



HEALTH
KwaZulu-Natal

KZN HEALTH
PORT SHEPSTONE
HOSPITAL NEWSLETTER

ISIBANI

PSH WELCOMES YEAR 2009

PSH closed 2008 on a high note, I must say. In the weeks leading up to Christmas, departments were decorated, greeting cards sent out and Christmas trees were installed and most employees were delighted in anticipation for Christmas parties, exchange gifts and enjoy special Christmas food. Departments in the hospital were allowed to conduct their Christmas parties and the act fulfilled its purpose, that of uniting and boosting team spirit amongst staff. In addition to these, a Year End function was arranged to further celebrate Christmas with all hospital employees. This was done in style as it was linked with Batho Pele celebration. You'll remember that last year, PSH embarked on a special Batho Pele compe-

tion where departments were assessed on monthly basis, checking adherence to the Batho Pele principles. Winning departments were awarded with deserving prizes and praises. However, the past year has also been a challenging one. While regulatory initiatives and measures were put in place to control cash flow, but the hospital continued experiencing difficulties. Raising awareness of a financial crises the hospital's CEO Mr GBC Khawula explained this situation at various meetings. He urged staff to use cost saving methods. To this point, everyone is thanked for the difference you made to quality patient care. At most, the community of Ugu District continued receiving good health care from you. This starts from Admission to Dis-

charge. You have put our patients first and made their reason for being here our reason for doing what we do everyday. You've really embraced our hospital's vision i.e. To achieve an efficient and compassionate Regional health service in The Ugu District. While there is definitely uncertainties as we move forward, especially when working individually in our respective departments, much can be achieved in 2009 if we continue to place emphasis on the implementation of Batho Pele principles. Also, as our hospital financial situation continues being a major challenge, we'll use Isibane to report on groundbreaking developments—underpinned by a core function and commitment to serve as a communication medium at all levels in the hospital, hoping to reach the community as well.

CEO'S MESSAGE

It gives me a great pleasure to welcome you in 2009. I know that 2008 had a lot of budgetary challenges, staff shortages, work overload, particularly in our wards, but we did not give up. I hope this year that we will continue with our commitment of

change and to fully adopt the culture of forgiveness, caring and compassion towards our clients, respect human dignity, commitment to save lives of all our patients and show efficiency and effectiveness in all we do.
May God be with us all!



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IT WASN'T EASY— NURSING MANAGER STATES

2008 has been a year of many challenges with gross budgetary constraints. We've lost some nurses who have been attracted by new green pastures, and we wish them well. Sadly we've also lost some of our colleagues through death, and may their souls rest in peace. This has left the institution with the shortage in staff members which cannot be addressed as soon as we would like due to financial constraints.

In spite of all the negatives brought by this change, service delivery has not been compromised. Nurses have dedicated themselves to provide the services that we offer daily.

May you all be reminded that commitment and professionalism is our goal. Keep those quality improvements projects running. Keep dedicated, hard

working and making a difference ! See every client as your employer, without that client, there would be no need for our services

Management would like to thank all staff members for their commitment in their work. Keep it up ladies and gentlemen, may God Bless you and protect you in this New year!

Article by Mrs BL Ngesi



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HOSPITAL WELCOMES COMMUNITY SERVICE PERSONNEL WITH HEALTH CARE ASPIRATIONS

WE'RE HERE TO HELP!

A warm welcome to all our community service personnel and Interns. This category of health workers is an important element of the Presidential initiatives aimed at addressing health and fighting poverty. The Department of health sees the cadre of health workers as community - based generalist health workers whose training combines competencies in health promotion, disease prevention, PHC and health-resource networking

and coordination . On their first day at PSH a tour of the hospital and orientation was done. Much of the day was spent teaching them what a clinician typically does on a daily basis.

We're delighted to receive this group - knowing they have come to work and learn from us. When we spoke to some of them, this is what they had to say: "I chose PHS in order to be nearer to my family," said Dr Chemane. Most of them

admitted that the main reason they're here is to help the sick patients.

