



# IMPILO ENGCONO

# NEWS

Special Edition  
DSEA 2024

Information for better health ...

## UMGUNGUNDLOVU HOSTS AN AWARDS CEREMONY RECOGNISING SERVICE EXCELLENCE

On 17 May 2024, employees at uMgungundlovu Health District were blessed with a glamorous, exquisite event held at the Golden Horse Casino Conference Centre. This event was dedicated to celebrating and awarding employees and teams who excel in service provision. The event also acknowledged employees of the health district who have been with the Department of Health for 20, 30, and 40 years. In the challenging healthcare sector industry, it has been proven many times that employee recognition programmes are not just a nice-to-have, they are a must-have as they boost staff morale.

This event was more special because a similar event was last held in the year 2017 (7 years ago). This was way before the outbreak of the COVID-19 pandemic which saw everyone struggling and having to show bravery just to ensure the good health of citizens and that those who could be saved, were saved through good services.



Guests at the recent District Service Excellence Awards event included KZN DOH Provincial office representatives, partners, stakeholders from other departments and organisations, staff members and management teams from facilities

This Newsletter is a 18-paged Special Edition, dedicated to telling the story of the awards ceremony. Enjoy it, as we take you through the day and stories behind most of the winners and their achievements. Plenty of pictures are included for the best memories.

# EMPLOYEES FELT VALUED AFTER FACING COVID-19 PANDEMIC CHALLENGES WHILE PROVIDING DAILY DUTIES

At the recent District Service Excellence Awards (DSEA) ceremony, the District Office wanted to ensure that people who provide excellent services are rewarded to encourage them to continue. The aim was also to encourage others who did not get the awards so they can push more for excellence when they are doing their work.

The office is in charge of overseeing the operations of different public health facilities around the uMgungundlovu health district. The event targeted employees from different facilities in the District, including the District Office, 9 hospitals, 3

Community Healthcare Centres (CHCs), 51 Fixed PHC Clinics (INCL 3 Gateway Clinics and 1 State Aided), Emergency Medical Services, and Forensic Pathology Services.

Attendees could not contain their excitement for being part of such a historic event; they felt valued. The employees also played a huge, irreplaceable role during the peak of the COVID-19 pandemic. uMgungundlovu District had the first person in South Africa to be diagnosed with COVID-19. Employees had to play their part and remember their ethics and pledges of service to the communities.

They attended to patients while everyone else was running away because of fear. They were also scared but they had to face the Covid-19 monster daily which was at the time partially-known and misunderstood.

Categories of the awards (trophies and certificates) that were given to teams or individuals included: Monitoring and Evaluation; Data Management; Quality Assurance; Communications; Finance; Pharmaceuticals; Communicable Disease Control; Maternal Health; HIV/AIDS, Sexually transmitted infections, and Tuberculosis (HAST); Community outreach and public participation; Nutritional programme; Infection prevention and control programme. Participants who won in the Provincial Sports and Recreation Tournament were also acknowledged. Facilities that were recognised by the Office of Health and Standards Compliance as being compliant and accredited with the National Health Insurance were also acknowledged and received their trophies and certificates.



Some of the guests from health facilities in uMgungundlovu

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**KWAZULU-NATAL PROVINCE**  
HEALTH  
REPUBLIC OF SOUTH AFRICA



KwaZulu-Natal Department of Health



KZN Department of Health



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**GROWING  
KWAZULU-NATAL  
TOGETHER**

# THE ATMOSPHERE IN THE VENUE WAS THAT OF TRIUMPH, ALL GUESTS CAME DRESSED TO KILL

The DSEA event was blessed with special guests which included KZN Department of Health (Provincial Office) representatives from Employee Wellness Programme and Quality Assurance. Provincial Organised Labour representatives were also present.

The guests came in their formal clothes dressed in black and a touch of pink or purple, a colour representing the international quality theme for the current financial year. Everyone looked elegant and dazzling.

Rev S Shangase, from the Employee Wellness Programme was present to bless everyone with a prayer. He was accompanied by Dr N Dlamini from the same component. She was present to award the District with the Sports and Recreation Awards that were won during a Provincial Sports Tournament held in November 2023. At the competition, uMgungundlovu won in most

sports codes whilst competing against other Districts.

