



# EZASEROMA

# NEWS

## SPECIAL EDITION

June 2018



### Inside this issue:

- History of St. Mary's Hospital.....1.
- Word from the new CEO.....2-4.
- New Nursing Manager.....5.
- Hand Hygiene Campaign.....6.
- Mariann Wing & Farewell Function.....7.
- 2018 Graduates & Rewarding Excellence.....8.
- Nurse's Day & Mom's Embrace Day .....9.
- Thanks Giving Holy Mass.....10.
- Pastoral Care Services in the absence of EAP and Clinical psychology services.....11.
- Blood Drive & Fun walk.....12.
- Editor's Corner.....13.



**History of St. Mary's**

*READ MORE ON PAGE 1*



**Fun walk...**

*READ MORE ON PAGE 12*



**Thanks giving holy mass...**

*READ MORE ON PAGE 10*

## “ROMA” IS STILL PROVIDING HOLISTIC, CHRIST-CENTERED HEALTHCARE SERVICE TO THE COMMUNITY.

St. Mary’s Hospital known as “Roma” was built in 1927 by a group of Trappist monks who arrived in South Africa in 1882. It is a 200-bed, Level 1 District Hospital serving a population of approximately 1 million and a referral Hospital for about 16 provincial and municipal primary healthcare clinics as well as 2 community health centers (CHCs). This former Semi Private Hospital was rescued by the KwaZulu-Natal Department of Health (KZN DoH) in October 2017 as it was about to be closed down due to financial distress. St. Mary’s Hospital is the only district hospital in the area and services community from Cato Ridge, Inchanga, Mpumalanga, Hammarsdale; Shongweni Dam, KwaNgcolosi, Waterfall, Molweni, Gillitts, Hillcrest, Stockville, Kloof, Mpola, Tshelimnyama, Mariannahill, Pinetown, Ashley, Wyebank, Clermont and New Germany.

The number of patients seen in the hospital has increased drastically since the takeover. The 90-year-old hospital is now seeing ± 1450 patients a week in the Out Patient Department. The community and the staff are so far enjoying being part of KZN DoH. One of the patients **Ms N.M.** was interviewed she said:



“We are very pleased with the government’s intervention. Most of us come from poor families and it was very difficult for us to come to the hospital because the hospital costs were very expensive. We are now benefiting from this hospital as the costs have been reduced”.



The mission of the hospital has not changed, it’s still says: “As a district hospital we provide holistic, Christ-Centered healthcare to our communities. This is attested by the Client satisfaction survey which was conducted on the 5<sup>th</sup> March 2018. This survey focused mainly on the six key priorities: Values and staff attitude, Infection Prevention and Control, Cleanliness, Availability of medicine and supplies. St Mary’s Hospital scored 93 % in the Values and staff attitude meaning that St Mary’s is still maintaining the excellent service and positive patient experiences.

The hospital is still experiencing shortage of key personnel from clinical to non clinical, such as M & E, Quality Assurance Manager, MCWH, Assistant Nurse Manager, OHS, OHN, Safety Officer, Waste Management Officer, EAP, the list is exhaustive, however our sincere appreciation goes to the nearby hospitals like Hillcrest hospital, St Aidens, R K Khan who assist with skill and personnel.

The government has done an exceptional job in saving this hospital. The employees are now free from the fear of losing their jobs. This has also helped the hospital in maintaining its performance because the patients are benefiting from the hospital and they are happy about the services rendered in the hospital.



Support visit by Honourable MEC Dr Sibongiseni Dhlomo after takeover .

CEO: Mrs. P.B. Mgobozi



Reaching a milestone of 9 months as a neophyte of DOH.

Transitional period has never been easy, issues of uncertainty, change dynamics introduction of new policies and prescript has been a cultural shock for all of us. We are grateful that we have managed to mitigate some of the challenges, though it's still a long journey to go. We are steadfast positive that the rest of the months towards a year will be utilized efficiently to grasp the concept of being DOH hospital.

