

# SIKWADUKUZA

Compiled by Ms S. Mbatha

August 2003

## King Goodwill Zwelithini visits the Hospital



On the 25th of July 2003, the hospital was graced with the visits from the Royal Household: His Majesty, King Goodwill Zwelithini and his entourage to celebrate his 55th birthday. This was one of the days that the hospital has marked boldly in its calendars and will go down as history too.

The King and his entourage were welcomed to the hospital by the newly appointed District Manager, Ms S. Dube, Hospital Management and Hospital Board Members. The King proceeded to the wards where he handed out gifts to the sickly. At these wards the King interacted with the patients: the young and the old. This gave great joy and hope to the patients.



Congratulations Stanger Hospital. You have been awarded a full accreditation by Cohsasa



The entourage then proceeded to the Nurses Dining area where a semi-formal session was held. The hospital choir and traditional dancers provided the guests with entertainment. The choir was later joined by the MEC Health: Dr Z. L. Mkhize and MEC of Social Welfare and Population : Prince Gideon Zulu.

The King addressed the staff members giving them encouraging and motivating words.

The King addressed the staff members giving them encouraging and motivating words. The King also highlighted that nurses are in a caring profession and should continue doing so and should not be discouraged.

Our sincere appreciation goes to the King for choosing Stanger Hospital and the task team members which coordinated the event. The event was a resounding success ( I can say so myself) .

## Hospital Manager's Report

We are already in August and I would like to thank all staff for their support, commitment, dedication, creativity and innovation and teamwork during the months before the external Cohsasa survey. The Joint Clinical Audit and Review Committee conducted its first meeting during this month and I have been assured that we can expect all lot of them.

We have opened an additional ward to cope with the increased number of female medical patients. This ward has a dual function and will address the increase in demand resulting from increase in number of people infected with HIV and TB presenting in an advance disease stage. The other function of the low care ward is to improve the quality of the discharge procedure and will focus on providing better health education and information and ensuring that patients will come in a network of care. It is expected that the number of patients with advanced Aids and TB will increase in the coming months. The decision from the Government to develop an plan to provide treatment of Aids is applauded, but rather late and comes at a time that staff levels are critical low in our Province. We have to be proactive and develop strategies to assist the department to set a system that will allow us to introduce treatment. It is not unreasonable to think that the strategy to combat HIV/Aids will put a high priority on the employees providing the health care. It is sad that we as staff have not been able to develop an effective HIV/Aids prevention and treatment plan for staff. I would advice every staff member to come forward and to test for HIV.

The pharmacy and the human resource manager posts has been advertised and the Finance / System Manager early in September. It is expected that other managerial and supervisor will posts will be advertised between September 2003 and March 2004. It is difficult to provide more detailed information due to a lack of (decentralisation) timetable at Provincial level. We hope to provide specialist services for surgery, orthopedics, pediatrics, anesthetics and high care on or before 01 April 2004.

The rationalization process of PHC services and patient on chronic medication without complication or advanced illnesses from Stanger Hospital progresses well and the average number of patients attending our outpatient department has decreased with more than 5,000 per month. The opening and starting up of the Kwadukuza Clinic went well and the total number of PHC patients has increased to over 10,000 per month. Groutville clinic has also experienced an increase in visits and more an average of 5,000 patients visit the clinic on a monthly basis. It is a concern that DHS has

not been able to review the establishment for both clinics and we await an action plan to implement an extended or 24-hour PHC services for the KwaDukuza sub district.

Significant progress have been made to establish a more efficient and effective referral pattern for Sundumbili CHC and Stanger Hospital has accepted the responsibility to cater for all referrals from the eNdongakusuka sub district. A special arrangement has been made for maternity in partnership with Empangeni Hospital. All patients with obstetrical problems requiring specialist care will be transferred to Empangeni Hospital whilst all other patients will be referred to Stanger Hospital. The maternity unit has noticed a dramatic increase in the number of more than 100 deliveries per month.

