



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

Queen Nandi Regional Hospital

BAMBINO

NEWS

STAY INFORMED

Quarter 4 2018/19, Issue 1

Greetings from Deputy Director HRM



B Ntsele, Assistant Director HRM who kept the office warm when she was acting as Deputy Director HRM

Joining the winning team means that one has to put more effort in order to keep the flag flying higher. As civil servants we are expected to focus all our energies on delivery of even higher quality of service and we have to be stronger in spite of all known constraints.

To achieve that with such limited resources we need to think and act differently. Our strategies will then have to be more practical to ensure that we achieve what we planned. We also need to acknowledge our differences and uniqueness so that we could strongly strengthen the relationships amongst ourselves and also to be able to allow ourselves to live in the world of possibilities.

Greetings to you all.

I am greatly humbled and honoured to join Queen Nandi Regional Hospital family. It had always been in my prayers to work for QNRH one day.

I appreciate the warm welcome that I have received from the management, staff members and more especially HR team. I would also like to thank Mrs

Written by: Mr. S. Ndabandaba-Deputy Director HRM



QNRH Employee of the quarter

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OHSC Visit

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EMPLOYEE OF THE QUARTER

Queen Nandi Regional Hospital (QNRH) is committed to enhance performance of its employees. In response to that, the hospital is re-engineering the programme of “Best Employee”.

The aim is to award good performance and encourage employees of QNRH to go an extra mile and help them to boost their morale.

On a quarterly basis, Departments submit names of their candidates in a specified template together with evidence to support their motivation. The Committee sits for selection process and selects three best candidates. During the selection process motivations are presented and scored.

The Committee ensures that the selection criterion is fair and is based on valid methods that are not biased favour of or against anyone. Each department is equally represented in the committee.

The Hospital CEO, Medical Manager, Finance Manager, Assistant Director HRM, Systems Manager, Chief Artisan, Quality Manager and Employee Assistance Practitioner constitute the Panel.

The criteria include the following:

Performance beyond the call of duty,

Innovation,

Professionalism,

Dedication,

Support to the DOH and the hospital and

Team player.

One cannot deny the fact that the exercise was not easy to nominate the top three candidate since all of the candidates that entered had shown dedication and commitment to their work.

On the 27.02.2019, 3 employees were finally crowned for their outstanding performance and also going beyond call of duty for quarter 2 of 2018/19.

Their names and positions were:



Best Employee: Ms Ntuli – Nursing Component



1st Best Miss ZF Khoza - Finance



2nd Best Mr. TM Ndlazi - Systems component

Written by: Ms. BW Ntsele—AD HRM



OFFICE OF HEALTH STANDARDS COMPLIANCE VISIT

Queen Nandi Regional Hospital team was honoured by the unannounced visit by OHSC team on the 11th February 2019, which marked the first assessment visit to the institution. The EXCO team was away attending the DHMT meeting at Nkandla Hospital on the day when the team arrived, however QNRH's Quality Manager Mrs Dev Paliam led the team on the first day of assessment and it was business as usual in all functional areas at the specialized Mother and Child Care Facility. The cleanliness of the facility and the extremely accommodating staff members were highly commended by the Inspectorate team.

The day commenced with a presentation of the Hospital Profile, followed by a brief introduction of team members and expectations for the three day exercise. All functional areas were assessed through the various methods of documentation reviews, staff interviews, walkabout observations and patient interviews

The institution has embarked on annual self-assessments and Peer Review assessments over the years to establish compliance with National Core Standards, with overall scores ranging between 82 to 89%. Quality Improvement Plans are generated upon assessments to ensure that gaps are remedied.

Methods to ensure that National Core Standards are implemented as a daily exercise include: Managers remaining accountable, reporting on progress and

new developments weekly, as it is a standing agenda item for the various Management Forums. Patient safety walkabouts, daily reporting of incidents and monitoring of complaints received and resolved contribute greatly towards improving quality of care rendered to our patients. Members of the extended management were commended for ensuring that they drive robust teams that are committed to implementing National Core standards, not as a paper exercise but by living out the set standards.

The feedback report following the assessment was presented and delivered for all KZN institutions in March 2019. QNRH had achieved an impressive overall score of 82% and it continues to strive towards sustaining provision of optimal quality health care with a vision of being a Centre of Excellence as a Mother and Child Regional Hospital in KZN.

Written by: Mrs. D Paliam —QAM

Queen Nandi Regional Hospital considers that it is important to ensure that our newly appointed staff members are well informed about the establishment of the institution, structure, services that are being rendered, vision, mission, core values, wellness, career development, policies and the procedures of the institution.

Orientation is the process of introducing new, inexperienced, and transferred workers to the institution, their supervisors, co-workers, work areas and especially to health and safety.

It is true that starting a new job is considered to be one of the most stressful life experiences and a proper orientation process that is sensitive to the anxieties and uncertainties, as well as needs of a new employee is therefore of utmost importance. Orientation is closely related to the process of recruitment and selection.

During this phase, each worker develops the knowledge, skills, and abilities that are necessary to work in a safe and healthy manner.

Our institution conducted the orientation on the 05-06/02/2019, the following topics were covered.

