Our Promise To You

If you have any queries, complaints or suggestions please do not hesitate to contact us directly. We promise to address and redress any problems encountered within 7 working days. We also promise to be open and transparent and give you factual information.

Vision

Partners delivering the future.

Mission

Dedicated to the highest quality of customer services delivered warmly and friendly by teams empowered to meet the challenges of women and child health in the districts of uThungulu, uMkhangakude and Zululand.

Core Values

Respect

Integrity and Honesty

Communication and Accountability

Knowledge Management

Excellence in Service Delivery

Discipline

Participative decision Making

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Lower Umfolozi Regional War Memorial Hospital
Empangeni
Participative Decision Making
We are in participative decision making when we:-
- Ensure that before decisions are made we ask for all the stakeholders opinion
- Involve relevant stakeholders in decision making
- We ask inputs from others before taking critical decisions
- We agree on guidelines (mandates) and allow decision making within these guidelines
- We create an environment for feedback

Integrity
We have integrity when we:-
- Don’t put self-interest above the interest of the institution.
- We question when we disagree
- We participate in cross-functional teams
- We keep our promises
- We form partnerships with our customers
- We cultivate the culture of loyalty,
- We are committed to complying with building an ethical culture
- We create a culture of punctuality & trustworthiness

Excellence in Service Delivery
When we excel in service delivery it’s when we:-
- Implementing Batho Pele principles Improve service delivery
- Enhance people performance
- We put customers first
- We have learnt the fine art of being good listeners
- We are capable of inspiring and motivating individuals to excel in everything they do
- We give prompt feedback
- We create forums for feedback
- We accept feedback from others
- We give timeous recognition where due
- We create sufficient base to review and celebrate achievement
- We create willingness to measure what we do

Respect
We respect when we:-
- Value the rights of employees & clients
- You obey an instruction
- You comply with the request from a customer
- We don’t shout – check the tone of your voice
- We treat others as equals
- We don’t belittle people
- We great people
- We listen to customers
- We don’t answer with rudeness
- We think (for 10 seconds) before we act

Committed and Accountability
Ensure that we have:-
- True leadership which is for the benefit of followers not the enrichment of leaders”
- We walk the talk
- We are dedicated and loyal
- We provide followers with a sense of purpose beyond the achievement results,
- Ensure that we have the right people in the right place at the right time, to do the right thing.

Commitment and Accountability

Knowledge Management
Latest research developments
Share this with everybody so that we grow together
- We communicate the goals of the business
- We agree on targets
- We create opportunities for growth and learning
- We prioritize personal aspirations
- We encourage the management of self
- We ensure the empowerment of followers.

Discipline
We are disciplined when we have:-Self-discipline
Ensure that followers don’t feeling as though they are being mistreated, not valued or not respected by the organization's leadership
- We improve poor performance
- We participate in effective problem solving
- We ensure that there is a system in place to detect and deal ethical violations or compliance building and maintaining an ethical culture
- We create or encourage good behavior
- We encourage the management of self are team players and excel at interpersonal skills,
- We ensure that there are no threats nor intimidation