



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

**uMgungundlovu
Health District**

District Service Excellence Awards (DSEA) 2017

NEWS

Special Edition—2017

STAY INFORMED

EXCELLENCE IN THE DISTRICT RECOGNISED

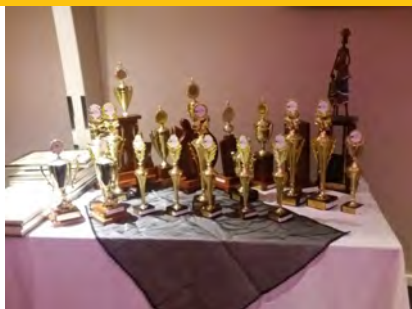
The uMgungundlovu Health District held its second service excellence awards ceremony on the 24 November 2017.

Employees from all levels and types of services and categories i.e. Ward based Primary health care outreach teams which include School Health Teams, Primary health Care Clinics, Community Health Centre's, District Hospitals, Regional Hospitals, Tertiary Hospitals and District Health Office were considered for recognition of service excellence.

This edition relates the events leading up to and the actual events on that auspicious occasion.



Glitz and glamour was the order of the day at the 2nd uMgungundlovu District Service Excellence Awards ceremony which was held on 24 November 2017



A display of Trophies and certificates awaiting hand over to excited employees.



Long service recognition for employees in the service of the Department of Health for 20 to 40 years.



Employees were awarded as individuals and as teams.



Mr. Mfowethu Zungu: Deputy Director General National Health Insurance delivered the Key Note address.

On the date of the event, the District Director Mrs N.M Zuma-Mkhonza opened and welcomed all guests. She indicated that this is the second celebration of the District Service Excellence Awards which takes form of the MEC's Annual Service Excellence Awards (Masea) which is the KZN MEC for Health Dr S Dhlomo's initiative programme. She stated that the District wanted to recognise long serving employees and best performing teams and individuals.

All stakeholders were appreciated in improving quality service delivery and quality of life. Mrs Zuma-Mkhonza indicated that everybody has to claim his/her identity and understand their existence and the purpose of being in the department. She further extended her appreciation to the partners and stakeholders who sponsored the event. The District Director continued to thank the coordinating team; who had done sterling work. She emphasised that this is an opportunity to reflect and learn from our short comings and to celebrate our success.

Mr Mfowethu Zungu from the KZN Department of Health's National Health Insurance component was one of honoured guests and he reminded the house of the value and relevance of recognition despite the difficult and complex function of health service delivery.

He encouraged the team to continue to have and give hope, by giving their best towards the vision of the Department, that of A Long and Healthy Life for all South African citizens by Improving the Quality of Service Delivery. Despite the fact that everyone could not be a winner the attendants were encouraged to strive for excellence in the area of their function and beyond.

The time taken to look back at performance in the stressful area of health service delivery is a commendable practice. Sharing of Best practices and benchmarking thereof was encouraged within the department. Human Resources for Health are a critical ingredient to the service delivery platform. Recognition of commitment, accountability and excellence is vital in the achievement of the departmental vision and mission. The Reduction of Mortality and Morbidity from HIV and TB within the Maternal, Child, Women's Health and Nutrition Programme is one of the key target areas for the district population. As an NHI Pilot District, the team was inadvertently expected to lead quality Improvement in service delivery by the Department Of Health. The District Team were appreciative of the fact that Mr. Zungu found it fit to grace the occasion with his presence and the latter added tremendous value.

The process in the build up to the occasion was as follows:

The last District Service Excellence Awards ceremony was held in 2015 utilizing evidence from the previous financial year.

This practice was repeated for this awarding process.

The coordinating team, in consultation with relevant stakeholders, chose the Quality Month November to host the event.

District Health Partners viz; Health Systems Trust and Khethimphilo, participated by awarding best practice's in their areas of support and by their gracious and deeply appreciated sponsorship of the event. Facilities at all levels and in all service categories were assessed utilizing evidence based practices. The categories for awarding were extended by the team to ensure inclusivity as compared to 2015. Current submitted, validated and verified Health information i.e. Health performance data was utilized in the adjudication process.

The performance was measured against the set targets and best performers identified.

The latter covered all programs:

- National Core Standards (NCS)
- Ideal Clinic Realization and Maintenance (ICRM).

Health Priority Programs:

- Maternal, Child, Women's Health and Nutrition (MCWH&N)
- HIV and Tuberculosis; (HAST)
- Non Communicable Diseases.

Evidence submitted by different teams and individual facilities for the innovative and creativity and beyond the call of duty category was scrutinised and winners were awarded.

Unbroken Long service in the Department of 20, 30 years, in between 30 to 40 years was also recognized.