- **Hospital Profile by the CEO-Mrs CNN Mkhwanazi**
- **Medical Services by the Medical Manager-Dr I Popa**
- **Nursing Services by the Nursing Manager-Ms EPCN Mtshali**
- **Hospital Systems by the DD Systems-Mr ME Mhlongo**
- **Finance Management by DD Finance Management-Mrs V Mtantato**
- **Human Resource Management by the Acting HRM- Mrs B Ntsele**
- **Case Management by the Case Manager – Mrs N Shobede**
- **Quality by the Quality Assurance Manager – Mrs D Paliam**
- **Public Relations by the PRI - Ms SN Ntombela**
- **Waste Management by Waste Manager- Mrs T Ngubane**
- **Infection Control by the IPC Manager –Mrs S Zuma**

• Clinical Training

The Management would like to thank all Managers and Supervisors who participated in the programme and also to the staff members for attending.

Newly appointed staff from January to February

JANUARY 2019

Mahohodi T.I	-Radiographer Com Serve
Coetze M.	-Occupational Therapist
Gounder R.	-Pharmacist (com serve)
Comley D.R	-Physiotherapist (com serve)
Donald N.	-Dietitian (com serve)
Davis N.C.	-Speech Therapist (com Serve)
Mkhwanazi N.A.	-Audiologist (com serve)
Fakude S.P	-Professional Nurse (com serve)
Gcabashe N.N	-Professional Nurse (com Serve)
Munzaraika T.	-Medical Officer
Zondi N.S.	-Medical Officer
Botha E.	-Medical Officer
Mthimunye N.G.Z.	-Medical Officer
Manukuza N.B.	-Professional Nurse
Mfeka P.	-Professional Nurse
Moses T	-Professional Nurse (Com serve)
Buthelezi NV	-Professional Nurse (Com serve)

FEBRUARY 2019

Mpanza SS	-PN Com serve
Khumalo MS	-PN Com serve
Manqele S	-PN Com serve
Ngubane TW	-PN Com serve
Mpungose S	-PN Com serve
Linda N	-PN Com serve
Mbatha SG	-PN Com serve
Reddy C	-PN General
Ntuli T	-PN General
Zulu DT	-PN Spec -ICU
Radebe SM	-PN Spec -ICU
Mthembu N.A.	-Staff nurse Grade 1

Hospital Board Members

It is a great pleasure to introduce to all staff members the New Hospital Board Committee members that were formally appointed in terms of the National Health Act, 2003 (Act 61 of 2003) and the KwaZulu-Natal Health Act, 2009(Act 1 of 2009) . They are:

Mrs M.M.Mchunu representing ward 25, Macekane, Mr. T.M. Mthembu, ward 23 Empangeni; Mrs N.N.Ngubane, Ward 25, Mevamhlophe; Mr. M. Shandu Ward 29, Zungu Tribal Authority; Ms S.P. Mhlongo Ward 31 Somopho Tribal Authority; Mr. B. Mkhwanazi, Ward 18 Mkhwanazi Tribal Authority; Ms R.N.B. Shozi, Ward 13 , Dube Tribal Authority.

The Hospital board committee' role is to serve as the governing body of the hospital. They have an oversight responsibility of all the functions of the hospital and represent the interests of the users of the facility and affected stakeholders. However, their powers will be advisory.

They serve as the link between the Hospital and the catchment population.

The Hospital Board Committee is accountable to the Member of the Executive Council (MEC).



Chairperson
Mr. T Mthembu



Member
Mrs. MM Mchunu



Member
Ms. NN Ngubane



Member
Mr. NM Shandu



Member
Ms RNB Shozi



Member
Ms SP Mhlongo



Member
Mr. B Mkhwanazi



Healthy Lifestyle Awareness Day

Staff Wellness Programme

On the 20th March 2019 Queen Nandi Hospital hosted the Employee Health and Wellness Day. It was a fun filled day that started with 5 km Fun run followed by 45 minutes aerobics session, educational talks and healthy eating, financial wellness and substance abuse awareness.

Aerobics session was facilitated by Mr. SG Ngcobo from HRD and educational talks and healthy eating by Ms N Govender, Financial Wellness by Sanlam representative and substance abuse by L Mhlongo from SANCA. Winners of Fun Run for both males and females were congratulated by Finance Manager Mrs V Mtantato during presentation session.

MALES

- 1st Position –SG Ngcobo
- 2nd Position- SS Zungu
- 3rd Position – S Mbuthu
- 4th Position- LS Mkhwanazi
- 5th Position- SG Mbatha

FEMALES

- 1st Position –NP Mdletshe

2nd Position - SC Mazibuko

3rd Position – PZ Mthiyane & BA Dube

4th Position – RN Shobede

5th Position – TT Nene

The day was made possible by our sponsor, Sanlam. Thanks to the Coordinators; Wellness team, Women's Forum and Communications office.



Written by LS Mchunu– EAP

ACKNOWLEDGEMENTS & APPRECIATION



Mrs. CNN Mkhwanazi
Chief Executive Officer
EDITOR & SUPPORTER



Ms SN Ntombela
Public Relations Intern
DESIGN & PHOTOGRAPHY



Mr. BDS Hadebe
Occupational Health Practitioner
EDITOR

“On the sands of time, you have left your footprints with glory.
Everyone will know your name and shall recall your story”.

Author : Unknown



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CONTACT DETAILS

PHYSICAL ADDRESS:

29 Union Street
Empangeni, 3880

POSTAL ADDRESS:

P/Bag X 20005
Empangeni, 3880

SWITCHBOARD:

+27 35 907 7000

PUBLIC RELATIONS OFFICER:

+27 35 907 7156/83

CEO—SECRETARY:

+27 35 907 7003

SWITCHBOARD FAX NUMBER:

+27 86 629 2075