



Hospivision
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Hospivision: Business overview

March 2015

1. Background

Illness and suffering highlights the vulnerability of people. In situations of illness and trauma the transience of life becomes a stark and undeniable reality. In these circumstances people start to ask 'ultimate questions' about their identity and the meaning of life. It is to this reality that Hospivision responds through our ministry to the sick, vulnerable and those close to them. The dreaded illness, operation and/or trauma become an opportunity for growth. It is transformed from a crisis to a life-changing event.

This sick and vulnerable in South Africa are facing suffering and hardship: thousands attend a clinic and/or hospital on a daily basis. Home-based caregivers visit the sick and dying to bring some comfort, often in hopeless circumstances. Hope and healing needs to be communicated to the vulnerable and suffering by word and deed.

We believe that the faith-based community has a calling in this context and can make a tremendous difference. A holistic approach that includes not only physical and social care, but also spiritual care is urgently needed. Traditional models (e.g. that of a denominationally sponsored 'Hospital Chaplain') are not adequate any more. Lack of resources and overburdened pastors compound the issue. Hospivision's experience is that care givers from congregations are welcomed with open arms in homes, clinics and hospitals. One of our biggest challenges is to create sustainable models for spiritual work in the health care field.

2. The company

Hospivision is a Non-Profit Company (NPC 99 12761-08 / NPO 071-706) Christian Faith-Based Organisation (FBO) established in 1997 to provide psycho-social and spiritual care, counseling and training, as well as physical support in the health care environment. Hospivision is a section 18(A) Public Benefit Organisation with tax exemption (RG/0042/09/05) and complies with Broad Based Black Economic Empowerment (BBBEE) criteria.

Vision: *Touching lives. Giving hope.*

Hospivision touches the lives of sick people and those around them and gives them hope through counseling, spiritual care and physical support.

Mission

Hospivision facilitates the establishment of sustainable integrated support systems that reach out to and are in service of the sick, the vulnerable and the disadvantaged, their families and those who care for them.

Values

Hospivision is committed to *spiritual values* such as respect, responsibility, integrity, love, fairness and service. *Ownership* by the community, church, family and individual involved, is encouraged. Hospivision promotes a culture of *lifelong learning* and the provision of the highest quality, most cost effective accredited education and training.

3. What do we do?



- **Hospi-Care** (Touching lives)
 - *Spiritual and emotional support, care and counselling* to patients, their families and caregivers.
 - *Employee assistance programmes*
 - *Trauma support and counselling*
 - *Hospi-Kids*: care and support to sick, orphaned and vulnerable children, in particular those infected or affected by HIV & AIDS in the family and/or living with a life-threatening illness (e.g. cancer)
 - *Volunteer recruitment, selection, training and mentoring*
- **Hospi-Help** (Giving hope)
 - *Physical and nutritional support*
 - *Skills training and socio-economic development programmes* for people living with HIV and AIDS, chronic illness and disability
 - *Accredited training* for volunteer and professional caregivers, companies, as well as community and faith based leaders
 - *Counselling centre*: trauma counselling, bereavement support and professional health care related counselling services
 - *Community support and engagement*
 - *Marketing, communication and resource mobilization*
- **Research and development**: our programmes are based on an innovative and multi-disciplinary research programme on spirituality and health care
- HospiVision, 012-3299492, www.hospivision.org.za
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4. Governance: HospiVision Board (2015-2016)

Title	Initials	Name	Surame	Email	Contact number	Capacity
Ms	I	Isabé	Loubser	isabe@grownconsulting.co.za	079 8985 697	Chair person
Mr	TL	Thabiso	Mashiloane	cerichair@gmail.com	082 579 4595	Deputy Chair person
Dr	AE	Andre	de la Porte	andred@hospivision.org.za	0123299492 / 0837933537	CEO
Dr	JP	Hannes	van der Walt	dexia@mweb.co.za / hannes.vanderwalt@up.ac.za	0826432562	Founder
Prof	DJ	Daniël	Louw	djl@sun.ac.za		Director
Dr	TS	Thobeka	Nkomo	Thobeka.Nkomo@up.ac.za	082 7444 771	Director
Prof	E	Emmerentia	de Plessis	Emmerentia.DuPlessis@nwu.ac.za	079 773 4339	Director

5. Staff composition

POSITION	NUMBER	REPRESENTIVITY		
		MALE	FEMALE	RACE (African, Asian, Colored, Indian, White)
Managing Director	1	1		White
Financial Manager	1		1	White
Office Manager	1		1	White
Capacity building and mentoring	1		1	Black
Department Manager	5	1	4	Black
Department Manager	1		1	Colored
Department Manager	1		1	White
General Manager	1	1		White
Fund Raiser	1		1	White
Counsellors	10	4	6	Black
Counsellors	4	2	2	White
Counsellors	1	1		Colored
Secretary	2		2	White