Within this period we have managed to identify key challenges which are aggressively addressed:

1. High congestion in OPD due to unavailability of empty beds in the wards.

Hospital Management is pleased to announce a step towards decongesting OPD. Mariannwing section was identified to be utilized as a short stay ward whilst waiting for a bed. Patients will be nursed by qualified staff in a comfortable environment instead of lying on stretchers. Relatives will be relieved off pressure of waiting in OPD.

OPD will be able to focus on OPD functions.

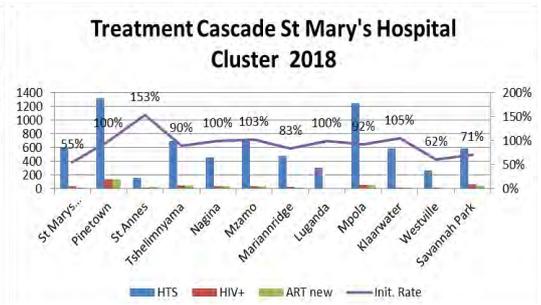
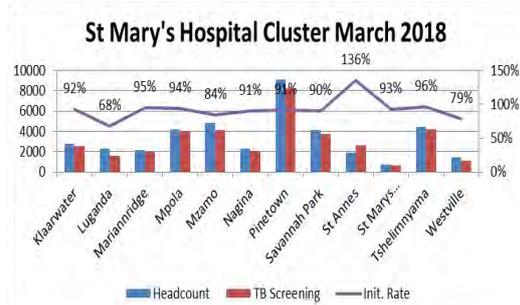
This will reduce Patient Safety Incidents (PSI) occurring in an OPD due to insufficient staff to look after those patients.

2. Functionality of Nerve Centre:

The involvement of management in Nerve Centre functioning has assisted in improving outcomes not only for St Mary's hospital but the surrounding Clinics.



Staff Imbizo



3. Long waiting times in OPD:

Monitoring of waiting times and client complaints has assisted in formulation of QIP on WTST. It has started to yield positive results through putting systems in place and interventions of improving.

Client response has started to improve on compliments, though challenges are still marked. QIP is monitored.

4. Staff Imbizo:

Change has caused a lot of uncertainty and low staff morale amongst staff. Staff Imbizo took place on the 05 June 2018 where orientation and discussions took place.

Staff had an opportunity to meet new Management, shared the hospital vision and Operational plan. They were also given opportunity to ask questions and suggestions for the way forward.

5. Absence of the Hospital Board:

Posts for board members were advertised. The hospital has completed the process of recruitment and submitted to the office of the MEC for appointment of board members. We are confident that the first meeting will sit in the next quarter. The institution is also reviving all committees through required appointments and terms of reference.

# CEO REPORT CONTINUES.....

Visit by Dr Imran Keeka, MPL DA:

Dr Imran Keeka is the member of legislature Portfolio Committee. On the 17 May 2018 he visited the hospital following a negative report on News 24 with regards to shortage of supplies.

St Mary's Hospital is in the process of adjusting to DoH Supply Chain regulations. This transactional phase came as a shock to some of us, leading to frustration, anger and dismay. However on-going orientation of staff at different levels is taking place. Understanding the process of stock requisition from DoH contracts by buying what is available as compared to choosing product of choice is gradually being understood by the staff.

Supply Chain Department is working hard to ensure that issues of deviation, irregular expenditure, fruitless as well as Asset Management are monitored. We are hoping by the end of the financial year, we would all have adjusted.



## Intersectoral Collaboration

The institution is reviving engagement with other sectors in order to improve access. Meetings have taken place between hospital and private nursing college, on issues of aligning nursing training and education with clinical practice. On-going engagement with SAPS on dealing with social ills such as rape cases, Forensic Cases etc. EMS head Mr Njapha has supported the institution through continuous engagement with hospital in order to reduce challenges of patient movement.



St Mary's Management with SuperClean Staff



Meeting with THINK representatives



Meeting with Nursing College



# CEO REPORT CONTINUES.....

## Hospital Efficiencies

Since the takeover, numbers have increase drastically leading to an abnormal ratio of staff patient.

