



Transformation at Letterkenny University Hospital Laboratory

Some of the team in Letterkenny University Hospital

The Blood Sciences Project recently undertaken in Letterkenny University Hospital is the first of its kind in Ireland. It transforms the operations of the laboratory by consolidating the Endocrinology, Biochemistry, Haematology and Serology departments into a single division within the service.

SETTING FORTH THE AMBITION

Before this, each of the departments within the laboratory was autonomous, accommodated in different areas, with their own equipment and staff. This often led to duplication and meant single samples needed to be analysed on multiple platforms. Not only did this increase the overall processing time for individual samples, but it also required the laboratory staff to spend considerable amounts of time performing manual tasks, rather than

focusing on the more technical aspects and quality demands of a modern laboratory. It became evident that this approach was leading to inefficiencies within the service.

A business case was developed which demonstrated how a single Blood Sciences Laboratory would deliver improvements in quality, clear efficiencies and cost savings, maximise the existing workforce, and lead to an improvement in result turn-around times. However, it was recognised that while the service had the vision, it would also require a fundamental transformation and a change in perception of what delimited traditional departments. With modern automation, there was an opportunity to consolidate technology onto single platforms.

Continued on page 16.

CONTENTS

CEO update

Update from the Women's and Children's Directorate

Feature Hospital - Letterkenny University Hospital (LUH)

In Other News...

NEXT ISSUE AUTUMN 2017

The next feature Hospital: Roscommon University Hospital

For feedback, comments and suggestions, please email newsletter@saolta.ie

Welcome...

Welcome to the Summer edition of the Saolta University Health Care Group newsletter. In this month's issue, we feature Letterkenny University Hospital and highlight some of the developments taking place there, including the work undertaken over the last number of years in the Blood Sciences Laboratory and developments in nursing and midwifery courses. We also feature the very successful e-rostering project at LUH.

In this edition there is also an update on the work of the Saolta Group Project Management Office and details of recent Health Research Board Awards to new research projects.

There are lots exciting projects and services taking place in all our hospitals and we would encourage you to take the time to read about them and learn some more about work of your colleagues in hospitals across the Group.

As ever we encourage you to send us your feedback on this month's issue. If you have any other comments, queries and questions or stories, please get in contact with us at newsletter@saolta.ie.

We hope that you get the opportunity to enjoy some time off with family or friends over the Summer months.

Saolta Newsletter Team

Table of Contents

Chief Executive Officer	3
Group Chief Operations Officer	4
Group Chief Financial Officer	5
Group Chief Director Human Resources	6
Group Director of Nursing and Midwifery	7
Women's & Children's Directorate News	11
Feature - Letterkenny University Hospital	16
General News	21

Top Tweets for April

Apr 2017 - 30 days

Top Tweet earned 2,736 impressions

Roscommon University Hospital launches #hellomynameis, a compassionate care initiative for healthcare professionals
bit.ly/2p0Bb1s pic.twitter.com/yybBdxtsrr



Top media Tweet earned 2,727 impressions

Bernie Carthy, Jackie O'Connor, La Roche Posay, Dr. Deirdre Jones, Consultant Plastic Surgeon, Amanda O'Halloran, RANP
 #sunawarenessday RUH
pic.twitter.com/jigeNsJDWL1



Top Tweets for May

May 2017 - 31 days

Top Tweet earned 4,916 impressions

Celebrating #InternationalNursesDay at #UniversityHospitalGalway #UHG #NationalNursesDay #IND2017 #celebratenurses
pic.twitter.com/oW9GmLwZih



Top media Tweet earned 2,775 impressions

Staff from the Shannon ward, University Hospital Galway #UHG promoting the National Patient Experience Survey #PatientExperience @NPESurvey
pic.twitter.com/5z1V5zzamq



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ResearchGate

Chief Executive Officer

Dear colleagues,

As we are now into the second half of the year, I would like to provide you with an update on some of the projects and developments, both planned and currently underway across the Saolta Group.

It is crucial that we as a Hospital Group have a clear and cohesive vision as to the further development of our services across all of the hospitals within the Group. A Project Management Office (PMO) has now been established, with national support, to coordinate the various project streams that will enable the overall programme of Group integration. The PMO, led by Ms Jo Shortt, is currently engaging with stakeholders to drive progress of priority projects such as the formation of Clinical Business Units as enablers for the Group Clinical Strategy and Corporate Strategy. This will greatly improve the way we serve our patients. Your input to this transformational programme is important and I encourage you to provide feedback.

As part of the Programme for Health Service Improvement, there have been two significant appointments to the HSE Leadership Team; Chief Operations Officer Mr John Connaghan and Chief Strategy and Planning Officer, Mr Dean Sullivan. I look forward to visits by both to hospitals in the Saolta Group later this year.

We are facing many challenges in relation to resources and group headcount and agency spend will be a priority for the remainder of 2017. There are also ongoing issues in relation to capacity across the Group as highlighted by our ED trolley waiting times and growing waiting lists. Initiatives such as the Saolta Patient Flow Improvement programme, in conjunction with our partner GE Healthcare Fingamore, are helping to address capacity issues with some key improvements noted in GUH access and PET performance with improvement also expected in trolley wait figures. We are now seeking national approval to implement this improvement programme in other Saolta Group hospitals.

One of the recommendations of the recently published Future of Healthcare Committee report was for further engagement between the hospital groups and the community health organizations (CHOs). I welcome this recommendation and look forward to building on the already strong linkages the group have with our colleagues in CHO 1 and 2 to further improve patient pathways.

The voice of the patient is central to our work. The National Patient Experience Survey Programme is



Maurice Power, CEO

underway with over 2,000 surveys returned nationally to date. We look forward to reviewing and acting on this important feedback. Our Patient Advice and Liaison officers continue to provide an exemplary service to our patients in Galway and Portlincula. Furthermore, in the second part of this year, we will develop Patient Councils for Mayo, Portlincula, Roscommon and Galway hospitals, using a similar format to the Group Patient Council which has successfully operated for the last three years.

Infrastructural development continues on Group hospital sites in conjunction with our partners in HSE Estates and recent capital approvals include funding for upgrade work on the LUH CSSD, lift replacement in MUH, ICT Core Room upgrade for GUH and phase 1 of the Radiology Interventional Suite for SUH.

Our partnership with our colleagues in the Western Health and Social Care Trust Northern Ireland continues to develop. The cross-border cardiology programme is now operational for over one year and 53 Donegal patients have been successfully treated in Altnagelvin and repatriated to LUH and SUH. The cross-border radiotherapy programme was launched in November 2016, providing treatment to our patients resident in the Donegal area in state of the art facilities on the Altnagelvin hospital site. Saolta will continue to engage and foster linkages with our colleagues in Northern Ireland, for the benefit of our patients.

I would like to thank all of you for your on-going commitment and dedication and I hope that you get an opportunity to enjoy some time off over the Summer period.

Mr. Maurice Power
Group CEO

Group Chief Operations Officer

Dear colleagues

We are now just over half way through 2017 and I would like to provide you with an update on activity and developments underway across the Group. In general terms activity has increased to date in 2017 when compared with the same time last year. Across the board activity has increased, particularly our outpatient numbers which increased by almost 7% year to date compared to 2016. Inpatients and ED admissions have shown 1 – 2 % increases while day cases across the group are similar to 2016 levels , with variations on sites. Births have shown a decrease of 5.93 % across the Group.

We are continuing to focus our efforts on reducing the numbers of patients who wait for appointments, inpatient, day-case and outpatient, across the Group and this remains a key priority. We continue to look at ways to maximise capacity across the Group to reduce both the numbers and length of time patients wait and to ensure they are scheduled, seen and treated as quickly as possible. We are working with NTPF in relation to a small level of outsourcing and also in relation to proposals submitted to do additional work within our individual hospital sites.

The NTPF have been tasked by the Minister to undertake a study of the feasibility of progressing to a more integrated approach to waiting list management at Hospital Group level. The first meeting of the group took place on Wednesday 14th June, 2017. The group is made up of representatives of the Department of Health, Acute Hospitals, Office of CIO, Special Delivery Unit, operational representatives from hospital groups and the office of the national clinical advisor.

In addition, the Acute Hospitals Division are undertaking a demand and capacity analysis in relation to Orthopaedics and Ophthalmology services across all acute hospitals.

Across the Group work is continuing on the progression of capital projects. Submissions were made to HSE National Estates Mid Term Capital review and an outcome from the midterm capital review is not expected until the latter part of this year in the context of 2018 and future years allocations. Recent capital approvals include the provision of €0.065m for the refurbishment and upgrade of CSSD Letterkenny University Hospital; the provision of



Ann Cosgrove, Group Chief Operations Officer

funding for Phase 1: MT Hot water distribution system upgrade in GUH; funding to facilitate the replacement of the main lift system at Mayo University Hospital; €0.3m in 2017 for the development of an ICT core room in UHG and €1.0 million for the development of a Radiology Interventional Suite at Sligo University Hospital.

In ICT work is ongoing on NIMIS project in Letterkenny University Hospital with a new go live date of September, 2017. Contracts have been signed to progress the Electronic Document Management System in GUH and we are still going through the approval process in relation to the implementation of a Group PAS. Approval of capital funding to improve ICT infrastructure in UHG and Portlinculla University Hospital has been granted, with further infrastructure assessment required on other sites.

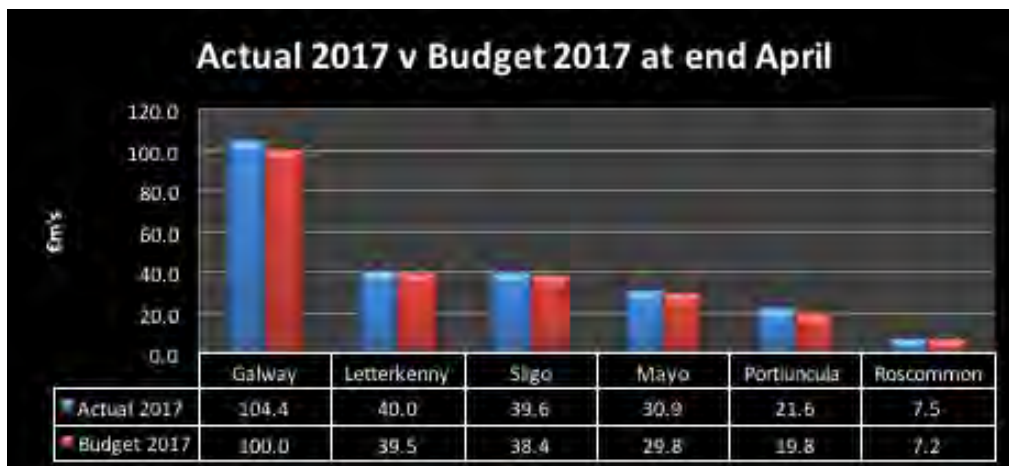
The service plan estimates process for 2018 has been ongoing over the past two months with final submissions being made to the HSE in June 2017.

As always, I would like to acknowledge the on-going work and commitment of all staff across the Group who deliver such a broad range of services to our patients. I fully understand that staff deal with many challenges during the course of their work but remain focused on providing a high quality service to their patients.

I hope that you get the opportunity to take some time off over the summer and I look forward to working with you all for the remainder of 2017.

Anne Cosgrove
Chief Operations Officer

Group Chief Financial Officer



Tony Baynes, AV Group
Chief Financial Officer

The graph above shows the hospitals expenditure versus budget to the end of April 2017. At the end of April the Group's expenditure was €244.1m, an overspend of €9.m (4.0%) versus budget and an increase in expenditure of €8.3m (3.5%) on the same period last year.

The Group's payroll costs have increased by €3.9m on the same period last year. This is in part due to the hiring of 162 additional staff in the last 12 months in an effort to fill critical posts to cater for increased ED pressures, additional services provided across our hospitals and various patient safety report recommendations. Support agency has increased by €1.1m on the same period last year, as patients requiring one on one care continue to rise.

Non-pay expenditure has grown by €6.7m on the same period last year. These increases are patient driven and include drugs and medicines, medical and surgical supplies and professional services due to Altnagelvin Cardiology and Radiotherapy services.

On a positive note the Group income has increased by €2.3m on last year.

ESCALATION MEETING

High level forecasts at the end of April indicate that we will be €36.4m over budget by year end. It is critical that the Group manage and control this growth in expenditure.

Following on from a meeting with the Director General of the HSE regarding growth in expenditure, the clear message received is that the Group must live within its allocated budget and adhere to WTE ceilings otherwise any deficit in 2017 will be a first charge for 2018 budget.

ACTIVITY BASED FUNDING

All Saolta group hospitals were required to return their specialty costing files for 2016 by the end of May and all files were submitted on time. The specialty costing files are used to determine the amount of gross expenditure incurred in the delivery of admitted patient services and are used to calculate the relevant ABF budget for the following year. The other criteria for ABF is the HIPE coding of all admitted episodes of care for the year. The final deadline for submission of 2016 coded cases was 31st March. Great credit must go to the HIPE department in GUH who managed to code a backlog of over 17,000 cases at the end of last year by the deadline date. We would also like to thank the HIPE staff from the other hospitals who gave their time to ensure that GUH meet the coding deadline and also the GUH team for giving up their free time at weekends to ensure that the target was met. This great work has been recognised at a national level.

