MESSAGE FROM DR DENNIS ADAMS

Hi Everyone

How the year has flown! It is that
time of year when everybody
thinks of shopping, indulging and
holidays.

Most importantly the Christmas
Season is upon us. Red Cross has
had an eventful but difficult year
with highs and lows.

Some of our low points had been
the problem of coping with staff
shortages, the diarrhoeal season,
our crisis around a shortage of junior
doctors mid-year and the budgetary
pressures and restrictions that
have seen us having to curtail key
activities.

The highs have been the opening
of our combined Trauma and
Emergency Unit, the Lotto funding
for our new Oncology Unit (Building
has started).

The most rewarding for me
remains the commitment and
dedication of all our staff despite
adversity. This is what makes
Red Cross such a special place.

I wish to thank everybody for their
contributions over the past year and
would want to wish all of you well
in whatever you are doing over this
festive season.

Take care

DENNIS ADAMS
CHIEF EXECUTIVE OFFICER

SINCERE THANKS

Sincere thanks to all the staff for
their commitment and dedication that
they have shown during the course
of this year towards caring for the
children who have been entrusted
into our care.

Furthermore, I wish all staff and their
families a safe holiday season and a
Merry Christmas and a Prosperous
New Year.

DIMITRI ERASMUS
MEDICAL SUPERINTENDENT

SEASONS GREETINGS

I would like to take this opportunity
to thank all staff for their unwavering
dedication and commitment that
they have shown during the course
of this year towards caring for the
children who have been entrusted
into our care.

Furthermore, I wish all staff and their
families a safe holiday season and a
Merry Christmas and a Prosperous
New Year.

FROM THE MEDICAL STAFF

Best wishes for a very fruitful and
meaningful new year. May the
Hospital continue to be the special
place that it is, and may it continue
to help children become healthier
and happier.

Best wishes

GEORGE SWINGLER
PROFESSOR & HEAD OF PÆDIATRICS
DEPARTMENT

SAMUEL TAYLOR COLERIDGE

THE HAPPINESS OF LIFE IS MADE UP
OF MINUTE FRACTIONS – THE LITTLE
SOON FORGOTTEN CHARITIES OF A
KISS OR A SMILE, A KIND LOOK OR
HEARTFELT COMPLIMENT
‘Children first’ at the Red Cross!

Celebrating National Children’s Day at the Red Cross Children’s Hospital

Right: Soli Philander, patron of The Friends, with one of our young patients who read out “All children have the right to a place to live”, one of the Children’s Rights.

Top right: Chris Green, AKA Father Christmas, & Soli

Below: Nazrina Teladia, and two little friends from St Joseph’s.

We, the friends of the Children’s Hospital Association, wish all our patients, parents and staff and their families as well as our special volunteers a blessed Christmas and a Happy New Year. May you be guided with safety and health wherever you may be.

At this special time of love and peace and hope, let me share this with you:

“May you have enough happiness to make you sweet?
Enough trials to keep you strong
Enough sorrow to keep you human
Enough hope to keep you happy.”

FROM NAZRINA TELADIA, MANAGEMENT COMMITTEE AND STAFF
THE FRIENDS OF THE CHILDREN’S HOSPITAL ASSOCIATION

Equal access to quality health care

The Department of Health Provincial Government of the Western Cape is committed to providing quality care to the people of the Western Cape, with Quality of Care at all levels being one of the underlying principles of Healthcare 2010.

Within the framework of the National Policy on Quality in Health Care for South Africa, the Provincial Department of Health has a Provincial Policy on Quality of Care in the Western Cape which has 3 focus areas:

- Improving Consumer Quality
- Improving Technical Quality
- Caring for the Carers

Each focus area has specific strategies directed at improving service delivery with monitoring systems to evaluate the impact of the activities on service delivery.

Staff News

Welcome to the Hospital Team

New Faces at the Hospital since 1st July 2004

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Ms Rifiqa Van Haaght
Deputy Director: Finance and Supply Chain Management

- Appointed 1 October 2004
- Completed BComm Accounting Degree in 1999 while serving articles at ADB&T SA(CA)
- Thereafter she was employed as Financial Controller at a marketing company
- She joined the public service in January 2002 at the Western Cape Education Department (WCED)
- She played a key role in drafting the WCED’s supply chain management system and its implementation
- She is married but will only start a family when she completes her MBA
- In her spare time she’s a wedding planner

I believe the Key to success is believing in your own ability and working as a team.

- Coming together is a beginning, keeping it together is progress, working together is success
- Belief in general is the intellectual and emotional acceptance of a proposition or doctrine. Specifically for this unit, belief is the faith you have in your ability to reach a goal without needing to know, in detail, how it will be achieved

A MEMORIAL SERVICE for Doreen Verney du Plooy 1951 - 2004 was held at the hospital on Friday 26 November 2004.

Award: CPN Lyn Stark
Diabetic Clinic

Double congratulations to Sister Lyn Stark Provincial winner of the Marilyn Lahana Caring Award 2004, and for receiving a Diabetes SA Long Service Award in appreciation of the many years of work done by her for children with diabetes.

For twenty years Lyn has assisted with organizing the medical aspects and attended a twice yearly camp run by Diabetes SA. Well done Lyn, we are all very proud of you.

REPORTER FOR NURSING, DOROTHY SCHULMAN, E1 WARD

FROM THE CHILDREN’S HOSPITAL TRUST

2004 has been an exciting year for the team at The Children’s Hospital Trust. What made our fundraising efforts worthwhile is that we are making a difference to an amazing Hospital filled with brave patients and dedicated staff. May you have a blessed Festive Season and a prosperous New Year!

(Back L to R): Ingrid, Mareike, Adrienne, Helen, Tania and Anna
(Front L to R): Anne-Rose, Natasha, Natalie and Meera
NOVEMBER: National Quality Month

November has been designated National Quality Month, an annual event. Whilst strategies to monitor and improve the quality of service delivery are ongoing, it is during November that Departments, Regions, Hospitals and Clinics focus on specific aspects directed at improving systems weaknesses and promote positive aspects.

The activities range from amongst others, conducting External Client Satisfaction Surveys, Staff Satisfaction Surveys, holding open days, assessing waiting times at facilities, together with implementing strategies to reduce waiting times, reinforcing the Patients’ Rights and Responsibilities Charter and the opening of new facilities.

The key message of the Department is that despite constraints we are committed to providing quality services to consumers of health care and enabling health care workers to achieve the vision of Equal Access to Quality Health Care.

Anne-Marie van den Berg
Deputy Director: Quality Assurance
Directorate: Professional Support Services
Date: 9 November 2004