



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

UMGENI HOSPITAL

UMGENI

NEWS

OCTOBER 2025



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KwaZulu-Natal Department of Health



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**GROWING
KWAZULU-NATAL
TOGETHER**

Celebrating Our Rich Heritage at Umgeni Hospital



ur community came together to celebrate the rich cultural diversity that makes our hospital family so unique.

On September 17, 2025, the Umgeni Hospital Recreational Hall was buzzing with excitement as staff, and guests gathered to mark Heritage Day.

The event kicked off at 10:30 AM, with traditional music and dance performances that showcased the vibrant heritage of our community. Guests were treated with culinary journeys, with cultural food stalls offering a taste of diverse cuisines that make our community so special. We were honored to have a special guest from the Department of Sport, Art, and Culture (Mr. Myeza, Mr. Njoko, Mr. Mpungose and Mr. Mfeka). The guest speaker (Mr. Njoko) shared valuable insights on the significance of our cultural heritage. One of the highlights was learning more about the African flag and its symbolism, as well as the importance of unity in our diverse society.

Our guest emphasized that unity is the foundation of a strong and prosperous nation, and that by embracing our differences, we can build a brighter future for all. This powerful message resonated with everyone in attendance and sparked meaningful conversations about the role we can play in promoting unity and cultural understanding. The celebration was more than just a fun event; it was an opportunity for us to come together and appreciate the diverse cultural roots that shape our identities. By sharing our traditions and music, we strengthened our bonds and promoted a deeper understanding of one another.

We were also thrilled to have a special message from Miss Bingelela Mpanza from Ukhozi FM (Singiya Ngen-gomo traditional show), which added to the excitement and energy of the event. It was a powerful reminder of the importance of preserving and promoting our cultural heritage to future generations.

At Umgeni Hospital, we believe that celebrating our diversity is essential to building a strong, inclusive community. Events like Heritage Day allow us to come together, learn from one another, and appreciate the unique experiences that make our community thrive. This was a day to connect with our roots, appreciate different customs and traditions, and recognize the importance of preserving the heritage for future generations. By embracing and celebrating our differences, we can build a more inclusive workplace where everyone feels valued and respected.

Heritage Day is an important celebration that promotes cultural preservation, diversity and national identity. Celebrating this day can build stronger, more resilient communities and promote more inclusive workplace. The Monitoring and Evaluation component awarded certificates for best cultures as follows: Position one: Indians, Position Two: amaXhosa and Position 3 (AmaZulu and Colored's)

Thank you to the management for granting permission to have such a vibrant event and to the events committee for an excellent work.

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Heritage Day Pictures



From left: Mrs. Chule (Acting CEO), Matron Ndlela and Mrs. Xulu (Q.A. Manager)



Mr. Njoko guest speaker from Department of Sports, Arts & Culture



AmaXhosa in their traditional attires



Indians in their traditional attires



Display for colored cuisine



Display for AmaZulu

Community Outreach at Cedara College

Umgeni Hospital being a specialized psychiatric Hospital partake in community outreach programmes. The Department of Agriculture (Cedara College) organized an employee wellness day. The aim of the event was to promote the overall wellbeing of staff which leads to productivity. The event was on 07.04.2025

The benefits were as follows:

- 1. Improved health and well-being:** health screenings and assessments were done to identify potential health issues early.
- 2. Increased productivity:** Healthy staff members are more productive and efficient in their work.
- 3. Reduced absenteeism:** health outreach programs can help reduce absenteeism due to illness.
- 4. Enhanced job satisfaction:** Demonstrating commitment to staff health and wellbeing can boost job satisfaction and engagement.
- 5. Positive work environment:** health outreach programme contributes to a positive work environment promoting a culture of care and support.

The attendance was positive and those staff members who required further clinical investigations were referred to their nearest clinic.

Umgeni Hospital Employee Wellness Day

The Occupational Health Nurse (Sister Mathenjwa) one of her responsibilities is to organize a staff wellness day. It is essential for health care facilities to prioritize the well-being of their staff including staff from outsource companies. This initiative recognizes the importance of supporting employees' physical, emotional and mental health.

The aim of the event was as follows:

1. Reduce stress burnout because at Umgeni Hospital clinicians deal with patients that are vulnerable.
2. Increases good patient care: healthy employees can be good with customer satisfaction.
3. Enhances employee engagement: wellness initiatives demonstrate a commitment to employees wellbeing and fostering engagement and loyalty.

On the day of the event the following services were provided.

Optometrist, neck and back massage, audiologist, GEMS and insurance companies.

The total number of staff who attended were = 65

03



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Importance of Celebrating Nurses Day

Celebrating Nurses Day is a vital occasion to acknowledge the tireless efforts and dedication of nurses in providing exceptional patient care. These healthcare professionals are the backbone of the hospital, working around the clock to ensure patients receive the best possible treatment and support.