The Key Note address was given by Mr G Smerdon, a Pastor, a Philosopher, and a former teacher who is very involved in community activities and development.

Mr. S Shodo from Denosa spoke on behalf of Organised Labour where he mentioned that today was a day where everyone was happy and proud of their achievements. "At work you must set goals and achieve them" said Shodo. He mentioned that it was not a day to make demands and create fights, words that were applauded by everyone in the venue.

The guest speaker for the day applauded all achievers and challenged others to set goals for themselves. He mentioned that in life you must have a 3-5 year growth plan because you must always strive to grow. Mr. G Smerdon asked "Is your life intentional, do you have a plan/purpose?" "Most people don't have this while time passes by, moments come only once, don't waste your precious time," said Mr Smerdon. It was clear that the guest speaker was celebrating with everyone but also challenging them to grow because there is never a time when you should stop growing, "growth is in our DNA," emphasised Mr. Smerdon.

In her speech, whilst informing the audience about the purpose of the event, Dr M.T Zulu, The District Director for uMgungundlovu mentioned that this day was special as it was necessary to thank staff members for the good that they do. She also emphasised that for those not on the list of winners, it did not mean they did not do their work; they were also appreciated. This event was also a learning/pilot project for the District Office and next time, there will be improvements and more participation. The aim is to have this type of event annually. Facilities are requested to always support and contribute. She also mentioned that "we would have loved for everyone to be present at the event but due to limited space and limited sponsorships and budget, we couldn't". She concluded by encouraging everyone to please go back to their facilities and share their achievements with their teams.

Entertainment was received from Miss Thingo a local poet whose rhymes and words kept everyone focused. Mr Zazi Mncube showed his guitar skills. Playing songs that are fit for a wedding. Mr J Mofokeng, Chairperson of the District Civil Society's message was from a patient's perspective. He mentioned that a sick patient will feel better being served by a smiling, caring, polite staff member than being shouted at. He congratulated all winners. Thanks to Mr Hlanganani Bhengu for holding the event throughout. He was the Programme Director who kept to time and kept the guests engaged and entertained.



Pastor Smerdon, the event's Guest Speaker

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**KWAZULU-NATAL PROVINCE**  
HEALTH  
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KwaZulu-Natal Department of Health



KZN Department of Health



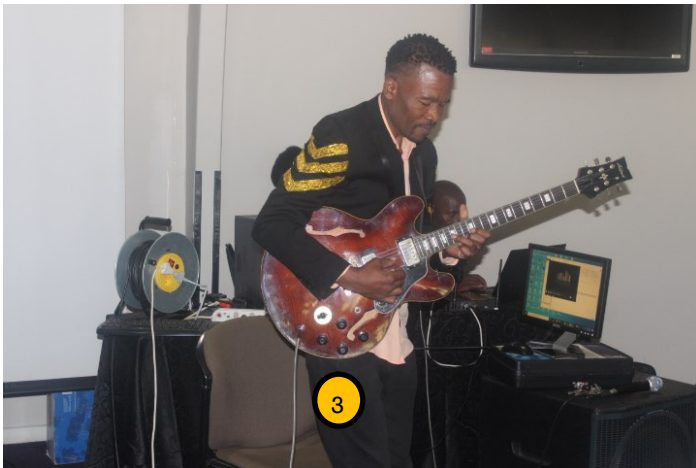
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**GROWING  
KWAZULU-NATAL  
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# THE ATMOSPHERE IN THE VENUE WAS THAT OF TRIUMPH, GUESTS ALL CAME DRESSED TO KILL



**Pic 1:** Trophies, awaiting the well-deserving recipients

**Pic 2:** Mrs Moeketsi from Quality Assurance handing over an award

**Pic 3:** Guitarist, Mr Zazi Mncube has the talent of an internationally acclaimed performer

**Pic 4:** Mr H Bhengu, the Programme Director kept the audience focused

**Pic 5:** Ms S Rambally handing over certificates for the Infection Prevention and Control category

# THE ATMOSPHERE IN THE VENUE WAS THAT OF TRIUMPH, GUESTS ALL CAME DRESSED TO KILL



Guests from different health facilities, stakeholders and organisations within the District Office came in numbers to celebrate their achievements



# CORPORATE AWARDS - AWARDING THOSE WHO SUPPORT PATIENT CARE

The nature of healthcare work often involves high stress, emotional labour, and long hours. This can lead to burnout and staff turnover.

