



health

Department:
Health

PROVINCE OF KWAZULU-NATAL

**EAST GRIQUALAND AND
USHER MEMORIAL
DISTRICT
HOSPITAL**

OFFICIAL NEWSLETTER OF EAST GRIQUALAND AND USHER MEMORIAL DISTRICT HOSPITAL

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Sisonke Sibanye  **Together We're One**
“Working together for a healthy community”



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Let me start off by greeting and welcoming everyone who is part of providing health service to the community of the Greater Kokstad sub-district.

This year, a lot has been achieved by the hospital and clinics in terms of health service delivery.

All achievements can be attributed to the commitment of staff and willingness to render services to the community.

I therefore wish to extend, on behalf of the Department of Health Hospital Board and Hospital management, commendations to all staff members who are serving our community with pride.

Yes, I understand that there are sometimes challenges but your commitment managed to go beyond those challenges. It is because of you that we receive commendation from satisfied patients and I urge that those who are not yet committed enough must learn from those who are leading.

Again, I wish to acknowledge the positive and caring attitude shown by all our frontline staff and staff in general, to our patients.

The results of the recent patient satisfaction survey proved that staff are displaying Ubuntu and caring to our sick patients. This is what is required in the six priorities of the department. Getting 94 per cent is an achievement, a great achievement. I urge all staff to maintain these positive result and do more.

We must be concerned about the results of the recent National Core Standards assessments.

The hospital has the overall rating of 70 percent, which is the lower score in terms of compliance. I urge all staff to take the results as the starting point for improvement.

All sections are therefore requested to do their service delivery improvement plans as a matter of urgency.

National core standards is the barometer into which we gauge ourselves, it is therefore not negotiable to achieve such a low rating.

FROM THE CEO'S OFFICE



CHIEF EXECUTIVE OFFICER: MRS. N.C. THEKISO

I must also mention that those departments that have performed very well in the assessments must not just relax, but assist other departments and maintain their standards.

The hospital has recently experienced some challenges with the food services and there have been complaints from our patients regarding the standard of our menu.

I wish to mention that the challenge has been tackled and currently our patients are satisfied with such service. Management team of the Hospital together with MEC Dr. Sibongiseni Dlomo and Hospital Board worked conjointly to address the challenge, hence the issues has been resolved.

Primary Health Care, as we know started in the District of Sisonke, specifically in Bulwer.

We were fortunate that as the SUB -District Health team were engaged in the re-launch of the COPHC. It is a wake-up call to everyone who is involved in health that our approaches must be based at ward level.

We must promote the concept of Sukuma Sakhe and make sure that it is fully implemented, as they are relating to each other. Let us reach out to communities to serve our people.

Lastly, I once again call for teamwork, and communication to all staff., and applaud all staff members who are being recognized by patients. To all departments, lets continue with good work.

Let me close by saying that Whatever you do, work heartily, as for the Lord and not for men; **Colossians 3:23**

PAT ON THE BACK TO THESE STAFF MEMBERS

THESE STAFF MEMBERS HAVE BEEN
COMMENDED BY SATISFIED PATIENTS
FOR THE GOOD CARING AND VERY
POSITIVE ATTITUDE.



AND TO.....

DR. ROSS

AND

SISTER ZULU

@ Gk Clinic

PATIENTS' FEEDBACK .. IZIMVO ZEZIGULI ..

This is a special dedicated column for our patients to give us feedback on the level of our service we provide. Opinions of the patients are taken as they are without any editing, and our aim is to improve our service standards based on the patients needs. Actions are taken from the patients feedback as way of improving on our service delivery matters.

N.B. NAMES WILL NOT BE PUBLISHED FOR CONFIDENTIALITY PURPOSES

NDIBONGA KAKULU NGE CARE ENINAYO KWI PATIENTS MORE ESPECIALLY SISTER ZULU SHE IS HERE BY CALLING.

👏👏👏👏👏👏👏

Ndiyancoma ndibulela indlela u Gweni no Tamara indlela abane mpatho entle nothando lwabo. Nenceba, nomonde abanawo, ezimpawu zenza ukuba noba ugula kakhulu ube nethemba.

👏👏👏👏👏

Amen ngibonga oo DR balapha banesineke kunye nama nurse, ngase ngiwukufa.

Bangithumela 4 times e Edendale ku DR MRS Ross nga recover ngibonga kakhulu. Sengiya enjoyer. Amen.

UMXHUMANISI UTHI....

Isibhedlela sithanda ukubonga kakhulu ngokuthi niphatheke kahle esibhedlela senu. Kungumganqo nqubo wethu sisibhedlela ukuqinisekisa ukuthi wonke umuntu ongena esibhedlela uthola usizo oluseqophelwenu eliphezulu nokwaneliseka.

Sizoqinisekisa ukuthi bonke abasebenzi bethu ingakumbi labo abancomekayo bayaziswa ngomsebenzi wabo oncomekayo.

Siyabonga.

PRO

Siyafa yindlala akukho ukutya izonka zityiwa zingaqatywanga kuncinci nokutya kuyalanjwa siyafa yindlala ngezinye iintsuku kuthiwa iswekile ayikho.

👏👏👏👏👏👏👏

Ingxaki siyalamba izolo sitey ubisi nophuthu isonka sida- la ubisi luyabanda akuko mafutha , akho fruit, siyahambiseka ngenxa yokutya kwalapha, isonka asigcotywa amapilisi siwasela singatyanga, kubolile ukutya. Siyacela ukuba kwenziwe icebo ngalento.

