 years service from P.P. Zungu (Quality Assurance Manager)



From left: Sr Chetty (Operational Manager Ward D2) receiving a certificate on behalf of the ward for positive attitude



From left: C.S. Kopman (supervisor at switchboard) receiving a certificate from T. Nzama for obtaining position 4 (NCS Presentations)



Allied Professionals receiving the certificate being the best for NCS Presentation from T.Nzama (1st from the right)

Christmas parties for Mental Health Care User's

Friends Of Umgeni (FOU), a non profit organization continued with its motto *"because someone cared and someone did something, a child was comforted"*. The organization led by Mr. John Tungay has continued with their support in putting a smile to Mental Health Care User's (patients) by providing them with gifts and treats.

Some of Mental Health Care User's don't have contacts or relationship with their families or relatives which makes them look forward to receiving gifts. Each ward organized a party with the funding from FOU. The staff in Ward 4 with their Operational Manager Mr. M.P. Itizo decided to have an outing to Midmar Dam on 19.12.2013, bad weather didn't stop them from going to this outing as they have been looking forward to it throughout the year.

Two events were organized i.e. Christmas Party on 03.12.2013 and Christmas Dance 11.12.2013. The Christmas Dance is always at night, it is for high functioning and ambulant Mental Health Care User's. It gives them a sense of belonging. They dress in their formal attire and were treated with tasty dinner.

The activities for the night involved best wheelchair patients being helped by

*"Dance for
wheelchair
patients be-
ing helped by
staff"*

dancers among the patients, dance for staff and best dressed couple.

The New Anointing Ministries International (Church) had a thought of entertaining Mental Health Care User's, they came on 15.12.2013 the special day that every South Africa citizen will never forget i.e. burial of our icon (Nelson Rolihlahla Mandela). They sang Christmas Carols and the kids from the church had a dance for the patients.

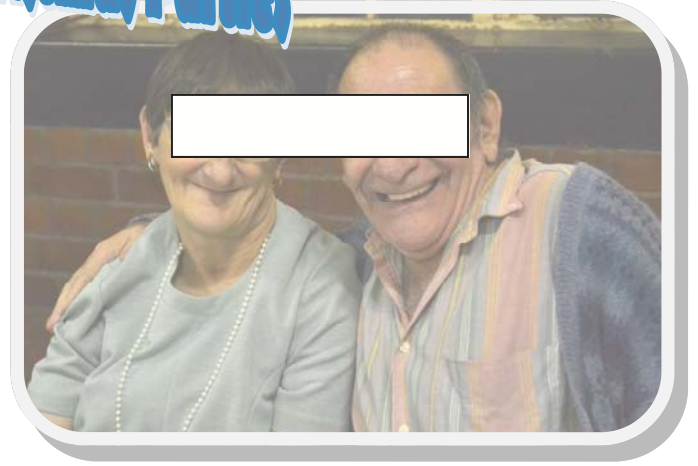
The hospital band which is formed by Mental Health Care User's had several invites during the festive season because they play brilliant instrumental music. They entertained the shoppers at Fairways Shopping Centre, Children's party organized by Reddy Family in Howick West Hall and at Kids College Farewell Party.

The community of Howick and Pietermaritzburg has continuously showed love to Mental Health care User's of Umgeni Hospital, on 23.12.2013 Govender family will come to the hospital with all the ingredients to cook breyani for the Mental Health Care User's.

Pictures for Christmas Parties



Mr. R. Molloy (FOU member and staff at Umgeni Hospital) preparing meat for MHCU's



MHCU's enjoying the evening party



MHCU showing her outfit



Christmas events for MHCU to enjoy and show their talent



Child from the New Anointing Ministries International Church entertaining MHCU's