

GOLD AWARD WINNER

This busy and committed group of people have put the Batho Pele principles into action in every part of the hospital.

Their consultation is seen at all levels, in top management EXCO meetings, in patient and staff surveys and with face-to-face interviews. While patients are well informed, there is a genuine desire to make sure they are treated well, and are made as comfortable as possible.

With a suggestion box in every department, waiting area and ward, patients are free to express their compliments and complaints and there is plenty of evidence to show that they most certainly do express their views. There has also been an improvement in the handling of complaints, and the response time referring back to patients has decreased.

Information is plentiful. There is a steady stream of ongoing communication on services, and standards and benefits of services to patients and staff. A comprehensive service delivery improvement plan and operational plans for all departments are provided to all staff and weekly meetings held to ensure that they know what is expected of them. Patient open days and quality days, and the hospital's



Low desk for wheelchair accessibility

many information brochures, in all relevant languages, ensure that patients know just what kind and level of services they can expect from the hospital.

Educational information in various formats ensures that patients participate in their own care. Charts showing the names and photos of the team in charge in each department are clearly displayed on each notice board. Every department displays the standards customers can expect from their particular service. Openness is shown in displaying graphs showing how well they did in meeting their promised standards and the nature of complaints received.

Service standards have been raised in many areas. The hospital is currently undergoing a renewal of their COHSASA accreditation - a process which ensures that standards must be set and met in every aspect of their business.

As a tertiary referral hospital, patients coming to Grey's have already been seen by local and district hospitals. Casualty patients will not be turned away, but may be sent to their nearest hospital after their condition has



Golf cart to help patients get around

PRICEWATERHOUSECOOPERS



SERVICE EXCELLENCE



GREY'S HOSPITAL

DEPARTMENT OF HEALTH



Bed sheets clearly marked to prevent shrinkage

been stabilized.

New equipment has been installed and new services are being offered, for example the mammogram machine. The Cat Scan, and the Magnetic Resonance Image machine, the only one of its kind in the provincial public sector, has also improved the services they can offer to their patients.

Value for money is seen in the new access cards at the main gate. Previously they had closed all the large gates to the hospital except one, for security reasons. Now, as each vehicle arrives the driver is handed an access card which must be returned when he leaves and the vehicle is searched. This has helped to reduce "shrinkage."

Another money saving innovation is the new scheme in the laundry, where sheets are marked in large letters with the name of the hospital and the ward number. Staff are hoping this will also reduce shrinkage.

Patients who have their babies in the hospital can now register their births at a Home Affairs office set up within the hospital, saving them both time and money.

A newly erected signboard at the main gate describes what facilities and treatments are available in the hospital.

A new toilet for the physically challenged has been installed in the administration block, after comments made by last year's Premier's Service Excellence Awards judges.

Helpful colour coded signage can be seen all over the hospital, and new notices are being put up in isiZulu.

A low counter in the admitting department, allows patients in wheelchairs to sign forms comfortably and new rails at the admissions counters help keep queues orderly.

Medical students now have access to a new library, with a LAN connection to the computers. Previously, if they needed specialized books for study or to attend lectures, they would have to travel to Durban to the Nelson Mandela School of Medicine. Now they can 'attend' lectures without leaving the hospital.



Outreach programmes notice board



PRICEMASTERHOUSE COOPERS



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All staff members wear name badges, and the Batho Pele ambassadors have a special badge. Training of Batho Pele ambassadors throughout the hospital is almost complete. Training of all staff in customer care at the rate of one ward and department per week is on the cards.

Management visit all areas on a weekly basis to check on the level of Batho Pele being practised.

Although catering has been outsourced, the dietetics department ensures that the service provider and patients are given guidelines on diets which reflect local culture. They are the only hospital currently taking this approach.

Courtesy is shown by all staff members, and patients who are being transferred to other institutions, or departing on long journeys home, are given a lunch pack to take with them.

Courteous consideration of customers is further seen in the golf cart, which takes infirm patients from the main hospital to facilities situated some distance away on the hospital grounds. Access is also enhanced through the tele-medicine facility and the special chairs for the cerebral palsy children. These are made by local school children and donated to the hospital. Staff donate clothes which is given to those patients who arrive without any of their own.

The hospital has a comprehensive outreach programme not only within the province but also with hospitals and academic institutions overseas. This exposure allows them to constantly improve and update their knowledge and standard of care whilst



11 Principles of Batho Pele

providing high level care to patients closer to their homes.

A combined visit of the disciplines of Occupational Therapy, Speech Therapy and Dietetics to clinics on scheduled days allows for patients to be screened for several problems at the same time.

Each of the 9 paediatric consultants attached to the hospital visits a district hospital every month. Some visits include two hospitals. Extensive use is made of the Red Cross Air Mercy Service. At each visit ward rounds are done, problem patients seen and guidance on treatment is given. In this way the consultants are providing better access to specialist medical services and to their expertise.



Packed lunches are given to transferring patients

The Department of Medicine provides outreach visits by their consultants and registrars to peripheral hospitals in KZN on a monthly basis. Currently the Dept is setting up a cooperative agreement with the Dept of Medicine at Ottawa Hospital in Canada to exchange best practices and learning. The Memorandum of Understanding is awaiting final signature. This will add to other partnerships already in place such as with the Great Ormond Street Hospital, The Harvard Medical School, Massachusetts

General Hospital and John Hopkins School of Public Health amongst others.

The Kangaroo mother and baby scheme is proving a great success, and elderly members in the community knit hats and booties for the babies in incubators and ICU. The staff rewarded their commitment to the hospital by inviting them to tea, and to meet some of the babies. The camping chairs have also proved popular with the kangaroo mothers as they are more comfortable. Dark covers are now

placed over the incubators, which provides more comfort for premature babies by helping to emulate conditions in the womb.

The waiting time for patients has been decreased even further in the pharmacy and the patient administration area.

The many improvements seen and positive customer views are testimony to the fact that the Grey's Hospital team continues to make significant strides in living out the philosophy of Batho Pele.

OUR GREATEST ACHIEVEMENTS THIS YEAR

- Tightening of access control in respect of security.
- Establishment of Home Affairs office in the hospital therefore providing easy registration of Births and Deaths.
- Purchase of golf cart to assist debilitated patients with transport to and from the Family Health Centre.
- Installation of a new 64 slice C.T scan to facilitate rapid diagnosis thereby improving patient care and a Mammography Unit to improve screening of breast cancer.
- Establishment of a new library with local area network which facilitates easier academic communication.
- Opening of the new Oncology Unit which will improve services for cancer patients
- Produced an in-house video.
- Installation of TV/video in the out-patient areas for patient information on health promotion.
- Implementation of Linen Project to decrease shrinkage.
- Received the Silver award in the Premier's Service Excellence Award in 2004.
- Establishment of an on site pharmacy at the Family Health Centre.
- Training of staff in Batho Pele and quality assurance.



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