EDH “WINNER OF THE BEST IMPLEMENTED PROJECT”-2015 NATIONAL BATHO PELE SERVICE EXCELLENCE AWARDS

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Edendale Hospital Head of Clinical Unit:
Critical Care—Dr R Wise receiving a 2015 National CPSI Award (first runner up in the category “Best Innovative Service Delivery Institution”) from Adv. Ngoako A Ramathodi (Dr) Minister for the Public Service & Administration.

NATIONAL BATHO PELE ... READ MORE ON PAGE 4
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A Memorable year 2015 and indeed - will be on Edendale Hospital history - And Yes- Under the able guidance of a Memorable Leader—Our EDH CEO. A day is still to come when this story will be told. To name a few highlights:

- The hospital has been rewarded for numerous facets of its overall operations,
  
  a. MEC’s Service Excellence Awards, the hospital was honoured to receive three awards in May; including a bronze award for National Core Standards and Innovation.

  b. At the District Service Excellence Awards, the hospital was honoured to receive an award on the National Core Standards including its referral clinics

  c. Incorporating individual recognition awards within 2015’s portfolio among the Hospital’s physicians, for healthy lifestyle in MASEA 2015; with Premier’s Service Excellence Awards 2015 also recognizing Edendale’s accomplishments by naming the Hospital as a gold winner for the Best Public Service Creative/Innovator on its Kangaroo Mother Care Beadie-Beadie project.

  d. The latest National Batho Pele Excellence Gold award was also received by Dr R Wise, Head of Clinical Unit: Critical Care for saving blood and saving lives; an innovative project which was named the best project implemented in 2015.

- Empowering mothers with craftwork skills through a series of internal donations is yet another example of the community enrichment that Edendale Hospital continues to engrain into its processes and the wider community, as it looks towards yet another year of bettering itself for the benefit of others.
Edendale Hospital made great strides during the course of 2015 as the institution continues to affirm itself as one of the leading medical pioneers in the province of KwaZulu-Natal, South Africa, having achieved a score of 90 percent in the latest National Core Standards assessment that was conducted on 1st October 2015. The institution’s rise from humble beginnings in 1954 has arguably been completed from an outside perspective but, from an internal point of view, the Hospital’s development is far from being done and completed.

MRS ZSI NDWANDWE
CHIEF EXECUTIVE OFFICER

An ongoing commitment to continuous improvement and keeping ahead of, or at least in line with global medical care processes has culminated in yet another proactive 12 months of capital expenditures, knowledge sharing, treatment enhancements and, most importantly, patient care standards improvements.

Urology and ophthalmology services have both seen service expansion, while Edendale’s Emergency department has also benefitted from new technologies and machinery to enhance diagnostic aspects.

Two further upgrades, the installation of 256 network points to enhance technological access around the hospital, and the implementation of additional CCTV cameras to improve security are further evidence of what has been achieved in just one year, and are all part of a general R237 million grant from the Department of Health (DOH)

“Capacity strengthening will occur through the DOH Revite programme while other projects have followed on from this as a result of the hospital needing a revamp because of its ageing infrastructure.” This consists of a fire detection system, electrical reticulation upgrade, new linking bridge, provision of decanting space, an upgrade of the dental unit and various structural upgrades to our buildings.

These projects are of significance since they will alleviate our space challenges towards compliance in terms of the National Core standards in preparation for NHI implementation.

Better Treatment:

Beginning in earnest in late 2015, these projects will cover a three year cycle which will undoubtedly see a plethora of further investments and introductions to maintain the momentum that has been gained in recent years. Gazing back to the beginning of the year 2015 it gives us a clear indication that it takes a certain extent of continuous development to occur in order for us to meet minimum expectations, but also to react in time to industrial progression for the good of the regional population served.

The importance of research and development, and the sharing of international knowledge have transcended in the form of an improved maternal, infant and child health unit over the past 12 months, while one of its core focuses on HIV care has been addressed once again by an increase in counselling and testing uptakes. “We also wanted to ensure early detection and improved management of non-communicable diseases through improved ophthalmology services.” We have increased cataract surgery rates from 627 in 2014 to 941 as of today, and it is supported by the implementation of our Vision 2020 strategy with better treatment guidelines for eye conditions and evidence of compliance within these guidelines.
OFFICE OF THE CHIEF EXECUTIVE OFFICER

Oral health has also been a pivotal part of Edendale’s 2015 agenda through the strengthening of its internal and school health services, while protocol surrounding mental health has also been given an upgrade from a management perspective.

