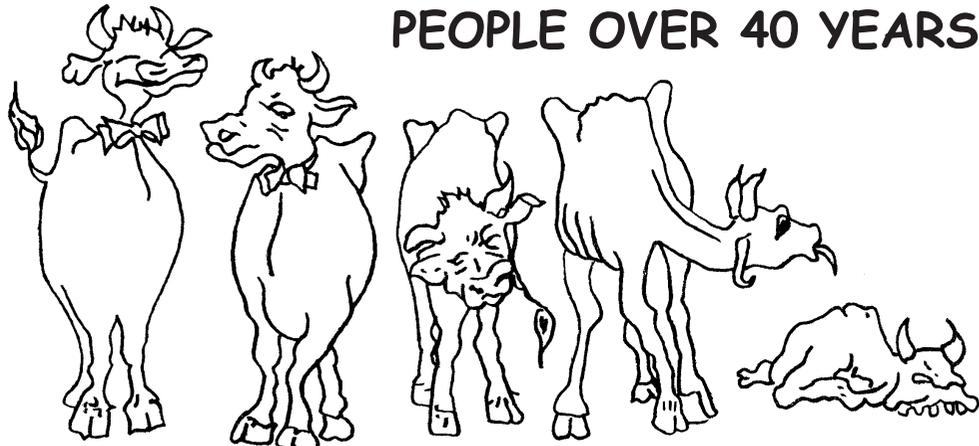


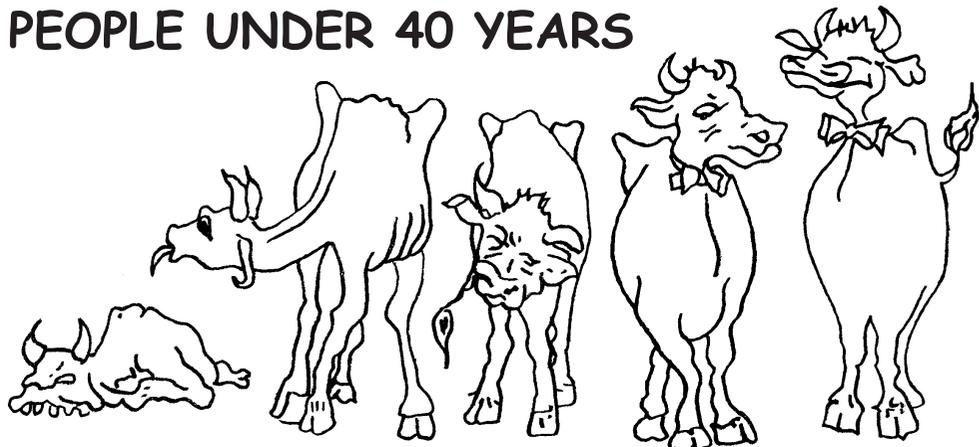
IN WHICH GROUP DO YOU FALL?

PEOPLE OVER 40 YEARS



Monday Tuesday Wednesday Thursday Friday

PEOPLE UNDER 40 YEARS



Monday Tuesday Wednesday Thursday Friday

AT LEAST WE ALL UNDERSTAND EACH OTHER ON WEDNESDAYS

EDEN-Daily



WE SERVE THE PEOPLE

From Editorial Task Team

At last, hoorah!!! A newsletter (hospital magazine) is in place at Edendale Hospital. Thanks to the extended manager's forum – executive officers who drove the process forward and the words of appreciation go to Mrs R.S. Mtshatsha: Ex-acting deputy director, assistant director of nursing division. Amongst other things, she felt the need to bring together all services of Edendale Hospital to share some ideas. Therefore this forum represents all service units in the institution and the forum came up with the decision of having a hospital newsletter.



Our sincere thanks also go to hospital management who took up the initiative with both hands and gave the support financially as well. We hope that readers, whatever their backgrounds, interests and experiences, will find this newsletter both helpful and informative.

EDITORIAL TASK TEAM:

Mrs Zanele Zondi (née Mabaso) – Technical Advisor – Edendale Nursing College

Mrs Clarice Mbuyisa – PRO Edendale Hospital Chairperson

Mr Bafana Gumede – Secretary and Photographer – Radiology Department

Miss Dudu Ndlovu – Task Team Member – Chairperson Extended Manager's Forum – Radiology Department

Mrs Nonhlanhla Mtshali – Task Team Member – Secretary Extended Manager's Forum – Laboratory

Mr J.M. Kamol – Task Team Member – Dental Department

Mr Simon Kubheka – Task Team Member – PRO Assistant PTS Administration Department

Mr Doug – Task Team Member and Technical Advisor – Transport Department

What does the name “Eden-Daily” imply?

“Eden was a biblical orchard. One would find God's creations there. It was a cultivated jungle, every species survived. This is the environment/jungle of Edendale Hospital. Daily and interesting activities take place, giving the name – Eden-daily (Edendale)”

By J.D. Halimana – SAO Auxiliary Services.

