



An Taoiseach Leo Varadkar opens 75 bed ward block at UHG

A new 75 bed ward block development at University Hospital Galway was officially opened by An Taoiseach Leo Varadkar TD on 12 April, 2018.

The new building, which is over three floors, provides 75 single en-suite bedrooms, including six dedicated isolation rooms – two on each floor. The Corrib ward on the ground floor is a dedicated oncology ward, the

Shannon ward on the first floor is a dedicated Infection Control ward and the Claddagh ward on the second floor is the Haematology ward. The second floor is fully mechanically ventilated providing HEPA (high efficiency particulate air) filtered air supply to these rooms to protect immune-compromised patients. The €18 million development is linked to the main hospital.

Continued on page 9.

CONTENTS

CEO update

Update from the Women's and Children's Directorate

Feature Hospital - Galway University Hospital

In Other News...

NEXT ISSUE SUMMER 2018

The next feature Hospital: Sligo University Hospital

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

Welcome to the Spring 2018 edition of the Saolta University Health Care Group newsletter. In this month's issue, we feature Galway University Hospital and highlight some of the developments and achievements that have been taking place there, including a feature on home based haemodialysis pod, the first of its kind in the country. We feature the winners of the recent RUH Excellence Awards and the BSE Accreditation awarded to Sligo University Hospital's, (SUH), Cardiac Investigations Department.

There are lots of developments and new projects underway in all our hospitals and we would encourage you to take the time to read about them and learn some more about what is taking place across the group.

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

We would like to thank all our contributors for all their hard work and support.

Kind regards,
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
Feature - Galway University Hospital	9
Peri-Operative Directorate	22
Women's & Children's Directorate News	27
General News	28

Top Tweets for January

Jan 2018 - 31 days

TWEET HIGHLIGHTS

Top Tweet earned 1,763 impressions

Thank you to Agnes Sage @SVP_Ireland for donating 150 children's DVDs on behalf of @SVP_Ireland to the Paediatric Unit, University Hospital Galway. No doubt we will have some #happylittlecampers 🥰
pic.twitter.com/styX14QEno



53 0 14

Top media Tweet earned 1,262 impressions

@saoltagroup CEO Maurice Power supporting @GalwayCityCo taking on the challenge of living 'plastic free' for the week which commences 5th February 2018, as part of Plastic Free Week in Galway City. bit.ly/2BEzdzY pic.twitter.com/bnPuS83I4G



53 0 14

Top Tweets for February

Feb 2018 - 28 days

TWEET HIGHLIGHTS

Top Tweet earned 4,992 impressions

Congratulations to our colleagues in Portlincula University Hospital #PUH who scooped €500,000 in @NationalLottery #EuroMillions Plus draw last night 🎉🎊
pic.twitter.com/CVopX8Saen



53 0 62

Top media Tweet earned 2,739 impressions

Maurice Power CEO Saolta Group with members of the Hospital Employee Engagement Local Implementation Group launching Roscommon University Hospital #RUH Employee Excellence Awards. Nomination forms are available directly from #RUH. pic.twitter.com/X857wyfpMq



53 0 25

Top Tweets for March

Top Tweet earned 9,064 impressions

Helen Hunt from Four Mile House, County Roscommon who joined the Catering Department back in 1974 in #RUH hangs up her apron for the last time after 44 years of service. Congratulations Helen. #happyretirement from all @saoltagroup bit.ly/2ptUbh2 pic.twitter.com/xDonXSR97q



46 1 53 0 32

Top media Tweet earned 7,479 impressions

#SUH maternity unit win Irish Healthcare Award for Midwifery Led Project. Sign in-Time Out-Sign Out is a Maternity Patient Checklist project between maternity department & theatres to improve safety for women undergoing Caesarean sections/surgical procedure related to childbirth. pic.twitter.com/aoVTE6IWZC



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Chief Executive Officer

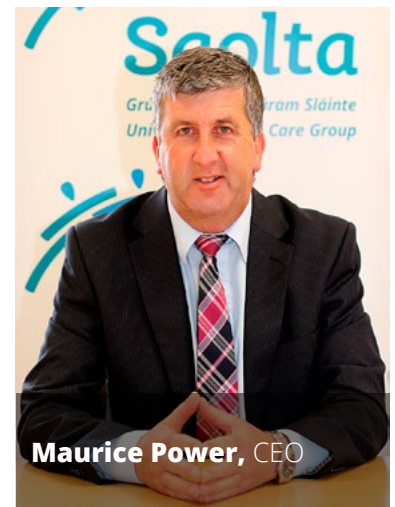
Dear colleagues,

Welcome to the spring edition of our newsletter. Once again, the first quarter of 2018 has been very busy, with increased attendances at our Emergency Departments and higher acuity of admissions across all of our hospitals. It is now emerging as one of the worst winters in the last 8 years and continues to show little signs of improvement. I want to thank all of our staff across our hospitals for remaining focussed and for their tireless efforts in ensuring that we take good care of our patients despite the pressures we are under. I wish to particularly acknowledge all of our ED staff and to say that I, along with the Group Executive and Clinicians, will continue to push for additional bed capacity throughout the year. This bed capacity is urgently needed in all of our sites to alleviate the pressures we have experienced over the last number of years. I am confident that the additional capacity, in conjunction with the excellent work we are doing on the National Patient Flow Programme, will lead to significant improvements in 2018/2019. I am delighted to say that the Saolta Group has been approved for Phase 2 of the National Patient Flow Programme working in partnership with GE Finnamore. This is a testament to the hugely significant efforts made in GUH in Phase 1. I will update you at a later stage as to what the Phase 2 programme will look like, but it will involve rolling out the tools and techniques from the programme to the other hospital sites.

In late 2017, following a national recruitment campaign, the Minister for Health, Simon Harris, appointed 10 Non-Executive Directors to our Board (Mary Dunne, Brendan Day, John Morris, Phyllis Mac Namara, Aislinne Freeman, Dariona Conlon, Gerry McManus, Brian Thornton, Tom Canavan and Darina Kneafsey). Their appointment is for a three year period. Dr. John Killeen remains in his post as Chairperson. A great deal of progress has been made since the new Board was announced; our Board Induction Day took place on 14th February and our first Board Meeting was held on 21st February. Our Board will hold 10 meetings per year across all the sites and two of them will be held in public. I wish our new Board Members well in their roles and look forward to working closely with them over the coming years. It is hoped that as we travel around to all of the hospitals in the coming year that you will get an opportunity to meet our new Board members.

Our operational plan 2018 has now been finalised and will be available on the Saolta website in the coming days. As well as identifying the key operational targets

and activities for the year, it also outlines a number of key strategic developments for this year. These include the completion of our Group Strategy 2018-2023, progress with the Group Integration Project and the implementation of a number of key ICT developments such as Group PAS and the Electronic Document Management System (Evolve), initially in GUH with roll out across the Group. I wish to thank Ann Cosgrove, and particularly Anne Conroy, for all their hard work in compiling the operational plan.



Maurice Power, CEO

I welcome the Government's announcement in the National Development Plan 2018-2027 (Project Ireland 2040), to build a new elective hospital in Galway providing high volume, low complexity procedures. The Group has been working on this project over the last number of months and a detailed brief has now been provided to our Estates colleagues so a design brief can commence. While this is welcome news, I see it as part of the overall development of the Merlin Park campus. We are continuing with an Options Appraisal Tender to determine the long term future development of acute services for Galway city in the context of the provision of secondary care to Galway city and county and the provision of tertiary services for the West and North West of Ireland.

Following the publication of the National Patient Experience (NPE) Survey national reports and hospital reports in December 2017, the Hospital Group Report was received in late February. The hospital group report combines and compares the data of all of the hospitals in the Saolta Group that participated in the NPE Survey 2017. It provides an overview of the great work that is being done within our Group and where there is need for improvement. The NPE Survey 2017 demonstrated the hard work and commitment of staff from across the healthcare system. I would like to thank all our staff for playing their role in making the survey happen. As I said previously, it was heartening to see the Saolta Group performing so well in the survey and achieving the highest ratings in most of the different themes, with the highest overall satisfaction rate of all Hospital Groups.

HIQA will soon be holding information sessions with our staff in preparation for the NPE Survey 2018. With the addition of 2018's survey results, we will have a solid

baseline upon which future quality improvements can be tracked and trended. I know significant work is already underway to look at opportunities for improvement from the 2017 survey and I wish to commit my strong support for the implementation of QIPs that emerge in the coming months so that we do even better in 2018. I encourage you all to support the promotion of this year's survey.

I would like to congratulate our staff members from across the Group, who recently completed the Institute for Healthcare Improvement's Basic Certificate in

Quality and Safety, which is an online course. 114 people successfully completed the course over a 12 month period. They will be presented with their certificates at upcoming events across the Group.

Finally, a big congratulations to the 18 administrative staff at Portiuncula University Hospital who recently shared €500,000 in the Euro Millions Lotto Plus Draw. They each take home around €27,000 and I hope it brings them the very best of luck!

Mr. Maurice Power
Group CEO

Group Chief Operations Officer

Dear Colleagues,

As we come to the end of quarter one of 2018 our hospitals continue to be busier than ever. It was an extremely challenging start to the year with sustained pressure on all our Emergency Departments. Hospitals across the group managed high volumes of patients, including a surge in flu cases and significant volumes of frail elderly patients with chronic conditions and complex care needs. The last number of months have been very difficult for our patients who have had to wait extended periods of time, it has also been very difficult for staff and I would like to thank you all for your continued dedication and commitment to patient care.

