



health

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

# UMGENI NEWZ

## Best wishes from the CEO



Mr. Mark Green  
Acting Chief Executive Officer

**I**t is hard to believe that a year has already passed and that 2011 is over and we are on the brink of 2012, a brand new year with brand new possibilities and a chance to do things right once again.

- *Message from the CEO's Office*

- *HIV / AIDS Event*

- *IOD Workshop*

- *End year*

*messages from the HOD's*

### *Umgeni Specialised Psychiatric Hospital*

is a facility like no other, with its fair share of challenges but balanced out by a dedicated group of staff members that commit themselves wholeheartedly to patient care. We have special patients who become friends to many of the staff such is the nature of the facility we work at.

*Umgeni Hospital* is on the brink of a new era with plans in place to appoint a Finance Manager. The long drawn out processes regarding the Chief Executive Officer post have finally come to a conclusion as well.

We have bade farewell to a number of long serving staff this year: thus Mrs. A. Bekker (retired), Mrs. B. Oosthuizen (retired), Mr. D. Gounden (promoted), Dr. V. Bhika (resignation). On the other hand we also welcomed some new staff namely Mr. T. Latha (Human Resource Manager), Mr. Zakwe (Systems Management Officer)

In closing, I would like to encourage all staff to approach 2012 with a Spirit of Ubuntu, consider the needs of others as more important than your own. Care for people, your fellow colleagues and your patients. You are important to the facility and to your families who depend on you. Treat others as you would like to be treated.

*Merry Christmas and Happy New Year!*

**Mark Green**

**U**mgeni Hospital staff and Mental Health Care User's (patients) once again joined the world in fighting HIV/AIDS and supports those that are affected and infected by HIV/AIDS.

Through the year (2011) this has been achieved by participating in HIV/AIDS Counselling and Testing Programme driven by Sr. N. Mahlinza jointly with Nursing Management. The team members were visiting local companies, government departments, organisations and municipality. The response for this campaign from the targeted group has been positive and the senior personnel's (management) from the different institutions have been thankful

**Umgeni Hospital joined the world in fighting HIV/AIDS**

To commemorate World AIDS Day Umgeni Hospital organised a walk for staff and Mental Health Care User's (MHCU's) on 01.12.2011 (World AIDS Day). The walk was within the institution and finishes at the Recreational Hall, with a prayer and the message from Mr. M. Green (Acting Chief Executive Officer).

I (Public Relations Officer) would like to take this opportunity to thank all that participated on this event. The appreciation from the MHCU's after participating on this walk was wonderful.

**PICTURES FOR THE WORLD HIV/AIDS DAY**



Mr. M. Green (Acting CEO) delivering his message for the event.



MHCU's in a startup point before the walk

*More pictures on the next page*

PICTURES FOR THE WORLD HIV/AIDS DAY



*Close range:* (left) Matron Ngema and R. Ngobese walking towards the Recreational Hall



*Close range:* Staff showing support during the walk



Mental Health Care User's during the walk being supervised by C.T. Mnikathi



Mental Health Care User's (MHCU's) listening to the speech delivered by the CEO



### Injury on Duty (IOD) Workshop

The Health and Safety Department became aware after Health & Safety Audit that it is crucial for this institution *Umgeni Hospital* to undergo a training for Injury On Duty (IOD). It was crucial in a sense that there has been negligence when staff are performing their duties and the high rate of cases that are reported monthly.

The institutional Health & Safety Officer Mr. L. Govindsamy jointly with Department of Labour (Labour Centre In Pietermaritzburg) arrange the workshop for the staff on 27.04.2011.

The aim of this workshop was:

- To describe Injury On Duty
- What is an accident
- Enlighten the procedure when applying for Compensation for Occupational Injuries and Diseases Act (COIDA)



To dwell more on the topic they further enlightened compensation fund and the employee (as the person who claims).



↑  
Staff during the workshop



Another group of staff that attended the workshop.

Representative from PMB Labour Centre: Ms. Jabu Fakazi conducting the workshop on IOD

## Injury on Duty (IOD) Workshop

### What is COIDA?

COIDA is the Compensation for Occupational Injuries and Disease Act. This is the new name for WCA or Workmen's Compensation Act.

The act provides for compensation for disablement caused by injuries sustained or diseases contracted by employees in the course of their work, or death resulting from such injuries or disease.

### Who can claim Compensation under COIDA?

ANYONE, who is employed under a contract of service and receive wages may claim compensation in terms of COIDA, except domestic workers in private homes. Dependants of an employee who is fatally injured, can also claim compensation. Casual employees' rights are exactly the same as full-time employees' rights.

### What you must do when you are injured / contracted a disease (become sick as a result of your work)

#### 1. Report

Report your injury/ accident/ disease immediately to your employer or supervisor. The employer is legally responsible for reporting your injury on duty /disease to the Compensation Commissioner' Office and send all necessary documents.

