

MARCH 2005



## R.K. KHAN KRONIC(LE)



### FREE TEA FOR PATIENTS

Patients of R. K. Khan Hospital are now enjoying cups of free tea provided by a community organization (Juruel Assembly). The service has commenced since 28 February 2005. This effort is due to the generosity of the Reverend Pentiah & his congregation who are financing the project at a cost of R700-00 per month. This is the first such community project for the hospitals and we hope that it will be sustained and we thank Juruel Assembly for their compassion towards the patients of R. K. Khan.



**REV.MIKE PENTIAH & HIS TEAM OF VOLUNTEERS**

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*Who is the Facility Information Officer and what does she do?*

Our FIO, Ruth Mpfana comes from the Ugu District Health Office. Her hometown is Port Shepstone. She is married to the hunky Sandile (seen the pictures), who is an educator by profession.



Her job as an information officer entails collecting, capturing, analyzing information and compiling reports. Ruth finds her job interesting and has said that “it is easy to communicate with department managers, people are friendly even though this is a big hospital it is easy to work with many people” and she is so far enjoying her job here.

*Welcome aboard!*

## Complaints Dept.

A man was carrying two babies, one in each arm, while waiting for a train.

Along came this woman and seeing the two cute babies started asking the man, "Aren't they cute, what are their names?"

The man gave the lady an angry look and replied, "I don't know."

The lady asked again, "Which is the boy and which is the girl?"

The man looking angrier than before replied, "I don't know."

The woman then started to scold the man, "What kind of a father are you?"

The man replied, "I am not their father, I am just a condom salesman and these are two complaints that I am taking back to my company."



©www.ramondeal.com "Please be polite - LAUGH."

### Lessons from children....

As adults we need to be reminded that we were once carefree, stress free and happy. A weekend away with family, friends and a total of 11 children ranging from 6 months to 13 years added up to many lessons.

Jumping into the pool at all hours, even after meals presented no problems with digestion, nor did eating at ungodly hours.

There were no bedtime curfews, no child had to be dragged out of bed, they were up at sunrise, running up and down the lodges wooden floors, forcing me to cover my head with a pillow to drown out the noise.

Enormous spiders, red centipedes, pale ugly lizards and some strange flying creatures sent the women folk screaming but no fear when the little monsters were around.

On the many hikes and trails they always got up there first, causing us adults to panic and run panting after them.

At the top of the mountain and in the middle of nowhere the little monsters provided their own entertainment, sketches, dramas, singing and dancing.

The sudden thunderstorm and power outage was fun. It was time to tell ghost stories. The entire child kingdom and a solitary candle set the stage. Pairs of little hands were holding on to my ankles. You could sense their fear but they acted brave. The sudden appearance of my sister draped in a white sheet sent some of them howling and tumbling of the bed but they still wanted more.

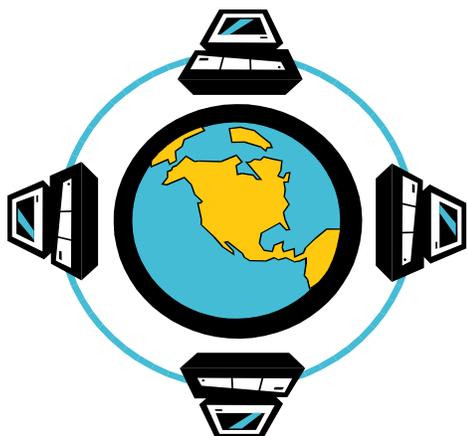
The lesson...

we have too many rules

we have lost the spirit of adventure

we are over protective

[www.kznhealth.gov.za/rkkhanhospital.htm](http://www.kznhealth.gov.za/rkkhanhospital.htm)



The current web page is due for updating and receives an average of **400** hits per month.

Our target audiences are:

- Patients
- Future employees
- Interns and community service

Some ideas for the new web page.....

- Photograph and a short resume of Senior Hospital Management
- Suitable information for Interns/ Community

Service New Services offered at the Hospital

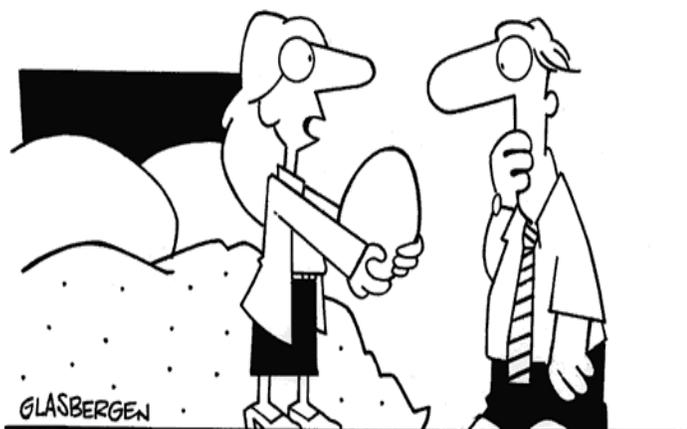
- Projects that the Hospital initiated/ involved in
- Awards
- Activities
- Personal Outstanding Achievements (work related)

I appeal to staff members, to make a contribution to the web page. All that is required is information and I will deal with the content, layout and display.

**“A website is only as good as the information it contains.”**

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E-mail: [randyg@norwich.net](mailto:randyg@norwich.net)



**“I’m a very busy woman! I don’t have time to be pregnant for nine months, so I laid an egg.”**



GLASBERGEN

## ACCREDITATION UPDATE 2005

Since our first entry in 1999 and achieving Pre-Accreditation Status in July 2001, we are back on the programme.

It is time for participation, contribution and innovation to achieve a high standard in our service delivery. Let's get on with reviews, previews, and development of new documentation and correction of any prevalent deficiencies in our institution. There will be regular meetings with nominated members to steer the accreditation process.

“COHSASA's second visit (13/14/15 April 2005) involves training the steering committee and representatives from various service areas on how the process of self-evaluation is achieved. This includes training in document appraisal, validation of data, and observation by means of mock surveys and analyses.

The steering committee co-ordinates the self-evaluation process, known as the baseline survey and it is responsible for ensuring that all service areas and departments are fully aware of the programme. It is the steering committee that “drives” the process, ensuring that the various service areas become involved and committed in an integrated way. The facility is allowed about six weeks for this exercise of assessing themselves and completing the data capture forms before the COHSASA validation visit.” **(Information extracted from Intranet).**

The vision of the Quality Team is to achieve FULL ACCREDITATION STATUS and as a team we will SUCCEED!

Quality Co-ordinator  
Mrs. G. Govender

### ADAPTED FROM CHATSWORTH TABLOID



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