That commitment to patient care was again demonstrated during Storm Emma which impacted all our hospitals but particularly GUH / PUH/ at the end of February. So many of our staff went above and beyond the call of duty to deliver patient care during some very challenging days. Staff worked additional shifts, many travelled in very poor conditions while others had to turn back on their journeys and many stayed overnight close to our hospitals to ensure that they were available to provide essential services. I would again like to thank you for your dedication to delivering patient care, even in the most difficult circumstances.

Coming back to our current activity, we are continuing to work on plans to improve our scheduled care waiting times. An administrative validation of waiting lists is currently in progress and we have submitted a proposal to the National Treatment Purchase Fund to seek funding to undertake additional procedures in-house. We have sought funding for additional theatre lists and clinics.

In ICT developments, the Evolve / EDRM project in GUH continues to be implemented. The test system is now in place and it is expected to have a full model hospital test

system for user testing ready by the end of April. The project is still on target to go live at the end of August. Work is continuing in conjunction with the Community Health Area West (CHO) to implement the Group PAS and there are a number of key issues currently being worked through. Capital funding of almost €300,000 has been approved for the PUH network upgrade and a further €300,000 has been approved for the IT Core Room in UHG. Testing is on-going as part of the roll out of the MOCIS system and there has been very positive engagement with staff to date. The go-live scheduled date for GUH is November 2018 and quarter one 2019 for MUH.

We are also progressing the Blood Sciences Project in Roscommon, Portiuncula and UHG laboratories involving the upgrade of equipment, which will bring greater efficiencies and cost savings.

In relation to estates, the Radiology Rebuild Project is progressing in LUH, a tendering process to appoint a design team for Specialist Rehab Unit in RUH is underway, work is also ongoing on the design for ED block UHG.

It is important to note that the new General Data Protection Regulation (GDPR) comes into effect in May this year. It will replace current data protection legislation and will give individuals greater control of their data with more clearly defined rights. This will obviously put greater responsibility on organisations that hold an



Ann Cosgrove, Group Chief Operations Officer

individual's data. We will develop an action plan to ensure that the Saolta Group will meet its obligations under this legislation and I would urge you to attend any briefing that will be provided for at hospital level.

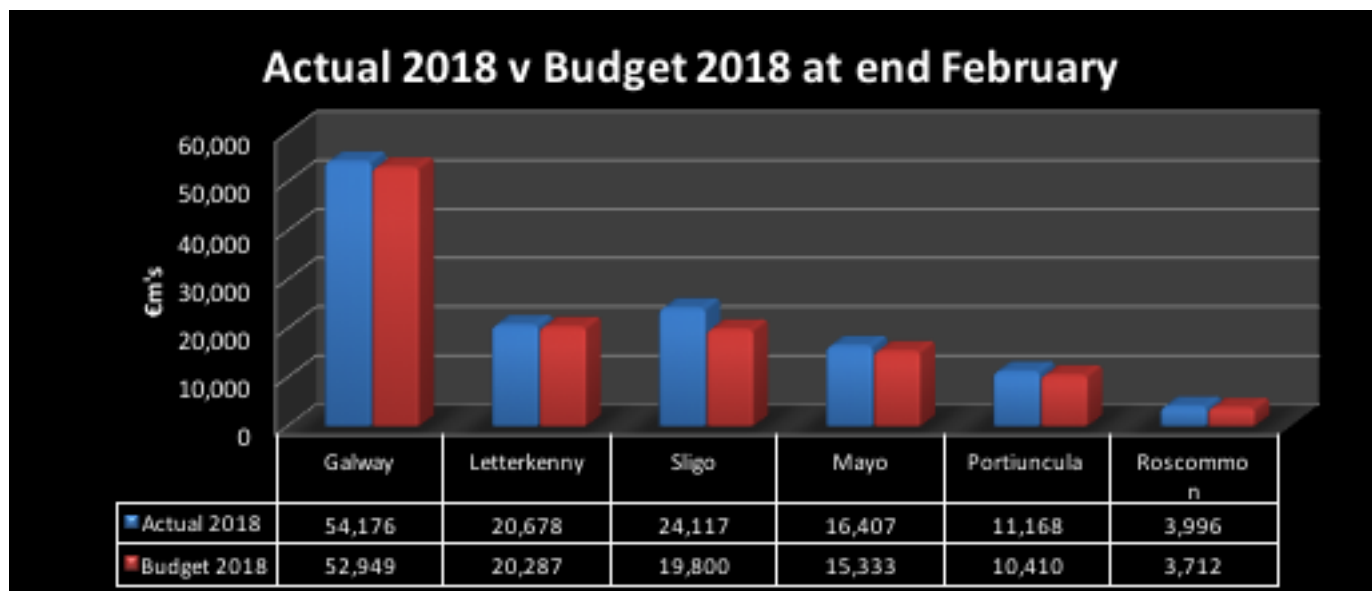
The Operational Plan 2018 will be available on the Saolta website in the coming days and I would encourage you to read it. The plan outlines the key objectives for the Group this year, along with the financial budget, target patient activity figures and key performance indicators. The plan sets out the 2018 budget for the Saolta Group which is €863m. This is an increase on our 2017 budget and represents a 2.6% increase on our final budget for

2017. While the increase is welcomed, the vast majority of the funding is to cover full year costs of developments in 2017 and additional costs associated with national pay agreements. We are fully committed to maintaining existing levels of activity in 2018; however the increasing cost of delivering our core services is a significant financial challenge.

I hope that you all had the opportunity to enjoy some time off over the Easter period and I look forward to continuing to work with you on the opportunities and challenges facing us throughout 2018.

Ann Cosgrove
Chief Operations Officer

Group Chief Financial Officer



BUDGET 2018

The Saolta University Health Care Group has received a net budget of €760.7m for 2018.

A summary of the budget allocation is outlined below:

Budget 2018	
Pay	596.4
Non-Pay	268.7
Income	-104.4
Grand Total	760.7

An initial review of the 2018 allocation indicates that the Group is facing a significant financial challenge. There will be a strong focus placed on employment control in order to stay within the budgets set. We will also continue to progress agency conversions where possible and limit overtime expenditure.

Remaining within the budget set for non-pay will be a challenge. We are in the process of reviewing proposed cost containment plans.

FINANCIAL PERFORMANCE - AT 28TH OF FEBRUARY 2018

The graph above shows the hospitals expenditure versus budget for the first two months of 2018. At the end of February the Group's expenditure was €130.5m; an overspend of €8.1m versus budget and an increase in expenditure of €12.2m on the same period last year.



Tony Baynes, / Group Chief Financial Officer

Pay expenditure is over budget by €1.9m with a growth of €6.6m versus the same period last year mainly due to the increase in WTEs of 253.

Non-pay expenditure has grown by €4.5m year on year and is €4.6m over budget. This growth in non-pay expenditure is mainly in the areas of drugs and medicines and medical and surgical supplies.

Income has decreased by €1.1m on the same period last year and is €1.5m below Budget.

ACTIVITY BASED FUNDING (ABF)

The ABF model, on which the 2018 Budget for inpatient and day case funding is based, showed a positive adjustment of €5m. This is a marked improvement on 2017 for all the hospitals in the Group, apart from RUH which is outside this model.

The Group now compares favourably with other hospitals across the country from a cost perspective.

Tony Baynes

Interim Group Chief Financial Officer

Group Director of Human Resources

EMPLOYMENT AND ATTENDANCE LEVELS IN SAOLTA IN 2017

Staffing our services continues to be challenging, though this is a phenomenon that is now global with the Minister for Health saying in November that the World Health Organisation had forecast a global deficit of 18 million skilled health workers by 2030 while the European Commission had estimated a potential shortfall of around 1 million health workers by 2020 in the European region.

Despite this, the Group increased whole time equivalents by 256 during 2017. Employment growth in the Saolta Group from October 2013 to the end of 2017 was 1,086 WTEs, an average monthly growth of 21.29 WTEs. We also employed an average of 306.6 WTEs per week via agency and contracted services. Discounting overtime, our real employment level at the end of 2017 was 8,987 WTEs.

The retention of staff within the Irish Health Service is critical to our ability to deliver a quality service to our patients and there is work underway at a national level to examine options to improve the situation. It is heartening to note that, through exit interviews conducted across Saolta hospitals, the overwhelming majority of staff who leave do so to experience life abroad and a very large proportion of them indicate they intend to return. Research on inward and outward migration of doctors from Ireland drawn up by the RCSI found that, in a survey conducted in 2016/17, 54% of Irish final year medical students said they intended to leave after their internship, with a view to returning later to make their careers in Ireland. The study found that 37% planned to remain and train in Ireland and that only 9% indicated they would leave and not return.

Our absence levels continue to compare favourably with rates reported by the Irish Small and Medium Enterprises for large organisations in the private and public sectors, both in Ireland and internationally. The NHS England



John Shaughnessy,
Group Director of Human Resources

twelve month absence average was 4.13% (to September '16). Acute services absences in England average 4.05% per month. Scotland's NHS absence rate for 2015/2016 was 5.16% while in Wales the average monthly rate recorded to June 2016 was 5.05% and was 5.3% in 2015.

Saolta's absence rate has been below 4% for ten of the twelve months in 2017. Saolta's twelve month average is 3.79% with the national figure is at 4.41% and acute services at 4.04%.

MANDATORY RETIREMENT AGE

The Government recently put forward proposals to address the gap for employees who must retire at 65 years of age but cannot access the State Contributory Pension until they are 66.