#### 2. Form

Form (W.Cl. 2—Part B) is crucial to be filled by the hospital or the doctor.

#### 3. Medical report

The first reports (W.Cl. 4) and progress report (W.Cl. 5) should be given to the employer and then further to Compensation Commissioner's Office

#### 4. Keep in touch

Keep in touch with your employer because your compensation money if you happen to qualify will be mailed to your employer's address.

#### 5. Assistance

If your employer does not assist you or co-operative or you think that your case has not been reported to the Compensation Commissioner's Office, or if its taking too long, you can visit the Department of Labour.

*Information taken from Department of Labour pamphlet: Compensation Fund W.Cl.29*

Umgeni Hospital Clinical Programme Director

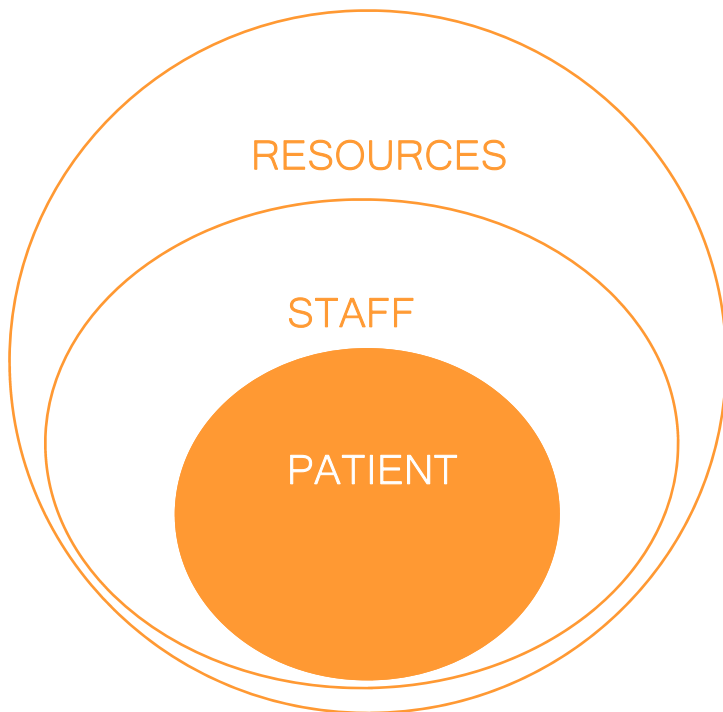
Sister . *L. Marquardt* joined Umgeni Hospital in May 2011 as Quality Assurance Manager (Clinical Programme Director). I trained at Grey’s and Addington Hospitals, after completing the training worked for 8 years in the private sector for various departments specializing in maternity, theatre, and surgical.

I rejoined the Department of Health in 2005 occupying the post of a Infection Control Practitioner at Murchison Hospital until my family relocate to Natal Midlands.

I strongly believe in holistic patient care i.e. all patients should receive physical, mental and spiritual care. No matter what equipment and facilities, a nurse has or does not have, caring costs absolutely nothing but means the world to the patient, the relatives, fellow staff and the community.

Caring, compassion, kindness and ethics need to be brought back to nursing and so many other problems will be solved.

**“caring costs absolutely nothing”**



## MESSAGES FROM THE HEAD OF DEPARTMENTS

## Finance Department

I would like to thank the staff of *Umgeni Hospital* for their contribution in providing good service to our patients in 2011. it was a challenging year but everyone worked hard to close the gaps. In some cases staff feels less appreciated of the work they do or not appreciated but I want to humble myself to say “all that you are doing is appreciated”.

To all staff working at finance sections (supply chain, budget and expenditure, accounting, revenue and out patient):

I would like to thank you for the support you gave me after two senior managers at this department retired. It was not easy for me to be the acting head of finance department but with your support and dedication things were possible . Your enthusiasm during difficult times is appreciated. Your willingness to learn and the flexibility has been noticed and I encourage you to continue with your positive thoughts in life.

I wish you and your families the best for the festive season and please do not forget that 2012 is around the corner with the expenses that I mostly believe that they are important i.e. school fees etc.

*Article submitted by: Mr. M. Mathobela*

## Human Resource Department

I would like to take this opportunity to thank all Human Resource (H R) staff for the effort which they have put throughout the year in order to improve service delivery. The HR component now has almost 99% filled vacancy rate having appointed two new H R Officers: Ms. N. Hlongwane and Mr. S.S Shezi who both started in July 2011 and I was also appointed from the 1<sup>st</sup> of September 2011 as Human Resource Manager for Umgeni Hospital. At the moment HR is operating without an appointed registry clerk on its establishment.

The year 2011 is now coming to an end and therefore we all have to look back and see whether we achieved the targets as stipulated in the Operational Plan as well as in our individual Performance Agreements.

There are lot of challenges which we are faced with as a component and top of the list is the structural problem and budgetary constraints. Currently our institution does not have an updated approved structure in place which then makes it difficult to render an efficient and effective service delivery. Most components are working on skeleton structure ,however as H R together with Management we are trying our outmost best to work towards overcoming these two great challenges facing our institution.

