



Townhill Talks

NEWS

June to December 2018

MESSAGE FROM THE OFFICE OF THE CHIEF EXECUTIVE OFFICER

Greetings

Welcome to the last edition of "Townhill Talks". We are almost at the end of the year. This is the time when we retreat to the comfort of our families to figuratively charge the batteries. One hope that next year we will return to work with renewed vigour and consequently be more productive.

It is the time of the when we take stock of what happened in the last eleven months. This calendar year has been eventful and also very difficult for everyone in the department, generally, and for Townhill hospital, in particular. The financial climate in which we have been operating has been hostile. The Townhill budget allocation did not take into consideration our financial needs. Except the minor increase of the compensation of employees (COE) the budget did not increase, inspite of the inflation. The issue of the vacant posts that could not be filled remained with us. However, in spite of all these challenges and many more the hospital managed to continue rendering quality services. Well done to everyone who contributed!

Colleagues, we might forget many things that happened this year but let us not forget promulgation of NHI bill and everything around it. Though and by NHI the government of the day want to ensure that every South African citizen has access to healthcare, the socio-economic status of the citizen of this country must not determine whether a person get health care or not. This is a programme or project that will change the landscape of health care industry drastically, hopefully for the better. It is regrettable that many people, including health care professionals, have doubts about it. Too many South African have succumbed to death because they could not afford healthcare. That is a low down dirty shame in country like South Africa. Access to health care must not be determined by whether a sick person has got money or not. It is a basic right. There was a big workshop for UMgungundlovu facilities that was conducted about the NHI bill. CEO's were tasked to workshop their staff. I was heartened by the turnout when I conducted the workshop for Townhill hospital staff. That was not the end of it. Mr Hlongwane, the PRO and his intern together with me went to kwaNxamalala hall to workshop members of ward 3 war room about NHI. Judging by the questions asked, it became clear to me that vast majority of people are looking forward to NHI.

NHI is bringing many challenges as we prepare towards its official launch in 2026. One of the important changes to towards NHI is the creation of statutory body called Office of the Health Standards (OHCS). This body is charged, mainly with certifying and inspecting every health facility both public and private. The OHCS will rely a lot on adherence to Norms and Standards when inspecting certifying facilities. The Norma and Standards have been replaced by the National Core Standards. It is worth mentioning that the Norms and Standards have been given the status of a legislation which mean that facilities MUST adhere to them otherwise they are committing crimes.

Townhill hospital has majestic buildings. The architecture of our buildings make many people envy us. Because our country wants to preserve this beautiful heritage, buildings like our own hospitals are Heritage buildings and protected by Amafa, provincial heritage agency. Everything, unfortunately, come at a price. One of the disadvantages of being



Hospital CEO Mr N.R.Hadebe

a Heritage building is that if there is a damage to the building that needs to be repaired Amafa must be involved and give its blessings. The process of getting approval form Amafa to repair a building is a painfully slow slow process because it involves consultation of experts. It is the reason why the damage that was caused by the hailstorm in 2015 is being repaired now! The repairs have caused a lot of havoc in our hospital. Many wards had to move from their wards to another wards and back to their original wards. I know a ward that has moved, at least, four times. This great inconvenience is regretted and we appreciate your understanding. I hope that our patients understood too.

Townhill hospital bed utilization rate (BUR) is disappointing. With all the resources that we have we are not supposed to fail to reach our target that we set for ourselves in our operational plan. In terms of our current BUR, we are not efficient. Given the budgetary constraints that the department of health is facing, being inefficient is tantamount to a crime. There are many reasons for low BUR but the matter of many placement patients or patients that we cannot discharge because they have been rejected by their families are some of reasons for low BUR. I January when everybody is back we need to hold an indaba that will come up with solutions.

In closing, let me take this opportunity and thank people that have been sending messages of congratulations. That was heart-warming! It makes one believes in himself, even more

Lastly, I wish everybody a merry Christmas and a prosperous 2019. Let us be responsible during this festive season and not contribute to he carnage on the road. South Africa need all of us in making her healthy nation

TOWNHILL HOSPITAL HERITAGE DAY



TOWNHILL HOSPITAL STAFF DURING THE HERITAGE DAY EVENT

Heritage day is an important day in our Country in the South African calendar , whereby all South Africans celebrate the day by remembering the cultural heritage and diverse cultures.