HR Circular 006/2018 'A temporary Circular to allow certain public servants in the health sector to be retained beyond their compulsory retirement age of 65 years until they reach the age of eligibility for the Contributory State Pension (CSP)' was issued to give effect to this arrangement and applies to employees who were due to retire after December 5th 2017. The following are the key points which apply:

- The employee must complete an application form and signed undertaking eight weeks before their expected retirement date.

- The period of retention is for up to one year only and no application can be made to remain in work beyond the employee's 66th birthday.
- The employer will make a decision on the application and advise the applicant accordingly.
- Where an application to remain in work is refused, the applicant can appeal this under the HSE's Grievance Procedure to the most senior manager in the hospital whose decision is final.
- If a decision to retain the employee is made, their existing contract is formally severed and they must retire and receive their Lump Sum under the superannuation regulations.
- They will then be issued with a fixed-term contract for a maximum of up to one year and the contract ceases on the eve of their 66th birthday regardless of duration.
- The employee's pension is suspended or the pension abatement rules apply for the period (depending on the number of hours they work and associated pay for this work time).
- The employee can retain their pre-retirement work pattern or seek reduced hours (at management's discretion).
- No pension contributions are made during the extended work period nor do any pension benefits accrue to the employee.

- The employee will be paid at the minimum point of the scale for the duration (with the exception of Nursing and Midwifery staff to whom Circular 10/2016 and Circular 18/2017 apply).

ADVERSE WEATHER

Storm Emma had a variable impact on the hospitals across the Saolta Group. A decision was taken by the HSE on March 9th to give time off in lieu for rostered hours for staff who worked in Red Alert areas during the adverse weather while not seeking to enforce annual leave on staff who could not attend to work in such areas. As with all unplanned leave/absences e.g. compassionate leave or force majeure leave, staff who were unable to attend due to the red alert weather warning are entitled to be paid for basic hours only. Staff who had booked annual leave or other leave for these days do not get time in lieu. The implementation of the time off in lieu will be done on an 'as and when the service permits basis'. Some local queries have been raised and sent to National HR and we await a response. A process of engagement between the HSE and Staff Panel has commenced and further discussions recently took place to progress ancillary issues. A clear protocol for dealing with future red weather alerts is also in preparation.

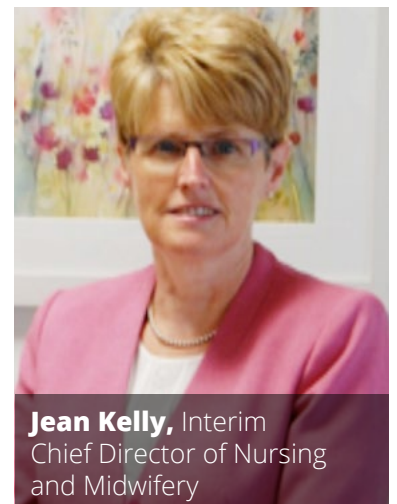
John Shaughnessy

Group Director of Human Resources

Group Director of Nursing and Midwifery

We are finally at the end of the Winter and I would really like to thank you all for the commitment, support and dedication you showed to your patients during what has been a very challenging period particularly during storm Emma. Some of you travelled in extreme circumstances and others stayed overnight to ensure that they were available for duty. The good humour that people demonstrated and how staff embraced the challenge of working in less than optimal conditions was noted and was appreciated by our patients and Nursing Management.

Saolta are continuing to recruit Nurses/Midwives on a continuous basis. We are delighted to welcome our overseas nurses who commenced in Galway, Mayo, Portlinculla and Roscommon hospitals at the end of March. We hope that they will be very happy in our hospitals and that the shared learning that this opportunity will afford to all our nurses will be invaluable to the patient's experience in the future. As a profession we recognise and value each other's cultures and work practices and embrace the benefits that the skills and knowledge of a varied workforce brings to our patients.



Jean Kelly, Interim
Chief Director of Nursing
and Midwifery

In May 2018, the experience of patients across Ireland will be captured for the second year in a row through the National Patient Experience Survey (NPES). The Survey is collaboration between the HSE, HIQA and the Department of Health. Saolta University Health Care Group was extremely proud of its results in 2017 and through a renewed focus on 'Hellomynameis', discharge

planning and improvements in nutrition we hope to improve on our previous results. This year all adult patients aged 16 and over, who spend a minimum of one night in a public acute hospital in May 2018, will be invited to participate in the NPES 2018.

Patient Council committees are now established in almost all of Saolta hospitals. Galway University Hospital has advertised for new memberships as the three year agreed membership comes to an end. In the future there will be a group Patient Council meeting held twice yearly where representation from each site will meet to share ideas and plan for the future.

A presentation by Professor Brian Dolan titled 'Valuing Patients' Time' was held on the 15th March in Mayo GMIT. The presentation was not only inspiring but energising and members of the audience left with a burning desire to ensure that a more concentrated effort would be made to understand and value patient's time in the future. Following on from the lecture the roll out of the 'PJ Paralysis' programme will commence in hospitals across the group. Staff are encouraged to participate in information sessions in the coming weeks to gain more insight into this excellent initiative which aims to get

patients dressed in their own clothes as soon as possible. This has been shown to shorten a patient's length of stay and has been rolled out throughout the NHS.

We are pleased also to have the opportunity this year to continue to roll out the candidate Advanced Nurse Practitioners Programme. A submission for a further 30 ANPs across the group has been made and in the coming weeks we will have the results of this. In the meantime, we continue to support our current candidate ANPs and have developed implementation groups on all sites to assist with the development of this role.

The Schwartz rounds continue to expand and success has now been achieved in in Portiuncula University Hospital and Mayo University Hospital. Recently at the National Schwartz Conference, GUH was honoured to receive an award for the first roll out of the rounds in an Irish acute hospital. I wish to thank for all your support in recent months in supporting these rounds and hope that you will continue to make every effort to attend rounds in the future and also encourage new staff to have the opportunity to attend also.

Jean Kelly

Interim Chief Director of Nursing and Midwifery

Galway University Hospitals - Featured News

- An Taoiseach Leo Varadkar opens 75 bed ward block at UHG
- Mobile Intensive Care Ambulance Service (MICAS) commences at University Hospital Galway
- The PALS Service
- New garden for UHG Maternity Unit
- The Late Late Toy Show Donation to Paediatric Ward UHG
- Exploring the lived experience of gay men with prostate cancer
- East Galway and Midlands Cancer Support
- Evolve Project Update
- Health and Social Care Professionals Day at UHG
- Former Rugby Star Launches Nutrition and Hydration Awareness Week
- St Vincent de Paul donation to Paediatric Unit, UHG
- The Heart Unit at Galway University Hospitals
- Galway University Hospitals seek Volunteers for next term of its Patient Council
- Emergency Department Tracker System
- Home Haemodialysis – thinking outside the box

An Taoiseach Leo Varadkar opens 75 bed ward block at UHG

CONTINUED FROM COVER PAGE.

Commenting An Taoiseach Leo Varadkar TD said, "I'm really pleased to officially open these new wards providing essential high-quality accommodation for patients. This is only the latest phase in our on-going programme of investment for UHG, providing 75 single en-suite rooms, and six dedicated isolation rooms. There's a dedicated oncology ward, an infection control ward, and a haematology ward. Plans are also progressing for the new Emergency Department. And the Government's Project Ireland 2040 will see significant investment in facilities right across the west.

"This facility and the future additional bed capacity in Galway is sorely needed to meet the rising demand for healthcare and to serve the rising population of the region. As Minister for Health, I reversed the previous government's policy of reducing the number of beds in our hospitals. More than three hundred will be added across the country this year with 2,500 over the next ten years. We know, however, from other hospitals, that extra staff, beds and money will not reduce waiting times for patients or overcrowding if it's not done in tandem with modernised systems and ever more efficient practices. I am sure we will see these continue to develop in Galway in the period ahead."

Commenting, hospital manager Chris Kane said, "This new development provides much improved accommodation for our patients in University Hospital Galway. Single rooms with en-suite facilities allow us manage issues such as infection control in a much better way. University Hospital Galway is one of the busiest hospitals in the country and the additional beds provided by this new building help us to accommodate and treat the large number of patients treated in our hospital every day. Developing a building as large as this in the centre of an extremely busy acute hospital was



very challenging and the work took place over a period of 19 months. I would like to acknowledge our staff who continued providing high quality patient care throughout the period of this project".

Mobile Intensive Care Ambulance Service (MICAS) commences at University Hospital Galway



Tommy O'Reilly, Paramedic Supervisor; Dr Kevin Clarkson, Clinical Director; Perioperative Directorate, Saolta Group; Kieran Connell, EMT; Dr David Menzies, National Lead, Adult Retrieval. National Transport Medicine Programme; Christine Sheehan, Critical Care Advanced Nurse Practitioner; Saolta Group; Dr Chris Read, MICAS Registrar, University Hospital Galway and Judith McLucas, Business Manager, Perioperative Directorate, Saolta Group.

Saolta University Health Care Group in conjunction with the National Transport Programme (NTMP) and the National Ambulance Service (NAS) commenced the Mobile Intensive Care Ambulance Service (MICAS) at University Hospital Galway on Monday 26th March.

The primary objective of the service is to establish a comprehensive Retrieval/Transfer system for seriously ill patients throughout Ireland. MICAS is about getting the right patient, to the right care, in the right condition, in the right time and involves the timely Retrieval/Transfer of critically ill or severely injured patients by an appropriately trained and skilled team of health professionals.