5. Statistics (March 2014 - February 2015)

ITEM	TOTAL	BLACK	%
Number of private sector hospital where we work	10		
Number of public sector Hospital where we work	11		
Permanent staff members		22	61.11
Volunteers in all ministries	320	250	78.13
Students attending courses	544	422	77.57
Practical assistance (Clothes/toiletries/food parcels)	3210	2851	88.82
Meals served at the Oasis	34331	34331	100.00
People receiving spiritual care and counselling	33271	27561	82.84

6. Registrations and Achievements

- Non-Profit Company (NPC 99 12761/08)
- SARS Article 18(A) Public Benefit Organisation with tax exemption (RG/0042/09/05)
- Non-Profit Organization (NPO 071-706)
- BBBEE Level 4 contributor
- Faith-based organisation to be accredited at the National Department of Health as HIV and Aids Lay Counselling Organisation
- SAQA alignment and accreditation of our training
- Accreditation by the Centre for Contextual Ministry (University of Pretoria) as a training provider
- Nominated for the Bill Gates Award for Global Health (2007)
- Participated in a presentation at the 53rd United Nations Convention on the Status of Women (2009)
- Winner of Steve Biko Academic Hospital Service Excellence Award for external stakeholders (2011)

Membership of other organisations

- The Global Health Council (GHC)
- Christian Connections for International for Health (CCIH)
- Global Network for Spirituality and Health (GNSH)
- Recognized by the International Health Awareness Network (IHAN)
- South African Association for Pastoral Work (SAAP)
- Christian Networking Alliance for Health Care
- Centre for Christian Spirituality (Based in Cape Town)

7. Areas of operation

Public sector hospitals: Tshwane: Steve Biko Academic, Tshwane District, Tshwane Rehabilitation Mamelodi, Pretoria West, Kalafong (atteridgeville) and Dr. George Mukari (Soshanguwe); Johannesburg: Helen Joseph; Boksburg: Tambo Memorial hospital, Brits: Brits General and Mediclinic; Fishhoek: False Bay Hospital

Private sector hospitals: Tshwane: Eugene Marais, Moot General, Curamed Heart, Med Forum, Jacaranda. Zuid-Afrikaanse Hospital. In co-operation with Moreleta Park and Hatfield Christian

Church: Pretoria East, Kloof and Willows hospital.
In co-operation with Trauma Care-Net: Millpark and Olivedale

8. Core programmes

8.1 Spiritual and emotional support, care and counselling to patients, their families and caregivers

HospiVision's philosophy is to provide care for the whole person who accesses health care. Sadly, in most health care institutions the spiritual and emotional care component is lacking, if not absent. Here HospiVision makes a vital contribution and provides the following essential services:

- Emotional and spiritual care and counselling for patients, families and staff
- Physical support for patients and their families
- A valuable volunteer services programme through which patients and personnel are visited and supported (recruiting, selecting, training and mentoring of volunteers)
- Plan, implement and manage spiritual care programmes in hospitals (e.g. morning devotions in wards, involvement in special health care days, memorial services)

8.2 Medical staff support and EAP (Employee Assistance Programs)

Most private companies have accepted the need for and provide an EAP. In public health care, such a service is often considered a luxury. In this sector, work load and lack of resources has a compounding effect on the impact and stress of working in the health care field. People work long shifts and are exposed to a tremendous amount of suffering on a daily basis. HospiVision has designed and implemented an effective group based debriefing and support program for medical staff which is utilized both in public and private health care.

8.3 Trauma support and counselling

People are severely traumatized because of high levels of crime, unemployment, and a lack of or inability to access resources. This impact is often present in a concentrated manner at the trauma units of hospitals. We believe that trauma counselling should be an integral part of the services rendered at a trauma unit. At the Casualty unit of the Steve Biko Academic Hospital, HospiVision (in cooperation with Mon Ami Trauma Troops) has a team of trauma counsellors that are available on a 24 hour basis. This team reaches out to and supports patients, family members as well as the hospital staff working in this unit.

8.4 Children's programmes to support children in health crisis and their families (Hospi-Kids)

Vulnerable children often bear the brunt of a lack of, or insufficient levels of care, in particular within the public health care sector. This is even more so where children and their families are living with HIV and AIDS. Hospi-kids provide emotional, spiritual and physical support to sick children and their families. This includes, for example, providing a soft toy for children who have to visit the ART clinic and teaching mothers and caregivers income generating skills. Various congregations and youth organizations are involved in this initiative.

8.5 Internships and practical work

Psychology, social work and theology students (national and international) do their internships and practical work with HospiVision

8.6 Volunteer programme

The recruitment, screening, selecting, training, managing and mentoring of volunteers is a key component of HospiVision's service delivery. It is also an ongoing process. All our systems are currently being review in cooperation with the UNISA Human Resources Department of as part of

their Khulisa Abantu programme, which will continue for 3 years.