👏👏👏👏👏👏👏

ISIBHEDLELA SITHI

Umphakathi wonkana uyaqinisekiswa ukuthi inkinga yokudla esibhedlela isixazulelekile. Si-funa ukusho ukuthi ngempela ibike yakhona inkinga yokungafiki ngesikhathi kokudla kodwa akukaze kubekhon isikhathi lapho iziguli zethu kuthiwa azidlanga. Inkinga kubewukuthi besingakwazi ukulandela imenyu. Singaphinde sisho ukuthi ukungenelela kuka Ngqongqoshe kususile ekuxazululeni inkinga.



Suggestion boxes are placed around the hospital for our patients to give feedback about our service.



Ungqongqoshe Wezempilo ewodini labesilisa echaza ngokuxazululeka kwezikhalo zabo ebimayelana nokudla.

SHOULD YOU WISH TO EXTEND COMPLIMENTS, SUGGESTIONS AND LODGE COMPLAINTS ABOUT OUR SERVICES PLEASE ASK FOR THE OFFICE OF THE PRO:



PRO: ANDILE PANI

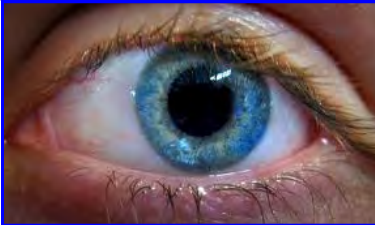
As soon as the complaint is lodged, people on the spot should try to resolve it as quickly as possible



SCALPELS & STETHOSCOPES: BE HEALTH WISE: YHAZI NGEMPILO YAKHO

It's Eye Care Awareness Month: Blindness

80% of blindness is avoidable either through prevention or through treatment.



Love Your Eyes
They are the only pair
you have



Your eye sight is one of your most important senses as 80% of what we perceive comes through our sense of sight. You need to protect your eyesight to ensure many more years of enjoying your vision.

Causes Of Blindness

Glaucoma refers to four different eye conditions that damage the optic nerve that carries visual information to your brain.

Macular degeneration destroys the part of your eye that enables you to see details. It usually affects older adults.

Cataracts cause cloudy vision and are more common in older people.

A lazy eye can make it difficult to see details and may lead to vision loss.

Optic neuritis is inflammation that can cause temporary or permanent vision loss.

Retinitis pimentos refers to retina damage, but leads to blindness only in rare cases.

Tumors that affect the retina or optic nerve can also cause blindness.

If you suffer from diabetes or have a stroke, blindness is a potential complication. Birth defects, eye injuries, and complications from eye surgery are other common causes of blindness.

How is blindness diagnosed?

A thorough eye exam by an optometrist will help to determine the cause of your blindness or partial loss of vision. Eye doctors administer a series of tests that measure the clarity of your vision, the function of your eye muscles, and how your pupils react to light.

Risk Factors

The following categories of people are at risk for blindness:

- People with eye diseases,
- People with diabetes
- Stroke victims
- Eye surgery patients
- People who work with or near sharp objects or toxic chemicals

Symptoms

If you are completely blind, you can see nothing. If you are partially blind, you might experience the following symptoms:

- Cloudy vision
- The inability to see shapes
- Seeing only shadows
- Poor night vision
- Tunnel vision

Treatment

In some cases of vision impairment, eyeglasses, surgery, or medication may help to restore your vision.

If you experience partial blindness that cannot be corrected, treatment usually involves guidance on how to function with limited vision.

Complete blindness requires approaching life in a new way and learning new skills, including:

- Learning to read Braille
- Using a seeing-eye dog
- Memorizing the phone keypad
- Organizing your home so you can find things easily
- Folding money in distinct ways to distinguish bill amounts
- Installing handrails in your bathroom

How to prevent blindness?

- Exercise your eyes, and also be sure to relax them
- Wear UV protective sunglasses. Get polarized lenses, NOT just darker lenses.
- Use allergen-reducing eye drops sparingly.
- Avoid wearing contact lenses for more than 19 hours.
- Eat lots of fruits and veggies!
- Do not read in dim light.
- Try not to spend so much time looking at your computer screen.
- Do not look at a bright light directly. Never focus your eyes on the sun directly, as it can damage your eyes.

Women's Month Commemoration & Ladies forum Launch



These are women from E.G. & Usher Memorial Hospital and from other departments during the launch of Ladies' forum which was part of the women's month commemoration.

E.G. & Usher Memorial Hospital together with invited departments commemorated women's month as part of recognizing the value of women in our society.

Part of the celebration was a week long health awareness, on women's health and the launch of ladies forum.

Commemoration started with prayer day at our Out Patient Department, where the hospital patients were also given opportunity to pray with the hospital staff.

The day proved to be fruitful to both staff and patients at the hospital as they appreciated every moment of the day. Again, the day proved that, while patients need physical health care, they also need the spiritual care.

The commemoration continued on the next day and hospital occupational clinic held health awareness to hospital staff on chronic conditions. Staff were screened and educated on

chronic health conditions. The aim was to promote the wellbeing of staff.

Again TB and HCT awareness were part of the activities, and staff education and screenings were done. The activities went on to the day where our women were exposed to both financial and stress management.

Experts on financial and stress management were organized to give advice to staff.

