

JONGA

ISSUE 24

magazine



Inform



Inspire



Innovate

THIS ISSUE

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JONGA
MAGAZINE



On the cover

We Celebrate Dr
Engelbrecht's journey
at Health

The reflect & affect issue In every issue:

Compliments	2
Message from the Minister	3
Message from the HOD	4
Quick Reads	5

Team Profile	33
Year of the Nurse & Midwife	46
Diary: Save these dates	62
In the next issue	62

Features:

Inform

HOD flashback	9
Helpful budgeting tips	27
New wellness trends	31

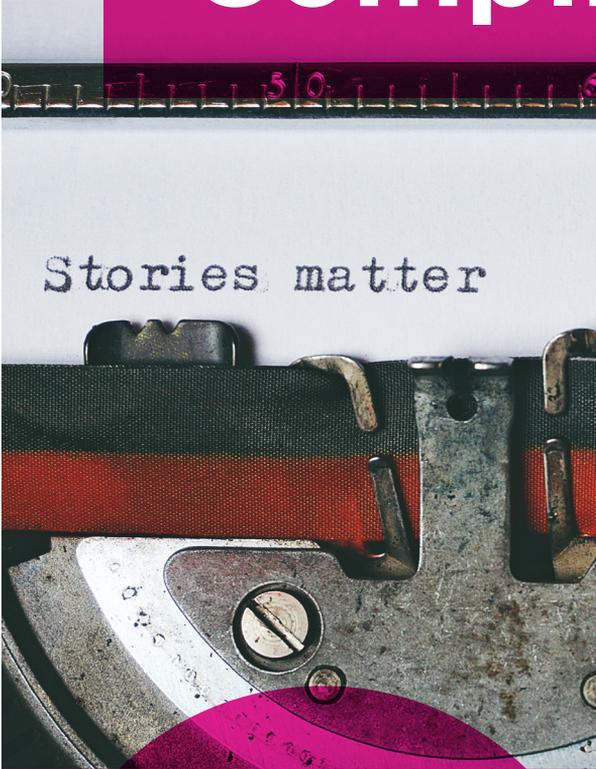
Inspire

A decade at WCGH	37
WCGH 2020 Vision	41

Innovate

First 1000 Days	51
Introducing MyHealth	55

Compliments



I'm originally from Queenstown in the Eastern Cape. I've studied in both Gauteng and Eastern Cape but have spent most of my working career in the Eastern Cape. Recently I moved to George and unfortunately fractured a previously fractured right tibia and needed urgent medical assistance. Currently I am hospitalised at George Hospital. Going into theatre tomorrow, 14 February. Upon my arrival at the hospital (at the first security guards) I was met with excellent service that I'm not quite used to.

The professionalism, the integrity and respect started from that front gate all the way up the ladder to the doctors and even management. At George Hospital, I had to make sure I'm not at a private hospital - it was shocking. It's the complete opposite to what I'm used to in the Eastern Cape. To all residents of George and surrounding areas: please stop complaining about waiting 30 minutes for your files - back home we'd wait all day and by 16:30 get told to come back the following day because they ran out of time. You should all be grateful that you are being treated with dignity and respect, not to mention humanity. George Hospital has shown me in a very short space of time that integrity, respect and humanity can be received from public institutions. So, to all George and surrounding areas' residents - **BE GRATEFUL FOR WHAT YOU HAVE IN THE WESTERN CAPE.** You are blessed beyond words!

- Leonard Williams

Thank you Hermanus hospital staff as well as Worcester hospital orthopedic department you are truly amazing.

The service we had from you all during the last two days is top class. We really appreciate everything you did to help my husband with his hip replacement dislocation. Wishing you all a very happy new year. You can all be very proud of yourselves. You make the world a better place.

- Mr and Mrs Bruce Lindsay





Message from the Minister

The first quarter of the year was quite eventful for Health. I had a number of significant events, such as the successful Community Engagement Forum where I engaged with people about the National Health Insurance (NHI) and Universal Health Coverage (UHC). After much deliberation it became clear that the NHI Bill is not the best route to follow to achieve UHC.

There are many gaps in the NHI Bill. It removes functions and powers from Provinces to a National level. An extremely big mandate of power is granted to the National Minister of Health. The role of Provinces will include Emergency Medical Services and Forensic Pathology Services. NHI may however still delegate duties/authority to Provinces.

There are challenges within the current healthcare system and valid reasons for health reform. However, it is also important to note that health

is a human rights issue and our decisions concerning health must enhance people's lives. We cannot gamble with their lives.

This has been the compelling reason why the Western Cape has adopted the UHC which seeks to provide all people with access to much needed health services of sufficient quality that is effective and to ensure that the use of these services does not expose the user to financial hardship.

The year started on a high note when the World Health Organization declared 2020 as the Year of the Nurse and Midwife. As a former nurse, it is exciting to know that the important role played by nurses and midwives in delivering health care services to people is recognised worldwide. The Western Government Health has over 13 000 nurses serving communities in various portfolios. We have compiled a provincial plan of action to recognise our nurses in 2020. Nurses are also instrumental in ensuring that we achieve UHC.

*This year I will be visiting various districts for infrastructure projects, such as facility openings and sod-turning events. This forms part of my commitment to making sure that our people get dignified service at dignified facilities. **Lastly, I wish all staff well for what lies ahead. Thank you for your continued commitment and hard work, without which it would be impossible to run this department.***

Final message from the HOD



I wish to take this opportunity to thank the Department for the opportunity of leading such an amazing team in a Department which makes a difference each day.

I would like to wish my colleague, Dr Keith Cloete, all the best, as he succeeds me on 1 April. I know that the Department is in capable hands and that the good work will continue in years to come. I find it very reassuring to know that we have built such a solid foundation. As we prepare to meet challenges towards universal health coverage and NHI, the solid foundation we have built together will serve the Department very well.

I also wish to express thanks to Minister Mbombo for her support and leadership during this time. Watching her interact with community members is an inspirational and humbling experience.

A special thanks to my husband and family who have supported me during this tenure and in the previous years. I look forward to spending quality time with them, and thank them for allowing me to follow my dreams.

This will be the last issue of JONGA during my tenure as Head of Health.

I wish to take this opportunity to thank the Department for the opportunity of leading such an amazing team in a Department which makes a difference each day.

During the last few weeks I have had the opportunity to say goodbye to many teams, and I am once again in awe of the quality of the work done in many different areas.

I wish you all very well, and will keep you all in my prayers. I know you will continue to serve the Western Cape citizens with passion and commitment.

DR BETH ENGELBRECHT,
HEAD OF HEALTH
WESTERN CAPE



QUICK Reads

Best public service innovator award for Mitchells Plain Community-Based Care team

At the Premier's Service Excellence Awards Ceremony 2019, the Mitchells Plain Community Based Services (CBS) team, which forms part of the Comprehensive Health department at the Klipfontein and Mitchells Substructure Office, won the gold award as a result of realigned resources, strengthened governance structures and adapting the service package of care.

The innovative steps taken to introduce change included adopting an interdisciplinary manner of working – skills sharing and integrated care planning – within the team.

Cape Winelands School Health team provides HPV vaccines

The otherwise confident Grade 5 learners of the FJ Conradie Primary School in De Doorns hesitantly met Community Health Worker Marion Moosa, Sr Elaine Jacobs and the rest of the School Health Programme as they awaited their turn for immunisation during this

year's Human Papillomavirus (HPV) campaign. While HPV immunisation is offered to girls to protect them against cervical cancer, this year boys could also benefit if their parents consented for them to be immunised. Boys and girls received immunisation against diphtheria and tetanus, which in severe cases can be deadly. The Cape Winelands School Health Team is extra careful in managing the paperwork during this campaign; motivated by the clean audit they received during the latest audits by the Auditor General.



COPC and community outreach programmes in Gugulethu and Nyanga

In promoting community oriented primary care (COPC) and striving to achieve the Healthcare 2030 goals, the Klipfontein Sub-district planned a community outreach day and took healthcare to the streets.

A Whole of Society Approach (WOSA) was applied to offer COPC to communities accessing healthcare from both the Department of Health and the City of Cape Town, safety and security advice from SAPS, social services by SASSA and Social Development and NPO services in the Gugulethu and Nyanga areas.

Parents, children, young adults and the elderly participated in wellness and fitness activities (WoW) on the day. The outreach incorporated a First 1000 Days aspect as well, for mothers with their babies to be assisted by the Klipfontein healthcare team. The service offerings included Women and Child health, Men's health, Community Rehab and Mental health, Immunisation services, Intermediate Care, Nutrition, TB/HIV testing, as well as Gugulethu offsite Violence Prevention through Urban Upgrading (VPUU) reproductive health and family planning.

Using the blanket as a symbol of care, protection & nurturing

Community Health Workers (CHW) are redefining the association moms and families in the Drakenstein area have with blankets as they do their part in ensuring a bright start through the First 1000 Days.

CHWs in Drakenstein have been trained in the Relational Capacity Enhancement Project, better known as the Blanket Project – a course through which they learned the value of using a blanket as a symbol of care, protection and the nurturing relationship between mom and baby. As soon as a newly confirmed pregnant woman is booked at the clinic, a referral to the Non-Profit Organisation is made, and a Community Health Worker (CHW) is assigned and linked with the mom. The CHW gets in touch with the mom to arrange for multiple visits to the mom's home to discuss and explore topics like:

- How to take good care of yourself and your unborn child during the pregnancy;
- Creating a safe and caring space for the baby to grow up in;
- How to interact and bond with the baby; and
- Setting boundaries as the baby plays and explores.

“The Community Health Workers are very enthusiastic!” says Ms Kay Simpson who coordinates the project for Drakenstein. “Some of the moms quickly grasp the value of the support and they are thankful for this initiative.”



The quality of relationships and experiences established in the First 1 000 Days sets the foundation (positive or negative) for all of the learning, health and behaviour as children grow up.