Prior achievement of awards outside of the DSEA was also acknowledged by the District Director.

THE WINNERS UNDER EACH CATEGORY WERE.....

CATEGORY ONE: NATIONAL CORE STANDARDS (NCS)

National Core Standards (NCS) were developed by the South African National Department of Health in an effort to standardize the measurement of quality across the health sector both public and private health care facilities. Service delivery performance is monitored against these standards and will be utilized in the implementation of accreditation for National Health Insurance (NHI).

The structure covers 7 Domains namely:

- Patients' Rights
- Clinical governance and care
- Clinical support services
- Public Health
- Leadership and Corporate governance
- Operational Management
- Facilities and infrastructure.

The first 3 domains cover the health systems core business of quality health care to users and patients of the service. The next 4 cover the support systems for the achievement of the core business.

Internal stakeholders (Health Care Workers) play a significant role in the achievement of all 7 domains.

Ideally, the external monitoring and inspection against the NCS done by the Office of Health Standards and Compliance (OHSC) would be the performance to adjudicate against (Gold standard).

Due to the fact that, within the adjudication period, all facilities were not assessed, limited the team to utilizing their performances. The results of the facilities inspected were taken into consideration as well as the self-assessment performances. The latter is done as a peer review process and these results were utilized for performance adjudication.

The facilities who won in this category were the following:

- Best Performing General Hospital NCS-Greys Hospital
- Best Performing Specialized Hospital NCS-Fort Napier Hospital
- Best Performing Community Health Care Centre NCS - Bruntville CHC.
- Best Performing Primary Health Care Clinic NCS_ Nxamalala Clinic.
- Most Improved Facility NCS- East Boom CHC.



Dr Ben Bilenge, Chief Executive Officer receiving a trophy on behalf of his hospital

AND THE WINNERS WERE.....(Continued from previous page)

CATEGORY TWO: IDEAL CLINIC RECOGNITION AND MAINTENANCE (ICRM)

In order to fight and address the deficiencies in the quality of primary health care services in South Africa and to lay a strong foundation for the implementation of National Health Insurance, The Ideal Clinic Realisation and Maintenance (ICRM) programme was created.

An 'Ideal Clinic' is defined as a clinic with good infrastructure (i.e. physical condition and spaces, essential equipment, and information and communication tools), adequate medicines and supplies, adequate staff and good administrative processes; such a clinic uses applicable clinical policies, protocols and guidelines, as well as partner and stakeholder support, to ensure the provision of quality health services to the community. The clinic's services are opened and closed on time.

All PHC facilities are monitored and Evaluated based on an available tool to measure all of the above requirements. These evaluations are either done by personnel from outside the District who visit the district and monitor a certain number of facilities over a specific period or the facilities are monitored by personnel from within the district which is called "self-assessments" for an example a certain clinic team will visit another. The performance of the facilities below was based on the Peer Reviews, that is, External Assessments.

The winning institutions were as follows:

- Bruntville CHC For Best Performing PHC Facility in ICRM - Gold Status 2016/17
- Balgowan Clinic For Most Improved PHC Facility in ICRM 2016/17
- Sondelani Clinic For PHC Facility that has sustained ICRM Status since 2015/16
- Gcumisa Clinic For PHC Facility that has sustained ICRM Status since 2015/16
- Crammond Clinic For PHC Facility that achieved ICRM Status Despite Infrastructure Challenges 2016/17
- Mpofana Clinic For PHC Facility that achieved ICRM Status Despite Infrastructure Challenges 2016/17



Bruntville CHC Management receiving their award for being the best performing PHC Facility in ICRM and achieving a Gold Status

AND THE WINNERS WERE.....(Continued from previous pages)

CATEGORY THREE: CENTRAL CHRONIC MEDICINE DISPENSING AND DISPATCH (CCMDD)

The National Department of Health is running with a programme called Central Chronic Medication Distribution and Dispensing (CCMDD). The main aim of this programme is to put systems in place and encourage stable patients who take chronic medication to register to get their monthly medication at areas near their homes or in private pharmacies or in any identified point. Clients with chronic conditions include clients who are taking medication for diseases like High Blood Pressure, Diabetes, HIV, Epilepsy, and Asthma (this list is not inclusive). The client has to be stable, comply with taking the medication as prescribed, must register at a local clinic or hospital where they are currently receiving medical assistance. Once a 6-month period of fetching the medication is finished, they can go back to the health care facility to be reviewed, if the client becomes ill or feels they have to visit the health facility for other matters affecting their health, they are allowed to do so. A number of patients in uMgungundlovu District are already enrolled on the programme. The CCMDD programme assists to decongest health facilities, reduce workload for dispensing repeat prescriptions, increase healthcare provider contact time with patients improve quality of service/care, reduce patient waiting times and more.