Efficiency indicator:

Performance Indicator	Aug	Sept	Takeover	
			Oct	Nov
Bed Occupancy rate	56%	55%	60%	64.00%
Average length of stay	4.28	4.28	4.53	4.51
Total no. of Admissions	889	815	1011	1011
Total no of beds	200	200	200	200
Total no. of usable beds	165	165	165	165
Total no. of OPD and St.Annes H/C	5885	5384	6757	7103
Total no. of Deliveries	372	374	357	376
Bed turnover rate	4.08	3.88	4.11	4.27
No. of operations performed	476	470	466	535
Death Rate	4.72%	3.31%	4.85%	6.53%

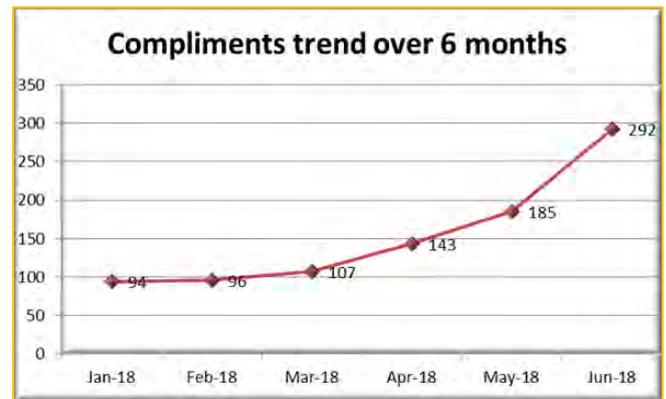
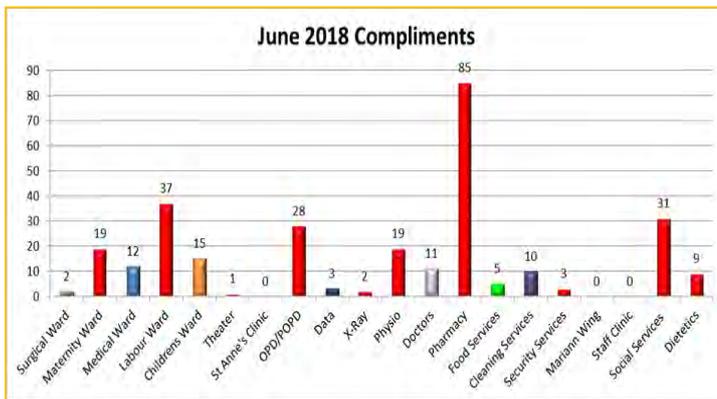
Poor IT connectivity:

The hospital is not completely connected. Issues of Persal and BAS are causing delays in capturing.

Poor access to intranet leads to delays in responding thus not meeting deadlines.

Despite the above mentioned challenges, the hospital is receiving compliments on the good work that is done

Compliments graphs comparing months:



## MEET THE TEAM SHE IS SHARING THE SAME VISION WITH:

**MEDICAL MANAGER**



**DR B. T. BUTHELEZI**

**DEPUTY MANAGER:  
NURSING**



**MRS. F. E. DLAMINI**

**FINANCE MANAGER**



**MR S. MTHETHWA**

**HUMAN RESOURCE  
MANAGER**



**MRS P. NAIDOO**

**SYSTEM MANAGER**



**MR C. VAN DER MERWE**

# MEET OUR NEW NURSING MANAGER



**Mrs F.E. Dlamini**

## 1. PRO: Tell us about yourself

DMN: I am Mrs Dlamini the old Nurse, who started her career in 1996. I have worked on all Departments but mainly focused on Surgical & Orthopaedic Nursing I specialised in Orthopaedic Nursing Science while working in this section.

I matured at King Edward and got promoted to Senior Prof Nurse (SPN) and Chief professional Nurse(CPN). In 2005, I requested a transfer and moved to Hlengisizwe-CHC. In 2006, I was selected to enrol for a Diploma in Primary Health Care. In 2007, I resigned from the Department of Health and was appointed by Medical Research Council (MRC) that was mainly doing HIV Research in Zulu-Land (Kwahlabisa). In 2008, I was appointed by UKZN (Caprisa) as a Research Nurse still specialising in HIV. In 2011, I re-joined the Department of Health at Richmond Hospital as Clinical Co-ordinator-Quality Assurance. In 2014, I was appointed as Monitoring and Evaluation Manager at EG & Usher Memorial Hospital in Kokstad, where I have served for over 3 years before getting appointed by St Mary's Hospital as Deputy Manager Nursing.

