VISION
Efficient Dedicated Health Care Services To Our Community

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“1 do right- even when nobody is watching”

CONTACT
Lot 89 Selby Msimang Road
Private Bag x509
Plessislaer, 3216
Tel: 033 395 4020
Fax: 033 395 4094
e-mail: samke.mncube@kznhealth.gov.za
www.kznhealth.gov.za
Let me start by thanking our God Almighty who has guided us and blessed everything that EDH touched in 2012. It wasn’t easy but with His support, we have played our balls well. EDH has dedicated and committed staff, who are always willing to take an extra mile for public benefit. Serving the community is what we do and do best. We appreciate the support from EDH Executive Management for providing a conducive environment. EDH staff you are amazing and special whiles we take all the credits let us pull our socks as to work even more smarter. With the team spirit EDH will move to height.

As we endeavor to catch up with our breath the 2013 air, the following have taken place in our garden of work life

- Edendale Hospital was honored on New Years day, 01 January 2013, to be visited by the KZN Premier Honorable Dr Z. Mkhize, KZN MEC for Health - Dr.SD Dhlomo, UMgungundlovu District Mayor Cllr.YS Bhamjee, Msunduzi District Mayor Cllr. NC Ndlela, Msunduzi Councilors, General Manager: Corporate Communication– Mr. S. Mkhwanazi and UMgungundlovu Health District Manager – Mrs. NM Zuma-Mkhonza. The purpose of the visit was to receive the New Year’s baby. The briefing session outlined the number of New Year babies in the Province including Edendale Hospital. The team visited Labour Ward, Post Natal Ward 3F and Accidents & Emergency Unit. The Premier encouraged all Councilors to: work in collaboration with the hospital team and Chairperson of the Hospital Board: obtain reports on influx of persons who come in having been assault; dissonant information and encourage our community. Members to adhere to this referral patterns and levels of care. Support health promotional initiatives and campaigns including condom distribution.

I would like to welcome the two PR assistants who have joined EDH Team as Public Relations in-service Trainees.
EDH performance in the previous Financial Year has yielded tremendous outcomes. I would like to convey my sincere gratitude to EDH family for all the support and initiatives together to make our hospital ‘look like a hospital’

On the 06th February 2013, Edendale Hospital was visited by the KZN Health Operations Cluster, the Senior Managers from Head Office, District and Regional Managers. It was quite heart warming to observe and note the level of interaction with EDH staff as the members of the Health Operation Cluster Team engaged in a walkabout. The Team commended the hospital for improvement in various areas. This visit presented a golden opportunity whereby the Management Team presented achievements and challenges.

EDH ACHIEVEMENTS

⇒ Ophthalmic Nurse Training resumed on the 1st March 2013.
⇒ EDH has successfully conducted TB (07/03/2013) and HIV & AIDS door to door campaign (05/12/2012) where a full package of services was provided to the community. The latter activity culminated in the handing over of a newly built house to the family, through a collaborative effort with community groups and organizations.
⇒ Community Outreach Campaigns are conducted on a weekly basis producing with positive outcomes.
⇒ Condom Distribution Statistics from January 2013 to March 2013 at: 467 500 stands. Thanks to the local Councilors who are participating in condom distribution.
⇒ The ARV Rollout statistics = 12649
⇒ WHIZZKIDS Health Academy ARV enrollment is 600
⇒ Health promotion activities were staged in all service points and departments e.g. Pharmacy, X-ray, Mental health, Reproductive health etc.
⇒ The infection rate for mother to child transmission has gone down to 1.8%.
⇒ The total number of clients who were seen in Outpatient Department (OPD) IS EQUAL TO 331070; ADMISSIONS = 32,957 from 1 April 2012 to 31 March 2013.
⇒ 2405 mothers enrolled with Mom Connect—Virtual Purple Project
⇒ We were able to procure 97% of required Medical Equipment during the past Financial Year 2012/2013
⇒ On site support by Dr P Mahlathi on HR issues has been an eye opener
⇒ Orientation in Men ‘s involvement in supporting women and children’s health was done.
⇒ EDH accredited as a clinical facility for the DECENTRALISED ADVANCED MIDWIFERY COURSE. We seconded ten candidates. Currently they are on site for clinical practice together with other candidates from UMgungundlovu District. This is addressing the Maternal and Child Health Programme.
⇒ Training and refresher programmes have been made available to 700 members of staff on Batho Pele, Patients Rights, Customer care and Telephone Etiquette and Staff Attitude
⇒ There is an observable decrease in number of public complaints and negative publicity
⇒ All service points in our Departments have displayed Service Standards. Waiting Times have improved through the use of queue marshaling and triaging of patients by doctors.
⇒ The CCTV security camera is now being monitored on a twenty four hour basis for risk management within the hospital.
⇒ All pre-enabling projects are progressing well.
The ED (previously called “A&E”) is where ALL emergencies presenting to the hospital are initially seen, assessed and early treatment started. So whether it’s a heart attack, severe asthma, a car crash victim or a snake bite emergency, the ED is the first port of call and where, frequently life saving, treatment is instigated. Emergency Medicine has been a specialty in countries like the USA and Australia for many years but is still relatively new in South Africa with about 100 Emergency Medicine specialists throughout the country, but only FIVE of these in KZN and only ONE in Pietermaritzburg, right here at Edendale Hospital! The ED here has been born out of the Surgery department and as a result is presently trauma focused. It is also caretaking the SOPD as well as overseeing the surgical triage. Trauma management at Edendale is world class with excellent trauma surgeons and an outstanding ICU to provide support.