Facilities who have done well in the CCMDD programme are the following:

- East Boom CHC For Best Performing CHC in CCMDD 2016/17
- Imbalenhle CHC For Most Improved CHC in CCMDD 2016/17
- Baniyena Clinic For Best Performing PHC Facility in CCMDD 2016/17
- Maguzu Clinic For 2nd Place PHC Facility CCMDD 2016/17



Eastboom CHC management team receiving their award. This facility also hosted the Provincial Launch of the CCMDD Project in August 2016.

AND THE WINNERS WERE.....(Continued from previous pages)

CATEGORY FOUR: INNOVATION AND GOING BEYOND THE CALL OF DUTY

This category was motivating *innovation in the workplace*, teams were encouraged to look beyond the normal duty and be creative in the manner they provided services. **Projects were sent through and the winner was**

- Northdale Hospital X-Ray Department

Their project included recycling old X Ray film into file dividers. This saved the facility money in buying file dividers which are excessively used in hospitals for administration. Waste has a huge negative impact on the natural environment, their project is much needed currently and for many years in the future if there is any seriousness about fighting global warming.



Northdale Hospital's X Ray Department received a trophy and a certificate for their innovation

The second category was looking for a team that went *beyond the call of duty*. This team looked at the environment they worked in, and saw that there was a need to contribute to making it possible for children to go to school in full, comfortable uniform. Some children from poor families went to school on bare feet in the viciously cold Bruntville/Mpofana weather. The team contributed money to buy the children brand new school shoes, the project is continuing and they are looking at expanding it further and involving other stakeholders so more children can benefit and be kept in school.

The winner was

- Bruntville Mobile Team For Recognition for Performance Beyond the Call of Duty



Bruntville Mobile Team worked beyond their call of duty by collecting funds and purchasing school shoes for school-going children

AND THE WINNERS WERE.....(Continued from previous pages)

CATEGORY FIVE: CERTIFICATES OF APPRECIATION

At the event appreciation was shown to those who have committed extensively to the services of the district.

- Doris Goodwin—The TB Specialist Hospital’s management was thanked for their commitment to the provision of services which are outside their scope. The management agreed to adopt a few clinics under the IDEAL clinic programme and assist them in all the requirements of the programme. This included maintenance services, transportation of staff, and other services
- Health Systems Trust and Khethimpilo—The Two NGOs have worked tirelessly with the district in ensuring smooth operations and realisation of district targets. Without their services, it would be complicated to reach the targets of the district.



Above Clockwise: Mr Ndlovu, CEO of Doris Goodwin receiving a certificate from the District Director

Ms Shezi for HST and her management team receiving their certificate of appreciation

Dr Murezeki from Khethimpilo receiving his certificate of appreciation

AND THE WINNERS WERE.....(Continued from previous pages)

CATEGORY SIX: BEST PERFORMING HEALTH PRIORITY PROGRAMME 2016/17—HAST

The HIV and AIDS/STI/TB unit (HAST) is constituted by a multidisciplinary team of technical experts in the field. They lead, manage, monitor and evaluate the programme. Significant progress has been made in the achievement of set targets, with the needed and valued assistance of all relevant stakeholders namely; Non-governmental organizations, Other government sector's and Traditional Health Practitioners to name a few. This team received the Best performance for this category.



CATEGORY SEVEN: MCWH&N Facilities awarded for improvement in maternal mortality

HAST programme team members with their partners receiving their award

Maternal and child mortality and morbidity is one of the areas within health service delivery that is the most difficult to manage due to its complexity. Many improvement strategies are in progress and continuously being reviewed, in a concerted team effort, to reduce maternal and child mortality and morbidity.

Improving the quality of:

-Antenatal, intrapartum, post-partum care at all levels of care, starting in the community at a household level up to tertiary and back to post-delivery care.

This target is one that will only be achieved with commitment to accountability and responsibility at all levels of the health system including the valued input of stakeholders outside of the department of health both private and public. The latter not excluding the valued input and participation of the patients or service users themselves. Continuous skills development in this field for the capacitation of Health Care Professionals and their support systems is invaluable in the achievement of the set local and global targets.

AND THE WINNERS WERE.....(Continued from previous pages)

CATEGORY SEVEN: MCWH - Facilities awarded for improvement in maternal mortality

The following facilities were given recognition for their effort and contributions made towards Improvements made in the reduction of Maternal Mortality.

- Appelsbosch Hospital.
- Edendale Hospital.
- Northdale Hospital.



Teams from hospitals shared the stage collecting their recognitions for their achievements in Maternal Child and Women's Health (MCWH). They all played a significant role in the reduction of Maternal Mortality.