Recognizing the efforts of all healthcare employees, in every category can mitigate these issues. This can foster a supportive and appreciative workplace environment, transforming workplace culture, and boosting morale.

Employee recognition programs address the emotional and psychological needs of healthcare workers by making them feel valued and respected.

Employees who are happy, engaged, and motivated are linked to improved healthcare and quality of patient care.

In the healthcare industry, often, employees in the Corporate side of services are ignored. Priority is normally given to those who are direct providers of patient health care like Pharmacists, Nurses, Doctors, Therapists etc

This time around, the organising team decided to include Corporate Awards.

These often include Human Resources, Finance Management, Communications and Public Relations, Supply Chain Management, General Management and Administration, Data Management, Monitoring and Evaluation.

At the event, the following corporate awards were given:

FINANCE & SUPPLY CHAIN MANAGEMENT	
Winner: Most improved SCM Team	District Office
Runner up	Harry Gwala Regional Hospital
Winner: Most improved Finance Team	Doris Goodwin Hospital
Runner up	Appelsbosch Hospital
PLANNING&M&E AWARDS	
Winner: Best M&E Manager	Sohana Roophan , Harry Gwala Hospital
Runner up	Alexia Ndlovu , Northdale Hospital
Winner: Best Data Management Team	<b>Northdale Hospital</b>
Runner up	Imbalenhle CHC
Winner: Best performing facility	uMngeni Hospital
Runner up	Doris Goodwin
Winner: Best performing programme as per DPQR	District Pharmacy Department
Runner up	District Nutrition Department
COMPLAINTS & COMPLIMENTS MANAGEMENT	
Winner: Hospital with the most recorded compliments	Harry Gwala Regional Hospital
Winner PHC Facility with consistency in recording, reporting and attending to complaints	Caluza Clinic
DISTRICT DIRECTOR'S	
Winners: Dedication to service delivery and striving for excellence	Certificates of achievements for all Facility CEOs and Manager from EMS and from Forensic Pathology Services

**Table:** Winners and runner-ups in the corporate awards category

**Pic 1:** Caluza Clinic and Harry Gwala team receiving their awards regarding complaints and compliments management from the District Communications Manager

**Pic 2:** District Finance Manager giving the awards to District Supply Chain Manager and Manager from Harry Gwala Regional Hospital



# CLINICAL AWARDS – PATIENT CARE AT ITS BEST

What would awards in the Health Industry be without the Clinical components? Clinical management relates to what is done to attend to the health status of a person, the treatment of that person, and, or the stay or visit of that person in a health establishment. Now with more community-based health care services, it relates to health provision at a community or household level too.

Facilities and individuals who excelled in different categories of patient care were awarded. These categories

included Pharmaceuticals Management; Communicable Disease Control (CDC); Maternal Health; HIV/AIDS, Sexually transmitted infections, and Tuberculosis (HAST); Community outreach and public participation; Programme for Patient Safety Incidents, Nutritional programme; Infection prevention and control (IPC) programme. Stakeholders who work with the district to ensure that implementation of services at the community level is achieved were also acknowledged because without them the district or nearby facilities would not have been

able to achieve their targets. There was even an acknowledgment of Ms F Shange from Townhill Hospital. She helped save the life of a young woman during a motor vehicle accident whilst she was off-duty and unprepared. She provided first aid and ensured she slowed down the patient's bleeding using clothing items until an ambulance came. She was brave and showed that if you are in the health field, your ethics and morals automatically make you want to help whenever you can and when a life is at risk. Page 9 has a break down of each category and the winners. Some categories had runner-ups and some did not.



