

SPECIAL POINTS OF IN- TEREST:

- MIRECLE BABY
- OPEN DAY
- WIN A CAKE COMPE-
TITION.

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G T N U M L E V O I S S U E 1

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FROM THE HOSPITAL MANAGERS DESK

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We can look back with pride as we approach the year -end. We have been able to live to our vision as the Executive Management Team - to be totally cohesive, united and aligned in our dealings with one another and ultimately with our staff in general. In spite of the hurdles we had to overcome, we are grateful for the improvements in the general appearance of the hospital. Renovations of ablution rooms and wards; adequate supply of linen to name but a few improvements, have boosted the moral of staff working in these areas.

We revived the Institutional Management and Labour Committee meetings which has resulted in improved labour and management relations. We had fruitful Hospital Board Meetings thereby improving governance. We have succeeded in scheduling numerous meetings and attendance has been outstanding.

We have also been able to sustain our full medical

staff complement, unbelievably; doctors continue to show interest in our



Mr. R.B. Ngubo
Hospital Manager

hospital. Most of our critical posts have been filled this year. We organized a very successful Open Day on 1st of September 2006. In our quest for service excellence, we appointed a very competent Quality Manager, who within a short period has introduced excellent innovations to improve quality patient care in Greytown. We appointed a knowledgeable Public Relations Officer in Mandisa Mchunu, please assist and co-operate with her.

I would like to thank all staff member for their dedication, drive and enthusi-

asm in the performance of their duties. Please note that there is room for improvement. There are those of you who performed beyond their call of duty, who in some cases had to man their departments single-handedly as a result of staff shortages, but never complained. I say your efforts have not gone unnoticed. Keep up your good work!

Remember that management expect you to take a special interest in the running of the hospital, and your inputs are most welcome. This being the first issue of the Newsletter, I request you to make the best of it by submitting topics for publication to Public Relations Department. The success or failure of this publication depends on you.

Finally, let me take this opportunity to wish you a prosperous New Year.

PHOTO: MR N.P.
SHEZI HUMAN
RESOURCE MAN-
AGER

**" A MANAGER IS
A PERSON
INCHARGE OF
OR DIRECTING
OTHERS"**

MANAGING DISCIPLINE IS NOT THE HR MANAGER'S JOB

To many Managers, it is still a mystery why employees at all level fail to keep to the rules or fail to do their work properly, in spite of being well trained and paid. I am constantly asked these questions, " Why do employees...

- ◆ Ignore quality standards?
- ◆ Fail to meet deadlines?
- ◆ Fail to check their calculations?
- ◆ Steal from the employer?
- ◆ Assault each other?
- ◆ Play solitaire during official hours?
- ◆ Consume alcohol while still on duty?
- ◆ Spend hours chatting on the phone?
- ◆ Arrive late and leave early?
- ◆ Take time off without permission?
- ◆ Refuse to carry out instructions? "



One answer to these questions could be that, in some workplaces, employees are not properly managed.

The definition of the word manager, according to the Collins Concise Dictionary, is "a person in charge of or directing others". Therefore those who call themselves directors, managers or supervisors need to understand that it is their job to manage not only the processes and documents but people as well.

The job of managing people includes disciplining when necessary. The HR Department can be a crucial resource in this respect by providing line managers with advice and training in areas such as:

- ◆ Setting clear and fair quality standards.
- ◆ Communicating work performance and conduct requirements effectively.
- ◆ Investigating misconduct allegations.
- ◆ Coaching and mentoring skills.
- ◆ Administering the process of counselling and hearings.

With the above, I wish to emphasize to all supervisors and managers that failure to discipline, is indicative of the fact they are overpaid and can be charged with misconduct on the basis of serious negligence of duties.

Finally, I wish you all the blessings during this festive season till we meet again in 2007.

MIRACLE BABY!!!!

We had a miracle in our maternity ward. Busisiwe Dlamini* was pregnant and terminally ill. Busisiwe was unconscious when she gave birth to a healthy baby. This was considered a miracle birth, the first for Greytown



Baby after delivery

Hospital. No body was expecting a healthy baby from the situation. Unfortunately the mother passed-away on the following day. Nurses are very much impressed and they thank God for this wonderful gift of life that He gave the Dlamini family. We are all proud of the staff that monitored the mother until the end.

*** not real name used**

CEREBRAL PALSY CHRISTMAS PARTY: REHAB DEPARTMENT



Occupational Therapist, Sandy Black with one of the Mom's and her child...



"The party was successful judging by the attendance of the invited guests"

On Monday the 27th of November a Christmas party was held for the Cerebral Palsy clinic. The clinic has been in existence since 2003 and is held on a monthly basis. Cerebral Palsy is a condition where the brain may be damaged due to trauma during pregnancy or birth. These children are therefore unable to control their muscles properly. They often are unable to walk, talk and eat independently. However with early therapy, these children stand a much better chance of gaining independence in some areas of function. Some of these little ones go on to learn at special schools.

The party began with Baba Zondi, from Shalom church, leading the ladies in a devotion. This was followed by singing and dancing by the excited caregivers. Numerous entertaining games were also played. There were generous members of our community who made donations and therefore each person had a party pack full of goodies, sandwiches, juice and cake. The regular attendees received a special 'bag of love', which was filled with donated toys specifically chosen for their level of function. The caregivers were full of smiles and we were grateful that we were able to have such a special party for them.



Caregiver and the baby receiving a gift.