CHWs report that younger moms often live in very stressful conditions such as limited income, overcrowding, violence and substance abuse. Younger moms also tend to not understand that the main responsibility of caring for children, is their own, rather than that of a grandparent.

This pilot project is based on research conducted in KwaZulu-Natal. According to the research, the Blanket Project has good outcomes for mom, baby and the rest of the family.



Inform

Simply the Beth

Dr Beth Engelbrecht, known to many affectionately as “Dr E” or “Dr Beth”, obtained her academic qualifications in the Free State. She has been in senior management since 1989, and joined the Western Cape as Deputy Director-General in 2001. She is leaving the Department at the end of March 2020.

When asked, people mention the fact that Dr Engelbrecht cuts a tall, somewhat intimidating figure. Thus many are caught off guard by her humble servant-leadership style, her attentive listening and the way her simple gestures break down barriers.

She qualified as a medical doctor in 1981 from the University of the Free State. It is easy to forget how far our country has come in the last 40 odd years since Dr Engelbrecht stood in front of her first patients.

Since then, she has been a pioneering woman stepping in spaces usually held by men.

WCGH has also followed a steep curve of learning: from 1994 to 2014 the focus was on building the internal foundation and the 2030 vision. After that, the “Engelbrecht era” focused on the building of collaborative, trusting partnerships and embarking on the

transformation strategy – which will take us towards universal health coverage.

“We have had great success as a Department in WHAT we do. From developing world-class infrastructure and providing high-quality specialist services, to a functioning district health system and the first clean audit for any health Department. But we also need to pay attention to THE WAY in which we do things and the way we connect, collaborate and



learn,” Dr Engelbrecht says.



Transforming culture:

The big investment we have made in leadership will hopefully pay off by creating a growth mind-set, creating trusting relationships and helping leaders to be comfortable with complexity. Leaders are our culture champions, learning champions and change champions. The system is expecting more of our leaders, but most of all, to demonstrate the behaviours linked to our values.

Innovation and learning:

In this complex environment, there needs to be intentional learning, courage and kindness. We should allow for

experimentation and sometimes

even failure. Learning is not a luxury, but an absolute requirement in a complex adaptive system.

“I am very re-assured by the work we have done, the leaders we have developed, learning spaces created, and the amazing people in our system. I have full confidence in the leadership team that will take the Department on the journey going forward,” she says.

So, what’s next?

“I will join my husband Willie, we will be living in Franskraal and I will find new ways to serve the

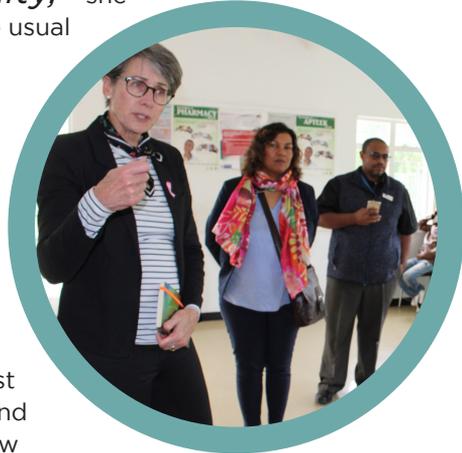
community,” she

says with the usual no-nonsense approach.

“Whilst I leave the Department, I will never leave Health. I am just too passionate about it.”

Given her vast experience and ability to grow leaders, she will no doubt be in high demand.

Dr Engelbrecht, on behalf of all the men and women in the health service in the province, we wish you a productive, stimulating and adventurous new chapter.



*Dr E's family away from home. They are the epitomy of the WCG slogan, **Better Together!***





Western Cape
Government
Health.

LEADERSHIP & OUR JOURNALS

Welcome.



Dr Beth Engellhardt
HEAD OF DEPARTMENT.

OUR STORY
of DISCOVERY
& GROWTH.

"LEADERSHIP IS ABOUT INSPIRING
CHANGE, PROVIDING STRATEGIC
DIRECTION, BUILDING COHESION
and MOTIVATING
PEOPLE"

GREAT STORIES
have
FACTS
and
FEELING

THEMES

- BUILD RELATIONSHIPS
GROW LEADERS.
- COLLABORATION & INCLU.,
BROADEN REACH.
- INCREASE INNOVATION
& USE OF TECH.
- DEEPEN OPPORTUNITY
FOR REFLECTION.
- LEVERAGE
SYSTEMS.

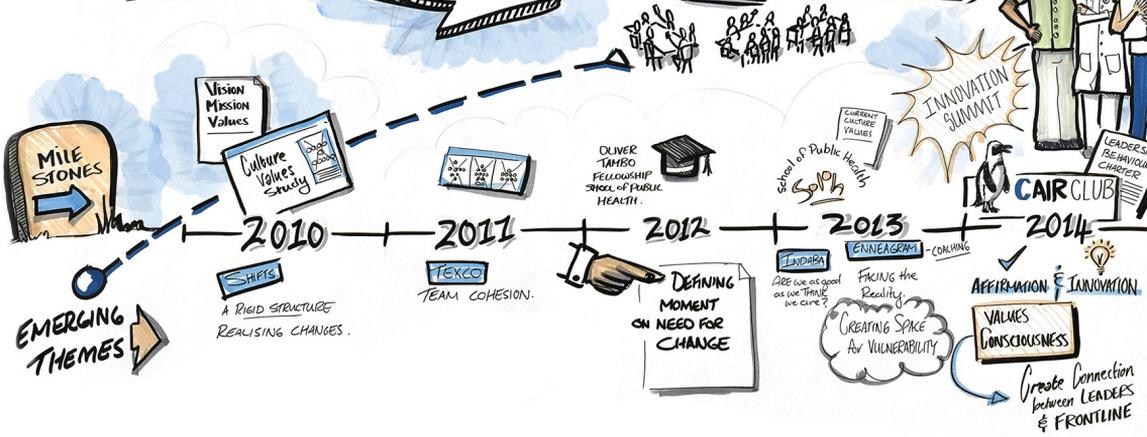
KEY LEARNINGS

- AUTHENTICITY in our REFLECTIONS.
- CREATING a SAFE SPACE FOR
REFLECTION and LEARNING to
CREATE CHANGE.
- CONTINUOUS LEARNING on our
JOURNEY.
- CHANGE TAKES TIME.
- ALL TOGETHER ON JOURNEY
at DIFFERENT (HOW) PACE.
- DEVELOPMENT of Maturity in
RELATIONAL SYSTEMS.
- INCLUSIVE JOURNEY CREATES
MORE TRACTION.

TABLE
TALKS

OUR JOURNALS
TOWARDS A P
ENDEARING

OUR
STORIES



2015

creating TB
awareness and
unmasking the
stigma against TB.



2015

Started as HOD
of WCGH



2016

Encouraging
EMS safety
within
communities

CULTURE

Mapping Session

10 MAY 2019

PERSON-CENTRIC CULTURE

LEVERAGE/MULTIPLY

- TRANSPARANT, RECRUITMENT
- BE BOLD IN SPEAKING LEVELS OF RECRUITMENT → EQUITY, BUT BALANCE WITH COHERENT HISTORY
- LEVERAGE SYSTEMS APPROACH
- OUR NARRATIVES ARE IMPARTANT! NOT A FACTORY OF CREATION
- EMERGING LEADERS, LEADERS ARE A COLLECTIVE
- KEEP BUILDING TEAM COHESION & LEARNING
- ENDING → ALL PART OF SYSTEM
- COHESION EXTERNAL AND INTERNAL
- STRENGTH THROUGH DIVERSITY
- LEVERAGE EXISTING PLATFORMS
- BUILD TRUST



CHANGE YOU WANT TO SEE

WHAT'S HOLDING US BACK

FOCUS ON FRONTLINE
NURTURE EMERGING TALENT

CONTEXT & PERSPECTIVE MATTER... MORE COLLABORATION AROUND POLICY

NEED TO THINK DIFFERENT ABOUT PERFORMANCE

SERVE THE FRONTLINE

EMBED THE FRONTLINE

INNOVATION EXHIBITION

BOUNDARY SPANNING LEADERSHIP

NEXT STEPS

THEMES

MORE! BETTER! DIFFERENT!

INTEGRATION!

UNDERSTAND CONTEXT

OUT THE BOX THINKING

INSPIRING

NOBODY WILL LOVE YOUR ORGANISATION UNTIL YOU DO

MEAP

OUR TRANSFORMATION JOURNEY

OUR PLEDGE

BARRITT VALUES SURVEY

2015 | 2016 | 2017 | 2018 | 2019 | and Beyond!

EMPOWERMENT & TEAM
NEW DAWN

SYSTEMS CHANGE
THE SOFTWARE IS CHANGING
STRUCTURAL ALIGNMENT

MINDFULNESS TO IMPROVE RESILIENCE
REFLECTIONS
SPIRITUAL INTELLIGENCE
DEEPENING OF CALING

LIVED EXPERIENCE
EXTERNAL COHESION

Creating a safe space through FEMINE, INCLUSIVE ENGAGING LEADERSHIP

Graphic Harvest.co.za



2017
Engaging patients as part of the Mandela Day campaign.



2018
Won Gold for Best Batho Pele Team in the province

Scaling Up Great Ideas

A panel discussion chaired by Dr Zameer Brey of the Bill and Melinda Gates Foundation unpacking how to enable pockets of excellence and innovation so that it can infiltrate all aspects of the health system had the Indaba audience in rapt attention.



The lively panel of experts shared their learnings from recent projects and initiatives, many of which are ongoing, proving that the job of innovating & learning is continuous. Take in some of these and here's hoping it will be the inspiration needed to elevate your unit or directorate.

When you're working on what could be an innovative solution, do like Dr. Zameer Brey and remember:

1. **Context matters:** if you don't understand the context, the tool you come up with won't work
2. **The tool in and of itself isn't enough.** The work of implementing and often developing it is critical.
3. **Risk taking** is a part of the process and it's increasingly important for us to not fear this but rather be motivated by the learnings that come thereafter.