Nurses play a major role in healthcare, going beyond their duties to provide emotional support, educate patients, and advocate for their needs. They are often the first point of contact for patients and families offering comfort, reassurance, and empathy during challenging times. The work of nurses has a direct impact on patient outcomes, satisfaction and overall wellbeing. By investing in nursing staff and recognizing their contributions, Umgeni Hospital can improve patient care, reduce healthcare costs, and enhance reputation.

Benefits of celebrating Nurses Day:

1. **Boosting Morale:** Recognizing nurses hard work and dedication can boost their morale, motivation, and job satisfaction.
2. **Improving Patient Care:** When nurses feel valued and supported, they are more likely to provide high-quality patient care.
3. **Enhancing Teamwork:** Celebrating Nurses Day can foster a sense of teamwork and collaboration among hospital staff, promoting a positive work environment.

Umgeni Hospital can celebrate Nurses Day in various ways:

- **Awards and Recognition:** Presenting awards or certificates to outstanding nurses who have demonstrated exceptional care and dedication.
- **Staff Appreciation Events:** Hosting events or ceremonies to appreciate nurse's hard work and contributions.
- **Professional Development Opportunities:** Providing opportunities for nurses to enhance their skills and knowledge, promoting professional growth and development.

Celebrating Nurses Day at Umgeni Hospital is essential for recognizing the invaluable contributions of nurses to patient care. Mrs. Chule further explained the nurses lamp which was used by Florence Nightingale.

By acknowledging their dedication and hard work, the hospital can promote positive work environment, improve patient care and enhance reputation. As theme for International Nurses Day 2025 emphasizes, "Our Nurses. Our Future. Caring for Nurses strengthens economies," investing in nursing staff is crucial for well-being of individuals, communities, and the healthcare system as a whole.

Nurses Day Pictures.



Importance of Conducting Patients Experience of Care

Conducting patient experience of care service at Umgeni Psychiatric Hospital is crucial for several reasons. Patient mental health care system performs. Satisfied patients are more likely to adhere to their treatment plans, leading to better health outcomes. Dissatisfied patients may experience worse treatment outcomes.

Patient experience surveys help our hospital to identify areas that need improvement. The healthcare providers attitudes and communication styles greatly impact patient satisfaction. Patients value respectful and empathic interaction with staff. Ensuring the availability prescribed medication is also crucial for improving patient satisfaction and outcomes. This highlights the importance of efficient medication management systems in a psychiatric hospital. By understanding patient experiences, the hospital can use their services to meet specific needs, leading better treatment outcomes. This include providing access to health-promoting behaviours, such as health food, and guidance.

Fostering an empathic connection with patients is also essential for improving patient satisfaction and treatment outcomes. When patients feel heard and understood, they are more likely to engage with their treatment plans and experience positive outcomes. Hospital can promote empathic connection by providing staff training on communication and patient-cantered care. By prioritizing patient experience of care service, our hospital can create more supportive and effective treatment environment, ultimately leading to better patient outcomes.

By using patient feedback to inform clinical decision-making and drive quality improvement initiatives, this can ensure that patients receive high quality care that meet their unique needs.



Miss Makhathini Conducting Patient Experience of Care Survey

WORLD HAND HYGIENE DAY

Facility: Umgeni Specialized Psychiatric Hospital

Date of Campaign: 18 June 2025

Theme: "It might be gloves, but it's always hand hygiene."

INTRODUCTION

In alignment with the World Health Organization's (WHO) initiative, Umgeni Hospital proudly hosted a vibrant and educational campaign in celebration of **World Hand Hygiene Day** on the 18th of June 2025. The theme for this year, *"It might be gloves, but it's always Hand Hygiene,"* served as a powerful reminder to all healthcare workers and support staff about the vital importance of maintaining hand hygiene even when gloves are used.

OVERVIEW OF THE DAY'S EVENTS

The day was marked with high energy, full engagement, and an inspiring sense of teamwork across the facility. All wards and departments were invited to take part in the campaign and each one rose to the occasion with creativity, enthusiasm, and dedication.

Poster Presentations:

Every ward and department created informative and eye-catching posters promoting hand hygiene. Many featured innovative slogans and practical messages that captured the essence of hand hygiene in a healthcare setting.

Performances & Demonstrations:

Several departments went above and beyond by organizing fun, humorous, and musical performances that creatively demonstrated the correct hand hygiene techniques. These performances not only entertained but educated staff and visitors alike in a memorable way.

Interactive Activities:

Some departments hosted games and quizzes with questions focused on hand hygiene. These interactive sessions fostered learning and healthy competition among colleagues, reinforcing important principles in an enjoyable manner.