The hospital logo was designed by one of the hospital workers, Mr Doug, who received a R500 award, which was sponsored by K.K.S. Catering Service. The competition was open to all staff, but only three members showed their talents and entered their marvellous designs. Unfortunately, only one could win the prize. Thank you very much to those who gave their efforts in answer to our call for the designing of a hospital logo.

Start a Garden this Week!

Plant three rows of peas:

- ~ Peas of mind
- ~ Peas of heart
- ~ Peas of soul

Plant four rows of squash:

- ~ Squash gossip
- ~ Squash indifference
- ~ Squash grumbling
- ~ Squash selfishness

Plant four rows of lettuce:

- ~ Lettuce be faithful
- ~ Lettuce be kind
- ~ Lettuce be obedient
- ~ Lettuce really love one another

There's no garden without turnips:

- ~ Turnip for meetings
- ~ Turnip for service
- ~ Turnip to help one another

Water freely with patience and cultivate with love

*There will be much fruit in your garden,
Only because YOU REAP WHAT YOU
SOW!*

To conclude our garden,
we must have thyme:

- ~ Thyme for God
- ~ Thyme for family
- ~ Thyme for study
- ~ Thyme for prayer . . .

Are you a Winner or a Loser?

What's the difference?

*A winner acts
A loser reacts*

*A winner sees a solution to all problems
A loser sees a problem in every solution*

*A winner always has a plan
A loser always has an excuse*

*A winner says, "Let me do this for you."
A loser says, "That's not my job."*

*A winner says, "It's not easy, but it's possible."
A loser says, "It's possible, but too difficult."*

*A winner is always available
A loser is always overworked*

"JUDGE FOR YOURSELF"

OBITUARIES

*For those who have lost their loved ones,
always remember this great quotation.*

***"Even this will pass away. What
can't be cured can be endured."***

**Whatever has happened, has
happened for the best.**

**Whatever is happening, is
happening for the best.**

**Whatever will happen in the
future, will be happening
for the best.**

Even this will pass away.

Evil Spirit? . . .

True story told by a doctor.

There was this case in one hospital's Intensive Care ward where patients always died in the same bed and on Sunday morning at 11am, regardless of their medical condition. This puzzled the doctors and some even thought it something of a mystery, as to why the deaths always occurred at 11am on Sundays.

So a world-wide team of experts was constituted and they decided to go down to the ward to investigate the cause of the incidents.

So, on the next Sunday morning, a few minutes before 11am, all the doctors and nurses waited nervously outside the ward to see for themselves what the terrible phenomenon was all about. Some were holding wooden crosses, prayer books and other holy objects to ward off the evil spirits . . .

Just when the clock struck 11 . . . they heard footsteps coming up the corridor towards the ward . . . the door opened . . . and in walked a familiar face . . .

José the part-time Sunday sweeper entered the ward and unplugged the life support system so that he could use the vacuum cleaner.

*Funi Mahluli
X-ray Department*

Good Morning – This is God speaking. Today I will be handling all of your problems. I will not need your help. If the devil happens to deliver a situation to you that you cannot handle, DO NOT attempt to resolve it. Kindly put it in the SFJTD (Something for Jesus to do) box. It will be addressed in my time, not yours. Once the matter is placed into the box, DO NOT hold on to it or attempt to remove it. Holding on or removal will delay the resolution of your problem. It if is a situation that you think you are capable of handling, please consult me in prayer to be sure that it is the proper resolution. Because I do not sleep nor do I slumber, there is no need for you to lose any sleep. Rest my child. If you need to contact me, I am only a prayer away. So have a good day.

Do you have good relations? Yes or No

Good Human Relations are:

- H – Have self-confidence
 - U – Understand the viewpoint of others
 - M – Make yourself a friend to all
 - A – Admit it when you're wrong
 - N – Never make a promise you can't keep
-
- R – Respect and courtesy are important
 - E – Explain Thoroughly
 - L – Look, learn, listen and decide
 - A – Avoid argument
 - T – Try to be approachable and sociable
 - I – Insist on a selfless service
 - O – Others first, self last
 - N – Never criticise in public
 - S – Stress the POSITIVE always

Dr Mabaso

Senior Medical Superintendent



Congratulations to the Editorial Committee and staff of Edendale Hospital for the timely birth of the "Eden-daily", a newsletter that will inform all stakeholders what Edendale Hospital is all about.

It will help opinion-makers to have a holistic view of this historically disadvantaged institution.

May this venture thrive!!!

Dr. L. Ramiah

Chief Medical Superintendent



The management of Edendale Hospital is pleased that the first issue of "Eden-daily" has been published to keep you informed of activities at the hospital. The PRO and Editorial Committee are commended on this initiative. We wish them well. The staff of Edendale are invited to actively participate and contribute newsworthy items.

