



Inkanyezi Yethu

Ngwelezana Hospital Official Internal Newsletter

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Getting ready for 2010

Inside this issue:

<i>Sesilinde u 2010</i>	1
<i>Editors Note</i>	2
<i>Acting, acting CEO's Line</i>	
<i>Family Medicine Registrar's workshop</i>	3
<i>Imihlangano yokucobelelana ngolwazi</i>	4
<i>Profile: QA</i>	5
<i>Siyizeka ngezithombe</i>	6
<i>Sports News</i>	7

Ngwelezana Hospital is ready for the upcoming historic Soccer World Cup in 2010 to be hosted by this country in two years. This became evident recently when the hospital held a Disaster Drill to test Ngwelezana Hospital's capability to handle a disaster as it will participate in the Disaster Management Programme for 2010 in the City of Umhlathuze.

The Hospital management set a false alarm reporting that there has been a helicopter crash and a bus full of learners had been involved in an accident. The hospital staff had to prepare to receive scores of accident victims, with injuries ranging from minor to serious injuries.

All Wards were instructed to clear spaces for the number of patients that were coming. The reaction from staff was above what management expected. They promptly prepared the Paediatric Ward and beefed up staff to receive a large number of injured baby patients who were coming.

Emergency Medical Unit (EMU) was also cleared and most medical and nursing personnel were deployed to the unit to give their assistance. First a helicopter landed with a real patient who had sustained a snake bite and a convoy of ambulances pulled in. The reaction from staff was excellent, handling the situation very well. It is when the patients were supposed to be stretched into the ward that the staff was informed that except for the patient that arrived in the helicopter, the reported emergency was just a Disaster Drill exercise to check their readiness for such emergencies as we are approaching 2010.

The Hospital Management has started with the projects that will sensitize the staff for what might happen in 2010 when an influx of people will visit the City of Umhlathuze when they try to avoid the congested Big Cities like Durban.

Speaking after the Disaster Drill, the head of Emergency Medical Unit, Dr. Darryl Wood

who headed the whole project praised all the Ngwelezana Hospital staff for a prompt response and being calm during the drill. He further mentioned that as the first drill went smooth it shows that the Hospital will handle any kind of disaster that



might occur.

Speaking on behalf of Management, the Medical Manager Dr. Ileana Popa praised staff for leaving their respective units to assist EMU as they expected an influx of patients. She requested the involvement of other stakeholders like Police and City of Umhlathuze Fire and Rescue Services. She said this will assist in promoting cohesion and team work among staff during real disaster situations as expected towards 2010 and beyond.

(More photos on page 6)



Editor's note/ Ezivela kuMhleli-

We are now in the middle of the year and starting to panic about seeing our 2008 resolutions not being achievable. One might say that is common with everyone but that is something that we need not encourage.

Moving a distance further from resolutions here at Ngwelezana Hospital we have our strategic plan and sectional plans that now should have half of the projects marked as done. That is a challenge we are here for. One also need to mention that this year is not a good year in our Department (KZN Health). We need to be patient as we are suffering from under funding- that hinders most of our projects but on a good side we

are learning to survive with less budget. It is high time that we learn to use the pen until the last drop of ink is used.

The Public Relations Office is now running a weekly Bulletin for staff. This Bulletin is meant to keep staff informed about what management is doing. Sections can also contribute by sending in information that needs to be shared with other sections. Currently it is available only in English but soon the IsiZulu version will be available. It is distributed to all sections, if any section is not receiving the Bulletin they must contact the PRO. Once we are all electronically connected the

Bulletin will also be distributed electronically with hard copies pasted in some notice boards.

In this edition there is an improvement as some stories were submitted by sections and there is an increase in the number of pages. I hope everyone who will read this newsletter will find stories very interesting and informative.

Our main story is about our readiness to assist in times of disasters. We are all aware about 2010 Soccer World Cup taking place in our country. Anything might happen, we as an institution we are also doing something to assist those who will need medical attention.

Enjoy your reading!