It was the 28th of August that wrapped up the commemoration of the month. On the day people from various departments and organizations were invited to be part of the day, especially the launch of the ladies forum.

The hospital can now brag that it has a fully fledged forum for women by women.

To highlight some of the aims of forum we can mention the following;

- Women empowerment: women empower each on various issues

that effect them.

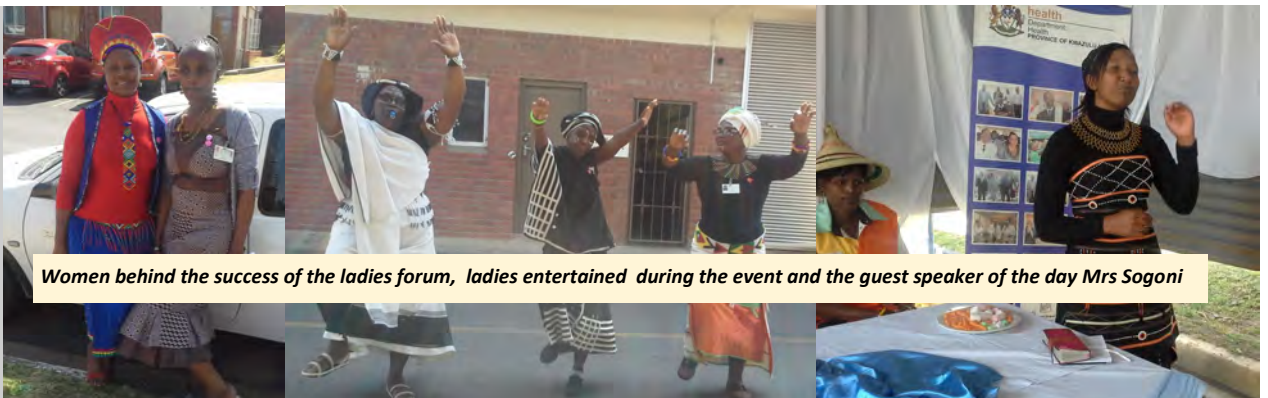
- Team Building: another primary aim of the forum is the promotion of team work.
- Caring and support; which is giving support to each other
- Influencing positive attitude amongst themselves and promoting same attitude to the clients/patients

The forum is the Employee Assistant Practitioners' brain child, to assist employees in achieving their full potential in the work place.

As part of the launch an expert advice was given by Mrs. Sogoni on challenges facing women in society.

Challenges were broadly discussed and remedies to those challenges were also given. It was a day to remember that every staff member at the hospital enjoyed.

**Women
blink
about 2
times
more
often
than
men.**



Women behind the success of the ladies forum, ladies entertained during the event and the guest speaker of the day Mrs Sogoni

PATIENTS ARE SATISFIED WITH HOSPITAL SERVICES



Quality Assurance
and PRO team
during the patient
satisfaction
survey



Quality assurance team is conducting patient satisfaction survey on a monthly basis in an effort to find patients opinions regarding the level of the hospital services.

The survey is based on the six priorities of the department, positive and caring attitude, improving waiting time, safety and security of patients, infection prevention and control, cleanliness and availability of basic medication.

Positive And Caring Attitude: The results are showing positive display in terms of caring and attitude towards patients. Two months consecutively, patients showed that the hospital staff especially clinical staff are very caring.

Even their comments show that they are happy with the care and attitude from our staff

Safety and Security: This is another priority into which patients are showing satisfaction.

The hospital is sitting at 94 % which shows that our patients are feeling safe when they are in the hospital premises. This is attributed to the team work of hospital staff in ensuring that all standards, in terms of safety and security are met.

Cleanliness: The recent visit by KZN MEC for health Dr. Sibongiseni Dlomo proved that E.G.

and Usher Memorial Hospital is one of the cleanest hospitals in the province if not the cleanest hospital.

Dr. Dlomo was so impressed with what he saw, commending the hospital for cleanliness. Currently the hospital is sitting at 92 % and working towards 100%. The hospital wishes to extend to all those concerned in making the hospital to look like hospital.

Least Achieved

Infection Prevention and Control: Knowing that this is basic that the hospital must achieve, according to our survey patients do not feel that the hospital is doing enough.

Sitting at 76 %, patients feel that there is need for improvement and the hospital fully agrees with the patients.

The hospital Infection control team is now embarking in improvement plans. All sections were sensitized to come up with improvement plans.

In the analysis of the survey results, it was found that unavailability of soap and paper towels in our toilets were the main cause of achieving 76%.

Availability of Basic Medication:

In terms of availability of basic medication the views of patients show that the hospital has to improve.

What has been noticed in the point is communication between out pharmacy staff and patients.

It has been found that side effects are not explained to patients. Availability is showing 100% results, only how to use medication and side effects are identified as the problem.

Waiting times is the main challenge the hospital is facing.

The problem is mainly at our out patients department. The problem is sometimes caused by the shortage of medical officers.

The challenge is not only experienced by the hospital but is a national challenge.

The challenge is being addressed by national department of health and government.

