



EAST BOOM NEWS

Volume 1, Issue 1

Jan - Aug 2009 Issue

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SENIOR MANAGEMENT TEAM



Mr. E.M. Ntombela CHC Manager



Mr. B.Vilakazi. H.R. Manager



Ms. N.Pillay. Pharmacy Manager



Mr. R.Birharthee. Dental Manager.



Ms. ACT Khumalo. Assistant Nursing Manager



Mr. D.Tangalan. Finance & Systems Manager

Welcoming our new F.I.O.

After bidding farewell to our former F.I.O. Mr. Sbonile Sithole, we had to open our warm hands and welcome our new F.I.O Mr. Sthembiso Mzobe who was transferred from Montebello Hospital to East Boom CHC.



Institutional Health and Management Information.

MAIN OBJECTIVES OF THE JOB

- Co-ordination the collection of quality data and the maintenance of Institutional Health Data base.
 - Analyze and interpreting data.
 - Feeding back information through both summary and comprehensive reports.
 - Providing advice to ward managers and heads of Department with regards to information technology and system related needs e.g.
- completion of standards forms, of information received.
 - Supervising and training staff.
 - and use of clinic registers and IT policy related issues.
 - Putting mechanism in place to improve the quality

THE PURPOSE OF THE JOB

⇒ Co-ordinate the collection, verification, analysis, presentation and appropriate utilization of

That was a brief explanation outlining what FIO is all about.

Keep up the good work.

Fire Fighting Training

On the 27th of August 2009 the East Boom's fire fighting team went for a basic fire fighting training which took place at Oripi fire station in Pietermaritzburg. Fifteen people were trained every department was represented. Ms. Vilakazi our Health and Safety Officer would like to thank the team who went for training for being so co-operative and capable. She said this is just the beginning of creating a safe and healthy environment for all. She also thanked the Management for the support in making this training a success. Below are the few pics that were taken during the day of the training:



East boom CHC employees during the training which came out with most wonderful educative outcomes concerning fire fighting.

Fighting diseases, Fighting poverty, Giving hope

Breast feeding Awareness Week

Each year South Africa and the rest of the world celebrate Breastfeeding week. The aim of this week is to raise awareness on the Protection, Promotion and Support of Breastfeeding. Breastfeeding has a number of benefits for the infant (baby), mother, family and nation. Mothers' milk is all that a baby needs until about 6 months of age (exclusive breastfeeding). No other food, drink (water formulae) is necessary until the baby is 6 months' old. East Boom CHC was involved in making this initiative more successful, on the 5th of August the staff came together in to educating the community about Breast feeding. To take to the scene, here are some few pics.



East boom Staff during the event educating clients about breast feeding. You can finally judge for your self that the event was actually packed with a lot of fun.



Labour Ward Renovations



The above Labor Ward was a staff tea Lounge . Deliveries are not current done except emergencies. Staff find it difficult to assist patients. The manager has to come up with a plan using the maintenance budget. This is a two delivery bed labour, preparation room an a nursery room. Our facility is a now going to provide full package of maternal core services

Quality Assurance 's Feature

Quality Survey External Audit

East Boom you did it! Give your self a pat on the shoulder. The QIP Team would like to thank you all for your active participative to uplift the standard of East Boom. You have showed the whole world that you can! The outcome of the Quality Survey held on 26th of August of August this year by the District office, Imbalenhle and Bruntville team was very successful, the score was 80 %.

Background of the survey

It is a national and provincial requirement that two surveys are conducted each year . This is the first survey for the first quarter in 2009. The second Survey will be conducted in 2010, On the 4th quarter of 2009.

The purpose of the survey

- ◆ To measure performance against set standards.
- ◆ To improve service delivery and service standards.
- ◆ To benchmark through eye coping.
- ◆ To improve our relationship.