The plan over the coming months is to develop a set of reports for directorate and hospital management to monitor activity levels and financial impact. A number of information briefing sessions have been held with directorate and hospital management teams in an effort to determine what information is required by the different stakeholders.

Tony Baynes

I/ Group Chief Financial Officer

Group Director of Human Resources

After a long and difficult period for public servants, the most significant positive development since 2009 is soon to be assessed and voted on by members of the public service unions – the 2017 Public Service Stability Agreement. This is the first deal in the wake of the Croke Park Agreement, the Lansdowne Road Agreement and the Haddington Road Agreement, which takes a significant step towards restoring pay and moving public servants' terms and conditions in a positive direction after a long period of sacrifice.

While the proposed Agreement is detailed, I am briefly summarising some of the areas of interest to staff, though there are other aspects of the proposed agreement which I am not including here.

Pay and pensions are at the core of the proposed agreement. While there are nuances between the changes for new entrants and pre-2013 employees, there are benefits for both. The overall effect of pay restoration measures on the various pay-bands will be substantially complete by 2021.

What do the proposals mean for your income overall?

- By 2020, more than 90% of public servants will be out of the Financial Emergency Measures in the Public Interest (FEMPI) pay provisions, and almost a quarter will have completely exited FEMPI pension levy payments.
- 73% of public servants will gain more than 7% by 2020 as scheduled below.
- 1st January 2018: 1% pay adjustment.
- 1st October 2018: 1% pay adjustment.
- 1st January 2019: Pension levy threshold up from €28,750 to €32,000 (worth €325pa).
- 1st January 2019: 1% pay adjustment for those earning less than €30,000.
- 1st September 2019: 1.75% pay adjustment.
- 1st January 2020: Pension levy threshold increased to €34,500 (worth €250pa).
- 1st October 2020: 2% pay adjustment.
- Combination of pay and pension levy adjustments worth 7.4% to those earning €30,000 a year or less, over the lifetime of a deal.
- Combination of pay and pension levy adjustments worth 7% to those earning between €50,000 and €55,000 a year, over the lifetime of a deal.
- Combination of pay and pension levy adjustments worth between 6.6% and 6.9% for those between €55,000 and €80,000 a year, over the lifetime of a deal.

RESTORATION OF THE HADDINGTON ROAD PAY CUTS.

The 2011 Haddington Road Agreement introduced temporary pay cuts for staff who earned €65,000 a year or more. This was a third pay cut which didn't apply to staff on less than €65,000 a year. Restoration of these cuts began in April 2017 and will be implemented in full on 1st January 2018.



John Shaughnessy,
Group Director of Human Resources

NEW ENTRANTS – PEOPLE WHO STARTED WORK AFTER 2011.

The unions secured an agreement in 2013 to merge the new entrant pay scales with the pre-existing pay scales, the effect of which was to place the new entrants on the old rates albeit with two additional incremental points. The new proposed agreement would establish a 12-month process in which the Public Service Pay Commission will explore how best to improve scales that were lengthened.

THE PENSION LEVY

Between 2018 and 2019 the pension levy ceiling will be increased from €28,750 to €34,500 for all staff except those who benefit from 'fast accrual' pension arrangements. This will be worth a total of €575 per year. The remainder will remain as an additional pension contribution. Staff who joined the public service on or after 1st January 2013 will pay a smaller additional contribution.

MANDATORY RETIREMENT AGE

Government will put forward proposals to address the gap for employees who must retire at 65 and cannot access the state contributory pension until they are 66.

WORKING TIME

There is no reduction in working hours. Staff have the option of a permanent return to pre-Haddington Road hours on the basis of a pro-rata pay adjustment from the beginning of a new deal (January-April 2018) or at the end (January-April 2021). Staff can also convert annual leave into flexitime under certain conditions.

ROSTERS

The proposals allow for reviews of rostering arrangements if service needs or operational needs

suggest they might be necessary - no roster changes can be introduced without agreement.

CHANGES TO OVERTIME PAYMENTS

From January 2019, non-pensionable overtime payments would no longer be subject to the pension levy which would increase the value of overtime payments by around 10%.

STARTING PAY ON PROMOTION

There is a commitment to a review of the current arrangements on starting pay and transfer and promotion in the public service.

PROFESSIONAL REGISTRATION FEES

Professional registration fees will be fixed at their current rate until the expiry of an agreement in December 2020.

PERFORMANCE MANAGEMENT

Performance management systems are to be introduced where they aren't already in place.

I encourage staff to read the proposed agreement in full and you can do so at: <http://www.per.gov.ie/en/public-service-pay-policy/public-service-stability-agreement/>

John Shaughnessy

Group Director of Human Resources

Group Director of Nursing and Midwifery

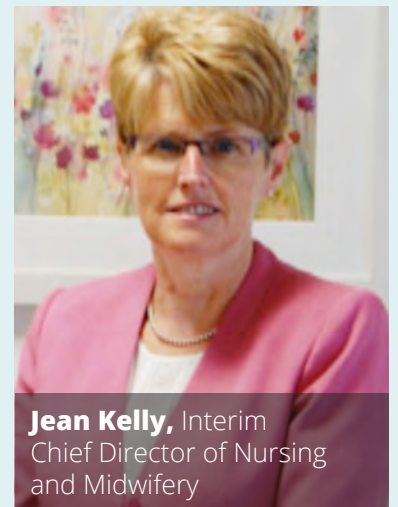
Dear colleagues,

It is hard to believe that this is our summer newsletter. I, like many of you am looking forward to a break over the next few months.

Over the last two months all of our 2017 graduates have been interviewed and many will be offered staff nurse positions. We are also in the process of interviewing the midwifery graduates who will also be offered midwifery posts across our five maternity units. It is a great opportunity for our own newly qualified staff to embed the knowledge they have acquired over the last four years before they seek new horizons.

We have recently seen the roll out of the first group wide staff nurse development program, 'Building and Developing Clinical Leadership Competency Programme for staff nurses and staff midwives'. The program was designed by the CNME with input from frontline nurses/ midwives. Self awareness, communication; team-work and decision making are just some of the topics that will be covered. This is an opportunity for staff nurses to consolidate their clinical leadership knowledge and will support them with their continuing professional development.

In May we were invited to present at the 'Nursing & Midwifery Values in Practice' Conference in Dublin Castle. Olive Gallagher ADON, James Geoghegan CNM11 and I gave a presentation on our experience on implementing the Caring Behaviours Assurance System Ireland (CBAS-I) in the Saolta group. It was a great opportunity



Jean Kelly, Interim
Chief Director of Nursing
and Midwifery

to showcase all the hard work and enthusiasm of the staff involved. Our presentation focused on the positive aspects of what CBAS-I offered our staff and patients. The take home message was CBAS-I holds staff members to account for their behaviours and most importantly it gives staff the professional and moral courage to challenge uncaring behaviours.

Our presentation was well received and the Minister of Health, Simon Harris commented on the good work being carried out in Saolta regarding Patient Experience. The final accolade of the day was the awarding of first prize to Ursula Morgan DON RUH, for the best poster "The Patient Experience in Roscommon University Hospital, Utilising Quality Care Metrics'.



Jean Kelly GDONM, Olive Gallagher ADON, James Geoghegan CNM11

The flu campaign rolls on from one year to the next and we are already planning the 2017/18 season. The overall national target for HCW vaccination was 40%. Although no hospital in the Saolta Group achieved this level, there were improvements in each site. Overall uptake for the Saolta group was 24.6%, which is an increase on 2015/2016 rate of 16.1%. The sites that had the greatest uptake noted, that having Peer Vaccinators assisted them in maximising the potential for the uptake of flu vaccine on their site. Congratulations to those who won some of the many prizes associated with the campaign.

On 26th April the PALS team in GUH hosted a Patient Experience fair day in the foyer. This event coincided with the launch of the National Patient Experience Survey. The event gave patients and staff the opportunity to experience the variety of supports available to our service users. There were over 15 stands on the day with many committees and groups showcasing their good work. The experience for everyone was very positive and the booklet 'A Guide to Patient Experience Work in GUH' was launched on the day outlining the services available. Copies can be obtained from the PALS office.

I am delighted to announce the appointment of Michele Fallon as Patient Advice Liaison Officer (PALS) in Portlinculla University Hospital.

I would like to take this opportunity to thank you all for your hard work and dedication to making the patient experience better. I hope everyone gets some time to spend with their families during the summer months.

Jean Kelly

Interim Chief Director of Nursing and Midwifery

Programme for Health Service Improvement Introducing the Saolta Programme Management Office

Building a Better Health Service

CARE COMPASSION TRUST LEARNING



Front row: Goda Faherty, Jo Shortt
Back row: Colette Ansboro, Eamon Kelly, Pauline Burke

The National Programme for Health Service Improvement (PHSI) was established to support the development of a better health service for all the people of Ireland. It is working together with the people who deliver and receive health and social care across the country, to design a better more joined-up health service that the patient can access safely, quickly and as close to their home as possible.

It is supported by a network of Programme Management Offices at national and local level. The Saolta Group Programme Management Office (PMO) was established in March 2017 led by Jo Shortt (Portfolio Manager) and the Programme Sponsor is Dr Pat Nash (Chief Clinical Director).

Within the Saolta University Health Care Group, we have prioritised a number of key projects:

1. Saolta Integrated Governance Project
2. The development of a groupwide clinical and corporate strategy - The Saolta University Health Care Group Strategy 2018-2023.
3. Other key groupwide service improvement projects, including the Emergency Medicine Project and the Haematology Review.

SAOLTA INTEGRATED GOVERNANCE PROJECT

The need to review clinical governance structures across Saolta group hospitals is a key priority in the 2017 Operational Plan. We want to develop clinically led/driven services that would be fully integrated across the Saolta

Group hospitals, for the benefit of patients, and staff. While there had been progress with the establishment of the four Clinical Directorates across the hospitals, there is a need to improve consistency, and clarity around roles, responsibilities, and authority. There is also a need to ensure we have a structure in place that will include all staff across our respective hospitals.

Key to this programme is the fundamental aim of improving quality, safety and access for all patients and standardising patient care across our hospital sites. The new structure will also bring decision making closer to the patient and create more straightforward clinical journeys for patients across different specialities and hospitals. It will also mean that everyone is much clearer about who is responsible and accountable for services and will allow us to better use our resources across our hospitals.

A multidisciplinary working group was established with representatives from hospitals in the Saolta Group to plan for this project. Work undertaken in 2016 included:

- A review of international best practice models.
- The development of a Clinical Business Unit (CBU) concept and a number of options for consideration which were examined in detail and then “sense checked” with a panel of health care experts.
- The concept was approved by both the Executive Council and the Saolta Board

During 2017, detailed planning will continue as we work towards the implementation a Cancer Clinical Business Unit and Women and Children’s Clinical Business Unit during 2018.

SAOLTA UNIVERSITY HEALTH CARE GROUP STRATEGY 2018-2023

The development of clinical strategies is crucial in setting out a clear plan for delivering clinical services across all Saolta hospitals so we can meet the existing and future needs of our communities.

As a hospital group, we have the opportunity for the first time to really examine the services provided at Group level, rather than by individual hospitals in isolation. The value of looking at particular services on a groupwide basis is that we can begin to see where there are examples of good practice, potential overlaps, gaps or inconsistencies in service which would not be as obvious if looking at a just one hospital. We can also begin to look at catchment areas, access, referral routes, clinical pathways, transfer times, risks, infrastructure, and resources from a hospital group perspective for the first time. We will be working closely with both the Population Health Department and CHOs in this work.

Throughout this our priority is to ensure a safe, staffed and sustainable service for each speciality across the

Saolta Group and making the best use of all resources on each site.

The process of developing individual speciality clinical strategies across 40 clinical specialities is well underway. This involves setting out the current service provision (or the “As Is”) for each speciality across all Saolta Group hospitals and analysing best practice and future demands. The Group Clinical Strategy and Corporate Operational Strategy, once combined will form the Saolta Group Strategy (2018 -2023).

GROUP-WIDE SERVICE REVIEWS

Service reviews have taken place both in Emergency Medicine Services and Haematology which set out an analysis of the current service provision across Saolta Group Hospitals. The Programme Management Office will have a role in the development of implementation plans in taking forward the recommendations from each of these reviews in the further improvement of our services.

THE NEXT STEPS

During 2017, the Saolta Group will continue to work closely with the National Programme for Health Service Improvement to implement these projects. The Programme Management Office will provide a structured project management approach which will include:

- Establishing working groups and work-streams necessary to deliver the project outcomes.
- Undertaking a comprehensive communication/ engagement plan with patients/ staff/ CHOs and others at local and national level.
- Working closely with NUI Galway and others to assess the outcomes of the programme.

Saolta Group Chief Clinical Director Dr Pat Nash, who is leading this programme noted “We are delighted to see the introduction of a Programme Management Office within the Saolta Group. This will be hugely positive in the further integration of our hospitals and will provide a structured approach in project management and improvement initiatives. While we have a very challenging programme of work, there will be clear benefits to patients and services alike.”

Jo Shortt, Programme Portfolio Manager added, “As part of this programme of work we are very conscious of the need to communicate and engage continuously both within and outside the organisation. This will involve face to face meetings and regular updates and we will also be setting up a webpage to keep people informed about the different projects. We would encourage you to contact with us with your views via our email pmo.saolta@hse.ie. Further updates will also be included in future newsletters.”