ACKNOWLEDGEMENTS AND APPRECIATION

The success of this year's campaign would not have been possible without the incredible teamwork and commitment from all involved.

Wards and Departments:

A heartfelt thank you to all the wards and departments for their full and enthusiastic participation. Your creativity, effort, and passion for infection prevention made this day both impactful and enjoyable.

Monitoring and Evaluation (M&E) Team:

Sincere appreciation goes to the M&E Team for their tireless support, assistance in organizing the event, and ensuring that all logistical needs were met. Your contribution played a vital role in the success of the campaign.

Senior Managers:

We are deeply grateful to the senior management team for their visible support and full participation. Your presence reinforced the importance of hand hygiene at all levels of the organization. Thank you for also signing the Hand Hygiene Pledge, which symbolizes your commitment to improving patient safety through better hand hygiene practices.

CONCLUSION

The 2025 World Hand Hygiene Day campaign at Umgeni Hospital was a resounding success. The event fostered a sense of unity, education, and fun while re-

WORLD HAND HYGIENE DAY

Full participation from all departments, combined with management's unwavering support, demonstrated our facility's dedication to patient safety and quality care.

The campaign was documented through photos and videos, which are included in the annex of this report for future reference and sharing of best practices.

We look forward to building on this momentum in the coming years, as we continue to prioritize hand hygiene and infection prevention in our facility.

Attached:

Photos and videos of the event

Signed Hand Hygiene Pledges

Article submitted by: Chris M. (IPC Coordinator – Umgeni Hospital)



World Hand Hygiene Day Pictures.



Umgeni Hospital Netball Team Shines At The Tournament.

The Umgeni Hospital Netball team recently represented the hospital at the District tournament, giving their all on the court. Although they didn't emerge as winners but they obtained position two, scoring 10:22 to their opponent's (Head Office). The team's spirit and determination were vibrant throughout the game.

The team's performance showed glimpses of brilliance, their commitment on working together as a unit was inspiring. Despite the score difference, the players demonstrated a strong work ethic and a willingness to learn and improve. Their outstanding performance didn't go unnoticed, as four players (Miss. N Ndlela, Mrs. F Mkhize, Mrs. L Madlala and Miss Gweva) were selected to represent uMgungundlovu at the inter- district tournament to be hosted by iLembe District on the 10.10.2025. This recognition is a testament to the team hard work and dedication.

The Umgeni hospital netball team's participation in the tournament proves that the hospital's commitment to promoting staff wellness and teamwork. The experience gained from this tournament will undoubtedly help the team to regroup, recharge, and come back stronger in their next challenge.

The team next steps will likely involve reviewing their performance, identifying areas of improvement, and intensifying their training to come back stronger. With their current momentum and



Team members

Compliments from clients.

I am very happy for what the hospital is doing.
my son is living very well & is taken care of.
May God bless you & your families.

[Signature]

Signature of person lodging the complaint

Bulela Sihono

Signature of patient

ITS CLEAN AND HE'S BEEN
TAKEN CARE OF WE ARE HAPPY

[Signature]

Signature of person lodging the complaint

Signature of patient

Happy with the care being given to
my sister. Nurses are friendly &
always take the time to chat &
give family updates.

[Signature]

Signature of person lodging the complaint

Signature of patient

Very impressed with Entry Point and
very clean wards - passages - outside
areas. - well done.

[Signature]

Signature of person lodging the complaint

Signature of patient

Compliments from clients.

No complaint. We would like to say thank you for looking after our Thanas so well. Thank you for loving him and giving him such good quality of life.

SIGNATURE: _____

[Signature]

DATE: _____

12/07/2025

Siyabonga isikhulu ngokusemthethweni ingawo yelwa
 isonke isikhumba kahle elakho esikhala
 ngakho isitaff sinobubele nendawo ihlonzeka
 kanti neziguli nazo zibukeka ziphokeke
 kakhulu.

Isiginisha yomuntu ofaka isikhelazo
 noma orekhoda isincomo noma owenza isiphakamiso

Isiginisha yesiguli

Compliment: 1) Patient was neat and clean.
 2) The environment also clean

[Signature] compliment

Signature of person lodging the compliment

Signature of patient

ACKNOWLEDGEMENTS

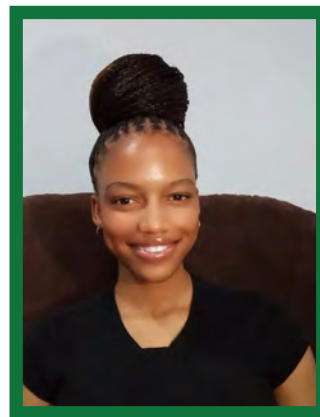
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