On the 10th October 2018 Townhill Hospital Commemorated this day under the theme “ **The Year of Nelson Rolihlahla Mandela: Advancing the Transformation of South Africa’s heritage landscape**”. The event was held at the gym hall which was packed into capacity.

The programme kicked off with the prayer where Mrs Mbambo requested Almighty to bless the function. Hospital CEO Mr Hadebe opened and welcomed each and everyone who attended the event and outlined the importance of celebrating this day. Mr Hadebe emphasized that as South African we need to be proud of our cultures. He also said that we need to respect each others cultures and try to learn other people’s cultures. Mr Hadebe told the audience that for us as South African to know our cultures we also need to know where we come from. “If we do not know where we come from we will never know our cultures” said Mr Hadebe.

The purpose of the day was done by our nursing manager Mr M Ntombela who outlined how this day came about and what is exactly the meaning of this day. He reminded the Audience that as much as we celebrate this day in order to acknowledge

our cultural heritage and diverse cultures it is important to know how this day started.

Sukuma Gospel Group drove the audience crazy with their songs entertaining songs as well as traditional dance.

At the end of the functions different dishes for different cultures were served. Head of the cow (inhloko), tribe(isisu senkomo) as well as steam bread (Idombolo) was served for served for the Africans, pickled fish for Coloured community as well as breyani for the Indian community.

It would be injustice not to thank the sponsors of the event who made this function possible by sponsoring five heads of cows, breyani ingredients as well as pickled fish ingredients for the Coloured community. Above all thank you so much to the organizers and the entire audience who attended the event.



Hospital CEO Mr R Hadebe opening and welcoming the guest



Nursing manager Mr Ntombela doing purpose of the day





FIGHTING DISEASE, FIGHTING POVERTY, GIVING HOPE

TOWNHILL HOSPITAL SERVICE EXCELLENCE AWARDS

Encouraging Innovation and Rewarding Excellence is one of the Batho Pele principles which aims at motivating, recognizing and appreciating all those individuals and departments who have excelled in their duties and even went extra miles in service delivery. This sort of exercise does not only recognizes those who have done well but it also encourages those who are still underperforming that it is possible. Townhill hospital Quality Assurance and Infection Prevention and Control departments recognized all those departments which excelled in these two departments. Various awards were issued to different wards and departments as a token of appreciation for their efforts in their respective departments. The guest speaker of the day was who talked a lot about the importance of this day and



From L to R: Ms Durjan, Ms Salzwedel, Assistant Director for Mental Health Mr Ruthanum and Ms Mbongwa

what does it mean to the public servants. Mr Ruthanum also told

audience how this day came about.



Finance Manager Mr K Ndlela receiving an award for finance

The recipients of the IPC awards: Pharmacy received certificate of achievement, Uitsig A received cleanest ward of the year, Uitsig B: Hand Hygiene champions, Pharmacy department: cleanest depart, Outpatient dept.: Best hand Hygiene initiative, OT dept: Best department in maintaining IPC standards, Uitsig E/F: For scoring 100% in antibiotic usage compliance, Hillside: For scoring 100% in antibiotic usage compliance, Impala H: Consistency in maintaining IPC standards, Impala G: Best ward in maintaining IPC standards, Main kitchen: Continuous support of IPC department.

