



Info Pack

Weekly Newsletter

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Issue No 0022

ACHIEVERS CORNER

"Feeling gratitude and not expressing it is like wrapping a present and not giving it"
William A. Ward

Please join CCD team to thank Field Operation and Compliance team for the great initiative they introduced in equipping regional staff with managerial skills so as to insure effective utilization of SFH resources in a demanding and changing environment.

Take time to appreciate employees, they would reciprocate a thousand times.

EDITORIAL CORNER

Let's improve our workplace communication

In our last Info Pack, we wrote about tips to improve workplace communication; some of our esteemed readers suggested that the next Info Pack (this issue) should bring more details about the tips highlighted in our last issue.

We are so glad to bring back this topic about improving communication skills. Before starting a process of instilling communication tips into our behavior, let's bear in our minds that communication is a skill that can be learned and developed.

In the today's issue we are explaining two of the tips and other remaining tips will be explained in the next issues.

1. Listen with intent and clarify what you hear: If you want to be heard, first you must learn how to listen. This sounds counterintuitive, but if a coworker believes you are paying attention, he is much more likely to listen attentively to you as well. Hold off thinking about your response and don't interrupt. Be sure to paraphrase your interpretation of what was discussed and ask clarifying questions. Paraphrasing and clarifying are key practices that not only help ensure you are clear about what has been said, but they also let the speaker know that you want to understand what is being communicated.

2. Build trust by being authentic and consistent: To build and maintain trust in the workplace, your communication should be authentic and consistent. When you speak, make sure that you are clear and purposeful. Ambiguity will set you up for misinterpretation. An interaction is unlikely to be productive unless each side makes an effort to understand the other's viewpoint. If you sense that a barrier is coming up in a conversation, acknowledge it and articulate the different perceptions. Be consistent with both your nonverbal and verbal communication, making your actions match your words. The majority of meaning in conversations comes not from words, but from the participant's facial expressions and body language. Don't tell someone you are interested in what they are saying while checking e-mail on your phone. This inconsistency sends a mixed message, which undermines trust

Executive Director's Column



Looking at the value of Audit

Dear all staff, previously we have shared insights about discipline and commitment as our theme for this year. Among other things that we need to commit ourselves, is having a clean audit opinion and most importantly to attain a 5 star rating. We have always wanted SFH to have a clean opinion which we have managed to, from both the internal and external audits, but we have registered a few major and significant findings. From my perspective, which I share with most of you, it is not that our systems are weak for us not to obtain adequate opinion, but rather have registered weaknesses caused by recklessness, un seriousness on some issues that we all need to address.

We have therefore, met with individual departments and agreed on issues that will ensure SFH attains a clean audit opinion without major and significant findings. For example, I would like to inform you that in the recent GIA assessment SFH attained an adequate opinion in the inventory of the warehouse. And this was primarily due to prior planning and attention given to details regarding what audit looks at as well as the responsibility from the warehouse management as regards audit.

Following the GIA rating where SFH scored a 3 star not the 5 star, we have all agreed that the following years SFH will always attain a 5 star through a shared responsibility on audit assessments. We will attain this through:

(1) Shared responsibility from all of us in ensuring risk analysis and prevention by complying to policies and procedures; (2) Planning ahead of time by carrying out of spot checks. (3) Everyone to be a police of management mistakes that may cause audit findings to SFH and raise an alarm; (4) Joint responsibility - audit should not be seen as an activity for finance and the auditor. We all have a role in ensuring compliance and risk prevention. In conclusion, we have to endeavor to commit ourselves to attaining a clean audit opinion in this year and no excuses will be accepted from any staff member putting SFH at a risk of significant audit finding. Let us all embrace this spirit in 2014/15 and continue to be disciplined and committed.

NEWS OF THE WEEK



SFH regional staff needs capacity building to insure effective utilization of available resources

In a long process and struggle of maintaining the good working pace and activity – capacity for our Organization's growth, sustainability and continuity, SFH Rwanda since its establishment, has been employing many and various strategies to insure not only the smooth running of implementation of all policies and manuals; but also to make sure that each and every single element/ situation is under control proactively for a strategic move toward a brighter future.

