



DECEMBER- MARCH 2007

# ITSHELEJUBA HOSPITAL

## SERVICE EXCELLENCE AWARD 2006

### INSIDE THIS ISSUE:

<i>New Appointments</i>	2
<i>Excellence Awards</i>	3
<i>Departmental News</i>	4
<i>Patients Right</i>	4

*"Service Excellence Towards Fulfilling the Vision of Health for a better life for all is our business"*



Christmas baby with her mother and the maternity staff



New years baby with his mother celebrated by Maternity staff.



The hospital staff came in large numbers to witness the Excellent Service

Itshelejuba hospital has repeated again for awarding staff members who have done very well for serving our community. The service excellence Award was held inside the hospital premises on the 1st of December 2006 . Despite that it was sunny day, the hospital staff members come in large number to witness the award ceremony . Amongst other members who

have been awarded was Dr. Van Heerden for being the best Medical Practitioner, Nxumalo Z.G. ( Best professional Nurse) Msibi M.J. ( Best Porter ). The award for the best Department was given to Surgical ward, Admissions/ Revenue, Physio and Occupational Therapy. The extract from the Geust speaker of the day DR. Mdlalose he said that the ingredients of

institution of xcellence include commitment by every empolee to his/her job and doing all those things which contribute towards the upliftment of the image of the hospital . If this principles could be upheld by all of us, then I am confident that we will achieve our goals as we move towards fulfilling the vision of health for a better life for all.

### MESSAGE FROM THE HOSPITAL MANAGEMENT

The hospital Manager and the management team would like to welcome each and every one of the staff in 2007. Thanks each one for the team work towards achieving set objectives in the previous year under challenging condi-

tions in terms of structural problems and shortage of staff. Wishing you all a prosperous new year and a continuing team work towards improving the health of our community. As our hospital is growing rapidly we are still going to see a lot of changes

taking place in our hospital . Some of the changes that we going to see are the one that will benefit and enhance our patients and public for vibrant service delivery based on the Batho Pele principles and Patients Rights .

## NEW APPOINTMENTS



**Dr. S. Simelane**  
Community Service Doctor



**Dr. B.S. Mandlanzi**



**Dr. G.S. Gamizelo**



**Ms. Nosipho Mtotoba**  
(Physiotherapist) comm. Serve



**Mfanafuthi Mdluli ( Comm. Serve) Pharmacist.**



**Michelle Lewin ( Comm. Serve) Occupational Therapist**



**Mlaba Intern Human Resource Practitioner**



**Ms. Fikile Mkhonza Radiographer . Comm. Serve**



**Nokuthula Thango**  
( Staff Nurse)

**T**he hospital management and staff would like to welcome all our newly appointed staff and the community service staff. We also hope that they will serve our large community with smile considering

health service to all persons in our catchments area will met with ease. The Itshelejuba Hospital Witness Editor has one on one interview with them where they have said there are so excited to form part of this Big family of Itshelejuba hospital.

**Dr. G.S. Gamuzelo:** he like to spend his time watching movies, listening and watching T.V. and Radio news, listening to Gospel music, documentaries and Sermons. He also like playing Soccer and Tennis.

**Michelle Lewin:** During her spare time she like going out with friends, going on holidays when she is on leave and watching movies. She also like Swimming

and running ( jogging ) .

**Fikile Mkhonza:** she mostly like to spend her time listening to music, reading newspapers and magazines . She like jogging and playing netball other than that she like sleeping .

**Nokuthula Thango:** She like watching T.V. and listening to gospel music, she also like to sleep when its hot .

**Mfanafuthi Mdluli :** uma nje umbekele uma-bonakude lingaze lishone ilanga ezibukela wona, kwazise ukuthi uyazifela ngawo.

**Nosipho Mtotoba:** Unosipho uyazithandela ukugijima ( Jogging ) kanye nokudlala I netball. Kanti isikhathi uthanda ukusichitha ngokulalela umculo nokufunda amaphephandaba nama Novels.

# SERVICE EXCELLENT AWARD CONT...



MS. M.P. NDLOVU RECEIVING HER AWARD FROM HOSPITAL MANAGEMENT.