8.7 'The Oasis' – a support program for people on Anti-Retroviral Therapy

The Oasis' is situated at the Anti-Retroviral clinic at the Tshwane District Hospital. HospiVision has developed a model to create a supportive and nurturing environment for people who are living with AIDS, are on ART (Anti-Retro-Viral Therapy) and therefore have to visit the clinic on a monthly basis. Various faith communities, NGO's and businesses in the area support this initiative. At the Oasis they also get a healthy meal and food parcel and have the opportunity to socialize with other people living with AIDS.

8.8 Skills training and enterprise development programmes for people living with HIV and AIDS, chronic illness and disability

People who access the public health care system on a regular basis, in particular those living with chronic and life-threatening conditions and disability, often come from resource poor and previously disadvantaged communities. HospiVision has a variety of skills development programmes to assist patients to generate and income for themselves. These include:

- Hospi-bear
- Sewing
- Needlework
- Baking
- Computer literacy
- Art and crafts
- Woodwork and carpentry
- Leather work
- Gardening (to establish a food garden)

8.9 Accredited training for volunteer and professional caregivers, companies, as well as community and faith based leaders

In the health care field HospiVision has been effective in mobilising and supporting churches to reach out to and establish ministries in hospitals in their areas. HospiVision's training experience in this field as well as accredited training programs ensures responsible and sustainable outreach programs by faith communities. The following training programs are accredited with the Center for Contextual Ministry at the University of Pretoria

- Short course in spiritual care and counselling for the sick (Basic)
- Keep me safe: Short course in spiritual care and counselling for sick and vulnerable children (Basic)
- Hopeful compassion: short course in spiritual care and counselling for people living with AIDS (Basic)
- Choose life: short Course in a faith and value based approach to HIV prevention (Basic)
- Short course in memory work and life maps in counselling for loss, death and bereavement (Basic)
- You have the power: short course in victim support and empowerment (Advanced)
- Short course in trauma counselling in an Accident and Emergency Unit (Advanced)
- Short course in spiritual and pastoral mental health counselling (Advanced)
- To believe in sunshine: short course in a narrative approach to journeying with Depression (Advanced)

- Short course in clinical spiritual and pastoral care and counselling (Advanced)
- Short course in Community based trauma support and debriefing (Advanced – presented in cooperation with Mon-Ami Trauma Troops, Inter Trauma Nexus and Stabilis)

Training programmes has also been present in the private sector for companies such as Momentum and Forever Resorts and Universities (UFS and NWU). In the public sector programmes have been presented at hospitals, the department of forensic pathology and municipalities.

8.10 HospiVision counselling Centre (New programme in development)

At the head office situated in the Out-Patients Department (OPD) at Tshwane district Hospital our counselling centre provides follow up and longer term counselling. Here the expertise of HospiVision counsellors and intern students (psychology, social work, theology) are available to the boarder community.

8.11 Community support and engagement

8.11.1 Media and Health care: ‘HospiVision Time’: A weekly program on Radio Pulpit (a National Christian radio station)

This program has been running for seven years. Through the program, which consist of interviews, devotions and music, sick people and their care givers are supported.

8.11.2 Training of pastors and congregational leaders

Pastors and congregational leaders play an important role in mobilizing their communities. HospiVision is therefore involved in the training of pastors and congregational leaders at the following institutions:

- Department of Practical Theology at the University of Pretoria
- John Wesley College for the training of Methodist ministers
- Department of Practical Theology at the University of South Africa
- Department of Practical Theology (UFS)
- The Centre for Contextual Ministry (a division of Continuing Education at the University of Pretoria)

8.11.3 Training and support for congregational pastoral care teams

HospiVision provides its training and support programmes for congregations who want to reach out to Hospital in their area. This includes consultations with hospital management, training of volunteers and regular follow up and debriefing.

8.11.4 Achievements and innovations in the field of HIV and AIDS

Congregations are one of the most underutilized resources in the fight against HIV and AIDS. HospiVision has developed programs that empower pastors and church leaders to become involved in the fight against HIV and AIDS.

Prevention: ‘Choose Life’ is a value based response to HIV and AIDS.

We believe that the particular niche of the church lies in the areas of correct knowledge, positive attitudes, promoting choices and a lifestyle based on Biblical values. This program mobilises congregations to initiate prevention programs based on Biblical values, with the goal of ultimately bringing about an ethical community where signs of the Kingdom of God is visible.