## 2. PRO: What can you say about being a Nursing Manager in this Institution?

DMN: I am very excited to get this position, what I have since established, is that there's a lot to be done in terms of the re-orientation of the staff into the Department of Health Culture, Policies and Practises because we are coming from a Private setting. The way of doing things from the old St Mary's is different to the Department of Health, there's a lot to do in this journey of delivering Health service in Public setting.

I won't say that I will do things differently because Nursing is the same whether it a Private or Public Institution, it just that culture of these two entities slightly differ but Nursing as a Profession does not change.

## 3. PRO: What are your ambitions about the Nursing Department?

DMN: I would like my Department to be rated the best in the world.

I want my clients to receive the best care when they are admitted.

I prefer receiving more compliments than complaints particularly towards staff attitude.

I would like to provide an enabling environment for my staff to perform at their best.

I would like to develop good relations with internal and as external stakeholders to enable access to quality Healthcare.

I would like St Mary's Hospital to receive as many Awards as possible on good practices.



# HAND HYGIENE CAMPAIGN

St Mary's Hospital hosted the Hand Hygiene Campaign on 15 May 2018 at OPD foyer to encourage staff and patients to wash their hands regularly to prevent spread of infection.

Mrs T. Nyandeni Mbele IPC outlined the purpose of the day, staff and patients were encouraged that before performing any duties they must wash their hands at home or at workplace. She also educated them on how to wash hands and when to wash hands in order to prevent spread of infection in public. They all understood that effective hand hygiene plays a key role in a healthy lifestyle.

The event was one of the best as the staff shows their talents by singing songs, do role plays, dances and had posters "Wash your hands and protect cross infection".

They were awarded with certificates, the 3rd prize-St Anne's Clinic, 2nd prize-Children Ward and 1st prize awarded to Out-Patient Department. The Department that took the first place was also awarded with the cake to

thank them for their participation and team work.

St. Mary's Management would like to thank Mrs. T. Nyandeni-Mbhele for conducting such a successful event and all departments who participated in this competition.



the CEO and the Nursing Management handing over cake and certificate to OPD Staff "Izikhokho zosuku" for being in first position.

1. The lady behind Hand Hygiene Campaign (Sr Nyandeni-Mbhele : IPC) .
2. Well composed Maskandi Hand Hygiene song by Children's Ward.
3. Play by OPD staff
4. "Umbholoho" by St. Anne's Clinic.
5. Hygiene play part 2 by OPD.
6. Staff presenting themselves as dangerous gems .
7. CEO Mrs Mgobozi and Nursing Manager demonstrating hand washing steps.

## OPENING OF MARIANN WING WARD

As part of de-congesting exercise patients were moved from OPD to occupy 35 beds in the Mariannwing Ward. This decision has helped to minimize congestion in the Outpatient Department (OPD) and assisted the hospital to comply with the National Core Standards (NCS). Further reconfiguration in the OPD has resulted in the free flow of patients and better management of casualty patients and those patients that are kept for review. The Hospital Management commends the collaboration between different stakeholders (nurses, doctors and other professionals) to ensure a seamless implementation of this movement of patients.



Nurses with the patients enjoying their stay in the new ward.



Mariann Wing staff members who are very fond of their work .



These two patients were the first patients who were admitted to this ward and both said they were very happy with the changes and were very grateful to the Hospital Management for the change.



Our beautiful and comfortable beds.



## A FOND FAREWELL FUNCTION FOR THE ACTING CEO

On this day the 3rd May 2018, we bid farewell to our dear mother Mrs B Mtshali, who has been a great help in our hospital after the takeover.

It was a great honour having Mrs Mtshali as our Acting CEO and we have learnt a lot under her guidance. The patients also benefited from her because she has that special skill of caring for patients, listening to all their problems and being able to deal with all their difficulties.