The NTMP is funded by the HSE and brings together Critical Care, Anaesthesia, Emergency Medicine, Acute Medicine, Acute Surgery, Paediatrics, Obstetrics, Neonatology, Nursing and Midwifery, National Ambulance Service (NAS), Primary Care and patients under a single programme structure.

Saolta Perioperative Directorate will deliver the clinical teams for MICAS for transfer of critically ill adult patients between group hospital intensive care units and other facilities in conjunction with the National Ambulance Service. Transfers may include initial referral for specialist services or subsequent repatriation to a critical care unit. The service has been resourced with medical, nursing and ambulance personnel as well as standardised equipment including a dedicated critical care ambulance.



The PALS Service



The Patient Advice and Liaison Service (PALS) continue to grow dealing with over 500 patient enquiries in 2017. They provide a person centred service, reactively responding to contact from the public and from staff within GUH by listening and providing information, advice and help to sort out any issues or problems. They proactively bring patient feedback to the relevant working groups to implement change and improve patient experience. We were delighted to recently welcome James Geoghegan to the PALS team and look forward to working with him.

The work of the PALS Service for 2018 will be structured around areas for improvement identified from patient feedback from the National Patient Experience Survey report received in December 2017. This feedback provides the hospital with tangible evidence about what matters to patients. 91% of respondents to the survey at GUH during the month of May 2017 reported they were treated with dignity and respect.

The PALS team along with the Patient Experience Committee hosted their 2nd Patient Experience Fair Day on 10th April, which focused on the areas for improvement, including communication, discharge planning, and nutrition and hydration. The key working committees presented improvement plans and changes that have already been implemented for patients, their families and carers and staff. Quality Improvement Plans

have been developed and all committees and working groups are implementing the improvements suggested in the NPES.

The Health Literacy Committee have produced a policy on the development of written patient information and the checklist has been adapted nationally by HSE in their Guidelines for Communicating Clearly using plain English with patients and service users. The committee has also supported the Kaizen 2 working group in producing a Predicted Discharge Date Booklet which will be trialed during the month of May and presented to all patients on admission in the future. The committee in conjunction with NUI Galway have had their first pilot Plain English workshop, developed to assist and support staff producing written information. This work will be rolled out across the group.

The PALS Service continue to embed the #Hellomynameis campaign having just recently had a launch at Merlin Park University Hospital and plan to host a rejuvenation week in April at UHG. PALS continue to support the work of the Butterfly Scheme, Caring Behaviors Assurance System (CBAS-I) and other projects to improve patient experience.

The National Patient Experience Survey will be repeated again this year and will give patients an opportunity to describe their experiences. Starting on 1st May 2018, all patients over 16 years of age who are discharged from a public acute hospital during this month will be invited to participate in the survey.

The Patient Council was established in March 2016, the aim of their work within the hospital is to identify current and future opportunities to improve the experience for patients, their families and caregivers. The Council serve in an advisory capacity, making recommendations which aim to improve services for our patients at both University Hospital Galway and Merlin Park University Hospital. The Patient Council have representation on eight different committee working groups, they are a valued link with the community we serve and assists

our staff greatly by providing a patient's perspective on the services we provide. We are very fortunate to have two members of the Saolta Patient Council involved in the National Patient Experience Survey working groups enabling them to have an active voice nationally.

The council members meet bi-monthly having a minimum of six meetings per year. As some members of the current Patient Council are nearing the end of their term, the hospital is seeking new members.

New garden for UHG Maternity Unit



The garden adjacent to the Obstetric Department was in need of a makeover and this work was recently undertaken with the support of hospital staff and Cairde the friends of GUH.

Aramark volunteers Declan, Wojtech, Emor, Trassa, Bruno, led by Chef Jason Smith, began the site work in August last which saw the garden cleared. Paving was installed funded by the hospital. Michael Harty (Mixie) volunteered to install the lighting kindly donated by CT Electrics. The garden was now ready for planting which with donations from PKL was carried out by the Aramark team. The garden furniture was part donated by Whelan's Garden Furniture Co. Clare and a donation from Keith at Galway Stainless. As well as the flower beds there are many colourful pots adorning the seating area. The garden has been enclosed by a new fence which was installed with the help of Columba of Pat Rynn's Engineering

The new space it is providing a space for patients to take some "time out"



The access to the garden was through the oratory which was also in need of some refurbishment. John Forde, Buildings and Maintenance Manager and Annette McCabe Support Services Officer worked with Midwives, Chaplains Fr. Dàithì and Fr. Rob, Arts Coordinator Margaret Flannery and Noonan Cleaners to return the room to a dignified quiet room.

Seomra Suaimhneas is intended as an area of calm, relaxation and tranquillity, where both patients and staff can engage in personal prayer or contemplation or sit in silence. St. Gerard has long been associated with this space and continues to do so together with a multi-faith altar. The room also has a view of the garden and just recently the specifically commissioned art work was installed linking the two. It is anticipated that both the oratory and the garden will provide "space" for Mums in particular but also for their partners to take some time and reflect on the life changing event which they are experiencing.

Both are an example of staff working together to enhance the environment for our patients and what can be achieved when an idea is formed and shared with other like minded colleagues.

The Late Late Toy Show Donation to Paediatric Ward UHG



Picture Aoife McCarthy Paediatric Physiotherapist surrounded by the toys donated by The Late Late Toy Show 2017

Aoife McCarthy Senior Paediatric Physiotherapist at UHG contacted The Late Late Toy Show requesting a toy donation to the paediatric ward. Commenting on the donation Aoife said, "children are in hospital all over the country but maybe sometimes those outside Dublin may

get a little forgotten about. We decided to contact the Late Late Show after their Toy Show to request some toys for the Paediatrics Department at UHG and we got a very generous donation for which we are very grateful".

Poster entitled 'Exploring the lived experience of gay men with prostate cancer: a phenomenological study' wins award



Robert McConkey, candidate ANP Urology in GUH, won the 'Sarah Henderson Award for Nursing Innovation' for best poster displayed at the British Association of Urology Nurses (BAUN) annual conference in Glasgow recently.

The poster presented the research findings from Robert's Masters in Prostate Cancer Care which he completed in September 2017. The poster was titled 'Exploring the lived experience of gay men with prostate cancer: a phenomenological study'. Gay men with prostate cancer

are under-represented in the literature despite concerns that the impact of treatment may be more profound and in some ways unique compared to heterosexual men. The objectives were to add to the emerging body of limited literature, increase healthcare provider knowledge in the area, and inform practice. The aim of the study was to explore the experiences of gay men treated for prostate cancer in Ireland. The findings identified unmet information and supportive care needs throughout the men's prostate cancer journey particularly related to the impact of sexual dysfunction and associated rehabilitation. In addition, there is an absence of resources or support outside of the healthcare system from either the Irish cancer charity sector or from within gay community resources. The abstract was awarded first prize for the Best EAUN Poster Presentation at the European Association of Urology Nurses annual conference in Copenhagen in March 2018.

BEST PLAN AWARD 2017

In October 2017 Robert attended the European School of Urology's 'In Depth Bladder Cancer' course in Amsterdam. Robert was part of a group that won the 'Best Plan Award 2017' for developing an educational program titled 'The safe administration of intravesical therapies, Mitomycin C and BCG, for the treatment of non-muscle invasive bladder cancer' which he presented to the delegates.

The winning group included two other Irish nurses; Mary Downey, CNMII Urology, Cork University Hospital and Anne Danniels, CNMII Urology, Waterford University Hospital.

East Galway and Midlands Cancer Support



Photo (left to right): Mossey Concannon, EGM Committee Chair; Stephen Coyne, Service Manager, Radiation Therapy Dept, UHG; James Connolly, Connacht Rugby player, Patron of EGM; Jacqueline Daly, EGM Centre Manager; Annemarie Bohan, CNM2 in Radiotherapy GUH; Dr Ibrahim Nazir, Radiation Oncology Consultant, GUH.



Photo (left to right): Eugene Murphy TD; Mossey Concannon, EGM Committee Chair; Jacqueline Daly, EGM Centre Manager; James Connolly, Connacht Rugby player, Patron of EGM; Michael Daly, EGM Chair of the Board.

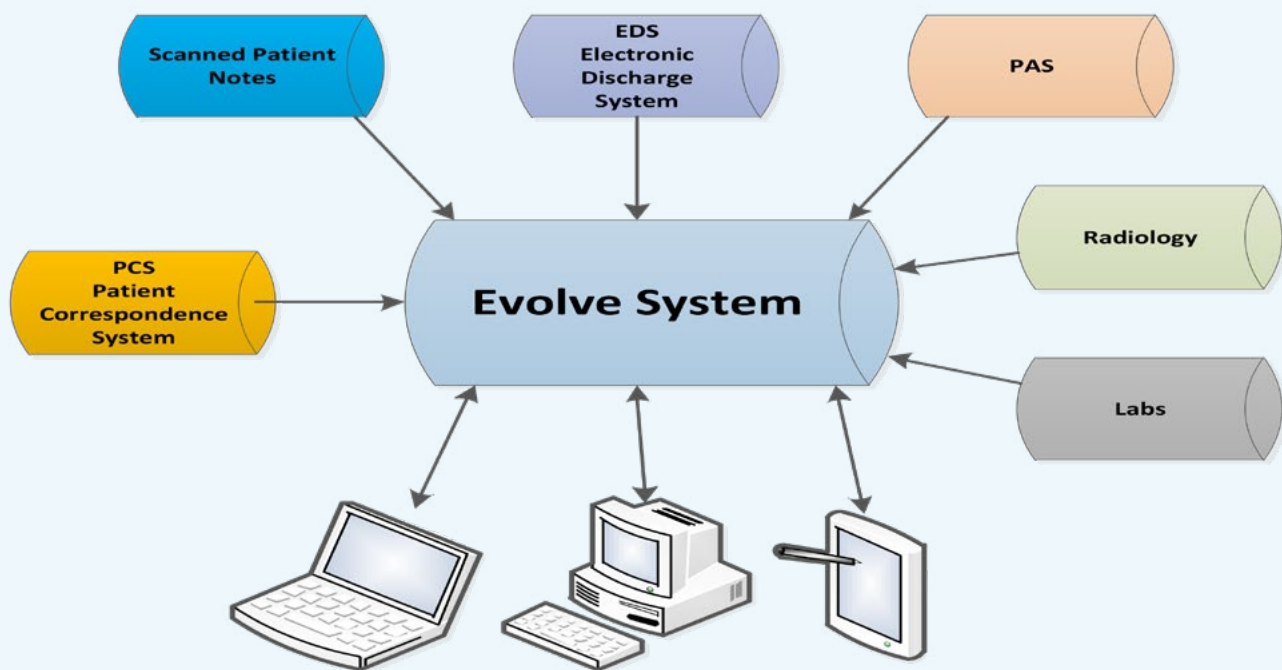
East Galway and Midlands Cancer Support are providing a free daily bus service to transport radiotherapy patients from Ballinasloe to UHG for their treatment. East Galway & Midlands Cancer Support bring eight patients per day to Galway for treatment, at no cost to the patient.

