



R.K. KHAN KRONIC(LE)

Seasons Greetings 

DECEMBER 2002

BRONZE AWARD



SITE VISIT



AWARDS NIGHT AT THE ICC



FILM CREW



Inside this issue:

2003.... GOING FOR GOLD!!!!

PRICE WATERHOUSE COOPERS GOOD GOVERNANCE AWARD 2002

A mouthful of a title. I guess most of you wondered what we were doing and what all the hype was all about. Our decision to enter the award was taken virtually overnight. We are thrilled to have won the award on our first try. Staff have worked consistently on innovative ideas and community projects. Entering this award has sparked positive and healthy competition between wards and departments. "It is encouraging that our attempts to improve service delivery and put our patients first in spite of the many constraints and challenges that face us has been recognized and rewarded by this prestigious award. Congratulations and thanks to all staff for their efforts and dedication," are the comments of the Hospital Manager, Dr. Prakash Subban.

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EDITOR'S MESSAGE

When I sat down to pen the year-end message, it was short and concise. It went something like this, whining, whinging, moaning and groaning....., but I have since put that thought on hold. Everyone, myself included are on a somewhat high since winning the Good Governance Award, so let's end the year on that positive note. There is no denying that we work through very trying times, difficulties in reaching some of our colleagues as they are on different wave lengths but our TEAM WORK has shown what we can succeed if we work together. So it seems that we are doing some things right. One cannot attempt life without a

plan and any foresight, same applies to your job, which is more than two thirds of ones life. Try to imagine my job as a complaints officer, total negativity from patients and members of the public and I might add some members of staff, most hours of the day. I choose to and refuse to be put down and I am able to turn around a situation from one of negativity to positivity. I have gained so many friends amongst the patients, who constantly knock on my door on each visit just to say hello.

Don't look back at the negative aspects but rather look to the future.

I have many dreams and hopes for this institution, which can only be achieved with your help and co-operation.

I look forward to 2003 and thank all staff for assisting me in my job.

Merry Christmas & a Prosperous New Year

Kamla Chetty



FRIENDSHIP

AS LONG AS WE HAVE MEMORIES, YESTERDAY REMAINS

AS LONG AS WE HAVE HOPE, TOMORROW AWAITS

AS LONG AS WE HAVE FRIENDSHIP, EVERYDAY IS NEVER A WASTE !



DON'T INTERRUPT, DOC !

LONDON : Doctors should keep quiet and let patients explain their problems instead of interrupting, Swiss scientists say. Most patients can explain what is wrong with them in less than two minutes, according to Dr Wolf Langewitz, of Basle's University Hospital. But research from the US has

shown that doctors usually start talking after about 22 seconds.

"Even under time constraints and financial pressure, two minutes of listening should be possible and will be sufficient for nearly 80% of patients," Langewitz said.—Reuters. Mercury 27.9.2002



HOSPITAL MANAGER'S MESSAGE

2002 has been another challenging year. The hospital continues to carry a heavy service load.

2001(January to November) 2002(January to November)

Headcount	422 255	382 675 (↓10%)
Inpatient Days	122 785	129 206 (↑ 5%)
Admissions	24 875	25 574 (↑ 3%)

The burden carried by staff has been greatly aggravated by the resignation of professional staff of all categories and our inability to recruit replacements. The pressure is being felt in most departments. Management is extremely grateful to the majority of staff who continue to labour under difficult circumstances to ensure that our patients receive an acceptable standard of care.

An exciting development has been the formation of a Friends of R.K. Khan organization on the 20 November 2002. The organization whose membership includes many of the CBO'S, NGO's and other organizations in the communities served by the hospital aims to work together with the management,

staff and board of the hospital in the spirit of volunteerism to help the hospital better serve our people.

It was a very proud moment for us on the evening of the 21 November 2002 when it was announced that the hospital had won a Bronze Award at the 2002 Premiers Good Governance Awards Ceremony. Our achievement is all the more noteworthy, because the award recognizes that we provide service to our patients in terms of "Batho Pele" and we achieved this in spite of the enormous challenges that we face in terms of staff and financial constraints.

I am confident that in spite of the many challenges that face us, R.K. Khan will continue to excel and that if we try hard enough we will be able to challenge for the Premiers Gold Award in 2003.