The Women's and Children's Directorate

Midwives and service user representatives who facilitated and attended the Cake Sale on the International Day of the Midwife

UHG International Day of the Midwife: 5th of May 2017

In celebration of the 2017 International Day of the Midwife, a cake sale was held in the Nurses Home in University Hospital Galway, to raise funds for PRACTICAL Obstetric Multi-Professional Training (PROMPT) in the Philippines. €941.73 was raised on the day which will go towards implementing local PROMPT training in seven maternity units in the Philippines.

PROMPT training began in the Philippines in 2015 and early indicators demonstrate improvement in team working, clinical outcomes and system changes such as improved availability of medications.

The team who organised the event would like to thank all colleagues who made it so successful by baking, donating and supporting this worthy cause and also thanks to the sponsors who donated gifts for staff and women. Other events on the day to celebrate International Day of the Midwife included mindfulness sessions for staff and lectures.

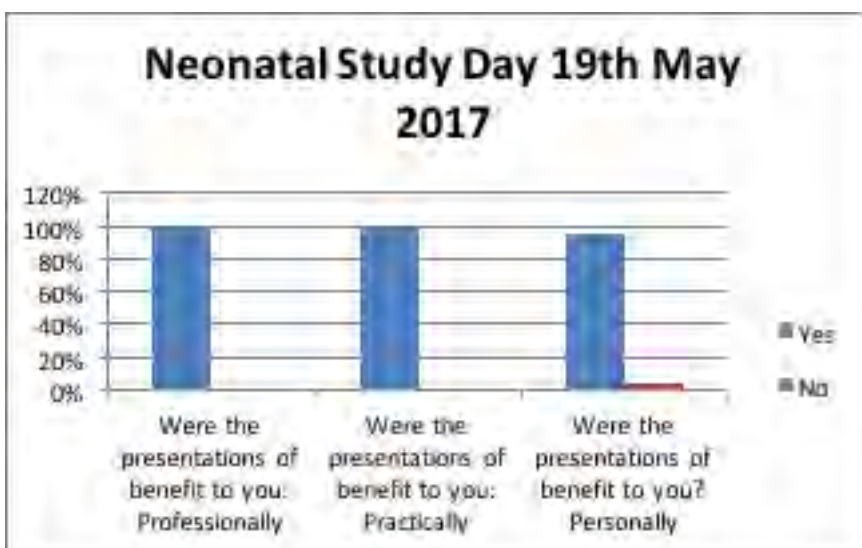
Neonatal Study Day in Galway



The fifth Neonatal Study Day in University Hospital Galway recently took place and the event was extremely successful. Over 50 participants and colleagues from hospitals in the Saolta Group and Limerick, Kerry and Drogheda attended. The aim of the day was to provide evidence-based information for neonatal nurses, midwives and doctors on the care of neonates. This study day also assists communication and relationship-building between staff in the hospital group and nationally, to enhance better understanding of the role of the various stakeholders involved in the care of the ill / preterm / newborn infant.

There was very positive feedback from the neonatal study day.

Special thanks to the organising committee in making this Neonatal Study Day such a success: Jean James, RANP; Brid O'Brien, CNMII, Neonatal Intensive Care Unit (NICU); Dr. Donough O'Donovan and Dr. Ethel Ryan, Consultant Neonatologists; Margaret Coohill, Midwifery Practice Development Co-ordinator; and to Rachel Kumar, Nutritionist, for sponsoring this study day.



STABLE Programme SUH



The STABLE programme is a tool that has been developed in the United States for the education of all levels of hospital staff in the post-resuscitation care of sick infants prior to the arrival of the transport team. The course is designed for any health professional involved in the post-resuscitation and/or pre-transport care of sick newborns.

The STABLE programme facilitated by Ms Ann Bowden, Co-ordinator of the National Neonatal Transport Programme, was held in Sligo on the 25th April 2017. The course was attended by 11 nurses and midwives and 4 paediatricians from SUH.

SUH 'Great Expectations' Initiative Shortlisted for Award

An initiative undertaken in SUH to address the problem of long waiting times for expectant mothers in the Antenatal Clinic was shortlisted for the 'Healthcare Department Initiative - Maternity Care' award at the Irish Healthcare Centre Awards 2017.

Staff across the team worked together on the initiative which increased efficiency and streamlined the antenatal clinic to the benefit of the expectant mothers and also the staff. Staff were eager to try and address what they thought was causing the delays and agreed to use the LEAN process under the guidance of the Nurse Practice Development Unit. The following outcomes were achieved:

- Waiting times reduced significantly
- Reorganisation of the clinic scheduling to reduce delays
- Client satisfaction significantly improved
- Staff satisfaction significantly improved.

Congratulations to all involved in this initiative.



Ms Charlotte Hannon, Specialist Coordinator, Centre of Nursing & Midwifery Education, and Ms Ita Monaghan, Midwife, Antenatal Clinic, SUH, at the Irish Healthcare Centre Awards 2017.

Healthcare Department Initiative Finalist 2017 – Sligo University Hospital Ante Natal Department: “Great Expectations”



Staff involved in the provision of ante-natal services in Sligo University Hospital work hard to exemplify the care and service they provide to the expectant mothers in their area. They recently completed a project to address long waiting times in the Ante Natal clinics.

The project was one of 5 shortlisted for the Healthcare Awards 2016 where a midwife from the clinic was joined by a member of the Practice Development Team to represent the clinic.

All grades of staff worked together to address the problem of long waiting times for expectant mothers. Data was collected using a combination of LEAN tools and the DMAIC framework. Together with a questionnaire for the expectant mothers which used an ‘Edinburgh touchpoint®’ framework. Staff prioritised actions and implemented solutions in a tight timeframe to streamline & improve the experience for the expectant mother and staff.

A new logo was devised along with information leaflets.

Information Leaflets

FREQUENTLY ASKED QUESTIONS?

When will I have my Scan?
Your consultant will discuss this with you at your booking appointment.

Will I have more than one Scan?
You may have only one scan but this will be decided by your plan of care.

What to do if I am worried
The first thing to do is to ring your GP. If you can't contact your GP then either:
If you are **less than 20 weeks** pregnant please go to your nearest hospital Emergency Department (ED).
If you are **more than 20 week** pregnant RING the labour ward on: 071 9174676 and come in to the labour ward immediately.

If your children have infectious illnesses e.g. chicken pox, tummy bug, please do not bring them to the clinic with you.

Other Useful Numbers
Early Pregnancy Assessment Unit (EPAU) or FAU (071) 9174593
Labour Ward: (071) 9174676

When you attend the clinic
Please bring your **handheld notes** and a **urine sample** to every appointment.

1. Check in at the reception desk, please attend on time (no more than 15 minutes prior to appointment time)
2. Take a seat and wait to be seen by midwife.
3. You will be called in order of your appointment time.
4. The midwife will take your blood pressure, heart rate and check your urine sample.
5. The doctor or midwife will tell you when you are to return for your next appointment.
6. Return to the reception desk and make your appointment for the next clinic.

Antenatal clinics can be very busy, please be patient with us. Emergencies happen in the maternity unit and the doctors can be delayed coming to us.

If you cannot attend Please call:
Dr Kondaveeti Secretary: (071)9174605
Dr Langan's Secretary: (071) 9174714
Dr Sharma's Secretary: (071)9174682

Welcome Antenatal Services Sligo Regional Hospital

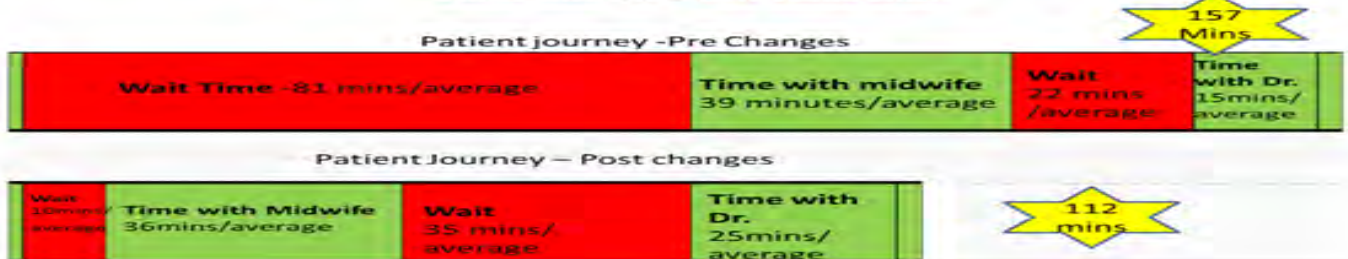
Antenatal Clinics are held in the Outpatient Department (OPD), Level 3 (ground floor).

The following outcomes were achieved:

- Waiting times reduced by up to 48%
- Expectant mothers were much happier
- Staff satisfaction significantly improved.

New Bookings – Patient Journey

Value Add and Non Value Add



45 minutes (29%)
Reduced in Patient Journey

Review patients – Patients Journey

Value Add and Non Value Add



Maternity Bereavement Study Day in SUH



The first Maternity Bereavement Study day took place in Sligo University Hospital recently.

The publication of the National Standards for Bereavement Care following Pregnancy Loss and Perinatal Death (2016) identified the need for staff education and training in the unique area of childbearing loss and bereavement.

The day was planned and facilitated by Ann Hayes (End-of-Life Care Coordinator, SUH) and Karlene Kearns (Clinical Placement Coordinator, SUH).

The overall aim of the Study Day was to offer insight and awareness into a comprehensive range of issues surrounding bereavement and loss in the Maternity Services. Content was designed to support midwives, nurses and neonatal nurses in meeting the challenge of providing high-quality, sensitive and culturally-appropriate bereavement care. The majority of the presenters were based in Sligo University Hospital, therefore the event providing an opportunity to benefit from the local expertise of frontline staff.

Some of the presentations included; The Role of the Midwife in Bereavement Care, Making Memories, The Miscarriage Pathway, Lactation Support Following Infant Loss, Postnatal Care of The Bereaved Mother, A Parent's Experience of Perinatal Loss, Breaking Bad News, Care of the Dying Baby, Supporting the Family Following Pregnancy Loss and Death of a Baby, Spirituality in Bereavement, Self-Compassion and Resilience for Health Care Professionals. A representative from Feileacán also attended and gave a demonstration of the Cuddle Cots which they donate to Maternity Units in Ireland.

CEU points are pending from NMBI. The day was extremely positively evaluated, with 30 staff in attendance. Plans are underway to deliver the programme again later in the year.

Letterkenny University Hospital - Featured News

- New Nursing and Midwifery Courses
- Patient Experience
- E-Roster
- Clinical Director Appointment

Transformation at Letterkenny University Hospital Laboratory

CONTINUED FROM COVER PAGE.

This was something we were keen to take advantage of to support the delivery of the Blood Sciences Laboratory.

While the business case for the Blood Science Laboratory was initially accepted in 2013, it was a devastating flood in the same year that provided the impetus to completely transform the service into a state-of-the-art laboratory.

Following the flood, the laboratory was moved onto a temporary site in another part of the hospital. During this time, the service managers undertook an extensive tender process to find a solution that would support their vision of a single Blood Science division. Jacqui Clarke, Chief Medical Scientist, described this process:

“As a laboratory, we undertook extensive discussions to identify the required and desirable elements of the future service. We had an ambitious vision of what we were looking to achieve, and these early collaborations proved invaluable - by taking the time to get this right, we ensured that a comprehensive solution meeting all our needs was arrived at”.

While all the prospective suppliers were able to meet various aspects of the tender, it was the pre-analytic solution that set the successful tender apart. Unlike the previous system where analysers stood alone in the laboratory and samples needed to be manually



Minister for Health Simon Harris TD on a recent visit to Letterkenny University Hospital, also pictured are CEO Maurice Power, GM Sean Murphy and Minister of State Joe McHugh TD



redirected, the new analytical platform allowed samples to be processed using intelligent routing via the Cobas 8100 track and subsequently tested without intervention.

The flood also allowed the laboratory to completely re-evaluate its existing approach to service delivery. It quickly became apparent that switching to a Roche managed service contract would help the laboratory to achieve further cost-efficiencies within the system."

Fiona Ferry, Chief Medical Scientist in Haematology added, "the Managed Service Contract also allowed for the incorporation of a more streamlined and efficient solution for the Haematology department by collaboration with Sysmex UK."

It was identified that the configuration of the laboratory could be improved. Drawing on the lean principles, it was apparent that moving the location of Central Reception into the hub of the laboratory would accelerate the speed of processing. In addition, the preanalytics entry point for Biochemistry and Haematology lie back to back which is 2 meters from the sample reception stations.

TRANSFORMATION AND REALISING THE VISION

The new equipment was installed in January 2016, allowing the new laboratory enough time vacate their temporary home and validate the new analysers.

While the analyser installation was a huge piece of work, the staff also worked to install a major IT update and were heavily involved in designing a new lab from locating floor drainage, service points, locating 255 electrical points and 94 IT points down to the Irish translations for the doors within the renovated laboratory.

To accommodate the transition, the laboratory underwent an intensive validation process as new analysers were run against the older models to test the accuracy and precision. This process placed added pressure on the laboratory staff, however, they identified early the benefits the new system would bring and were willing to support the reconfiguration by working the necessary additional hours to complete the process.