Top 3 Qs to ask while innovating?

1. **Simplicity:** does the adopter see this as simple/easy to use?
2. **Compatibility:** does it function in the current setting it is presented in?
3. **Trialability:** does the adopter have a chance to test the tool?

Dr Almero Oosthuizen, from Karl Bremer Hospital, provided his insights on what it means to use intersectoral collaboration as a driver for innovation.

“The answers we seek are not in our own house. Talking to other people in different spheres of life is one way we have been able to unlock innovation,” he said.

Considering empowerment as a resilience tool was another lesson shared by Oosthuizen who advocates

for flexible, small teams to deliver sustained innovation. And when it comes to getting started on any new initiative,

he recommends establishing a shared language where there are aligned visions and everyone can clearly articulate what the goal and purpose are. “Our language reflects our thinking and our thinking becomes our culture,” he added.

A family medicine physician practicing in Metro Health Services, Dr Neal David, explained his highway analogy and how through it patient flow processes for Chronic Disease Management in primary healthcare were improved. It was during this discussion where he introduced the term: institutional burn out. The notion that things can't be different; when self-

preservation drives people to do things the same way they always have even if the outcomes don't lead to the greatest good for the greatest number. He concluded that the role of leadership is to create a vision that inspires and re-energises the workforce to face challenges.

For Groote Schuur Hospital CEO, Dr Bhavna Patel, the path to True North proved most innovative; requiring staff to consider input, process and outcome. What's

more, through their DMS Champion campaign they have been able to inspire a new culture of working and learning by training and deploying a small





group of champions to go back into multidisciplinary teams and disseminate their knowledge while encouraging new inputs and ideas. “For us innovation didn’t mean something new, but rather something different.”

“Guide those who want to run with it and hold the hands of those that need assistance,” advises Liz Pegram as she



reflected on the learnings within Rural Health Services. She also highlighted the need to simplify and acknowledge these definitions:

Last, but not least, was Professor Jacques Du Toit, Head of Orthopaedics at Tygerberg Hospital. In order to strengthen the healthcare platform from an orthopaedic perspective in the Metro West region, his team left their workplace to think systemically about possible solutions. They have continued with these “getaway” thinking sessions as they’ve found it to be a good way to keep traditional thinking at bay. Other learnings included having to close doors in order to open doors – their referral protocol needed to be improved so as to curtail over capacitated waiting rooms. “Have accurate data so that you’re working from a space of solid knowledge. Energise people to innovate by listening to staff and be prepared to make mistakes,” he concluded.

Competence: *knowing & knowing how to; a combination of knowledge, skills, functioning*

Competency: *set of behaviour in delivering combination of results by individual or teams*

Capability: *change ability; generating new knowledge/ learning; continuous performance improvement*

Capacity: *collective capabilities; assets & relationships that add value to the whole system*



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Folio InterTel is your solution when a patient cannot explain their symptoms or medical background because of language differences.



Innovation exhibition 2020

Thank you to all who submitted and participated in this year's innovation exhibition.



These were the 2020 Innovations submitted

Macassar Teen Mom Support Group

Team Members: Estelle Lawrence, Sumaya Peters, Barbara De Wet, Mary Cox, Chamorishia Walker, Laura-lee Pillay, Thandi Wessels, Melissa Luckhoff

The Three Rs: Rethink, renew, reuse

Team members: V. Van Heerden, B. Matthews, Y. Solomons

Communication is key Robot

Team members: V. Van Heerden, V. Van Wyk, M. Philander

Poster of Adult Dose Adjustments in renal impairment of TB and HIV patients

Team members: Caroline De Beer, Dr. Jacques Hendricks, Madinieyah Salasa, Galiemah Karriem, Fazlyn Hoedemaker, C De Jongh, P Dlozi, K Shafiei, S White-Phillips



Baby Competition

Team members: Mluleki Nozozo, B. Wingrove, M. Nqentsu, Lungiswa Tiwana, N. Zimri, B. Sukha, Sr. Mapuko, M Dingidwayo, N Mdingi, S Cukula, Sr. Petersen, Sr. Bokwe, Sr. Ngamlana, Sr. Zigebe, Sr. Valley, Sr. Hlophe, Sr. Ntshoyi, Sr. Dubase, Sr. Mangqalaza, Sr. Majola, Sr. Ndabeni, Sr. Hlokoehla, Sr. Mbuku



Increasing access to ARVs in Higher Education Institutions

Team members: Rene Perrang, Nosindiso Kalawe, J McLaughlin, R Klink, E Van Niekerk-Fortuin, Lellani Mitchell, M Davids, CPUT student clinic staff (Bellville campus) and Bellville South staff

Vascular access kits

Team members: Almero Oosthuizen, S. Le Roux, M. Goodheart, S Mostert



Waste Station

Team members: Almero Oosthuizen, S. Le Roux, M. Goodheart, S. Mostert



Development, implementation & testing of new comprehensive model

Team members: Edith Swanevelder, Helise Schumann, Alheit Du Toit, all members of Comprehensive Health staff and all management team members of the sub-district

Reduction in needle stick injuries among junior doctors

Team members: M. Jones, Y. Van Zyl, S. Fourie

Reduction in post-surgical infections for emergency caesareans

Team members: Y Van Zyl, M. Le Roux, H. Le Riche

Medication use evaluation committee

Team members: Johan Van Niekerk, Yasmina Johnson, Renier Coetzee, Mosedu Namane, Jay-Dee Louw, Zeenat Yusuf, Lourens Kloppers, Abduraghaman Peters, Eddison Williams, Petri Steyn, Renfred Joshua

Procurement management tool for both pharmaceuticals and medical consumables

Team members: Petri Steyn, Richard Barker, Cameron Stuurman, Meelesh Parsotam, Donna Samuels, Jayesh Vallabh

Moveable asset scanning and reconciliation application

Team members: Denzil Cowie, Jaco Coetzee, Lwazi Quluba, Jeremy Rasool

Roving relief pharmacy team

Team members: L. Wallace, D. Fritz, S. Louw, M. Peterson

Southern clinician platform sub-district

Team members: Nasief van der Skyff, Alan, Nicola, Clare Draper

Team Blitz False Bay Hospital: Registry, Records Sanitation

Team members: Reve Lemaney, Rodger Levendal, Jonathan Truter, Juan September, Adan Wyngaard, Tavin Levendal

Du Noon-New Somerset Hospital Integrated Emergency Centre Staff Model

Team members: Katy Murie, Roger Dickerson, Adil Razar and the MO team at Du Noon and New Somerset Hospital

Lotus River CDC Wound Care Services

Team members: Haniem Salie, BR Schweitzer, Sr. Tak, Sr. Jones, Sr. Ross, A. Wilson

The Daisy Project

Team members: A. Victor, H De Wet, M. Lombaard, Cecelia Fortuin, Dawn Swarts, Denise Barnes, Crystal Visagie, Charmaine, Louisa Du Toit, George Samuels, Marvin Fortuin, Sonja Rossouw, M. Kaiser, Cherylene Cornelius, P. Ncanobo and many volunteers from the hospital and community.

Reducing the number of medipost rejections

Team members: Sherifa Bhorat

CDU Change of unit to bus Lane

Team members: N. David, A. Hansen, Y. Samuels and the Chronic Club staff

Colour-coding making life easy

Team members: Sofia Greef, Ameera Alie, Reception staff





Money
is in
the head...
so is
innovation

Innovation is more than just gadgets and gizmos. Innovation is a unique perspective, a new idea, a way to improve what already exists...Innovation is you. Explore the WCG Innovation Hub now: <https://mygov.westerncape.gov.za/nurture-innovation/>



Western Cape
Government

BETTER TOGETHER.

Making innovation happen
BETTER TOGETHER.

Boundary Spanning

Introducing our 2020
Boundary Spanning Leaders





*everything
is
connected*



All future-thinking organisations need to showcase agility, efficiency and purpose. This can only happen with evolutionary leaders at the helm. These leaders embody five critical skills: the ability to connect, collaborate, learn, adapt and handle complexity.

We often look to them to:

- Understand the complexities of collaboration
- Unite and mobilise dispersed groups
- Mobilise collaboratively common agendas efficiently
- Foster and facilitate long-term coalition building
- Increase innovation
- Link internal networks and reduce silos
- Sustain relationships to facilitate insightful decision making, social capital generation and partnerships with stakeholders.

Demonstrating these skill sets and courage to convene and lead teams, stepping out of comfort zones and into learning zones – these are our Boundary Spanning Leaders.



