



EDEN—DAILY

Issue 8

Edendale Hospital
Private Bag X 509
Plessislaer
3216

Tel: 033 395 4020
Fax: 033 395 4060

E-mail:
samke.mncube@kznhealth.gov.za
Www.kznhealth.gov.za

"We serve the people" "Sisebenzela Umphakathi"

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Assurance

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Conco

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Client Satisfaction Survey February 2008



Edendale Community assisting on Client Survey, Ward 22 Councillor Mr. P. Jaca , EDH Quality Assurance Coordinator Mrs. S. Conco & PRO— Mrs. S. Mncube.

The survey was conducted on 11-13 February 2008. The main aim of the survey was to determine the client experiences at Outpatient at Edendale Hospital regarding the following aspects: access, Communication, environment, quality of medical care, general experiences.

To determine the experiences of patients admitted in the wards (inpatients) with regard to the following aspects:nursing care, physician care, comfort and cleanliness of the environment, food service, patient education, general care.

We adapted our questionnaire from the English questionnaire designed by Quality Assurance and Accreditation unit of Department of Health in KZN which was used by Survey Team from School of Nelson Mandela in 2005.

Volunteers from the Edendale Community assisted with interviews. We would like to thank our CEO Ms. H.M Findlay for all the support given. To the Councillor Mr. Jaca of Ward 22, we thank you hundred times for your invaluable support in this institution. Our survey would not have been successful if you did not lend us your hand. You have reflected how influential you are in your community.

The volunteers that participated in the survey came from Mr. Jaca's Ward. They were very committed. We would like to thank the following ladies who actually conducted the survey: Zodwa Shezi, Khethukuthula Zondi, Silindile Mncube, Nthofela Ndlovu & Tholakele Kunene.

Finally we thank all the staff from the areas where the study was conducted. The co-operation was excellent. I would also like to thank our PRO Mrs. S Mncube for the contribution to the success of the Survey.

Findings will help us to improve our service delivery.

Mrs. S. Conco—Quality Assurance Coordinator

Cancer day—4 February 2008



Edendale Hospital patients listening attentively to Thobile from CANSA—PMB.

Who gets cancer?

Cancer affects men, women and children. It can occur at any age but it occurs more frequently as we get older.

What causes cancer?

The exact causes of cancer are not known and very often no single cause can be found.

For a cancer to develop the cells have to be damaged over a long period of time. This damage to cells can come from smoking, drinking too much alcohol, diet, hormonal influences, chemicals and many other factors.

Cancer is not contagious; you cannot catch cancer from someone else nor give it to others. Many people believe that cancer always results in pain, suffering and death, but nearly half of all people newly diagnosed with cancer will be successfully treated. If pain is present it can usually be controlled. Certain cancers such as breast, colon, melanoma and ovarian are thought to have an inherited factor. Stress levels will not cause cancer but can be a contributing factor.

How does Cancer develop?

Our bodies are made up of billions of cells that form the organs and tissues of the body.

The cells in our bodies that make up the heart, lungs, kidneys, muscles and skin are all quite different. Cells grow in a controlled way and are constantly renewing themselves.

Each day cells die and are then replaced by new cells. Cancer begins with changes in body cells. When a cell doesn't follow the normal pattern of growth and death, it grows uncontrollably, forming tumours or lesions. As the cancer cells multiply, they invade and damage normal cells and move into different parts of the body. If not controlled, cancer cells can override the body's immune system. In other words, cancer begins as one single normal cell that changes into an abnormal one. These cells then multiply and form a

tumour. Not all cancers form tumours, in the case of leukemia, which is a blood cancer, the cancer cells replace the white blood cells. There are many different types of cancer. Each has its own symptoms, patterns of growth and treatment.

What is the immune system?

The immune system protects your body against attack and controls cell reproduction.

When your body is working well the immune system is able to fight infection. When your immune system is not functioning well different kinds of illness can develop ranging from allergies to cancer. Imagine two armies, the immune system and the cancer cells. The cancer cells will continue to grow, if the immune system is unable to stop them. Eventually the cancer cells will override the immune system.