THE TROPHIES THAT WERE AWARDED TO THE WINNERS



MRS. C.M. KHUMALO RECEIVING HER AWARD OF APPRECIATION FROM MRS. M.T. ZULU AND MRS. M.O. SIMELANE



THE NURSING TEAM RECEIVED THE AWARD OF EXCELLENCE NURSING CARE



MRS. K.R. DLAMINI RECEIVING HER AWARD FROM THE HOSPITAL MANAGEMENT



DR. VAN HEERDEN RECEIVING HER AWARD OF BEING THE BEST MEDICAL PRACTITIONER

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## COMPETITION TIME

TWO CAKES FOR GRAB:

QUESTION 1: How can we improve our Batho Pele approach towards our patients :

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.....  
.....  
.....  
.....  
.....  
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.....

Question 2 : who do you think can be chosen as the Batho Pele Champions among the hospital staff?

1. ....
2. ....
3. ....
4. ....
5. ....

Bring the completed form to Public Relations office before 16 March 2007

## DEPARTMENTAL NEWS ( FOOD SERVICE DEPARTMENT )



### Kungesukhathi Mr. S.R. Nkosi ematasa elunguselela iziguli ukudla

Ukuqinisekisa ukuthi iziguli zethu zithola ukudla ngesikhathi wonke lowomsebezi wenziwa ngokukhulu ubuchule ngabasebenzi basekhishini khona esibhedlela , ngaphansi komphathi u Ms. T. Njoko owenza konke okusemandleni ukuthi iziguli zethu zikuthola ngesikhathi ukudla.

Kwisithombe esingenhla

kungesikhathi uMr. S.R. Nkosi ematasa elungiselela iziguli isidlo sasemini. Ngesikhathi ekhuluma nomhleli we Hospital Witness ukuvezile ukuthi uzizwa ethokozile ngokusebenza kulomnyango kwazise ukuthi usesebenze iminyaka elishumi kwi Food Service Department khona esibhedlela Itshelejuba.

Kanti futhi wakuncoma kahulu wazizwa ethokozile ngomshini wabo omuhle omusha nophephile woku grater izinto ezifana no cheese, cabbage, carrots kanye nokunye awusebenzisa ngokukhulu ukukhululeka. Kanti akawashi-yanga ngaphandle amaketela abo amathathu okuyiwona abawasebenzisayo ukubalisa amanzi ngokukhulu Ukushesha.

Uphinde wedlulisa ukubonga okukhulu kubaphathi besibhedlela ukubathengela zonke lezinsiza kusebenza , okwenza ukuthi umsebezi wabo bawenze ngokushesha kanti futhi wenzeke kalula.

## Usomqulu wamalungelo omuntu Ogulayo nokumele akwenze

- Kumele waziswe ngenqubo nemigomo yesibhedlela ethinta wena nomndeni wakho
- Ukuthola ukwelashwa okuyikho nokusezingeni eliphezulu nokugculisayo
- Ukuthola ukunakwa kwezidingo zakho ngokushesha;
- Ukwazi amagama abobonke abakusizayo;
- Ukuba nemfihlo emabhukwini akho okwelashwa ;
- Igunya lokuxoxisana nodokotela nodokotela nabahlengikazi mayelana nanoma iyiphi inkinga ngezempilo.
- Ukwaziswa ngenqubo yesibhedlela nokunikezwa usomqulu wamalungelo eziguli ;
- Incazelo ngokuthi uma unesikhalazo unga-ziqondisa kuphi kanti futhi unelungelo lokwedlulisa isikhalazo sakho uma unganelisekile ngencazelo yaso;
- Ukuboniswa ngokumele ukwazi uma uthatha izinqumo mayelana nokwenqaba noma ukuvuma ukuthola ukwelashwa ;
- Ukwelashwa endaweni ehlanzekile, egculisayo kanye nephephile;
- Ukuthola ukunakekelwa nobungani kubobonke abasebenzi
- Unalo ilungelo lokwenqaba ukwelashwa ngumuntu ongasigqokile isigqebheza esishoyo ukuthi ungubani.