Central Karoo strengthening COPC through community outreach

Team Leader: Annalette Jooste



Reintegrating eye care into PHC in the rural districts

Team Leader: Estelle Frohling



Integrating comprehensive palliative care into the everyday routine

Team Leader: Louis Jenkins



Facilitating effective collaboration within health and external stakeholders

Team Leader: Emmanuel Marcos



Advancing management and support of First 1000 Days in the Drakenstein

Team Leader: Jaco Murray



Strengthening the Saldanha Bay First 1000 Days processes and protocols

Team Leader: Aletta Haasbroek



Safe Obstetric Services in Garden Route & Central Karoo

Team Leader: Gail Holton



Grabouw Health Improvement Project

Team Leader: Wilhelmina Kamfer



Major Power Outage Incident Response

Team Leader: Elbie Vosloo





**Stikland Hospital
comprehensive
multi-disciplinary
outreach**
Team Leader:
*Liezl Koen &
Estelle Silence*





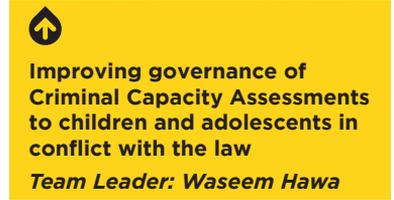
**Improving governance of
Criminal Capacity Assessments
to children and adolescents in
conflict with the law**
Team Leader: *Waseem Hawa*





1. Improving voluntary male medical circumcision services
2. Anova collaborative partnership for strategic planning processes
3. Collaborative partnership with MSF for elevated provision of healthcare

Team Leader:
Michael Phillips





**Improving governance of
Criminal Capacity Assessments
to children and adolescents in
conflict with the law**
Team Leader: *Waseem Hawa*





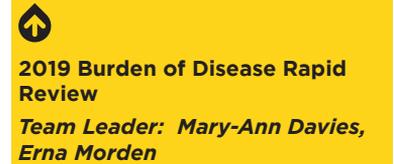
2019 Burden of Disease Rapid Review
Team Leader: *Mary-Ann Davies,
Erna Morden*





1. Improving voluntary male medical circumcision services
2. Anova collaborative partnership for strategic planning processes
3. Collaborative partnership with MSF for elevated provision of healthcare

Team Leader:
Michael Phillips





2019 Burden of Disease Rapid Review
Team Leader: *Mary-Ann Davies,
Erna Morden*





**Helderberg 24
Hour Hospital
Sexual Offenses
Forensic Service**
Team Leader:
Esme Swanepoel





**Expanding access
to ART treatment
amongst
university
students**
Team Leader:
Nosindiso Kalawe





**Improving
orthopaedic
services in
KMPSS**
Team Leader:
Ntambue Kauta





**Strategic
leadership
in executing
programmatic
support for
integrated care**
Team Leader:
*Anneline Janse Van
Rensburg*



➡

Enhancing focus and management of TB and HIV/AIDS in psychiatric patients

Team Leader:
Tsitsi Makaudze



➡

Driving improvements in quality of critical care services

Team Leader:
Ivan Joubert

➡

Transforming relationship between Red Cross War Memorial Management and Senior Clinicians

Team Leader:
Matodzi Mukosi



➡

Establishment of teleradiology reporting platform

Team Leader:
Deborah Purdy



➡

Transitional People Management arrangements within ECSS

Team Leader:
Anne-Marie Basson



➡

Outbreak Response Team

Team Leader:
Charlene Lawrence



➡

Major Power Outage Incident Response

Team Leader:
James Kruger, Jackie Voget, Vanessa Mudaly

➡

Institutionalising Facilities Management within the department

Team Leader:
Anwar Kharwa



***For those who were absent, team members accepted on their behalf.**

METROPOLITAN HEALTH IS THE NEW EHWP SERVICE PROVIDER

Through the Employee Health Wellness Programme (EHWP) you can access professional guidance on different aspects of your life, including:

- **Stress**
- **Financial Advice**
- **Family Matters**
- **Substance Abuse**
- **Health Matters**
- **Work Matters**
- **Managerial Referrals**
- **Trauma**
- **Legal Issues**

All employees (permanent, contract, interns, WCG appointed NPO lay counsellors & health care workers) and their household members are able to access the EHWP. The attached EHWP booklet provides all you need to know when accessing the services.

REMEMBER: the number to call remains the same:
0800 611 093



Western Cape
Government



METROPOLITAN
Health

12 Tips for Budgeting success



1 When you start to budget, it cannot be treated like a gym membership where you sign the contract and make payment but do not consistently visit. You have to work on your budget daily, weekly and monthly.

2 To avoid wasteful expenditure or the feeling of regret after splurging, use your budget to guide you as to how much you can spend for the month after you've deducted your essentials and goals expenses.



3 Remember the basics: a budget consists of two streams - your income and your expenses. Expenses has three streams - essentials, goals and luxury.



4 Luxury expenses are necessary but NOT essential. By listing your luxury expenses it should bring you back to reality when you spend on them while treating them as essential.

5 The essentials stream is made up of living expenses which, excludes cigarettes and alcohol. Think: your bond, rent, petrol, travelling, school fees, rates, cellphone, food, toiletries, electricity, clothes and household cleaning items.

6 Struggling to be consistent? Budgeting is a mind-set thing - a change that leads to habit needs to take place. Add it to your daily schedule, whether it's during your morning coffee or at lunch.

MONEY

7 **Set a savings goal** as your motivator/to give you a sense of purpose. The goal can be for yourself or someone else like your kids or to compete with friends. It has to be a personal goal.



8 **Starting to save with as little as R1** towards your goal is better than saying you “want” to start saving. Treat your monthly saving as a priority and put that aside first before you start with your list of luxury expenses.



9 **Consider a Stokvel.** It is similar to getting an instant interest free loan that you have to repay/ pay towards on a monthly basis when it is your turn to receive the lump sum. Not all are for money, some stokvels are for bulk food and household items.



10 If you aren't already, **get into the habit of adding your bank charges** and clothing accounts to your list of essential expenses.

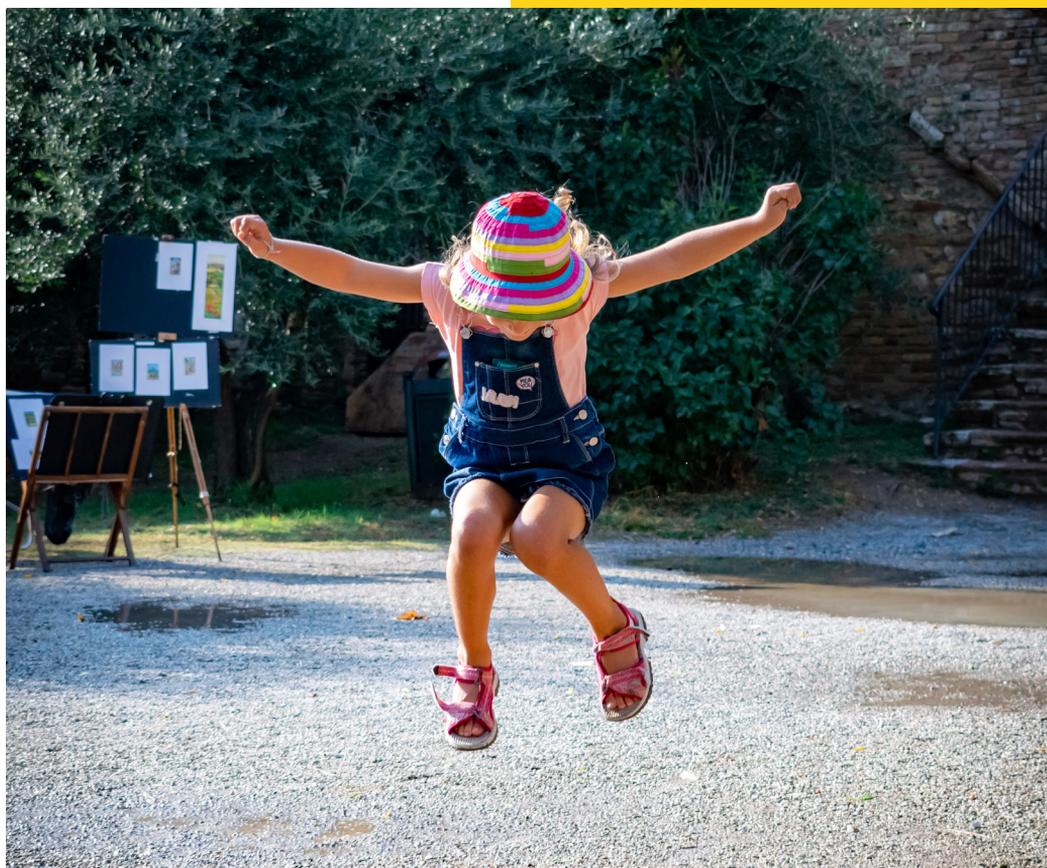
11 Banks post statements on a monthly basis. Use them to **ensure you have tracked every expense.** If you're using a bank app, it's even easier to track your expenses.

12 **Duplicate your budget template from month to month** so that you can track your over and underspending each month to ultimately raise warnings when you overspend so that the next month you are aware to slow down before you drown in debt.

Special thanks to Compliance Advisor Mogamat N Davids for this sound financial advice.

How's your Health?

There's no time like the present to get your annual health check-ups. Three months into the year and you'll want to continue to pursue your goals for the year with gusto. Keeping fit and healthy can be one of those goals and often makes reaching the others easier too. So to get started, a visit to your doctor or nearest clinic is a must. Here's what you can expect:



Testing 1, 2, 3

Early testing can result in early treatment. A general check-up can include urine, blood, weight, cholesterol, blood pressure, hearing and eyesight tests. Physical exams like your general appearance, listening to your heart and lungs with a stethoscope, as well as head, neck and abdominal exams.



Get screened

Schedule annual breast, prostate or pap smear examinations. This will also be an opportunity to learn about relevant self-examinations and how to reduce your cancer risk.



Say cheese

Teeth and gum health is equally important. You should have a dental visit twice a year or as recommended by your dentist. You can expect your dental professional to check for cavities, plaque and tartar on your teeth, and overall oral health for any trouble areas. Your teeth will also be cleaned.

Sharing is caring

This is your chance to mention any complaints or concerns about your health. It's most likely to be the starting point of your appointment where the health professional will spend time asking you about your lifestyle behaviours to update your personal and family medical history and provide advice for your particular needs. Make the most out of your appointment by being honest and asking the questions you need answered.





Have you heard of these?

These are reportedly the wellness trends that are predicted to take over the face of wellness in 2020. And hey, it's okay if you didn't see them coming either:



Ticket for the nap bar, please

Hands up if you too have been sleeping on this trend. Insomnia and sleep deprivation are increasingly issues that limit productivity, particularly amongst overworked and uninspired employees. And with that knowledge and more workplaces focusing on wellness, it begs the question – can wellness efforts extend to nap time? Internationally the demand for nap bars and nap pods is growing. Almost 54% of working Americans want to try nap pods at the office, dare we wonder how many working South Africans would?