A few months after the transformation of the laboratory, the benefits of the new Cobas system already became apparent. Greater automation has allowed for significant efficiencies to be achieved within the service and has also greatly reduced the amount of time spent by laboratory staff performing time-consuming and repetitive manual tasks.

The speed in which diagnostic testing results are delivered to patients has dramatically improved. None of this change would have happened if not for the commitment and enthusiasm of the dedicated staff. The hospital would never have achieved such a successful implementation if the staff had not totally committed to the project.

The laboratory went live in September 2016 and was officially opened at a ceremony by the Health Minister in December that year.

Commenting on the laboratory's transformation, Henry McKinney, Laboratory Manager said:

"The flood gave us the opportunity to re-engineer our work. Previously we spent a considerable amount of time on manual processes. Many of these functions have now been automated. Not only has this allowed us to maximise the talent and skills of our staff, but we have also seen a significant improvement in turnaround times to the extent that we turn around the majority of GP bloods the same day."



For the second year running medical 4 staff held a tea party for Alzheimer's Ireland which was a great success and raised 935 euro. This was a joint venture involving nursing, catering and household staff.

New nursing and midwifery courses

An application has been made to the Nursing and Midwifery Board of Ireland (NMBI) for continuing education units (CEU) for two new courses being organised by St Conal's hospital library. The courses will be open to all nursing and midwifery staff with one CEU being awarded on completion of 'An Introduction to CINAHL' and 1.5 CEUs being awarded on completion of 'RefWorks - An Introduction'.

UPTODATE

UpToDate®, an evidence-based, clinical decision support resource is now available at Letterkenny University Hospital

UpToDate includes:

- Evidence-based medical content that is researched, created, and continually updated by over 6,500 leading physicians
- Summaries and treatment recommendations for over 10,500 topics in 24 specialties

- "Practice Changing UpDates" highlighting critical research that changes how you treat patients today
- "What's New" summaries of important new findings by specialty
- Over 440,000 references, with links to PubMed and the full-text articles where our subscriptions permit
- Medical calculators
- Patient information covering over 1,500 topics
- A select drug database of more than 5,800 unique drug entries (in partnership with Lexicomp®) including adult, paediatric, and international drugs and a drug interactions tool that provides graded adverse reaction information between drug-to-drug and drug-to-herb interactions.

Register for an UpToDate account on any network PC via the library homepage <http://www.hselibrary.ie/northwest> or via the UpToDate website <http://www.uptodate.com>

For more information, please contact the librarian at pamela.oconnor@hse.ie

Ireland's first ever National Patient Experience Survey



HIQA CEO Phelim Quinn at Letterkenny University Hospital to talk with staff about the National Patient Experience Survey

Ireland's first ever National Experience Survey was launched at Letterkenny University Hospital on April 24th. The National Patient Experience Survey is a new nationwide survey asking patients about their recent experience in hospital. The purpose of the survey is to learn from patient's feedback in order to improve the planning and delivery of healthcare.

The survey commenced on May 1st this year and all adult patients who were discharged from a public acute hospital during the month of May are invited to participate in the survey. Up to 27,000 patients nationally

will be eligible to take part making this the largest single survey of the healthcare system in Ireland.

Patients are being asked 61 questions on topics such as confidence and trust in hospital staff, hospital food, care and treatment, and whether their medications and possible side-effects were explained before discharge from hospital.

Letterkenny University Hospital is delighted to be part of this joint initiative between the Health Information and Quality Authority (HIQA), the HSE and the Department of Health.

e-rostering update - Interfacing Healthsuite project at LUH



Pictured (L-R): Brian Lynch (HPSA), Louise Sweeny (CNM2 CCU), Damian McCann (S/N CCU), Geraldine McCrory (CNM2 Renal Dept), Deirdre Keown (e-rostering Systems Administrator), Keary Smith (HPSA)

Letterkenny University Hospital have recently completed a rigorous business testing phase of the e-rostering interface to SAP HR/Payroll system.

With the support of Human Resources/Payroll Systems Analytics (HPSA) staff, IBM, Office of the CIO, Allocate Software staff, and the local steering committee, the business testing phase of the project places LUH in a position of readiness for parallel runs for payroll. This follows an intensive period of interface testing, examining

the data that interfaces from SAP to HealthRoster and the time and attendances extracted from HealthRoster to SAP.

LUH currently has approximately 740 nursing and midwifery staff using the Allocate software e-rostering system (HealthRoster). As a cloud hosted solution, the staff can access rosters through the Employee Online portal anywhere, from any internet enabled device.

New Associate Clinical Director in LUH

The new Associate Clinical Director for the Women's and Children's Directorate in LUH is Dr. Mathew Thomas, Consultant Paediatrician. We would like to welcome Dr. Thomas and wish him every success in his new role.

We would also like to thank the outgoing Associate Clinical Director, Dr. Eddie Aboud, for his contribution while he was in the role.

Stabilisation

Stabilisation is a significant project currently underway in the **North-West Area**, including **Letterkenny University Hospital** and **Sligo University Hospital**, to replace **Smartstream** Finance and Procurement system with **SAP**. Read more about the Project below:

What is the Stabilisation Project?

- Technology project currently in the North-West Area as part of the [Finance Reform Programme](#).
- Replaces Smartstream Finance and Procurement system.
- Offers improved functionality.
- Important building block toward [IFMS](#), a Single National Financial System.
- Second phase of Stabilisation in the North-West will launch in November 1st, 2017.

Why are we doing this?

- We need to stabilise the HSE North-West on SAP ERP 6.0 and transition all Finance and Procurement activities onto a single 'Stabilisation' company code.
- Stabilisation is a key step to the effective implementation of a new Integrated Finance System across Ireland. We need to move existing HSE areas which operate out of support Finance and Purchasing systems to a single SAP environment.
- This will put the HSE in much stronger position to transition to a Single National Finance System.

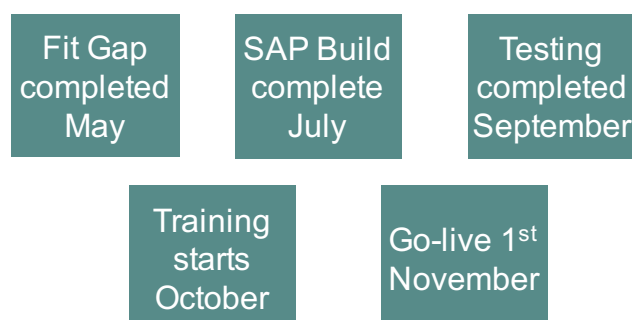
Who is impacted?

The following groups within the North-West Region will be supported by the Stabilisation Project:



When will it happen in the North-West?

The Project has the following key dates in 2017:





In Other News

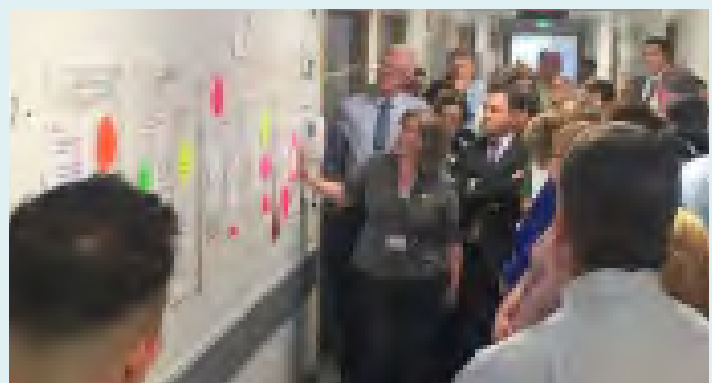
UHG medical directorate supported by GE Healthcare Finnamore held week long improvement event 'Kaizen', aimed at improving patient flow

UHG's Patient Flow Project - Medical Kaizen

The team from Medicine in UHG held their Kaizen week from May 15th to 18th with the support of GE Healthcare Finnamore.

Seven teams focused on immediate and longer term improvements to the delivery of patient care across ED/ AMU, Wards, Manpower, IT, Diagnostics and Phlebotomy.

41 staff members were involved throughout the week and the end of week hospital wide report-out was really well attended showcasing the efforts of the whole team. Follow up work and efforts to ensure sustainability continues at the hospital.



Human Resource Department of Galway University Hospitals is successful in recent audit of the Quality Management System under ISO 9001:2015 International Standards

The Human Resource (HR) Department of Galway University Hospitals (GUH) were again successful in achieving certification for their Quality Management System (QMS) following a very comprehensive audit by external company SGS. The audit was completed without any non-conformances which is particularly significant as this was a transition audit to new standards. The HR Department originally achieved the initial ISO certification in 2005 and has been audited annually since and sustained certification without lapse to date.

The HR Department GUH views the QMS as the blueprint for internal efficiency and is supported by a dedicated staff across all subsections of the department.

WHAT IS A QUALITY MANAGEMENT SYSTEM?

A quality management system is a way of defining how the department can meet the requirements of its customers and other stakeholders affected by its work. ISO 9001:2015 is based on the idea of continual improvement and it provides a framework for consistent performance, reliable service and long-term continuous improvement.

It requires the department to define these quality objectives themselves and continually improve their processes in order to reach them. Once these targets have been attained, they must be reassessed in a quest for continual improvement.

The standard is a powerful tool to make sure that the department continually grows and remains organisationally resilient. A customer centred approach is key to business success and gaining and monitoring customer feedback ensures HR GUH continues to meet the needs and expectations of their customers, the hospital staff.

ISO 9001:2015 delivers the following key benefits to the HR Department:

BRINGING QUALITY AND CONTINUOUS IMPROVEMENT INTO THE WORKPLACE

The standard ensures that quality management is completely integrated and aligned with the business strategies of GUH and the Saolta University Health Care Group. Used as a business management tool, it improves performance and embeds healthy performance improvement processes over time.

LEADERSHIP

ISO 9001:2015 required commitment and involvement from the HR Department leadership team who are responsible for the system's effectiveness and make sure all staff in the department understands how they contribute to the Quality Management System (QMS).

RISK AND OPPORTUNITY MANAGEMENT

The use of risk and opportunity management in the QMS reinforced its use as a governance tool. This holistic approach helps deliver multiple benefits by reducing duplication, increasing efficiency, and providing a complete view of the department.

AN INTEGRATED APPROACH

Using risk-based thinking throughout, it promotes a proactive approach to identifying risks and making continual improvement systematic. It gives an opportunity to review the HR Department and current processes ensuring they are aligned with the business strategy, to achieve sustainable performance improvements and increase the quality of HR services in a cost effective way.

Congratulations to all the HR team for their continued commitment to the QMS and their dedication to continual improvement of processes and customer services.

Cardiothoracic team at University Hospital Galway win prestigious Sylvester O'Halloran award



Dr Alan Soo, Cardiothoracic Surgeon and Dr Rebecca Weedle, Senior House Officer, Department of Cardiothoracic Surgery, University Hospital Galway, pictured with their poster presentation on the use of simple biomarkers to predict complications post cardiac surgery and the Sylvester O'Halloran poster award.

Dr Rebecca Weedle, Senior House Officer, Department of Cardiothoracic Surgery and Dr Alan Soo, Cardiothoracic Surgeon, University Hospital Galway won the prestigious Sylvester O'Halloran poster award recently at the 25th Sylvester O'Halloran Surgical Scientific Symposium for their research project on using neutrophil lymphocyte ratio as a simple biomarker to predict complication post cardiac surgery. The research looked at using simple blood biomarkers to predict atrial fibrillation (an abnormal heart rhythm) in patients post cardiac surgery.

The Sylvester O'Halloran Perioperative Symposium is an annual surgical event held in University of Limerick. Abstracts selected for poster presentation are displayed and participants present their posters and research to a panel of judges, who select one winner for the

Sylvester O'Halloran poster award. The presentation took place after the Sir Thomas Myles honorary lecture at the conclusion of the Sylvester O'Halloran meeting, in the Graduate Entry Medicine Building in University of Limerick. The award was presented to Dr Rebecca Weedle by Mr Gerry Byrnes, Consultant General Surgeon, UL Hospitals, Limerick.

Dr Alan Soo, Consultant Cardiothoracic Surgeon, UHG said, "We were delighted to have won this award, and I was very honoured to have my colleague Dr Rebecca Weedle work on this research with me and present the research to the Sylvester O'Halloran Surgical Scientific Symposium panel. We hope for the future that this research can now be used to predict complications with atrial fibrillation in patients post cardiac surgery."

See attached link for further information on Sylvester O'Halloran. <http://www.ul.ie/4i/content/sylvester-ohalloran-surgical-scientific-symp>.

Celebrating International Clinical Trials Day

The Clinical Research Facility at University Hospital Galway marked International Clinical Trials Day on Saturday 20th May with an open day at their facility in the UHG campus.

The event was aimed at past and current participants in clinical trials and their families to thank them for their important contribution to research and was also open to the general public.

Educational stands within the Clinical Research Facility (CRFG) provided information on trial concepts, patient recruitment and the on-going work in the CRFG.

There was information on different medication studies and medical device studies and stem cell research, along with health promotion stands, including one from CROI. Principal Investigators working in the HRB-CRFG spoke to attendees about the research being conducted in the facility.

Music and entertainment was provided by the NUIG medical school orchestra and the Cancer Survivors 'Something to Sing About' Choir.