Dr Yussuf Desai is also originally from the South Coast and likes to be here, however , he is planning to be here for 2 years and for him to stay longer PSH needs to prove itself worthy and allow him to reach his aspirations. They urged patients to understand their role, feel comfortable. We would like to wish them a happy stay in PSH.

NEW POPD OPENS ITS DOORS FOR BABIES

The hospital management is really proud of the new Paediatric unit and hope it provides a welcoming and comfortable environment for the children and parents . In particular a dedicated unit for children has been much needed and was designed to be child friendly The dedicated Paediatric Outpatient department was previously run at Special Clinic and OPD . On the 05 January 2009 the POPD started working as a separate unit and is housed in the park homes located behind Laundry next to the Social Worker's Park homes. The hospital has made it easy to reach this

department by painting white footsteps which start from OPD and Casualty up to the unit. This Department promises to render services such as

- PMTCT follow ups
- All other medical Conditions

Times and Days of operation will be as follows:

Days: Monday-Friday

Times: 08h00- 16h00



NB: Emergencies will be seen in Casualty Department as previously.

All babies are to be referred to Port Shepstone Hospital by clinics, other hospitals, or medical practitioners.

There will be an opening for the Lodger Mother's Facility on the 13th January 2009. This facility will only cater for mothers who have babies admitted in Nursery and C Ward. Any other information will be provided to the mothers, guardians and the general public who would like to know more about this service.

FESTIVE FUN



Most nurses and doctors and many other categories of staff are always finding it difficult to leave the hospital during the festive season. So, when you're stuck in the hospital over the festive period, you need all the help you can get to keep your spirits up. The Christmas tree at the corner may not be much, hence departments were allowed some time to celebrate in their respective departments. Those that managed to have their parties out did so and it was such a lovely period for everyone. All usual Christmas activities were carried through with great enthusiasm.



Thandazile Mabandleni made sure to take a photo next to the Christmas gifts.

On 17th December, HR invited the Administration block employees to a gift exchanging party and everyone gave & received a present from his/her secret purl & people enjoyed every moment of it

Hot Tip for the year ahead

To make a secret purl more exciting and sincere, Find out what your secret Purl really likes without asking him/her and make a mental note, **buy exactly that**. This makes people feel much loved!



Phumzile Mayeza, secret purl of Lungi Cele were all smiles

MORE FESTIVE PICTURES



Left : ICU & CCU staff enjoyed their Christmas party—award function in style. Glamour was all theirs at Carpenter bay Hotel. A meal was absolutely enjoyed by everyone



Right : HR opted for a team building outing, Organised activities included - sack race, tug of war , egg race & dance. A delicious meal was served at the end.



NEW YEAR'S BABY

The hospital was waiting for the arrival of the New Year's Baby with great expectations. Labour Ward staff gave baby clothes such as socks, hat , romper , vest and a blanket, as a token of appreciating for the new baby.

Her Mother's name is Xoliswa Princess Mkhize from Kwa- Madlala Congratulations Gal! welcome to mama land.

GOOD TIMES IN C WARD

The festive season is a time for giving and sharing. Thinking of children, especially the sick ones in hospitals, people's hearts tend to leap. They can't stop themselves from giving, supposedly, that's the only thing they can do to bring smiles on these cutie faces. Few weeks before Christmas, PSH Paediatric ward had a privilege to welcome various community based businesses, and community leaders who came to give hampers to the children. They were all allowed to spend some time singing and playing with the children. We were honoured by the arrival of the Umzumbe Municipal Mayor Counselor MA Chiliza, East Coast Radio Presenters, The Hub Store in Port Shepstone, Pro-Vision Golf and Social Club, Salem Evangelic Church, The Muslim Community Church, Uvongo Methodist Church, Beekman Brothers Debtors Departmental employees, One way Youth Outreach, Hibiscus Choir from Margate, Torga Optical in Shelly Beach, DR Hunter from our hospital, Mr Governsun and Mrs Mecchi. Indeed the year ended with a warm and caring note. These children had a happy Christmas, thanks to the above mentioned companies. It's lovely when you've got such a caring community and everyone is doing their bit



Left : The Mayor of Umzumbe Municipality, Cllr MA Chiliza giving hampers to our Paediatric Ward

Right : The Photo features a group of delegates from Umzumbe Municipality, posing with Siyabonga Cele - Senior Manager: Communications, Mayoralty & Youth Development.