Catching feelings, yet?



While January is notoriously reserved for renewed focus on physical fitness, the year is definitely dedicated to emotional needs. Acknowledging and expressing one's feelings and talking to a therapist, close friend, or spiritual advisor are just some of the ways to boost emotional wellness. This mindfulness and emotional healing is predicted to infiltrate fitness classes too making it easier to commit to holistic wellness. **We're fortunate to have EHWP services through metropolitan, give them a call on 0800 115 093 to get started.**

Slowly breathe in...

We know what you're thinking: meditation has been around. But its staying power is not in question here – your level of engagement with it is. With the popularity of intense workouts and ever more stressful work situations, we all need a way to recover. Meditation can help people maintain positive emotions for longer periods of time. What's more, that emotional healing is now being followed up with physical healing in the form of acupuncture and acupressure.



All-in type of wellness

Wellness is moving away from just a 30-minute appointment squeezed into a hectic day, but more and more people want to fully experience it. Whether that means planning a whole trip around wellness or attending a detox event, we'll see a lot more these away from home and comfort experiences. For businesses (and organisations like us) this could mean educational workshops where physical-meets-mental-meets-emotional and other sensory immersive events and activities.

Meet the Facilities Management Unit

The Facilities and Infrastructure Management unit is made up of the Security Services, Laundry Services, Occupational and Equipment Safety and Integrated Facilities Management Sub-Directorates. These are under the leadership of the Acting Director: Facilities Management, Dr Anwar Kharwa. Here's a look at how the different sub directorates contribute to the department's efforts to provide dignified, patient-centered healthcare.

Occupational and Equipment Safety

This sub-directorate provides support and direction in the form of drafting policies, standard operating procedures and the development of toolkits where all matters of health risk, waste management and occupational health and safety (OHS) management within the department are concerned.

Their Greener Waste Disposal systems are currently being implemented at George, Paarl and Khayelitsha Hospitals. Environmental Health Management for the Western Cape province has recently been included to the sub-directorate's

responsibilities to improve quality of drinking water, sanitation and sewage services, vector control and waste management. "On the horizon, this



team will guide and provide assistance to the health care facilities with Pest Control Management and management of general waste," concluded Deputy Director, Adam Thomas.



Laundry Services

Did you know? At our Lentegeur Laundry Services thousands of garments are processed including over 1 million bed sheets, over 50 000 theatre boots, over 300 000 pillows, over 55 000 surgical gowns.



For the past 30 years, Mr Frek Lot has managed both laundry facilities; witnessing vast changes to the team profiles and the work spaces. Strategic leadership and support are provided to his laundry teams by Deputy Director: Laundry Services, Arthur Jantjies and his team at M4 Building within the Bellville Healthpark. Jantjies

said they are facing challenges at Tygerberg Central Laundry with regards to aged equipment almost every day, but over the next three financial years they are able to fix this.



Security Services Management

This team works to provide physical security oversight and support function within the department, ensuring compliance with safety and security legislative requirements, as well as continual improvement of security



provided by provincial and outsourced security service providers.

“We do the contracts that provides in excess of 300 outsourced security guards to protect around 34000 staff. We assist 438 facilities with their security requirements and are currently the biggest procurer of outsourced security amongst all Western Cape Government Departments. The other 8 Departments of government look toward WCGH for guidance on security,” says Deputy Director, Amrish Punwasi.



For any security-related queries contact the DOCS Safety and Security helpdesk on 021 483 6991 and the Permit Office on 021 483 5721. Operating hours are 9am to 12pm and 2pm to 3pm daily, response times are almost immediate.

Integrated Facilities Management

Integrated Facilities Management Services (IFMS) refers to a method of consolidating soft and hard facility management services into one overarching contract with the goal of streamlining operations and creating synergy between services.

Jessica Le Roux heads up the team; developing and project managing an entirely new procurement model for hard and soft facility management services on behalf of the Department.



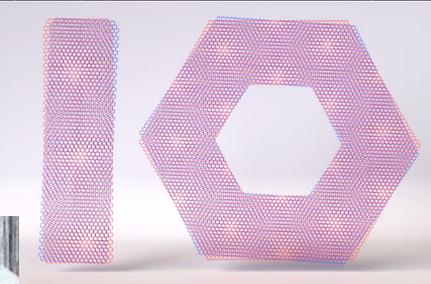
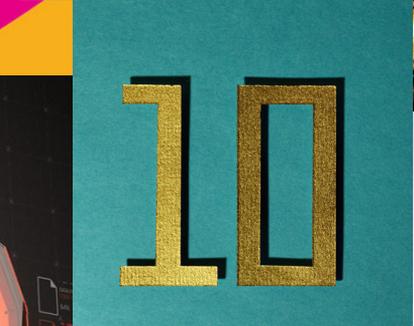
Her role has provided an opportunity to workshop this new model with other provinces and Treasuries to potentially replicate, making this a flagship project like no other.

Acting Assistant Director Gakeem Basardien is the other half of this team. During the IFMS tender process, Mr. Basardien formed part of a negotiating team which involved extensive financial analytics and yielded a R128m reduction in total contract price for the Department.





Inspire



WHAT A DECADE

As 2020 marks the end of the 2010s, we spoke to 10 employees that have served 10 years in the Department to learn from their lessons learned and recognise this achievement.

“The lesson learned in my past decade in terms of working for the Department of Health has brought me closer to realise the transformation of service delivery is the most important goal. Every day we must ensure that your family and other families are all given the same respect and service.”

Having worked in six (6) different units within the organisation has nurtured a spirit of collaboration and determination toward realising person-centered care daily. Through the mentorship and guidance of more seasoned Department officials, he was able to sharpen his skills and expand his horizons. He hopes to now take the baton and do the same for the next generation of WCGH change makers as a passion-driven senior leader.

Trevor Damons | Supply Chain Sourcing

“Never stop learning. Never stop improving.”

Megan Martin is an administrative officer within the Department and says it's been one incredible ride with many memorable achievements, the most recent being completing 10 years of service within the WCG family. This achievement is testament to her commitment to serve others. Not to mention the many learning opportunities she's been afforded from collaborating with others and constantly adapting with the changes we face daily.

Megan Martin | Professional Support Services

“I have learnt that no task or duty is too small when it comes to dealing with our clients or stakeholders. Some duties may seem small and insignificant, but could contribute greatly towards progressive outcomes in the end.”

As a Communications Officer, Sithembiso Magubane puts his talent and skill of writing, research and packaging a story into an educational and entertaining read for his audience. This role has also afforded event management opportunities, including official opening ceremonies for infrastructure developments and upgrades, which he thoroughly enjoys. When asked to describe the past decade in 3 words: challenging, engaging and rewarding.

Sithembiso Magubane | Communications

“Throughout my career here I’ve always found people that I can look up to and that have helped to mentor me within the department.”

Senior administration clerk, Lisa Mostert, would describe the past decade as challenging, exciting and adventurous. She’s highly committed to her job recognising that when she applies herself it contributes to the collective efforts made by her team as a whole. So much so that when colleagues need something done quickly and accurately, they always know to seek her out.

Lisa Mostert | Finance

“Seeing how the work that I do makes a difference makes my job truly fulfilling.”

Watching the data that he analyses translate to actionable efforts that make a difference to people’s lives has been a significant part of the last decade for Shafick Nazier. He started out as a state accountant and currently works as an administrative officer within the Specialised Services Support Directorate. The challenges that come with his work also help to keep things interesting which often results in breakthroughs and continued learning.

Shafick Nazier | Support Services

“Where there were challenges, there was growth and adaptability.”

As a pharmacist within the ARV Depot the past decade has been challenging as a result of many policy changes within her unit, but it is by working through those changes that Nasieba Jacobs realised her adaptability and resilience. Forming a work/life balance has been particularly important to her; acknowledging and pursuing it has kept her loving her work and being present for her family.

Nasieba Jacobs | Pharmacist

“The greatest lesson I’ve learnt is how to communicate while being mindful that you get the correct message across.”

Ten years ago, when starting out here as a Data Capturer, Mzukisi Dyantyi didn’t know his career would lead him to explore the entire province; working in over 50 health facilities implementing the system and interacting with people from all walks of life. Now as a System Controller, he has learnt to be patient, overcome the barrier of limited resources and remain level headed when helping people with their IT related issues.

Mzukisi Dyanti | Information Management

“I have learnt a lot over the years: courage, resilience, maturity in thinking and recognising the love I have for project-oriented work assignments.”

Working within the Business Unit and on the hospital revitalisation projects of Khayelitsha and Mitchells Plain District Hospitals (amongst others) are just some of the highlights in Amanda Lancaster’s career. Within her administration officer role she has learned to grow and adapt. She recently completed her Masters; expanding her knowledge on internal policies and communication methods.

Amanda Lancaster | Groote Schuur Hospital

“The past decade has been a platform for greatness. I have learned to be accountable and professional within my role as an employee of the department”

Daniel Philander started his career here as a senior administration clerk and was promoted a few years later to his current role of Administrative Officer: Finance. Skills development has been a significant focus point for him during this time as he recognised the need to empower himself with higher learning so as to add greater value to the department. His faith has been and remains a true guiding force in his career.

Daniel Philander | Finance Management

“I have learnt to be patient and grasp the windows of opportunities to present evidence for change.”

Having been appointed as the first manager of the evaluation unit within the earlier years of the past decade Deputy Director of Program Impact Evaluation, Glynis Denicker, works to capacitate managers with technical knowledge on how to undertake evaluations and encourages them to think about how to monitor and evaluate success at the start of a project instead of at the end, when it is often too late.

Glynis Denicker | Programme Impact Evaluation



2020 VISION

As a department there are goals we hope to achieve and challenges we're determined to overcome this year. So when the going gets tough, we hope you'll look back at these words of encouragement from some of our management and find renewed energy to do the best you can with what you have.