We are delighted for her support and the time we have spent with her. We wish her all the best for the future.

### Ixoxwa ngozithombo



Celebrant: Mrs B. Mtshali





# 2018 GRADUATES



Mrs P.B. Mgobozi ( Chief Executive Officer)  
Recently completed her Masters in Medical Science



Mr. P.B. Gumede (X-Ray Manager)  
completed his B-Tech in Ultra Sound



Ms S. Biyela (HR Supervisor)  
completed her Diploma in HR Management

Bravo, you did it! **Congratulations...**

What an exceptional day, we are very happy for our 2018 Graduates as Nelson Mandela said: “Education is the most powerful weapon , which you can use to change the world.”

This goes to show that there’s no bounds to what you can do if you keep believing in yourself.

**Congratulations** on your well-earned success. May you always dare to do great things with your life.

## “YOUR EFFORTS ARE NOT IN VEIN...”

Through complaints, compliments & suggestion boxes available in all operating areas it was much easier for the Team to be able to identify staff who have performed their duties with diligence and commitment:

### Employee of the Quarter



MRS J.R. MNGUNI (ENA) has received more compliments from patients .

Department of the quarter title goes to Physiotherapy Department for receiving more compliments more than other department for the past 4 months.

### Employee of the Moment



On the 15th June 2018 there was a huge backlog of patients who were seen after 4 by the doctor and most of those patients needed to be done X-Rays. Mr Saziso Nondalane (Radiographer) was asked to return from his way home and he humbly returned to the hospital and assisted all patients who needed his help.

### All-rounder



Ms Thobekile (Porter) goes an extra mile, beyond the call of duty to assist in OPD.



# NURSE'S DAY OF PRAYER

May is a month where nurses commemorate the day with a lighting of a lamp in remembrance of Florence Nightingale as a creator of modern nursing. In ancient days, Florence Nightingale used to care for soldiers that have sustained injuries in the war; she used to visit them in the tents at night carrying a small lantern in her hand. She cared for the sick not for any monetary incentive but it was for the good and coming from the heart as a calling.

This act is being remembered to revive the spirit of humanity to nurses of today and instil the values of caring. It is safe to say even today, there are still nurses who are following the culture of caring and going an extra mile beyond the call of duty.



Nurses at St Mary's honouring this special day.



Inspire Innovate Influence

## MOM'S EMBRACE DAY

On the 14 May 2018 St Mary's Hospital post natal ward, nursery as well as the border mothers were pampered with gifts by the St Mary's Nursing College midwifery students who wanted to give back to the patients, since it was Mother's Day that Sunday. The aim of this visit was to honour all the women who had given birth.

Each unit they visited, they started their brief program with a song followed by congratulatory messages, there after gave important health information that every new mother required, which included breastfeeding, immunizations, cord-care and taking care of the mother herself following the delivery. The mothers were given an opportunity to ask questions and then were showered with various gifts for the mothers and the baby.



# THANKSGIVING HOLY MASS

The thanksgiving holy mass was hosted by the Missionary Sisters of the Precious Blood (CPS) at St. Mary's Hospital Chapel on the 18th May 2018. The aim of this Holy Mass was to thank everyone who participated in improving health and the well being of families around the area since 1927 when the hospital was established. This holy service was presided by Cardinal W. Napier, OFM.

This event was honored by the St. Mary's Hospital Management and staff members, community members, Inkosi Bhekamanganga Shozi, the local council (Cllr Sfiso Ngcobo), representative from the Office of the MEC for Health and Mrs Penny Msimango (Ethekwini District Manager).

The programme director Mrs. Pelako welcomed the first speaker Bishop Cardinal Wilfred Napier and in his speech he said that he hopes that everyone who got helped in this hospital will keep the testimony living forever in their lifetime and should thank the Lord for sisters and doctors who gave up everything for them. He continued by saying that the aim of opening this hospital 100 years ago, was to practice what Jesus preached which is "helping others" by simply providing healthcare service and spiritual support service.