Mandla Gumede

CEO's Corner

(Our Acting CEO Dr OC Harbor is on leave. Dr I Popa (Medical Manager) is our Acting **Acting CEO**)

First I would like to thank all staff members for the positive contribution they have shown during this period. Your positive attitude during the National Department of Health visit to our institution was appreciated. We were all panicking about their visit as we were not too sure if we had what they were looking for. As usual we came top in most fields that we were tested on.

This was an achievement for the institution as it gave us an assurance that we are still on the right track in providing health care. The other good part about this achievement is that we achieved it as a team. It was not an individual achievement but a team achievement. This shows that if we work together we can achieve more.

To those who were asked to pull up their socks, the right time is now to start. We need not to wait for another week before we start. We as management are always available to assist to achieve the best for our institution.

Just a friendly reminder as everyone is aware we are running the institution with a constraint budget, everyone need to participate in saving the little we have. Uma sibambisene siyonqoba kuzozonke izithiyo ezikhona lapha ezweni.

Lets us all enjoy this bumper issue with more pages and very informative.

Dr I Popa
Medical Manager
ACTING CEO

Area 3 Family Medicine Registrars Workshop

Ngwelezana Hospital hosted the 2nd Area 3 Training of Family Medicine Registrars Workshop. The meeting was aimed at coming up with plans to be followed when the intake of Registrars in Area 3 commences in July 2008.



Prof SS Naidoo

Professor SS Naidoo, Head of Department of Family Medicine from University of Kwa Zulu-Natal (UKZN) highlighted that institutions from Area 3 must agree on procedures to be followed when they start recruiting Registrars. 'I am happy about the ground work that has been done so far in this Area. Like all programmes, we also need to prepare for this one as we are having challenges. For instance from 2005 no Post Graduate Student in Family Medicine has graduated in Family Medicine. While we are having this

challenge we need to make sure that our training is at par with standards. We need to speed up Training and it need to be more practical. Family Medicine needs to be included in every hospital organogram' said Prof Naidoo.

The Workshop resolved that only accredited institutions will train registrars. Ngwelezana Hospital will be the training centre as it has a fully functioning Family Medicine Unit. Other institutions within Area 3 can use the available facilities like telemedicine to access information and to impart knowledge to those registrars on training.



Dr LMB Simelane

The First intake of Registrars for 2008 will be in July then the next group will start in January 2009. They will then spend **only** four years and funding has been secured for their training. There will be no extension of Training be-

yond four years to allow for intake of new Registrars.



Ms D Maela, Ms GT Shamase and Dr Ogunyinka presenting to the presentation

The workshop was attended by the Area 3 General Manager, Dr LMB Simelane, Umkhanyakude District Manager, Ms D Maela, Ngwelezana Hospital Acting CEO and Family Medicine Chief Specialist, Dr OC Harbor, Benedictine Hospital CEO, Ms GT Shamase, Ngwelezana Hospital Medical Manager, Dr I Popa, Manguzi Hospital Medical Manager, Dr E Immelman, Rural Health UKZN, Dr SJ Reid, Umkhanyakude District CTA Family Medicine, Dr CHV Williams, Eshowe Hospital Medical Manager, Dr M Thandrayen, Family Physician, Dr A Adetiba, Eshowe Family Physician, Dr P Dias and Ngwelezana Hospital Family Medicine Unit Personnel- Dr AMA Lawal, Dr S Asmal and Dr RO Ogunyinka



Some of the Institutional Managers and Family Medicine Practitioners who attended the Workshop

Ngwelezana Hospital in the last quarter hosted a number of Provincial workshops. These workshops were part of sharing of expertise within the Department of Health in Kwa Zulu Natal.

Photos will tell who attended and who was photogenic:



OCIF
Workshop



Stoma therapy Workshop

Ngwelezana Hospital hosted the Workshop planned by the Kwa Zulu Natal Stoma therapy Association of South Africa. It was attended by delegates from all Hospitals in KZN. It was officially opened by the Acting CEO of



Profile: Quality Management and Improvement



Nondumiso Shobede
QA Manager

Purpose:

To improve the health status of our patients. Its main focus is on quality of care. Quality needs to be designed, measured and improvements to take place. To achieve this goal a dedicated Quality Management and Improvement team exist.

