

# ESHOWE DISTRICT HOSPITAL

## NEWSLETTER



# SIYACOBELELANA

**ESHOWE DISTRICT HOSPITAL**



**MRS E.T.B. MKIZE  
HOSPITAL MANAGER**

**A MESSAGE FROM THE HOSPITAL MANAGER**

I would also like to welcome all our staff members that have joined us this year and wish them all a happy working environment, leading to excellent service delivery.

To the old members of staff who have been with us for a numbers of years – Thank you for your hard work and for being available at all times.

At Eshowe Hospital we evaluate ourselves, not only on the services that we offer while striving for cost effectiveness but also in terms of the actual difference, we make in the community we serve.

We can always make a difference if we practice and internalise the Batho Pele principles. Remember colleagues, we may not have an adequate budget to buy some type of items that we need, but we do not need any budget for being courteous and kind to our clients, we just need to care “Siyanakekela”. Whatever we know and learn we must put into action for the benefit of our clients.

We are aware that we sometimes work under difficult conditions, but “without challenge or struggle, you cannot grow”.

Thank you – Keep up your good work.

**MRS E.T.B. MKIZE  
HOSPITAL MANAGER**

## JANUARY – MARCH 2005

This is the start of *Siyacobelelana Newsletter* for 2005 with a focus on members of staff. We can only improve on it and make it better with your help. Give us suggestions of what you would like to see in the *Siyacobelelana*. Inform us on events occurring in your department; if anybody is doing anything exciting or unusual let us know. Tell us what you would like to see in our inhouse magazine.



We hope to have an even bigger edition next quarter, so remember to contact the Public Relations Officer with your information, news, points of view or anything else.

Special points of interest - April – Health Awareness Month

- National Blood Donor Month
- 7 World Health Day
- 4 – 10 Polio Eradication Awareness Week
- 17 World Haemophilia Day

Connect to the Net of Human Relationships

It is true that every success begins with a dream or vision. Where there is no vision the people perish. One principle which is key to your success is networking, and is usually referred to as the power of connections.

To have a dream without connections is similar to having a cellphone without a network.



The business world is talking networking because they have realized that when you join efforts with others you accomplish much. A net catches more fish than a hook. Never think of doing it alone.



This is what you can do to network yourself :

- ◆ Treat every person you meet as a customer, always remember that the customer is number one.



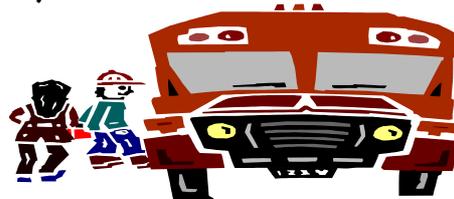
- ◆ Revive your old relationships. Don't undermine the power of school reunions and university alumni.
- ◆ Attend social gatherings. It is easy to associate in a relaxed environment. Be proactive.



- ◆ If somebody gives you a business card, keep it safe and you must always carry your own business card.



- ◆ While waiting for a taxi or bus, introduce yourself to those around you. They might have the keys to unlock certain doors in your life.



Your life is a network of spirit, soul and body. If your body decides to go it alone you are in trouble.

God bless you.



## SINETHEMBA ANTI –RETROVIRAL PROGRAMME AT ESHOWE DISTRICT HOSPITAL

Eshowe District Hospital was accredited in 2004 by COHSASA Council. This is a National Government Rollout for Anti-Retroviral Program. The Sinethemba Clinic was commenced on the 11<sup>th</sup> January 2005 and is now fully running.

### CLINIC DAYS

Every Tuesday of the week, is a literacy day, where clients are educated on taking medication for their lifetime.

### REFERRAL PROCEDURE

Clients are referred by the local clinics, general practitioners, on referral the clients must bring the following

- HIV status
- CD 4 count
- Referral letter

The client is booked for clinic.

The booking system is used to control the number of clients to be seen on the day

### 1<sup>ST</sup> VISIT – TUESDAY

Clients are seen by the doctor at the clinic. Full examination is done. Blood is taken to exclude other infections e.g. U & E, LFT and FBC. If other problems are detected, the client is treated before commencing ARVD Program.

### 2<sup>ND</sup> VISIT – WEDNESDAY

Treatment Literacy Session

### 3<sup>RD</sup> VISIT – THURSDAY

Review of Results

### 4<sup>TH</sup> VISIT – FRIDAY

Drug Adherence

### 5<sup>TH</sup> VISIT - THURSDAY

Ordering of drugs and next appointment

It is important for the clients to bring their ID books and their treatment partners when he/she visits the clinic. The ID book helps to capture information from the computer and again it assists the client to when he/she is out of the Province.