Remember that this is your newsletter. Use it positively.

Ms N. Njozela

Deputy Director Nursing



A special word of congratulations to the editorial team of the Edendale newsletter for the publication of the first copy.

The newsletter is long overdue, and your untiring efforts and patience have brought a dream, held dear by many at Edendale, to fruition.

Keep up the good work and God Bless You.



This is an exciting initiative, where all staff have the opportunity to contribute towards the upliftment of Edendale Hospital, which has been put back on the map. Together we can conquer all challenges and make Edendale Hospital the Flagship of this province.

I congratulate all staff that have contributed to make this newsletter successful.

Mrs H. Baird - Deputy Director Administration

The Edendale Assistant Nursing Directors are committed to excellent service delivery to our clients and the community. We are in the process of transforming Edendale Hospital in order to meet the accreditation standards. The first step is the introduction of the newsletter with all the "Key Issues" made known to the community.



The Principal, tutorial and administrative staff and students of the Edendale Nursing College convey their heartfelt congratulations at the inception of the Edendale Hospital Newsletter.

This is one of the great milestones you have achieved, as it is one of the communication tools used to convey the information to your people.

May it go from strength to strength so as to achieve its main objective, that of better quality patient care.

Please accept an excerpt that is in line with the Transformation of Health Delivery in Services as well as Bathopele Principles – "He's My Dad".

N.N. Sikhakhane - Principal : Edendale Nursing College.



HALALA EDEN DAILY

Ngithe ngingena esangweni E-Edendale
Ngakhangwa inhlokomu yomama bekikiza
Kukikizwe kusukela e Gate Way kwaze
Kwakikizwa ngisho nase E-ward
Ngabuza ngathi le nhlokomu ngeyani na?
Kwathiwa le inhlokomu yokuzalwa kwentombi,
Intombi emhlope qwa! Okwezihlabathi zolwandle.

Ngibe sengigagamela ngayiqamba igama ngathi uNomkhosi
Kwathiwa qha sengisindwe izinyawo isiqanjiwe
Ngabuza ngathi ibizwa ngobani le ntombazanyana?
Kwathiwa qha akusiyena uNomkhosi, kodwa u-Eden Daily.
Ngaphika ngathi akusiyena u Eden-Daily lo, lona uNhlabamkhosi.

Ngithi uNhlabamkhosi nje
Ngoba asisophinde sithamele izindaba,
Zesibhedlela sethu esisithandayo,
Kulo hubhu kabhejane ongu Witness
Naku le Ndodakazi yakhe okuthiwa u Echo.

Ezakithi izindaba sezizosifikela senabe imilenze,
Ngamehlo engqondo sengiyakubona okwentombazanyana
Kungena kuphuma nezindaba wena owabone uMaMgobhozi,
Sengiyakubona kuqala e Gate Way, e-4, e 7F
Kwehle njalo ngohologo kuze kuyoshaya eNurses' home

Ku-Eden-Daily silindele ezizwaju zodwa
Ezemidlalo, ezasekhishini, ezabakhushulelwe ezikhundleni
Ezithe xaxa, ezabasebenzi, ezezinyunyana, amahlanya
Nezokukhuphuka komholo wami

Sithi Halala! Eden-Daily
Sithi khula ugweme imikhuhlane
Ukhule uze ukhokhobe

B.A. Mabika
Radiology Department

Physiology Service Unit

This service unit offers physical therapy to both in- and out-patients of all age groups. In-patients are seen in the main wards, I.C.U.'s and in the Physiotherapy Department.

The service is provided to patients of various clinical conditions, such as, neurological disorders, cardiovascular and respiratory disorders, acute and chronic musculo-skeletal problems, obstetrical and gynaecological complications.

Various skills, techniques and technology are employed during treatment procedures which include manipulative skills, movement skills, thermal, electrical and ultrasonics. Aids and appliances are also used for the purposes of rehabilitation.

Wishing Eden-Daily the best!!

Z.M. Luthuli
Physiotherapy Department

Patients Administration



Wishing Eden-Daily Newsletter success in their first publication and continuity in informing Edendale Hospital staff about developments that are taking place in all sectors of this establishment.

Our main objective within the Patients Administration Section is to provide quality service at all times to our internal and external clients with a determination of upholding human dignity:

- as an efficient and effective team
- as principled receptionists of the hospital
- as accountable custodians of client records
- as trustworthy generators of hospital revenue

For this department to achieve its objective, it needs the full support of all stakeholders.

Patients Administration
Management Team

But Once

I shall pass through this life but once. Any good therefore that I can do, or any kindness that I can show to any human being, let me do it now. Let me not defer or neglect it; for I shall not pass this way again.

If I wish to give flowers to any, or speak words of appreciation or encouragement, I will do it while they are alive, and not wait till they are dead.