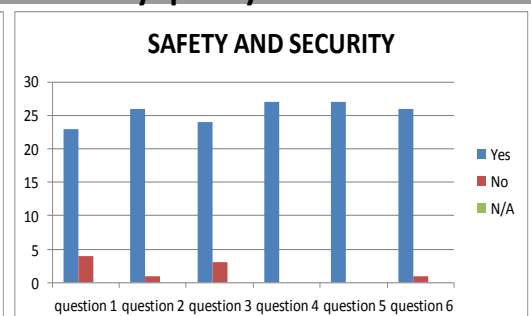
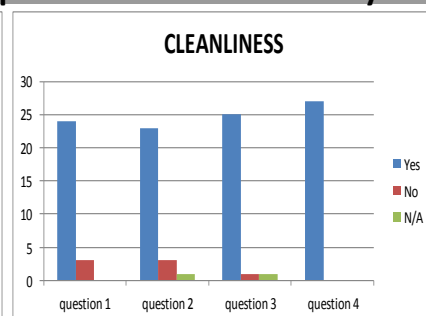
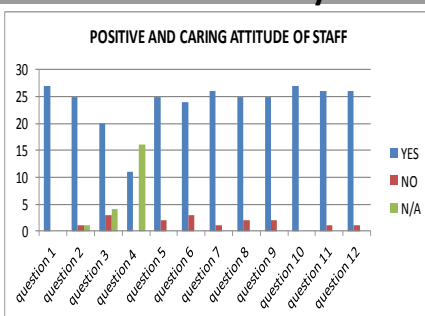
There have been improvements in our admitting department where the waiting time is approximately 30 minutes.

Hospital management wishes to extend words of gratitude to all staff members who are making the hospital to achieve all positive results.

Management again trusts that all the areas that the hospital lags behind with, will be made priority in the next quarter.

We hope that, by the end of the year most of the challenges will be dealt with and our patients will receive a high standard of service.

This is the summary of the patient satisfaction survey conducted by quality assurance team



BACK TO BASICS: NURSES IN WHITE UNIFORM

Back in the days of Florence Nightingale white uniform for nurses has been associated with purity while at the same time white uniform influences self image, self confidence and professional identity.

History tells a that nurse in white uniform used to be respected, protected in

the community. Not only can white uniform contribute to nurses self confidence but also instills reassurance and confidence in patients.

It is for these reasons that E.G. and Usher Memorial Hospital has responded to the call by the National Minister of Health

Dr. Motsoaledi to go back to wearing white uniform.

Nurses at the hospital have started to respond positively to the call and seemingly, in short period of time white will be dominating thus giving back that patient confidence to our nurses.



Back to basics: Nurse posing with white uniform. These are some of the hospital nurses who welcomed the wearing of white uniform.

The recent patient satisfaction survey proved that our nurses and staff in general are showing positive results in caring and positive attitude. Although the survey results proved positive and improving, some of the outcomes can be

attributed to the white uniform as it was earlier mentioned that white uniform influences self confidence . The hospital is now looking forward to launching the new white uniform. It is worth mentioning though that there are still some chal-

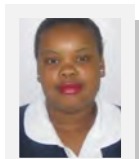
lenges in fully implementing the white uniform such as the standard pattern, material and at times sizes.

Despite the challenges, hospital nurses are looking forward to go back to white uniform.

WHAT NURSES THINK ABOUT WHITE UNIFORM

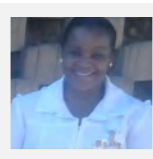
The office of the PRO asked the nurses how do they feel about going back to white uniform and had this to say:.....

“Nurses appear more professional, unique and tidy in white uniform. I think it should be encouraged to all nurses to wear it”



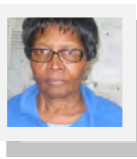
Sizakeke Xolo: Professional Nurse.

“ I think that nurses must wear white uniform as it is easy for patients to recognize the nurses. I fully support to wear white uniform by all nurses.



Dudu Makhaye: Nursing Assistant

“The idea is very good but needs the department to make sure that they provide for nurses. Again uniform alone can not change attitude and staff need to change themselves as white is associated with positive caring”.



Sr. Jwaqu: O/Manager.

MAKE EVERY DAY A MANDELA DAY

WRITES: LULAMA NIKANI



Nelson Mandela day is the day to inspire individuals to take action to help change the world for the better.

On the 18th of July 2013, staff at E.G. and Usher Memorial commemorated the day in a unique way.

Unlike previous years, the hospital looked at the spiritual well-being of our patients.

This years commemoration was in

line with the Department of Health motto, which is giving hope.

Hospital staff spent their 67 minutes with patients, praying and uplifting through the biblical scriptures.

The hospital understands that patients are, on a daily basis visiting the hospital for their physical wellbeing and forgetting the spiritual side of health.

It was for this reason that hospital

staff dedicated their 67 minutes to pray with patients.

The day started with prayer at OPD and continued to the all wards.

The day proved to be fruitful to both patients and staff as patients appreciated the prayers.

The prayer was not the only activity of the day, the hospital staff also wrote their pledges to serving the community.

INHLANGANISELA YEMINYANGO ITHI AZIBUYE EMASISWENI

Izinga eliphezulu lokwenyuka kweziganeko zolwaphulwaphulo mthetho eziquka ukudlwengulwa kwabantwana nabantu abadala, ukukhulelwa kolutsha, ukuvukelana kweentlanga, izinga eliphezulu lesifo sika gawulayo, ubundlobongela, ukusetyenziswa kwezinyobisi kunye noku nqongophala kwemisebenzi kudibanise amasebe karhulumente, indlu yeenkosi neminye imibutho noluntu ngokubanzi ukuba kuphakanyiswe ibuya-mbo.