HRB CLINICAL RESEARCH FACILITY GALWAY
UNIVERSITY HOSPITAL GALWAY
GROUND FLOOR, HRB CRF GALWAY

SATURDAY
20 MAY 2017
12 noon – 4:00PM

INTERNATIONAL CLINICAL TRIALS DAY

Meet healthcare providers

Join us for family fun activities!

Enter a raffle for some great prizes!

Enjoy music & entertainment

Take a tour of the clinical research facility

Learn about research

Come celebrate with us!

To join this free event, please register by May 17th at:
www.Eventbrite.com or directly at <https://tinyurl.com/nx5ag72>
 or call HRB CRFG Reception Tel. (091) 494-369 for further information

Centenarian celebrations at University Hospital Galway



Martin Connaire, Aille, Loughrea and Mary Clancy, Walter Macken Place, Mervue, celebrating their 100th Birthdays at University Hospital Galway with Dr. Thomas Walsh, Consultant Geriatrician and Stroke Physician, Staff Nurse Niamh Molloy and Maura Linnane, Nurse Manager.

Organ Donation Week at University Hospital Galway



Triona Cleary, transplant recipient and staff member at University Hospital Galway pictured with Pauline May, Organ Donation Nurse Manager, Saolta University Health Group and Angeline Cook, Irish Kidney Association and kidney transplant recipient of 21 years during Organ Donation Week 2017 at University Hospital Galway.

Children's Remembrance Day Committee hold Special Mass of Remembrance



Some of the Children's Remembrance Day Committee members pictured with the Book of Remembrance

The Children's Remembrance Day Committee, University Hospital Galway invited parents and their families who have experienced the death of a child before birth, shortly after birth or at a later stage to remember their loved ones to a special Mass of Remembrance, which took place on Sunday 28 May in the Holy Family Church, Mervue, Galway.

The theme of this year's mass was 'Remembrance and included a talk from guest speaker Bríd Shine, Clinical Midwife Specialist, Coombe Hospital, Dublin.

The Chairperson of the Children's Remembrance Day Committee, Mrs Margaret Duignan, says, "There is a need for a special day for parents and families to share their grief. I would encourage anybody that would like their loved one to be included in this special Mass to contact us in advance. Support lets the bereaved person know that there are people there that they can call on."

Committee member Susan Massey, says, "Any death especially that of a child upsets a family. Parents are robbed of the joys and expectations that go with parenthood and siblings also feel cheated of the chance to get to know their little brother or sister. This Mass of Remembrance offers family members the opportunity to come together and share their grief in an understanding and empathetic environment."

The Children's Remembrance Day Committee was formed 21 years ago. Every year a special Mass takes place for those who have died and the Books of Remembrance are available for viewing after Mass.

If you would like further information on the Special Children's Remembrance Day Mass, please contact Margaret Duignan or Susan Massey. Margaret can be contacted on 091 523206 or Susan on 087 9452810.

Merlin Campus Environmental Appreciation Day



Merlin Campus Environmental Appreciation Day was held in Merlin Park University Hospital on Monday 24th April with representatives attending from Saolta University Health Care Group and Community Health Organisation CHO2, Galway, Mayo and Roscommon together with others located on site, including the Irish Wheelchair Association.

During the appreciation day, two cherry blossom trees were planted by Tony Canavan, Chief Officer, CHO 2 and local historian and HSE Alumni Norbert Sheeran in memory of the late Dr Noel Browne, former Minister for Health who initiated the building of Merlin hospital and the Waithman family, the last private owners of the Merlin Estate.

Various environmental displays were showcased and MPUH horticulturist Sean Purtell (Training Centre) and Head Gardener Sean Fergus who looks after the grounds so well, both shared their expert advice on the planting of flowers and shrubs. Staff were encouraged to pot a plant and take it back to their office. A comprehensive list of trees on the Merlin Campus was also on display.

During the day the weekly Wednesday 'Walks and Runs' at lunchtime was launched and the presentation of prizes for Live Life, Love Walking Day by Susan McCormack

National Programme Lead for Healthy Ireland Framework was held. Staff are encouraged to get out and be active particularly during the summer months. Tips for success and lots more information and maps are available at www.hospitalwalks.com

A slide show presentation captured all the plants and animals on the Merlin Campus, and Bird Watch Ireland was in attendance to offer their input on the different species of bird to be found on campus. A Smoking Cessation Officer was also available for advice and support in giving up smoking.

Margaret O'Toole, Business Manager, MPUH, said, "Our main focus is always on patient care and getting our patients back to their full health potential. International studies have shown that hospital patients with a view of greenery recover more rapidly, and require less pain medication and therefore it's a priority that we respect and care for our environs. Staff here share a sense of pride in keeping this site looking well. Our environmental day was to remind us all of the pleasures that surrounds us and to encourage everyone to take a moment at lunch time to communicate with and appreciate nature. This campus provides a peaceful place to walk, relax, listen to birdsong and observe the changing seasons, for the enjoyment of all staff, patients and visitors."

Transition Year students experience life as a junior doctor at the Saolta Simulation Centre



NUI Galway and University Hospital Galway recently hosted its 4th SIMMED School programme; a dedicated innovative programme for Transition Year students who are interested in exploring medicine as a career. 120 Transition Year students from all around the country took part in the programme this year.

The SIMMED programme is organised by NUI Galway and is based in the Nurses' home at University Hospital Galway which is Irish Centre for Applied Patient Safety and Simulation (ICAPPS). It is the only dedicated high fidelity simulation centre in Ireland. Simulation is demonstrated to improve patient safety and provides a safe learning environment for medical students and doctors.

SIMMED is delivered in an interactive, creative way that helps practical learning. A mixture of lectures and workshops deliver the course content. Throughout the course there is an emphasis on team work, problem based learning and supportive participation.

The course ran over four days and students were immersed in the world of medicine, giving them a flavour of what life would be like as a doctor in a major teaching hospital. They had the opportunity to carry out medical and surgical skills and gain an insight into the workings of the human body. Professionals working throughout the hospital spoke with the medical students about their role

and undergraduate medical students delivered part of the curriculum focusing on the importance of teamwork while providing an authentic glimpse into the life of a medical student.

During the programme, SIMMED students learned the skills of:

- Venipuncture
- Cannulation
- Putting on sterile gloves and surgical scrubbing
- Setting up a drip
- Bandaging and slings
- Urinary catheterisation
- Plaster techniques
- Treatment of cuts/wounds and infections
- Diagnosing different facial injuries
- Diagnosing common ear and eye complaints
- Suturing skills
- Surgical knot tying skills
- Medical Moulage skills
- How to evaluate your fitness levels and improve your diet
- Airway management
- Teamworking in an acute scenario
- Decision making in an acute scenario

- Spinal board immobilisation
- Laparoscopic surgery skills
- Bronchoscopy skills

Dr Dara Byrne, Director of the Centre at Saolta University Health Care Group said, "I always look forward to SIMMED. Transition Year students have an energy and enthusiasm that is welcome. This year the course provided them with a real insight into life in a hospital and we in turn thoroughly enjoyed working with them".

Ms Carmel Malone, Head of School of Medicine, NUI Galway commented, "I was delighted to support SIMMED.

Community engagement is part of our ethos at NUI Galway and this is an innovative way of introducing medicine and hospital life to Transition Year students. I was particularly excited that our medical students delivered part of this year's programme reflecting the value we place on teamwork at all stages"

Patient Experience Fair Day UHG



The Patient Experience Committee at Galway University Hospitals recently held a 'Fair Day' where staff took the opportunity to highlight the excellent work undertaken by many of the committees working for patients across the hospital.

Renmore ICA 'Twiddle Muffs' Project supports Butterfly Scheme in Galway University Hospitals



Rose Mary Conneely (Renmore ICA) & Patsy Kenny (Renmore ICA Guild President) with their hand crafted twiddle muffs for dementia patients.

Renmore Irish Countrywomen's Association group (ICA) have come on board to support the Butterfly Scheme Committee in Galway University Hospitals (GUH) by making twiddle muffs for hospital patients with dementia.

Rose Mary Conneely of Renmore ICA came across the idea of the twiddle muff while attending the ICA centre in An Grianan. I was introduced to the twiddle muff concept and received a copy of the pattern which is used in the NHS. Its an interactive activity for our members and they have been so imaginative with the patterns and fidget items they include on the muffs". To date over one hundred twiddle muffs have been provided by the Renmore ICA group to the patients of Galway University Hospital and to the patients of the Alzheimer's Society day centre in Galway. The success of the twiddle muff project has now spread to the 26 other ICA groups in the Galway ICA Guild.

Orla Sheil, Occupational Therapist in GUH advises that "Twiddle muffs are designed to keep hands warm and busy and reduce repetitive behaviour, making it a great sensory therapy tool. When people with dementia

are restless, the hand muff provides stimulation and reduces anxiety. Twiddle muffs offer tactile and mental stimulation and comfort for dementia patients. Patients have something to hold and manipulate, something to "twiddle" or fidget with and this has a calming effect on a person who has dementia. The textures, the gadgets, the warm coziness of the twiddle muff are all there for just that reason. The stimulation they provide adds to the individual's quality of life."

One patient's daughter reported "My mum gets so much comfort from the muff and it is great for me to have some small thing to connect with her when I visit. The muffs are beautiful and so much attention and care has been put into making it for Mum. I'm really grateful and think it is a wonderful initiative".

Galway University Hospitals is very grateful to the ladies of Renmore ICA for their time, effort and skill in assisting with this project.

Free Perinatal Support Group Sessions in Galway



Pictured at the AWARE Perinatal Support Group launch is L:R, Edel Callanan, Physiotherapy Manager Unit 8, MPUH; Deirdre Naughton, Chair of Perinatal Mental Health Group, UHG; Dr Ethyl Ryan, Clinical Director Women & Children's Directorate, Saolta; Brid O'Meara, Director of Services AWARE; Breda Kearns, AIMs Ireland; Siobhan O Connor, Midwife; Virginia Moyles, AWARE facilitator and Bernadette O'Malley, Business Manager, Women and Children's Directorate, Saolta.

UHG in association with AWARE commenced free perinatal support group sessions in Galway. The support group sessions are held every Wednesday at 7:30pm in Unit 8, Merlin Park University Hospital. No referral or booking is needed and there is no charge for the service. The group offers women the chance to explore options available to them and learn coping skills to reduce the impact of the condition. It also provides a comfortable and safe place where women can share their experiences with one another. Postnatal depression is often referred to as perinatal depression because it is recognised that many women experience depression during pregnancy as well as after the birth of their child. Perinatal refers to the period during pregnancy and one year after birth.

Aware undertakes to create a society where people affected by stress, depression, bipolar and mood disorders are understood, supported, free from stigma, and are encouraged to access appropriate therapies. Aware's website www.aware.ie offers information on depression and the organisation's other services. The Aware Support Line is available seven days a week from 10am-10pm, Freephone 1800 80 48 48, supportmail@aware.ie.

In December 2015 a new Perinatal Mental Health Group was established in University Hospital Galway (UHG). The wide multi-disciplinary membership of the group includes representation from a service user, midwifery, obstetrics, psychiatry, psychology, general practice, community mental health services, pharmacy, physiotherapy, medical social workers, teen parent service, bereavement, public health and practice nursing. The aim of Perinatal Mental



Lyndsay Hughes, Galway Bay FM chatting to Deirdre Naughton about Perinatal Mental Health Support Group sessions which take place every week in MPUH

Health Group is to promote awareness through staff education and to address the recommendations of The Irish Maternity Strategy 2016-2026 that the mental health of women during and after pregnancy should be better supported through awareness, screening and support. The group devised a patient information leaflet in conjunction with the psychology department and a new booklet of support services was launched. Five staff members from the maternity department at UHG undertook a module in perinatal mental health in the University of Limerick in 2016. A care pathway and guideline for care has been implemented into practice for the Saolta Group.

A priority for the Perinatal Mental Health Group was to provide further supports for women and in doing so teamed up with AWARE to offer free weekly Perinatal Mental Health Support Group sessions in Galway city and

the surrounding area for new and expectant mothers experiencing symptoms of postnatal depression, anxiety and other perinatal mood disorders. The AWARE Perinatal Support Group was officially launched on Wednesday, 26 April, 2017 in UHG.

Dr. Ethel Ryan, Saolta Clinical Director for Woman & Children's Directorate and Consultant Neonatologist / Paediatrician said, "Pregnancy is usually a very exciting time for women, their partners and families. Pregnancy

is ultimately life changing. For some women, they not only experience the physical changes that accompany pregnancy but also experience emotional and mental health issues. Indeed one in six pregnant women – or 16% of pregnant women - attending maternity services across Ireland are at probable risk of depression. For this reason we thought it prudent to get involved with AWARE and support this peer support model of care for women at a vulnerable time of their lives".

Mayo University Hospital - Hand Hygiene Awareness Day



Mayo University Hospital is a member of the WHO Save Lives: Clean Your Hands Initiative and as part of that initiative hold a Hand Hygiene Awareness Day in May of each year to show commitment to improve patient safety by practicing better hand hygiene. Almost 150 staff participated on the day from all departments within the hospital.

This year the campaign theme was 'Fight Antibiotic Resistance - it's in your Hands'. Through this event, the hospital aimed to progress the goal of maintaining a hospital-wide profile on the importance of hand hygiene in healthcare while bringing people together in support of hand hygiene improvement in Mayo University Hospital.