In 2020, Supply Chain Management (SCM) will place its focus on strengthening the relationships, enabling and building partnerships, in order to strengthen service delivery in the department. SCM will aspire to support UHC by strengthening its role as the strategic purchaser on behalf of the DOH.

“The secret to change is to focus all our energy, not on fighting the old, but on building the new.” –Socrates

Esmereldah Isaacs, Chief Director: Supply Chain Management

I often get asked how to balance so many competing priorities, I try to balance my life with a simple equation – 8:8:8. There are basically three human needs that each of us as humans have, to fulfill our purpose (work), regeneration (sleep and eat) and socialising (friends and family). So next time you are stressed, take a moment to reflect on which aspect is crowding out the other two and rebalance yourself accordingly.



Simon Kaye, Head of Corporate Services



Creativity lies in doing the same thing in a different way. You have the talent to make it through with your hard work, competence, commitment and passion. Take on any challenge and make it disappear.

“When we strive to become better than we are, everything around us becomes better too.” – Paulo Coelho

Laura Angeletti-du Toit, Chief Director: Infrastructure Management

Groote Schuur Hospital (GSH) will continue to maintain the legacy of excellence in health care. Through each of our efforts we contribute toward changing the lives of people. As GSH staff, be a part of all events this year - including celebrating innovations, nurses day activities, fun day, WOW and our 2020 leadership conference. Thank you for your loyalty to Groote Schuur Hospital and for being proudly GSH.



Dr Bhavna Patel, CEO: Groote Schuur Hospital



We will continue with service improvement initiatives in partnership with referral facilities in the Metro east catchment area. The infrastructure upgrades which will take a renewed momentum will make a significant contribution in improving the physical working environment. Our staff remain our greatest asset and we will continue to acknowledge and value them. Let us collectively join hands in making our Hospital a beacon of care, hope and excellence.

Dr Dimitri Erasmus, CEO: Tygerberg Hospital

We are blessed to be part of a public health system that works and pride ourselves in delivering quality health care to our patients. Whilst we have a lot to celebrate, we are concerned about the heightened level of violence against women and children in our country. Trauma cases involving children have increased significantly over the past few years. We plead to our communities to protect and care for our children.



Dr Matodzi Mukosi, CEO: Red Cross War Memorial Hospital



The year 2020 has been declared the year of the Nurse and Midwife in recognition of the pivotal role of nurses and midwives in Universal Health Coverage. Nurses and Midwives are often the first point of contact with the patient. Beyond their clinical roles, nurses are critical to governance, education, policy development, leadership and management within healthcare; and for that, I salute you!

Dr Tendani Mabuda, Director: Western Cape College of Nursing

I wish to commend the thousands of small and imperceptible acts of leadership that happen daily. Acts of courage, bravery and selflessness from the men and women who choose to leave the comfort of their families in the service of their fellow South Africans. While fanfare and accolades rarely accompany their execution, I, like many citizens are their direct and unwitting beneficiaries. A humbling thought.

- Dr. Shaheem De Vries, Director: Emergency Medical Services



The road is never easy, but certainly worth it when we are clear on 'why we do what we do'. So as we head in 2020, we do so with 20/20 vision! We don't just see what's in front of us, but we look beyond and position ourselves for future proofing. It remains impossible to achieve what we have and what we intend to, without every one of you dedicated, committed, purposeful individuals. Go Team NTSS!

Juanita Arendse, Director: Northern Tygerberg Sub-Structure



The team in KESS works under challenging circumstances. What is however encouraging to see is the dedication and commitment of managers and staff. In KESS, employees are motivated by seeing their supervisors on the frontline, setting the example and living the values. A common objective approach and building relationships will ultimately add to the resilience that the team has demonstrated over the years.

Michael Phillips, Director: Khayelista Eastern Sub-structure

Staff of the WCGH working in the West Coast District are no strangers to “business unusual”; proving we have great resilience and strength to get through any challenge, including fire, devastation of facilities and the impacting ripple effect it has on all spheres of service. I am tremendously proud of my “A-Team” of workers and I know that they will excel in the year ahead with a purpose to serve the entire West Coast Community.



Carine Bester, Director: West Coast District



Working in healthcare today can be daunting, as budgets are tight and staff often feel unappreciated. However, I believe what you focus on becomes your reality. Let us be in the moment with the person right in front of us. Let us focus on what is in-hand and how we can make it go further as a team. Let us tirelessly do what is needed in serving our communities well.

Lizette Phillips, Director: Cape Winelands District

In the Klipfontein and Mitchells Plain Sub-structure (KMPSS), we have teams and individuals that perform well beyond what is expected. These pockets of excellence and the identified gaps form the basis of our plan as a Sub-structure to learn, grow and transform. Here’s to providing an accessible, person-centred, quality health service to the KMPSS population that is delivered by a workforce that is competent, motivated and creates trust and confidence.



Patti Olckers, Director: Klipfontein Mitchells Plain Substructure

I would like to encourage our teams to grow their vision with renewed insight, foresight and oversight. What got you here will not get you where you want to be. Do what you have never done before and live significant lives. Be hungry for the change you would like to see, grow your thinking and grow in discipline as it will sustain you until the end.



Paul Ruschenbaum, Director: Garden Route and Central Karoo District

Results 2019

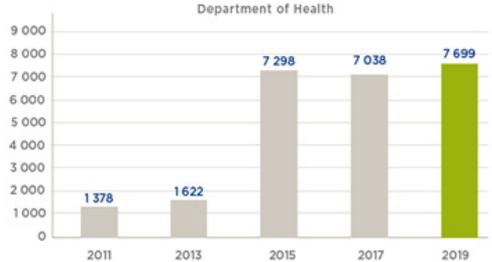


Thank you for joining the conversation!



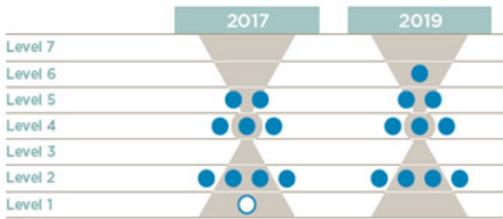
661

more people participated this year



LET'S CELEBRATE OUR JOURNEY TO A STRONG HEALTHY CULTURE

Current culture values



Zero Potential Limiting Values

Organisational Culture shifted from a level 5 (Internal Cohesion) to level 6 (Making a difference)

Entropy DECREASED by 3%



Value matches between personal, current & desired values is achieved!

Personal/Current Culture Matches: 6

Indicates a highly aligned culture where people strongly connect with what is important to them in their work. Their commitment is clear to see.

Personal/Desired Culture Matches: 7

Show a high degree of confidence in your organisation and satisfaction with the current direction.

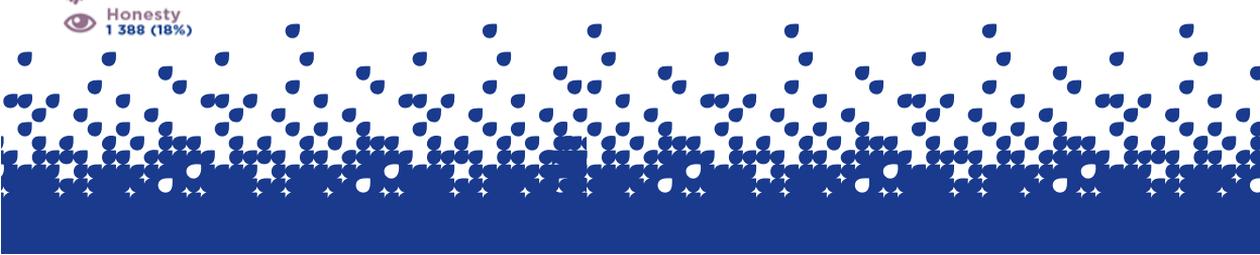


Strengths

- Teamwork
2 694 (34%)
- Accountability
2 207 (29%)
- Caring
2 020 (26%)
- Respect
1 868 (24%)
- Responsibility
1 572 (20%)
- Commitment
1 407 (18%)
- Honesty
1 388 (18%)

FULFILLED REQUESTS

Honesty
1 388 (18%)





2020 INTERNATIONAL YEAR OF THE NURSE AND THE MIDWIFE





2020 INTERNATIONAL YEAR OF THE NURSE AND THE MIDWIFE

The World Health Organization (WHO) has designated 2020 as the year of the Nurse and Midwife in recognition of the vital role and contributions of nurses in transforming health care around the world. This is also in honour of the 200th anniversary of Florence Nightingale's birth. Countries across the globe will host various activities in recognition of the contributions of nurses in healthcare system.

Nurses and Midwives constitute the largest group of healthcare professionals (13 000) in the department and in most instances are the first point of contact with the patients rendering services 24/7. Nurses and Midwives are the cornerstone of a strong and resilient health care system; essential in achievement of our goals of Health Care 2020, Community Orientated Primary care (COPC) and ultimately Universal Health Coverage (UHC).

Broadly contributions of nurses and midwives can be summarised as follows:

- Nurses and midwives provide a broad range of essential services close to the community and in all levels of health facility.
- Nurses and midwives provide essential health services, including prevention, diagnosis, and treatment of HIV, tuberculosis, malaria and other communicable diseases
- Prevention, diagnosis and treatment of non-communicable diseases
- Sexual and reproductive health services, including family planning, and maternal and new-born health care, including immunization and breastfeeding support.
- Nurses and midwives play a key role in caring for people everywhere, including in the most difficult humanitarian, fragile and conflict-affected settings.
- As part of strong multi-disciplinary health care teams, nurses and midwives make a significant contribution to delivering on the commitments made in the 2018 Astana Declaration on Primary Health Care,
- Achieving health for all will depend on there being sufficient numbers of well-trained and educated, regulated and well supported nurses and midwives, that receive pay and recognition commensurate with the services and quality of care that they provide.
- The world needs 18 million more health workers to achieve and sustain universal health coverage by 2030. Approximately half of that shortfall – 9 million health workers – are nurses and midwives.
- Globally, 70% of the health and social workforce are women. Nurses and midwives represent a large portion of this. Midwifery, where care includes proven interventions for maternal and new born health as well as for family planning could avert over 80% of all maternal deaths, stillbirths and neonatal deaths. Midwife-led continuity of care, where a known midwife or group of midwives provides care from pregnancy to the end of the postnatal period, can prevent 24% of pre-term births.