How does cancer spread?

Cancers can be localized to a specific area or can spread to other areas of the body far from the place of origin. The original affected cells are called the primary disease. The cells that travel into other parts of the body are called metastatic disease or secondary lesions. These cancer cells travel through the blood or the lymphatic system to distant parts of the body where they form new tumors. This spreading process is called metastasis. When breast cancer spreads to the lungs it is not called lung cancer. It is still referred to as breast cancer. It will be called secondary breast cancer. The cancer is therefore named after the original site.

How do doctors detect cancer?

There are a number of ways that doctors use to detect cancer in the body. These include surgery, cat scans, MRI scans, mammograms etc.

DEPARTMENT OF OBSTETRICS AND GYNAECOLOGY:

PREGNANCY WEEK 11/02/08



Assistant Nursing Manager: O & G Dept—Mrs. J Zondi, talking to the pregnant women in Crisis Centre

On the 11th to 15th of February 2008 was a recognized pregnancy and condom week by the department of health, and at Edendale Hospital we wanted our clients to know more about pregnancy and condom use. We had 3 stations, nurses from the department of obstetrics and gynaecology spent quality time with patients, talking to them about the following topics:

- Antenatal care
- Voluntary counseling and testing
- Sexually Transmitted Infections
- Different modes of deliveries
- Companionship
- Smoking and alcohol use in pregnancy



Audience listening attentively to Labour Ward Unit Manager :Ms M Mtshali & HIV & aids Co coordinator— Mrs. TA Shange

Some patients had genuine personal questions some listen with interest but for most patients thought it was an exercise worth taking, they were happy.

We also issued pamphlets and booklets. We saw about 50 clients a day which made up to plus/minus 250 clients a week per station.

CP Screening & Awareness Day

The Occupational Therapy department at EDH held a Cerebral Palsy Awareness day on 13th March 2008. A total of 89 mothers and their children with disabilities attended (102 were booked to attend).

The day was organized by Ms KL Armstrong (Senior OT). We were able to recruit Community Service therapists from Grey's Hospital and Appelsbosch Hospital and the CP Association of PMB—a total of 7 therapists between 89 children.

The mothers of these children were treated to motivational talks by two mothers of "adult" children with CP—they were able to show these mothers that despite it being a long difficult road—their children are capable of being toilet trained and of attending school—to be the best that they can be !!

The following services were offered:

- Functional screening for group placement
- Referrals back to closest hospital/clinics—many mothers were unhappy as they rated the treatment package at EDH very high!!
- Dental screenings
- Speech & feeding screenings
- Referrals to dietetics
- Referrals to Orthotics & Prosthetics
- Referrals to Paediatrics Neuro clinic
- Applications for wheelchairs & buggies—one wheelchair & one buggy were issued on the day.

This process allows us to streamline our service by placing children of similar functional capabilities and ages in groups and to provide better programmes in the form of group treatment, support groups and starting up new groups.

Ms. Armstrong was able to obtain sponsorship from Woolworths (Church Street) for juice. The OT department had also raised funds for biscuits/fizzers by holding a Cake Sale earlier this year. I would like to thank the following department for their assistance in making this day a success:

- Patient Administration—for organizing the files before hand and preventing the mothers from having to wait in the queues.
- Dental therapy—for screening all the children
- Linen—for supplying us with blankets so that the mothers and children did not have to sit on the floor.
- Grey's Hospital—Ms. T. Moss (CSPT) & Ms. C. Small (CSTOT) for assisting us screening the children.
- Appelsbosch Hospital—Ms. R. Moodley for assisting us with screening the children
- CP Association—Mrs. P Spooner for assisting us with screening the children.
- All OT staff— thank you for being an amazing team and pulling together when it counts!!



A mother of a 16 year old CP child sharing her experience with the group.



Ms T. Moss: (Community Service Physio-therapist) interviewing a mother with her child.



Some of the mothers of children with development delay waiting to be screened.



OT Speech Therapist (Z. Kubheka) working together.