It also promoted hand hygiene as an important factor in the prevention of transmission of infection - an easy, effective, and affordable way to prevent diseases and save lives and improve healthcare provider adherence to hand hygiene.

The initiative also aimed to improve the quality of patient care by increasing hand hygiene awareness among staff,

patients and visitors while addressing the myths and misperceptions about hand hygiene. It also hoped to empower patients to play a role in their care by asking or reminding healthcare providers to clean their hands.

Increased hand hygiene compliance will lead to a decrease in healthcare associated infections.

The Hand Hygiene Awareness Day was organised to involve all healthcare staff, patients and visitors. The children in the paediatric ward were actively involved with the support of the Volunteers and produced a wall display of hand prints which will be laminated for display in the Paediatric Ward.

Information and display stands were in place in the main foyer displaying information.

This year saw the introduction of Adenosine triphosphate (ATP) Technology swabs of staff hands. ATP is the primary energy transfer molecule present in all living biological cells; it cannot be produced or maintained by anything but a living organism and as such is a direct indication of biological activity. This initiative was beneficial in raising awareness of correct hand hygiene technique and demonstrated that hands that were not decontaminated correctly can be biologically contaminated which can result in an increase in microbial growth. Staff were interested in this concept – it showed them clearly the before and after hand hygiene count which was an effective learning tool for staff.

The feedback on the day was very positive, participants eager to improve their practices, to become familiar with products available and what should be used for hand hygiene.

Donation to MUH Special Care Baby Unit



Photo © Ken Wright Photography 2017.

Front l-r; Sophie O'Connor, Carmel McAndrew, Joan Falsey, Clinical Nurse Manager, Darragh O'Connor. Back l-r; Siobhán Molloy, Clinical Nurse Manager, Nathan O'Connor, John Joyce, Registrar, Dr. Mohammed, Consultant Obstetrician and Bernie Walsh, midwife.

Darragh McAndrew O'Connor, recently make a presentation to Mayo University Hospital together with his parents, Carmel and Nathan. Darragh, who is from

Belmullet spent some time in the Special Care Baby Unit seven years ago and his grateful parents wanted to make a donation as a thank you to the hospital.

Patient Experience Survey MUH



New PALS appointment at PUH



Left to right: Michelle Fallon (PALS Officer) Anita Carey (IT Manager) Maurice Power (CEO Saolta University Health Care Group) Máire Kelly, (Clinical Support Services Director) Angela Fitzgerald (National HSE) James Keane (General Manager) Treacy O'Carroll (National Lead HIQA) Caroline Cunniffe (Staff Officer Admissions) Marita Fogarty (Director of Nursing)

'WE ARE HERE TO HELP'

Portiuncula University Hospital is delighted to announce the appointment of Michelle Fallon to the role of Patient Advocacy Liaison Officer (PALS). Michelle's previous experience in gerontology nursing and liaison with the primary care service will be hugely beneficial to this role. The role of the PALS Officer is to support the implementation of the Public and Patient Involvement Strategy in a friendly, confidential and impartial manner. This service will provide support and advice to patients, carers and families in Portiuncula University Hospital.

PALS: RESPOND TO CONCERNS. LISTEN TO SUGGESTIONS. PROVIDE INFORMATION. PASS ON COMPLIMENTS

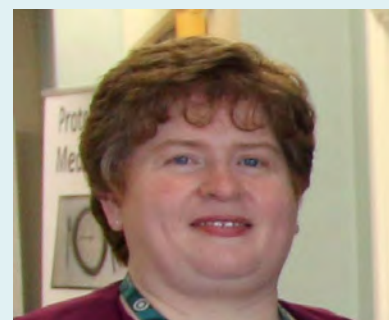
Michelle's first priority was to lead on the roll-out of the National Patient Experience Survey supported by Fergus Hannon, Patient Services Manager and Anita Carey, IT Project Manager whose varied skills and experience were invaluable.

The National Patient Experience survey took place in Portiuncula University Hospital from the 1st -31st May 2017, as part of the joint initiative by the HSE, Department of Health and Health Information and Quality Authority (HIQA). On 15th of May, 2017, members of the HSE and HIQA National Patients Survey Team visited the hospital to support the roll-out of the survey.

Information sessions on the National Patient Experience Survey were provided for staff in all departments of the hospital. In addition, leaflets and posters were displayed and napkins given with patient meals.

During the patient's stay in hospital, the PALS officer met and spoke with them about the survey, distributed discharge packs and explained the procedure for completing the survey at home. Patients were encouraged to participate in the survey as the feedback

will provide valuable information including areas where the hospital is performing well and identify areas for improvement which will contribute to the quality of care provided to our patients.



Michelle Fallon, PALS Officer, Portiuncula University Hospital

In general, the feedback received by the PALS officer from patients indicates that patients are happy to be involved in the survey and that they had a forum for expressing their views. Patient inclusion is imperative in future planning of healthcare in Ireland and will this will ultimately enhance the overall patient experience.

We would like to take this opportunity to wish Michelle every success in her new role and thanks to all staff members for their assistance during the roll-out of the National Patient Experience Survey.



Planning in the Event of a Major Emergency



Portiuncula University Hospital (PUH) recently reviewed its Major Emergency Plan which outlines the responsibilities of staff, the designation of specific areas and communication procedures to be used to manage the hospital's response to a major emergency.

To test this version of the plan a Major Emergency Table-Top Exercise was held in April and 47 staff members attended from all departments across the hospital. The exercise was designed and facilitated by the staff in the Regional Emergency Management Office, HSE West. Participants were presented with a realistic scenario of a bus collision on the eastbound lane of the motorway between Athlone and Ballinasloe.

The aim of this exercise was to provide staff with an opportunity to test their ability to respond to the declaration of a major emergency. It also provided an opportunity to assess the processes and procedures outlined in the current version of the hospital's Major Emergency Plan and appropriate action cards.

The exercise demonstrated a number of areas where improvements will ensure an effective, efficient and co-ordinated response to a major emergency. It was a great learning opportunity for all staff and it has provided a road map to further enhance the plan through the development of a quality improvement plan.

The participating staff members were requested to complete an evaluation of the exercise and feedback was positive and valuable information was collected.

A "Hot Debrief" was facilitated by Paschal Diviney Chief Emergency Management Officer and a summary of the observations and discussion points were recorded.

All attendees felt the exercise was worthwhile and demonstrated that staff have a greater understanding of their role in the event of a major emergency situation.

Nursing Celebration Day!



Left to right: Marita Fogarty (Director of Nursing) and Phil Noone (NUIG)

On the 26th of April 2017, Portiuncula University Hospital held a day of presentations by led by nursing staff to allow the sharing of innovations in their clinical area, including outcomes from recent further nursing studies. It was an opportunity for experts in their respective fields to share their passion for excellent patient care and showcase all the inspiring work achieved to date and a plan for more to come.

Presenters included staff nurses, the Director of Nursing, clinical nurse specialists, nurse practice development staff, clinical placement co ordinator and advanced nurse practitioners.

Quality initiatives presented included:

- "Colour me Aware" an project that initiated environmental changes using colour to enhance and make safer the surrounds for patients with Alzheimers
- Nursing staff from the Emergency Department gave presentations reflecting four initiatives which improve the overall patient experience in the Emergency Department
- New information leaflets to communicate the care provided by palliative services,
- Launch of Portiuncula University Hospital Clinical Nurse Specialists Directory,
- Progress on the Caring Behaviour Assurance System (CBAS)
- The interlinking of National Early Warning Score and Sepsis.
- The development of an audit tool for the Safe Management of Epidural Lines



Left to right: Mary Keegan Hynes (ADON) Antoinette Larkin (CNS Care of the Elderly) Marita Fogarty (Director of Nursing) Gillian Casey (Nursing Practice Development Unit, Caroline Rocke (Asst. Staff Officer, Centre of Nurse Education), Alceina O'Brien (Nursing Practice Development Unit) Mary Mahon (CNS Lactation)

- 'Out Reach ICU' nursing initiative to aid early identification of deteriorating patient or support patients discharged for ICU.
- 'Pocket Essentials' a guide for nursing students
- Introduction of Chronic Obstructive Pulmonary Disease (COPD) integrated pathway
- Successful uptake of the flu vaccine.
- A newly developed robust nursing documentation in the general clinical areas and theatre.
- Swallow screening training
- Progress in dementia care.

The day was well attended by PUH staff, nursing students and a number of invited attendees throughout the Saolta Group. Phil Noone represented NUI Galway.

The Director of Nursing, Ms. Marita Fogarty thanked all presenters and organisers of the day and also acknowledged the support provided by Marissa Butler, Director of the Centre for Nursing and Midwifery Education for all nurses who undertake further studies – the benefits of such studies was reflected in many of the presentations.

For many a great sense of achievement was gained following their presentations, particularly those who shared their innovations for the first time their colleagues in this manner.

Feedback from all who attended was very positive and it is planned to hold this event on an annual basis.

#hellomynameis: A compassionate care initiative for Roscommon University Hospital



Roscommon University Hospital (RUH) recently launched the #hellomynameis campaign. The aim of the campaign is to enhance compassionate care by reminding healthcare professionals to introduce themselves to patients in all healthcare interactions. The main message is to promote high quality communication in order to treat patients with dignity and respect.

Launching the campaign, Ursula Morgan, Director of Nursing, Roscommon University Hospital, said, "introducing yourself is a simple and powerful expression of respect, care and compassion".

#hellomynameis is a compassionate care initiative founded by the late British hospital consultant and terminally-ill cancer patient Dr Kate Granger. During a hospital stay in 2013, Kate observed that many staff did not introduce themselves. #hellomynameis is about more than simple introductions. It is all about making a human connection and establishing a relationship with patients on a firm foundation of mutual respect and trust.

Marie Doorly, Interim General Manager, Roscommon University Hospital said, "This is an excellent initiative and particularly in a small hospital, where we pride ourselves on being friendly, caring and engaging with patients. A simple thing like introducing yourself can put patients at ease and positively influence their experiences of our healthcare system".

This campaign is simple – reminding staff to go back to basics and introduce themselves to patients properly. The late Dr Kate Granger spoke about this as "the first rung on the ladder to providing compassionate care" and saw it as the start of making a vital human connection, beginning a therapeutic relationship and building trust between patients and healthcare staff".

The initiative is being led by the Patient Experience committee in RUH and is supported by the Saolta Group Patient Council.

<http://hellomynameis.org.uk> or on Twitter #hellomynameis



Patient Experience Survey RUH

Roscommon University Hospital launches Calorie Posting Policy



Roscommon University Hospital (RUH) officially launched their Calorie Posting Policy as part of the HSE's Healthy Ireland Policy.

The development and implementation of a Calorie Posting Policy is an important initiative supporting two key policy priority programmes – Healthy Eating and Active Living, and Staff Health and Wellbeing. The purpose of this Policy is to promote awareness and increase consumption of healthier food and drink choices amongst HSE staff and the public using and visiting HSE healthcare facilities, by highlighting the calorie content of food and drinks provided in HSE facilities.

Commenting, Marie Doorly, Interim General Manager, Roscommon University Hospital said "Calorie Posting is a key element of the HSE's Healthy Ireland Policy. This policy will make our staff and visitors more aware of the



calories in the food they eat and provide information regarding healthy eating options which in turn leads to healthier lifestyles. RUH first introduced Calorie Posting to the breakfast menu in December 2015 and its roll out continued on a phased basis. Calorie information is now available across the entire restaurant menu at Roscommon University Hospital."

Patricia Rogers, Catering Manager, Roscommon University Hospital said, "It is a simple concept that will help consumers make healthier choices."

Research suggests that when menus display calories, people eat 6% less calories each day. Calorie posting focuses on displaying calories at the point of choice on food and beverages. It recognises that putting calories on menus makes the healthier choice the easier choice.

International Nurses Day 2017 at RUH



Niamh McKeon and Mary Farrell from RUH celebrating International Nurses Day



Nursing staff from Roscommon University Hospital marking International Nurses Day 2017

Roscommon University Hospital Safe Sun and Skin Awareness Campaign



Bernie Carthy, Staff Nurse; Jackie O'Connor, La Roche Posay; Dr. Deirdre Jones, Consultant Plastic Surgeon and Amanda O'Halloran, Registered Advanced Nurse Practitioner.



Marie Doorly, I/General Manager; Anne Concannon, Accounts Department; Michelle Burke, Inpatient Waiting Office; Nora Kelly, Student Nurse; Martina McDermott, Clerical Officer, Plastics Department; Anne Marie Belton, Clerical Officer, Outpatients Department; Jackie O'Connor, La Roche Posay; Dr. Deirdre Jones, Consultant Plastic Surgeon; Marian Rice, Catering Department; Bernie Carthy, Staff Nurse; Amanda O'Halloran, Registered Advanced Nurse Practitioner and Helen Hunt, Catering Department.

The Department of Plastic Surgery in Roscommon University Hospital recently hosted a very successful Safe Sun and Awareness Campaign. The aim of the campaign was to increase knowledge among patients, visitors and members of the public regarding the dangers of sun exposure, the benefits of sun protection and how to adopt safe sun practices prior to the holiday season.