There are still areas that need improvement but this one, colleagues need your urgent attention, telephone etiquette let us get used to answer

the phones in an appropriate and professional manner:

1. Greet the caller, e.g. Good morning.
2. Tell the caller where you are.
3. Introduce yourself e.g. I am Miss Khumalo or Angel speaking.
4. Ask the caller how can you be of help e.g. How may I help you.

Hygienically environment

Since we are engaged in the survival of our clients, lets try and create a healthy environment with 100% hygiene as much as possible. Lets make our work place an ***Ir-land of Cleanliness.***

X- RAY TEAM



Anticlockwise: Mrs. S.C. Madlala - Unit Manager.
R. Maharaj - Com Serve Radiographer.
A.N. Ngidi - Chief Radiographer.
K. Pillay - Dark Room Operator.

East Boom News had a little chat with the Unit Manager Mrs. S.C. Madlala.

East Boom News: Please tell us more about yourself?

Mrs. Madlala: Basically I was born and brought up in Pietermaritzburg, trained as an Enrolled nurse at Montebello Hospital. Employed at Edendale Hospital as an enrolled nurse in 1976. Trained as Supplementary Radiographer in 1983. Qualified as a Diploma Radiographer in 1998 at Durban University of Technology. Did short courses in Ultrasound at D.U.T. & Greys Hospital. Employed at East Boom as a Unit Manager in 2006 till now

EBN: Please tell us about the nature of your job?

Mrs. Madlala: Must have an adequate training in Radiography and know the practical procedures to achieve high quality radiographs and ultrasound.

EBN: What are the main challenges of your job?

Mrs. Madlala: To cope with high numbers of clients with limited staff.

EBN: What are the leadership skills that you normally use to maintain a stable relationship with your team?

Mrs. Madlala: Interpersonal skills, teamwork and decision making.

EBN: What is it that you cannot start your day without?

Mrs. Madlala: Local Newspaper (The Natal Witness)

EBN: Thank you Mrs. Madlala for your time. May you and your team continue doing the good work to our community. Wishing you all the best.....

Well, that was a brief chat that we had with Mrs. N.C. Madlala.

“Who ever you are there is some younger person who thinks you are perfect. There is some work that will never be done if you don't do it. There is some one who will miss you if you were gone. There is a place that you alone can fill”.

By Jacob M. Braude.

The digital X-ray system in Dental



Mr.R. BIRTHARTEE. The Dental Manager

We had a little chat with Mr. BIRTHARTEE our Dental Manager, he briefly told us about this digital X-Ray system:

The digital x-ray system was acquired by East Boom CHC in Pietermaritzburg in January 2009.

Digital x-rays provide an abundance of information to the clinician as compared to the traditional x-rays as well as expose the patients to close to 60% less radiation.

The dentist can immediately view, adjust and magnify images of your mouth at the press of a button. This allows us to get a better view of what's going on inside the patient's mouth. Any hidden oral abnormality, defective or worn out restorations and plaque is easily detected.

The digital x-ray system is film free and hence saves the practice from spending on unnecessary film costs. The x-rays are received instantaneously which also translates to shorter appointment times. This x-ray system has taken oral imaging to a whole new level of accuracy. With optimal patient positioning and distortion free imaging it's hard to imagine any dentist not using one of these systems.



We have managed to have most of the equipment needed to run the surgery efficiently. This equipment includes

- A curing light needed for resin restorations. Amalgam restorations. Scalier needed to administer local anesthetic.
- Syringes to administer local anesthetic.
- Digital radiographic machine, this allows us to take precise radiographs hence facilitating the diagnostic process as well as root canal treatment.

National Child Health Week

From the 7th to the 20th of September, East Boom CHC's Paeds staff dedicated themselves into making sure to provide healthy lifestyle to the kiddies. The parents also contributed with their 100 % attendance to bring their kiddies in order to obtain these services. The targeted kiddies basically were from the age of 1 to 5. The services that were offered were as follows:

- *Vitamin A Supplementation
- *Catch up Immunization
- *Deworming
- *Growth Monitoring

Below are the highlights and lowlights of the event:



1



1. This is young Ms. Philasande Lushaba who is 2 years old.
2. Sister Mfeka and her colleagues doing what they do best.



2



3



3. Ms. Andiswa Zulu (front row left) full of excitement.
4. Wow look at this this cute Juni or: His name is Thandokuhle Mbelu, his mom is camera shy.



