



health

Department:
Health
PROVINCE OF KWAZULU-NATAL
Fighting Disease, Fighting Poverty, Giving Hope



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MSELENI HOSPITAL

Mseleni Hospital wins Gold Award in Batho Pele at the Premier Service Excellence Awards Another good story to tell in the Umkhanyakude Health District



Premier for KwaZulu Natal, Senzo Mchunu celebrating with Department of Health Team, including Mrs. Vilakazi (Assistant Manager HRD), Ms. M.P. Themba (Umkhanyakude Health District Manager), Dr. V.G. Fredlund (Mseleni Hospital Acting C.E.O), Mrs. P.P. Ndlovu (Manager in Quality Control, Monitoring and Evaluation Quality Control, Monitoring and Evaluation) and Mseleni Team

KwaZulu Natal Department of Health has another good story to tell from Mseleni Hospital! On Thursday 24th July 2014, Senzo Mchunu, Premier for KwaZulu Natal presented Umkhanyakude's Mseleni Hospital an award for providing the best health care to the community and putting its patients first (Batho Pele); this happened during the Annual Premier Service Excellence Awards Ceremony held at Durban International Convention Centre.

Mchunu commended Mseleni Hospital which was representing the Department of Health in the Province of KwaZulu Natal for going beyond the call of duty to achieve the best service for the

people; furthermore he congratulated the entire Department of Health for increasing the life expectancy of males in the province and reducing prevalence of HIV/AIDS. "This came at a remarkable month, "July" where we celebrate the life of our late President, Nelson Mandela" said Senzo Mchunu.

"We are happy about this achievement; however we know that we still need to strive for more improvements in our health system to achieve Millennium Development Goals relating to health which are: reducing child mortality and to combat HIV/AIDS and its opportunistic fellow



Premier for KwaZulu Natal announcing Mseleni Hospital as winners

diseases such as Tuberculosis; and also to enforce national health core standards which enforces our

health institutions to be at the highest level so that we prepare for National Health Insurance” said Dr. V.G. Fredlund, Mseleni Hospital Acting Hospital Manager.

Each year, the Office of the Premier awards public service institutions for being able to deliver the basic needs to their surrounding communities. In 2012, Manguzi Hospital received a Gold Award in the same competition. Mseleni hospital, located in the

northern part of KwaZulu Natal in the rural Umkhanyakude District received the award through having been able to deliver basic health needs to its communities based on Batho Pele (People first) principles. During assessment, the hospital had to prove beyond reasonable doubt with sound evidence on how exactly it implements each of eleven (11) Batho Pele Principles; and the Hospital’s Involvement on Operation Sukuma Sakhe proved

to have had good impact in rendering health services to community of Mseleni and catchment area in the Umkhanyakude Health District. Mseleni Hospital in February 2014 was handed a Gold Award for having implemented Batho Pele principles among KwaZulu Natal Department of Health institutions.

Celebrations! Celebrations! Celebrations! Celebrations!



Celebrations! Celebrations! Celebrations! Celebrations!

Joy as Gold Award is welcomed by staff as Batho Team arrives!



patients celebrating a Gold Award!



“Akuzange kube nje, laph’ ekhaya” meaning “this has never happened before here at home” as the staff sang with joy welcoming the Gold Batho Pele Award during the parade of showing patients and staff the trophy! “I would like to take this opportunity to thank all Mseleni Staff for

Cleaning staff celebrating the trophy being committed on their work and making Batho-Pele part of their life in serving people” says the Acting Manager of the Hospital, Dr. Fredlund.



Story and pictures by: Zanele Mtshali (PRO intern) & Thabani Ntuli (PRO)