2. Word from our CEO
3. Valelisa moment
4-5. Official ministerial visit
6. Strategic plan launch
7-8. New face
9-10. Signing ceremony
11. School health week
12. Clinical service awards
13. Alcohol deficiency syndrome awareness
14. Community service year
15. Izincomo
16. Move for your health
17. Editorial corner
It is hard to believe that 2013 came and went so quickly – time flies when you get down to serious business of running a deep rural hospital. At the beginning of this year, we at Montebello Hospital want to take a moment to reflect upon the successes of the past year, learn from the frustrations and challenges we encountered, give thanks to God for our blessings, while we look forward to a promising 2014. Patient care remains our priority.

The official visit of the Honourable MEC for Health, Dr S.M. Dhlomo to our hospital was a highlight for the past year. The successful event was an eye-opener into the complex working environment that is found in our health facility. The launch of the Employee Wellness programme was a major boost to healthy lifestyle of our employees. The opening of our re-named boardrooms and internal clinics gave these operational areas identity and upheld patient confidentiality.

We have acted on our commitment to involve the local community in matters of public importance. In partnership with the Hospital Board we organized the first Human Resource Summit which concluded with the reading and adoption of resolutions. The clinical departments have initiated home and school visits to enhance patient care. We have undertaken to improve the image of the hospital by launching the Strategic Plan which will be used as a compass in our management of the hospital. Emanating from the Strategic Plan is an operational programme that is aimed at inculcating our new organizational values known as the “Monty Way”.

At the end of 2013 and beginning of 2014 we had to bid goodbye to a number of community service officers (CSOs) and other employees who devoted their time and energy to serve our community with dedication. We miss them and wish them well in their future endeavours. On the other hand we have been joined by new staff members who are already showing great signs of commitment and professionalism. It is worth noting that we have received incredible support over the past year, as we have every year, from the Hospital Board. We appreciate the oversight role on the Board. Sadly, the hospital community lost a few staff members in 2013 and we wish to express our deep appreciation to their families for these employees’ contribution to public service.

In conclusion, it will be hard to top the year we just had, but we are ready to try. We have great plans for 2014.

Sincerely

Dr B.T. Buthelezi
Chief Executive Officer
VALELISA MOMENT

MRS. DUBE’S FAREWELL: FINANCE OFFICER

MS. N.C. MTHOMBENI’S FAREWELL: HR MANAGER

MRS. C.K. DLADLA’S FAREWELL: STAFF NURSE
On the 3rd of October 2013 Montebello Hospital was visited by the Honourable Dr. S.M. Dhlomo (MEC for Health) to celebrates some major milestones achieved by the institution which include celebrating the Diamond Jubilee of the Hospital, celebrating the achievement of the status of Mother Baby Friendly Initiative, launching the Strategic Plan Document 2013-2017, launching the Staff Health and Wellness Programme, unveiling the plaques of the renamed Clinics and Boardrooms, recognizing the designation of part of the hospital as an MDR-TB unit.

The theme of the day was: Montebello Hospital “Rising from the ashes of mediocrity to reclaim our past glory ”.

The first session involved the launching of Staff Healthy Lifestyle and Wellness Programme where staff members participated in the fun walk and later took part in aerobics led by the Honourable MEC and his team.

The second session involved the unveiling of the plaques for the two boardrooms- the first boardroom was named after the late Catholic Archbishop of Durban, Dennis Eugene Hurley who laid the foundation stone for the building of our hospital back in 1953. The second boardroom was named after the late Sister Dolorosa Thusi who was the first Matron of the hospital and she was also a religious sister belonging to the Dominican Congregation of Montebello.

A total of 5 clinics were opened and they include:

- HAST Clinic - Lihlithemba Clinic
- Chronic Clinic - Londimpilo Clinic
- MMC Clinic - Sakhisizwe Clinic
- PHC - Sinethemba Clinic
- Under 5 - Siyanakekela Clinic

The third session was open to the public and involved the community of our catchment area who came in numbers to celebrate with the hospital the milestone of completing 60 years in existence. The MEC for Health, Dr S.M. Dhlomo, gave a keynote address which clearly indicated our hospital does not have teething problems that require his intervention like in other institutions. He commended the management for the smooth running of the hospital which is evidenced by the conferment of the Mother Baby Friendly Initiative (MBFI) and the launch of the new Strategic Plan – which is a statement of intent for the next five (5) years. He called on the hospital to ensure that it subscribes to the five (5) key priorities of the National Core Standards (NCS). He concluded his remarks by making a clarion call to all strategic partners to play a leading role in identifying malnourished children in the community. He demonstrated the use of the MUAC band that is used to diagnose malnutrition in children and challenged the hospital to expand these services to the community.
MEC. S.M. Dhlomo with religious leaders