The upgrading of physical facilities at Stanger Hospital is also behind schedule and it is not clear when the two long overdue projects for replacing the medical wards and the creation of additional 40 bed pediatric ward will happen. It is expected that Stanger Hospital will gradually increase its bed size to above the 700 beds and will generate considerable amount of revenue within years to come.

The implementation of a performance management is well on track, although slightly behind. We hope to have exposed all to the theory and practice of performance management before 01 September 2003. All manager and supervisor have been trained and have updated the job description and KRA's. A process has started to review all KRA's and to improve the quality of KRA's. I noticed that staff do have problems to set measurable objectives and assistance will be provided in September to all supervisor and managers. The introduction of performance management system is considered a quality improvement and a necessity and forms the basis for staff recognition and reward. The profile system is history and it resulted in frustration and has created a lot of unhappiness amongst all of us. We are moving away and enter into a new future and staff should know on a quarterly basis how they have performed: below average, average or above average. Managers and supervisors have been requested to review performance every three months. This process must be completed before the end of August 2003 for all employees.

I expect that it will take a whole year before we fully understand performance management

Staff will continue to receive extensive training during the month of September to the end of the financial year is. The programme is: project management for managers and supervisors, total quality management and leadership development for managers and supervisors. Various ad hoc training will be provided with the focus on service delivery improvements based on identified prioritized service delivery failures.

Training on staff retention will be provided at the end of September. Training for human resource management has been arranged for the last week of August for all managers and supervisors. The implementation staff development programme focuses on increasing competency and skills for managers and supervisors and support our staff retention strategy. Staff retention is every manager and supervisors responsibility and a good manager / supervisor will attract and or retain staff.

One of the biggest challenges is to live up to the expectations that will be created of our new vision and mission. However, I am confident that we will succeed and noticed a remarkable change in practices and attitudes amongst of all us. It is very satisfying to observe a trend that I have received many words of appreciation by various community members and patients. The number of compliments competes successfully with the number of complaints. This is a remarkable achievement made by staff at Stanger Hospital and an indication that we have left the past behind us.

The relations with organized labour have been dramatically improved over the last 12 months and we are systematically resolving long outstanding issues. I would like to thank organized labour for the displayed leadership to work with patience, openness and trust with management to create a partnership improving relations at Stanger Hospital.

I would like to express my sincere appreciation to all management members and staff at Stanger Hospital who assisted me during the process of aggressive transformation and the displayed leadership thereby taking staff along in the divisions under them. The process of transformation is by far from complete and comprises the effective implementation of changing organizational practices and behaviours to become truly patient focused with different degrees of segmentation and individualized care. I do realise that the latter is a daunting task ahead of all of us and has never being tried before in the public service at South Africa.

We remain humble and acknowledge that we still have many service delivery failures and the recent rape incident and incidents picked up while auditing all patient folders are reminder that there is a lot of work ahead of us, but I am confident that we will succeed with focused and coordinated efforts provided by passionate staff.

I would like to express my appreciation for Dr. Zungu (my boss) and her team at the Directorate Hospital Support Services for the support and am more confident that we will be able to resolve the majority of challenges ahead of us.

Adri Mansvelder  
Hospital Manager.

## UPDATE ON BATHO PELE



We are currently considering to compete in the Price Water-House Cooper Award by next year. A new Batho Pele committee has been set up and membership is based on result caring attitude and willingness to walk to extra mile in patient care. This is in line with our vision: *We dare to care!* The Batho Pele committee surprised all the female employees and volunteers with a rose during women's week and sweets for the female patients. It's a small, but important way to recognize and to appreciate the important role that women play in our society, in particular in our hospital. The Batho Pele committee has many ideas that will have to be transformed in projects focusing around the Batho Pele Principles.

The customer care team in action

Wards and departments are encouraged to support the Batho Pele committee through leadership of managers. All of us are aware about the importance of quality, internal and external customer service. Serving others is our core business and we specialize in health care.

