



DEPARTMENT of HEALTH

Provincial Government of the Western Cape

REFLECTIONS
MARCH 2011



GROOTE SCHUUR HOSPITAL NEWSLETTER

GSH APPOINTS NEW CHIEF OPERATIONAL OFFICER



Above - Dr Bhavna Patel our new COO.

Dr Bhavna Patel has been appointed as the new Chief Operational Officer (COO) of Groote Schuur Hospital. She officially started as COO on 1 January 2011.

Dr Patel started at GSH in 2001 as a Public Health Registrar. In 2004 she was appointed as a Medical Superintendent.

We congratulate Dr Patel on her appointment and wish her well in her new portfolio.

G7 OPENS FAMILY RECREATION ROOM

The Radiation Oncology ward (G7) has been upgraded to create an entrance and also a Family Recreation Room. The main funding for the Family Recreation Room came from the Bank of England (BOE) Joan St Leger Lindbergh Trust. The designs were done by Cornelia Marshing and she was assisted by Dr Jeanette Parkes.

All the patients who are in the ward at any given time will have access to the room. The statistics for 2010 indicate that 6481 patients were treated in G7. Patients come from as far as Piketberg, George, Oudshoorn, Port Elizabeth, Vredenburg, Calvinia, etc. and may stay for prolonged time periods while they receive their radiotherapy and/or chemotherapy for various kinds of cancer.



The location of the Recreation Room within Groote Schuur Hospital is perfect because it enables us to give the patients using it the best views of Cape Town which in itself is therapeutic. Patients and their families will be able to use the room for recreation as well as occupational therapy activities such as card making, board games, watching TV/DVDs, listening to music, relaxation therapy, fabric painting, baking, reading, crosswords and word searches, playing cards, knitting, cooking, exercise, decoupage and mosaic. As the area develops along with the funding, more recreational activities will be available in order to meet individual needs of specific patients.

The primary purpose of providing recreational services to persons with illness or disabilities is to restore, remediate, or rehabilitate, in order to improve functioning and independence as well as to reduce or eliminate the effects of the illness or disability. This can help patients develop a comfortable routine in the hospital and increase opportunities for socialization and life affirming interaction.

Left - Wards G7/8 staff enjoying the opening function

Quality health for all

1ST BONE ANCHORED HEARING AID IMPLANT SURGERY



Left - Dr Meyer and two young patients

Dr Estie Meyer, an ear surgeon at the hospital, has implanted the 1st Bone Anchored Hearing Aid (BAHA) at a State Hospital in the Western Cape.

The BAHA system consists of a small titanium implant that is placed in the bone behind the ear where it grows together with the living bone. An external sound processor is attached to the implant after a healing period of six to twelve weeks. The processor picks up and transfers external sounds directly to the cochlea via bone conduction (the skull). The BAHA system is normally indicated for patients who were born without ear canals or have middle-ear problems and cannot wear conventional hearing aids.

The new BAHA team at the Groote Schuur Hospital consists of Dr Estie Meyer (Otolologist) and audiologists Sharon Pithey, Megan Ferguson and Shanaaz Marlie. The team is clinically supported by Southern ENT, the South African distributor of the European imported BAHA system. Dr Derrick Wagenfeld of the University of Stellenbosch Tygerberg Hospital Cochlear Implant Programme, who pioneered cochlear implant surgery in South Africa 25 years ago, will be offering his expertise to the Groote Schuur Hospital's new BAHA Programme.

The programme will commence with implanting BAHA's into two children who were selected according to international selection criteria.

Asiphe Ngamlana (aged 13 years) of Khayamandie in Stellenbosch has Treacher Collins Syndrome. She was born without ear canals and can therefore not wear a conventional hearing aid. Her current hearing aid fits onto her head like an Alice band and conducts sound through her skin and then to the skull. The device becomes uncomfortable after a while and does not provide optimal hearing. The BAHA that will be implanted into her skull will bypass the skin and muscle overlying the skull and will conduct the sound directly into the bone (skull), and then to the hearing nerve. This system should not only dramatically improve her hearing but is also comfortable to wear.

The second patient, Kanya Mbaliswana (aged 13 years) of Khayelitsha also does not derive maximum benefit from a conventional hearing aid. Due to multiple surgeries to both ears, Kanya experiences chronic ear infection, and therefore cannot use conventional hearing aids well. His poor hearing is affecting his school work. For these reasons he is an excellent candidate to benefit from a BAHA implant.