Oku kubonakale ngelixa umnyango wezempilo okhokelwa ngu mpathiswa u gqirha Sibongiseni Dlomo ubambisene

namanye amasebe karhulumente ehlangene e Kokstad ukuzomemelela ibuya-mbo.

Amasebe karhulumente ebethetha ngazwinye ngokwenyuka kweziganeko zolwaphulo mthetho nekukholeleka uku-ba zandiswa kukutyeshelwa kwamasiko nezithethe zesintu. Oku kubonakaliswa ingakumbi ziziganeko zodlwengulo lwabantwana nabantu abadala.

Kukwakhona neziganeko zabantu abadala abanobudlelwane nabantwana besikolo be bathembisa ngezinto zikanokutsho.

Ukwenyuka kweziga lokusuleleka

ngesifo sika gawulayo kungabalulwa njengolunye uphawu lwezinto ezihlupha umphakathi (social ills) nezikhokelela ekufeni kwesizwe. Amasebe kunye neenkosi avumelene ngelithi ibuya-mbo ingasiguqula isimo esijongene noluntu ngokubanzi.

Ukubuyela embo kuquka ulwaluko, ukuhlolwa kwamantombazana kunye nentlonipho ku luntu. Ulwaluko luye lwagqalwa njengeyona nto ekufaleke yenziwe ngoba ibuyisa intlonipho emphakathini kwakhona yehlisa nezinga lika gawulayo. Ngoko ke Masibuyelani embo silwe nezinto ezihlupha umphakathi.

CASUALTY SCOOPED CLEANEST DEPT AWARD



The importance of providing quality health services is non negotiable", these are daily sentiments by the Minister of Health Doctor Aaron Motsoaledi in making sure that all hospitals comply to the National core standards. A number of areas have been selected by the minister for

fast track improvement and providing quality health services. Of those areas cleaner health facilities is among those priorities.

It is for that reason that Infection Control and Quality Assurance committees are making sure that E.G. and Usher Memorial Hospital is compliant when it comes to cleaning and infection control.

Sister Mkolokotho; Operational Manager at Casualty receiving the award from Deputy Nursing Manager Matron Sejosengoe and Sister Ramaota, Infection Prevention and control Manager, for the cleanest section in the hospital.

In an effort to making sure that all sections in the hospital are roped-in to keep and improve cleanliness, the team has embarked on the cleanest competition, where all sections compete for the award.

The award is only given to the cleanest section based on the

results of the audit committee. All sections including non clinical sections are encouraged to enter the competition and are audited.

In the month of August the award was won by Casualty department beating all sections with 93 per cent.

House-keeping check

list tool was used to assess the departments; which consists the following points: Kitchen, linen management, kit-room dressing room, housekeeping, bathrooms/showers, sluice room, environmental hygiene and public toilets. Casualty department was then awarded with a revolving trophy.



Management of the hospital with quality assurance Manager and Sister Mkolokoto during the award.

Although other departments did not win, they shown much improvement from their previous assessments.

The recent visit by MEC DR. Dlomo proved that the hospital has gone a long way on improving cleanliness as he commended the hospital.

This can be attributed to the staff who are so committed to see the hospital looking like a hospital and again compliant to national core standards.

Management of the hospital wishes to extend words of gratitude to all staff concerned especially our cleaning staff.



Casualty staff with the Operational Manager joyful for the award

Let us make sure that.....

- The buildings, wards, toilets, public areas and grounds are kept clean and hygienic to maximise safety and comfort of patients
- Cleaning materials and equipment are available and staff and managers ensure their proper use in maintaining the cleanliness of the facility
- General waste is managed to ensure general cleanliness and visual Aesthetics.



Credit Due: These are members of Yimina who we attribute our cleaning to and appreciate their efforts. Well done!!

EGUM PROMOTES BREAST FEEDING



Photo by: Athi Dube

The promotion of breast feeding is one of the most important campaigns for the Department of Health. Breastfeeding is the feeding of an infant or young child with breast milk directly from female human breasts (i.e., via lactation) rather than using infant formula.

Breastfeeding promotes the health of both mother and infant and helps to prevent disease.

Artificial feeding is associated with more deaths from diarrhea in infants.

EG & Usher Memorial Hospital, hence, held a breast feeding campaign on the 23rd of August 2013, which formed part of the hospital's women's week com-

moration. The campaign targeted both in and out patients. In preparation for the day, the EGUM staff made banners and conjured short theatrical plays and songs which would assist in creating breast feeding awareness.

After patient education within the institution

was done, the staff embarked to Greater Kokstad Clinic singing songs, ululating

and educating Kokstad patrons about the benefits of breast feeding.

The campaign was a success as both the institution and Kokstad Clinic were packed with patients, therefore the messages reaching many ears and the feedback from patients was positive.

Longer breastfeeding has also been associated with better mental health through childhood and into adolescence. Dr. Zweli Mkhize is also a product of longer breastfeeding as he was breast fed up until the age of five, his mental health, achievements and abilities are coherent proof of the positive effects of breast milk.

*Yebo Mfan'wam kuyiqiniso.
Phela ngangenzela ukuba
nomqondo ophusile. Buka
ngikuphi manje. Omama
mabancelise izingane kuya-
siza lokho*

*Baba Mkhize bathi ubisi
lwebele luyimpilo... futhi
nawe kuthiwa wancela
waze wahlanganisa
iminyaka eyisihlanu?*



The staff of EGUM in the OPD, Kokstad clinic and in town, creating awareness on breastfeeding to the community of kokstad.