The Batho Pele Committee will focus on aspects of how (human aspect) the service will be provided and will leave the 'what' (technical, clinical) quality to Quality Improvement Committee (Cohsasa Committee) and the Joint Clinical Audit and Review Committee. The Batho Pele committee will focus on service delivery failures and develop tools to measure satisfaction. A new questionnaire has been developed for the OPD and one of the objectives of the questionnaire is to create awareness amongst our patients and local community about our new vision and mission. A special team 'customer care team' will be assist with this process. This customer care team will consist of volunteers and employees..

## Stanger Hospital's Comrades Marathon Runner



Stanger hospital, is proud of Ahmed Hajaree who participated in this years Comrades marathon ( 90 km's) from Pietermaritzburg to Durban on the 16th of June.

Ahmed also attempted the Indian Ocean marathon on May 01, from Durban North to Ballito in the hope of improving his seeding for the Comrades Marathon.

Ahmed who is 42 years old, is a devoted father of three highly intelligent children and husband to a charming wife, Shameema.



Ahmed Hajaree

Ahmed is a qualified, professional soccer referee. He is a fitness fanatic and works out daily in the morning at a local gymnasium as well as setting out for his 5 to 10km daily run. He belongs to the KwaDukuza Athletic club.

Ahmed's qualifying time for the Comrades marathon was 4h37 min achieved in the Marathon at Pietermaritzburg in Mid March. To date he has run the following races in preparation for his first ever Comrades Marathon. In this build up, he ran approximately 75 kilometres per week. He observed a very strict diet and training schedule, he still found time to bathe his youngest child and accomplish other household chores.

Ahmed has been employed at Stanger Hospital since 1987 and is a sterling worker in the Pharmacy department. He has taught himself most of his work skills and is a mentor to all pharmacist interns. He is not selfish with his knowledge and readily assists all staff, old and new, with any queries. He has an impeccable attendance record and has received numerous recommendations for his personality, courtesy and politeness—a gentlemen in the true sense. He is sometimes referred to as the PRO of the pharmacy department.

His courtesy is extended to the general public and hospital staff as well. He volunteers his assistance to all and is a living example of Batho Pele.

Article by Mike Balwanth.

If you have an input or a story that you would like to be published in the next article, you are requested to submit your articles to Ms Mbatha at room no 51, OPD or alternatively contact her on extension 6061.

### Keeping you informed

- **Sick parade has moved from Casualty into the ex family planning room and can be contacted on 6100.**
- **Mr. Msomi is in charge of the General Assistants**
- **There will be soccer and netball tournament s which will be held in Durban at the end of the month.**
- **The hospital choir participated in the Departmental choir competitions which were held at Grey' hospital.**
- **A formal farewell function was held for Matron Ngobese at the Nurses Residence**
- **The volunteers function was held at the Nurses Home on the 31st of August**

### Speeding hymns

- 60km/h : It is well with my soul
- 80km/h : God will take care of you.
- 100km/h : Guide me O thy great Jehovah
- 120km/h : Nearer my God to thee
- 140km/h : This world is not my home
- 160 km/h : Lord I am coming home
- 180km/h : Grecious memories
- 200km/h: rest in peace

**Going that extra mile.....**

**On the 30th of March 2003 a car that was parked outside emergency ward caught fire while the driver was starting the vehicle, he had three passengers with him. Two porters namely Mr. Nelson Pillay and Mr. Arul Pillay that were inside emergency department heard about the incident and acted very quickly, efficiently and extinguished the fire. What you did will never go unnoticed....**

**Article by: Sr B. Z. Gori**

**NEWS FLASH!!!!!!!!!!!!**

**DR KHAN HAS BEEN APPOINTED AS A PRINCIPAL SPECIALIST SURGERY-FIRST TIME FOR STANGER HOSPITAL. PROFILE TO FOLLOW IN THE NEXT NEWSLETTER.**

**Appointments, Transfers, Resignations and Deaths for July 2003.**

**Nursing**

- A professional nurse was appointed on a contract basis.
- Two nursing staff were transferred to IALCH and Correctional Services.
- A staff nurse resigned.

**Doctors**

- A Community Service Dentist was appointed

**General Assistant**

- A food service aid passed away. May her soul rest in peace

**Pharmacy**

- A pharmacist resigned.