Adjacent to the Trauma Resuscitation area are 8 medical Resuscitation beds managing complex cardiac, respiratory, endocrine and renal emergencies as well as an ever growing number of toxicology cases. These will in time be integrated into a comprehensive high quality ED. The HOD of the Edendale ED is Dr Sandy Inglis, a PMB local who trained at UCT, did his intern year at Edendale and then specialized and progressed his career in New Zealand and Australia. He is ably supported in the running of the department by specialist surgeon, Dr Hargovan and a dedicated team of medical officers, registrars and highly skilled nurses and support staff, who provide around the clock emergency care.
Most importantly, as we progress towards NHI, is the construction of a brand new, state of the art ED in the area adjacent to the present ED and incorporating nearly 20 resuscitation bays, 2 minor theatres, a Lodox scanner and space and equipment to provide high quality emergency and critical care.

Vasectomies are a permanent form of contraception offered to male patients. It is a minor surgical procedure. Patients will be counseled before the procedure, its nature, implications and complications. Patients interested in this procedure should be referred to special SOPD clinic. They will be booked for the elective procedure on the urology theatre slate.
Edendale are determined to re-image the face of medical social work and deliver a service that speaks about quality, consistency and impact. "Where quality begins one patient at a time"

It has been but seven month’s abroad a tall ship, and I have felt nothing but waves of passion coupled with salty fear, indeed the perfect recipe for creating a motivation level that has the power to overcome the challenges of the position and journey that we are about to embark on as the social services department within this hospital. Social workers are often labeled as lazy or burnt-out and yes some may seek to own these labels, but the team at I wish to thank our Mrs. Z. Thwala, who held fort amidst difficult times and thank her for the continued support and sterling service.

Mrs. T Gobind—Social Work Manager

NEW PROGRAMMES

- **SOCIAL SKILLING FACTOR**
  A series of education initiatives both in written and visual media form as well as workshop. Targeting social issues of HIV, grant education, substance abuse, relationships etc. aimed at skilling our patients on the issues they face.

- **COMMUNITY NARRATIVE THEATRE**
  This is an outreach Programme that uses community stories to challenge mindsets and engage them in social dialogue around the issues they face. This Programme is currently run by our HIV support group members

- **NANDI’S STORY**
  This Programme utilizes bibliotherapy in the engagement of children around the issue of sexual assault. Our services include group work, case-work, Community outreach and food security programmes.

We have thus far achieved the following:

⇒ Aligned operational plans, statistical systems, central databases, aligned policies, service programmes and internal and external referral systems.

⇒ We are prioritizing internal integration and engagement of the multidisciplinary team in our bid to ensure continuity of service and have specific strategies around this.

⇒ Quality and impact social work is a must and we have a in-service technical training Programme once a week, as well as plans for the development of a social work resource library at the department. This will assist in the provision of technically sound intervention.