HOSPITAL BOARD IN ACTION



Members of the hospital Board together with hospital executive management doing walk-about at the hospital. They visited Laundry department to assess the condition of the equipment. Our laundry department is facing some challenges especially with infrastructure and equipment.



MEC DR. SIBONGISENI DLOMO'S VISIT TO THE HOSPITAL



The MEC for health Dr. Sibongiseni Dlomo visited the hospital recently in response to the call by Hospital Board, to address challenges of the hospital.

His visit proved successful as some of the challenges were immediately addressed.

Above: the MEC was taken to male medical ward together with hospital board members and Greater Kokstad Municipality Mayor, addressing patients on challenges the hospital had faced.

Patients appreciated the visit by the MEC. They applauded the Hospital Management for their quick response to their complaints.

The MEC assured patients that similar challenges will be avoided in future.

Cancers of major public health relevance such as breast, cervical and colorectal cancer can be cured if detected early and treated adequately.

CANCER REALITY CHECK

Every year 12 million people world-wide hear the words:

"You have cancer"

- **90%** of cancers are caused by environmental & lifestyle factors such as smoking, diet & exercise
- More than **100 000** South Africans are diagnosed with cancer every year
- South African cancer survival rate is **6/10**
- One in **4** South Africans is affected by cancer through diagnosis of family, friends or self

Top 5 cancers among

Stats as per National Cancer Registry (2005)

SA Men

1. Prostate
2. Origin unknown*
3. Lung
4. Colorectal
5. Oesophageal/Throat



SA Women

1. Breast
2. Cervical
3. Origin Unknown*
4. Colorectal
5. Kaposi Sarcoma

* "Primary sight unknown" means that it is not possible to determine where the cancer originated in the body

DID YOU KNOW?

One in six South African men and one in seven South African women will get cancer during their lives. It knows no boundaries of class, race and gender, sex or age. It can strike anyone at any time.

DID YOU KNOW

Worldwide, the 5 most common types of cancer that kill women are breast, lung, stomach, colorectal and cervical.

...WHO....

CANCER > TB+AIDS+MALARIA
Globally cancer kills more people than TB, AIDS and Malaria combined

WHAT'S UP USHER



NEWS IN A FLASH



Service Delivery in Action: Hospital staff went out to the community to promote Phila Ma Campaign during the women's month. Above is MATRON Ngesi talking to women, and our mobile team doing screenings for cervical cancer on women.



Pictures from GK. Clinic

Nelson Mandela day and Breast feeding Awareness: Campaign. Again Hospital staff took to the wards to give spiritual care to patients. Staff also went to the streets of Kokstad to promote the benefits of breast feeding. Community at GK Clinic learning about breastfeeding



These are staff members who were awarded certificates of achievements and awards for excellence. This is service excellence in action. Congratulations !!!!!!!!!!!!!!!

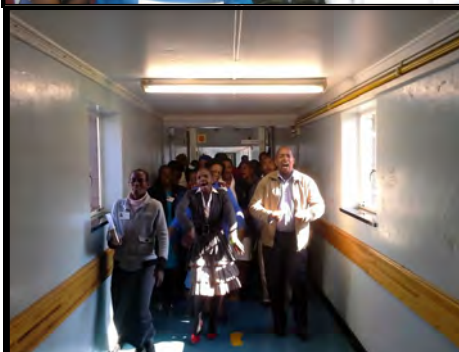


Women on Women's Month: These are pictures from the Launch of Ladies' Forum Launch which was part of the women's' month commemoration .

EYABANTU



NGEMIFANEKISO



Above: Pictures on the sports day, Nelson Mandela day and handing out of certificates of attendance to ward clerks.

Right: staff members during the sports day, farewell to data capturers and the sponsor of the day, Old Mutual workers speaking to staff members.



NGIYNZWAKAZI

INDLOVUKAZI

YEBO, OWESIFAZANE, NGIYAZIQHENYA NGOBUMINA.

UTHANDO, IMFUDUMALO, UBUHLAKANI, INTOBEKO NGINAKHO KUYACHICHIMA.

NGINGOWESIFAZANE OYAKHAYO INDLU YAKHE NGEZAKHE IZANDLA.

BHEKA IZANDLA ZAMI ZISHINTSHA UMUZI UBE IKHAYA, IZITHAKO KUBE UKUDLA.

UMGOGODLA WAMI UTHWALA IZINKINGA, NOBUNZIMA

KODWA BHEKA UBUSO BAMI:

MEHLO AMI AYISIBUKO, AXOKA OKUNGAPHAKATHI, AGCWELE UTHANDO, AGCWELE ITHEMBA

AYADLULA LAPHO ININGI LIBONA KHONA.

ABONA IKUSASA ELIHLE, ELIQHAKAZAYO, ELINGENAMINJUNJU NAZIHIBE, ELINGENAZINYEMBEZI NAKUGEDLA KWAMAZINYO KEPHA INJABULO YODWA.

KUMOYIZELA KWAMI KULETHA INJABULO KOMPHEFUMULO WAKHE UDABUKILE, KULETHA ITHEMBA KULOWO OSEPEHELELWE UGQOZU NAMANDLA OKUQHUBEKELA PHAMBILI.