East Galway & Midlands Cancer Support formally launched the programme earlier this year at an event that was

attended by members of the Connaught rugby team and the Galway hurling team as well as representation from the Radiotherapy Department of GUH.

This is a wonderful initiative and GUH's Radiotherapy Department look forward to working side-by-side with East Galway and Midlands Cancer Support to make our clients cancer journeys a little bit easier and more comfortable.

Evolve Project Update



As many of you may be aware GUH has procured the Evolve application supplied by Kainos. The Evolve solution provides an Information Portal and Electronic Document Management System. The combination of the portal and electronic document management software with scanning services is viewed as a key transformation programme in our objective of moving from a paper based record to a paper light system.

The aim is to make all information, paper and electronic, available through a single portal, making information easily accessible for multidisciplinary teams working at either UHG or Merlin Park University Hospital sites. We will achieve this through taking data feeds from our electronic systems, capturing further information using electronic forms and scanning any new records captured on paper. A limited number of legacy records will be scanned. This will form the basis for an electronic medical record by providing electronic access to paper records.

THE TEST SYSTEM IS BUILT

To ensure that we deliver a solution that meets the needs and requirements of clinicians and patients alike, the Evolve Project Team have completed various workshops which underpin how the system will be configured. As part of the first phase of the project a test Evolve system has been built. The key work completed to date during this phase is:

- Live feed from PAS to Evolve being developed
- Receiving test messages from the Lab System
- Receiving test Radiology reports from the Radiology System
- Ingestion of letters from PCS and EDS
- Test Legacy charts scanned into the system
- iPad mobile device set up

Clinical Advisory Group - There is also a Clinical Advisory Group in place and they have responsibility for approving the system design to ensure it supports the way clinicians work.



EVOLVE SYSTEM MEETINGS AND DEMOS

A number of groups and teams within the hospital have had system meetings and demos with, as the project progresses we will be engaging with all stakeholders within the hospital.

DEPARTMENT SITE VISITS

The Evolve Project Team are currently out capturing the current "AS IS" work processes for various departments throughout the hospital. To date we have carried out visits to the Paediatric Department, Gynaecology Department and the Dermatology Department. Over the course of the next few weeks the project team will be carrying out visits throughout the hospital.

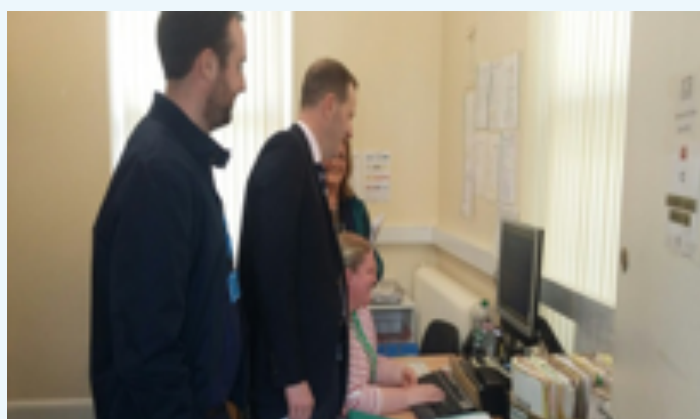
Paula Power will also be leading out on a Scanning Workshop, the purpose of which will be to agree the scanning processes to be adopted from go live.



Paediatric Site Visit



Gynaecology Department Visit



Dermatology Site Visit

GROUP PAS UPDATE

Work to Date:

- Work is underway to upgrade the current Clinicom Patient Administration system to IPM.
- The new Group PAS will see the upgrade of the current PAS systems in GUH, MUH, RUH to IPM.
- A migration and upgrade plan will also be developed for PUH to move to IPM
- The final stage of the project will see the migration of the SUH & LUH IPM database to the new Group PAS.

Follow us on twitter to track our progress.

Follow us @guh_evolve

Health and Social Care Professionals Day at UHG



Marking Health and Social Care Professionals Day at UHG

Former Rugby Star Launches Nutrition and Hydration Awareness Week



Cathy g photos xx

Former Munster and Ireland rugby Player Alan Quinlan was in University Hospital Galway recently to launch Nutrition and Hydration Awareness Week.

Speaking at the launch, Alan Quinlan, Aramark's Health and Wellness ambassador said: "As a professional sportsman, we are trained in the importance of eating well, but more importantly of the need to replenish our bodies with water after a heavy training session or game. We all need to drink more liquids in our daily routine. Very often we mistake thirst for hunger - by drinking regularly throughout the day you will keep yourself healthier both physically and mentally.

"This event at University Hospital Galway is a great example of reaching out to patients, staff and visitors to talk about the importance of nutrition and staying hydrated. Simple steps, such as drinking water regularly throughout the day, eating more fresh fruit and vegetables or cutting down on the amount of sugar and salt you eat can make a big difference." he continued. "It's particularly important when you are ill to help ensure a proper recovery and I'm delighted to be here to support the efforts of everyone at University Hospital Galway and Aramark."



St Vincent de Paul donation to Paediatric Unit, UHG



L:R – Rosie Prittie, *CHI Volunteer; Marie McSharry, CHI Volunteer; Lisa Porter, Play Specialist, Paediatric Unit, UHG and Agnes Sage, St Vincent de Paul

The Paediatric Unit at University Hospital Galway saw its DVD collection swell to the tune of 150 new titles, following a generous gift from its neighbour in Westside, Vincent's Charity Shop.

"The ethos of the St Vincent de Paul society has always been one of seeing a need and filling that need," said Agnes Sage, manager of Westside Vincent's Charity Shop. "Children need a little distraction when times are tough. St Vincent de Paul's remit is to help people in times of need, so this donation seemed like a natural fit."

Agnes and her team of volunteers had spent the past number of months carefully compiling a collection of

DVDs that would help to enhance the hospital experience for the young patients of St Bernadette's Paediatric Unit.

"It was a wonderful gift to receive," said Lisa Porter, Play Specialist in the Paediatric Unit "I'm often in Vincent's looking for good quality movies to add to our collection, so it was a fantastic surprise when Agnes contacted us. A donation as substantial as this one will make a real difference to our patients and their families" she added.

Included in the 150 plus DVDs being donated are titles from major animation studios, such as Disney and DreamWorks.

The Heart Unit at Galway University Hospital

The Heart Unit at Galway University Hospital has received a welcome gift from local heart and stroke charity Croí in memory of a patient who spent several weeks under the care of the cardiac team at the hospital. The gift of a special chair designed for patients, primarily with

heart failure, is the direct result of a fundraising effort by Croí's Edwina Treacy who completed the Dublin City Marathon in memory of her father-in-law Mattie Treacy from Abbeyknockmoy, Galway who passed away in March 2017.

Galway University Hospitals seek Volunteers for next term of its Patient Council

Galway University Hospitals (GUH) is currently looking for volunteers to be part of the Patient Council for the Hospital.

Commenting Jean Kelly, Saolta Group Director of Nursing said, "As some members of the current Patient Council are nearing the end of their term we are now seeking new members. The aim of the Patient Council is to work with GUH to identify current and future opportunities to improve the care experience for patients, families and caregivers who use the services of University Hospital Galway and Merlin Park University Hospital. The Council serve in an advisory capacity, making recommendations which aim to improve services for our patients at both University Hospital Galway and Merlin Park University Hospital.

"We are very grateful for the contribution and commitment of our previous Patient Council. They play a key role in helping us shape what we do and how we do it. It is a valued link with the community we serve and assists our staff greatly by providing a patient's perspective on the services we provide.

Between seven and ten people participate in the Council and work with the Hospital Management team. The Council meet bi-monthly with a minimum of six meetings per calendar year.

If you are interested in volunteering for the Patient Council or would like to find out more about what the role entails, please contact Marie Corbett, Assistant Director of Nursing at 087 9587724 or email marie.corbett3@hse.ie

Emergency Department Tracker System



Deirdre O'Brien, Clinical Nurse Manager 3, ED; Caroline Ryder, IT; Martin Murphy, IT; Dr Jeet Kalsi, ED Consultant; Mr John O'Donnell, ED Consultant; Enda Furey, IT; Martin Molloy, IT and Marina O'Flanagan, Clinical Nurse Manager 2, ED

The Emergency Department and IT Department in University Hospital Galway have jointly developed a new ED Patient Tracking Solution, which is an important part of on-going improvements in the care of acute patients at UHG. Developed internally, the new system will replace and extend a combination of an older IT solution and hand-written whiteboards.