Mrs. Penny Msimango (District Manager) delivered the speech on behalf of the MEC and thanked all the sisters for the work that they have done in bringing change in the lives of KwaZulu-Natal people.

Inkosi Bhekamanganga Shozi, indicated that he is one of the people that were born in St Mary's Hospital. He recognised the work that was done by the sisters as well as the Founders of the hospital. He further stated that the hospital is doing an outstanding job and will continue serving many communities.

Mrs. P.B. Mgobozi, the new CEO also thanked CPS sisters for the good work that they have done, she then promised that the hospital will sustain the caring culture that has been instilled. She ended up by emphasizing that the hospital will still maintain the working relationship with the CPS sisters.

In conclusion Cllr Sfiso Ngcobo agreed with all the speakers by saying that the hospital is doing a remarkable job and the government will continue assisting the community.

Then there was a sacrament service for all members present and the Cardinal closed the service with prayer and worship



1. Singing & dancing : rejoicing in the Lord.
2. The sermon begins...from left : Fr Cas, Cardinal W. Napier, OFM and Very Rev. Fr. Bheki Shabalala
3. St Mary's Management taking part in the service.
4. The Catholic Bishops who participated in the service.
5. Mrs Mgobozi receiving a candle for luck.
6. Message of support by Cllr Sfiso Ngcobo
7. Mrs Mgobozi delivered a speech.



Sr Eugenia Ntombela

Pastoral Care Officer

1. Tell us about yourself.

My name is Sr Eugenia Ntombela (CPS), a Missionary Sr of the Precious Blood in Marianhill. I am a sister in religion and Nursing Profession. I am a Roman Catholic by Religion. I started doing Pastoral Care Ministry in November 2016.

I come from a stable home background, where "UBUNTU" principles were taught, practised and fostered. This Ministry is a blessing for me, when I deal with people I do it with all my heart.

2. Tell us about your job

I specialise mainly in screening of spiritual problems related to HIV and counselling.

The advantage is that patients are receptive to help. I am able to reach out to young people. I feel empowered, enriched and uplifted from helping people in distress.

What fascinates me in this area is that compared to olden days young people don't get as much support nowadays from their parents since they are working and vice versa. Psychological needs are not met. It interests me when I ask them "how do you feel?" They open up spontaneously. This clearly demonstrates the dire need to speak up their problems and be listened to. This care has been conducted in the previous dispensation of St. Mary's Hospital, and it was found to be the great assistance to the holistic care of both patients and staff. The present management also is willing to continue with such.

Apart from the latter, the following are the church services:

Holy Mass - Monday to Friday ( Morning at 6n o'clock by Rev. Fr. Casmir Paulsen (C.M.M.)

Distribution of Holy Communion to Catholic Patients

Pray for all the sick and the dying

Anointing of the dying where applicable.

What challenges are you facing?

Listening to confidential issues is challenging because at some point it drains you and as much as you are qualified but you end up you yourself requiring counselling also. I deal with mothers in maternity ward who have lost their babies before time or when there are sexually abused and need counselling.

I like to reach out to everyone but the numbers are overwhelming.

3. What keeps you going?

So far, I am well equipped a sister by religion (nun), Nursing Profession and a well-established home background. My task is to deal with pain and healing as well as to spread the word of God to everyone regardless of their race or age. I assist all women who (lost their babies) in cases of grief in general Psychological Counseling (by a social worker) and spiritual in order to reduce the like-hood of medical litigation. Juvenile Pregnancies and the amount of miscarriages frustrate most.

4. What is your greatest accomplishment?

My greatest success is seeing a positive outcome after serving the people. It is enriching and inspiring to see that the session was successful



Sr Eugenia in action.....

## BLOOD DRIVE

St Mary's Hospital has more than 30 regular blood donors who are committed in donating blood 4 times a year. This year's first Blood Drive was on 21 May 2018. St Mary's Management would like to thank all the staff member who have donated their blood and also encourages more staff to join the next Blood Drive and give the gift of life to does who are in need.