Rehabilitation services, a strengthening of Primary Health Care (PHC) services and a reduction in the number of fatalities and complications arising from trauma and violence completed targets for 2015, but still only represent a portion of the expenditures injected into the Hospital’s evolution this year.

**Improved governance**

Behind the scenes, an equally significant array of improvements have been made to the hospital’s wider infrastructure, both complementing the investments going into ward upgrades and capacity increases, and facilitation, the extensive medical enhancements being introduced across each department.

These tweaks to the Hospital’s existing processes and systems are subtle across each standalone area, but become a concerted, all encompassing overhaul of its methods when analyzing the full list of actions taken over a 12-month period.

“Firstly, we ensured the implementation of referral protocols, strengthening our outreach programmes, while improving co-ordination of referrals”. Improved clinical governance has also occurred through ensuring full functionality of clinical committees, the availability of appointment letters and registers, and through ensuring that morbidity and mortality reviews are being conducted.

Pharmacy and therapeutics, functional disaster management, blood transfusion and functional research committees have been put in place to further hone in on clinical governance in key areas and are backed-up by similarly pivotal governance refinements across audits, awareness campaigns, a rebranding and improved community involvement; all of which have been overseen by a more functional EDH Hospital Board.

Already planning for 2016, we hope to complement these administrative and internal process enhancements even further via an upgrade to the Hospital’s electronic patient record system as well as more stringent monitoring of issues which culminate in litigation cases since these comes about as a result of medical errors.

From a clinical perspective, “our plans are geared to see the completion of the Emergency Department and Outpatient Departments and to make strides into our plans for a Midwifery Obstetric Unit (MOU) as well as a waiting mothers lodge for women with high risk pregnancies”. Continually exploring the possibility of change and improvements it’s what has stood Edendale Hospital in such good position over the years and it is not just the patients who are noticing the benefits of this proactive, unwavering approach, but the entire community.
The “Saving Blood, Saving Lives” project has recently come under the spotlight having received 2 national awards in the 2015 CPSI Public Sector Innovation Awards (first runner-up in the category “Best Innovative Service Delivery Institution”) and the 2015 National Batho Pele Service Excellence Awards (winner of the category “Best Implemented Project’). Currently, the project is also included in the Saving Mothers Campaign, a joint cooperation between the Department of Health and the South African National Blood Services aimed at reducing maternal morbidity and mortality.

Saving blood, Saving Lives is an innovative, yet simple strategy to improve responsible and appropriate use of blood products with accountability and as a result, reduce the number of blood products used, making more blood available where it is needed and reducing expenditure at the same time.

This project is necessary in South Africa because blood is a scarce and very expensive resource, but more importantly, it is life saving. Without blood, patients suffer and some do not survive, and unfortunately, it is apparent that throughout the world, blood product utilization and accountability needs to improve. At the core of this project is a simple innovation called the accountability form, which guides healthcare workers in their decision making process, and enables simple ongoing audit of blood usage which helps to promote education and behavioral/practice changes.

In addition, the project has enabled the values of transparency, leadership, communication, feedback, accountability, improved patient access to blood products, patient impact and care, and value for money.

The success of the project is also attributed to the strategies employed to help change behaviour, making it easy for healthcare workers to make the right choices and act with a responsible and considerable approach. After months of planning and preparation, the project was launched at Edendale Hospital in April 2014.

The effect was immediate, and within the first 12 months, the hospital had saved over 1800 units of blood (a reduction of 25%), with over R6 million saved. In addition, laboratory workload decreased enabling faster processing times of emergency blood requests. Now in its second year, the project has improved on its achievements and is on track to save over 2500 units of blood and over R7 million in this financial year. No difference in hospital mortality has been seen, in keeping with the latest scientific research on the subject. All of this has been achieved at no extra cost – the project operates without a budget.

Importantly, however, it relies on the hospital working together as a team, an active and enthusiastic Hospital Transfusion Committee, and a supportive and encouraging management team.