The system includes a 75" touchscreen which replaces the manual whiteboards, and is an exciting step towards further improved IT solutions for the ED.

When fully functional, it is anticipated that this new system will help improve patient safety within the ED, by positively influencing clinical communication and quality of care.

Home Haemodialysis – thinking outside the box

Home haemodialysis which began in Galway University Hospitals in 2014 gives patients the opportunity to have dialysis in their own home allowing the patient to continue “normal” daily life without having to attend hospital three to four times a week for dialysis treatments.

One GUH patient who had been having haemodialysis for 20 years in the unit and who had a transplant, which only lasted for a short period of time, subsequently ended back on dialysis due to transplant failure.

Following this the patient enquired about home haemodialysis. Travelling to the unit for dialysis three days a week meant full time employment was not sustainable. The patient was referred to the unit for assessment and was considered a suitable candidate. Staff in the renal unit carried out a home assessment and this assessment identified the lack of adequate space to facilitate home haemodialysis.

It was important for this patient to return to a “normal” lifestyle so thinking outside the box and reconsidering how things can be done became an important factor for the nursing team.

Baxter Healthcare who was awarded the home HD tender had been told of this patient’s needs and wishes.

The team undertook further research on how the POD might work. A POD is as a pre-fabricated empty room with window, door and is insulated and requires the normal install for HHD, for example flooring, shower tray, water plumbing, drains and electricity, exactly the same as if the patient was dialysing in their sitting room.

The normal contracted install is to connect the POD to the house and general maintenance to the POD would be provided by Baxter as would if it was a normal home conversion.

Following a lot of engagement and discussion between the home dialysis staff, the consultants and the Baxter Nurse representative, funding was approved and granted for the POD.

This is the first POD to be used in Ireland, Northern Ireland and the UK.

The patient has been successfully dialysing at home for over a year now in the POD with no set backs and is back working full time and enjoying family life at home.





Peri-Operative Directorate

Theresa working chairside in the orthodontic clinic with her trainer Lorna Dobbyn-Ross (Consultant Orthodontist) and Hazel Madden (Specialist Orthodontic Nurse).

The first Orthodontic Therapist in the Saolta Group is appointed in Galway University Hospitals

Orthodontic therapy is the newest grade of dental care professional in Ireland. The first cohort of students started their one year diploma course (NVQ level 8) with Dublin Dental School and Trinity College, University of Dublin in 2013.

The HSE offers a small number of bursaries each year to allow orthodontic nurses or hygienists working in the orthodontic units around the country the opportunity to complete the course and contribute in a new way to their departments. The appointment of orthodontic therapists will help to reduce the lengthy orthodontic waiting lists in many areas.

As there are only eight places per year available on the course to provide for both private practice and the public service so the interview process is very competitive.

With the agreement of management, Theresa Foster-Killeen was put forward for interview by the Regional Orthodontic Unit at Merlin Park University Hospital. Theresa was the first HSE candidate outside of the Dublin area to do the training.

The full-time course is 12 months long and takes place in both a teaching centre and in the workplace. The course consisted of a four week intensive block of training (core course) at the Dental School in Dublin. Detailed logbooks, weekly tutorials, competencies and critical appraisal assignments were completed on a regular basis under

the supervision of a local trainer. Two training days per month were completed during the year with four on-site inspection days. Theresa graduated from the course with distinction in January this year.



Theresa on her graduation day in front square of Trinity College Dublin January 2018

What is the role of an orthodontic therapist?

Orthodontic Therapists are registered Dental Healthcare Professionals (DHPs) who carry out certain parts of orthodontic treatment which may only be carried out under the supervision of a dentist registered in the Orthodontic division of the Register of Dental Specialists (an orthodontist). The dental work is only to be carried out after the orthodontist has examined the patient and has indicated to the orthodontic therapist the course of treatment to be provided for the patient.

Theresa's Perspective

Theresa has been working in the orthodontic department in Merlin Park University Hospital as a Dental Nurse since 2002. Theresa commented, "I was delighted to be put forward by the department to apply for the orthodontic therapy course. When I received notification that I had been successful at interview I was very excited at the prospect of embarking on a whole new career.

The course itself was very intense with a considerable workload. I received a great deal of support from the dental school together with my work colleagues and fellow students. I now working as a full-time orthodontic therapist and can already see the daily benefits this has brought to the orthodontic service. I would strongly recommend this course, it is a great opportunity for dental nurses or hygienists to further their careers".



Theresa at work in the Orthodontic clinic assisted by Hazel Madden (Specialist Orthodontic Nurse).

Critical Care Outreach (CCO)

As part of the service planning process, key stakeholders in Critical Care at GUH identified services that would benefit from the expansion of nursing roles and practices.

Critical Care was highlighted as an area suitable for a RANP role. The Critical Care department is faced with rapidly increasing healthcare needs and service demands. Increase in the number of acutely ill patients in hospital, aging population and limited critical care beds are contributing to these demands.

As a result there are fundamental issues in balancing the service needs and resource demands with a system that ensures appropriate skill utilization within the critical care team. One such innovation to meet the service needs is the development of an RANP role for Critical Care (outreach).



The CCO Team plays a pivotal role in managing patients throughout the acute care hospital that are at high risk of deterioration including:

- Patients with a derangement in their physiological parameters leading to a rise in their Early Warning Score (EWS) referred to the critical care department.
- Patients for who hospital staff have activated the emergency response system (2222 Calls).
- Patients requiring Non Invasive Ventilator support for acute respiratory failure or acute exacerbation of chronic respiratory disease who are referred to the critical care department and/or the RANP CCO.
- Patients in the acute care hospital awaiting admission to the critical care department.
- Patients who have tracheostomies throughout the hospital.
- Patients who require a higher level of monitoring post operatively (E-PACU).
- Out of hours Stroke team Responder



Critical Care Outreach (CCO) provides a method of enhancing accesses to critical care expertise for all potentially critically ill or acutely deteriorating patients in the hospital. It provides Critical Care without boundaries or walls. Patients are able to receive advanced care throughout the hospital and not limited to the availability of a critical care bed. This is not a substitute for critical care but assures patients receive the care needed while capacity issues are reviewed and bed available.

The Critical Care Outreach program runs seven days a week from 8am to 8pm and 8pm to 8am on Saturday and Sunday.

The team is led by one RANP and is awaiting submission of further ANP posts. It is envisaged that the service will develop to provided care lead by CCO RANPs 24/7 and we look forward to providing access to all patients at all times in GUH.



Kaizen 2

Kaizen 2 was led by Professor Ray McLaughlin. The results sustained and seen to date include:

- Since Kaizen 2 the introduction of the ASAU admission pathway has reduced time to admission from ED to 1 hr 13 minutes on average. Previously this was between 9-13hrs on avg
- 50% reduction in waiting time for theatre
- 1166 days length of stay savings have been estimated.



Kaizen 3 Ward Quality Improvement 60 Day Report





Medical cohorting has been sustained at around 80% on average on Medical wards

- Kaizen 3 continues this ward improvement effort sponsored by Dr David Lappin
- 4 teams identified 90 plus separate improvement opportunities. The 30 day report out took place on February 23rd. The work continues...



Women's and Children's Directorate

Appointment of Bereavement Specialist in Sligo University Hospital

Maria White has been appointed to the post of Clinical Midwife Specialist in Bereavement and Loss (Bereavement Support Midwife) at Sligo University Hospital.

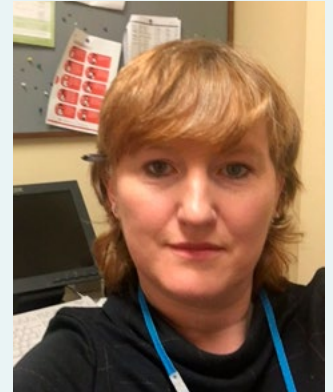
Maria undertook nurse training in Beaumont Hospital and, following this, trained as a midwife in the Coombe Women and Infants University Hospital. In 2001, she moved to Sligo University Hospital and worked as a Registered Midwife for 18 years. During that time, she worked in all departments, including the labour ward, maternity ward and antenatal clinics.

"Working as a Midwife is a hugely satisfying job" said Maria "and there is so much joy when a baby is born and watching new parents bond with their baby."

In 2015, Maria commenced a Masters in Bereavement Studies with the Irish Hospice Foundation and the Royal College of Surgeons in Ireland, as she was aware that families who received bad news regarding their pregnancy require more attention and follow-up care.

"Bereavement is a major life crisis. Dealing with bereavement in my job is very challenging and families need dedicated support and guidance with their grief. While this is a new role it is very much a needed role for all families who have suffered a pregnancy loss."

The process of recruiting Bereavement Specialists for the other four Saolta maternity units is underway.

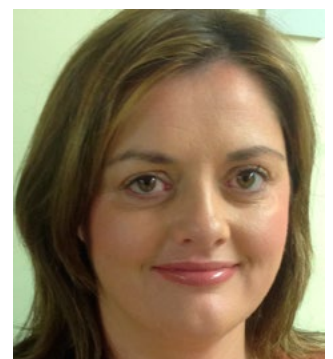


Appointment of Group Director of Midwifery

Siobhan Canny, RGN, RM, H Dip, BMS, MSc (Leadership and Management), has been appointed to the position of Group Director of Midwifery for the Saolta University Health Care Group and took up her new post earlier this year

Siobhan trained as a nurse and midwife in Ireland and her midwifery experience has been in both Ireland and the UK, including a specialist post in an Obstetric High Dependency Unit. Siobhan has worked as a senior midwife for 11 years and was employed in University Hospital Galway as Labour Ward Manager (CMM3) and Interim Assistant Director of Midwifery. Since November 2016, she has held the position of Director of Midwifery in Portiuncula University Hospital.

