

NEWS BULLETIN

Official Newsletter of the Gauteng Department of Health

20 August 2023



2 Patient care and safety not compromised amidst low stocks of adrenaline

#AsibeHealthyGP offer TISH communities basket of services

4 Gauteng hospitals get onboarded to Serve with a smile



The now modernised MACU with 22 beds is admitting and treating patients that need high care in a modernised and therapeutic environment. It is able to accommodate 8 ventilated patients plus patients on non-invasive ventilation, and those on high flow oxygen therapy.

"#AsibeHealthyGP"

More high-care beds for Bara

The newly refurbished and upgraded Medical Acute Care Unit (MACU) at Chris Hani Baragwanath Academic Hospital (CHBAH) has provided the much needed bed capacity for acutely ill patients who need organ support or very close clinical observation.

The now modernised MACU with 22 beds (2 for isolation) admits and treats patients that need high care in a modernised and therapeutic environment. It is able to accommodate 8 ventilated patients plus patients on non-invasive ventilation, and those on high flow oxygen therapy.

MEC for Health and Wellness, Nomantu Nkomo-Ralehoko together with the Chief Operating Officer and Executive Director of FirstRand Bank Limited, Mary Vilakazi officially handed over the MACU to the CHBAH on Friday (18 August).

The plumbing in all the cubicles in the unit has been installed in a way that will allow for dialysis for patients with kidney failure.

Each bedded unit has been upgraded to specifications needed for a high care bed which includes 8 plug points as well as points for oxygen x2, vacuum x2 and 1 medical gas point. The beds are also equipped with a continuous vital signs monitor as well as a movable examination light and emergency call button.

The HVAC (heating, ventilation and air-conditioning) system of the refurbished MACU has been overhauled to enable the required standards of temperature control and air changes per hour. The gas-trap bottle was replaced. The sluice room has also been fitted

with an extraction fan (air conditioning).

The Unit's electricity supply has been upgraded to include full Isoloc systems, UPS connection and emergency lighting. Each cubicle has dimmable patient lights as well as bright lighting

MEC Nkomo-Ralehoko expressed her gratitude to the South African Pandemic Intervention And Relief Effort (SPIRE), a division of the FNB Philanthropy Donor Choice Foundation Trust, and Rand Merchant Bank, a division of FirstRand Bank Limited, whose commitment to our public health sector has had a significant and lasting impact.

"The collective efforts of SPIRE highlight their strong belief in the power of unity. Their partnership with us underscores their commitment to making a tangible difference in the lives of our patients and the overall well-being of our community. Through actions like these, we witness the transformative potential of organizations dedicated to improving society," said the MEC.

Attesting to the private-public partnership that resulted in the modernised MACU at CHBAH, Vilakazi said that great things can be achieved when the private sector collaborates with government.

"We each have recognised and respected the skills that we bring to the table, and the outcome has certainly been greater than either party could actually ever have



Rahima Moosa gets an upgrade

MEC for Health and Wellness, Nomantu Nkomo-Ralehoko this week reopened parts of the maternity and postnatal wards and the triage section at Rahima Moosa Mother and Child Hospital which had undergone extensive renovations.

The renovations are a part of continuous drive to improve the infrastructure and aesthetics of the facility. These include the repainting and flooring of the wards, new beds and 10 new reclining chairs for pregnant women accessing maternal care at the hospital.

The improvements were done thanks to the generous donations of Apex Legacy, Durham, Takolias, Total Energies and Jamiatul Ulama South Africa.

imagined or achieved alone. So we do not look for thanks, but welcome the opportunity to be brought to the table and called to the party by government," said Vilakazi.

In addition to the refurbishments and upgrades, SPIRE fitted a park home that was donated to the hospital by the Caring Women's Forum with electricity connection, lighting, power points, plumbing, kitchenette and storage shelves. This park home will be used by staff as a resting area amongst others.

Patient care and safety not compromised amidst low stocks of adrenaline



The Gauteng Department of Health (GDoH) wishes to assure patients, their families and the public at large that patient care and safety has not been compromised despite low stocks of Adrenaline in some hospitals in the province.

Ideally our facilities keep three months stockholding of any medications or pharmaceutical supplies. However, the current situation where the supplier is failing to meet the demand has resulted in Chris Hani Baragwanath Academic Hospital (CHBAH) having minimal stockholding.