MEC. Dhlomo unveiling the Dennis Hurley Boardroom

Some of the operation giving the MEC a warm welcome

MEC. Dhlomo with our beautiful ushers

Ms. J.J. Mchunu, Dr. B.T. Buthelezi, MEC S.M. Dhlomo, Ms. P. Dladla, Ms. S. Dube and Mr. C.M. Ndaba at the cake cutting ceremony

We had a full house as community members came in numbers to celebrate this day with us
The Strategic Plan of any organization is a compass that charts a way forward after its members take stock of what they had been doing in the past. Following the rationalization of services and restructuring of management, we, as Montebello Hospital management and staff engaged in a similar process. It transpired to all of us that Montebello Hospital is now well poised to assume its rightful role as the premier health facility in Ilembe Health District. It has, as its core, the mission to become a caring health institution and a centre of excellence of which the greater public of Ndwedwe sub-district would be proud to be associated with. The aim of the Strategic Planning Workshop was to re-orientate staff and our strategic partners around having a client centric focus by placing the patient’s needs at the centre of all our functions. It is acknowledged that the restructuring process has been a difficult and anxious period for most people in our health facility but it was a necessity.

It is an open secret that Getting Montebello Hospital back to what it used to be is a mammoth task that requires everyone to put their hands on the deck. In the past five years there were serious shortcomings within our facility in terms of service delivery and simply put, we were not responding adequately to the needs of our patients, which today are very different from what they may have been 23 years ago when this was still a mission hospital. To sum it up, many of our services have been sub-optimal despite the noble efforts of our staff. We all agree that there is a need to for change since nothing endures but change. Change has been addressed through employment of new managers and employees, and now we can look forward to serving our patients with a revitalized and focused commitment in all our areas of endeavour. There is no reason for our institution to have no direction. This strategic plan sets a stage to rebuild our institution and make it a light on the undulating hills of Ndwedwe sub-district.

The Strategic Plan will help us to realize the need to shift from problems to solutions, shift from the past to the new, shift from silo focus to organizational focus, and give a new meaning to a statement attributed to Dr. Edward Trudeau who said in the 1800’s the duty of health professionals to patients is to “cure sometimes, to relieve often and to comfort always.” This exercise has also helped us to shift from doing things just because we have to, to doing things because they add value to our patients. The final Strategic Plan will help us to define a joint destination and an understanding how we all can work together in achieving this mammoth task recognizing that each one of our employees contributes to each operational area that, in turn, contributes to the whole facility creating an environment that makes us more effective and efficient to our patients.
They have join our hospital culture known as the "Monty Way".

Ms. A.P. Phungula
PNG

Dr. B. Bhikha
Dentist

Ms. N.P. Ngcobo
PNG

Ms. J. Fawell
Dietician

Ms. L. Sithole
NAG

Ms. L. Woods
Dietician (CSO)

Mr. M.Z. Magwaza
Radiography (CSO)

Ms. N.A. Mhlongo

Ms. N.B.B. Gumede
PNG

Ms. N.C. Shelembe
PNG

Ms. N.P. Mbokazi
PNG

Ms. S.P. Mhlanzi
NAG

Ms. T.N. Cele
EAP

Ms. T.P. Govender
Speech Therapist (CSO)

Mr. Z.C. Jele
Clinical Associate
They have joined our hospital culture known as the "Monty Way"
The Human Resource Summit will no doubt go down as one of the most successful and constructive public events in hospital to date. The summit was attended by a total of 80 delegates comprising of hospital management, Board, and leaders of various formations in the community.

The CEO opened the summit with welcoming remarks and he outlined the purpose of the summit. This was followed by a brief overview of the KZN Department of Health’s recruitment policies which was done by a representative of Human Resource Department. Delegates were divided into five commissions with the following topics:

- The KZN DoH’s human resource policies pertaining to recruitment, retention, provisioning and development of staff.
- How can human resource policies of government and private service providers (outsourced services) benefit the local community?
- Unfair recruitment practices that border on fraud and corruption.
- Two sides of the same coin: the constitutional rights of all citizens to seek employment anywhere in the country including relatives of Managers versus apparent abuse of power by some Managers who unfairly recruit their friends and families.
- How can Human Resource Department assist local learners and the youth to access bursaries and learnerships from the KZN DoH?

Delegates passionately discussed assigned topics although the centre of their discussions revolved around unfair labour practices. The commissions reported back during plenary, followed by discussions and the appointment of the Resolutions Task Team. Also stimulating were the number of ideas and suggestions that were identified as key in the drafting of resolutions.

Particularly pleasing was the number and quality of the resolutions reached by the Task Team. The final resolutions were debated and approved by all stakeholders. The summit culminated with the adoption of the resolutions which took place at the Signing Ceremony held at Dennis Hurley Boardroom on the 18th December 2013.
Dr. B.T. Buthelezi (CEO) taking the signatories through the document with Human Resource Resolutions.