Jheetesh Komal (Dental Therapy) screening all the children

EDH Feedback from the public

Nginyabonga ukuthi ugogo wami ningiphathele kahle yena amazwi engiwathole kuyena awashilo, futhi uthi nicula kahle uyabona ukuthi uzosinda. Nami ngithi amanesi ase 2R nikhule njalo nginifisela inhlanhla

Duduzile Mshengu (2R)

Ngibonga abapheki basinika ukudla be-mamatheka uze ukuthande nokudla kwasesibhedlela ngoba bona banomusa. Ngibonga kakhulu Nobuhle Mkhize wase-Mbali

Thokozani Mthembu (6B1)

I was a patient at Edendale Hospital in Eye Clinic, I was given the best treatment by the doctors and the nurses in hospital. Edendale Eye Clinic is the best I appreciate all what the staff has done for me

Thank you

M. Changoo

Ngincoma ukuphatheka kahle kakhulu uThami Lushozi kanye namanesi onke nodokotela bonke kanye nokusizakala ebengikuzele esibhedlela ngibutholile ubungcono ekulimaleni kwami. Ngincoma kakhulu kuThami Lushozi ngendlela anesineke ngayo kubantu abagulayo ngiyabonga kakhulu kubaphathi besibhedlela

Scelo Dlamini (1F)

Ngithanda ukubonga kubobonke kulelewodi ngendlela abasiphethe ngayo ngithi uNkulunkulu angigcinele nina nemindeni yenu nonke. Ngiswele imilomo, inhlanzeko yakhona, ukudla okuningi e-6m. Besihlekisa oma Vee no-Nompumelelo, kumandi nikhule niphile nonke. "I love you all guys" nihlale njalo nikhulekele nezwe lakithi. Ebusuku nasemini bekungathi ngihlala nodadewethu

Ngicela ukubonga ukuthola usizo, nokuphatheka kahle engakuthola e G.O.P.D ku Dr Tyala, no Dr Kalasa ngibelethe kahle ngaphila, nomntwana waphila. Ngibonga kakhulu iNkosi ibenani nabobonke oSister ngabelethe kahle

Bongiwe Zuma

EDH NOTICES

As from the 1 April 2008, Edendale Hospital Outpatient Department will be implementing patient triage. This means that sicker patients receive treatment sooner than less sick patients, rather than using a 'first-come first-served' system. The urgency of a patient's case is determined using the South African Triage Score, which is used in many different hospitals in SA in accordance with Department of Health guidelines. Patients with a high triage score will be seen immediately, and patients with a lower score will either need to queue to see the doctor or will be redirected to their nearest clinic. Patients who have paid for their folder will receive a refund if they are advised to go to the clinic.

KUCELWA WONKE AMALUNGA E
CHOIR YESIBHEDLELA NAFISA
UKUJOYINA I EDENDALE HOSPI-
TAL CHOIR ABANOTHANDO LOM-
CULO UKUTHI BAHLANGANELE E
NURSES HOME HALL