Adrenaline is a drug that is used in emergency situations for the treatment of serious shock and may be used to restart your heart if it has stopped.

In addition, the Gauteng Medical Supply Depot has issued 5 000 vials from its 20 180 stockholding to CHBAH to ensure that the facility meets the demand for the life-saving drug. In total, CHBAH received 9000 vials by the end of Monday (14 August).

Although the current stockholding is not ideal at our facilities, clinicians are managing the situation based on patient need.

Similarly to other medicines which Gauteng procures from a transversal contract, the supplier of Adrenaline is contracted by the National Department of Health and engagements have been had between the two parties to address the current challenges.

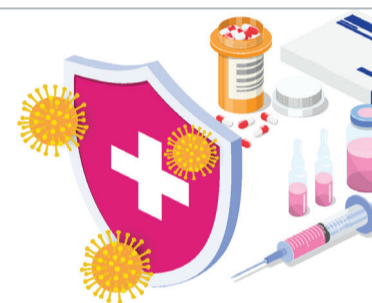
The Adrenaline supplier attributed loadshedding as its reason for struggling to cope with the demand and only supplying in limited quantities since May this year. However, the situation has now been addressed as they say they have made provision for alternative power supply. This has put some sense of relief for the GDoH as Gauteng hospitals have a higher demand for the drug.

The GDoH continues to ensure through its MSD that all facilities have adequate supply of any medications to ensure that patient care and life-saving procedures continue.

As at 14 August, the MSD has ordered 321 000 vials of which CHBAH will receive 87 673. Other facilities will also receive stocks of thousands to ensure that they maintain a stockholding of three-months.



IMMUNISATION PROVIDES PROTECTION AGAINST INFECTIOUS DISEASES



The road to health booklet should always be used as guidance for when to take the child for their immunisation.

Immunisation is free and available at all government clinics and Community Healthcare Centres.

Newly acquired ultrasound machines improve maternal health services at Stanza Bopape CHC



Rosina Mamorobela

Stanza Bopape Community Healthcare Centre (CHC) in Mamelodi sees more than 15 000 antenatal care (ANC) patients annually, including patients who are referred to the facility by neighboring clinics.

To detect any abnormalities early in pregnancy, gender, calculate routine estimation of gestational age during ANC visits and estimate date of delivery among others, the facility recently acquired two ultrasound machines. This is part of the ongoing concerted efforts to improve maternal health services.

The new portable machines produce scans with clear picture quality, print out images and are expected to assist the clinic in reducing waiting time for expectant mothers.

Stanza Bopape CHC Manager, Mapitso Makgamatha said the machines have brought much-needed quality healthcare services and will assist to improve service delivery.

"It is the first time that Stanza Bopape CHC has access to such a high-quality equipment. It will help healthcare workers to identify high risk pregnancies and any other pregnancy related

The high-quality equipment will help healthcare workers to identify high risk pregnancies and any other pregnancy related abnormalities and help in referring promptly to the next level of care."
~ Mapitso Makgamatha .

abnormalities and help in referring promptly to the next level of care," said Makgamatha.

Some of the challenges that the facility is grappling with include: the high rate of unbooked pregnant women coming to deliver in the facility, patients who present with complications after going to backstreet abortion clinics, and those who present late for ANC services.

"We are pleading with women to go to their nearest clinic as soon as they miss their first period. Early antenatal care has benefits for both the mother and baby where they are checked by a skilled health care professional at every visit. Furthermore, blood tests to check the mother's condition are conducted and foetal growth is monitored at every visit," concluded Makgamatha.

Department takes measures to minimise serious adverse events at facilities

In a bid to minimise adverse events, the Gauteng Department of Health has put measures in place which include monitoring of reporting and capturing of Serious Adverse Events (SAEs) through the National database system.

The 2022 SAEs are emanating from clinical administration, clinical procedures, healthcare associated infections, patient accidents, medication, medical devices and others.

The department reports all the SAEs identified in all facilities within 24 hours of occurrence. They are further investigated and presented to the facility patient safety incident committee and morbidity and mortality meeting to develop a quality improvement plan in order to address the gaps identified.

Gauteng MEC for Health and Wellness, Nomantu Nkomo-Ralehoko said, the department has ongoing training of healthcare professionals in their various levels on the management of serious adverse events.