Vuyani Jevu
School Nurse | Mfuleni CHC

“By providing assistance in reaching all targeted schools during campaigns I contribute toward universal health coverage.”

Almarie Damon
Operational manager | Clanwilliam Clinic

“Every day at work is different but I strive toward a holistic approach to service delivery and remind all staff members that prevention is better than cure.”



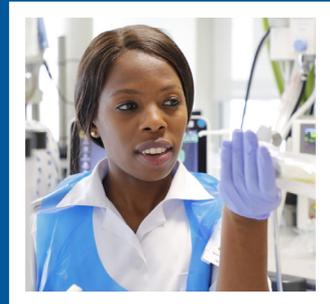
Tandiwe Makhalemele
Dialysis Unit Nurse | Groote Schuur Hospital

“I am an advocate of health for all as affirmed by section 27 of our constitution where by all people shall have access to health care services, including reproductive health care, sufficient food and water.”



Noluvuyo Matapile
ICU Nurse | Red Cross War Memorial Children’s Hospital

“Every patient has different needs and learning to deal with the individual conditions assists in improving my response time and patient care.”



WesternCape on Wellness



Creating A Culture Of Wellness Together



WoW! is a Healthy Lifestyles partnership initiative of the Western Cape Government and its valued partners. WoW! aims to enable people to make Healthy Lifestyle choices throughout our life course - from planning Pregnancy and Birth to Youth, Adult and Senior Years. Choices we make today about how we live (LIVE!), the types of food we eat and drink (EAT!), and how often we do physical activities (PLAY!), affect our future health.



Innovate

First 1000 Days and the Provincial Strategic Plan

The Western Cape Government has developed a strategic plan to guide our work over the next five years (2019 – 2024). The vision for the Provincial Strategic Plan is “A safe Western Cape where everyone prospers”.

To achieve this, five “Vision-Inspired Priorities” have been identified: Safe and Cohesive Communities, Growth and Jobs, Empowering People, Mobility and Spatial Transformation, as well as Innovation and Culture.



So where does First 1000 Days fit in?

First 1000 Days falls under the third Vision-Inspired Priority – Empowering People – where the key focus areas are children and families, educating and learning, youth and skills, and health and wellness.

To empower people, a lifecourse approach is followed where interventions are recommended at critical phases through an individual’s life. One of these critical phases is the first 1000 days of a child’s life; from conception until two years old. Studies show that children that receive food, love, and stimulation from

conception until they are five years old are 20% more likely to be successful and have healthy families.

However, many of our children are experiencing hunger, abuse, and lack of stimulation. This prevents them from growing and developing as they should, resulting in stunting. This means they do not grow as tall as they should, are not as ready for school and are more likely to get sick. Through the First 1000 Days Approach we aim to address stunting by providing health services and support to parents and caregivers to make sure children are safe, healthy and stimulated.

To achieve this, First 1000 Days follows a three-pronged intervention: Survive, Thrive, and Transform.



Survive

- Health systems interventions addressing avoidable causes of death
- Work across care continuum with a focus on thrive indicators such as low birth weight

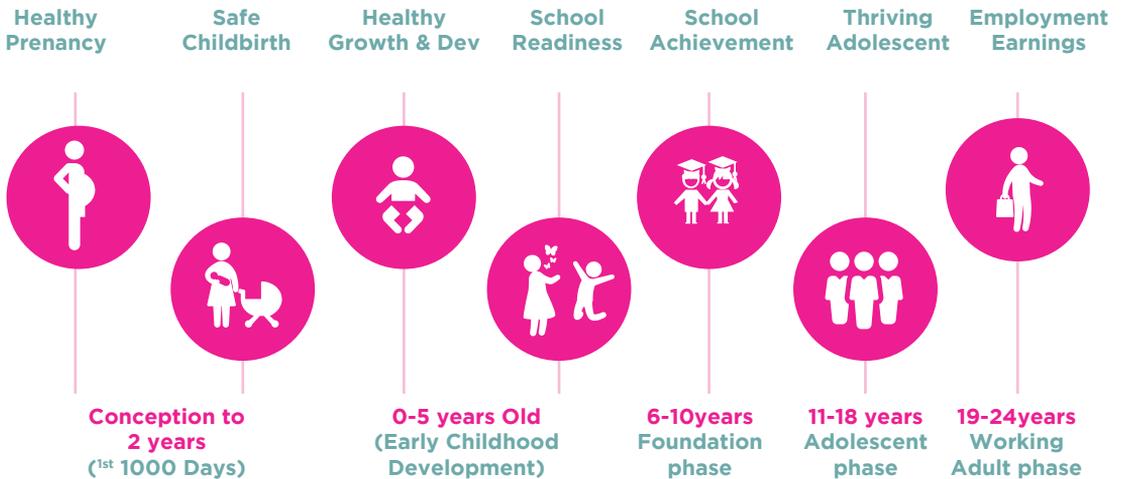
Thrive

- Service re-design to assess and respond to antenatal risks
- Road To Health Book and Side by Side Campaign
- Parent/caregiver support

Transform

- Addressing social determinants through communication and engagement
- Identify and support at risk households through COPC

Life Course Approach: Intervening at the Critical Phases



FIRST
1000 days
 Right Start. Bright Future.

CAN WE STOP TB FOR GOOD?



Tuberculosis (TB) is a deadly condition that claims about 1.5 million lives every year. This is not just a number – it represents a sister, a child, a mother or a friend that could have been saved. TB is preventable and curable, and it is up to us to fight it!

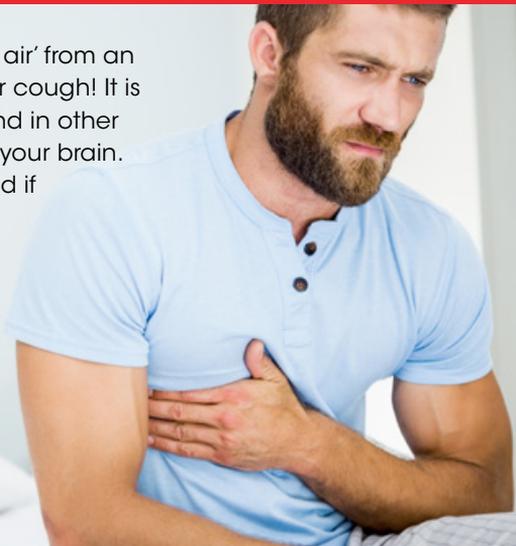


On 24 March, we observe **World TB Awareness Day**, so let us gear up our knowledge so we can win this war.

ROUND 1: KNOW YOUR ENEMY

TB is a bacterial infection that is spread 'through the air' from an infected person to another every time they sneeze or cough! It is commonly found in the lungs but it can also be found in other parts of your body, like your back, kidneys and even your brain. The symptoms may differ, so make sure you get tested if you start experiencing these symptoms:

- **Continuous coughing (especially coughing up blood)**
- **Chest pain**
- **Joint or back pain**
- **Unexpected weight loss**
- **Fatigue**
- **Fever**
- **Chills**
- **Night sweats**



ROUND 2: HOW TO FIGHT



You **MUST** follow and complete your treatment plan - it could last for six to nine months. ✓

When you get your treatment plan, listen to everything your doctor says! ✓

Do not skip a dose or stop treatment early, even if you feel better. ✓

Call your doctor if you forget anything and put reminders on your phone. ✓

ROUND 3:

HOW TO DEFEND YOURSELF

Preventing TB is tough, but once you know what to do, then it becomes easier for you to avoid getting TB or spreading it.

- **Get tested regularly if you live in a TB hotspot (places where the rate of TB infection is high and common).**
- **Do not come into close contact with TB patients.**
- **Ensure that babies are vaccinated. The BCG vaccine against tuberculosis is given at birth; sadly, the vaccine is not effective in adults.**

If you have TB:

- **Strictly follow your treatment plan and take your medication as prescribed by your doctor or healthcare practitioner.**
- **Do not sleep in a room with other people.**
- **Wear a surgical mask when you are talking to people.**
- **Always cover your mouth.**
- **Do not go to work until your doctor says it is safe to do so.**

ROUND 4:

ARE WE GOING TO WIN THIS BATTLE?

The good news is, the number of TB cases have been decreasing worldwide due to the hard-working doctors across the globe. New treatments are being developed and the World Health Organization hopes to **reduce the death rate by 95% by 2035**. You can make a significant difference and speed up that process by following these guidelines.

**NOW THAT YOU ARE WELL INFORMED,
ARE YOU UP FOR THE FIGHT?**



References:

Hello Doctor. 1 March 2016. [Can we stop TB for good?](#)

World Health Organization. 17 October 2019. [Tuberculosis fact sheet.](#)



Western Cape
Government

Health



METROPOLITAN
Health

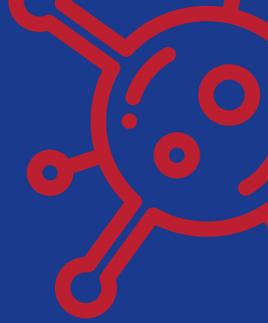
Coming soon...



An all-new intranet platform to advance communication within the organisation and help employees to work better and live better within all our work spaces.

- Read the latest news
- Get important documents you need
- Access the systems you need
- Learn more. Share more.
- Go paperless for PERMIS, eLearning & more
- Provide feedback to make it better for you

MyHealth



SOCIAL DISTANCING

Social distancing means increasing the distance between yourself and others.

