

## **SERVICE COMMITMENT CHARTERS.**

### **1. SECURITY SERVICES**

#### **COMMITMENT BETWEEN SECURITY AND MANAGER: ADMINISTRATION AND ANXILLARY SERVICES.**

We as security staff, we commit ourselves to provide effective and efficient security service and to safe guard property – equipments, patients, customers and general interest of KZN Health department.

- ❖ To conduct searches to people and vehicles entering/ leaving the premises of the institution to comply with Access Control Act 53/1985 and Criminal Procedure Act 51/1977.
- ❖ To render 24 hours protection service.
- ❖ We will conduct high visibility patrols through out the hospital premises.
- ❖ To treat our visitors/customers with dignity, respect and courtesy at all times.
- ❖ To ensure that all damages or theft of the institution property is properly investigated.

Acting Security Officer : Mr A.M. Buthelezi

### **2. OUT PATIENT DEPARTMENT**

We at out patient department service commits ourselves to the provision of comprehensive care to our clients bearing in mind the total care of individual, that is physical, mental, social and spiritual patient service by proper allocation of staff according to their skills, capability and level of their skills, capability and level of training and refer clients to other institutions for further management in order to provide high quality care.

#### **THE ABOVE WILL BE ACHIEVED THROUGH:**

- ❖ Promoting health by giving health education to the patients.
- ❖ Treating minor ailments and refer when necessary
- ❖ Maintaining good relations with the community as we are mirror of the hospital

### **3. FACILITY INFORMATION OFFICE**

Our vision is to commit ourselves to obtaining quality data and ensuring appropriate usage of institution facilities

#### **THE ABOVE-MENTIONED WILL BE ACHIEVED THROUGH:**

- ❖ Implementation of systems
- ❖ Ensure all data is submitted to information office on time
- ❖ All health programmes data are collected in the prescribed forms
- ❖ Ensure safe storage and confidentiality of individual s records/ data
- ❖ Monitor the capturing of data into computer on daily basis
- ❖ Manual and computerized checking of data for missing elements
- ❖ Ensure that data is sent timorously to management and district office

#### **OUR FINAL PLEDGE**

We pledge to perform our duties with a high sense of responsibility and dedication, to work as a team to meet our objectives.

#### **4. PAEDIATRIC WARD**

Paediatric in patient service commit itself in providing high quality care to patient/ client in paediatric unit.

#### **THE ABOVE WILL BE ACHIEVED THROUGH:**

- ❖ Meeting their health needs
- ❖ Healthy and safe environment
- ❖ Individual nursing care
- ❖ Empowering families/ relatives with knowledge
- ❖ Creating learning opportunities for students, student nurses and in-service training for trained staff

#### **FINAL PLEDGE**

We pledge to render quality nursing care to all our customers considering their rights and batho Pele principles.

#### **5. INFECTION CONTROL**

The infection Control service commit itself to the reduction of infection within the hospital and its clinics at Kwa Ceza, by using latest protocol and guidelines. Utilizing the available resources through health education to patients and all hospital employees.

#### **FINAL PLEDGE**

We pledge to perform our duties with high sense of responsibility and dedication to work as a team to meet our objectives.

## **6. HUMAN RESOURCE MANAGEMENT**

The Human Resource Management commits them to deliver quality service to all Ceza Hospital staff.

### **The above-mentioned will be achieved through:**

- ❖ To ensure that all new appointees are paid on the same month.
- ❖ To ensure that pension benefits are received in the first month of retirement.
- ❖ We will ensure that our clients' cases are attended immediately.
- ❖ To provide relevant information to our clients' through notice boards.
- ❖ To treat our clients' with dignity, respect and courtesy at all times.
- ❖ To maintain confidentiality at all times.
- ❖ Be familiar with rules, regulations, policies and procedures applicable to our duties.

## **7. MATERNITY**

As maternity staff we commit ourselves in providing optimal health by early detection of high-risk clients'.