The NICE Guidelines for "Improving Outcomes for people with skin cancer including Melanoma" recommend that all patients and carers have access to high quality information.

Education leads to self-awareness and early intervention therefore reducing the number of fatalities and serious cases of skin cancer in the future. Skin cancer incidence and mortality rates are increased with age, however melanoma is disproportionately high in people under 35 (second most common cancer in age 15-34). Intermittent strong sun exposure is more damaging than moderate long term exposure in fact holiday sunburn once every 2 years can triple the risk of skin cancer. Research has shown 6:10 melanomas and 9:10 NMSC are caused by the sun. 80% of cases could be prevented through adoption of safe sun behaviour from childhood to adulthood (Cancer Research U.K 2013).

Virtually all the risk comes from over exposure to sunlight and you can be 'Sun Smart' by following these practical sun safety measures:

Wear protective clothing such as a shirt with sleeves and high collars, a wide brimmed hat that protects the ears, nose and back of the neck, and wearing sunglasses;

- Apply a lip balm with a high SPF to protect the lips;
- Apply a high protection sunscreen (at least SPF 15) 20 minutes before going outside and re-applying the sunscreen every two hours;
- Re-apply the sunscreen after getting wet, after perspiring or after towelling off; and
- If at all possible, avoid being in the midday sun from 11am to 3pm.

Taking these simple measures can significantly reduce the chances of developing skin cancers in the future.

During the campaign, staff from the Department of Plastic Surgery provided high quality, evidence-based information on preventative measures, safe sun practices and timely recognition of skin cancers All participants received information leaflets and La Roche Posay UV sun protection samples.

The campaign was initiated and launched by Bernie Finneran, Amanda O' Halloran, Bernadette Mc Tague and other key nursing staff in the Department of Plastic Surgery in Roscommon University Hospital as well as Ms Deirdre Jones, Consultant Plastic Surgeon and Ms Jackie O'Connor from La Roche Posay who kindly sponsored the event.

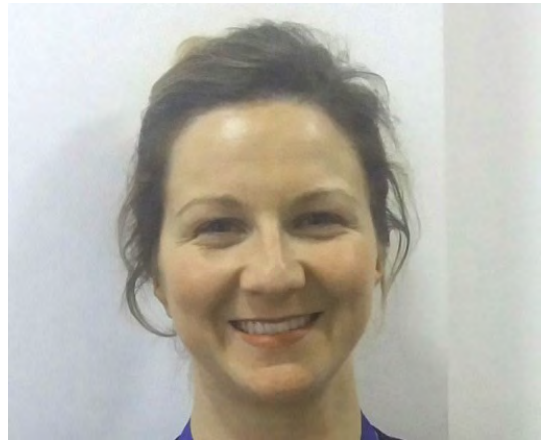
RUH appoints the first Registered ANP in Plastic Surgery post in Ireland

Roscommon University Hospital's Amanda O'Halloran has recently been appointed as a Registered Advanced Nurse Practitioner in Plastic Surgery, the first RANP post in Plastic Surgery in Ireland

Amanda completed her general nursing training in St. James Hospital and began working in Roscommon University Hospital in 2005. Amanda has had a keen interest in clinical care and quality improvement since her student days and her interest in plastic surgery came to the forefront when she began to work alongside Dr Deirdre Jones, Consultant in Plastic Surgery in late 2011.

Amanda completed the Burns and Reconstructive Acute Clinical Pathway in the University of Brighton. She undertook her MSc in Advanced Practice with Nurse Prescribing in NUI Galway. One of her achievements was as a member of the team who won first prize for a poster named the "See and Treat Model of Care" at the inaugural Integrated Care Conference at Dublin Castle in June 2015. This See and Treat Model of Care is in place for patients in RUH and means that the patients receive their consultation and procedure during the same visit.

Commenting Marie Doorly, Acting General Manager Roscommon University Hospital said, "The aim of the RANP Plastic Surgery role is to provide a timely service to the plastic surgery patient and provides them with an advanced nursing service. The Plastics service has been extremely successful here in RUH and in 2016 we saw and treated 5869 patients. Many patients travel from



outside the county to avail of this excellent service. In addition, we currently have another skilled and highly qualified candidate preparing to become an Advanced Nurse Practitioner in skin cancer, and we intend to steadily build a strong team of ANPs over the next few years in plastic surgery and across Roscommon University Hospital.

Amanda O'Halloran added "We are continually seeking new ways to deliver innovative plastic surgery nursing care -this will be achieved by working in collaboration with the Plastic Surgery and multidisciplinary team. With the direction and support of surgeon Dr Deirdre Jones, I look forward to working with my colleagues in RUH to continue to develop this service".

RUH catering department awarded Hear Me! registered certification



Hear Me! Communication Awareness Training is a training solution that was co-designed and co-produced by adults with communication impairments, staff and students from NUI Galway Speech and Language Therapy Department and HSE Speech and Language Therapists.

Hear Me! Training sessions aim to promote understanding and awareness of communication impairment and equip catering staff with the tools and strategies, e.g. visual menus, use of pen and paper and tick charts, needed to create a communication friendly environment.

Speech and language therapy students alongside individuals with communications impairments will lead activities that allow the participant to:

- Learn more about communication,
- Empathise with those with communication impairments, and
- Develop specific action plans for both personal life and within workplace.



Three representatives from Hear Me! visited Roscommon University Hospital on Tuesday 23 May and audited the staff's use of the strategies and tools they learned at their training sessions and confirmed that the catering department at RUH is now an approved certified Hear me! registered restaurant demonstrating a communication-friendly environment.

Patricia Rogers, Catering Manager, RUH said, "We are delighted to bring this initiative to the catering department in RUH. Last November eight staff took part in the training and today we are now an approved certified Hear Me! registered restaurant. We have a folder on display in the restaurant which shows pictures of all the foods/items on our menu, e.g. main courses, sandwiches, salads, desserts, sauces, tea and coffee and a tick box beside each item allowing the person to tick an item of their choice. A notebook and pen is also available should they wish to write themselves. This initiative will effectively allow us to deal with people with communication difficulties who visit our restaurant".

7th Clinical Audit Forum 2017



Dr. Hafiz Anis Ahmed, Cardiology Registrar, Dr. Chaudhry Adeel Ebad, Nephrology Registrar, Dr. Mohsin Mukhtar, Tutor Registrar.

The 7th Clinical Audit Forum was recently held in SUH which was attended by over 150 participants, including a number of staff from Saolta group hospitals. The Forum was chaired by Saolta Group Clinical Director Dr Fergal Hickey.

Dr Steve Bolsin Adjunct Professor and Specialist Anaesthetist in Victoria, Australia, was the keynote speaker and gave a very interesting presentation on "Medical Ethics and Behaviour – Impacts on Quality and Safety".

Dr. Steve Bolsin is a British anaesthetist, patient safety expert and medical ethicist, whose actions as a whistle blower exposed and ended incompetent paediatric cardiac surgery at the Bristol Royal Infirmary in 1995. His actions led to the implementation of clinical governance reforms in the NHS.

The Forum featured eight oral presentations of audit findings with quality improvements initiatives resulting from audits completed throughout the hospital in the last year. A brief discussion, and a question and answer session followed each presentation.

34 posters displaying the findings of audits completed across all Directorates / Departments were displayed with prizes awarded to the best four posters. The awards went to Obstetrics, Clinical Audit on Propess versus Prostin - There is an alternative way to induce



Prof. Catherine McHugh, Associate Academic Officer/Consultant Endocrinologist, SUH, Patricia Harte, Clinical Audit Coordinator, SUH, Dr. Steve Bolsin, Adjunct Professor/Specialist Anaesthetist (Whistle blower in Bristol Infirmary Baby scandal), Dr. Fergal Hickey, Saolta Group Clinical Director for Quality and Safety.



Jenny Lindsay, Interventional Radiology Nurse, SUH.

labour, Radiology, Prospective audit of peri-procedural coagulation status, management pre interventional radiology procedures, Cardiac Investigations - Audit of echocardiography service, and Outpatients Department - Audit on parent/patient perceived knowledge of asthma management in paediatrics. Posters were displayed in the hospital for two weeks which gave staff a further opportunity to view them.

SUH host Pre Admission Conference



L/R: Dr. Kevin Clarkson, Clinical Director Saolta Group, Ms. Grainne McCann, General Manager, SUH, Mr. Naishadh Patil, Associate Clinical Director (Peri-operative), SUH, Mr. Kenneth Mealy, Vice President RCSI and Ms. Una Quill, Programme Manager, National Clinical Programme in Anaesthesia.

The pre-admission process is the foundation stone in ensuring a safe and informed journey for the elective surgical patient. For the hospital, it ensures efficient and effective use of beds and theatre time in an effort to allay patient discomfort and reduce elective surgical waiting lists.

Sligo University Hospital hosted Ireland's 2nd Pre-Admission Unit (PAU) Conference at the Radisson Hotel, Sligo in May this year. The conference theme was "Navigating the Future" which was an accurate description of the content and quality of presentations at the meeting.

Over 150 delegates attended the conference, representing 41 hospitals throughout both the Republic and Northern Ireland affirmed the interest and enthusiasm among nursing, Anaesthetic, Surgical and Allied Health Care Professionals.

A packed conference demonstrated the quality of the presentations, the significance of this 2nd PAU event and highlighted a PAU forum and comparable future meetings.

Visiting speakers included Dr. Ian Smith, Senior Lecturer in Anaesthesia, Stoke on Trent speaking on NICE Preoperative testing and Ms, Christine Reihill, ANP, Manchester, on advancing the nursing role in PAU.

Following an introduction by Mr Nash Patil, Clinical Director SUH; Dr Kevin Clarkson, Clinical Director Saolta Group, gave the welcoming address. Mr Kenneth Mealy, Vice President RCSI, spoke of surgical services 2020 and beyond.



L/R: SUH Staff: Ms. Rosaleen White, CNM II, Mr. John McElhinney, Group Quality and Safety Manager, Mr. Naishadh Patil, Associate Clinical Director (Peri-operative), Ms. Marion Ryder, Interim Director of Nursing, Dr Wouter Jonker, Consultant Anaesthetist, and Ms. Therese Gallagher, Asst Director of Nursing, Peri-operative Services.



L/R: Dr. Sinead Bredin, Consultant Anaesthetist, SUH, Dr. Jeremy Smith, Consultant Anaesthetist, SUH, Dr. Fiona Mansergh, Department of Health, Mr. Charlie Gillespie, Senior Physiotherapist, SUH, Dr. Grainne O'Malley, Consultant Physician, SHU and Mr. Martin Caldwell, Consultant Surgeon, SUH.

Following exhibitor visits Dr. Grainne O'Malley Consultant Geriatrician, introduced "Age is but a number" followed by an energetic talk by Charlie Gillespie, Senior Physiotherapist, SUH called "Hit the floor running". Dr Jeremy Smith, Clinical Lead National Anaesthetic Programme gave an overview "Future proofing the PAU" followed by a question and answer session for delegates.

The afternoon session was opened by motivational speaker Pat Divilly followed by Ms Christine Reihill and concluded by Dr Wouter Jonker, Consultant Anaesthetist, SUH with his talk "PAU Pick and Mix".

The closing address by Dr. Sinead Bredin and poster prizes left an enthusiastic audience looking for a date and venue for the 3rd multidisciplinary conference.

NIMIS DEXA to go live in Sligo



A culmination of several months work has led to both Sligo University Hospital and Our Ladys Hospital, Manorhamilton ready for a NIMIS (National Integrated Medical Imaging System) DEXA go live in both hospitals. With a collaborative team based effort by clinicians, clinical admin staff, nursing staff, IT and radiology staff, this project has shown how

two hospitals can come together to make the best possible use of technology to support the delivery of a top class DEXA service to service users.



Barry McKenna, Project Manager says, "This is another example of Sligo's on-going commitment to the NIMIS programme by ensuring all imaging diagnostic information is available in NIMIS. A further development coming shortly post the NIMIS DEXA implementation will see Angio imaging from the mobile Cath Lab available in NIMIS"

DEXA NIMIS was scheduled for go-live on Thursday, 01 June with Angio imaging going live a week later."

For further information on the NIMIS project visit <http://www.hse.ie/eng/services/news/newsfeatures/NIMIS/>

Sligo University Hospital signs up to NCHD e-rostering

Sligo University Hospital Medical Specialty has partnered with Allocate Software to implement e-rostering software for NCHDs. A Project Board was set up with project clinical lead Katherine Finan as executive sponsor. It approved a local team consisting of a Project Manager and Systems Administrator, to work with Allocate. The initial scope of the project is to deliver "Medics On-Line" and "Medics on-Duty" to 50 NCHD staff from the Medical Specialty. A clear communication strategy supports the implementation and e-rostering roll-out process and the planning of next steps with the Project Board.

The objectives of the project at Sligo University Hospital are:

- To implement Medics Online and Medics OnDuty where the necessary hardware has been made available.
- Improved staff utilisation.
- Reduction in avoidable costs.
- Reduction in administration tasks and functions.
- Improved reporting.
- Improved access to rosters.
- Improved Workforce planning.

Katherine Finan, Clinical Lead and Project Sponsor says, "I am excited to be working with the team from Allocate Software and our local implementation group on this e-rostering project".