Once again I would also like to thank management of Umgeni and all other stakeholders who have contributed in enabling us as H R to achieve our mandate. I would also like to wish all H R staff and their families a safer and happy festive season.

*Article submitted by: Mr. T Latha*  
*Human Resource Manager*

## Systems

I have joined Umgeni Hospital at the beginning of December 2011. I am still familiarizing myself with the new home. To all head of components and staff in systems management , thank you for your dedication towards the good service to our patients. To the subcontractors (Amaqhawwe Security , Sodexho, (food services) ,Dialberton (cleaning services) and Abanqobi (external grounds cleaning services) thank you for working together with the hospital to provide the good service to the patients.

Thank you

*Article submitted by: Mr. J. Zakwe*

## Medical

I am so glad to know that all of you are well. I would like to thank everybody from my department and the Allied Health Professionals. You have been dear to me and you worked hard this year and made a difference. it was so nice to work with you all.

I wish you a very pleasant festive period. I am taking this opportunity to preach you the gospel of peace, love and prosperity. love your enemies and pray for them. make peace with everybody and keep on loving GOD as you love your brothers , sisters, fathers and mothers.

Kindly

*DR. DAKWA  
Acting Clinical Manager*



The families, organisations, church groups and the staff of *Umgeni Hospital* once again in 2011 joined hands in making the festive season an enjoyable one for the Mental Health Care User's. There are Mental Health Care User's ±50% that are no longer having contact with their families or relatives. The celebrations (parties) during the festive season bridge the gap of not being the part of their families or being abandoned.

The festive season is the season of love (showing love to one another i.e. exchanging gifts, organising parties and last but not list sharing your precious time with your loved ones. This cannot be possible without having someone who can give out to a vulnerable person.

All the activities that were organised by these generous creatures made the Mental Health Care User's at *Umgeni Hospital* to have fun (or put a smile on their faces) during the festive time. For them having fun was also therapeutic internal and also physical.

May the LORD bless them with their kindness and give them blessings during this time of festive and in future.

#### HOWICK COMMUNITY CHURCH ORGANISED A PARTY FOR MHCUs ON 02.11.2011



Therapy party for Mental Health Care User's on 07.12.2011



CHRISTMAS DANCE for Mental Health Care User's ON 14.12.2011

DJ entertaining with his music



Mental Health Care User's dancing



Nurses who accompanied the MHCU's also enjoyed





The Govender family, friends and kitchen staff organised lunch (breyani) for MHCU's on 19.12.2011. The hospital saved ± R1700.00 on the budget as they provided lunch.



PMB Care Givers who also thought of putting a smile on MHCU'S face that are at Umgeni Hospital on 01.12.2011

Nursing Management receiving the gifts from:  
Gift Of The Givers Foundation



I would like to start by thanking all the people (internal and external stakeholders) who helped us at Umgeni hospital to work towards being a leading provider of optimal health care for the MHCUs. We could not have done so much without the support of each other. Pulling to the same direction of improving the lives of our patients was better because we all share the same vision.

In 2011 there were challenges that we were facing as the institution but thank you all for the commitment toward giving hope to MHCUs. Lastly I would like to thank all the people who contributed positively for the newsletter to be published.

May the LORD ALMIGHTY keep you and your families safe during this time of the year and in 2012 with positive thoughts of achieving the vision of this hospital which is to be "A leading provider of optimal health care services for the mentally challenged individuals with associated physical and behavioral conditions within KwaZulu Natal".

**WHEN LODGING A COMPLAINT THE FOLLOWING: INFORMATION IS NEEDED FROM A COMPLAINANT:**

**UMA UNESIKHALAZO NGESIBHEDLELA NANSI IMINININGWANE EDINGAKALAYO:**

- FULL NAMES/ **AMAGAMA AKHO APHELELE**
- CONTACT NUMBERS/ **IZINOMBOLO ZOCINGO**
- POSTAL OR RESIDENTIAL ADDRESS/ **IKHELI LAKHO**
- SUGGESTION, COMPLIMENT, COMPLAINT/ **UMBONO, ISINCOMO, ISIKHALAZO**

"THE ABOVE REQUIRED INFORMATION WILL HELP US TO KEEP YOU INFORMED OF THE NEW DEVELOPMENTS ABOUT YOUR COMPLAINT OR SUGGESTION.

**LEMINININGWANE ENGENHLA IZOSISIZA EKUKWAZISENI NGESIKWENZILE NGESIKHALAZO NOMA NGOMBONO WAKHO"**

FOR MORE INFORMATION REGARDING COMPLAINTS, PLEASE CONTACT:  
**NGEMINININGWANE EGCWELE MAYELANA NEZIKHALAZO THINTANA NO MXHUMANISI WESIBHEDLELA NOMPHEKATHI:**

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