**Pic 1:** Bruntville CHC receiving a certificate for most improved implementation of men's health services  
**Pic 2:** District Pharmacy Manager handing over a certificate for Doris Goodwin Hospital for most improved pharmacy



# THE ATMOSPHERE IN THE VENUE WAS THAT OF TRIUMPH, GUESTS ALL CAME DRESSED TO KILL



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**Pic 1:** Ms F Shange an Infection Control & Prevention Nurse from Townhill Hospital received a Hero's award after displaying bravery when she helped a victim of a car accident at the accident scene whilst she was off-duty.

**Pic 2:** Ms N Xulu and Dr Kabongo from Northdale Hospital receiving an award for maternal health services.

**Pic 3:** Mr A Amod received an award for pioneering the first Covid-19 tracing team. Him and his team went to households and tested people who were contacts of infected people and those who had symptoms.

**Pic 4:** Dr S Chetty, CEO for East Boom CHC was among the facility CEOs who received a recognition for their roles in leadership.

**Pic 5:** Imbalenhle Team received an award for Maternal Health when it comes to Clinical audits and assessment reviews.





# CLINICAL AWARDS – CATEGORY WINNERS & RUNNER-UPS

INFECTION PREVENTION AND CONTROL	
Winner: Service Delivery Excellence: Performance-based award according to best-performing facility referring to audits.	Imbalenhle CHC
Runner-up	Bruntville CHC
Winner: Ability to Teach, Mentor and Coach (Lead empowerment) A person that willingly shares/cascades knowledge on IPC-related matters, Pioneering strategies to support IPC standards,	Mr Hewitt Pillay
Runner-up	Mrs Sharon Manser
Winner: Dedication to IPC (reporting , recording , Monitoring , coaching and Evaluation): Timeous, informative, correct, validated reports	Harry Gwala Hospital
Runner-up	Richmond Hospital
PATIENT SAFETY MANAGEMENT	
Winner: Safest facility - Patient safety management Reporting all cases on the IHRMS. Functional committees/reporting each discipline and or stream/ Indicator performance	Harry Gwala Hospital
Runner-up	Townhill Hospital
HAST	
Winner: Best performing facility towards achieving the HTS & PrEP initiations target	TBHV care
Runner up	Azalea Clinic
Winner: Treatment & Support: Best performing facility: Service delivery excellence using the Case Management approach strategy	Eastwood Clinic
Runner up	Caluza Clinic
Winner: Best Performing Facility Using Operation Phuthuma Approach	EastboomCHC
Runner up	Harry Gwala Hospital
Winner: Outstanding performance towards achieving the 95 95 targets of the HIV cascade	Scottsville Clinic
Runner up	Northdale Hospital
TB OUTCOMES	
Winner: Rural Best Performing Sub-District	Richmond Subdistrict
Runner-Up	Umgeni Subdistrict
Winner: Urban Best Performing Sub-District	Msunduzi Vulindlela
Runner-Up	Central
INTEGRATED NUTRITION	
Winner National Nutrition Week: Multi-stakeholders collaborated National Nutrition Week	Crammond Clinic
Runner-up	Gomane Clinic
Winner World Breastfeeding Week: Well-coordinated breastfeeding week	Baniyena Clinic
Runner-up	Ntembeni Clinic
Winner: Integrated Nutrition Programme Performance : Outstanding performance in INP	Esigodini Clinic
Runner Up	Snathing Clinic
Winner: Outreach Activities Most Improved performance due to outreach activities	Caluza Clinic
Runner Up	Balgowan Clinic
Winner: Dedication to the INP: Remarkable contribution to INP	Mbutisweni Clinic
Runner Up	Nxamalala Clinic