The QA Section Objective:

Ensuring that the hospital achieve its maximum potential with regard to quality and compassionate care.

To ensure that the institution renders quality of care the following activities were conducted in the last six months:

Records Reviews

On the 23.01.08 and 27.03.08 records audit.
Key indicators that were selected Medical, Pharmacotherapy, Nursing, Administrative.

Negative Incidents Monitoring

The institution is monitoring negative incidents to ensure that the care that is given to our clients is safe and that if any negative incident happen it can be prevented from re-occurring.

Patient Satisfaction

Client satisfaction survey was conducted on 23 March 2008 where clients were given the opportunity to give feedback as to the care they had received in our institution. From the report good experiences were identified e.g. access, Environment, General care and action plans were developed on the gaps that were identified i.e. Communication, Health promotion information, Courtesy, Food. The institution has now introduced a continuous monitoring by means of a Client exit questionnaire that is given to all discharged patients daily.

Quality Reviews

The institution subscribe to standards that are Nationally and Provincially developed i.e. Minimum Standards, Norms and Standards, Batho Pele, Patients Rights.

The QA department engaged in a Quality review in 19 March 2008 to monitor compliance to these standards. From the report received Action plans were made and implemented.

Quality Training

Continuous Staff training on quality methodologies is done. Internal Workshop was conducted on the 19 & 24 June 2008. The District also provided quality training in April & May 2008.

Health Promotion

Our institution is one of the Health Promoting Hospitals in the Province and there are standards that we need to adhere to that were developed by World Health Organization and there are: Management Policy, Patient Assessment, Information and Intervention, Promoting a Healthy Workplace, Continuity and Cooperation.

In an effort to comply with these standards the following has been achieved.

Management Policy: Health promotion Policy available, Hospital Health awareness plan,

Patient assessment: Document for assessing generic risk factors, availability of guidelines

Information and Intervention: Health Education record, Kiosk, Mind Set Channel, Awareness's e.g. 18 March 2008, Kidney Day, 31 March 2008 TB Awareness Day, 29 May 2008 Child Protection.

Promoting a Healthy Workplace: Performance appraisal system, continuing development exists; annual staff surveys carried out.

Cooperation and Continuity: health promotion activities coherent with DHP; availability of discharge summaries

Current Quality Improvement Initiatives

- Food improvement
- Availability of linen
- Improvement on Communication
- Customer care

“Working together towards quality care”

Siyixoxa ngezithombe

Disaster Drill



Children's Day



During the International Children's Day Paeds Wards organized a special event for children where messages pertaining to children's rights were shared with staff and members of the public. Local schools assisted by providing Learners to share the day with us.

Photo by VZ

ATLS Workshop

Congratulations to the following Emergency Medical Unit Nursing Staff members :

- CG Mhlongo
- JG Ngwenya
- FN Ncanana
- NP Mbatha
- ZG Simelane
- KN Zungu
- TR Msweli
- NS Bengani

and all the Doctors who passed.



Netball Team conquers Uthungulu netball

After many years of attempts to conquer the Uthungulu Sports Tournament our netball team managed to win this year event. These annual games were recently held at Richards Bay Sports Complex.

The tournament was not an easy one but through hard work and passion our netball team manage to pull through after loosing their first match to Eshowe Hospital. Those results never turned them down they kept fighting until they met with Eshowe Hospital in the finals and they triumphed.

Our soccer team also participated in these games. Unfortunately soccer games were called off because of various reasons. At the time of going to print the new date has not been decided to finalise the games. We hope in our next edition we will also be calling them champions.



Siyitholile ingeyethu



Lelibhukwana liyelahlanganiswa ngobukhulu ubunyoinco ngu Mandla Gumede onguMxhumanisi wesibhedlela nomphakathi. Uma ufisa ukubeka umbono wakho ungamthinta kulenombolo: 035 9017122 (Tel/Fax) yonke inhlobo yemibono yamukelekile.