USUKU: NJALO
NGOLWESIBILI

ISIKHATHI: 13:00 –
14:00

THINTANA NO NANA – **4150**
NOMA U XOLANI – **4288/4290.**

**Party time—EDH Managers
celebrating the year end
together**



New Appointments at EDH

Surname & Initials	Rank
IB Ngubane	General Orderly
SB Ndulini	Student Nurse
AX Nxele	Student Nurse
LP Ngubo	Student Nurse
Zondi N.F	Student Nurse
Sikhosana N.C	Student Nurse
Khanyile T.P.R	Student Nurse
Dlamini T.P	Student Nurse
Dlamini D.P	Student Nurse
Bunwari S	Student Nurse
Buthelezi P.N.C	Student Nurse
Duma I.N	Student Nurse
Khomo S.J.D	Student Nurse
Dlamini N.P	Student Nurse
SW Nkala	SNR Radiographer
Zondi DS	Radiographer
Sithole G.G.P	Clinical Orderly
Zaca N.C	Clinical Orderly
Sosibo D.D	Clinical Orderly
Mchunu X.B	Clinical Orderly
Radebe A.S	Clinical Orderly
Madonda I.S	Clinical Orderly
Zimu H.N	Clinical Orderly
Madiya N.P	Clinical Orderly
Khuzwayo N.F	General Orderly
Mbanjwa N.P	E/N
Mdunge S.W	E/N
Gushu N.P	E/N
Nene M.M	E/N
Molefe G	E/N
Ngcamu T	E/N
Mngadi B.H	E/N Assistant
Mkhize N	E/N Assistant
Ngcobo P.F	E/N Assistant
Hammond R.N	E/N Assistant
Mkhize N	E/N Assistant
Mbhele V.V	Chief P/N
Mseleku T.E	Chief P/N
Khambule Z.G	SNR Enrolled Nurse
Goodier M.D.M	Medical Officer
Chung W.Y.M	Medical Officer
De Wht .J.F	Medical Officer
Brooker J.A	Medical Officer
Fuller G.W	Medical Officer
Kunene S.H	Senior Physiotherapist
Ngewu P.	SNR P/N
Sithole N.M	SNR P/N
Khumalo C.S	ENA TO E/N
Machi S.L	ENA TO E/N
Ngaweni T.P	ENA TO E/N
Perumal T	Pharmacist
Botha C.I	Com Serve: Pharmacist
Pato B	Nurse
Sokhela B	Nurse
Ryan L	Nurse
Naidoo T	Nurse
Pillay A.C	Nurse
Zungu G.Y	Nurse
Mncwabe Y.F	Nurse
Van Den Byl	Nurse
Zondi S.SF	Nurse
Zungula A	Nurse
Mwandla N.G	Nurse
Tyala N	Medical Officer
Sethuntsha	SMO
Rajcoomar N	MO

Deaths



Ntshilibe N SNR Staff Nurse
 Mntungwa O.Z SNR Staff Nurse
 Ngubane M.E SNR Porter
 Ngcamu G.T Nurse Assistant

May your souls rest in peace

“Happy are those who died in Christ “

RETIREMENTS

Mthwethwa N.—Professional Nurse
 Funeka T.N— Nursing Assistant



Zandile Regina Mkhize—Enrolled Nursing Ass.

Edendale Hospital achievements on People's Development programme. She used to be a General Assistant but with the help from EDH School now is a nurse. Phambili no Abet phambili



Congratulations to Deopele Letele who gave birth to a gorgeous girl.

Public Relations Officer's Desk : Mrs. S. Mncube

I hope that you have enjoyed each and every Eden –daily issue. I would like to share this message of love with all of you as this month is full of blessings to me. You know me “I live Batho Pele , I smell and walk quality” check the smile. To all my stakeholders I would like to say I love you all. I believe in stars as I am pieces” perseverance and perfectionist.

Firstly I would like to thank everyone at EDH for the warm welcome you gave me and support that never stops. It is good to be part of this family as we are all talking quality, care and compassion.

We all come from different beliefs and religions but we have managed to come together with an anxiety to improve service delivery.

If I go out attending community meetings I feel so proud to tell them I’m from this family. I know the problem that we having presently in regard to the huge number of patients not using referral patterns & local clinics & hospitals, it is because they believe in us. I want to pass to you all the compliments that came to my ears from the public.

Please keep up the good work. That is how I managed to convince the public to assist with Client Satisfaction Survey. Thanks to the ward Councillor—Mr. Pat Jaca for knowing that your community belongs to us.

When I read the report on the Client satisfaction survey I saw the commitment of doing the best on service delivery and I have managed to identify the gaps that need an Action Plan to be the best service providers.

Please keep up the spirit of togetherness that promotes and maintains a positive image for our hospital and I am looking forward to see good publicity about the True Garden of Life—Edendale Hospital.

To EXCO, all Managers, all EDH staff and to Samu my assistant—thank you . Many thanks to the driver of the ship Miss H.M Findlay our CEO for all the support.



Miss S. Khanyile—Public Relations In-service