I invite you all to visit our department and learn more on what we offer, You will be surprised. This hospital serves approximately 500 000 patients annually and a bulk of our patients face social challenges. Thus our task is enormous, however we know that ‘a stick in a bundle is more stronger than when it is singled out’ and we have a good team at Edendale.
CMAM is a Community based prevention and Management of Acute Malnutrition. It can also be described as early identification and referral of acute malnutrition. Its main aim is to reduce child mortality by 2/3 by year 2015. Provincial guidelines for KwaZulu Natal address community based management of acute malnutrition in children under 5 years in community outreach, outpatient care and inpatient care for the management of Severe Acute Malnutrition.

In order to comply with the above EDH has embarked on the following:

- Six (6) Professional Nurses in Paediatric sections and Gateway Clinic trained on CMAM
- EDH Management and staff orientated on CMAM during the MANCO meeting and General Staff meeting.
- CMAM representatives form part of the EDH outreach team.

There is Benguella Referral system where all the stakeholders can have referral register for referring children with Malnutrition. Registers to be at the following areas:
- Mobile to fixed clinic
- Schools
- Family Health Team (Outreach)
- Community Care Givers
- Traditional Healers
- Main referral centre (clinic, CHC or hospital)

EDH has identified 43 patients with Malnutrition 27 admitted for treatment between January and March 2013.

Left Above: Operational Managers in their new uniform. Right: Nursing Staff in white uniform.
CARMMA on the Accelerated reduction on Maternality in Africa
"NO WOMEN SHOULD DIE WHILST GIVING LIFE"

Edendale hospital has embarked on the following activities in order to achieve the above:

◊ A policy is in place
◊ A committee is in place and members have been appointed
◊ Have appointed a gender forum (male)
◊ Office bearers for the Men’s and Women’s Forum have been elected and are functional.
◊ Schedule of meetings at war room and attendance
◊ Companionship -policy is in place and implemented.
◊ Inpatients who have not been seen undergo HIV testing are initiated prior discharge
◊ Mother Baby Friendly Initiative status
◊ Referral Criteria displayed
◊ Outreach monitoring
◊ Essential Steps in Management of Obstetrics Emergencies (ESMOE) Drills—scheduled training dates
◊ Child Health Identification Problem Programme (CHIPP) ; Perinatal Problem Identification Programme (PIPP) in place, schedule for Executive committee meetings complied with.
◊ Functional Kangaroo Mother Care Unit
◊ Human Milk Bank— In Progress
◊ Calcium Gluconate implementation.
◊ Condom distribution has been extended, to tavern

One of the key elements of CARMMA is to reposition family planning within Sexual and Reproductive Health Initiatives

To influence for a positive mindset change EDH is taking advantage of the newly inaugurated Men and Women Forums. It is envisaged that more males will be counseled into accepting vasectomy as a sterilization method. This of course, will be along side the Sexual and Reproductive Health Initiatives. For further information please contact the relevant clinic—SOPD which is located on the ground floor in the main Hospital building.

STATISTICS:
Emergency Contraception (EC)—62
Family Planning— 3634
Intra Uterine Device (IUCD)— 70

MISS Z MAPHUMULO
PROFESSIONAL NURSE

Zandile Maphumulo, is a Professional Nurse in Labour Ward (Maternity) has successfully completed a post registration diploma in Advanced Midwifery and Neonatal Nursing Science at King Edward viii Hospital from 01 March 2012—01 March 2013, achieving it with flying colours.

Let us take a look at the final results—Excellent Performance!

Result: Nursing Dynamics = 90%
Capital Selecta = 92%
Specialty I & 11 = 96%
Practical = 71%
EDH Outreach Campaign from December 2012 to March 2013 focused on promotion of health; provision of screening services to the WARD 20 community. This initiative was warmly welcomed and supported by the ward councilor, Community Care Givers and the Caluza/Smero community. Every Thursday, EDH outreach team was utilizing the Caluza Municipal Office providing the following services:

- Family Planning
- Antenatal Clinic
- Vaccination
- TB Screening
- HIV Testing & Counseling
- Eye Screening
- Cervical and beast examination
- Blood Pressure Estimation
- Diabetes Screening
- Physiotherapy
- Social Work services
- Dental Care

A number of patients were referred to the hospital for further management after initial contact at the Outreach site.

