

## NMCH: FREQUENTLY ASKED QUESTIONS

*Last Updated: 1 February 2017*

### ➤ **OPERATIONS, SERVICES & STRUCTURES**

#### **Is the hospital open for patients?**

Nelson Mandela Children's Hospital (NMCH) is not yet open to receive patients. Now that construction is complete, and the hospital is almost fully furnished, the next phase of getting ready for patients will start. This includes finalising clinical protocols and programmes, staff training and induction, implementing business processes and evaluating safety and readiness before treatment starts.

Treatment and services will start in phases to ensure safety and manageability. We are aiming to begin treatment in the second quarter of 2017, beginning with dialysis and radiology services.

#### **Are there opportunities for employment at NMCH?**

We are currently in the process of recruiting senior management of the hospital. All vacancies will be posted on the NMCH website <http://www.nelsonmandelachildrenshospital.org/careers/> , LinkedIn page, select national newspapers as they become available.

### ➤ **TRAINING & DEVELOPMENT**

#### **Are there studying opportunities at NMCH?**

Through the support of National Skills Fund and Nedbank, NMCH Trust has to date awarded 266 bursaries for nursing, and 10 for fellowships with an additional 10 candidates in 2017.

More information on available bursaries, criteria and application details can be found on <http://www.nelsonmandelachildrenshospital.org/careers/>

Partner institutions include Nelson Mandela Metropolitan University, University of the Free State and Tshwane University of Technology for nurse training; and Wits University and University of Cape Town for doctors.



## ➤ **CLINICAL SERVICES & OPERATIONS**

### **How will patients be admitted at NMCH?**

NMCH will focus on the complex illnesses that affect children – namely, the different kinds of cancer; complicated illnesses that affect the organs; and many ailments that require surgery.

For this reason, NMCH will work on a referral basis, meaning that only when a doctors and facilities can no longer help a patient, and s/he needs highly specialised care, that is when they will be referred to NMCH – based on our areas of speciality.

Patients must be referred to NMCH by specialist healthcare workers that have been working on their case and who can determine that they satisfy the criteria for treatment at NMCH. We will use established referral protocols for all patients based on best standards of practice.

The referral process will ensure that the patients who need tertiary care most urgently will receive it as soon as possible.

### **What if I cannot afford to pay for my child?**

NMCH will serve both private and public patients. Patients who have been appropriately referred to NMCH, and whose caregivers are unable to pay for treatment, will NOT be shown away. Private patients will be paid for by medical aid as normal.

### **How will you balance paying with non-paying patients, avoiding bias in favour of paying patients?**

Financial status will not be a consideration for admission AT ALL. Only clinical criteria will be taken into account. Our referral and admission process will stipulate these criteria very clearly and strict supervision over the process will ensure that it is executed correctly.

### **Will NMCH help us with funding?**

NMCH DOES NOT act as a funding agent for or donor to other institutions or organisations. Through government funding, it is however able to accept public patients.

### **Will NMCH offer special transport services for patients?**

Families will be responsible for their own transport to and from the Hospital. In the case of



referred patients that are too ill to travel, public or private medical transport will be utilised to transfer them to NMCH.

### **Will NMCH provide accommodation to families and caregivers of patients?**

Ronald McDonald House Charities (RMHC) can accommodate a limited number of family individuals in the family accommodation on the second floor of the hospital. This facility will be reserved for families who have travelled from far, and who will spend an extended period of time at the hospital. Admission will be subject to detailed policy criteria set by RMHC and NMCH.

#### ➤ **FUNDRAISING AND SUSTAINABILITY**

### **How was NMCH built and how will it be run?**

The total cost of constructing, equipping and staffing the hospital is estimated at R1 billion. Thus far the project has progressed on budget, having raised R880 million, most of which has been raised in South Africa.

The South African government has committed to funding the annual operational running costs of NMCH. Operations of NMCH will also NOT divert funding from government's other healthcare commitments.

### **How do I know where my donation is going?**

NMCH prides itself on responsibility, accountability and transparency. We take the duty placed upon us by the South African people very seriously.

We are happy to report that we have received a clean audit from the appointed firm PricewaterhouseCoopers since 2012. Our annual report is available on our website.

#### ➤ **GOVERNANCE**

### **Who owns/administers/operates NMCH?**

- Nelson Mandela Children's Fund established Nelson Mandela Children's Hospital Trust in 2009.
- Nelson Mandela Children's Hospital Trust raised funds for and built Nelson Mandela Children's Hospital.
- Although now two organisations, the Hospital Trust remains custodian of the hospital, advocacy, as well as the fundraising and the brand overall.
- NMCH operations will be steered by the Hospital Board, which comprises members



nominated by the Fund, Hospital Trust, academic partners and Government. The Board will appoint an Executive team (including the CEO, CFO and Heads of Clinical and Nursing Services) to take care of daily operations.

- The governance structure is designed to achieve inclusive representation of NMCHT's strategic partners and ensure maximum and diverse skills representation.

### **How will you ensure that NMCH is successful? How will you prevent corruption and incompetence?**

Responsibility, accountability and transparency are three of our most important guiding principles. All trustees, executives and appointments were selected for their credentials and relevant skills. Going forward, this approach to appointments will be maintained.

#### **➤ LAUNCH EVENT - 2 DECEMBER 2016**

#### **What was the purpose of this event?**

This launch event was to showcase the progress that has been made since construction began in 2014. NMCH Trust also used the opportunity to acknowledge all those who have supported this hospital project..

This event was to celebrate the end of the bricks-and-mortar phase of the hospital, to mark the start of the people phase of the hospital as we prepare to take in patients. Above all, we were celebrating Madiba's living legacy on the eve of the 3rd anniversary of his passing.

#### **What is the way forward for NMCH?**

- Finishing commission and equipping the hospital while recruiting staff.
- Fundraising continues as we wrap up our capital campaign, and start to build an endowment for future sustainability of the hospital.