Several hospitals have expressed an interest in the project with some of them replicating the strategy. In the future, we hope that other hospitals around the country will adopt the same or similar system to help solve our national blood shortage crisis, and in so doing, make more blood available to remote areas – saving blood, saving lives, and saving money to spend on improving the care of our patients in our beautiful country.
On the 27 November 2015, Edendale Hospital hosted a community awareness on breastfeeding and launching of the hospital Human Milk Bank at Snathing community Hall. The main aim of the launch was to further strengthen the acceptance of human milk banking in the community with so as to attract and recruit more donors. Part of the activities of the campaign constitute a community-based launch of the human milk bank. The event was supported by the ward 11 Councillor IS Madonda, Umgungundlovu Health District Office, UM sundzu Municipality, uMgungundlovu Hospitals and Clinics, NGO’s and the community.

The event was graced by Rev. BA Mkhize - the District Chaplain. Mrs N Ngubo - MCWH Manager at Umgungundlovu District explains the purpose of the day to the audience. The speech that provides understanding of breastmilk banking was given by Mrs SR Masemola who is the Assistant Manager Nursing: Edendale Hospital Obstetric & Gynaecology Department. Mrs BC Maphanga - Deputy Manager: Nursing was the main speaker for the day she stressed the following:

- Human milk donors will be recruited from in-hospital patients that have excess breastmilk or their own infants, gives consent to donate their breastmilk and meet the inclusion criteria to be a human milk donor.
- The advocacy for human milk banking will commence during antenatal clinics. The recruitment of donors should be done following delivery in the postnatal wards. Other recruitment advocacy points to be considered are women’s maternity and childbirth organizations. (210 all maternal healthcare personnel including medical officers will have a responsibility to encourage women to become donors.
- Recruitment will be done by all health care staff within the healthcare facility as well as referral facilities. The human milk bank coordinator will be responsible for coordination of recruitment activities within the target donor population. Once a donor has been recruited, screening and selection must be completed.
A Hospital Symposium was held on 10 October 2015. This is an Academic meeting for Clinical Staff – a series of lectures meant to enhance the academic knowledge of the audience, especially with regards to Continuing Professional Development (CPD). The Mental Health Symposium was held to commemorate World Mental Health Day. It is held annually with the intention to bring about awareness and propagate education on Mental Health issues worldwide.

A theme is decided annually by the World Federation for Mental Health – and the theme for 2015 was given as ‘Dignity in Mental Health’ The programme was designed to be inclusive of the entire Psychiatric Multidisciplinary Team i.e. Psychiatrist/ Doctors; Nurses including students; Psychologists; Occupational Therapists and Social Workers. We had two external speakers i.e. Mr Golide Ndlela from SANCA and Dr C Ankiah, a Medical Officer from Townhill Hospital who also holds a Diploma in HIV Management.

From the attendance records it confirms that the attendance was good, eighty participants signed on the attendance register.

The opening prayer was led by Reverend B.A. Mkhize. Dr Ojo extended words of Welcome. The Programme was a good mix of quality academic talks as well as entertainment to break up the academic part, including singing, dancing and drama. The entertainment part of it, is something that is not usually part of symposiums, and so it gave a special uniqueness that contributed to a lively programme, that was greatly appreciated by all. Admission was free and we were able to provide light refreshments at the conclusion of the celebration.

We had good team support and the whole programme went off smoothly. The feedback received at the end was very promising and the team as a whole stood together and did a great job.

I believe that this was the first Symposium held at Edendale Hospital, and my vision is that we can make it a regular annual event on the Academic calendar that will soon have clinical staff coming through from all surrounding hospitals and clinics eager to receive and share knowledge regarding the management of Mental Health issues.
“Encouraging Innovation and rewarding excellence”- this Batho Pele Principle is the cornerstone of the Award Ceremony that was held on 12 November 2015 at the Nurses Home Hall. The Hospital Management took the opportunity to thank the entire staff of Edendale Hospital who are working towards Service Excellence in our Hospital, for all their hard work, their passion, their sacrifice. Edendale Hospital is a special place, with a “good story to tell”. The new revitalized sections of the hospital are beautiful, but on the good qualities of the staff, who are the heartbeat of the hospital.

Mrs ZSI Ndwandwe explained the purpose of the day as follows:

“The Award Ceremony is for memories of staff about acknowledging those who have put in the extra effort- some in terms of Long Service, some in terms of Infection Prevention and Control practices, some in terms of Quality improvement and sustainability, as well as general recognition of service excellence.