**Appointments, Transfers, Resignations and Deaths for August 2003.**

**Nursing**

- A Professional Nurses resigned.

**Doctors**

- A Principal Specialist was appointed.

We would like to welcome our new dynamic and result driven District Manager **Miss S. Dube** and I am more than confident that she will be able to resolve the challenges that are long overdue.

Hospital Manager

**Mini skirts**

**Q. What does mini skirts share in common with a good speech?**  
**A. Both short enough to capture the attention but long enough to cover the essential**

**By: B. Z. Zondi**

**National Budget Highlights.**

**Tax proposals**

- Personal income taxes cut by R13,3 billion. People earning below R30 000 a year will not pay personal income tax.
- Taxes on retirement savings reduced 25% t 18% thereby boosting prospects for increased savings.

## *New Vision and Mission for the Hospital.*

### *VISION*

Stanger provincial hospital has embarked upon a journey into the future – forward, onward, and upward. We will strive to be the number one health care provider of choice for the public and private sectors in the Province of KwaZulu Natal. As such it is our ambition to be a role model for our peers, of the miracles that are possible as a result of focused, co-ordinated effort. We refuse to be earth bound because of perceived resource shortages. Our passion for excellence will be our wings as we soar like eagles. Our desire is to develop a healthy and well informed, educated community for whom we care in a holistic way – physically, emotionally and psychologically. We aim to provide highly professional, specialized, customized treatment for individuals, taking into account their context, gender, age and culture. Our governing core value at all times shall be to “do unto others as we would have them do unto us”. We will provide comfort for those whose spirits are wounded. We dare to care- delivering the five star magical touch of our staff at all times!

### *MISSION*

- Stanger hospital strives to be the leader in public health care services. We are committed to excel in service delivery at all times ensuring you a compassionate high quality, seamless and holistic treatment at primary, district and regional level within available resources. Our ultimate aim is to be the health care provider of choice for the public and private sector to improve the health status of all citizens in the Ilembe district. We will realise this through our commitment to the following principles:



### *CORE VALUES*

- Service Excellence
- Ethical and Fair Treatment for All
- Continuous Improvement in Measurable ways
- Teamwork and Staff Development
- Compassion

### Breastfeeding

Stanger Hospital has embarked on a journey of achieving status of being baby friendly. To be baby friendly refers to maintenance of exclusive breastfeeding. Exclusive breastfeeding means that the baby receives only breast milk, the baby does not receive water, other drinks e.g. juice, tea, semi solids or solid foods, traditional oral medicine or remedies bought at the Pharmacy without a prescription from a doctor or a pharmacist. The baby should not also use pacifiers or dummies. If the baby cannot suckle from breast, she/he can get breast milk by a cup or a naso gastric tube. Every baby has a right to be breastfed and every mother has the duty to perform that is to give her baby breast milk.



Breast milk is unique as a living substance because it changes according to the baby's needs and age. Breast milk has individual antibodies for individual needs of each and every baby. Colostrum is the first milk that is in the breast from the 1<sup>st</sup> to the 04<sup>th</sup> day post delivery. It is the most important milk for the baby. Breast milk is not only good for the child's growing needs; it also decreases teeth decay for the infant, which is very high in bottle fed infants.

### Nursing bottle syndrome

This is caused by an incorrect feeding method in infants and it results in decay of toddler's teeth that the child will suffer from pain and may lose teeth at a very early stage.

The nursing bottle syndrome occurs when the baby is lying down and sucking the bottle until she falls asleep and herein lies the problem. As the baby falls asleep the sucking action slows. This means that the liquid she is drinking, pools around in the mouth. The tongue covers the lower front teeth completely and the lower back one to a limited extent. These teeth are then protected from the pooling. The top teeth receive the worst of the pooling so the decay in nursing bottle syndrome has a specific pattern, namely the upper front teeth are very seriously affected.

The next part of the problem is in the acidic content of the bottle. Acidic liquids damage the enamel. Liquids high in sugar content encourage bacteria in the mouth. Carbonated cold drinks and pure fruit juice are both acidic and high in sugar content and should be avoided in bottles.