### **This will be achieved by:**

- ❖ Giving health education about the importance of starting the Antenatal clinic early.
- ❖ Proper screening of clients' during visits.
- ❖ Referring of clients' to the doctor.
- ❖ Sending clients' for ultra sound scanning.
- ❖ Continuous monitoring during ANC, Labour and Postnatal.

We pledge to be dedicated to meet our objectives by working as a team and to have a high sense of responsibility and commitment.

## **8. X-RAY DEPARTMENT.**

We the imaging staff, committed to render high standard of radiographic and radiographic services by:

- ❖ Using appropriate techniques
- ❖ Adhering to standard radiation protection methods for patients, attendants and staff
- ❖ Liaising with all other personnel for the benefits of patients
- ❖ Treating patients with dignity and courtesy

## **9. SWITCHBOARD.**

As switchboard department team commit ourselves in rendering quick and appropriate telephonic service to everyone within and outside the hospital by attending to incoming and outgoing calls bearing in mind good human relations.

### **The above-mentioned will be achieved through:**

- ❖ Try to inform or to make sure they used telephone calls when necessary
- ❖ After the telecom operator has received the booking slip, he/she books the call immediately and send it to a booked person
- ❖ Telecom operator will answer the call after one ring tone when it rings
- ❖ Ensure that the operators are available 24 hours
- ❖ To ensure good human relations to clients and staff

## **10. REVENUE**

As revenue staff, we are committed to provide effective and efficient financial control in the revenue and patient in order to ensure that the institution is able to deliver sustainable, co-ordinated and intergrated health care services at district hospital level.

### **We will achieve the above-mentioned by:**

- ❖ To treat all clients with respect and dignity, abiding by Batho Pele principles
- ❖ To follow up on all outstanding monies owing to the state and go to any lengths to ensure all monies are accrued in the allocated time given
- ❖ To receipt all revenue coming into the hospital honesty and meticulously keeping a proper record of important documents at all times
- ❖ To encourage each other and work with good “team Spirit”

## **11. FEMALE WARD**

We as female ward staff commit ourselves in rendering high quality nursing care to our patients.

### **This will be achieved by:**

- ❖ Treating them with respect and dignity considering principles of batho Pele and patients’ right.
- ❖ By giving health education to our patients’ regarding the importance of taking treatment as per doctor’s prescription.

- ❖ Closer observations so that we can be able to replan and implement the new plan.
- ❖ Working hand in hand with other paramedical staff in assisting with proper diagnosis of patients' and treatment thereof.
- ❖ Referring patients to the doctor for any other services available in the health system.
- ❖ Making us available to the patients to meet their needs.

## **12. OPERATING THEATRE**

We as theatre staff commit ourselves to quality service care in our clients by ensuring the following:

- ❖ To ensure the pre-visiting of our clients in the wards the day before operation.
- ❖ To ensure holistic assessment in order to meet their needs, identification of problem, creation of awareness and reference of complications to M.O.
- ❖ To ensure re-assessment of clients on admission to theatre for proper management of medico-legal risks identified.
- ❖ To improve speed on procedure through orientation of new staff allocated to theatre, doing regular in-service education demonstration of new procedures and attending auditing and symposiums.
- ❖ To ensure post-operative visits to our clients in the wards to identify post-operative problems.

## **13. PUBLIC RELATIONS UNIT.**

As public relations unit, we are committed to ensure good relationship between internal and external clients, patients, staff and public at large of Ceza catchment area.

**This will be achieved by:**

- ❖ To conducting client satisfaction survey.
- ❖ To ensure proper dissemination of information.
- ❖ To ensure that complaints are timeously addressed.
- ❖ To ensure that Batho Pele workshops are timeously conducted.
- ❖ To ensure Batho Pele implementation.
- ❖ To ensure patients rights implementation.

## **FINAL PLEDGE**

We pledge to perform our duties with high sense of dedication, responsibility and commitment to work as a team with management and staff to meet our objectives.