The guest speaker, Dr. T Molestoane, was inspirational in talking about how we need to look at a fresh new way of doing things in order to get fresh new results.

How dedication and passion can bring out a whole new perspective, a whole new attitude on the work we do day to day. No matter what your position is, even the lowliest task like hand-washing, done well, lays the foundation for doing great things!

Mrs ZSI Ndwandwe (CEO), also made special awards to staff members who have made special input into the success of Edendale Hospital as a whole in 2015: the executive Management; their support personnel; the “dynamite comes in small packages” awardees namely the Public Relations Officer & the Monitoring & Evaluation Manager/ acting Quality Manager; cleaners from the 5th floor that caught the eye of the MEC for Health when he came visiting relatives. The CEO also made special mention of her pride in Dr Wise and the acclaim that he has brought on EDH by his Blood saving project and the numerous awards he has won due to his work in this field.
The Quality Improvements Awards session also aimed at thanking and acknowledging all those who had put in an extra effort to improve towards compliance with National Core Standards. There is no aspect of our work that is not improved by attention to Quality- of “doing the right thing right, right away!” It was really exciting to see people rewarded in this way for their dedication and hard work. The MEC’s 6 Priorities were used as a measure to reward, for example, Positive & Caring attitudes etc. There is a growing commitment towards “Doing right even no one is watching”.

The Infection prevention Control (IPC) Awards served to reward all those who had performed well in Hand-washing, and in the last IPC Audit, and to challenge those who did not receive awards to raise the standard and strive toward being among the awardees next year. Infection Control is a vital cornerstone in service excellence, and it was good to see wards and departments rewarded for their hard work.

EDH Management Team members acknowledges and thank all those loyal employees who have been at EDH for, 10, 20, 30 and even 40 years! “Your dedication IS appreciated!”

The awards are too numerous to mention individually, but the bottom line is that each and every ward & department, each & every employee is acknowledged for their part in the success that is achieved by Edendale Hospital towards raising a bar in service excellence.
Dr T Molutoane returned back to EDH in 2015 due to his passion for the Edendale community. He has had several engagements with the Edendale community regarding physical as well as spiritual health of staff and patients as a motivational speaker. He is a dedicated doctor well loved by his team and an active member of the Edendale Men’s Forum where he advocates for the improvements of males mentally, socially and spatially.

KMC: Beady Project
The mothers are staying for 3 to 4 weeks whilst providing Kangaroo Mother Care. They become bored and in order to keep them busy with some craft that may assist with some income when they are disc arched. The staff felt that this handwork will assist these mothers and the issue of poverty need to be addressed in all angles hence the project started.

The bead work was started through the donated beads and mothers were taught on how to create key holders and bangles and other ornaments. Empowering mothers with the skill that will assist them to address poverty by selling key holders and bangles to the community, as part of Operation Suku-sa Sakhe (OSS) initiative. They are now willing to spend more time in Kangaroo Mothers Care Unit, which was not easy previously they became bored and wanted to be discharged prematurely. There is evidence of less stress as a result of improved breast milk production and the accompanying benefits.

Empowerment Projects Edendale Hospital Social services
1. The project targets the socio-epidemiological drivers of HIV disease progression.
   ⇒ Thus far this program is active and has assisted 1410 patients and 1902 family members.
   ⇒ Since their initiation on the program there has been no treatment default for the past year
   ⇒ Food Security: 956 food parcels where given to patients.
2. Self-sustainability: Five small businesses have been started up and three jewelry making projects as well as one sewing project. Start-up kits were given to patients.
3. Five empowerment life skills workshop have been conducted, two community theatres have been conducted and six health education workshops.
The end of year Cerebral palsy Christmas party was held on 28 November 2015 at EDH Nurses Home Hall at EDH. This party proves to be active demonstration by occupational. Therapy staff towards expressing gratitude and appreciation to care givers who take pains and sacrifices to attend rehabilitation sessions therapy helping OT services to achieve their goals of early Childhood Intervention.

The celebration was opened with prayer by Mrs L Dlomo and all were welcomed by Dr OG Ojo—Senior Manager: Medical Services. This was followed by beautiful singing from the care-givers who also expressed their appreciation for support.