I realise that I am responsible before God for every hour of my time, and for every act and every word of mine, whether I exert an influence for good or evil, and that at last I must be judged for the acts of my life whether good or bad.

No matter who I am or what my position in life, there are always some who are influenced more or less by my words and actions. God's Word teaches that I shall be responsible for every soul that is lost, that I might have saved by proper effort.

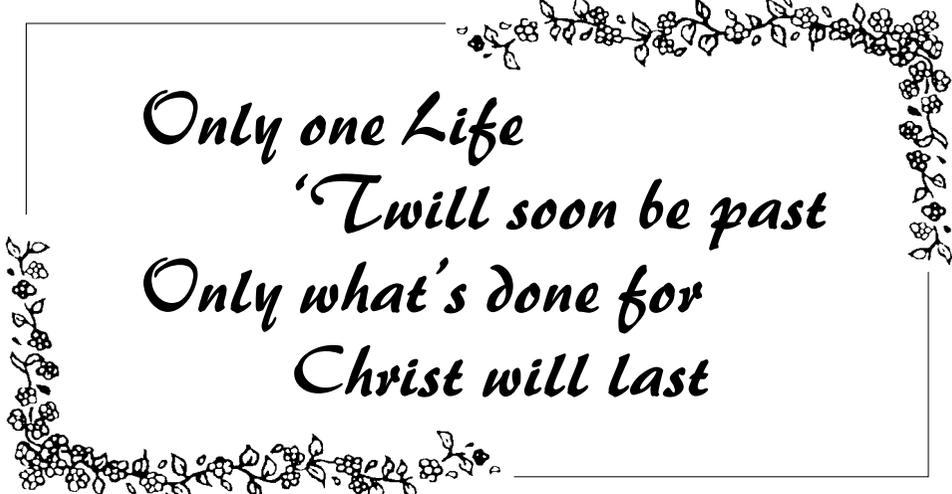
Am I exerting an influence for good or for evil? Am I setting a good example or a bad one? Is any human being better or worse for the example that I am setting? Am I living a pure and clean life, or an unclean one? Am I guilty of profanity, vulgarity and lewdness?

Do I indulge in unfair and hurtful remarks, criticism and gossiping about other people? Or do I discourage such unfair and hurtful practices, and set a good example, as every man and every woman should do?

How would I feel about it if others would slander or unfairly criticise me or those of my own family?

Have I the Spirit of God and of Love in my heart, or the evil spirit of hatred, wrath, strife, slander, gossiping, etc.?

Oh, God, search my heart. If I am not right at heart before God and man, help me to get right and keep right. Forgive me all my sins. Cleanse my heart from all unrighteousness. Give me Thy Holy Spirit and help me to overcome all sin for Jesus' sake.



Only one Life
'Twill soon be past
Only what's done for
Christ will last

Farewell . . .

To all those who have retired and have left service, Eden-Daily wishes them all the best of luck.

Workshop

Major repairs and renovations to the in-patient pharmacy were done by the workshop. The photograph shows Mr Hadebe (left) and Mr L. Zuma (right) from the carpenters workshop who assisted with establishing a new in-patient pharmacy. In the background one can see the built-in shelving, doors and cupboards done by the workshop. Even though this is outside their scope of work, the workshop responded positively by finishing this work in record time.



Training



The workshop places a lot of emphasis on training. In the photo we can see Veronica Ndaba (in the centre) and workshop staff who were successful with ABET training.



Mr Musa Zuma is also a training officer in the ABET training programme.

AT LAST

Congratulations to the Extended Managers' Forum for their struggle in making the newsletter a success. At last it is out and all our extrinsic and intrinsic talents will be known.



*Mrs R.S. Mtshatsha
Ex-acting Director Nursing Service
Motivator for the newsletter*

Occupational Therapy

Ext 4216, 4217, 4218



Our department is situated at the Doctors' Quarters just to the right of the main gate as you drive out of Edendale Hospital.

This department serves the essential purpose of maintaining or improving the functioning of all in-patients and out-patients who have some form of disability, e.g. Cerebral Palsy (CP), Cerebral Vascular accidents (CVA), burns, Spinal Cord Injuries (SCI) and other orthopaedic cases.

It also provides mobility training for eye wards and it holds a CP Clinic (Cerebral Palsy) every Tuesday.

As the staff of this department, we just want to say congratulations and well done to those who have started up this newsletter. It will help us who are outside of the main hospital to keep up-to-date.

Thank you very much.

*Tasha
Occupational Therapy*

Occupational Therapy Assistants:

*Beauty
Dudu
Landiwe
Lindiwe
Lungi*

General Assistants:

*Thenjiwe
Thembile*

Being A Good Neighbour

Did you know that Edendale Hospital has four experienced professional Social Workers within your reach – physically and telephonically?

As a neighbour you are sometimes a witness to incidents that you feel are not right or that can be seen as abuse.