QA awards were: Health technology: 100% National score standard (NCS), Records and archives: 100% NCS, Security services: 100% NCS, Public areas: 100 NCS, Entrances and Reception: 100% NCS, Transport: 100 NCS, Therapeutic support services: Occupational Therapy: 98% NCS, Pharmacy: 96% NCS, Waste Management: 96 %v NCS, Laundry: 96 % NCS, CEO: 96 % NCS, Main kitchen: 96% NCS, Occupational health: 100% NCS, IPC: 100% NCS, Impala G: Best implemented QIP, Pharmacy: Best QIP dept, Uitsig E/F: Batho Pele champions, Hillside D; Quality champions, UITsig G&H: Most improved ward, Human Resource dept: Most improved dept.: Hillside C: Safe space champions, Impala H: Best improved section in NCS, CAU: Best implemented ward programme

THE FOLLOWING PICTURES TELL THE ENTIRE STORY OF THE EVENT



FIGHTING DISEASE, FIGHTING POVERTY, GIVING HOPE

TOWNHILL HOSPITAL EDUCATES THE COMMUNITY ON NHI



These are people who were part of the war room where Hospital CEO Mr Hadebe educated them about the importance of NHI

The concept of empowering the community with knowledge is one of the fundamental objectives of the government of the day. It is the primary objective of our government to better the lives of the people of South Africa through various initiatives. One of those objectives is to ensure that the health system of this country caters for all citizens irrespective of their financial status. The status quo of the current health system discriminate against all those who are financially disadvantage and poor.

It is for this reason this government introduced the National Health Insurance (NHI) which aims at ensuring that people get the best health care services irrespective of their financial status.

The national department of health gave a directive to CEOs of the health facilities to educate their communities about the importance of NHI and also allow them to give input as to what is it that need to be considered before the project is implemented.

Townhill hospital also played its role in ensuring that the community is made aware of this project and give them an opportunity to have an input. Townhill hospital team led by hospital CEO Mr Hadebe visited Sweetwaters community under ward three in order to educate them about the importance of NHI. The team was welcomed by ward councilor Mr Madlala who introduced the team to people who attended war room.

Our hospital CEO Mr Hadebe explained to the audience that the purpose of the outreach is to educate

public about the importance of NHI and also allow them to have an input before a final draft is made. After Mr Hadebe had finished his presentation he gave an opportunity to the public to comment and ask questions pertaining to the NHI. Some people recommended the NHI because sometimes people are not treated well in some health facilities, they believe NHI will somehow change the attitude of the staff. One gentleman said that he has heard some people saying NHI will never materialize because government does not have money to support NHI, he said people were saying the same thing with free education but here we are today with free education. He believes that NHI is reality and it will help so many people. They also commended the government for coming up with this NHI project. They also suggested that the government should up the tax for those who earns a lot of money in order to finance NHI. Others asked whether NHI will also benefit national foreigners since they also go to our public health institutions. There were also concerns about the youth pregnancy which takes a lot of budget when they go to health facilities. Mr Hadebe responded to some of their concerns and promised that all their concerns will be referred to the department of health for consideration.

TOWNHILL HOSPITAL TAKES PART IN THE KZN MENTAL HEALTH WALK



TOWNHILL HOSPITAL STAFF BEFORE THE MENTAL HEALTH WALK

On the 7th of October 2018 KZN Mental Health Advocacy group organized an annual KZN Mental Health Walk with the aim of raising awareness as well as ending the stigma towards people living with mental illness. The Mental Walk took place at the Durban Beachfront. Townhill hospital was so proud to be part of that campaign.

Even though the event was held on Sunday Townhill hospital staff came in numbers to make sure that the event is a success. To ensure that the message gets across all people of KZN, the organizer's invited both electronic and print media houses like SABC news, Daily news as well as radio. It was wonderful for patients, family members, professionals, private and public sector to come together for this important course. Its is only through uniting together that

Its becomes possible for mental health to be recognized for its far reaching impact on the general wellbeing of people across KZN. Considering the high rate of suicide and depression including huge treatment gap in mental health, it is so important to keep mental health on the public agenda. The walk was done entirely on donations and sponsorship, proving that collective action and collaboration can make a difference.

Townhill hospital management would like to

Commend and acknowledge all those Townhill hospital staff members who represented Townhill on the walk. Hospital management acknowledges that most of you were officially off duty on that day since it was a weekend, but through your commitment and dedication you never complained.