Thanks to the generous support and donations from all staff and SAVE Supermarket, we were able to ensure that every child received a gift according to their functional capacity that can be used in home based therapy, a sweet pack and a care pack. We were also able to ensure that every child’s family received a food parcel. Gift of the Givers sponsored a delicious chicken breyani for lunch. Cake and chips were also obtained from Sid Kelly, a Private Donor.

The Occupational therapy staff wish to thank all staff and departments who participated and helped them make this day a success. They look forward to another successful CP Christmas Party at the end of 2016.
On the 4th of December 2015 Edendale Hospital Management in partnership with uMgungundlovu District Municipality under the leadership of Honourable Mayor Cllr YS Bhamjee conducted a Door to Door Campaign in Ward 17. The team consisted of Edendale Hospital Management and staff; Ward 17 Councillor Cllr P Sithole; uMgungundlovu District Municipality Representatives; Religious Leaders, NGO’s and Community Care Givers. The Edendale Hospital Outreach Team provided the following services to the community members: Social Work Services, Occupational Therapy, Physiotherapy, Eye Care, Blood Pressure Estimation, Haemogluco Test (HGT), HIV Counselling and Testing (HCT) screening, Child and Woman Health care, Reproductive Health, Condom Distribution and family planning services.

The high profile delegation visited the 10 households that were profiled by the Community Care Givers (CCG’s) and the Hospital Outreach Team.

The intervention on this day were as follows:

⇒ A male who suffers from Uncontrolled hypertension. He was brought in to Edendale Hospital and was seen in MOPD on 08.12.2015 and was ordered anti hypertensive drugs for the first time after having had CVA for the past three years. He was referred to Physiotherapy and Occupational Therapy. He was measured and a wheelchair was ordered for him. Referred to Imbalenhle Community Health Care Centre for further management and support Community Health Care Centre.

⇒ An old woman with 7 grandchildren and 5 children. The daughter died while the house was burnt down was survived by 2 children who were never immunized. She was taken to Home Affairs for birth certificates & SASSA, immunization and HIV/Aids screening for children was done on the same day.

⇒ A 20 year old lady who is renting an RDP house (pays R300.00). Stays with 2 abandoned children for her sister whose whereabouts are unknown. She is a 1st year student at DUT and financial aid (once obtained SRC grant for registration). She has not yet obtained her results. Education on planning was done, and was asked if she were to liaise with the Ward Councillor regarding RDP housing, Educated about safety, To trace child father’s employer (towards maintenance), a food parcel was issued out on the day. The Hospital communicated with Msunduzi Youth Desk-RE :Bursary for the 20 year old and also communicated with Umungundlovu District Municipality for the bursary as well.
The festive season has passed and we can all return to normality. Yet again it has been an extremely busy time with the ED bursting at the seams. I would like to take the opportunity to congratulate as well as thank all the role players. This year we had the opportunity to work more closely than ever before with the different departments. The support was overwhelming and the teams worked together as one department. The ED had support from all disciplines. Surgery provided extra MOs as well as interns. Internal medicine received early referrals and moved patients to EMAU and the ward early. The Orthopaedic department attended the ED daily to take patients to OOPD and to manage them further, thereby decongesting ED.

Radiology provided an extra radiographer. ED provided two consultants on every day and had extras sessional doctors working to see patients. We also had support from volunteer paramedics during this period. From the nursing side, ED had extra staff on standby as well as extra staff during this busy time. SOPD provided extra space in SOPD as well as support staff. The security personnel were at hand to direct patients as well as keep the department safe and was a great help this year. We faced multiple challenges. We had to provide extra suture packs in both SOPD and ED to cope with the demand. We had to stock consumables to cope with the demand. We had multiple meetings with all the role players to formulate our contingency plans for all eventualities.

Here is a breakdown of the number of patients that we saw as well as a comparison with the 2014 festive season.

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<th>Fri 26th</th>
<th>Sat 27th</th>
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In 2014 we saw a total of 815 patients and in 2015 798 patients, although the acuity of the patients were higher. We had only 2 mortalities, which were both medical patients. One patient was in cardiac arrest when he arrived in the ED and the other patient had advanced malignancy that was an expected death. We had no adverse events and we also had minimal patients that left without being seen.