Siobhan is currently a Midwife Assessor for CEMACE Ireland and MBRRACE UK and was previously a Midwife Representative on the NMBI. Her professional interests lie in the promotion of Normality within Maternity Care, Vaginal Birth after Caesarean Section and Clinical Risk Management.





Letterkenny University Hospital news

Mark Duffy, (Catering Manager); Marie McKeon, (Catering Officer); Arindam Ghosh, (Catering Officer); Christine Wallace, (Dining Room Supervisor) with Chef Anne Nelly, Toal, Geraldine, Una, Paul along with dining room staff Caroline, Mary and Bernie.

Happy Heart Healthy Eating Award – Silver Level

Letterkenny University Hospital's Junction Restaurant achieved the prestigious Happy Heart Healthy Eating Award from the Irish Heart Foundation. An independent catering audit was undertaken by an Irish Heart dietician Regina Rattigan. This involved an independent assessment of overall food choice, counter layout, food preparation practices and menus. It looked at recommendations to reduce fat, sugar and salt and to increase fibre, fruit and vegetables and assesses portion sizes. Employee comments were collected through

informal lunchtime conversations. Following a monitoring visit on the 6th of March 2018, Letterkenny University Hospital's Junction Restaurant was awarded the Silver Level Happy Heart Healthy Eating Award.

This award recognises the commitment and hard work from Letterkenny University Hospital in ensuring the food menus in the staff restaurant meet the recommended guidelines as set out by the Irish Heart and the Department of Health.

Daffodil Centre – Letterkenny University Hospital

The Daffodil Centre in Letterkenny University Hospital provides cancer information, support and advice. The centre is an extension of the Irish Cancer Society Cancer Information Service. Staffed by a Cancer Nurse and local volunteers, it provides a wide range of information locally, to anyone affected by or concerned about cancer. Staff can advise patients and their families to drop in for tea or a coffee and speak in confidence to Teraze, our cancer nurse about supports that can be offered.

It is open 9-5 Monday to Friday and is located on

Floor B near the bloods room and can be contacted on Extension: 4740. No appointment is required for a consultation. If people are unable to visit the centre, Daffodil Centre staff happy to talk over the phone or can be contacted via email on daffodilcentreletterkenny@irishcancer.ie

Library refurbishment at St Conal's in Letterkenny University Hospital

Significant refurbishment works have been undertaken over the last number of months in the library at St Conal's in Letterkenny University Hospital. The resulting work has made the library a warmer and brighter place to work and study. Construction work is still on-going with scaffolding outside the library so it is a work in progress but it is still open and welcomes staff and students.

For any information on the library, please contact us on 074 9123729 or email the library at sch.library@hse.ie

All of the electronic resources can be accessed via our national library website <http://www.hselibrary.ie>



New Drug Chart Introduced at Letterkenny University Hospital

A medication safety report published by HIQA earlier this year acknowledged the benefits of improving hospital medication prescribing and administration records (MPARs) to reduce the incidence of medication error and promote patient safety. As part of a Pharmacy led quality improvement initiative, Letterkenny University Hospital (LUH) introduced a new MPAR in March this year for use in all adult in-patient and day service units. The Project Lead for the initial pilot and the final chart roll-out was Aisling Clancy, Senior Pharmacist. The new chart was redesigned to include sections designated to antimicrobials, oxygen, venous thromboembolism prophylaxis and allergy status. An extensive education programme was provided prior to the roll-out of the new chart to educate and support staff during the change-over. Aisling commented "It is hoped that the new format will improve the safety and efficiency of the prescribing process with the ultimate goal of promoting patient safety at LUH".

LETTERKENNY UNIVERSITY HOSPITAL
MEDICATION PRESCRIPTION AND ADMINISTRATION RECORD
WARD

Addressograph Label Here

Use **BLACK BALLPOINT** pen. Complete the SIGNATURE RECORD on page 2 before writing in the chart.

ALERT LABELS (e.g. insulin, warfarin, chemotherapy, 'severe/allergic patient name')

Height	cm	Initials	Date
WEIGHT	(kg)	Date	Initials
			Date of admission
			Record No.
			of
			in all

Smoking: Is the patient a smoker? Yes No If yes, please consider referral for smoking cessation.

Index	Age	Allergies	Tick if No Known Medication Allergy <input type="checkbox"/>																																																																			
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Mayo University Hospitals news

MUH recently launched Wi-Fi for all staff and patients

Management at MUH made a commitment last year that it would focus on patient and staff engagement and Wi-Fi is one of many ways of progressing this. The hospital has also recently updated their hospital web page to help keep patients informed in areas of progress in the hospital and areas of opportunity for improvement.

MUH is leading out nationally on the application of the Framework for Improving Quality and the web page helps

show progress in relation to this. It also provides a link to the national Quality Improvement web site for this and many other tools to help embed a culture of patient safety.

The Mayo University Hospital Commitment to excellence (also available on the web site) will be updated monthly and focus on the areas which will have opportunity to improve, some of these areas are highlighted from the patient experience survey last year, MUH welcome feedback on these also as we hope to improve these and add to them.



Portiuncula University Hospital News

Quality Champions at Portiuncula University Hospital receiving their Certificates from Mary Frances O'Reilly, Director of the Nursing and Midwifery Planning and Development Unit.

Ensuring the Delivery of a Patient Centred Healthcare at Portiuncula University Hospital

The Caring Behaviours Assurance System (CBAS) Ireland is a system for enabling and assuring the delivery of person centred healthcare and care from point of care to the Executive Boards. Quality Champions from St. Francis Ward and St. Joseph's Ward recently presented their action plans to their managers, the Hospital Management Team and to the Saolta Group CEO Maurice Power.

The review day afforded the Quality Champions the opportunity to show case projects that they have been working on for the last 12 months and also reaffirmed the support for CBAS-I from the Management Team.

'Staff Operation Transformation' Weekly Weigh-Ins at Portiuncula University Hospital



L to R: Niamh Mannion, Lorraine Duffy, Ciara O'Meara - Nutrition placement students from Athlone Institute of Technology and Institute of Technology Sligo

A group of nutrition placement students from Athlone Institute of Technology and Institute of Technology Sligo commenced a 15 week placement in the Catering and Dietetics Department at PUH in early January. At this time, Operation Transformation was a highly topical intervention for the New Year and a great motivational tool to establish healthy habits.

The students joined forces with the hospital's Cardiac Rehab Unit, who agreed to measure blood pressure as an extra incentive for staff members to sign up for the 'Staff Operation Transformation' event at the beginning of February. This included measuring weights, heights and BMIs. The success of the event and positive feedback from staff who attended encouraged the team to organise weekly weigh-ins every Thursday in the hospital for staff.

In conjunction with the weekly weigh-ins the students have developed weekly health promotion bulletins such as 'A Guide to Portion Sizes' and 'Fluid Intake'. This is aimed to reinforce healthy habits to enable a healthy lifestyle for the hospital's staff and public. Only a few weeks in and positive results have been obtained by staff members during the weigh-ins as well as recognition for the health promotion bulletins. The students look forward to continuing with their health promotion work and interacting with the hospital community in PUH throughout the rest of their placement.

European Restart a Heart Day – ‘Society Saves Lives’



Members of the HSE Ambulance Service demonstrate their skills

RAISING CARDIAC ARREST AWARENESS

To mark “European Restart a Heart Day”, the Resuscitation Training Department at Portiuncula University Hospital in conjunction with the National Ambulance Service, National Ambulance Training College and the Creagh/ Ballinasloe Cardiac First Respond Group facilitated an information and skills station for staff and members of the public.

The drop-in sessions were located in the main foyer of the hospital. The focus of the sessions was to highlight how to ‘restart a heart’ for a person in cardiac arrest and promote the campaign that ‘Society Saves Lives’. The feedback was very positive on the day.

The groups have been involved in training large numbers of the public in Cardiac Pulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) for many years and have worked hard in raising the awareness and benefits of CPR training for the wider community.

The Groups look forward to providing further information and skills training sessions in 2018.

Inaugural Research and Audit Study Event



L to R: Enda Jennings, ANP in ED; Aidan Fallon, ANP in ED; Dr. Marcus J Poh Hock; Dr. Kiren Govender, Consultant in Emergency Medicine; Ciara Mooney, ANP in ED.

PORTIUNCULA UNIVERSITY HOSPITAL

Portiuncula University Hospital recently celebrated a very successful inaugural research day. The event consisted of ten oral presentations and 28 poster presentations from nursing and medical staff.

112 staff registered their attendance at this inaugural event and it has been agreed by the Academic Committee that it will become an annual event in the hospital's training calendar.

It is recognised that research is the fundamental foundation that underpins our current practice. Through research and audit, current practice is challenged and patient outcomes can be evaluated and enhanced. Current practices can be strengthened and new ways of working emerge. Multidisciplinary collaborative learning through research to include qualitative as well as quantitative methodologies as well as a supportive culture of clinical audit will also allow us to learn from each other and further improve the outcomes of the patients that we care for. It is the way forward in ensuring best practice and safety.