AVOID	<ul style="list-style-type: none">Group gatheringsSleep-oversPlay-datesConcerts & showsCinemaSporting eventsLarge religious servicesShopping mallsGymNon-essential workers in your housePublic transport if possibleInternational travel
USE CAUTION	<ul style="list-style-type: none">RestaurantsSupermarketTake-awaysCall-a-rideGoing to the libraryDomestic travelFamily outingsBraai with friendsReligious gatherings
SAFE TO DO	<ul style="list-style-type: none">Taking a walkGardeningPlaying outside in yardCooking at homeHaving groceries delivered at homeGroup video chatsCalling a friend or family memberReading

COVID-19 - COVID-19

Preventing COVID-19 in your workplace

What is COVID-19

- A respiratory illness similar to flu (cough, fever, fatigue & aching body/muscles). More commonly than flu, it can become severe causing viral pneumonia (difficulty breathing).
- 4 out of 5 people will have a mild illness and recover without treatment. The elderly and those with underlying health conditions have increased risk of severe illness. Cases in children are rare.

How does it spread?

- Touching an infected surface or object. The virus can enter your body when you touch your nose, mouth and eyes.
- Very close contact (1-2 meters) with a person infected with COVID-19.

Prevent spread to keep you and your colleagues safe:

Keep your work environment clean. Clean all frequently touched surfaces in the workplace,



such as workstations (e.g. telephones, keyboards), counter tops and doorknobs using soap and water. Then disinfect using household bleach (4-5 teaspoons per 1 litre of water).

Clean your hands regularly. Washing your hands regularly with soap and water for 20 seconds. If soap and water are not available, use a hand sanitiser.



Avoid close contact. Keep a distance of 1-2 metres between colleagues. Avoid direct contact like shaking hands.



Limit meetings or events.

Consider virtual or teleconference meetings and online events.



Practise respiratory hygiene. Cover your mouth and nose with a tissue or your elbow (not your hands) when coughing/sneezing. Discard used tissue immediately in a closed bin then wash hands.



Refrain from international travel to high risk countries and all non-essential domestic travel.



The most important thing you can do is to prevent spread in order to keep you, your family and your community safe.

National Hotline 0800 029 999
 Provincial Hotline 021 928 4102
 National WhatsApp 060 012 3456

Operating 24 hours a day.

RONA VIRUS - COVID-19

What if I develop symptoms?

When should I be concerned that I may have COVID-19?

Suspect COVID-19 if you have a fever with a cough or shortness of breath AND have in the last 14 days:

a) travelled internationally **or** to an area where COVID-19 is actively spreading from person-to-person in the community

OR

b) had close contact with a confirmed or suspected case of COVID-19

If you are feeling short of breath or have difficulty breathing, seek health care urgently.

Call ahead to your doctor or alert health facility as soon as you arrive:

tell them about your symptoms and any recent travel/contacts.

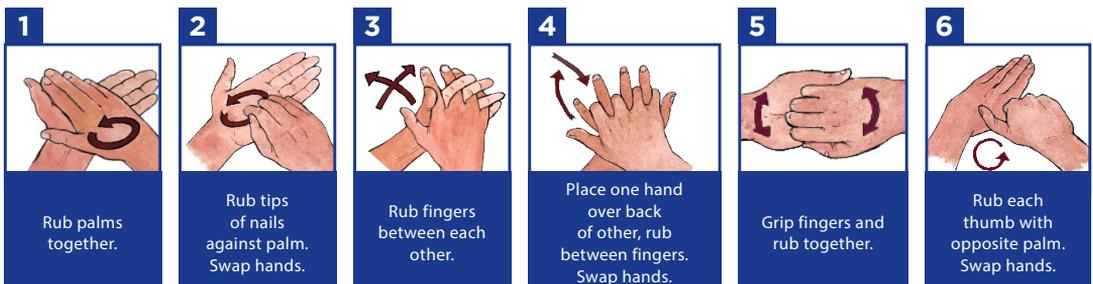
Expect to put on a mask before you enter the facility.

What should I do if I think I have COVID-19?

- Do not panic.
- Phone National Hotline **0800 029 999** OR Provincial Hotline **021 928 4102** and follow their advice.
- Stay home, except to get medical care as directed by the helpline. Do not go to work, school, or public areas. Avoid using public transport or taxis.
- Rest, ensure you drink plenty of fluids and use medications (like paracetamol) as needed to reduce fever and/or pain.
- Avoid close contact with others where possible. When in unavoidable contact, wear a mask if available.
- Avoid sharing dishes, drinking glasses, cups, eating utensils, towels, or bedding – after using these, wash them well.
- Only discontinue home isolation in consultation with helpline/ healthcare provider (usually 14 days).

Wash your hands well

- Use these steps to wash your hands for at least 20 seconds. If no soap and water available, use hand sanitiser instead.
- Roll up your sleeves, rinse hands in clean water and apply soap to palm of hand:



- Rinse your hands with clean water and dry on paper towel or allow to dry on their own.

HOW CAN YOUR COMMUNICATIONS OFFICER SUPPORT YOU?

01 **IMPLEMENT COMMUNICATION PLANS & CAMPAIGNS**

- Align specific substructure communication needs with MHS communication priorities
- Identify and implement strategic campaigns in line with substructure needs
- Create patient communication material (e.g. posters, flyers)
- Place relevant material on notice boards and ensure it is neat

02 **REPUTATION MANAGEMENT**

- Respond to media queries
- Build a proactive positive narrative through highlighting successes
- Develop and maintain a relationship with community media
- Contribute to a positive image of the Department and facilities in the substructure
- Responses for social media

03 **INTERNAL COMMUNICATION & BRAND MANAGEMENT**

- Newsletter, Newsflashes
- Create internal communication material (invites, programmes, notices, posters)
- Distribute relevant news clippings to substructure management
- Staff recognition through positive local media and internal communication

04 **PROJECT & EVENT MANAGEMENT SUPPORT**

- Planning & assisting with communication around projects and events, such as health outreaches, wellness days, research days, and activations
- Assisting with arranging events that aligns with communication plan
- Create communication material for events (invite, flyer, local media release)

05 **COMMUNICATION SUPPORT**

- Internet, Intranet and social media updates
- Facilitate contact centre feedback
- Crisis communication (protest, facility closure, fire)
- Attend key management meetings

Us in a nutshell
We inspire trust, confidence and hope by highlighting successes and achievements in the District and within the Department.



WHEN TO SPEAK TO YOUR COMMUNICATIONS OFFICER:

- You want to highlight a good story
- You know of a staff member who should be recognised for their good work
- You know of an innovation or new project
- You need communication material
- You need advice on whether Communications can assist in addressing any issue or need
- You have a crisis (fire, protest) Or reputation risk (e.g. bad experience) that affects your facility

WE HAVE A PROFESSIONAL
COMMUNICATIONS OFFICER
NEAR YOU.

Share your story with us



Lungile Mathupha
Editor at Head Office



Deanna Bessick
EMS Support



Sithembiso Magubane
Khayelitsha Substructure



Sandra Maritz
Cape Winelands District



Leensie Lötter
West Coast District



Alaric Jacobs
Groote Schuur Hospital



Monique Johnstone
Mitchells Plain Substructure



Nadia Ferreira
Eden Central Karoo District



Natalie Watlington
South Western Substructure



Roche Butler
Overberg District



Zolani Zenzile
Northern Tygerberg Substructure



Laticia Pienaar
Tygerberg Hospital



Dwayne Evans
Red Cross Children's Hospital

Guidelines for responding to media requests for information

The media can be a useful mechanism for quickly communicating with a wide audience. In addition, media reports can influence the public perception of the Department, positively or negatively.

The media can be a useful mechanism for quickly communicating with a wide audience. In addition, media reports can influence the public perception of the Department, positively or negatively. It cannot be stressed enough how important it is for the Department to develop and maintain a good working relationship with the media, and to act responsibly and efficiently in all its dealings with reporters.

Media enquiries

Representatives of media organisations might contact staff members directly to ask for information about the Department or for comment on government policies, regulations, legislation or other matters. Staff members who are approached directly by the media should do the following:

- Refer all media calls to the Communication Officer. Please do not say you are not allowed to talk to the media or that you have to get permission to do so. Instead, tell the reporter: "The Department's policy is to refer all media inquiries to the External Communication Officer".

- Contact the Communication Officer if you have been approached by the media. He or she will need your help when preparing a response.
- Do not allow a news reporter to insist that you answer questions on the spot. Ask the reporter to put the questions in writing and send those questions to the Communication Officer for a response.

Only when the Office of the Head of Department (HOD) or the Ministry have explicitly designated another staff member to respond to the media directly will such direct contact be permitted.



Diary: Save these dates

24 March | World TB Day

2 April | World Autism Awareness Day

21 April | International Down Syndrome Day

28 April | World Day for Safety & Health at Work

8 May | National Lupus Awareness Day

11-17 May | National Sanitation Week

12 May | International Nurses Day

26 May | Bipolar Awareness Day

25-31 May | Child Protection Week



In the next issue...

Welcome new HOD: Dr Keith Cloete
Palliative Care

Year of the Nurse & Midwife profiles

Young leaders at WCGH

THE VALUES:



Innovation

To be open to new ideas and develop creative solutions to challenges in a resourceful way



Caring

To care for those we serve and work with.



Competence

The ability and capacity to do the job we were employed to do.



Accountability

We take responsibility.



Integrity

To be honest and do the right thing.



Responsiveness

To serve the needs of our citizens and employees.



Respect

To be respectful to those we serve and work with.

THE VISION:



Internal Vision

We are committed to the provision of
“Access to Person-Centred Quality Care”



External Vision

Open opportunity for all.



Better Together

The Western Cape Government has a duty to provide opportunities.
Citizens have the responsibility to make use of them.



Western Cape
Government

Health

BETTER TOGETHER.