This program yielded a positive impact. About 80% of the patients that where health were identified, had an opportunity for referral to the next level of care—hospital based services.

Indeed, this does demonstrate a great shift in service delivery, from the “Waiting” mode to the “Seeking” mode of health care.
1. POSITIVE AND CARING STAFF ATTITUDE
Rekindling of professionalism
Involves all categories of nurse’s in an aim to address problems and challenges relating to poor staff attitude at Grass roots level.
Walk like a Nurse Project, aims to Address issues to promote/ enhance the Quality of Work life by:
- Controlling and Curbing Absenteeism
- Reducing the Turnover of Staff
- Enhancing Productivity
- Improving the quality of work life by addressing issues relating to work pressure, overtime, management behavior to name a few.
- Conflict Management, customer care trainings, Batho Pele etc.
- Daily recitals of the Nurse’s Pledge as well as the Doctors Pledge.
- Uniform Audits – wearing of uniform Correctly and Appropriately.
- Ethics and Professional development.
- Rewarding Excellence, Prizes for all categories of staff - both clinical and non clinical eg. Overnight trips to staff for displaying positive and caring attitude.

2. WAITING TIMES
- Queue marshals present at Patient Administration Department/OPD’s/Pharmacy
- Fully functional help desk and Pharmacy help desk in place
- Patients are triaged in critical areas the critically ill, pregnant women, children, physically and mentally challenged patients are given priority.
- Waiting Times on booked and emergency cases are monitored.
- As far as possible Patients receive care and treatment on the day that they have arrived.

3. PATIENT SAFETY AND SECURITY
- Signage’s in, around and outside the hospital has greatly improved
- CCTV Cameras in place
- Security personnel placed in vulnerable areas such as maternity, paeds and Psychiatric units.
- Clinical audits revived
- Adverse events register with root cause analysis done
- Risk analysis done

4. CLEANLINESS OF THE FACILITY
- Supervision of cleaners has improved.
- Cleaning materials monitored so that there are no stock outs.
- Proper management, monitoring and control of household waste.
- Proper Management, monitoring and control of clinical waste as well as the procurement of medical waste disposal bins.
- Proper Management, monitoring and control of pests.
- Clean patient environment is maintained.
- Window squeezes purchased to clean windows.

5. THE AVAILABILITY OF MEDICATION AND SUPPLIES
- Pharmaceuticals and surgical supplies are managed to prevent stock outs
- Procurement, payment and delivery processes are reliable and on time

6. OVERALL RATING
- There has been a general improvement in:
  - Staff attitude although not totally.
  - Patient Safety and Security
  - Cleanliness
  - Availability of Medication and supplies

7. CHALLENGES
- Waiting times remain a huge challenge due to ill-defined catchment area.
- Overload of outpatient facilities
- High prevalence of HIVAIDS related infections.
- Hospital building requiring constant maintenance
- Access road (Edendale Road)-high accident rate & unsafe driving especially by taxis
- Incidence of deaths amongst all categories of staff.
- High Trauma Incidents.
- Scarce Skills Shortage.
Our sincere gratitude and appreciation go to the teams that put thoughts and actions together which culminated in the SANC approval, dated 10 April 2012—Resumption of Ophthalmic Nurse Training at Edendale.

Ophthalmology Clinical Nursing Science Training has resumed with effect from 01 March 2013. The last group intake was in 2001. This is a Post Registration Clinical Course that is accredited by the South African Nursing Council Government Notice R212. The group number of the participants in the March 2013 group is twenty (20). The next intake date is September 2013. Participants were drawn from the KZN Province.

It is believed that these professional nurses will alleviate nurse shortage pressures in Eye Care Service Delivery.
It is that time of the year—EDH has conducted sensitization as well as immunization sessions to the community from 04 March 2013. According to the initial plan, it is to be rolled out up until 19 April 2013 and ongoing, so far 1740 clients immunized.

Edendale Hospital supported its neighbor and feeder hospital Doris Goodwin TB Specialized Hospital during their annual Wellness Day on 20 February 2013.