COMMUNITY OUTREACH SERVICES	
Sub district with most izibhedlela kubantu	Richmond Sub District
Most improved implementation of men's health services	Bruntville CHC
Pioneering of men's health in the District	Ndalen Clinic
Certificate for support in mens health services (stakeholder)	Mr N Zuma, Men's Health services
Best Performing Health Promoting Team	Embo Clinic
Highest percentage on HPV	Taylor's Clinic
Best Performing WBPHCOT	Bruntville CHOC
Best Performing AYFS	Mbalenhle CHC
Centre of excellency in Philamntwana	Legiton Philamntwana Center, (Balgowan Clinic)
Health Promoting School Concept	Northdale Clinic
Launching Health Promoting ECO Concept	Scottsville Clinic
COMMUNICABLE DISEASE CONTROL	
Best Clinical Management of first ever COVID 19 patient in the country (Pioneers)	Greys Hospital
The most efficient COVID-19 Tracing Team -Going beyond the call of duty (Pioneers)	District office outreach team
Most consistent COVID-19 vaccination team .	Impendle Sub-District
Runner up	Richmond Sub-District
Acknowledgement of all Covid 19 Pioneer teams (stakeholders)	uMgungundlovu District Environmental Health Practitioners
Dedication and going beyond the call of duty during the peak of Covid-19	District EMS

MATERNAL HEALTH /MOTHER, CHILD, WOMEN'S HEALTH (MCWH)	
Best CTOP services	Ms Lukhozi, Northdale Hospital
Best PPIP Nurse, Consistency and quality data	Ms P Xolo, Harry Gwala Hospital
Best PHC Midwife, Clinical audits and data	Ms P.O Ngubane, Songzima Clinic
Best ANC quality of care and records	Ms N Mtungwa, Imbalenhle CHC
Best Integrated MCWH outreach services	Vulindlela Sub-District
Best Women's Health Services	EastBoom CHC
Best VTP Elimination	Ms B.J Ngcobo, EastBoom CHC
Improved ANC early booking	Ms Z Mthethwa, Caluza Clinic
Best MCWH Quality Improvement Plan Implementation	Dr Kabongo, Northdale Hospital
Noticeable reduction in maternal mortality rate	Dr Foolchand, Grey's Tertiary Hospital
Best LLETZ/Coloscopy service—Fast tracking of clients that require colposcopy, provision of daily with no waiting time	N Myeza, Harry Gwala Regional Hospital
PHARMACEUTICALS	
Winner: Most improved pharmacy (Pharmacies with Grade A or B with the South African Pharmacy Council (SAPC)	Doris Goodwin Hospital (Mr Siphon Shongwe )
Runner Up	Bruntville CHC (Mrs Renesha Bhikra)
Winner: Hospital Pharmacy PHC support	East Boom CHC (Ms Londiwe Majosi)
Runner Up:	Appelsbosch Hospital (Mr Mlungisi Ndlovu)
	- Appelsbosch Hospital - Greys Hospital - East boom CHC - Harry Regional Gwala Hospital - Imbalenhle CHC - Northdale Hospital - Townhill Hospital - Richmond Hospital - uMngeni Hospital
In recognition of dedication to maintaining continuous compliance with the South African Pharmacy Council standards, achieving Grade A or B."	

# FACILITIES ACCREDITED WITH COMPLIANCE STATUS FOR THE IMPLEMENTATION OF NATIONAL HEALTH INSURANCE (NHI)

We all know that South Africa is headed towards the realisation and enforcement of National Health Insurance. This is much more vital as the South African president signed the NHI bill into Law on 15 May 2024.

NHI is aimed at making healthcare equally accessible for all South Africans, irrespective of a person's ability to pay. This means private healthcare facilities which were mostly accessible to people with Medical AID/health insurance will now be available to everyone, according to the person's health needs not their ability or inability to pay.

To be accredited for NHI, All health facilities must be assessed and monitored according to established norms and standards to check if they are ready for NHI. This also aims to identify gaps and loopholes and assist in bridging those.

This is where The Office of Health Standards Compliance (OHSC) comes into play. The OHSC is an independent body established in terms of the National Health Amendment Act of 2013 to ensure that both public and private health establishments in South Africa comply with the required health standards.

One of the four key main areas of OHSC focus is Compliance Inspectorate, Certification, and Enforcement. This section deals with the management of health establishments to assess compliance with national health systems, norms, and standards, certify health establishments as compliant or non-compliant with prescribed norms and standards, and take enforcement action against non-compliant health establishments.