LIFE STYLE MOTIVATION FOR 2009

**IS
IT POSSIBLE
TO GET OVER
TROUBLES
FAST?**

All of us feel down once in a while. When you get depressed it gets increasingly difficult to get rid of negative feelings. Once you've fallen into a depressive state, it can take a lot of effort to get out of it.

FOLLOW THESE TIPS

- * Work through unresolved events & emotions - Don't suppress them. Be willing to talk about your emotions(Not problems) and get in touch with what you experience.
- * Beware of isolating yourself - It's fuel for depression—surround yourself with positive people.
- * Live a healthy and balanced life style - exercise (first check with your doctor about the exercise program you would like to follow) drink water, eat vegetables & fruit (the principle is - make sure you eat 5 different servings of fruit and vegetables a day) and make sure you get enough sleep.

On my first day at work, coming from my vacation leave, I chat with one of our colleagues Mr Blessing Msane. We talked about how difficult it is for people to accept change in developing and shaping up their career. "Change is an inescapable part of our lives, yet most of us struggle to embrace change positively and to see it as an opportunity to grow," highlighted Mr Msane.

The impact of change in your life will determine the time it takes for you to adjust to it. "We choose whether we're going to cling to our comfort zone or whether we're going to accept change. What I realize is that, as long as you tell yourself, "I don't like change" you'll find it difficult to adjust. Rather say, change is an opportunity to learn new skills" and the only thing that's constant about change is that it's going to change.

**Never be afraid to try
something new, re-
member amateurs
built the ark and pro-
fessionals built the
Titanic**

POINTS TO PONDER

**Finish everyday and be done with it.
You have done what you could : some
blunders and absurdities crept in, learn
& forget them as soon as you can.**

**Tomorrow is a new day, you shall begin
it with high spirit!**

Quoted by Ralph Waldo Emerson

16 DAYS OF NO VIOLENCE AGAINST WOMEN & CHILDREN



Employees ready to walk

As a father figure and CEO - Mr GBC Khawula addressed employees before the walk

On the 25th November 2008 Port Shepstone Regional Hospital Observed the 16 days of activism of No violence against women & children by taking a 10 km walk demonstration.. We challenged our employees & communities to join hands with us and break the silence



by exposing perpetrators. It was our held view that these perpetrators are brothers, sisters, mothers & neighbours of somebody who must also break the silence. We demonstrated our intolerance to this by taking a walk, wearing T/shirts.

YEAR END FUNCTION BRINGS INSIGHT



On 03 December 2008, Port Shepstone hospital closed the year with a big celebration party. Besides the parties made by other departments in the hospital, the hospital management made a formal closing function, where all employees were invited to The Batho Pele Year End Function. It was crucial for management to organize such a function in order to award departments that stood out in Batho Pele implementation during the year. Decorations in the Indaba Room raised Christmas spirit in an unbelievable way - A Big Thanks to Sister Joseph (Infection Control Manager) for doing that. I must say this quite categorically, the function would not have been a success without the involvement of the Events Committee members who organized the function from start up to the end. A special Thanks goes to all of them.