L-R – Lewis Bracey, Allocate Software; Grainne Wyer, ICT SUH; Katherine Finan, Clinical Lead and Project Sponsor; Barry McKenna, IT Manager and Catherine Redican Deely, e-rostering Administration Lead.



News from across the Group

Members of D1 Now Study Young Adult Panel who met in Jigsaw Galway on 24th April 2017, back row l to r: Sarah Simkin (Jigsaw Galway Project Manager), Jimmy Hannon, Gertruda Ceburnyte, Mary Clare O'Hara (D1 Now Study Programme Manager & Researcher), Prof Sean Dinneen (Lead Application of the D1 Now Study, Professor of Diabetic Medicine, NUI Galway). First row l to r: Monica Mullins, Rosah Mangan, Cameron Keighron, Michelle Long and Ciara Duffy

Health Research Board Awards €1.8 Million in Funding for Three New NUI Galway Projects

NEW RESEARCH PROJECTS TO START IN THE AREAS OF DEMENTIA CARE, CARDIAC CARE, AND TYPE 1 DIABETES

Three new research projects are to begin at NUI Galway, with the support of the Health Research Board, in the areas of dementia care, cardiac care, and type 1 diabetes. A total of €1.8 million has been allocated, with each project focused on improving patient care and outcomes.

Dr Martin O'Donnell, Professor of Translational Medicine at NUI Galway has been funded under the 'Definitive Interventions and Feasibility Award' programme for research on Community Risk-based monitoring for an Atrial Fibrillation Trial. Atrial fibrillation is an irregular and often rapid heart rate that can increase the risk of stroke, heart failure and other heart-related complications.

Professor Sean Dinneen, Professor of Diabetic Medicine has secured a 'Definitive Intervention and Feasibility

Award' for research aimed at improving outcomes for young adults living with type 1 diabetes in Ireland. The study team based across the NUI Galway and Galway University Hospital campuses will work with national and international collaborators including a public and patient involvement panel (consisting of 10 young adult service users living with type 1 diabetes) to test and pilot the feasibility of a new intervention, called D1 Now.

Professor Eamon O'Shea, Director of the Centre for Economic and Social Research on Dementia at NUI Galway, received an 'Applied Partnership Award' for resource allocation, priority-setting and consensus in dementia care in Ireland. The aim of this study is to address key questions regarding optimal service and support mix for people with dementia and to facilitate a more efficient and equitable resource allocation process that includes the delivery of personalised, community-based supports for people with dementia.

The Definitive Intervention and Feasibility Award scheme is designed to boost research activity in clinical trials and interventions, whereas the Applied Partnership Award scheme aims to encourage a partnership-based, co-funding approach to nationally relevant research topics.

Dr Mairead O'Driscoll, Interim Chief Executive at the Health Research Board, said: "Findings from these projects have the potential to make a big impact on patient care and patient outcomes, in a relatively short space of time. Through these awards, the HRB is delivering on two key goals in our strategy. Firstly, to boost clinical trial activity in Ireland and secondly, to encourage partner driven research that addresses research questions which are directly relevant to the needs of our health service."

Commenting on the D1 Now Study, Mary Clare O'Hara, Programme Manager of the study at Galway University Hospital, said: "Living with type 1 diabetes is demanding whatever your age. Individuals with diabetes must self-inject insulin several times a day for their entire life and monitor its effects through frequent (and painful) self-monitoring of blood glucose levels to manage this challenging condition. Even in motivated patients it can be difficult to avoid day-to-day fluctuations in blood glucose levels. This is particularly true of for young adults who have busy social, work, family and student lives. Since 2014 we have been working with our panel of young adult service users to re-imagine the way we deliver care to this population and to co-design the D1 Now intervention that we will now trial in diabetes centres in Ireland and Northern Ireland."

Irishkidneydiet.ie – An education website for patients with Chronic Kidney Disease



Irishkidneydiet.ie is the brain child of a small group of Dietitians from the Renal Interest Group of the Irish Nutrition and Dietetic Institute. The vision behind the project was to create a patient education website covering all aspects of the renal diet for people with chronic kidney disease and their Carers. For the last number of years Renal patients have been checking out websites available for their condition. The only sites on offer were often American or Canadian and therefore were not 100% suitable for the Irish patient group (due to differences in teaching methods, renal diet allowances used and availability of food items in recipes).

It is estimated that up to 280,000 individuals in Ireland and more than 70 million individuals worldwide have Chronic Kidney Disease (CKD). Diet is a critical part of treatment for patients with CKD and there are a number of dietary changes these patients will need to make. This can be a difficult time for those newly diagnosed and something which state registered renal dietitians support patients with on a daily basis.

Celene Sands, a Senior Dietitian at Mayo University Hospital and a member of the Renal Interest Group of the Irish Nutrition and Dietetic Institute, spends a proportion of her working hours advising patients with kidney disease about a lower salt, fluid restricted, modified protein diet, depending on their condition. "When the patient goes home, they can struggle to find new ideas and new recipes", Ms Sands explained, "and this is where Irishkidneydiet.ie comes in. This Irish resource uses readily available ingredients and Irish weights and measurements to make it easier for patients and their carers to find what they need. The website also gives lots of practical advice for salt, fluid and phosphate restriction – all components of the kidney diet for Irish patients".

www.Irishkidneydiet.ie will help those interested to understand the kidney diet better, to explore new avenues with regard to cooking on a kidney diet and to improve the food choices and variety available to them. The website contains over 40 tasty recipes, a selection of daily meal plans, useful videos and lots of FAQs to help patients on their journey.

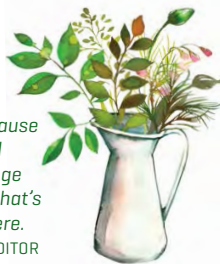
Patients and staff in Irish Hospitals receive 'Menu of Poems' for Poetry Day Ireland

YOU. JUST YOU.

MENU OF POEMS 2017

Poetry is a feeling. Many poems resonate so strongly in our hearts and minds because we are all connected. Most of our emotions, most of our hopes, dreams, loves and fears are entirely universal and so poetry often ceases to be merely words on a page and acts as a bridge. You could run into a poem tomorrow and think, goodness... that's exactly how I feel. The poet had all the words for it. And that's the beauty, right there. What a gift. Enjoy the words.

YRSA DALEY-WARD, EDITOR



KINDNESS Naomi Shihab Nye

Before you know what kindness really is you must lose things, feel the future dissolve in a moment like salt in a weakened broth. What you held in your hand, what you counted and carefully saved, all this must go so you know how desolate the landscape can be between the regions of kindness. How you ride and ride thinking the bus will never stop, the passengers eating maize and chicken will stare out the window forever. Before you learn the tender gravity of kindness, you must travel where the Indian in a white poncho lies dead by the side of the road. You must see how this could be you, how he too was someone who journeyed through the night with plans and the simple breath that kept him alive. Before you know kindness as the deepest thing inside, you must know sorrow as the other deepest thing. You must wake up with sorrow. You must speak to it till your voice catches the thread of all sorrows and you see the size of the cloth. Then it is only kindness that makes sense anymore, only kindness that ties your shoes and sends you out into the day to gaze at bread, only kindness that raises its head from the crowd of the world to say It is I you have been looking for, and then goes with you everywhere like a shadow or a friend.

From *Words Under the Words: Selected Poems*, Naomi Shihab Nye, (Far Corner Books, 1995).

LOVE AFTER LOVE

Derek Walcott

The time will come when, with elation you will greet yourself arriving at your own door, in your own mirror and each will smile at the other's welcome, and say, sit here. Eat. You will love again the stranger who was your self. Give wine. Give bread. Give back your heart to itself, to the stranger who has loved you all your life, whom you ignored for another, who knows you by heart. Take down the love letters from the bookshelf, the photographs, the desperate notes, peel your own image from the mirror. Sit. Feast on your life.

From *Collected Poems 1948 - 1984*, Derek Walcott, (Faber, 1986).

WHEN YOU SEE WATER

Alice Walker

When you see water in a stream you say: oh, this is stream water; When you see water in the river you say: oh, this is water of the river; When you see ocean water you say: This is the ocean's water! But actually water is always only itself and does not belong to any of these containers though it creates them. And so it is with you.

From *The World Will Follow Joy: Turning Madness into Flowers: New Poems*, Alice Walker, (The New Press, 2013).



To celebrate Poetry Day Ireland on Thursday 27 April 2017, a Menu of Poems called 'You. Just You' was distributed throughout Irish hospital wards, waiting rooms and other healthcare settings for patients, visitors and staff to enjoy. The poetry was selected by poet Yrsa Daley-Ward.

Menu of Poems 2017 was produced by Galway University Hospitals Arts Trust in collaboration with Arts and Health Co-ordinators Ireland, Poetry Ireland and HSE Health Promotion and Improvement. Over 10,000 people in healthcare settings received the 2017 Menu, which includes poems by Naomi Shihab Nye, Alice Walker and Derek Walcott. The Menu is also available to anyone working in a healthcare facility to print and distribute in their own locations.

Since its conception in 2009, Menu of Poems has been a positive development in the lives of both patients and those who work in healthcare settings across Ireland. The poetry is circulated on meal trays in hospitals

and participating healthcare providers are organising readings and workshops for Poetry Day Ireland.

Margaret Flannery, Arts Director at Galway University Hospitals Arts Trust, said: 'It's been a pleasure to work with Yrsa Daley-Ward on You. Just You. this year and I hope the collection provided a moment of escape for whoever comes across them on their journey in hospital on Poetry Day.'

Maureen Kennelly, Director of Poetry Ireland, said: 'Poetry Ireland is delighted to be involved with the Menu of Poems project once again this year and to partner on an initiative that brings poetry to people's bedside. Our mission is to connect people with poetry and make it part of their everyday life.'

The following hospitals and centres participated in Menu of Poems 2017: Arts for Health Partnership Programme, West Cork; Arts in Health at Cork University Hospital; Arts Initiative in Mental Health Sligo Leitrim; Beehouse Arts;

Galway, Mayo Roscommon Community Health Office; Galway University Hospitals Arts Trust and Saolta Health Care Group; Kildare County Council Arts and Health Programme; Naas General Hospital Arts Committee; National Centre for Arts and Health, Tallaght; South Tipperary General Hospital; South Tipperary Mental Health Services; St. Luke's General Hospital, Kilkenny; University Limerick Hospitals Group; Waterford Healing Arts Trust; West Cork Mental Health Services Arts and Health Programme and Wexford General Hospital.

[Download Menu of Poems](#)

For more information on Menu of Poems 2017, email guhartstrust@hse.ie

For information on Poetry Day Ireland visit <http://www.poetryireland.ie/>

For more information on Poems for Patience and the Cúirt International Festival of Literature visit <http://www.cuirt.ie/event/poems-patience-launch-yrsa-daley-ward/>

Neurotransmitter – Promoting Innovation in Health Care



Dr Dara Byrne, Director of Simulation, Saolta; Dr Dylan Finnerty, Winner of Neurotransmitter, Specialist Registrar in Critical Care and Anaesthesia, Galway University Hospital; Ms Mari Vahey, Intern Research and Development Project Manager and Dr Catherine Diskin, National Lead NCHD/ NDTP Fellow

Ten teams of healthcare professionals came together on Thursday, 6 April in the Portershed, Galway to pitch their ideas as part of Neurotransmitter Innovation Event – a mentoring forum for healthcare professionals with early stage ideas to change and improve services for their patients. The event which is supported by HSE National Doctors Training and Planning (NDTP), Ehealth Ireland, NDRC, BioInnovate and is in conjunction with the Saolta University Health Care Group and NUI Galway School of Medicine.

The ten teams delivered a presentation pitch on their proposal to a judging panel made of up of health and innovation experts.

Dr Dylan Finnerty, Specialist Registrar in Anaesthesia and Critical Care at Galway University Hospital was the winner of Neurotransmitter Inaugural competition. Dr Finnerty pitched his idea which makes arterial cannulation safer and quicker using ultrasound guidance.

Mr Frank Kirrane, Principal Medical Physicist, Galway University Hospital supported by team members Michael Duane and Christine Sheehan pitched the use of augmented reality (AR) in the realm of medical device education. This group were the winners of the Portershed Audience Prize.

Commenting, Dr. Dara Byrne, Director of Simulation Saolta University Health Care Group and the Irish Centre for Applied Patient Safety and Simulation (ICAPSS) said, “Neurotransmitter Innovation event is about supporting healthcare workers to engage in innovation. This initiative is designed to make their ideas become solutions and to improve patient safety. The teams pitch their ideas and the winning concept will receive tailored mentoring and financial support to further develop their project”.

Dr. Catherine Diskin, the national lead NCHD and chair of the pitch event said, “These are the types of initiatives the lead NCHD programme and the HSE NDTP are delighted to support.”

News Round-up



Grainne Hambly performing in the dialysis unit at MPUH for the Bealtaine festival



Staff from RUH with the Carnation Theatre Group during their performance at Roscommon University Hospital



Andrea McGrail, MUH opening the reflective practice education day in GMIT Castlebar highlighting reflective practice for nurses and midwives



GUH and Healthy Ireland promoting bike week with a staff spinathon held in UHG staff canteen



The Happy Pear speaking at the Resilience Series UHG



Resilience series at grand rounds UHG with Pat Lam



Saolta University Health Care Group
University Hospital Galway
Newcastle Road, Galway, Ireland

newsletter@saolta.ie