15 HIV & AIDS LAY COUNSELLORS TRAINED IN ESHOWE DISTRICT HOSPITAL



THESE ARE THE MEMBERS WHO KICKSTARTED THE ANTI-RETROVIRAL PROGRAMME ON THE 11.01.2005

## HALLOWS

Medical Interns	-	6
Medical Officers – Community Service	-	6
Professional Nurses	-	6
Senior Pharmacist	-	1
Data Capturer	-	1
Pharmacists	-	2
Physiotherapist – Community Service	-	3
Physiotherapist	-	1
Radiographers	-	1
Radiographers – Community Service	-	2
Speech Therapist	-	1
Security Guards	-	2
PNA	-	30

We welcome you all, and we wish you a long and happy stay in Eshowe District Hospital. We also hope you will grow professionally to be able to offer the Institution a faithful service.

Goodbye!!!!

Miss Claire Toi, Clinical Psychologist – left end of March

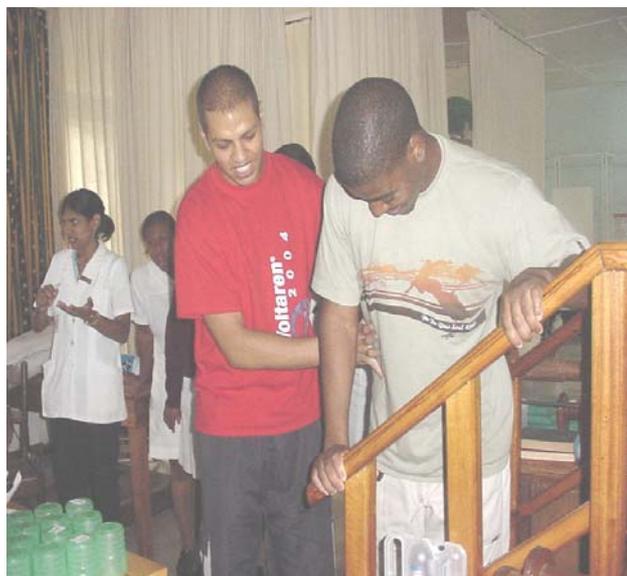
Mr A.M. Gumede, Pharmacy Assistant also left end of March after serving the Institution faithfully for 32 years.



A Farewell function was organized by Management for him



On the 16 March 2005 the Therapy Team i.e. Physio, Speech and Occupational Therapy held an Open Day at Eshowe Hospital. The aim of the day was to enhance the Eshowe Public and Hospital communities awareness of Rehabilitation Services, which are offered by the Therapists. The Therapists created stimulating displays and provided information packages.



On the 21 March 2005 our Institution was visited by 2 delegates from SANC for site inspection in relation to Curriculum R2175 for 2 years Bridging Course for Enrolled Nurses.



From left to right – Ms Tlokotsi, Mrs GF Madlalose, Mrs ES Nkosi and Ms Gaswane

## QUOTABLE QUOTATION

### Service Excellence

Let us all have the positive attitude towards our patients and clients and be kind, kind and kind

*Be all that you can be!*

In the beginning life chooses you

*While you are an infant, others choose for you as an adult, all choices are yours and yours alone*

If you want to lay blame or point fingers for the life you currently have, you need not look far, for your fingers should be pointed at yourself

*From the day you are able to make choices for yourself, you choose how you will live*

At the end you choose the life you have lead

## HOW TO HANDLE A COMPLAINT

1. As enshrined in the National Patient's Rights Charter, everyone in South Africa has the right to complain about the health care they receive, to have such complaints investigated and to receive a full response on such investigation
2. If you are unhappy with the kind of service you receive in this Institution, please try to resolve it with the Head of the Unit concerned  
If you are still unhappy, please contact the PRO at office number 108 first floor – telephone number (035) 473 4538 or email : [zandile.jaffe@kznhealth.gov.za](mailto:zandile.jaffe@kznhealth.gov.za), who will record your complaint for further investigation
3. You can also write down your complaint and drop it in the Suggestion Boxes around the hospital

## WHAT TO REMEMBER WHEN DOCUMENTING A COMPLAINT

Please supply your full name and address, date and time of the incident, a description of your complaint and what you expect to be done to resolve the matter.

## WHAT TO EXPECT WHEN YOU MAKE A COMPLAINT

- We will apologise and attempt to solve the problem immediately
- Written and other complaints will be acknowledged immediately upon receipt and where a full investigation is required, we will advise you and respond in writing within 15 working days, we will provide a progress report
- You may be invited to discuss your complaint with the Senior Staff involved
- You can ask for a meeting if you feel that will be helpful

## HELP / INFORMATION DESK

If you are not sure of the ward, unit or office you are looking for, ask Mr T Mthembu at the Help Desk from 07h00 until 16h00



## QUALITY IMPROVEMENT

There is no ultimate destination in the quality journey. Each time we reach one peak, there is one more peak beyond that which has to be climbed, a never ending cycle of monitoring achievements against goals, redefining the goals and obtaining new incremental (and breakthrough) improvement.

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