On behalf of my family and myself I take this opportunity to wish you and your families a joyous festive period and we hope that all your wishes will come true in the New Year.

Dr. P.S.Subban

11 December 2002

OLD NEWSPAPERS & MAGAZINES

Ever wondered how to get rid of all those newspapers and magazines that just lie around at home which never allows your home to look neat and tidy.

Then let us be your saviours.

We will gladly remove them for you, all you have to do is give us a shout.

Contact Rajen or Vicky @ Operating Theatre.

DESIDERATA—PERSONALITY

Don't compare yourself with others.
 Enjoy your achievement, don't stop there.
 Keep interested in your career.
 By strong, believe in yourself.
 Do not fear the unknown, face it.
 Discipline yourself, but not too strictly.
 Be at peace with God.
 Be at peace with yourself.
 Be careful.
 Strive to be happy.

DESIDERATA—RELATIONSHIPS

Go peacefully among us, enjoy silence.
 Be friendly, but not servile.
 Be truthful and open.
 Listen to others, even the dull.
 Avoid loud and selfish people.
 Don't be too trustful in business.
 Be yourself with others.
 Do not be cynical in love.
 Take advice from older people.
 (Submitted by Prissie Chetty
 College of Nursing)



**WINNER OF THE BATHO PELE
 RADIO COMPETITION
 ON SIYAYA FM
 MR. RONNIE MKHIZE WITH HIS
 MARTON MRS. F. ALLY**

**IN SOCCER YOU MUST ALWAYS PLAY THE BALL AND NOT THE MAN
 IN LIFE ALWAYS FIGHT THE ISSUE AND NOT THE PERSON.**



QUALITY OPEN DAY—20 NOVEMBER 2002

Our first quality open day was a huge success. Guests were invited from the Accreditation Unit (Department of Health), the surrounding community organisations, staff and patients.

As the day neared the response and enthusiasm from staff was overwhelming. Adjustments had to be made to the entertainment part of the programme, not to disappoint any staff member for their contribution.

Displays were well planned and appropriate to the principles of Batho Pele. A lot of painstaking detail went into the miniature models on display.

The generosity and financial support from staff and Reverend Cyril Pillay, (Member of the Hospital Board) made it possible to present prizes and food vouchers to the winners.

Congratulations to the following departments on winning the:

SERVICE EXCELLENCE AWARD

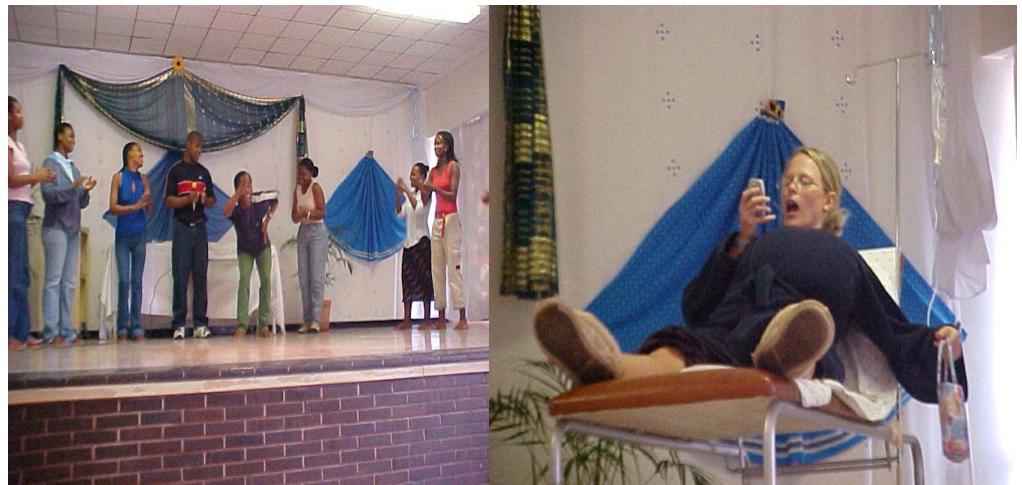
WARD E1
OPERATING THEATRE
CSSD

BEST POSTER

MAINTENANCE DEPARTMENT
OPD
MI

BEST INNOVATION

SOCIAL WORK DEPARTMENT
SURGICAL AWARDS D1 & D2
LINEN ROOM



I wish there could have been awards for the best actor and can certainly say that maternity would have scooped the award. Thank you to all the aspiring actors. Service delivery and service excellence will not be possible without teamwork.