ABET ATTENDING LITERACY DAY



Yilo iqembu lakwa ABET laku lonyaka

mfundo ayikhulelwa ngempela. Babe bahle beqedile abafundi bakwa ABET ngesikhathi bebambe iqhaza embuthanweni i- Literacy Day - 2006.

Lombuthano wawuse- Escourt lapho bafika bazitika ngezibiliboco. Ayiphathwa ke eyomculo owawusezingeni eliphezulu.

Iminyango isavuliwe nangonyaka ozayo kulabo abasafuna ukufunda, bangayobhalisa ku Mr. S. V. Qwabe e-Human Resource Department.

Thina sesiphumile ke ebunmyameni
sizwela wena osasay-
ina ngesithupha!!!!



Kwakuhle kunje besho ngazwi linye bethi
"phambili ngempundo phambili!"

LONG SERVICE AND SERVICE EXCELLENCE AWARDS FUNCTION - 2006

We had our long service and service excellence awards function on the 15th of December. The purpose of this day was to show all those who go an extra mile when doing their work, that their efforts are noticed. For those who fail or struggle to pull their weight to show them that hard work pays.

The criteria for the best performing employee were given to the supervisors and they let the department to nominate a person suitable for the award. For the wards, Infection Control and Quality Assurance standards were used as measurement for the best performing wards. The survey was conducted in the institution and the best section was nominated from the results of that survey.

On the day of the event it was revealed that people that were nominated and received the awards were suitable as everybody seemed to be happy about the awards.

We will have another one next year so people should worry themselves and try to improve where they are lacking. We are all capable of excelling in our fields.

Good work pays walala wasala!!!!!!!!!!!!!!



TB/ MDR-TB Ward with their awards, as they received the award for The Best Sustained Department as per Infection Control and Quality Assurance Standards. The Matrons floating trophy also went to them.

Keep up the good work M3!!!

OUR OPEN DAY THE FIRST OF ITS KIND!!!

Summer was warmly welcomed with flair in Greytown Provincial Hospital, with the hosting of a Spring Open Day on the 1st of September 2006. The event was held within the hospital premises. It was the first of its kind in the whole Umzinyathi District. Those who attended will agree that the event was worth their attendance and for those who were unable to attend it was their loss.

The purpose of the Open Day was to assist people of Umvoti and surrounding areas to become acquainted with Greytown Hospital. It helped the community to know the institution better and to learn about different sections around the hospital. Different departments from the hospital prepared and decorated stalls, showing what they do in their sections and sharing information with the public. This kind of exhibition also played a crucial part in educating the community at large.

Ms. T.A. Gcisa introduced speakers and directed the program of the day professionally and with good humour. The event was graced by the presence of Mr. J. Mndebele: District Manager Umzinyathi, His Worship the Umvoti Mayor Councillor: Mr. M.P. Ngubane, Hospital Board Members, Chief Executive Officer's from different institutions, Mr. N.A. Ndamane from EMRS, Umzinyathi District Manager and local councillors, Mr. P. Skhakhane: The Acting Umvoti Municipal Manager, local media, local clinics and more than thousand of our local community members from various areas of Umvoti sub-district.

The community was involved in the programme as there was Imbizo component where they were given opportunity to raise their views about the services rendered by the hospital.

The Hospital Management believes that the purpose of the day was accomplished, judging by the attendance of the community members. Having in mind that this event was the first Open Day for the institution, the task team deserves a thumbs up for organizing such a successful and effective event.



Ms. Gcisa Program Director for the day.



MR. CHONCO DOING PATIENT REFLECTION



Hospital choir doing their thing on the day



HOSPITAL MANAGER MR NGUBO ADDRESSING THE HOUSE



DRUMMIES FROM GREYTOWN HIGH SCHOOL

NOTICES

GIVE OUR NEWSLETTER A NAME AND WIN A CAKE. A NAME THAT WILL BE CHOSEN BY THE EDITOR WILL BE CONSIDERED AS A NEW NAME FOR OUR PUBLICATION. SUBMITT YOUR NAME TO PUBLIC RELATIOS DEPARTMENT PERSON WHO CAME UP WITH

WIN A CAKE COMPETITION

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Word of thanks from Naomi

It is with sadness that I bid the Greytown hospital family good -bye. My community service year has been an enjoyable one, only because of the warmth, acceptance and assistance I've received from all staff members here. 2007 holds many new exciting adventures. I will be in Durban working at a school catering for children with learning difficulties on a team with 6 other speech therapists. Continue to strive for excellence and assist our patients with love and care that radiates from this institution... Naomi Thurtel - Speech Therapist

SPORTS NEWS

We have approached the end of the year. Many events were held in the institution and they all had their value. The netball and soccer tournament seemed to be the most interesting event around the Hospital and many people participated.

Greytown also had friendly games at Northdale Hospital. The performance was not as excellent as it was expected of Greytown Boys. The netball team was the best for all these matches held at Northdale. Next year will have even more games and both teams are already for the 2007 tournament..

We wish all our players a wonderful 2007 full of energy and enthusiasm.

Communications

I would like to welcome all of you to our first newsletter edition. This publication will be published quarterly.

I also wish to state that success or failure of this publication is based on your inputs as staff members. Therefore I urge everybody to participate



Miss Mandisa Mchunu
Public Relations Officer

and contribute to the publication.

I would like to thank everybody who contributed to our first newsletter especially the Hospital Management for editing some of the articles.

I am hoping that people will participate in giving our newsletter a name. The winner will be published in the next issue of the magazine.

In the next magazine other issues from different departments will be included.

May all of you come back safe next year.