As an employee of the hospital you should not turn a blind eye, but report them to the social worker within the hospital. She will be able to advise you on steps to take to make sure that someone gives attention to the matter.

You can report children that are neglected,

children that are left to fend for themselves, children that are locked outside during the day and parents that use extreme forms of discipline, children who are subjected to incest or exposed to sexual abuse. Such incidents occur daily and unless someone takes a stand, abuse of children will not end.

When you report you remain anonymous. So what kind of neighbour will you be? See you next time . . .

Wishing Eden-Daily magazine all the success!

Edendale Hospital Social Workers.

Occupational Health and Safety Service

Congratulations Eden-Daily magazine!

Occupational Health and Safety Service is a new system being implemented at Edendale Hospital. Mrs S. Madide was the first Occupational Health and Safety nurse who implemented the system in October 2000 until the end of July 2001, when she had to leave for Sweden to further her studies on Health and Safety. I must say, it was very difficult for Mrs Madide to develop a Health and Safety system within a limited time frame, but nevertheless, there is a lot that she had already done before she left for Sweden.

Amongst other things, the following are some of the things that she achieved:

- Formulated occupational health and safety policies and objectives.
- Arranged for the election of health and safety representatives and their

training, as well as the training of safety officers.

- Participated in a Disaster Management Programme and compiled a file for future reference.

I am also proud to say that she received an award for Disaster Management.

Mrs S. Madide laid a good foundation, especially for Mrs J. Mzimande, her successor, who was appointed Health and Safety Nurse of the institution on 1 August 2001.

Conclusion: I must say, I find Occupational Health and Safety very challenging and I am appealing for the co-operation of all, in order to make it work. All we need are the efforts of a multi-disciplinary team.

TOGETHER WE CAN MAKE IT WORK

*Compiled by: J.C. Mzimande
Occupational Health and Safety Nurse*

Communicable Diseases Clinic

Who are we?

The Communicable Diseases Clinic, better known as the CDC Clinic, started in its present format in 1997. The clinic is situated on the first floor in the passage leading to the X-ray department and Orthopaedic OPD.

Five doctors and four nurses work there, not to forget the magnificent input of a few volunteers. Our main objective is to help people who are HIV+ve. In 1997 we were one of the first, maybe the first such clinic in KwaZulu-Natal. Throughout the years the nurses and the doctors of the clinic built up a good team spirit and gained a lot of expertise and experience in the complex field of HIV/AIDS. Our main objective now is to share this expertise and experience with similar projects in the province.

The clinic works on a booking system and you can phone ext. 4143 for more information. Wishing Eden-Daily all the luck!!

S. Molutsaana - Hospital HIV/Co-ordinator.

Speech Therapy / Audiology Department



Congratulations on the launch of Edendale Hospital's newsletter. This newsletter will be informative and provide workers with a better understanding of facilities available in the hospital.

The Speech Therapy / Audiology Department is involved in assisting individuals in improving their communication abilities. We assist individuals who have difficulties with understanding, talking, reading, writing or hearing.

The Speech Therapy Department is situated in the Doctors' Quarters, Middle House. It is open from Monday to Friday and patients are seen between 8:00am and 3:30pm.

Contact Person: *Pririsha Ponday - Ext. 4217*
Speech Therapist / Audiologist

Pathology Laboratory

Congratulations on the inception of Eden-Daily newsletter.

Pathology is simply a branch of medicine which incorporates Medical Technology among other components. Medical Technology exists to critically analyse samples aiding in diagnosis, treatment and control of disease. Edendale laboratory renders a 24hour clinical laboratory service, which comprises of Haematology, Microbiology and Chemical Pathology.

Haematology handles mainly unclotted blood to obtain specific levels of specific parameters like Full Blood Count, coagulation profile, ESR and Malaria screening. Type, shape and size of blood cells are also viewed microscopically. Abnormalities like leukemias, anaemias and clotting disorders are diagnosed.

Microbiology consists of Bacteriology, Mycology (fungal identification), Parasitology, Mycobacteriology (TB) and Serology (antibody testing as in syphilis, HIV, hepatitis, typhoid etc). A microscope is the main tool of survival in Microbiology and is used to identify shape, size, movements and staining reactions of bacteria. A suitable artificial environment is created for bacteria to grow. Identified bacteria are subjected to

antibiotic susceptibility testing to determine which one can be used in treatment.

Chemical Pathology deals principally with seeking out chemical imbalances in the body in disease, either as a cause of disease or as an effect of the disease and the magnitude of imbalances in order for them to be rectified. Tests commonly done in this department are urea and electrolytes, glucose and liver function tests in blood, and various other tests on urine and other body fluids. Very sophisticated analysers (machines) are used to carry out most biochemical tests.

Transformation: NHLS (National Health Laboratory Service) a 100% share government owned structure with a private business structured administration, has with effect from 01/10/2001 taken over. Due to lack of Information Technology and other factors, KZN Pathology Laboratory Service will be brought on board later.