The BAHA is an excellent alternative product to selected people with hearing disabilities. However, many candidates cannot afford the implant that costs about R50 000.

Well done to our team and good luck with the future implants.

UCT DONATE HYDRANGEAS

Annually the University of Cape Town contacts Groote Schuur to handover Hydrangeas flowers that grow on UCT premises. The Public Relations Department then gets staff from every ward collect the flowers to be placed in the wards during the christmas period

We thank UCT for the annual donation to the hospital.

Right- Mrs Ross and Dr Carter take delivery of the hydrandeas from Prof Soudien (Deputy Vice-Chancellor) 2nd from left and Mr Gowne (PRO - UCT) far left. We thank UCT for the annual donation to the hospital.



DIABETES GRADUATION CEREMONY

By Avril Anthony

In 2006, it was estimated that 230 million people worldwide were affected by diabetes. Within 20 years this number will have soared to 350 million. Much of this increase will occur in the developing countries. Diabetes education is recognised worldwide as a process that assists people with diabetes in building self management skills and provides opportunity to fit diabetes management into daily life routine. The benefits do not only improve the quality of life of people with diabetes but are extended to their families and the society as a whole.

Diabetes Educators are professional healthcare workers who are qualified to work with people in the management of their diabetes. Core components are clinical care, education, counselling research and technology. Their role is dynamic and shaped by their environment and developments in research and technology.

In South Africa there are no official accredited or certified courses for Diabetes Educators. The number of Accredited Diabetes Educators in SA is insufficient to address the burden of diabetes in the country. The University Of Cape Town, Endocrine and Diabetes Unit in collaboration with the Groote Schuur Nursing School are striving to address this challenge by developing highly skilled diabetes educators in the country.

This is the second group of Professional Nurses to graduate in the 6 months Basic Course Certificate in Diabetes Management. They come from Groote Schuur Hospital and Community Health Care centres, Western Cape.

The course co-ordinators were Buyelwa Majikela-Dlangamandla, Avril Anthony and Felicia Jakavula.

Congratulations to all the nurses who graduated.

The nurses who graduated are:

Patrick Khohliso	Hanover Park
Lenkumile "Sean" Phalole	GSH Maternity
Khayaletu Tshwangu	C13,GSH
Wynette Stanley	F26, GSH
Tose Fundiswa	G4/5, GSH
Mageretha Adonis	D24 ,GSH
Louise Nelson	G4/5,GSH
Amina Adams	F 23 GSH
Anita Kelly	D4 GSH
Miriam Pienaar	Guguletu CHC
Dhevi Fay Pillay	F8 GSH
Thenjiwe Cynthia Khala	Eye OPD GSH
Nomawethu Madikizela	Mitchell's Plain CHC



Above - Graduates with course co-ordinators



Above- A demonstration done as part of the graduation ceremony



Above - Avril Anthony hands over a gift to a nurse.

QA - CLIENT SATISFACTION SURVEY

By Tracey Douglas

The Client satisfaction survey was conducted from 21st February to 25th February. The purpose of the survey is to assess patient levels of satisfaction within 6 domains. The domains are: general satisfaction, access, empathy, tangibles, reliability and assurance. Patients who attend outpatients as well as the emergency units and patients who have been discharged after spending at least one night in the hospital are surveyed.

We have had a good uptake and are anticipating that approximately 3000 patients will have participated in the survey. The fieldworkers were a good group and very observant. They were very enthusiastic about the survey. The fieldworkers pointed out shortcomings that the hospital had, e.g. there was no signage at the P4 tunnel and if security does not know the hospital, patients struggle to find direction. There was very good interaction between the fieldworkers and the patients.

Right - Patient completes a survey form in New Main Building

This has resulted in an increase in the number of complaints that were received, but many complaints were easily resolved with a telephone call.

At present, the data is being captured and it is hoped that the report will be concluded by the end of this month.

Thanks to all who assisted in making this survey possible, from the printing department to the equipment to the procuring of fieldworkers. Your efforts are much appreciated. To the fieldworkers, a big thank you for your commitment and dedication to this project.