FIGHTING DISEASE, FIGHTING POVERTY, GIVING HOPE

OCCUPATIONAL THERAPY DEPARTMENT HOSTED AN ANNUAL LIBRARY DAY FOR MHCU'S



OCCUPATIONAL THERAPY WOULD READ A BOOK DAY

Library day was held by the Town Hill Hospital OT department on the 6th of September 2018 and was centered around 'National Read a Book Day' which happens annually on the 6th of September. This day was aimed at orientating Mental health Care Users (MHCUs) to the library and engaging them in multiple fun activities that encourage reading and the sharing of knowledge among the MHCUs. We invited MHCUs who are interested in reading to participate in this day. We had a total of 10 patients who were accompanied by staff members from different wards.

We had a session with the MHCUs discussing their favorite stories/ books and their experiences with reading and how it has affected their lives. We then introduced different activities such as spin the word; find the word and short story writing. The activities encouraged sentence construction using words which were chosen randomly by the MHCUs. namely short story writing).

The activities also encouraged the MHCUs to concentrate on specific activities they were given (i.e. find the word) and lastly creative writing which was used in the final activity (namely short story writing).

A winner was selected by the other MHCUs during the last activity which was writing a story. In this activity the MHCUs were asked to write a story about themselves and read it out aloud to the rest of the group; after every one was done, voting occurred. The MHCUs were then provided with refreshments before the day came to an end. This day was well received by the MHCUs.

Thank you to the wards for supporting this day with us and bringing the MHCUs. We look forward to our next Library Day!



MHCU's doing different activities



Occupational Therapy staff



TOWNHILL HOSPITAL BIDS FAREWELL TO MR RUTHANUM



ATTENDEES TO MR RUTHANUM FAREWELL

On the 31st of October 2018 Townhill hospital bid farewell to our Monitoring and Evaluation (M&E) Mr Kith Ruthanum. The function was held at Royal show. This was a perfect opportunity for Townhill hospital staff to say thank you so much to Keith for everything that he has done for Townhill hospital.

Various speakers commended Keith for his dedication as well as for putting Townhill hospital on the map. During his tenure at TownHill hospital he initiated various programmes of which some won awards. Mr Ruthanum is known for being so innovative and he was very instrumental in making sure that strategic and operational plans are in line with the departmental plans.

Keith worked for Townhill hospital for twelve years. He started as a professional nurse in 2006 thereafter he became IPC. It is during this time where he initiated different programmes for handwashing and went as far as winning some awards.

Few years later he became our Monitoring and Evaluation (M&E) where he also initiated some programmes and made sure that all hospital policies are in line with the departmental policies. District IPC Mrs K Khumalo commended him for all IPC programmes he introduced when he was still an IPC particularly the handwashing campaign.

Our former hospital CEO Ms Mfeka mentioned that Keith was like her right hand man because he was always there when he needs him. "He was that kind of a person who always takes when they are offered" said Ms Mfeka.

Our current IPC Mrs Hlongwane praised him for being a leader, father and so inspirational. She said she will always miss his leadership and admit that things will never be the same without him. She said that she always hear people complaining of headache due to their supervisors, to her that was not the case. She advised him not to change his leadership style which is exemplary to many people.

Our CEO Mr Hadebe who at some point supervised him when he was still M&E praised him for being so loyal and committed. He said that Keith is one of those people you can rely on when given task to do.

Mr Ruthanum himself admitted that TownHill hospital has been a second home to him and thanked everyone for being so supportive. He admitted that even though some times people differ on how things should be done but that disagreements end up in the boardroom.

At the end of the day we all agree that Keith was so visionary and instrumental and without any shade of doubt wherever he is he will become an asset as he was an asset to Townhill hospital. Within the period of twelve years from being an ordinary professional nurse, IPC, M&E to Assistant Director: Mental Health Services, this record tells the story what type of person Keith is. Once again as Townhill hospital staff we wish you all the best in your new endeavors.



Mr Ruthanum and his family



TOWNHILL HOSPITAL TAKES PART IN THE DISTRICT SOCCER TOURNAMENT



TOWNHILL HOSPITAL SOCCER TEAM

KZN MEC for health Dr Dhlomo always encourages citizen of this province to ensure that they live a healthy lifestyle by ensuring that they do a lot of exercises, sports, refrain from smoking and avoid junk food. He says health workers should be in the fore front of this campaign so that they will be exemplary to general public of KZN.