Mandla Chamane
Laboratory



Laboratory News

It was with pride and joy that the following laboratory workers were presented with long service

certificates and watches for their loyalty to the government service:

30 years service:

Malinga Z.R. (Mr)
Mbongwa P.P. (Mr)
Miya B.E. (Mr)
Mpulo T.D. (Mr)

20 years service:

Bungane G.E. (Mr)
Hlela S.E. (Mr)
Chamane M.N. (Mr)
Malima M.F. (Mrs)

In an effort to boost productivity and service delivery to the people, the laboratory recognises and rewards officers that have excelled in their particular endeavours:

The best worker of the year 2001

Gwala T.E. (Mrs)

The best personality of the year 2001

Mahlolo J.P. (Mrs)

The most improved worker of the year 2001

Malima M.F. (Mrs)

The following officers' hard work and dedication was awarded with the attainment of the following promotions:

Mr T.E. Zondi and Mr S.G.M. Malinga
to Chief Medical Technologists

Miss L.Z. Luthuli
to Senior Medical Technologist

After 38 years of dedicated service to Edendale Hospital Mr Joe Mbongwa took a deserved rest when he retired on 31/07/01. Soft-spoken and always smiling, this hospital socialite will surely be missed by all at Edendale Hospital.

Mr D.P. Zondi retired on medical boarding on 31/04/01 after 30 years service.

Mrs G.N. Mchunu was transferred to correctional services on 31/05/01 after 17 years service.

Mrs J.S. Dlamini was also transferred to Benedictine Hospital on 01/02/01.

We were shocked by the unfortunate passing of Mr Sandile Dlamini on 13/05/01 and Mr G.T. Nyawose on 08/09/01. Their social and leadership skills will surely be missed by all.

As from the 1st of October 2001 the whole KZN laboratory service has joined a parastatal called Health-Lab Africa. We are looking at change with both trepidation and anticipation, hoping we will rise to this new challenge. We also hope that our productive working relationship with the hospital will go from strength to strength.

Wishing Eden-Daily magazine all the best!

From Laboratory Staff.

Edendale Hospital Sports and Recreation

As for the year 2002, a fully functional Edendale Hospital Sports Committee and Soccer Team has been formed.

So far the hospital team has performed so well, even though it is in need of sponsorship. Namely, kit, transport, funds to host tournaments for other visiting hospitals.

PERFORMANCE THUS FAR

Interdepartmental Tournament hosted on 10/02/02.

There were four teams

- Admitting in conjunction with Pharmacy and Workshop
- Nathi Security
- Edendale male nurses together with College students
- X-ray, laboratory and supervision

Finals were between male nurses and Admitting with a final score of 1-0 to Admitting.

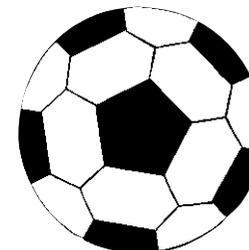
GAMES

14/02/02 EDH vs Fort Napier 2-0 to Edendale

21/02/02 EDH vs Fort Napier 7-2 to Edendale

We wish Eden-Daily newsletter the best of luck and may it go from strength to strength.

T. Mokoena





Edendale Nursing College

Edendale Choir extends their warm wishes for the production of Eden-Daily newsletter.

Edendale College/Hospital Choir was formed as far back as the early 90's, when Mrs Gule (now

retired) was leading it.

It performed during graduation parties or whenever other ceremonies took place. In 1997 it took second position after practising for the past two weeks. It was really amazing.

In 1998 Mrs Z. Zondi took over and the choir has gone from strength to strength and has participated in major events. In 1999 they again gained second position during the Department of Health Music Choir Festival, and again took second place in 2000, while Port Shepstone won on both occasions. In 2001 they took third place and were awarded a trophy, when all the choirs in KwaZulu-Natal (±35) competed.

Port Shepstone Choir has been a 'pain-in-the-neck', as they have achieved first place for three consecutive years. BUT this time we are going to WIN and come out flying. Last year we were sharing the stage with the likes of Pietermaritzburg Choral Society during the Nurses' Day of Prayer at the City Hall.

We are envisaging a recording at Ukhozi FM Studio in the near future. I would like to extend my gratitude to Miss N. Njozela (Deputy Director) and staff, as well as Mrs N.N. Sikhakhane (Principal) and staff for allowing the students and other hospital members to come and practise during working hours.

I would also like to thank the Principal of Mehlokazulu High School for allowing Mr Brian Bophela to coach us free of charge. May God bless you both. Edendale Choir is known far and wide now.

Thank you,

Zanele Zondi - Choir Co-ordinator

Hes My Dad

This letter was written by an anonymous writer and is relevant to those working in health care facilities. It touches the hearts of those who really care, who are loving and compassionate. It tells you to do introspection of yourself whether you still have the culture of "UBUNTU", culture of caring, culture of respect, culture of professionals, culture of passion and excellence, etc.

