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QUALITY ASSURANCE MANAGER

Firstly I would like to thank my predecessor, Mrs. P Mgbhozi for doing the ground work and laying the foundation upon which I have to build. I would also like to thank staff and management of Greytown Hospital for welcoming me and making me feel at home. This has made my adjustment less painful. Quality assurance can be defined as all activities that contribute to defining, designing, assessing, monitoring and improving the quality of health care. Effective quality assurance must be based on four core principles, namely:



M R. MTHUNZI NTOMBELA
QUALITY ASSURANCE MANAGER

ing and measure performance
 Focus on teamwork: quality is best achieved through team approach to problems solving and quality improvement.
 Paying attention to above mentioned core principles is sure to yield quality improvement activities that will make a noticeable difference to the lives of our clients. I hope we will work together to improve the lives of our clients as well as improving our working environment. My motto is "Man change a place in which he is living and by changing a place in which he is living, man is changing himself" I am looking forward to working with the people of Greytown Hospital to change the place in which we live and work and hopefully change ourselves.

Focus on the client: services should be designed so as to meet the needs and expectations of a client and communities
 Focus on systems and processes: provider must understand the service delivery system and its key service processes in order to improve them
 Focus on measurements: data are needed to analyze process, identify problems solv-

MEET OUR NEW PHARMACY MANAGER



ZINHLE DAMBUZA
PHARMACY MANAGER

We had a chat with our new Pharmacy Manager : Miss Zinhle Dambuza. She is a warm hearted person and we could see that she is happy so far with the treatment she is receiving from the Greytownians. Lets hear what she has to say!

Umlevo: Where have you been working from Ms. Dambuza?

Zinhle: Greys as community service, CJM as pharmacist and Escort as Principal Pharmacist.

Umlevo: How do you find Greytown?

Zinhle: Very warm, staff members are friendly and management is the corner stone of the hospital. They are very supportive. Pharmacy staff are the most interesting people, they have great respect for me and I appreciate that.

Umlevo: How long are your planning to stay in Greytown?

Zinhle: I want to go to private sector at some point, so I want to work in Greytown until I get that opportunity then I can leave Greytown.

Umlevo: What improvements can we expect to see in our pharmacy?

Zinhle: Our pharmacy is not in a bad state at the moment, but you can expect to see growth in the positives that we already have pertaining patient care. This is not going to be easy to maintain as we have limited staff.

Umlevo: If you were to change something about Greytown what would you change?

Zinhle: I am a woman definitely I love shopping, so I would build a mall to give us a variety of stores for shopping. Especially stores that sell shoes.

Umlevo: Siyabonga Zinhle for joining the Greytown family, be sure you will enjoy your stay with us.

PHC SUPPORT

Our Primary Health Care teams should be appreciated for the great work they do.

They always avail themselves whenever they are needed (omabizwa asabele bangempela). The department of Social Development have hosted a number of events and our PHC never failed to render health services in all these functions.

Recently the Department of Social Development hosted another event at KwaDolo near our satellite Clinic—Hlanzeni Clinic.

We really appreciate the effort that these teams demonstrated in these

functions and it is clear that we can go places with our PHC.

They never forget to do their own events and awareness's with the same impacts and courage that they demonstrate with other departments.



Phumlani Langa with patient at the War Against Poverty event.



Some PHC team members who were part of Diabetes Day at Ehlanzeni area..



DEDICATED STAFF MEMBERS AT THE DIBETIES DAY AT HLANZENI AREA



Miss Mlangeni taking BMI at the event..

STAFF WELLNESS CLINIC



**SNE THABEBTHE
EAP PRACTITIONER**

**BE STRONG, KNOW YOUR
STATUS,
HAVE TIME ON YOUR SIDE
AND GET TESTED.**

When speaking of HIV/AIDS we turn our backs and don't want to hear what comes thereafter. It is the greatest fear most of us have. We even wish that it doesn't happen to us. We perceive it as something for Them not Me. But the fact is, we don't live in isolation. We either belong in a family, have children, friends, partners or colleagues who might have the virus. One way or the other we are affected by it. But because of fear, we don't want to normalize the virus and treat it like any chronic illness. Normalizing it will help us to get rid of stigma, to be sup-

portive of others and treat HIV positive people with love and respect.

Indeed, as human beings we have fear; fear is a common and thus a normal emotion. It is okay to fear something. God has given us fear but has given us courage as well. But courage is not the absence of fear, it is the presence of it, but a will to go on. Having to live with a chronic illness is not easy, it is so devastating. For some people it is hard to do an HIV test but knowing later when you can't get sufficient help is another problem.

If for one moment you may pose and begin to ask yourself "If I was HIV positive how would I want to be treated?" Or "If my partner or my child was HIV positive how would I want him/her to be treated?" I'm confident that we would all want to be supported. Now, 'support' is a common word but has a very profound meaning in it. Literally, its means love, bliss and comfort, it is life. There is highly positive energy in a word. But it is difficult to support a colleague or a family member who is ei-

ther infected or affected by HIV if we, ourselves cannot find it in our hearts to comforts ourselves, if we don't have courage to get rid of that fear.