Despite staffing constraints by all departments, we managed to cope with the patient load this festive season. Looking into the New Year, we will be moving into a brand new state of the art ED. This will no doubt elevate Edendale hospital to a new level. This will also bring about patients preferring to be treated in Edendale rather than at clinics and district hospitals and thereby increase our patient load. Edendale will need to prepare for such and increase staffing levels in all major disciplines, including nursing staff. As for this past festive season, we will need to build on our success this festive season and start early planning for the following festive season.

Again, we want to congratulate and thank everyone for their hard work and input during this festive season.
EDENDALE HOSPITAL DISABILITY AWARENESS

On the 9th of December 2015 Edendale hospital hosted its Disability Awareness Day.

From Left: Mr Mathe Edendale Hospital Principal Switchboard Operator - opening the event with prayer. Audience listening attentively to the speeches. Speech by the Msunduzi Municipality people living with disability forum.

The focus of Disability Awareness day 2015 was on what can be achieved and how able people with disabilities are. The day started with an opening prayer and welcome followed by numerous motivational speeches from persons with disabilities on their achievements, particularly notable was the Msunduzi Municipality Disabled Person’s sports club. This was followed by a delicious lunch sponsored by SAVE supermarkets and EDH staff. This was followed by 3 activities where able bodied people were competing against people with disabilities - this was a fun way of showing how “disabled” are able-bodied people are when we are put into the shoes of the disable, and showed how able and capable people with disabilities are. The Disability Awareness Day was a success and we would like to extend our thanks to the task team who made it happen. We are looking forward to another successful Disability Awareness day in 2016.

END YEAR PARTY

The Edendale Hospital Executive Management organized a staff gathering on the 15 December 2015 at Thornbush as an end of the year function 2015.

The Edendale Hospital Exco Management surprised our CEO Mrs ZSI Ndandwe with an award and a certificate of excellence signed by our for Health MEC Dr Sbongiseni Dhlomo (Memorable Leader) following a formal request that was motivated by the Edendale Hospital Management Team.
EDENDALE HOSPITAL NEW APPOINTMENTS

Edendale Hospital welcomes the following members to the A-Team!!! A team of winners! Please enjoy your stay at EDH, serve our community with courage and hope. The Edendale Hospital Management affirms our colleagues for choosing us—so it goes without saying they carry a special “DNA” for smart and hard work.

Gwala T  Admin Clerk
Majozi N  Admin Clerk (Transport)
Mbense SS  General Orderly
Mkhize SP  General Orderly
Motebele JN  Prof nurse (Theatre)
Mthembu PN  General Orderly
Mthiyane P  Prof nurse Gr1
Ndyebo NE  General Orderly
Sikhakhane C  General Orderly
Vidima KO  Prof nurse Gr2
Xhala SS  Radiographer
Zondi BE  General Orderly
Bhengu PN  Prof Nurse Gen
Chetty KK  MED SPEC
Dlamini NH  General Orderly
Dlamini FI  General Orderly
Jwara EP  PHARMACIST
Mayisela NO  General Orderly
Mnguni GN  General Orderly
Moonsamy S  CLIN/PROG CO-ORD
Mtshali MV  DATA CAPTURER
Mvelase LI  Pharmacist
Ndlovu NB  General Orderly
Ngocobo PL  Prof Nurse Specialty
Ngocobo NPC  Supply Management Officer
Panday Y  Prof Nurse Specialty
Panday Y  Supply Management Officer
Sonjika NN  MED SPEC

Miss JL Mlaba
Operational manager - KMC

Mrs S Moonsamy
Quality Assurance Manager

Mr SN Dlamini
Facility Information Officer (FIO)

Ms SH Ngcobo
OHS Manager

Miss T Vilakazi
Operational Manager

Mrs RB Osman - ANM
Night Duty

Mrs N Bhengu—RN
Night Duty

FAREWELL COLLEAGUES!!!!!

Edendale Hospital Management and Staff bid farewell to Mrs TS Zwane who was a House Keeper Supervisor. She has served the Department of Health for 40 years. She has served in a number of committees in the hospital, one of them was the Events Management Committee. The hospital Cleanliness was her first priority she has excelled in making sure that the hospital is clean and is in compliant with the Infection Prevention & Control requirements. Your Commitment and dedication to Edendale Hospital will be dearly missed.

Mrs TS Zwane
Housekeeping Supervisor
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