Congratulations

Best Departments in
2008
Were
OPD & Theatre

2nd Position—Therapy and G Ward

Third Position—HR development, ICU
& CCU, Children's Ward and
Pharmacy

Attendees were highly inspired by the Senior management's speeches where Mr GBC Khawula acknowledged employee's work, recognizing the conditions that all of us worked under as a result of financial constraints. He encouraged, giving clues of treating patients with respect and dignity, highlighting the importance of Batho Pele implementation in all our dealings with patients. I believe, attendees noticed his restless ambition when talking about the importance of Implementing the Batho Pele Principles intrigued, I began to think about the troubled patients I normally see and thought, most of their complaints are instigated by lack of communication and the attitude in which a service was rendered. Not very long after Mr. Khawula set, Dr Babusisiwe Dlamini passionately encouraged employees stating " traditions are important to all of us, so as we spend more time at work, management is making sure employees are rewarded for their hard work". Yes indeed, a Year end function is made to recognize work, motivate and boost employee morale in order to be ready for the year ahead and welcome it with enthusiasm. In her closing statement, she wished everyone a happy Christmas and a happy New Year. We were blessed by the golden voices of a small group from members of staff, whose voices echoed and impressed everyone. On behalf of the hospital management and as a person who drove the Batho Pele competition, I was honored to hand -out certificates of appreciation and prizes to the winners. The day was of great value to management hence the Human Resources moved to the stage to hand over Long Service certificates to the deserving employees. Impressive, I thought, does this mean these people have been loyal to the department? "Mrs. Zuma SS attributed quite confidently that these certificates were actually given as a token of appreciation by The Department of Health -KZN to all employees who indeed have been loyal to the department in terms of the number of years they have stayed. The event was supported by various sponsors including : Metropolitan, Sanlam , Gcinentsa, Sphokophele and Umlilo security. It would be a huge mistake not to mention that the Chairperson of the hospital Board made sure the event was a success through tireless liaison he made with the companies mentioned above. I must say, where there's a will, there's a way. A Special Thanks goes to the Program Director—Mr Serreco, You're really a good driver, You managed to lead us to the right destination. The day was so perfect. To the departments: The department which is good in human relations and best prepared to continue implementing the Batho Pele principles and is willing to face physical demands of the competition will definitely win this Year. Keep up your good work.

ZIXOXWA NGESITHOMBE



OPD - The Best Department in 2008



Theatre
Got 1st Position



Therapy Department
Got 2nd Position



G-Ward
Got 2nd Position



CEO - Mr GBC Khawula
Addressing Staff



G-Ward & HR Development
Receiving 3rd Prizes



Drop-In-Centre
Got 3rd Position



Nursing Manager - Mrs BL Ngesi
Thanking everyone



Guests from
Sanlam



Gcinentsa
Traditional Dancers



staff singing
Baba Thelumoya - Phezu Kwabantwana
Bakho



Sweet Voices
Hospital employees



management
fuelling up



Cheerful Nosipho
Serving



Management blessed by
a Praise Song

OUR VISION

TO ACHIEVE AN EFFICIENT AND COMPATIBLE
REGIONAL HEALTH SERVICES IN THE
UGU DISTRICT

BEHIND EVERY SHIP, THERE IS A DRIVING FORCE.
LET'S MAKE OUR VISION OUR DRIVING FORCE TO EN-
SURE WE REACH OUR DESTINATION OF GOOD
CUSTOMER SERVICES.

NAUTICAL NOTES

My niece's drama class was discussing Titanic. While the girls were quick to relate their sadness, none of the boys would venture a response. The teacher then singled out a boy in the back row. "John," she asked "didn't the movie have the same effect on you?" "No, it didn't," replied John. "I don't get emotion sickness."

Cynthia Winn

Because my mother didn't like writing letters, she never bothered to use any punctuation. Once, I received a letter from her without any commas or full stops. At the bottom of the page she included a row of punctuation marks along with the instruction: "Put these where you see fit."

Hope Mires

While my husband was studying for a chemistry final, I asked him to take a break and help me make a bed. I enquired whether the quilt was hanging longer on his side. "Yes," he said matter-of-factly, "but it needs to be: : I displace more cover than you."

Hope Mires

Everything went perfectly at a military funeral—until one of the soldiers carrying the coffin slipped and fell into a freshly dug grave. The crowd gasped and the officer in charge was too embarrassed. The young soldier, however, was a quick thinker. He jumped out and announced, "Sir, the grave is fit for burial."

Dar Place

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I'd like to thank everyone who submitted articles for this issue.

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**Sweet Voices
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**management
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**Management blessed by
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