If you already know your status as HIV negative; visit EAP or Occupational health and get advise on how to maintain your status, protect yourself and be supportive of others. If you are HIV positive take your medication accordingly, eat healthy diet, exercise, be supportive of others and refer yourself to Occupational health or EAP for support, counseling and further management.

If you don't know your status and want to do an HIV test you can go to EAP or Occupational health for counseling and testing. Just remember that everything is confidential and you are not compelled to test. You can do counseling only and test whenever you deem fit.

**Be strong, know your status,
have time on your side and get
tested!!**

FOOD FOR THOUGHT: *Speak no ill of other man, speak only good as much as you can thus a man convinced of your friendship sincere will always lend you an ear!*

HUMAN RESOURCE DEPARTMENT



NOMUSA THABEDE
HRD PRACTITIONER

HUMAN RESOURCE DEVELOPMENT (HRD)

Human Resource Development is the framework for helping employees to develop their personal and organizational skills, knowledge, and abilities. It includes such opportunities as employee training, employee career development, performance management and development, coaching, succession planning, key employee identification, tuition assistance, and organization development.

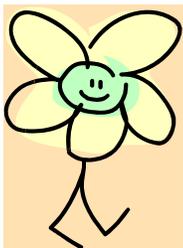
HRD is aimed at providing a plan to ensure that staff is equipped to participate fully in the institution. The focus of all aspects of Human Resource Development is on developing the most superior workforce so that the Institution and individual employee can accomplish their work goals in service to clients.

HRD component renders the following services:

- ✦ Induction and orientation programme
- ✦ ABET programme
- ✦ Bridging courses for Nurses
- ✦ Learnerships
- ✦ In-service Training
- ✦ Internship programme

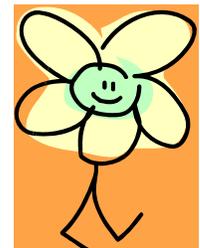
Public Services and Cuban Bursaries offered by the Department of Health.

FOOD FOR SOUL



LIFE IS NOT MEASURED BY THE NUMBER OF
BREATHS WE TAKE, BUT BY THE MOMENTS
THAT TAKE OUR BREATH AWAY.

Submitted by: Mrs. E. Garrib



GATEWAY GARDEN

GATEWAY CLINIC have started an outstanding project. The staff of Gateway clinic started farming vegetables in a very small space at the back of the clinic. The project started after realizing a number of TB patient who are neither working nor receiving grants. These patients are given fresh vegetables each time they come for their medication to the clinic.

Staff members from the clinic are responsible for the garden and they do the watering, farming and everything on their own. Well done Gateway keep up the good work, we are proud of you. Your efforts are not going unnoticed.



GATEWAY STAFF MEMBERS



GATEWAY GARDEN

COMPLIMENTS FROM PATIENTS

ALL STAFF OF GREYTOWN HOSPITAL—PAEDITRIC WARD

Thank you so much for taking care of Mfanukhona Ndlovu. Your love and nursing care is greatly appreciated. I am very impressed with the cleanliness of your ward, the efficient service and happy faces of the nursing staff. I felt very comfortable coming to your ward when I came to visit, and on Mfanukhona being discharged. Thank you

Staff Nurse Antoinette
Kinderhuise
Greytown



MIRACLE BABY

"THE REAL CONTEST IS ALWAYS BETWEEN WHAT YOU HAVE DONE AND WHAT YOU ARE CAPABLE OF DOING. YOU MEASURE YOURSELF AGAINST YOURSELF AND NOBODY ELSE" - GEOFFERY GEBERINO

On the 12th of August 2008, our Maternity Ward admitted Lungeleni Bhengu a mother who was already in labour.



LUNGELANI WITH MATERNITY STAFF ON HER FAREWELL PARTY

Later that day Lungeleni gave birth to a baby boy (Sihle) who weighed 900g. At that time nobody had faith in a life for this little boy.

Maternity staff were soon amazed to see the improvement of this boy as he was gaining weight and getting healthier day

by day.

Lungeleni and Sihle have been with maternity from August until this month (October). "What a cooperative woman" said Sister Mkhize in-charge of Maternity Ward.

A Farwell party and gifts was organized by maternity staff to celebrate with Lungeleni on her amazing gift.

APPOINTMENTS September 2008

1. Zuma N.C.
2. Sokhela N.W : Registered Nurse
3. Bocongo S.N : Registered Nurse
4. Khanyile L.P. : Registered Nurse
5. Ntuli P.H. :Registered Nurse
6. Ndlovu Z.R. : Enrolled Nurse
7. Dambuza P.Z. : Speech Therapist
8. Mpungose N.



FAREWELL

1. Maswime T.M.S
2. Majola S.G.G
3. Mngadi S.V
4. Kader Z
5. Guma P.C
6. Buthelezi T.G
7. Walker C
8. Sibiya N.P
9. Shezi P.B

We would like to convey our heartfelt condolences to the Mkhize family and friends for the loss of their family member and a friend: MRS. THOBILE MKHIZE who passed away on the 7th of March 2008. She worked at Out Patient Department as a Professional Nurse.