MLOMO WAMI, ZINDEBE ZAMI ZIYAKHA, ZIYELAPHA

BHEKA KOLWAMI ULWIMI KUPHUMA AMAZWI OKUPHILA, HHAYI AMAZWI OKUBULALA NOKUDICILELA PHANTSI.

ZANDLA ZAMI ZICHITHA ZIQAQE AMAFINDO OBUHLUNGU ABOSHWE IZOLO

ZIVULEKILE UKWAMUKELA ZISIZE LAPHO ABANYE BESHAYA INDIVA KHONA.

ZINYAWO ZAMI ZIHAMBILE, ZANYATHELA AMEVA ENHLUPHEKO, OKUHLUKUNYEZWA NOKUCWASWA, KEPHA BHEKA NAMUHLA NGISAMILE, ANGINAKU ZANYAZANYISWA.

NGINGOWESIFAZANE ONGATHOKOZISWA UKUMA EZINDLINI ZABAKLOLODAYO, KODWA OTHEMBA LAKHE LONKE LIKUMVELI NQANGI, UMDALI WEZULU NOMHLABA.

YEBO INHLIZIYO YAMI KUMELE NGABE IGAYA IZIBOZI, KODWA QHAA,

NGINGOWESIFAZANE ONHLIZIYO YAKHE IPHEKA IPHAKHELE UMHLABA UTHANDO

MISS.S. MDLEDLE



Below: Miss. Samkelisiwe Mdledle (ward clerk) reciting her poem during the womens day celebration.



CAREER FOCUS

MEET OUR PHARMACIST



Career focus column is a special column dedicated to careers available in the department of health. Clients who access the newsletter will have a better understanding of each field of career and a better understanding of what each career entails.

In this issue the office of the **PRO** had a chat with our pharmacist (**Mr. Sakhile Shazi**) to look at pharmacy as a career.

SAKHILE SHAZI: PHARMACIST



Where did you matriculate?

Sehohle Combined School. (Harding)

PR: What subjects did you study in high school?

S.S: Maths, Physical Science, Biology, Geography and Agriculture.

Why did you choose this career?

I have always been interested in health sciences and pharmacy because of its diverse nature. It was my first choice.

Where did you study Pharmacy and how long did it take?

University of the Witwatersrand (WITS) and it took me 4 years.

What qualities does a person need to be a pharmacist?

Pharmacy can accommodate many different personalities and qualities. One just has to choose a field that suits them within pharmacy. However, hard work, problem solving empathy and being a team player are few that stand out in all sectors.

What are your duties?

To access and evaluate prescriptions, dispensing, procurement of medicines, ensuring correct storage and distribution of medicines as well as counseling patients and other health professionals on all matters relating to their medicines and health. I also manufacture some medicines within the institution.

What do you enjoy about your career?

Interacting with people, helping people reasonable working hours (I love my weekends and it's good to have them to myself and my family) I also like the fact that as a qualified pharmacist I can choose where I want to work i.e. hospital, private/retail or industry where manufacturing of all pharmaceuticals takes place. And I don't need to study further to change from one field to another.

What is your career progression?

I can be pharmacy manager in the next 2 years. With 3 years experience I can open my own pharmacy in future.

What challenges do you get in your career?

Shortage of pharmacists in the public institutions is the major challenge because it makes it difficult to do everything the best one can. The standard services of ends-up being compromised and that not good for our clients. This also causes longer waiting times which is unpleasant for both clients and employees. Stock-outs is one of the very frustrating challenge we face more often. This is usually due to late delivery from our suppliers because of this our clients become very unhappy. Another challenge I believe needs attention as this will help get more pharmacists into the areas where needed thus will improve the service delivery to the public.

Where do you see yourself in 10 years?

I would love to remain in the public sector serving at district level as a district pharmacist or even at provincial level.

Did you Know?

During your lifetime, you'll eat about 60,000 pounds of food — that's the weight of about 6 elephants

Don't neglect your beard. If you do it will smell like a sweaty armpit.

Dirty beards harbour the same smelly bacteria that live in smelly armpits.

It might only take you a few minutes to finish a meal but it takes your body around 12 hours before it has completely digested the food

90% of breast-fed children get higher IQ points than those who are formula fed.

WELCOME TO E.G. & USHER HOSPITAL



Introducing Matron **G.B. Tshiseka**. She comes from Meadowsweets Clinic where she has been an Operational Manager from 2009 to 2013. Previously she worked at Ntunjambili as Assistant Nursing Manager. She joined E.G. and Usher Memorial Hospital in October 2013.



Dr. J.O Eweto:

Senior Medical officer;

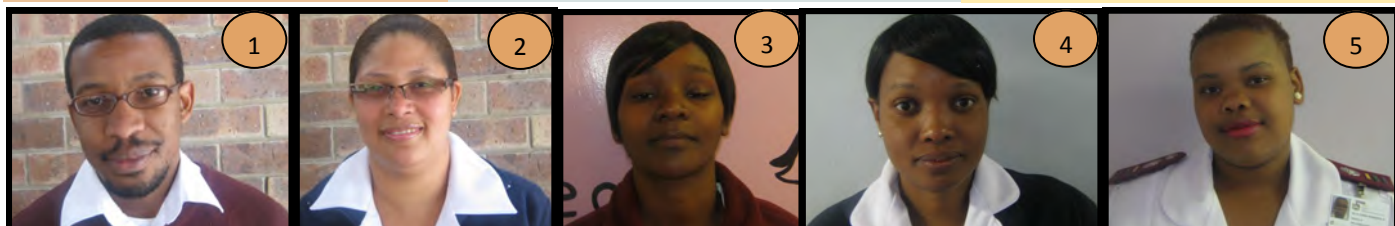
Dr. Eweto comes from All Saints Hospital in the Eastern Cape Province. He has been in the Eastern Cape hospital for the past three years. He joined E.G. and Usher Memorial in July 2013.