Thank you to all staff.





SAINTS GO MARCHING..... IN SUPPORT OF AIDS AWARENESS

In support of the International World Aids Day, the staff of R.K.Khan took the message of awareness to the public by marching from the hospital to and around the Chatsworth Centre.

We have commenced free voluntary counseling /confidential testing and prevention of parent to child transmission programme since August this year at the Primary Health Care Clinic, Monday to Friday 08.00 to 16.00 hrs.



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The aim is to educate the community with regards to HIV testing, information on the disease and prevention. We have 4 lay counsellors, trained by the Department of Health. To date over 600 patients have been tested and counselled, with 17 to 30% being HIV positive on a monthly basis.



COMMUNITY PARTNERSHIP WITH CHESHIRE HOMES

The hospital has embarked on a community partnership with the Chatsworth Cheshire Homes. A meeting was held with hospital management and Professor Mayet on 15 November 2002. The project was initiated and co-ordinated by Matron R. Samy

Home based care and training will be provided by the hospital. Our Clinical Supervisor, Mr. Sanjay Ramlucken, will do the training. A 6-month training course will be conducted by weekly lectures each Thursday, commencing in February 2003.

In return the Cheshire Homes will be providing home based care for our HIV/AIDS patients. We hope that this will be a long and fruitful partnership and a beneficial one to our community.

QIP CO-ORDINATOR – R. SAMY



STRESS MANAGEMENT

2 successful stress management sessions were held recently. 120 staff were put through the paces, virtually drumming their stress away on 60 African drums.

A new technique being used in the corporate world to drum your stress away. It was an amazing session. Some staff were initially reserved and hesitant but as the session progressed you could see the enjoyment on their faces.

More sessions will be arranged next year by the HRDC to accommodate the remaining staff, be sure not to miss out.



INSTITUTIONAL HUMAN RESOURCE AND DEVELOPMENT COMMITTEE

INTRODUCTION

The IHRDC has been effectively functioning since its inception in 1999. The Committee function within the guidelines as stipulated in the Human Resource Policy for the province and region. Meetings are held once a month. Representatives from each vocational group, management and organised labour form part of the IHRDC. Representation is also made at the monthly RHRDC meetings by the Chairperson of the IHRDC or his deputy and also a representative from the Human Resource Department.

I.H.R.D.C. - VISION

TO SEE THE R.K. KHAN IHRDC AS ONE OF THE BEST TRANSFORMATIONAL COMMITTEES RESPONSIBLE FOR ENHANCING PEOPLE DEVELOPMENT THROUGH EXTENSIVE HUMAN RESOURCE DEVELOPMENT, TRAINING AND PLANNING IN THE REGION.

MISSION

TO PROMOTE STAFF DEVELOPMENT THROUGH PROVISION OF PRACTICAL, HOLISTIC TRAINING AND EFFECTIVE UTILIZATION OF SKILLS IN ORDER TO DELIVER THE BEST QUALITY SERVICE TO OUR PATIENTS, COMMUNITY AND STAFF.

OBJECTIVES

- Facilitate staff to attend courses, seminars, workshops and conferences.
- Monitor equitable development among all vocational groups.
- To develop staff through training.
- Assist to boost the motivation and morale of staff.
- Implement a work skills plan.
- To address staff needs through Employee Assistance Programmes.
- To set up a media centre so that staff have easy access to information resources for training needs.
- Outsource funds, training programmes and trainers as the need arises.

FUNDS ALLOCATION

An amount of R65 000-00 has been allocated to the IHRDC at R.K. Khan Hospital.

THE FOLLOWING COURSES COMPLETED AS AT 1 DECEMBER 2002

- Telephone & Reception Skills
- Financial Life Skills
- Primary Assessment of Trauma Patients
- Spinal and Head Injury
- Child Abuse, Rape Survivor Counselling
- Stress Management
- Hyster Driver

CONCLUSION

I take this opportunity to thank all members of the IHRDC for their dedication and support towards the smooth functioning of the Committee in spite of their hectic work schedule. The IHRDC has worked effortlessly in fulfilling its vision to make the IHRDC at this Institution the best transformational HRD Committee in KZN.

H. SAHADEO
CHAIRPERSON — IHRDC
R.K. KHAN HOSPITAL