‘Hopeful Compassion’: A counselling and spiritual care program for people living with HIV and AIDS

The church and local congregations can play a tremendous role in providing sufficient levels of care to people who are in the terminal phase of AIDS. Care givers are trained to provide spiritual care for those living with a terminal disease. Part of this approach is also to mobilise, train and support local congregations to partner with existing community based programs (e.g. a Hospice).

8.12 Marketing, communication and resource mobilization for our programmes

- Strategic internal and external communication
- Donor relationships
- Mobilizing the resources for our programmes

Major grants have been received from the Bristol-Myer-Squibb Foundation, United States Agency for International Development (USAID) the FISH foundation (USA), the Global Fund for HIV, TD and Malaria and Mergon Foundation and. Corporate donors include Forever Resorts (sponsor of Golf Day), Oranje Printers (sponsors of all our printing), Pick-n-Pay, Astra-Zeneca, SASFIN, XON, ACSA, Akweni and Fluorovision. Faith-Based organizations and churches support our work in various ways.

8.13 Immediate funding priorities

<p>Expansion of spiritual care ministries Kalafong is a central hospital that has over 1000 beds and serves the west of Pretoria (including Atteridgeville Township with more than 800 000 inhabitants). George Mukari is a teaching hospital linked to the Medical University of South Africa (MEDUNSA) and has over 800 beds. The hospital serves the community of Soshanguwe to the north of Pretoria (more than 1 000 000 inhabitants). Tambo Memorial is a general 600 bed Hospital in the Boksburg area.</p>	<p><i>R2500-00 per month towards stipends for permanent staff and travel costs.</i></p>
<p>Expansion and management of spiritual care programmes in Steve Biko Academic, Tshwane District and Tshwane Rehabilitation Hospitals: in these hospitals are well established but need to be expanded to render effective service. Approximately 16 000 people are reached in a year. There is a need to expand the service of remunerated staff to render specialized services in the trauma unit and in terms of staff support.</p>	<p><i>R8000-00 per month to expand current permanent staff hours.</i></p>
<p>Travel fund Volunteers from previously disadvantaged communities incur significant travel costs to come to the hospital. On average it costs R30-00 for a round trip. HospiVision aims to establish a travel fund to provide subsidies toward these costs.</p>	<p><i>R8000 per month for travel subsidies</i></p>
<p>The Oasis Currently ‘OASIS’, which is open 4 mornings a week, serves over 8000 people per month, of which approximately one quarter are children.</p>	<p><i>Additional operating expenses and Stipends for 6 additional volunteers = R10000 per month</i></p>
<p>Trauma Counselling Unit HospiVision has two trained trauma counsellors on duty 24 hours of the day at the Emergency Unit of the Pretoria Academic Hospital.</p>	<p><i>R10 000 per month for a full time coordinator</i></p>

<p>Trauma Counselling Unit: Travel fund Volunteers take part in the 24 hour service and are often called out after hours. They can incur significant travel costs to come to the hospital. On average it costs R50-00 for a round trip. HospiVision aims to establish a travel fund to provided subsidies toward these costs.</p>	<p><i>R4000 per month for trauma counsellor travel subsidies</i></p>
<p>Counselling centre The counselling centre functions on a “user pay” principle and a means test are applied. It is however an unfortunate reality that many clients cannot pay for services.</p>	<p><i>R4000 per month to provide free counselling to people from disadvantaged communities</i></p>
<p>Expansion of the care program for vulnerable children living with life-threatening illness and their families</p>	<p><i>A full time coordinator: 10 000-00 per month</i></p>
<p>Provision of care facilities for children of volunteers, people coming to the clinics and mothers who has to stay with their children.</p>	<p><i>R4 000-00 per month</i></p>
<p>Bursaries for a pastor / care giver / volunteer to attend a three day university accredited training course</p>	<p><i>A Bursary = R900-00 per person</i></p>
<p>Travel fund People taking part in the skills training programmes come from previously disadvantaged communities and incur significant travel costs to come for training. On average it costs R30-00 for a round trip. HospiVision aims to establish a travel fund to provided subsidies toward these costs.</p>	<p><i>R8000 per month for travel subsidies</i></p>
<p>Honorarium for trainers Most of the people providing skills training do so on a voluntary basis. Honorariums are paid to them to cover traveling and material costs.</p>	<p><i>R4000 per month</i></p>
<p>Equipment and material costs HospiVision endeavours to get all the necessary equipment and material donated. However equipment and material so some of the projects (e.g. wood and leather work) usually must be purchased.</p>	<p><i>R8000 for a leather work sewing machine R6000 for carpentry tools</i></p>
<p>Food gardening HospiVision has two food and flower gardens at the Anti-retroviral clinic and the Tshwane rehabilitation hospital. We have an ongoing need for seed, seedlings, compost and equipment for people to start their own food gardens.</p>	<p><i>R2500 per month</i></p>

9. HospiVision Functional Organogram