It is for this reason UMgungundlovu health district office always hosts an annual sports tournament to ensure UMgungundlovu health workers are comply with the request of the MEC. The tournament for this year was held at Umngeni hospital.

Townhill hospital soccer team participated on the tournament. Even though the boys did not win the tournament but we are so proud of them for their achievement. The boys went all the way to the finals where they were beaten by Greys hospital through penalties. The boys represented Townhill hospital so well by being finalist.

but the most important aspect of this whole tournament was not only about winning but was about making sure that we are living a healthy lifestyle. We hope the netball team will be motivated by the boys to participate on the next tournament.



TOWNHILL HOSPITAL SOCCER TEAM PREPARING THEMSELVES FOR THE GAME

GRATITUDE TOWARDS TOWNHILL HOSPITAL MANAGEMENT



PRO In- Service Trainee Mrs N.P Ncalane

I would like to send my gratitude to Townhill hospital for the opportunity they gave me to come and do my experiential learning.

When I arrived at Townhill Hospital I was welcomed with love and the staff were friendly. I met HRS Sindi Khumalo who offered me an extra mile and she is the one who introduced me to Mr Hlongwane who is my supervisor, my mentor and a father figure, Mr Hlongwane has taught me a lot and I have gained a lot of experience in a short time I have served in this facility.

He involves me in each and everything related to communication so that I can be able to stand by myself weather he is around or not I work very well with him, I can see by the time I leave Townhill hospital I would have more knowledge and practical skills in the Public relation field.

Mr Hlongwane your support encourages me to wake up in the morning and enjoy coming to work, I now know how to organize events without any cash in hand but depending on the sponsors, the hardest thing I faced was going out looking for sponsors not knowing weather they will be able to help or not for your event to happen and be a success.

Thanks to each and everyone I have worked with the events organizing committee members, complaints committee members and everyone from different departments who supported and made me feel special. Thank you Townhill hospital for this opportunity after staying at home for more than two years trying to get an in-service training.

YEAR OF NELSON MANDELA AND ALBERTINA SISULU



TATA NELSON ROLIHLALA MANDELA



MAMA ALBERTINA NOTSIKELELO SISULU

The year 2018 marks 100 years since the birth of two of our struggle icons and heroes of our revolution who dedicated their lives in the struggle of freedom and contributed immensely to the birth of a new South Africa. Our government encourages all South African to resemble these two icons by ensuring that they contribute positively in building our country.

As public servants under department of health we are duty bound to follow on the footsteps of these icons by ensuring that we provide the best service delivery to our clients. Our MEC Dhlomo always advise health care workers to do good even if no one is watching. We must ensure our clients that whenever they come to our health facilities they are guaranteed of the best service ever.

As Townhill hospital employees we always strive to maximize our efforts in terms of rendering top notch services to our patients. We always try our level best to ensure that our clients get the best possible care. This is exactly what Tata Mandela and Mama Sisulu struggled for irrespective of skin colour, gender of beliefs. We are now approaching the end of 2018 and we will be taking holidays and meeting our families.

Unfortunately some of our patients will not be able to spend this quality time with their loved ones. They will not be able to go to holiday

destination of their choice due to being admitted in the facility. Thanks to the operational managers who on an annual basis ensure that our patients enjoy this festive season like anybody else.

They went all the way out to fundraise for the patients so that during this period they are taken out to various destinations like beach, parks etc. and enjoy food they would have enjoyed if they were at their homes. Surely, this is not part of their scope of practise but they do it for the sake of our patients. This is again exactly what Tata Mandela and Mama Sisulu who have loved to see.

Sometimes we work under very hostile conditions which require perseverance and dedication. These challenges include staff shortages and lack of resources, but even though we are faced with all these challenges we managed to pull through and fulfill our obligation.

To the complaints and events committee members thank you so much for your support. Without you your support these committee would not have been functional

Hospital PRO

Mr RT Hlongwane

ACKNOWLEDGEMENTS



Hospital CEO Mr NR Hadebe



PRO In-service Trainee Mrs Ncalane



PRO Mr RT Hlongwane



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