"Furthermore, we have re-established mandatory clinical governance structures (Mortality and



Morbidity) for all disciplines to provide support, learning platform and inform decisions that influence clinical care," explained MEC Nkomo-Ralehoko.

The department has trained Quality Assurance officials in hospitals, Clinical Managers and District Health Services to enhance their competencies in the prevention, reporting and management of SAEs.

As part of enhancing superior vigilance in the identification of clinical risks, reporting and prompt decision making SAE awareness campaigns are continuously being conducted to hospitals and District Health Services staff and management.

In ensuring that cases are addressed appropriately, the department has since implemented some of the following recommendations:

- Morbidity and Mortality meetings are held per discipline to discuss the SAEs
- There are clinical review meetings that discusses exceptional SAEs that affects more than one department, chaired by senior doctors
- Patient Safety Incident committees discusses the SAEs monthly.
- Standard Operating Procedure committees have been established to review and develop SOPs
- Clinical ethics framework has been implemented to enhance ethical conduct amongst staff
- Clinical supervision trainings conducted to improve staff supervision
- Implemented perinatal education programme to improve the knowledge and skills of Midwives to enhance maternal care.
- Conducted refresher course on neonatal intensive care to improve neonatal care.

GIVE THE GIFT OF LIFE DONATE AN ORGAN OR TISSUE

One person can save eight lives with a single organ donation, and up to 50 people can be saved with a tissue donation. Organs that are needed include heart, lungs, liver, kidneys and pancreas. Whilst tissue needed include corneas, skin and long bones.

For more information visit Organ Donation Foundation website: www.odf.org.za



#AsibeHealthyGP offer TISH communities basket of services

Koketso Maraba

Residents of Diepsloot have welcomed the delivery of the health services at their doorstep saying this is positive encouragement to take care of their health. This was during the recent #AsibeHealthyGP – Taking Health Services to Communities campaign.

The #AsibeHealthyGP campaign is aimed at offering communities in townships, informal settlements and hostels (TISH) comprehensive screening to detect diseases early and prevent health complications. To identify patients who have defaulted on their medication and encourage them to continue taking treatment for their chronic diseases. Also, to reduce queues at health facilities, and to educate the community about health and wellness, living a healthy



lifestyle, and adopting healthy eating habits. On the day on (Tuesday, 15 August), the following basket of services were offered: comprehensive screening, HIV and TB Testing Services, Influenza vaccine, EPI (Immunisation Services) and COVID-19 vaccination, Vitamin A and Deworming, Family planning, Adherence Support (for chronic treatment), Health talk and educational exhibition, Oral Health, and Pap smear.

"I was due to collect contraceptives the next day at the local clinic which is a bit far from where I live. My husband also got injured over the weekend and came to the mobile clinic and

the nurses were able to give him medication and dress his wound as well," said Tebogo Mmola - a happy resident of Diepsloot.

Another cheerful resident, Racheal Hlomuka said she was able to get her child immunised and some medication for herself and that the nurses were patient and showed care in the way they assisted the residents.

Oral Hygienist, Lydia Monyepao from Rhiza Babuyile also advised parents to take care of their children's oral health immediately after teething to prevent and reduce tooth decay and cavities in infants and children.



The power of a smile to help improve patient care

Koketso Maraba

The Gauteng Department of Health (GDoH) is currently empowering its employees to put on a friendly and welcoming attitude in an effort to improve patient experience of care and to boost staff morale.

The Department is onboarding its facilities and districts to join the "I Serve With a Smile" campaign which aims to prioritise the well-being and satisfaction of patients.

Ten hospitals have fully activated the programme. These include Pholosong Hospital, Tembisa Hospital, Carltonville Hospital, Rahima Moosa Mother and Child Hospital and Steve Biko Academic Hospital which are already implementing combined efforts to contribute to building a more positive and customer-centric approach to service delivery.

On Thursday, MEC for Health and Wellness,

Nomantu Nkomo-Ralehoko participated in the onboarding session at Pholosong. She said that healthcare professionals and supporting staff at various facilities are responding positively towards the programme because they can all relate to the brand "I Serve With A Smile". Staff members are motivated to comply with the code of conduct which emphasises professionalism, respect and customer service.