Edendale Hospital Physiotherapy team comprised of three therapists namely Nishantha, Noxolo and Ntokozo. Our aim was to educate the staff on the importance and benefits of exercise in daily life. Health promotion material were handed out to staff. We also promoted and facilitated an aerobic exercise session which encouraged the staff to get more active—a great move towards healthy lifestyle.

Educational talk on prevention of Sexually Transmitted Infections and Pregnancy held Nyonthwele High School on 15 February 2013 to 900 learners from Grade 8—12.
During the visit they asked the family members of the households visited: the number of people who live in each household, if they have birth certificate or identity documents, if any of the family members are on treatment for TB, Hypertension or Diabetics or if there is a history of any family member who was treated for TB. They also wanted to find out if there was anyone who was pregnant and if they have tested for HIV & AIDS. Flu vaccines were given to family members of the households visited during the campaign.

The following services & health promotion education were offered at a marquee during the campaign: Physiotherapy, Dental, PAP smears, Social Work services, Immunization, Nutritional information, Eye testing, Family planning, TB & HIV Screening and testing.
On the 05-6 March 2013 Edendale Hospital conducted their Strategic Planning Workshop. This yielded to the formulation of a Strategic Planning document for Edendale Hospital. The representation included the Members of the Executive Committee (EXCO), Hospital Board members, Extended Management members, Batho Pele Ambassadors, Programme Managers and Organized Labour.

The deliberation and engagements were informed by the Strategic Overview presentation by Mrs. ZSI Ndwanwe (CEO). The presentation on quality issues—compliance to National Core Standards, Six Priority areas and Non-Negotiables by the Quality Assurance Manager—Mrs. S Roopan. Assistant Manager Nursing—Obstetrics and Gynaecology Mrs. S Masemula enlightened the participants and highlighted the significant steps and our role as health care workers with regards to CARMMA. It came as an advantage that the hospital has launched both Men and Women Forum, it will help to enhance understanding across the board.

Before the breakaway sessions the CEO, gave a presentation, “Pulling it all together through an effective team”. It emerged from this presentation that for effective team building leaders need to take cognisance of the personality attributes of their employees for the attainment of the common goal in teamwork.

The afternoon session of the first day to the morning part of the second day were devoted to breakaway groups. The task per group was guided by the Six Key Priorities, NHI Implementation (10 point plan), Non-Negotiable and Millennium Developmental goals.
EDEN DAILY NEWSLETTER

MEN'S & WOMEN FORUM

FIRST ROW SITTING FROM LEFT: Mrs. T Gobind—Chairperson, Mrs. T Ngcobo—Deputy Chairperson, Mrs. B Byrnes-Secretary and Miss PW Zondi-Deputy Secretary.
STANDING FROM LEFT: Mrs. NC Majola-Edendale Campus Principal, Executive Members: Ms. S Zibula, Miss NJ Maphumulo, Mrs. RS Shezi, Mrs. HD Ngubane, Mrs. LM Nyembe, Mrs. B Shezi and Mrs. ZSI Ndwandwe-CEO

The picture represents few of Edendale Hospital Men's Forum (EHMF) committee with Mr. ZH Mthethwa-Human Resource Manager at the front. The other members of the committee who could not be found during photo taking is Mr. T. Nene -Nursing Representative and also Chairperson, Mr. NE Zuma Deputy Chairperson, Mr. TD Zondi -Secretary of the forum, Mr. M Olifant is an additional member, Mr. N Khanyile coordinator. The forum was re-launched on 14 February 2013 and committee was elected on the same day. The forum annual plan is in place and is aligned to the Health Calendar. The second forum meeting is scheduled to take place on the 30 April 2013.

The women's forum was launched on the 28 February 2013, the purpose of the forum, why the forum was created and what they are hoping to achieve with the forum was discussed. A committee was elected to manage the forum. Women were encouraged and motivated to stand up for themselves, work together as a team, there should be no competition amongst the women at work as well as in the communities they leave in.

PRAYER OF NO VIOLENCE

On the 1 March 2013 at 10h00, EDH Management and staff gathered next to EDH Khanyisa Family Clinic praying for an ongoing abuse that is taking place to women, children and adults
May their souls rest in peace