Most of uMgungundlovu District facilities have received certification from the OHSC, an important milestone for the District and the facilities.

These facilities were awarded for their hard work at the recent DSEA ceremony.

uMgungundlovu District is a mixed district with urban, semi-urban, and rural areas forming part of its demarcation. These facilities face daily different challenges and must always strive to overcome them because requirements are similar for the same level of care, e.g clinics vs clinics, district hospitals vs district hospitals, no matter where they are based.

Facilities receive official certificates from the OHSC as a token of realising their compliance status. The status can change if the facility does not maintain its standards and suddenly regresses. So in a nutshell, for now, compliance should not be taken as permanent status.

See the following page for facilities who received the awards



# FACILITIES ACCREDITED WITH COMPLIANCE STATUS FOR THE IMPLEMENTATION OF NATIONAL HEALTH INSURANCE (NHI)

	Sub -District	Name of facility	Status Grading
1	Impenhle	Nxamalala Clinic	Excellent
2	Mkhambhathini	Maguzu Clinic	Good
3	Mkhambhathini	Embo Clinic	Good
4	Mpofana	Mooi Clinic	Excellent
5	Mpofana	Bruntville CHC	Excellent
6	Msunduzi	Northdale Clinic	Excellent
7	Msunduzi	Pata Clinic	Satisfactory
8	Msunduzi	Mpumuzu Clinic	Good
9	Msunduzi	Caluza Clinic	Good
10	Msunduzi	Azalea Clinic	Satisfactory
11	Msunduzi	Mafakatini Clinic	Good
12	Msunduzi	East Boom CHC	Excellent
13	Msunduzi	Eastwood Clinic	Excellent
14	Msunduzi	Harry Gwala Regional Hospital	Excellent
15	Msunduzi	Imbalenhle CHC	Excellent
16	Msunduzi	Sinathing Clinic	Excellent
17	Msunduzi	Ncwadi Clinic	Excellent
18	Msunduzi	Masons Clinic	Satisfactory
19	Msunduzi	Ngubeni Clinic	Excellent
20	Msunduzi	Ntembeni Clinic	Excellent
21	Richmond	Mbuthisweni Clinic	Satisfactory
22	Richmond	Mahlutshini Clinic	Good
23	Umgenti	Howick Clinic	Excellent
24	Umgenti	Balgowan Clinic	Good
25	Umshwati	Efaye Clinic	Good
26	Umshwati	Baniyena Clinic	Good
27	Umshwati	Emtulwa Clinic	Excellent
28	Umshwati	Bambanani Clinic	Good
29	Umshwati	Mayizekanye Clinic	Good
30	Umswahti	Gomane Clinic	Excellent

**Above table:** Facilities in uMgungundlovu who have received the OHSC accreditation

More facilities are still being monitored and evaluated.



**Above:** representatives from different sub districts being presented with their OHSC certificates by Mrs D Moeketsi, Provincial DOH Quality Assurance Director



# LONG SERVICE RECOGNITION FOR THOSE WHO HAVE BEEN WITH THE DEPARTMENT FOR MORE THAN 20 YEARS

The Long Service awards were aimed at recognizing each employee's loyalty and commitment to the department. The employee service awards were a recognition and acknowledging of how long an employee has stayed with the Department, starting from a 20-year mark. The DPSA and DOH have their own Employee Recognition awards policy which is followed for every employee. uMgungundlovu District also decided to give certificates of recognition to these employees, despite the DPSA programme. At the event, more than 100 employees qualified to receive the certificates.

This is a huge backlog. Employees who finished the 20, 30, and 40-year mark from the year 2018 were awarded since the last awards were in the year 2017. These employees excluded clinics and hospitals but included the District Office, Emergency Medical Services (EMS), and Forensic Pathology Services (FPS). Out of the employees, only two employees received awards for 40 years of service; Mr R Baijoo from Human Resources in the District Office and Mr N Maharaj from District Emergency Medical Services (EMS). They were admired for their commitment and the fact that they are now nearing retirement with unbroken

services. Mr. Z.H Mthethwa, former District Human Resources Manager who himself retired at the end of April this year with more than 30 years of service congratulated all employees for their commitment and services. He said, he wished younger people could learn the value of having unbroken services which can be monetary and inspire growth and full understanding of your environment. Unbroken services also assist in retirement because you will have a fuller retirement package compared to those who continuously broke services, taking their pensions and indulging in reckless spending.