"There has been an improvement in the patient experience of care across Gauteng facilities as they have been receiving an increased number of compliments from patients. Citizens are noticing the positive change in our staff's attitude and this has had a great impact on our service delivery goals" exclaimed MEC Nomantu Nkomo-Ralehoko.

The onboarding sessions are in full swing and more hospitals are expected to launch the campaign at their institutions through radical training and

There has been an improvement in the patient experience of care across Gauteng hospitals as facilities have been receiving an increased number of compliments from patients. Citizens are noticing the positive change in our staff's attitude and this has had a great impact on our service delivery goals."

~MEC Nkomo-Ralehoko

support from the Head Office, to ensure that staff members are adequately inducted into the programme.

"To maintain high staff morale healthcare professionals will have ongoing training and development opportunities to help enhance their communication and interpersonal skills, enabling them to deliver a higher level of service with a smile," said Samantha Ngindi, Director for Leadership Management and Skills Development.

The I Serve With a Smile onboarding sessions will run throughout the month of August until September.



Mother pleased at quality of care given to daughter at Charlotte Maxeke

As a mother to most children who are far from their homes as they came to JHB to study, work etc, I recently received a call that one of my many daughters studying at Rosebank College is admitted at Charlotte Maxeke Johannesburg Academic Hospital.

My first concern was whether she would receive the necessary care. She had a septic swelling on her right hand and was admitted on Saturday. She later went to theatre, was observed on Sunday and released two days later.

I was nervous on her behalf, couldn't imagine her hospital stay experience. When I visited I was shocked to find one of the cleanest Wards 495, indeed I found that each ward gives the patient the quality and convenience of private health care with specialist physicians and cutting edge technology that only a long-established hospital has the capacity to offer.

Someone please donate pillows, though. I didn't ask why none of the patients had pillows except for my girl who came prepared with a morning gown and sleepers.

I would like to congratulate MEC Nomantu Nkomo-Ralehoko, the CEO and staff at Charlotte Maxeke Johannesburg Academic Hospital especially Ward 4 for the great job they are doing.

Regards
Dr Criselda Kananda

* Letter grammatically edited

QUALITY ASSURANCE
CONTACT US!



For any hospital or clinic complaints please contact the **Gauteng Department of Health** on the **24-hour customer line** on.

 **0800 203 886 (Toll free number)**

 **patients.health@gauteng.gov.za or support@gauteng.gov.za**

 **SMS : 35023**

For letters, contribution and suggestion contact GDoHStories@gauteng.gov.za

For more information on Gauteng Department of Health programmes, News and other information, visit our social media pages:

 **Gauteng Health Department**

   **@gautenghealth**

 **Gauteng Department of Health**



PHARMACY INTERNSHIPS 2024

Applications are hereby invited from suitable candidates to do their Pharmacy Internship in the Gauteng Department of Health for 2024. These positions are advertised pending approval to fill these posts for 2024.

1. APPLICATION PROCESS: We are an affirmative action employer and intend to promote equity in service delivery. The department offers internship positions at registered hospitals and district pharmacies, for only a period of 12 months from the date of registration with the SA Pharmacy Council. The internship is conducted in accordance with the rules and set programme of the SA Pharmacy Council. Person interested in doing their pharmacy internship programme in the public sector in Gauteng must complete and submit the following documents:

- Application for Employment Form (Z83) obtainable from any Government Office or on the internet. Click on <http://www.dpsa.gov.za>
- Current Curriculum Vitae not longer than 4 pages.
- Academic record up to the 3rd year of study or further
- Testimonial from a lecturer of the University.
- Six choices of institutions (see attached list of institutions below) in order of preference. Your choices must include:
 - Three District Hospitals / District Services
 - Two Regional Hospitals
 - One Central/ Tertiary Hospital OR One Specialist Hospital
- A motivation letter to substantiate your choices.
- Identity Document or equivalent

APPLICATIONS TO BE POSTED/ HAND DELIVERED TO:

Postal address	Hand delivery address (08h00 to 16h00)
Attention :Mr Phauwe Mphahlele / Ntokozo Sihlangu Human Resources Development Gauteng Department of Health Professional Services Support Private bag X085, Marshalltown, 2107 Cell: Mr P Mphahlele: 079 881 5690 Mr N. Sihlangu: 063 375 5524	Attention: Mr Phauwe Mphahlele /Ntokozo Sihlangu Human Resources Development Gauteng Department of Health 45 Commissioner Street, Podium 1 Johannesburg

