'People caring for People'

EAST BOOM NEWS

Volume 1, Issue 1

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SENIOR MANAGEMENT TEAM

Mr. E.M. Ntombela CHC Manager

Mr. B.Vilakazi. H.R. Manager
Ms. ACT Khumalo. Assistant Nursing Manager

Ms. N.Pillay. Pharmacy Manager

Mr. D.Tangalan. Finance & Systems Manager
Mr. R.Birtharthee. Dental Manager.
ABOUT US

Background

East Boom CHC is an urban CHC under Umgungundlovu Health District situated at uMsunduzi Municipality, in Pietermaritzburg the capital of KwaZulu-Natal Province “The City of Choice”. East Boom CHC is located in the lower end of Pietermaritzburg central business district, close to the N3 national highway from Durban (See Map aside). The CHC is divided by a busy road (Boom Street). A bus and taxi parking area is situated on the corner, below Boom street health centre, resulting in easy access to the Health Centre for communities around PMB.

Vision

To provide the best quality Community Health Care Services that is integrated to the District Health System within the catchments areas of uMsunduzi municipality.

Mission

Our Theme ‘People caring for People’.

We are committed to deliver a perfect high quality comprehensive health care to our community through preventive, promotive, curative and rehabilitative level primary health care based on Batho Pele principles with the acknowledgements of the Patients Rights Charter.

Core Values

✦ Trust built on truth
✦ Teamwork and respect
✦ Integrity and reconciliation
✦ Open communication, transparency and consultation
✦ Commitment to performance

Courage to learn, change and innovate

EBCHC OPERATIONAL MANAGERS

Sr. D.M.A. Gwamanda. Maternity & Psychiatric Unit

Sr. N.C. Msimang. Paeds & Reproductive Health Unit

Sr. N. Ngidi. Hast Unit

Sr. S. Gopichand. PHC & Casualty Unit


We are situated here
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.

**THE PURPOSE OF THE JOB**

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

- 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

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

Keep up the good work.

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**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 Oribi fire station in Pietermaritzburg. Fifteen people were trained every department was represented. Ms. Vilakazi our Health an 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*
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 you self that the event was actually packed with a lot of fun.
The above Labour Ward was a staff tea lounge. Deliveries are not currently 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 and a nursery room. Our facility is now going to provide full package of maternal core services.

Quality Assurance ‘s Feature

Quality Survey External Audit

East Boom you did it! Give yourself 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 this year by the District office, Imbalenhle and Bruntville team was very successful, the score was 80%.

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 you can be of help e.g. How may I help you.

Hygienically environment

Since we are engaged in the survival of our clients, let's try and create a healthy environment with 100% hygiene as much as possible. Let's make our workplace an "Ireland of Cleanliness."
People caring for People

Fighting diseases, Fighting poverty, Giving hope

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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: 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.
We had a little chat with Mr. Birtharthee, our Dental Manager, and 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. Scaler 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.
Fighting diseases, Fighting poverty, Giving hope

People caring for People

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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. This is young Ms. Philasande Lushaba who is 2 years old.
2. Sister Mfeka and her colleagues doing what they do best.
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.
5 & 6. The parents were gathering into the tent to obtain the services for their toddlers.
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.
### New Appointees, Transfers, Resignations, Retirements, Promotions and Deaths.

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<tr>
<th>New Appointees</th>
<th>Resignations</th>
<th>Deaths</th>
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<tr>
<td>Dr. V. Matola</td>
<td>Ms. V.I. Mfungula</td>
<td>Mr. K.M. Ntsimbini</td>
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<tr>
<td>Ms. N. Pillay</td>
<td>Mrs. G.T.P. Mchunu</td>
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<tr>
<td>Ms. B.A. Ndlela</td>
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**Transfer In**

- Mr. M.S. Mzobe
- Ms. N.H. Dlamini

**Transfer out**

- Dr. O.A. Okoli
- Mr. S.W.B. Sithole
- Ms. N.R. Shabangu

**Resignations**

- Ms. V.I. Mfungula
- Mrs. G.T.P. Mchunu

**Retirements**

- Mr. B.G. Gwała

**Promotions**

- Mr. S. Mnikathi
- Dr. N. Mabizela

**Deaths**

- Mr. K.M. Ntsimbini

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Ukukholwa kuwukhiye was zonke izinto esizicelayo ku Nkulunkulu ngo Jesu. Kungaba uku Thethelelewa izono, ukukhulufulwa emphefumulweni, ukuphiliswa ezifweni kanye nokukhulufulwa kulona lonke uhlbo lwemimoya ka Sathane. Ngaphandle kokukholwa akwenzeki ukumthokozisa u Thixo. uJesu wathi kubafundi bakhe: Mark 11: 22–23:

The shortest distance between a problem and a solution is the distance between your knees and the floor. The one who kneels to the Lord can't stand up anything. Love and peace be with you for ever.

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**WORDS OF FAITH**

'People caring for People'
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HAVE A WONDERFUL SPRING

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

It's better to be trusted than liked. Underpromise - Overperform.

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

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

Enjoy the rest of the season.....

Fighting diseases, Fighting poverty, Giving hope