Noxolo Shabalala:

Secretary to Deputy Nursing Manager.

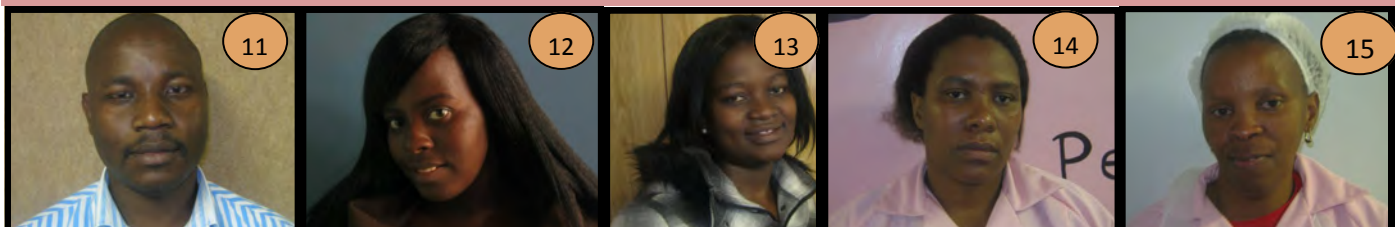
She has been working at Turton CHC in Mthwalume as Secretary to CEO. She joined EGUM in July 2013.



1. S.C. Ngcebengu (Enrolled Nursing Assistant), 2. R. Van Why (PN Commserve), 3. N.E. Mkhulisi (PN Commserve)
4. N.M. Sibidla (Enrolled Nursing Assistant), 5. S.P. Xolo (PN Commserve)



6. P.Dlaku (Food Service Aid), 7. L. Mangxangaza (Food Service Aid), 8. D. Fuza (Food Service Aid),
9. B. Gwinya (Food Service Aid), 10. M. Mathwa (Food Service Aid)



11. S.M. Khowa (Data Capturer), 12. S.N. Zungu (Pharmacy Assistant), 13. B. Xhaya (Data Capturer),
14. J.N. Mnyaiza (Lay Counsellor), 15. J.N Nani (General Orderly)

NEW EMPLOYEES NOT IN THE PICTURES:

1. N. SHABALALA 2. N. NOTA—MATSHIPA 3. N.H. NGXAMBI 4. N.C. DUMA 5. U. MBHELE. 6 D.N. MEMELA

TIME OUT AND ABOUT



Promoting Healthy lifestyle: These are staff members during skipping rope competition on the day

On the 6th of September 2013, E.G and Usher Memorial Hospital held it's summer sports day. Different from the winter one, which other hospitals were invited to take part in, the summer sports day was an internal event.

The games played on the day were all indigenous and the turn out from the staff was commendable.

Similar to the winter event, the purpose of the day was to promote wellness and a healthy lifestyle.

The first activity of the day was a 2km fun walk that saw to it, that staff were well stretched and rejuvenated for the games which lay ahead.

The first three people to get back, from the walk, to the hospital, each received Old Mutual t-shirts.



Staff during the fastened leg race, skipping rope and limbo were also some of the activities of the day.

The winning of prizes aroused a competitive feeling amongst staff, as the games progressed, because everyone wanted to win.

Amongst others, games played on the day include:

Skipping rope, needle game, casino, tug of war, fastened leg race and limbo.

Prizes were provided by the sponsor of the day, Old Mutual.

Prizes included t-shirts, water bottles and money boxes.

All staff members were reluctant to see the event end because an event as this, that comprises of such games, creates nostalgic feelings amongst all parties

involved and to a greater extent, boosts staff morale and creates unified work force.

The Public Relations office reiterates the need for staff attendance and participation in events as this because it makes all staff welcomed.



Staff walking to and from the turning point of the fun walk, promoting the Department of Health by flagging up banners. As the hospital we believe that a healthy employee is a productive employee.

EAST GRIQUALAND AND USHER MEMORIAL HOSPITAL

Vision:

We strive to deliver Accessible, Optimal and Holistic Health Care to all who access our services.

Mission:

To work together as an integrated health service to comprehensive care to all by adhering to Batho Pele principles.

Core Values:

Our core values are based on respect, health, safety, duty conscience, positive attitude, quality and ongoing training.

CONTACT THE HOSPITAL

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COMPLIMENTS/COMPLAINTS

OFFICE OF THE PRO

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This is the official newsletter of E.G. AND Usher Memorial Hospital produced by Public Relations department.

Production team:



Athi Dube

INTERN: PUBLIC RELATIONS



Lulama Nikani

PRO. INSERVICE TRAINEE

Do you want your activities to be published in the Newsletter? Please inform the office of PRO for all your activities in your department or submit you articles or photos.

Contact Mr. A. Pani @ 8112

"Its Amazing How Much You Can accomplish When it does not matter who gets the credit".