Mr Z Mthethwa, former District Human Resources Manager announcing the Long Service Recognition Recipients



District Employees who received 30 year Service Recognition



# LONG SERVICE RECOGNITION FOR THOSE WHO HAVE BEEN WITH THE DEPARTMENT FOR MORE THAN 20 YEARS



**Pic 1:** Mr R Baijoo from the District Office receiving his recognition for 40 years in service from the District Director



**Pic 2:** Staff members from EMS receiving their 30 years in service certificates

**Pic 3:** Mr N Maharaj from EMS receiving his recognition for 40 years in service from the District Director



**Pic 4:** Staff members from the District office getting their 30 years of service recognition

**Pic 5:** Some recipients for 20 years of service from the District Office



**Pic 6:** Recipients from the District Office getting 20 years of service recognition



# SPORTS & RECREATION AWARDS

## UMGUNGUNDOLOVU DISTRICT WON IN MOST CODES

Sports & Recreation awards formed part of the event. These awards belonged to staff members or teams under Umgungundlovu District. Unfortunately, the 17th of May coincided with Provincial Interdepartmental Sports Tournaments which were also held on the same date in Durban. This meant the winners who

were supposed to get awards at the DESEA for their winnings could not be present because they had to compete at the interdepartmental games. This was a special tournament as different government departments were competing against each other. Dr. N Dlamini from the Employee Health and Wellness section at the KZN Department of Health

was present to hand-over the awards to Dr. M.T Zulu, the District Director for uMgungundlovu District. Dr Dlamini encouraged CEOs and managers to allow staff to take part in Sports and Recreation activities. She even challenged managers to participate as well. "Take care of yourself, and give yourself the opportunity to play with other staff members, it is fun and good for your health" she mentioned.

Only the codes where the District got first place were part of the event, but the district also excelled in other codes like soccer, netball, 5km female athletics, umlabalaba, 100km females, and tug-of-war where they got second and third place. See the table on your left for the winners.

CHOIR/MUSIC FESTIVAL	PLACEMENT	RECIPIENT
Music Provincial results, African Piece	1st	District Choir
Mixed quartet double	1st	District Choir
Overall music festival	1st	District Choir
SPORTS CODES	PLACEMENT	RECIPIENT
Induku Males	1st	Mr M Mguso
Induku Females	1st	Mrs Nguse M
5KM Men Athletics	1st	Justice Phakhamile FNH
Snooker	1st	Khanya Ngema



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**Table:** List of winners and categories of the codes

**Pic 1:** Dr Dlamini encouraging managers from facilities to join the Sports and Recreation activities

**Pic 2:** Dr MT Zulu, District Director receiving one of the trophies for behalf of the Choir



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# CELEBRATIONS CONTINUED IN FACILITIES, WINNERS CELEBRATED WITH THEIR TEAMS

It is indeed true that in an organisation, you need teamwork and co-operation. Achieving goals by yourself is nearly impossible. Humans are always condemned from the mentality and habit of working in silos.

Working as a team can help to improve patient outcomes, reduce errors, and create a more efficient and effective healthcare system.

When healthcare professionals work together, they provide better care for their patients and this enhances the overall quality

of healthcare.

A ward where patients are admitted, for an example will not be able to successfully fulfill the basic needs of patients without staff members from Human Resources (HR), Supply chain and assets management, food services, laundry management, cleaning services, Lab services, Information Technology, Records management, Pharmaceuticals and more. All these departments need to work as a team and ensure they do their duties for the end-user (the patient) to be helped.

In a team, you are forced to learn how your teammates plan and execute their duties to achieve a common goal. Team mates also celebrate their achievements together. It was with this in mind that facility managers started the trend of celebrating their achievements with their teams at their workplace and posting their pictures.

This was an amazing sight. It was even more necessary to do this because not everyone could attend the awards ceremony.