From: Hospital Management

We will definitely miss you in GREYTOWN. "You made a permanent MARK"

NUTRITIOUS BYTES....

Osteoporosis..

Greetings Grey-townians! In recognition of World Osteoporosis Day (20th October 2008), here is a little information & a few tips to help reduce your risk of developing Osteoporosis.

Osteoporosis is: a generalized loss of bone density, which gets worse over time i.e.. is progressive, & leads to skeletal weakness.

One of the dangers associated with this is that fractures may easily occur even though there is little or no trauma to the body. In old age there may also be distorted body shape & a loss of teeth.

Who is at risk?

Females; especially those who reach menopause before 45 yrs

Those who:

Have used medication such as steroids or anti-seizure drugs
Eat a diet low in calcium

Are immobile or inactive
Smoke or use alcohol excessively
Have a family history of osteoporosis
Have a small frame or thin body
Risk increases with age for both men & women

If you feel you may be at risk, your health care provider can provide you with more information on having your bone mineral density tested.

What can you do?

Note: Peak bone mass is reached around the age of 30 yrs, so as a guideline, those younger than 35 should focus on regular exercise & healthy eating to reduce their risk. After 35 yrs you can aim to prevent bone loss by ensuring you get enough in calcium & Vitamin D, and engaging in regular weight bearing exercises.

Ensure that your calcium intake meets your requirements – some calcium rich foods are dairy products,

dark green leafy vegetables, broccoli & green beans
Before considering taking a calcium supplement consult your doctor on whether it is an appropriate choice for you

Have at least 10-20 minutes of sun exposure per day to at least your hands and face - to promote adequate Vitamin D supply for the body. *Vitamin D aids in calcium absorption*

Avoid smoking & excessive alcohol consumption

Have a moderate intake of caffeine, phosphorus & sodium
Engage in weight bearing physical activity (jogging or brisk walking) for at least 30 minutes on most or all days of the week

If you are concerned about your nutrition & lifestyle, please feel free to see us at the Dietetics Department.

*Bernice Naidoo
Dietitian*



PUBLIC RELATIONS DEPARTMENT

PUBLIC RELATIONS DEPARTMENT HAS BEEN A ONE MEN'S SHOW FOR THE PAST TWO MONTHS. IT IS WITH GREAT PLEASURE TO INTRODUCE OUR NEW PUBLIC RELATIONS INTERN - NJABULO MNYANDU. HE IS BORN AND BREAD IN GREYTOWN. NJABULO IS DOING HIS FINAL YEAR IN PUBLIC RELATIONS MANAGEMENT WITH THE

DURBAN UNIVERSITY OF TECHNOLOGY. HE WILL BE WITH US FOR SIX MONTHS



**NJABULO MNYANDU
PUBLIC RELATIONS INTERN**

OR MORE SOME FUNCTIONS OR EVENTS WILL BE COVERED BY HIM, SO PLEASE LET US ASSIST HIM ACQUIRE AS MUCH KNOWLEDGE AND EX-

PERIENCE AS HE COULD POSSIBLY ACQUIRE. HE WILL BE COMPILING OUR NEXT ISSUE OF THE NEWSLETTER, YOUR OPINIONS AND SUGGESTIONS TO MAKE THIS NEWSLETTER GROW ARE MUCH APPRECIATED.

SEND YOUR VIEWS TO :MANDISA.MCHUNU@KZNHEALTH.GOV.ZA. OR YOU CAN HAND DELIVER TO PUBLIC RELATIONS DEPARTMENT.

NEW PATIENT ADMINISTRATION DEPARTMENT

It was about time we got a new Patient Admin. Department and Greytown Management acted on that by proposing and persuading renovation of old kitchen to a new Patient Administration Department. In spite of budgetary constraints this project



NEW PATIENT COUNTER



RECEIVER AT OPD ADMITTING DEPARTMENT

was a success. We hope the new structure will benefit both patients and staff of Greytown Hospital. Quality is what we strive for stay focus and watch other new coming developments in the whole hospital.

EYE CLINIC

Eye clinic is now fully functional and it has all necessary equipment and staff. The clinic consist of the following people:

- ◆ Sister Mbatha
- Ophthalmic Nurse
- ◆ Mzwandile Khoza
- Cataract Case Finder
- ◆ Dr. Sifiso Gwala
- Optometrist
(who visit the clinic once a week)

The clinic operates from Monday to Friday as the eye Nurse is always at the clinic.



TRAINING IN PROGRESS

Mr. Khoza also visits pension pay points within Umvoti. This

help in identifying cataract cases as soon as possible. The team is proud of the work done in Umvoti

The training went well, they even went for practical, applying what was taught by the experts.



HOME BASE CARES WITH THEIR TURTOUR AFTER TRAINING AND RECEIVING OF CERTIFICATES.

area since they have started working as a fully functional team.

After the whole thing HBCW were given certificates to certify that they did attend the training.

On the 03rd of November 2008, this team hosted training for Home Base Cares(HBCW) in Umvoti Sub— District. The purpose of the training was to equip the HBCW with skills pertaining Eye Care.

“It was real a fruitful exercises”. said sister Mbatha (Ophthalmic Nurse)