4



5

- 5 & 6. The parents were gathering into the tent to obtain the services for their toddlers.



6



EDITORIAL CORNER



Greetings, my name is Kwanele Shange residing in Pietermaritzburg. I am a trainee under the component of Public Relations. I studied at D.U.T. completed my studies in 2007. I will like to thank the management of East Boom CHC for granting me this opportunity to further my experience in the field of Public Relations. Also like to thank Mrs. K.A.Khumalo my mentor for the support she gave me and also accepting me as a colleague and her child. Lastly I would like to thank the East Boom Staff for accepting me as part of the family, thank you guys May God Bless You for your kindness you had displayed in me.

Defining Public Relations:

Public Relations is the management, through communication of perceptions and strategic relationships between an organization and its internal and external stakeholders.

Purpose of the job

To provide an effective two way communication service in ensuring a mutual understanding between hospital and the public or relevant stakeholders.

PRO's role in a hospital:

1. Promote and maintain positive image of the hospital with public & relevant stakeholders.
2. Develop media contacts and attend to all media queries.

3. Conduct patients and staff satisfaction surveys (e.g. Waiting time surveys, Exit I interviews etc.)
4. Ensure that every one is aware of the current events in the hospital by:
 - ◆ Compiling and distributing print material e.g. Newsletters & Brochures.
 - ◆ Updating notice boards.
 - ◆ Taking photographs at functions for support articles.
 - ◆ Identifying newsworthy items for the hospital newsletter.
5. Compile and maintain contact list by:
 - ◆ Ensuring that the internal hospital directory is up to date.
 - ◆ Establish District, Regional and Head office contacts within the Department of Health.
6. Co-ordinates special events in the hospital with the assistance of the relevant components.
7. Maintain all complaints and suggestions directed to the hospital.
8. Update hospital web page.

Well that was a brief background about PRO in Hospital.

Vote of thanks

We like to thank our colleagues for their co-operation they had offered to us for this news letter to be a success. This is our first publication and certainly it wont be the last one. If you feel you have any suggestion or comments regarding our publication, please don't hesitate to come to our office.

NOTICES

YOU ARE KINDLY INFORMED THAT INFECTION CONTROL EXTERNAL SURVEY IS POSTPONED TO THE 2ND OF OCTOBER DUE TO SOME PARTICULAR REASONS. WE LIKE TO APOLOGISE FOR THE INCONVENIENCES.

SPECIAL QUOTE

The road to success is not straight, there is a curve called failure, a loop called confusion, speed humps called friends, caution light called family, you will have flat tires called job. But if you have a spare wheel called determination, an engine called perseverance, insurance called faith, a driver called Jesus, you will make it to a place called success."

By Unknown

PLEASE REMEMBER THAT THIS NEWSLETTER IS OURS: IF YOU HAVE ANY SUGGESTIONS, COMPLAINTS OR COMPLEMENTS DON'T HESITATE TO CALL OR E-MAIL US. CONTACT DETAILS: TEL: 033- 264 4910 / 4909, E-MAIL: sbongile.mbona@kznhealth.gov.za. P.O. Box 4018, Willowton, Pietermaritzburg, 3200541 Boom Street, Pietermaritzburg, www.kznhealth.gov.za.



"People serving People"

HAVE A WONDERFUL SPRING



*All the flowers
of tomorrow are
in the seeds of today.*

Adit



*Its better to be
trusted than liked,
Underpromise - Overperform.*

Adit



*Do it now,
You become successful
the very moment you start.*

Adit



So, put a spring in your step...starting now!!!!!!

Enjoy the rest of the season.....

Fighting diseases, Fighting poverty, Giving hope