Above: Appelsbosch Hospital
Right: Edendale Hospital
Below: Northdale Hospital



AND THE WINNERS WERE.....

CATEGORY EIGHT: RECOGNITION BY DISTRICT NON-GOVERNMENTAL HEALTH SUPPORT PARTNERS KHETH'IMPILO

In the quest for the achievement and sustaining of the departmental vision and mission and the fight against HIV/TB/ the support of health partners is recognized as one that has assisted the District Health team to work towards the achievement of Improved Quality of Care.

Two participating partners, Health Systems Trust and Khethimpilo awarded facilities in the following categories:

Khethimpilo; Msunduzi sub-district supporters awarded 2 facilities for:

Outstanding performance towards reaching the 90-90-90 targets in 2016/17;

- Eastwood Clinic
- Northdale Hospital

HEALTH SYSTEMS TRUST (HST)

awarded facilities for :

Category One – Service delivery— linkage to care:

- Willowfontein Clinic

Category Two —Information Management

- Most improved facilities in Health Information Management
- Appelsbosch Hospital, Gcumisa Clinic, Mpophomeni Clinic, and Pata Clinic
- Individuals for their contribution to the improvement of Health Information Management - data capturers

- Nxamalala Clinic— Ms Lindiwe Dlamini,

- Appelsboch Gateway—Ms Sebenzile Hlophe

Category Three: Leadership and Governance Award

- Ngubeni Clinic
- Injabulo Clinic



Photo no. 1: Khethimpilo uMsunduzi Subdistrict's Dr Emmanuel Murekezi awarded Eastwood Clinic representatives

Photo no. 2: Imbalenhle CHC management receiving a certificate on behalf of Willowfontein Clinic

LONG SERVICE AWARDS...

The District Office showcased the importance of recognizing employees who have stayed within the Department for many years. Employees from the District Office and PHC Facilities who have served the department for 20 years, 30 years, between 30 and 39 years and for 40 years were recognised.



These employees are valuable and have acquired valuable skills and knowledge that could have been taken elsewhere. Their demonstration of loyalty warrants more than a “token” of appreciation, more than 30 staff members received Certificates of Long Service at the event.

For the recipients, this was not only a recognition but also a celebration of their career milestones as well. It was also admirable that the recipients of the certificates consisted of different categories and levels of staff members within the district.

Nelly Zwane and Lotty Hutchinson from the Human Resources department presenting the certificates of Long Service

Employees were informed that the department is not looking for “warm bodies” to fill short term needs—but rather, employees who are committed to providing quality service to all citizens requiring it.

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“When you dedicate yourself to your work, your enthusiasm, efforts and contribution will forever be cherished.”

LONG SERVICE AWARDEES—PHOTO GALLERY



LONG SERVICE AWARDEES



THE AWARDS IN PICTURES



THE AWARDS IN PICTURES



SPECIAL THANKS GOES TO.....



The team who organised the event and worked tirelessly to ensure the event was successful. **Front row from left:** Nomthi Shabalala-Masondo, Shamritha Maharaj, Hlobisile Langa. **Back row from left:** Rene Munro, Khumbuzile Khumalo, Lotty Hutchinson, Thobile Hadebe, Nonkululeko Dayimane (not in the picture)

To close the event, Mrs. S. Mbambo-Clinical and Programs District Deputy Director gave the vote of thanks.

The following stakeholders were thanked

- The Organizing Committee for their attention to detail, tireless and focused work resulting in this beautiful event. Their vision was realised due to the generosity displayed by sponsors and participation of all stakeholders
- Sponsors of the event namely; HST, Khethimpilo, Sanlam, Capitec and individual sponsors
- The Senior Management of the Provincial Department who were present namely:
 - Mr. M.Zungu : DDG NHI
 - Mr. J.Mdebele :Chief Director District Health Services
 - Ms. C Sosibo: Chief Nursing Director.
 - Mrs. G. Radabe: Director PHC
 - Ms. P. Zulu : Deputy Director Quality Assurance
 - Mr. L Langa: Director for Special Projects and IGR
 - Ms. Y Thambarin :Infrastructure development -Quality Assurance
 - Mrs Z.G Zuma—District Director: Harry Gwala
- The programme director, Mr N Maphisa from the office of the MEC for Finance. He kept the audience interested and entertained throughout the event
- All employees and their families, the District Health Office Team and the entertainment team were thanked for their valuable contribution towards service excellence and the quest for the departmental vision and the success of the event.

ACKNOWLEDGEMENTS



Compiled by
Miss Thobile Hadebe (left)
Contributions from
Miss Lihle Mchunu (right)
Mrs Rene Munro (not in the picture)



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