Hospital Board members, Executive Management, Organized Labour, and Municipal Councillors attending the Ceremony.

Mrs. N.W. Maduna (Montebello Hospital Board Chairperson) signing the resolutions document

Cllr. T.F. Dlamini (Ward 9 Councillor: Ndwedwe Municipality) signing the resolutions document

Dr. B.T. Buthelezi (CEO): Montebello Hospital signing the resolutions document

Mr. J.M. Mkhize (Member of Montebello Hospital Organized Labour) signing the resolutions document
As the government has pledged to put the health of school children first as that school environment plays an important role in nurturing and sustaining all healthy habits.

In view of this pledge Montebello Hospital School Health Team conducted a School Health Week Campaign from the 14 of October - 17 October 2013. As part of the programme Manqoba Primary, Manzimhlophe Primary, Sogidi Primary and Qhunakahle Primary experienced a health theme week which included talks by Social Workers, Speech therapists, Dieticians, Dental Assistant and School Health Team about living a healthy life and the importance of schools becoming health promoting schools. There was also entertainment and health activities including deworming grade R learners, Grade 1 immunisation for all children who are 6 years old and the awards were given to the health promoting schools.

We are hoping to use the success of Health Week as a springboard to make a sustainable change in schools in our catchment area on all aspects of creating a healthy lifestyle with an emphasis on emotional health and well being.
In January 2013, our Medical Manager and CEO, Dr B.T. Buthelezi introduced innovative idea of rewarding service excellence to health professionals in the Medical Management Services Department in line with the Batho Pele principles. There are five (5) categories of the awards, namely:

Best Community Service Officer (CSO) of the month.
Best Doctor of the month.
Best Clinician of the month.
Best Therapist of the month.
Best Supervisor or Manager of the month.

These awards culminated in the presentations of annual certificates and trophies to the candidates in each category for the whole year. Mrs. I.K. Cele (social worker) was appointed as the Best Employee of the Year 2013. She received a certificate, a floating trophy (donated by Old Mutual) and a prize. The Senior Management team would like to thank Mrs. M. Maphanga (Pietermaritzburg Branch Manager of Old Mutual) and her team for gracing the event with her presence and for sponsoring us with a beautiful trophy.
On the 9th September 2013, the Speech Therapy unit hosted an awareness campaign for International Foetal Alcohol Syndrome (FAS) day. This was done with the hope of bringing awareness of the day and FAS to the professional staff of the hospital, as well as all pregnant mothers within the hospital. The aim was to inform all heads of units, departments and wards, that they might then in turn make other staff and patients aware of the significance of the day and the importance of abstaining from alcohol consumption during pregnancy and whilst breastfeeding baby.

We firstly held an information session on the morning of the 9th of September 2013 for all heads of units, departments and wards. The session comprised of giving general information about FAS children, i.e. the etiology of FAS in children, the consequences on their development and especially the negative effect on feeding, communication and learning. We also highlighted the link between Speech Therapy and individuals with FAS by mentioning that children with FAS often have brain and nervous system abnormalities, such as:

- Mild to moderate mental retardation
- Delay in developmental milestones (i.e. poor sucking, delayed sitting, crawling, walking and talking).
- Irritability and hyperactivity.

and that all of the above mentioned abnormalities lead to difficulties in feeding, communication and learning. We then emphasised the importance that a child diagnosed with FAS needs to see a Speech Therapist for a comprehensive assessment and further management.

Furthermore, the session was spent engaging in FAS awareness day traditions such as the “FAS knot”, “The bell concordance” and a minute of reflection.
I remember the overwhelming feeling of trepidation when I was handed my Community Service Placement ‘pack’ in the middle of my 4th year. The indecision only grew worse as I researched hospitals and Community Health Centers – calculating distances from home and finding out about the different areas. Eventually I narrowed down my choices to the top 5, and handed in my forms – and THEN the waiting started.

When I was told that I would be going to Montebello Hospital for my Community Service, I was really excited. It is a small district hospital in the Ilembe District – about 65km to Pietermaritzburg and 60km to Ballito. The nearest surrounding towns are Harburg, Dalton, Wartburg, Bhambhela, Tongaat & Ndwedwe. Montebello is surrounded by green hills and valleys which go on for days – when it isn’t misty, the view is amazing!

All of the community service therapists, as well as most of the clinical staff, stay on the property as the hospital provides accommodation. The staff are all really friendly, and everyone seems to have the patients’ best interests at heart. Our Medical Manager and CEO, Dr. B. T. Buthelezi is very excited about the potential in the Allied Health Component – he is always supportive when we bring him new ideas or requests – which is really encouraging. In fact, I was so happy at Montebello Hospital that I motivated for a permanent post to be opened, and have stayed on at the hospital.