I CAN MAKE THE DIFFERENCE

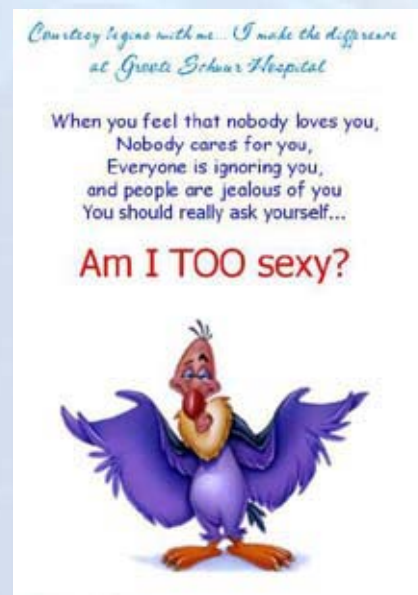
By Tracey Douglas

There have been many complaints about staff attitudes. In order to address staff attitudes, the slogan "Courtesy begins with me... I make the difference at Groote Schuur" is being used. Pictures will be taken in the different departments to capture staff being helpful and courteous to patients and visitors. This is just to remind staff to be courteous and helpful. This will help us as GSH staff to live up our motto of "We serve" and in so doing regain the respect and admiration of the communities that we serve. A training programme for front line staff is also being developed.

Staff should look out for the "INSPIRATION" board on the E Floor, New Main Building. Staff morale is low and there may be a message that touches a cord. Staff must please make time to read the board and inform the QA office if this is a worthwhile venture and if it should it continue. The messages will be changed on a monthly basis.



Above - Lets change our attitude and make a difference in someone else life.



AIDS DAY AT GSH

The GSH AIDS in the Workplace Committee organised a special programme for staff and patients on AIDS Day, 1 December. The day started with a short programme in Palm Court. Reverend Clive Caesar delivered a message and the GSH Cultural Choir provided the entertainment. Balloons were also released by staff to symbolise the hospital support for people with HIV or Aids.

The Aids Committee had an exhibition in Hospital Street. Staff and patients received red ribbons and information about HIV/Aids were shared with all.

We also had some fun with a dart competition where people could win small prizes. Special programmes also took place in OPD and in Maternity. Staff or patients could also have Aids tests done in certain areas.

Thank you to the Aids in the Workplace Committee, led by Beth Adams, for a well organised programme on Aids Day.



Above - Aids Committee with balloons before distributing to staff



Above - Cultural Chorale performs on Aids Day



Above - Rev Caesar addresses staff during the programme in Palm Court



Above - OPD staff making a difference

CONDOM WEEK

The week of the 14th February was Condom Week. An awareness campaign was held in Hospital Street to educate staff about the usage of condoms.

Health Officers were also available to advise staff and patients on the use of condoms and address any concerns that they might have. Free condoms were also distributed to all those interested.

Right - Staff at the table in Hospital Street



ENGINEERING INTERNS

Some of you might have been wondering, who are these students walking around with our engineering staff ?

An Internship Programme for Artisan Assistants was initiated through the Expanded Public Works Programme (EPWP) in an attempt to address unemployment while reducing the skills deficit within the Department of Health. A total of 147 Interns were selected for the programme and 17 of them were placed here at Groote Schuur in the Engineering Department.

There was a fear that the programme might fail and additional concerns that the interns would not be employable in the open market as they would not have any form of course attendance that might influence the employers. So, to make a success of the programme at Groote Schuur, Miss Constance Kgosana, an existing Electrical Artisan in the Engineering Department, was tasked to design skills interventions that are unit standard based and will enhance the competencies of the interns through generic training currently offered to them. Miss Kgosana is an accredited Assessor, registered with MERSETA, and a qualified Skills Development Facilitator.

Some the skills the interns are being trained for include:

1. Basic Computer Literacy
2. Life Skills
3. Diversity Awareness
4. Learner's Licenses
5. Basic Hand Tools and Equipment Usage

We hope that we can put in place an exit strategy whereby GSH can absorb these interns into the permanent Handymen posts. As a further strategy we hope to retain them as our apprentices and allow them to expand their skills even further and enter a 12 week Artisan Programme at Northlink College.

Then with that, in conjunction with the SETAs, they can acquire the recognized and accredited qualifications to enter the market place. They can be contracted into the service for a certain period to plough back and then they can be allowed to leave if they wish to do so.