2. GENERAL INFORMATION:

- Applicants who fail to adhere to the requirements may limit their chances for selection.
- All applications must be posted or hand-delivered to the addresses above. No faxed application will be accepted. No e-mailed applications will be accepted. No late applications will be considered.
- Please supply an address, telephone number and an e-mail where you can be easily contacted i.e. cell phone or telephone number, address during university terms and during vacation.
- It is the responsibility of the applicant to inform this office of any change in contact details. Inability to contact the applicant at the supplied contact details may result in the application not being processed.
- Commencement date for internship is envisaged to be the first working day of January 2024, or as required by the Department. The starting date stated by the applicant on the Z83 may be taken into consideration during the selection process.
- **REFERENCE for Z83 is: GDoHPI24**
- Selection will be done during September 2023.
- If you are selected, information on an offer of employment will be e-mailed to you after/during October 2023.
- After the acceptance of the offer of employment, if for any reason the applicant cannot take up the position on the date stated, the offer of employment will lapse immediately.
- The date of commencement of pharmacist internship will be the same as the date of registration as a pharmacist intern with the SA Pharmacy Council. No pharmacist intern may commence duty, unless proof of registration with the SA Pharmacy Council is supplied.
- Failure in the final examination will immediately disqualify your application for employment and nullify any offer of employment that may have been made. Having to write a supplementary exam will be regarded as failure in the Final examinations of the Pharmacy Degree.
- The department reserves the right to change the number of pharmacist internship positions overall or at any of the public health care facilities
- The internship positions will be only for a period of 12 months from the date of registration with the SA Pharmacy Council. The department reserves the right not to extend any internship due to failure in the pre-registration exam, other cases for extension will be considered on an individual basis.

3. PHARMACEUTICAL SERVICES IN GAUTENG

Hospitals in Gauteng are categorised into Central, Tertiary, Regional, Districts and Specialised Hospitals. In addition, there are District Pharmacies responsible for primary health care services. The pharmacist is responsible for the maintenance of stock, which involves the ordering, storage, and distribution of medicine and the exercising of control over the medication. The pharmacist is also involved in the maintenance of the formulary and the impact of the primary EML on the stock holding and distribution thereof.

Hospitals are normally divided into following main care areas:

- In-patients pharmacy: The pharmacist dispenses medication to patients in wards and maintains stock levels in the wards and other specialist areas.
- Out-patients' pharmacy: Dispensing of prescriptions to patients attending the hospital as out patients, interaction with the patients and counselling on their medication.
- Bulk compounding and prepacking: The preparation of extemporaneous mixture for specific patients, disinfectants and stock mixtures used in the hospital. The pre-packing of medicine from bulk containers into patient ready packs.
- Patient Care areas: Pharmacists attend ward rounds and interact with both medical and nursing personnel regarding all medication related information and issues.

4. ENVISAGED PHARMACIST INTERN POSTS WITHIN THE GAUTENG DEPARTMENT OF HEALTH FOR 2024:

Institution Name	2024 No. of Posts envisaged	Type of Institution
Charlotte Maxeke Hospital	10	Central
Chris Hani Baragwanath Hospital	8	Central
Dr George Mukhari Hospital	7	Central
Steve Biko Hospital	6	Central
Bertha Gxowa Hospital	3	District
Jubilee Hospital	2	District
Pretoria West Hospital	1	District
Tshwane District Hospital	2	District
Sedibeng Health District Services	2	District Services
Edenvale Hospital	1	Regional

Institution Name	2024 No. of Posts envisaged	Type of Institution
Far East Rand Hospital	2	Regional
Leratong Hospital	3	Regional
Sebokeng Hospital	4	Regional
Tambo Memorial Hospital	2	Regional
Thelle Mogoerane Hospital	1	Regional
Sterkfontein Hospital	1	Specialist
Weskoppies Hospital	1	Specialist
Helen Joseph Hospital	3	Tertiary
Kalafong Hospital	3	Tertiary
Tembisa Hospital	1	Tertiary
Total Funded Posts	63	

CLOSING DATE - 31 AUGUST 2023