To each staff member of this facility, as you pick up your chart today and scan that green Medicaid card, I hope you will remember what I am about to say.

I spent yesterday with you. I was there with my mother and father. We didn't know what we were supposed to do, for we had never needed your services before. We had never been labelled "Charity".

I watched yesterday as my Dad became a diagnosis, a chart, a case number, a charity case labelled "No sponsor", because he has no health insurance.

I saw a weak man standing in line waiting for five hours to be shuffled through a system of impatient office workers, a burned

out nursing staff, and a budget scarce facility, being robbed of any dignity and pride he may have had left.

I was amazed at how impersonal your staff was, huffing and blowing when the patient did not present the correct form; speaking carelessly of other patient's cases in front of passers by, of lunch breaks that would be spent away from this "poor man's hell".

My Dad is only a green card, a file number to clutter your desk on appointment day, a patient who will ask for directions twice after they have been mechanically answered the first time.

But, no, that's not really my dad. That's only what you see. What you don't see is a cabinet maker since the age of 14, a self-employed man who has a wonderful wife, four grown up kids (who visit too much) and grand children (with two more on the way), all of whom think their "Pop" is the greatest. This man is everything a daddy should be - strong and firm, yet tender, rough around the edges, a country boy, yet respected by prominent businessmen/owners.

He's my Dad, the man who raised me through thick and thin, gave me away as a bride, held my children at their births, stuffed a 20 US Dollar note into my hand when times were tough and comforted me when I cried.

Now we are told that before long cancer will take this man away from us. You may say that these are the words of a grieving daughter lashing out in helplessness at the prospect of losing a loved one. I would not disagree. Yet I would urge you not to discount what I say. "Never lose sight of the people behind your charts. Each chart represents a person - with feelings, a history, a life - whom you have the power to touch for one day by your words and actions. Tomorrow it may be your loved one, your relative or neighbour, who turns into a case number, a green card, a name to be marked off with a yellow marker as done for the day". I pray that you will reward the next person you greet at your station with a kind word or smile, because that person is someone's Dad, husband, wife, mother, son or daughter - or simply because he or she is a human being, created and loved by God, just as you are.

Editor

Dental Clinic

The Edendale Dental Clinic welcomes Eden-Daily and sends its congratulations to those responsible. We are happy that there is now a means by which news may be reported throughout the hospital, and indeed all at Edendale need to be aware of each other and become closer.

The Dental Clinic runs from Mondays to Fridays between 07:30 and 16:00. We deal with many dental conditions including fillings, extractions, cleaning etc. Far from being the most feared member of the medical team to visit, we

welcome all clients to our clinic and we try to assist in any way possible. How do you find the Dental Clinic? Follow the screams (Just kidding).

We wish Eden-Daily the best of luck and hope that those responsible continue their good work.

WELL DONE!

Staff: Usha, Thandi, Thani, Nelly, My Baby, Jheetesz

Diagnostic Imaging Service (X-ray Department)

This Department renders a 24hr comprehensive service to the patients by producing images with the aid of X-rays and ultra-sound waves, which assist the clinics in diagnosing and better management of patient's diseases.

Multi-skilled personnel in this department deal with various types of specialised imaging and general patient care.

The following services are offered in this department:

- general diagnostic work
- mammography (examination of the breasts)
- radiotherapy (treatment of cancer patients)

- ultra-sound (1st floor - general ultra-sound; 3rd floor - obstetrics and gynaecology patients)
- CT scanner (advanced imaging tool)
- clinical training for Technikon students registered in this field

The department's main objective is to offer high quality service in the shortest time possible.

Wishing Eden-Daily newsletter all the luck!!!

S.A. Halimana
Radiology

Auxiliary Services

We congratulate Eden-Daily.

The Head of Department of this division is Mrs Baird. This division has the following sub-divisions:

1.1 Laundry Services

The overall supervisor of this sub-division is the Laundry Manager. This sub-division has staff designated as Senior Laundry Supervisors who are responsible for supplying clean linen to wards/departments and collecting dirty linen from respective wards/departments. Theatre linen, protective coats, hospital curtains and tablecloths are washed in the mini laundry by the laundry supervisors.

1.2 Transport Services

The overall supervisor is the Senior Admin Officer with junior co-workers being Senior Admin Clerks and Drivers. This sub-division renders transport services to referral patients to various institutions, and also official personnel undertaking official trips. This sub-division functions for 24 hours a day with a driver on standby for call-outs.

1.3 Housekeeping Services

The overall supervisor of this sub-division is the Senior Admin Officer. In the sub-division there are further subsections, which are manned by Senior Housekeepers, Senior Foreman and Principal Porter.