There had not been an Occupational Therapist at the hospital since 2009, and therefore the first couple of months of 2013 required a lot of promotion of services and in-service training to staff about the role of OT. I was really lucky to have the support of other therapists in my District, as well as at Grey’s Hospital. They were always willing to take my calls and help me in whatever way they could. Don’t be afraid to ask for help – especially if you’re alone in the ‘middle of nowhere’.

If you are still going to apply for Community Service – my suggestion is that you try and contact hospitals when making your decision, as the settings can vary so much. Some hospitals and CHC’s do not have permanent staff and are run by CSO’s, while others have well established departments with a couple of permanent staff members.

I know that the idea of working in a rural hospital can seem daunting, but the experience you will gain is invaluable! For students who need to go on electives – I encourage you to spend time in settings like ours. It will give you a greater understanding of the diversity of the communities we serve, and a greater appreciation for your profession and the difference you can make – at least I know it did for me. Don’t be afraid of ‘going rural’ – you can make such a difference in these communities!

By Stephanie McMullen
Occupational Therapist
Montebello Hospital
Empilweni yami kuzzonke izibhledgelela engike ngaya kuzo angikaze
ngiphathiswe okweNdlovuka ngiswele amagama.
Nqithi uJehova anibusise anilondoloze anihlengi ngomsebenzi wenu
omuhle.
Benginesifiso sokunikhipha kwiSolezwe ngangathola indlela yokuthi
ningenza njani.

Ntombehle Ntuli

Mina ngwugogo uPhilisiwe Buthelezi ongakwazi ukuzihambela. Okungithokozisile la
eChronic uSister Khumalo uyakwazi kakhulu ukunakekela abagulayo futhi unesineke
unozwelo.
Ngicela Inkosi imqhubhe akwenze thina akwenze nakwabanye Inkosi imbuse aqhubhe
be kahle
Obhalile

Mrs. P.T. Buthelezi

Dr. Murekezi
Hlongwane
S.N. Cebekhulu
N.A. Sibiyi
Sibonga impathe abasipheyona kanye nothando abakwenzile bakwenze nakwabanye
Ababongayo

T.A. Ngidi
N. Dlamini
In achieving Negotiated Delivery Agreement (NSDA) outcome 2 “Long Health Life for All South African”. Montebello soccer & netball players as well as participants of our monthly fun walks are still doing it the “Monty Way” as they are active participants in managing their health.

The tricks to making lifestyle healthier is to make small healthy changes everyday, such as:

- Walking to someone else’s office rather than sending an email.
- Parking furthest from your office and walking or taking the stairs more often.
- Doing house cleaning or gardening.
- Cycling with the kids instead of watching TV.
Isibhedlela saseMontebello ngokuxhaswa abe-East Cost Radio kanye ne Red Cross bamukelisa abantwana base Wodini La-bantwana kanye Nesiyanakekela Clinic ( Ikilinikhi lezingane) izipho zikaKhisimuzi. Injabulo yayichichima komama nezingane ngenkathi kwamukelwa lezizipho.

1. kusukela ngakwesokudla uMphathi wase Wodini Labe-Sifazane Unskz T.M, Nxumalo, uMphathi weSibhedlela uDkt. B.T. Buthelezi, unina womntwana nomntwana othole isipho, Umphathi weWodi Lokubelethisa uNksk. D.D. Qwabe kanye noMhlengikazi osebenza eSiyanakeke-la Clinic UNkszn. Blose
2. Izikhulu zesibhedlela zivakashele eWodoni labantwana.
3. Ithimba lodokotela beseWodini labantwana benikeza abantwana izipho.
4. Injabulo kumama ethola isipho sikantwana wakhe
5. Akasafune lutho umshana ngesipho sakhe semoto.
Welcome aboard! Let’s rock this year

Greetings everyone! As we have officially rung in the new year! Now what? Like all institutions we have experienced our ups and downs in 2013 but our spirit has never changed. We are so proud of all the work we do and our passion is confirming that this year will be our best one yet!

Let’s us all do things the “Monty Way” by simple remembering simple things like:

- Wearing name tags and introducing ourselves so that our patient will know which employee they dealing with.
- Greeting and addressing the patients in a friendly way.
- Always being helpful and polite.
- Showing respect no matter how you feel or how impatient a request may make you.

*We belong, We Care, We serve*

Thank you!

Do you have a comment or suggestions for Monty News? Email us at:
sitholinhlanhla.biyela@kznhealth.gov.za

We would like to hear from you!

Find these words:

BANDAGE  HEARTBEAT  STETHOSCOPE
BLOOD  HEIGHT  STICKS
CAST  MEDICINE  THERMOMETER
CHICKEN  NURSE  VACCINE
DOCTOR  PHARMACY
FEVER  RYE