### Why do babies need breast milk?

- § To satisfy thirst because it has enough water for the baby until 6 months.
- § To satisfy hunger and helps in growth with its proteins, carbohydrates, fats, vitamins and minerals content.
- § For protection from infection as it contains antibodies to fight against infections the mother has had in the past
- § For development of the baby because it has essential fatty acids, which help in the digestion of food and are, a growth factor in the gut.

### Advantages of breastfeeding

- § Best food for all babies
- § Reduces incidence of allergies
- § Economical- no waste
- § Antibodies- it contains antibodies which help fight against infection
- § Stool is inoffensive
- § Temperature is always correct
- § Fresh – never goes sour
- § Emotionally bonding for the baby and the mother
- § Effective in child spacing
- § Digests easily in 2 to 3 hours
- § Immediately available
- § Nutritionally balanced
- § Gastro-Enteritis is greatly reduced.

### Breastfeeding and Child Survival

- § Babies to exclusively breastfeed for 4 to 6 months
- § Complimentary feeds i.e. solids to be introduced at 6 months
- § Continue breastfeeding babies up to 2 years or beyond

Every family members and employer has to support breastfeeding mother. Remember ' Brest milk is the best milk'.

We should support Mrs. Manqele, the project leader in her efforts to become a Baby Friendly Hospital. It seems that the external assessment will be done in September 2003. Progress is good, but we have to support each other and display the same type of teamwork as with Cohsasa.

### Differences between you and your boss.

- When you take a long time , you're slow. When your boss takes a long time, he is thorough.
- When you don't do it, you're lazy. When you don't do it, he is too busy.
- When you make a mistake, you're an idiot. When your boss makes a mistake he's only human.
- When you take a stand, that's being bull headed. When your boss does it, that's being firm.
- When doing something without being told, you're overstepping your authority. When your boss does the same thing, that's initiative.
- When you please your boss, you're apple polishing. When your boss pleases his boss, he is being co-operative.
- When you are out of office, you're wandering around. When your boss is out of the office, he's on business.
- When you're off sick, you're always sick. When your boss is off sick, he must be very ill.
- When you request for leave, you might be going for an interview. When your boss requests for leave, it's because he's over-worked.

Article by: Mandla Zulu ( Security Department)

### ABET graduation ceremony.

The Management, Hospital Board Members and



Staff would like to congratulate our graduates.

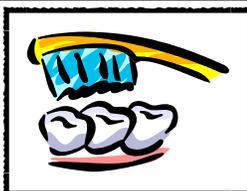
### Thought of the week

"Success is like a ladder, and no one has ever climbed a ladder with their hands in their pockets."

### It's time to check your smile

The South African Dental association dedicated the month of August as Dental Health Month. The dental fraternity will be drawing everyone's attention on dental health and oral hygiene. It is a month when massive education campaigns aimed at all South Africans were underway, trying to get across the message " Smile you can!" as their logo for this year. The main objective was to get across the message of daily oral hygiene and regular dental care.

Dental Staff of the hospital organized a Oral Health Programme at the hospital and the third week was their main focus, where patients were screened. The Oral Hygienist visited schools, district hospitals , PHC clinics and mobile teams as an outreach campaign to those areas that are inaccessible to dental health services.



The Dental staff are there to help you- not in their interest to scare anyone off. They supply their clients with valuable advice on correct dental care and oral hygiene diet etc. **It is time to check your smile.**



Regular visits to your dentist and oral hygienists will help you to ensure that you are doing the best you can to keep your teeth and gums healthy. With regular visits, problem areas will be spotted before severe damage is done.

### *Important rules to remember.*

- Brush your teeth every morning and evening after meals
- Use fluoride toothpaste
- Use a toothbrush with soft end rounded bristles
- Floss daily to remove plaque
- Replace your toothbrush at least every three months
- Eat lots of healthy food
- Don't eat too many sweets and sticky foods
- Visit your dentist every year.

COMPILED BY DENTAL STAFF