The last word we leave to two of the interns, I am happy now that we have a way forward unlike before, we given a formal training and we will be awarded certificates when we finish our courses. it feels like we are moving somewhere and we will be able to get jobs at the end of the day. **Gakeem Abdul Jacobs**

I really appreciate what GSH is doing because out of all other students in the program GSH is the only one who is giving the courses and certificates. I am very motivated, I am going to work hard to pass my tests, and I hope everything will go well. **Lulama Thelma Nomphtsheni**



Left - Engineering Interns with Miss Kgosana (Back - on right)

TELECOM OPERATORS UPGRADE

Two staff in our telephone exchange department, Lynn Henning and Caroline Turner, are both thankful for new equipment that has been made available to them. Both of them are blind and the new technology of a talking screen system and a new scanner will assist them in making their job so much easier.

The talking screen basically puts everything on screen into speech and they can then hear this and act accordingly. In the past they had to use their own personal software but it slowed down their communication with the people phoning in. This new system helps them to provide a quicker service to people calling in. With the new scanner they can also scan anything and everything on the page scanned is put into speech for them.

Both of them are thankful to management for providing this new equipment to them.



Above - Caroline (left) and Lynn with new scanner and guidedog Amila

PACS

Lots of progress has been made with the installation of the PACS system at the hospital. Here is the latest update.

OPD:

The new PACS computers which have recently been installed in OPD are now linked to the Clinicom system. If you are experiencing any problem with these computers, please contact Mr Brandon Vigaró, our PACS

Administrator, on speed dial 77-163, or Prof. L. Handler on ext. 3075 or speed dial 76-661.

Maternity Block:

Virtually all PC's have been installed but they are not yet connected to the server. The connection will be made in due course. If any problems are experienced, please also contact Mr Vigaró or Prof Handler.

New Main Building:

Power points, network points and mounting brackets are currently being installed.

PAC Server (Main Controlling Computer):

Philips are now installing their equipment at GSH.

Radiology Department:

The PACS upgrades on the existing GSH radiological machines have been completed. New equipment required by the system has been ordered and will be installed within the next month or two, as it arrives.



Left - Natasha and Candice working on the new system in C10

COMACARE GRADUATION

A ceremony was held for ComaCARE trained nurses to receive level one and two certificates in a celebration of the successful completion of their training on brain injury. ComaCARE patient advocates also received their certificates of competence and acknowledgement of the 80+ hours they each spend on neuro wards every month.

Right - Staff at the ceremony.



VALENTINES DAY BALL

A Valentines Ball was held in the Nico Malan Hall. Staff had a ball of a time at this event organised by the Emergency Unit Staff.

A live band was present to entertain the staff. Most staff were able to have a good time on the dancefloor.

Watch this space for details of the next event.

Right - Staff having fun at the Valentines Day Ball.



40 YEARS LATER AND STILL GOING STRONG

Groote Schuur Hospital is proud to celebrate with Mrs Jean Andrew, who had a kidney transplant 40 years ago. The operation took place on 10th February 1971 at Groote Schuur Hospital.

Mrs Andrew, who was 34 when the transplant was done, received her kidney from a cadaver, brain dead donor. She is one of the longest survivors from a cadaver kidney transplant in the world. We are pleased to report that Mrs Andrew is still healthy and has had no complications during these 40 years.

It is interesting to note the changes that have taken place over the years with transplants. When Mrs Andrew was a patient for the transplant you initially had to be at the hospital for 3 weeks and then be isolated for around 6 months. Now patients are admitted for 10 – 14 days and can resume work after about 2 months. Also with dialysis the sessions have decreased to 4 hours three times per week after it being 9 hours three times per week.

The last words we leave for Mrs Andrews," I encourage people out there to become donors for transplants, look what it has done for me 40 years later."



Above - Jean Andrews healthy at home 40 years later

PUBLIC RELATIONS 2011

EVENTS PLANNED FOR 2011

Quarter 1 (January – March)

First Long Service Awards

Quarter 2 (April – June)

Wellness Day for staff

Retirement function for staff

Quarter 3 (July – September)

Women's Day function

Quarter 4 (October – December)

Long Service Awards for 2011

Retirement function for staff

WE WILL FOCUS ON:

- Improve communication at hospital
- Increase positive news for public
- Communicate programmes to staff and patients

*Courtesy begins with me... I make the difference at
Groote Schuur Hospital*



Please feel free to forward your comments or news to the editor, Alaric Jacobs, at alajacob@pgwc.gov.za or at (021) 404 2188