People had to still provide necessary services for citizens. Page 16 has more pictures of the celebrations from different facilities.



Staff members from one of the facilities in uMngeni Sub District celebrating their OHSC award

# CELEBRATIONS CONTINUED IN FACILITIES, WINNERS CELEBRATED WITH THEIR TEAMS



**Pic 1:** Embo Clinic staff members rejoicing  
**Pic 2:** Maguzu Clinic staff  
**Pic 3:** Baniyena Clinic  
**Pic 4:** Management team at Harry Gwala Hospital presenting the winnings to all staff members in a meeting  
**Pic 5:** Sondelani Clinic





# WORDS OF ENCOURAGEMENT AND GRATITUDE FROM THE DISTRICT QUALITY ASSURANCE MANAGER



Mrs Rene Munro, Assistant Director for Quality Assurance at uMgungundlovu District

the awardees and guests arrived. The coordinating team tried their best to incorporate every area and consulted with the managers of each area in health both corporate and clinical which

effort and anxiety it took to put the event together.

What is excellence in the workplace?

A commitment to continuous improvement, innovation and achieving their highest possible standards in all aspects of work? Values of excellence in the workplace; pushing the boundaries to achieve the highest quality results taking pride in the work that is done.

Excellence is about being the best, striving to be better, with an eye towards delivery of quality services.

So really what was excellent in our teams within the district is as follows:

The decision to stay in public health despite the resource challenges at operational level. The decision to continue during covid and be there despite having personal and professional loss of life and the scare of oneself pioneering health care with a global and scientific evidence vacuum, the latter being established through and during the pandemic.

The District Service Excellence awards was indeed a day to celebrate not perfection but sheer dedication and commitment to an extraordinary cause, i.e. excellence in- public health care provision. Every thought word action effort and heart that came together for the successful accomplishment of a day of true celebration did so with unconditional love in mind and heart.

There was a definite sense of joy and anticipation of what was to come in the atmosphere as

was a first for the district.

The objective being recognition and rewarding of service excellence,

True to human nature there were some naysayers during the course of preparation asking and I quote "So really what was there that has happened within the district in the years that passed that we can say was excellent and that they were not prepared to be a part of this hypocrisy!"

Opposition is a norm in the world we live in and despite the latter to see the smiles and joyful hearts on the day and the responses that were received after the event was worth every



# WORDS OF ENCOURAGEMENT AND GRATITUDE FROM THE DISTRICT QUALITY ASSURANCE MANAGER

The decision to go beyond the call of duty during covid and come and expose oneself to a war/facility full of people with the disease not sure that you would be safe.

Showing up for work on a regular basis to see to the vulnerable and indigent population despite the challenges within the organization.

Having the heart to serve in public health is not to be taken lightly, it takes a person who is selfless and values human life to do so.

The management of the district and the coordinating team had at heart the above in preparation and did their best to honor each heart that daily arrives at their place of work to serve the population of the district and beyond, with every good intention and the commitment to service within a resource limited work environment.

The complexity of health care, the current political environment, the global health care environment, Global and local environmental challenges, our economic challenges etc. takes a team of committed skilled, brave and courageous people to make it work.

Albeit Not perfectly but with and organizational culture of continuous quality improvement. These health care soldiers are our change agents our servant hearts and our treasures.

Every staff member and team awarded were truly worthy of their awards and every member not recognized have a vision of not a perfect standard of service delivery, but a standard that is safe and effective to work towards. The latter to ensure that that as a whole organization health care within the district can be on par and even better than the best globally ,despite the inequitable resource accessibility

as compared with the private sector.

The most valuable management resource in any work environment notwithstanding the complex health care work environment are the human resources as without them nothing can happen and so the event was an acknowledgement of their valuable servant hearts giving of their best to be part of a team servicing the population with excellence and thereby leading excellence in health care .

A heartfelt thank you goes to God almighty for making this possible and this with District Service Partners, each manager, each health care worker servicing the vulnerable communities

***Yours in quality always***  
***Rene Munro***  
***Assistant Director - District Quality Assurance***



# ACKNOWLEDGEMENTS



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