Last week on 12 to 14 November, 2014, the Associate Health Programs Director and the Deputy Health Programs Senior Manager conducted a tree-days-field visit in the western and south regions. The main objective of this field visit was primarily to strengthen existing working system in regions and see how it can remain prosperous in a changing and demanding environment.

Talking to CCD, the Deputy Health Programs Senior Manager Mr. Bosco KWIZERA revealed that they plan to visit all SFH regional offices and equip the regional staff with necessary knowledge, capacity and skills for them to perform well their duties so as to insure that SFH work plan is implemented effectively and efficiently. During this visit, regional staff members were urged to respect rules, and principles regulating the regional management benchmark by directing their daily activities at effective utilization of available resources. This was highlighted by the Associate Health Programs Director. After explaining and reminding SFH core values, she further added that regional staff should do their best to comply with the SFH theme of this year "Commitment and Discipline." In an interview with CCD, Mr. Sylvain NDARUHUTSE the acting western team leader promised that they are committed and ready to do whatever it takes to keep moving toward SFH growth. Despite of possible challenges they may face, they will try their best to cope. "If need be we will even work extra time..." he said.

10th International Kangaroo Mother Care conference

*****Kigali, November 17-19, 2014*****



The Rwanda Ministry of health in collaboration with Rwanda Pediatric Association organized the 10th international KMC conference from November 17-19, 2014 in Kigali city. This is the first time this international conference takes place in Rwanda.

Dr. Fidele NGABO the Chairman of the Organizing Committee said that "This year, it was great honor and privilege for Rwanda to prepare and host the 10th International Conference on Kangaroo Mother Care in Kigali." He added that, the conference was attended by a large number of international audiences. The conference aimed at encouraging research, exchanging experiences, knowledge, promoting and applying standards of good practices as pertaining to neonatal care, universally but especially in developing countries where resources are limited.

"In the past few years Rwanda has achieved impressive performances in the reduction of infant mortality including neonatal mortality. Therefore, this conference came at the right point in time when our objectives are aligned to furthermore reduce infant mortality and move steps closer to the attainment of the Millennium Development Goals." This was highlighted by the Chairman Dr. Fidele NGABO.

Speaking at the opening of the conference, Dr. BINAGWAHO said 15 per cent of all deaths in Rwanda are within 45 days from the date of birth. "There are many ways to save these babies that die unnecessarily and kangaroo is one of the best ways," she said.

"We fully support kangaroo care and we need to discover more about it. We intend to roll it out in all health centers across the country and inculcate it in our early child development," she added. The conference held under the theme; "Kangaroo Mother Care; An effective way to improve the survival and quality of survival of preterm and low birth weight infants: evidences and successes."

ON-GOINGEVENT(S)

- Preparations of the Burundi field tour;
- Internal work plan development
- Prudence (new bran) packaging

DID YOU KNOW?

*****WPD*****
World Prematurity Day is observed on 17 November each year to raise awareness of preterm birth and the concerns of preterm babies and their families worldwide. Approximately 15 million babies are born preterm each year, accounting for about one in 10 of all babies born worldwide.

The first international awareness day for preterm birth on 17 November was created by European parent organizations in 2008. It has been celebrated as World Prematurity Day since 2011.

Parent groups, families, health professionals, politicians, hospitals, organizations and other stakeholders involved in preterm birth observe this day with media campaigns, local events and other activities conducted on local, regional, national or international level to raise awareness among the public. In 2013, WPD was celebrated in over 60 countries.

JOKES CORNER

- Wife:** "How would you describe me?"
Husband: "ABCDEFGHGIJK."
Wife: "What does that mean?"
Husband: "Adorable, Beautiful, Cute, Delightful, Elegant, Fashionable, Gorgeous, and Hot."
Wife: "Aw, thank you, but what about IJK?"
Husband: "I'm Just Kidding!"

UPCOMING EVENTS

- Army week in Rubavu district
- The SFH Map-study