

remitted to the Ministry of health for purposes of supplementing salaries of health workers through the Health Services Board. The hospital will utilize the remainder to supplement the recurrent grant for drugs, supplies and other services.

The general thrust of this policy decision is meant to supplement resources available to the hospital. Communities utilizing hospitals are to contribute to the cost of service. As can be expected, the user fees collected is expected to reduce the financing gap of the hospital. In our case, a very small margin of the gap will be covered and hence every opportunity to raise revenue should be taken advantage of. Staff who are on medical aid seeking treatment are encouraged to use their medical aid cards when seeking treatment at the hospital.

Hospital staff are required to assist in the implementation of the user fee policy including information dissemination to facilitate the shift to the fee for service culture (to the community) coming with this policy development. Information and clarifications on fees can be obtained from the administration department including our cash collecting points.

G. Hlatywayo
St. Luke's Hospital Administrator

To ALL Staff members: you are all very welcome to take part on the workshop "Caring for severely malnourished children". August 19th, from 9am to 4pm in the school of midwifery. Please register at the Matron's office before the 11th of August. See you there!!

We are looking forward to receive updates and important information from the workshops our staff is attending to. The newsletter can be the place to distribute all this new important information, so that we can all benefit from it.



Elaborated by St. Luke's Mission Hospital Management.



ST. LUKE'S HOSPITAL

Newsletter No.2 July 2006

This newsletter is our tool to communicate and inform about what is going on in St. Luke's Hospital. Please feel free to contribute. This is not an official document and we can not guarantee it to be complete, therefore help us with information, corrections and additions. These are the monthly news:

Intensifying a Spirituality to our Healing Ministry

When a person gets sick, it is never just a clinical event. Sickness is more than just the physical pain. There is great deal of fear in people when they are ill. They are anxious about the future, afraid of death, angry at those who caused their illness, sad and depressed. All these feelings and emotions converge on the person in their sickness. And thus, healing can never just be a clinical event of dispersing drugs. It is always a religious and spiritual event because it is in illness that we realise that our life is not our own. It has been given to us by God as a total gift. Sickness and death is all about surrendering this gift to God.

Over the past few months, I am sure that you may have seen the Christian community of St Luke's conducting healing celebrations, particularly within the female wards. This has been an effort to intensify the spiritual contribution that we provide to patients who come to the hospital for healing. We need to pray for healing because medical drugs can only resolve the physical aspect of illness. But only God can give peace and consolation to the pain which is felt deep within the person's spirit.

Unfortunately, our efforts as priests and nuns will always remain insufficient to address the needs of the sick within the hospital. We need the help of every member in this hospital community to provide a spirituality to our healing ministry. And this can be done in various ways:

- § make an effort to give 5 minutes of your time to find out how a patient feels when they are sick- what is troubling them, what decisions do they need to make etc

- § offer them friendliness and warmth
- § and if they would like to pray, offer up a short prayer to the Lord for them
- § when you work, try to treat a patient as if he/she were one of your relatives,
- § and at the end of each day, offer up a prayer of thanksgiving to the Lord for what God has accomplished in you.

Help us make healing an event where people are able to encounter the tremendous love of God. Thank you for your help,
Fr. Charles Rensburg
A Missionary Oblate of Mary Immaculate

Nurses in St. Luke's

Very good news, St. Luke's school of nursing made the headlines some months ago, this time with almost a 100% pass rate of nurses.

Sadly, the clinical area has and survives on a sorrowful size of workforce. The only question now is why is that so? Why are we failing to keep some of our home trained nurses?

Maybe someone or some special committee needs to discuss this issue further.

This days particularly the clinical area is surviving simply because the local community is not able to meet their financial obligation, hence the small number of inpatients.

One year down the line our hospital looks somewhat grey; if that's the colour that spells no hope.

Currently we depend on 3 doctors and less than 30 nurses all in all and we are a district hospital.

One pleasing thing though is, patients are one again receiving spiritual attention from the appropriate authorities.

It reminds me of the good old days when sister Juliana was roaming the hospital wards praying and counselling patients.

Lets keep the home fire burning by praying for St. Luke's because we can come and go but this Hospital should live on.

Nurse Nyoni

Female Ward

User fees for public health institutions

Cabinet approved that fees be revised and charged at public hospitals from district through to central hospital level with effect from 1 April 2006. This decision comes at a time when public hospitals are generally faced with a situation of inadequate funding for running hospitals and health programmes. Health Services remain free at Rural health Centers and Clinics for patients not covered by medical insurance or other paying agents.

Patients seeking for service at St. Luke's hospital should have been referred by a clinic in cases where such patients do not reside within the catchment that use St. Luke's as their first point of entry into the health care system. Patients who present at the hospital, unreferred will pay consultation plus a penalty of 50% and all other fees chargeable.

Economically vulnerable patients are required to obtain letters from the department of Social Welfare in Lupane. The Social Welfare letters will enable the hospital to claim payments for such patients from the Social Dimension Fund.

Children under five years of age do not pay consultation fees only if they produce the Road to health card. Since this card has been unavailable for a long time, the hospital shall accept any form of record mothers may produce proving that the baby is consistently following the baby clinic.

Patients being referred to the next level of care, in our case - Mpilo, should be advised to prepare adequately to meet charges for fees. Preparation in this case referring to either having money to pay, valid medical aid card, or a letter from the department of Social Welfare, where such patient is indigent and unable to pay. Where such referrals have been ordered by a health worker, a further consultation fee shall not be paid at the referral level. The prescribed fees applicable to all levels of care have been distributed to all departments for your information and use.

A Health Services Fund Account has been created by the hospital to hold revenue generated from the user fees. 10% of this revenue shall be