- 1.3.1 Cleaning Services
- 1.3.2 Porter Services
- 1.3.3 Lift Attendants

1.4 Security Services

KZN

The supervisor in charge is the Senior Admin Officer who has security officers as junior co-workers. These officers usher patients to the respective departments and maintain order in the ground floor outpatients departments.

PRIVATE

The security company liaises with the Senior Admin Officer and Management. It is responsible for providing security services in the entire hospital.

J.D. Halimana
SAO Auxiliary Services



Batho Pele Programme

We wish Eden-Daily newsletter prosperity and success in its task of informing all health workers about all the activities that take place within the hospital.

Batho Pele Programme is a government initiative to improve service delivery in the Public Sector by putting people first. The Sotho name "Batho Pele (People First)" is used to express the key message in such a way that will arouse one's mind to question or have an interest to know what this is all about.

The Batho Pele Programme started in July 2000 where all the institutions were required to conduct Batho Pele workshops for all categories of staff members. At Edendale Hospital, the group that responded well is that of the General Assistants of the wards, stores, workshops and garden (grounds).

In future, a Service Delivery Award will be available to be given to the best-performed unit or individual based on the patient's/client's response or comments plus results from service delivery evaluation by supervisor.

The institutional HRD is now in control of Batho Pele Programmes in the institution and would like to request that all Health workers undergo Batho Pele Programme training.

Mrs B.C. Mbuyisa and Mr S. Kubheka
(The Batho Pele Facilitators)

NB: Always remember 8 Batho Pele principles!!!

1. **CONSULTATION** – interaction about the level and quality of services offered
2. **SERVICE STANDARDS** – informing clients about the level and quality of services
3. **ACCESS** – entitlement of equal access to services
4. **COURTESY** – treatment of clients with respect and consideration
5. **INFORMATION** – departmental and institutional information will be available and accessible to clients.
6. **OPENNESS AND TRANSPARENCY** – activities and institutional administration are an open book
7. **REDRESS** – suggestions, complaints or concerns will be accommodated, addressed and feedback will be afforded.
8. **VALUE FOR MONEY** – provision of services economically and efficiently.

Workshop

The staff in the workshop would like to wish the news magazine everything of the best in the future and we feel that this is the right move in the way of transparency. The staff in the workshop are committed to service excellence and dedication. In short, we handle approximately 150 jobs per day and it is a task to complete and get the work up-to-date in preparation for the next day.

There is never a wasted day, because if this were allowed to happen then the jobs would just accumulate.

Mr Aysen

COHSASA

ITS MANAGEMENT IMPROVEMENT AND ACCREDITATION PROGRAMME

COHSASA is the Council for Health Service Accreditation of South Africa, a not-for-profit company established in 1995.

PURPOSE OF COHSASA

To enable institutions to move from what they are actually providing to what they are capable of providing; a process that will result in:

Cost effective, quality, equitable and compassionate patient care for all South Africans in line with the Batho Pele (people first) directive of the Government.

Accreditation programmes are processes that identify groups between what a health facility wants to achieve and what it is achieving, using a set of internationally recognised standards that have been adapted to South African conditions.

These programmes are designed to empower employees to solve problems and achieve accreditation through their own efforts, and to guide a multi-disciplinary team to implement a continuous quality improvement effort throughout the facility.

EDENDALE HOPITAL INVOLVEMENT WITH COHSASA

We joined the programme in October and formed our Steering Committee on 3 November 1998, following a COHSASA facilitation visit during which we received the Standard Assessment Manual documents with criteria rated as: Compliant, partially compliant and non-compliant.

The Steering Committee was composed of two representatives from each of the 45 service elements that were in existence in our Institution at the time. As their committee was rather large, it was decided to form a smaller Executive Committee, subsequently dubbed the "Power Steering Committee" consisting of 8 members, among whom service elements were allocated at ±5 per member. This committee was ably chaired by Dr. FJ (Jim) Muller, deputised for by Dr. DJJ Mabaso.

After the first baseline survey on 22 December 1998, we had so many non-compliant criteria that the whole programme seemed to be a "mission impossible". But when the multi-

disciplinary teams got to work, progress was noticeable within 12 months, as seen on BAR CHART I: of selected areas within the institution in November 1999.

By June 2001, when we had our External Survey, there was a marked improvement in all services.

In addition, the following services attained 80% and above:-

Medical in-patient service	83.19
Paediatric in-patient service	81.61
Food service	92.22
Dental Practitioner service	92.46
Speech Therapy service	81.06
Laboratory service	91.08
Ophthalmology	82.39
Gynaecology A ward	81.24
Eye Clinic	80.19

They are congratulated most heartily by all staff members. May they continue with the good work!

After this survey the Steering Committee transformed itself to the Quality Improvement Committee with Dr. L Ramiah, the Chief Medical Superintendent, at the helm.

We are looking forward to further progress by the rest of the services, until we too are accredited, like some of our sister institutions.

Dr. DJJ Mabaso