## FUN WALK

In Achieving Negotiated Service and Delivery Agreement (NSDA) outcome 2 "Long and Healthy Life for all South Africans", St Mary's Hospital conducted a Fun Walk on Friday, 25<sup>th</sup> May 2018 and all employees changed their work uniforms to sport gear.

The Fun Walk is organised on a Monthly basis. All participants started at the Hospital's Main Gate to the Monastery and back to St Mary's Hospital.

There are many benefits to regular exercise and maintaining fitness. The purpose of this exercise is to increase energy levels, improve muscle strength.

In addition, the Fun Walk exercise develops strength which makes everything easier and allows you to have more energy. The event was a great success and thanks to all employees who participated in the walk.



## IXOXWA NGEZITHOMBE



## COMRADES MARATHON

St Mary's Hospital staff would like to congratulate staff members who participated in Comrades Marathon.

Reginald Mbutho

You have made us proud!!!



Khulani Gumede



**ZAMA BIYELE**

**PRO**



Greetings everyone!!

This publication does not contain all that has happened in our hospital but it is just an introduction for a 9 months old DoH's District Hospital.

St Mary's Hospital aspires to provide excellent service in line with National Core Standards. We are on a constant campaign to record an increase in the number of compliments attributed to the institution and a decrease in complaints.

**MESSAGE OF SUPPORT:**

Let us keep up the excellent service rendered to the patients and where there were hiccups let us learn from them and arise above all obstacles, keeping in mind our main priority and that is fighting disease, fighting poverty and giving hope. Achieving our institutional objectives can only be achieved if we work together and understand that we are one organisation, each department is depending on one another and mostly our patients and community are depending on us, therefore let us move away from working in silos and work together towards common goal, to be the trusted institution offering best medical care and great place to work for.

**MEET MOTIVATED & DEDICATED PR INSERVICE TRAINEES**



My name is Hlengiwe Ngongoma, I was born at Montebello Hospital. I am currently studying towards National Diploma: Public Relations Management at UNISA. I started my in-service training in March 2018 at St. Mary's Hospital and got warm welcome from the CEO and staff. I am enjoying my stay at St Mary's Hospital under the guidance of my supervisor Ms. Zama Biyela Public Relations Officer (PRO) and hope to gain experience and exposure to PR & Communications.



My name is Nomfundo Mbali Zuma. I am 25 years old currently pursuing a career in Public Relations Management. I completed my secondary education in Queens burgh High. I am smart, I work well with others, I am easy to talk to, I am focused, I pay attention to detail and I am very good at listening and putting people at ease, this allows me to deal efficiently with difficult situations. I enjoy being around different types of people and I like to challenge myself to improve in everything I do and I am super excited to be here. can adapt in any kind of environment. My flexibility is my biggest strength which makes me handle any kind of situation. I enjoy work that challenges me and pushes me to think outside the box. I am interested in gaining as much experience as possible from St Mary's Hospital and also add value to the institution. Thank you Zama Biyela (PRO) for giving me this golden opportunity to gain valuable work experience and enhance my productivity in Public Relations & Communications.



My name is Vikani Njoko, I am from Hammarsdale. I am currently studying towards National Diploma in Public Relations Management at Central Technical College. I joined St Mary's Hospital on the 5th March 2018 to gain experience and exposure in PR field.

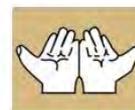
I am determined to do well during my training and determine to have a successful career in Public Relations as well as make the hospital I work for more competitive. I believe in success through hard work and dedication. My motto in life 'if you want something, work hard and you will achieve it, there are no short cuts.' I enjoy life to the fullest and love humour. I am a progressive thinker and respect each person's space and values. I am quiet easy working with, optimist, mature, candid with integrity and cope well when the going gets tough. Everyday I work toward improving myself and my skills which is part of maturing and becoming better at what I do. I am very grateful for the opportunity that St Mary's has given me, excited and looking forward to impacting knowledge and skills that will help brighten my career and professional life.



**WE CARE:**  
It's about caring for people we render services to



**WE BELONG:**  
It's about working together as teams with colleagues



**WE SERVE:**  
It's about going beyond the call of duty

# ACKNOWLEDGEMENTS



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