L to R: Máire Kelly, Clinical Support Services Director; Prof. Gerard Clarke, Dr. David Maloney, Dr. Kiren Govender, Marita Fogarty.



L to R: Dr. Kiren Govender, Consultant in Emergency Medicine; Dr. Marcus J Poh Hock; Máire Kelly, Clinical Support Services Director; Marita Fogarty, Director of Nursing.

The team in PUH would like to acknowledge the participants in both the poster and oral presentations some of whom have already presented at national and international conferences. The hard work and dedication of the organising committee in the hospital was acknowledged and contributed to a successful event with a large number of staff participating. A huge thank you to Dr. Kiren Govender, Consultant in Emergency Medicine, who personally donated the awards for best three oral presentations and best three poster presentations. All presentations were judged using a recognised academic criteria.

Best Oral Presentation was awarded to Dr. Marcus J. Poh Hock (Emergency Medicine, Supervising Consultant Dr. Kiren Govender.

Title: An Analytical Approach to the Risk Stratification Screening of Sepsis utilizing The Systemic Inflammatory Response Criteris (SIRS) versus the Quick Sepsis Organ Failure Assessment (QSOFA) in Portiuncula University Hospital.

Best Poster Award was presented to Dr. David Maloney: (Department of Medicine: Supervising Consultant Prof. G. Clarke)

Title: An Audit of Age-Adjusted D-Dimer's in suspected Pulmonary Embolism

The 'Lovely Ladies' Lotto Syndicate Scoop €500,000



The Management Team along with the Staff at Portiuncula University Hospital extend their congratulations to the Syndicate of 18 who recently won €500,000 in the EuroMillions Lottery.

The staff work in various departments of the hospital and bought the winning 'Quick Pick' ticket at the Hospital's 'Oasis Shop'. The entire hospital was buzzing with excitement when the news broke that the 'Lovely Ladies' syndicate scooped the half a million jackpot! Enjoy the celebrations.

'Love Life Love Walking Day' at Portiuncula University Hospital



37 staff recently participated in the Love Life Love Walking Day which took place in PUH in February.



Roscommon University Hospital news

Members of the Murphy family pictured with staff from Roscommon University Hospital and members of the Kiltoom Drama Group.

Cheque presentation to Palliative Care Services, Roscommon University Hospital

The Murphy Family from Kiltoom, County Roscommon recently presented a cheque in memory of their late father Mr Gerry Murphy, RIP to Palliative Care Services, Roscommon University Hospital. The donation of €1,500 was in recognition of the support and care Mr Murphy received during his time in Roscommon University Hospital.

Kiltoom Drama Group also made a donation of €2,000 in memory of the late Mr Gerry Murphy, who was a founding member of Kiltoom Drama Group.



Helen hangs up her apron after 44 years of service in the Catering Department at RUH



Current and former members of staff from the Catering Department at Roscommon University Hospital for the retirement of Helen Hunt.

After 44 years of service in the Catering Department at Roscommon University Hospital, Helen Hunt finally hung up her apron.

Helen Hunt from Four Mile House, County Roscommon joined the Catering Department back in 1974 as a catering assistant, and it wasn't before long she took up the position of chef where she demonstrated her excellent cookery skills, triumph in her dedication and commitment to her new role.

At a recent retirement party organised by her colleagues from the Catering Department, Helen expressed her gratitude to all her colleagues past and present, management and staff for the wonderful 44 years she had working in Roscommon University Hospital. She recounted her early days as a catering assistant when staff lived on campus and all the good times she shared with her colleagues and acknowledged the friendship and support she got from her colleagues which sustained her.

Staff from various departments paid warm tributes to Helen and thanked her for her work, dedication and loyalty over the years and the generous helpings

which she served. They recounted all her pastimes and interests, particularly country music, fashion, accessories and travelling.

Patricia Rogers, Catering Department, Roscommon University Hospital said, "After 44 years we lose a lady with a kind heart and a generous nature. Retirement is when you finally stop listening to your boss and start listening to your heart. Congratulations Helen from all your catering colleagues."

Mary Garvey, General Manager, Roscommon University Hospital said, "On behalf of the staff and management of the hospital, I wish Helen a long and happy retirement after 44 year of dedicated service. It will certainly be well-deserved. Helen is a lady who loves travel and music, so I am sure she is looking forward to new adventures.

Roscommon University Hospital Employee Excellence Awards



CEO Maurice Power with members of the RUH Employee Engagement Local Implementation Committee at the launch of the RUH Employee Excellence Awards.



Mary Costello – winner of the 1st Employee Excellence Award is congratulated by colleague Laura Fleming, CNM2, and member of Implementation Committee.



Mary Costello, being presented with her Employee Excellence Award by Mary Garvey, General Manager.

7th February marked the launch of Roscommon University Hospital Employee Excellence Awards. The purpose of the scheme, which was officially launched by Saolta Group CEO, Maurice Power, is to acknowledge the contribution of hospital staff in the delivery of a high quality patient-centred health service. Employees can be nominated by co-workers or by service users (patients or relatives). There are three categories under which a person can be nominated: (1) Patient Experience (2) Innovation and Quality (3) Outstanding Contribution.

- Service Users may wish to nominate an individual who has been involved in providing their care, or the care of a relative, or helped when they visited the hospital, or in their view has been exemplary in how they work.
- Hospital staff may wish to nominate a colleague who has gone above and beyond the call of duty in the course of their work to directly or indirectly enhance patient experience, improve the working environment or increase the efficiency of a department or a team unit.

There will be five individual awards during 2018. The judging panel for each award period will be made up of four members of the Employee Engagement Local Implementation Committee, and the membership of the judging panel will rotate between the members of the Committee. There will also be an independent guest judge on each panel.

Staff and service users who wish to make a nomination should complete a nomination form which are available

in various locations throughout the hospital, and post it in one of the secure nominations boxes which are located in Main Reception, Hospital Restaurant or Outpatients Department.

The closing date for the 1st award was 23rd February, and eight staff members received nominations. The winner, which was announced on 15th March at a well-attended celebration in the hospital restaurant, was Mary Costello, Medical Secretary. Mary was nominated by a member of the clerical staff under the category "Outstanding Contribution". Mary's nomination described her as conscientious, patient-focused, able to work through her own initiative, and goes the extra mile. Mary was specifically nominated for her essential role in maintaining service during a change in the Diabetes and Endocrinology Service in the hospital in 2017.

The other nominees for the award included:

- Amy Carroll, Advanced Nurse Practitioner Colorectal
- Caroline Connell, Healthcare Assistant, St. Coman's Medical Ward
- Bernie Finneran, Candidate ANP Plastic Surgery (Skin Cancer)
- Ms. Deirdre Jones, Consultant in Plastic and Reconstructive Surgery
- Brendan Leech, Catering Assistant
- Niamh McKeon, CNS, Practice Development Coordinator
- Eileen Stephens, Ward Officer, St. Coman's Medical Ward



Sligo University Hospital news

Cardiac Department in Sligo University Hospital receive BSE Department Accreditation.

Sligo University Hospital's, (SUH), Cardiac Investigations Department has successfully achieved Echocardiography Department Accreditation with the British society of Echocardiography, (BSE),

SUH is the first hospital in the Republic of Ireland to achieve this recognition of quality from the British Society of Echocardiography, (BSE). BSE department accreditation indicates to patients, resource allocators and health professionals that the echo department meets realistic high-quality standards of echo performance and report writing ensuring best quality of care for our cardiac patients.

This process was project led by Anita Flynn, Snr. Cardiac Physiologist, (Echo Technical lead) with aid of Anthony Ryan, Chief II Cardiac Physiologist, (HOD), Dr. Donal Murray, Consultant Cardiologist, (Echo Clinical Lead) and Dr. Adil Samad, Medical Consultant, (Echo Sub Clinical Lead).

Commenting Anita Flynn said, "We decided to take on this process to help improve quality assurance standard and efficiency of our echo department. The echocardiography test demand in SUH has increased dramatically in the last

20 years - by 42%, and there has being a huge increase in echo demand due to the aging population, increase in heart failure patients in Ireland and because there has being recent guidelines where echo is necessary pre many types of pre-operative procedures and pre chemotherapy treatment. The echocardiogram test is also the highest non-invasive test ordered in our department almost 2 to 3-fold compared to other non-invasive test demand.

The impact of this increasing echo demand has meant we needed more staff and resources to cope with the daily workload. We also wanted to improve standards of echo reporting and performance amongst all cardiac physiologists so all staff were at same level of confidence and ability with echo so we could cross cover each other when there were staff shortages. When looking at the BSE department accreditation eligibility criteria we saw many areas in our department that could be improved upon and these criteria were listed out in such a way we could address each issue is a step by step manner. By undergoing this process, we aimed to reach better standards and increase staff's confidence in echocardiography. Regardless of outcome of our application for this accreditation we felt this process

would improve standards, confidence amongst staff, teamwork and moral”.

This change management process started in 2015 with many new changes and upgrades of standards made in the department, including introducing stringent quality assurance policies, weekly echo meetings, on-going clinical audits, echo training procedures, changes to echo triage, echo workflows, echo care pathways and improved updated policies on echo minimum images taken and reporting format to meet high quality BSE standards, to name some. The team also undertook a clinical audit on how our department met BSE department accreditation standards for 2016 so we could see areas where we met standards and where we did not. One of the striking results from the echo audit was, since introduction of the electronic echo vetting policy in late 2015, we reduced to workload of echo for the year of 2016 by 8.9%. The team only accepted echo requests that met BSE indications for echocardiography, this eliminated inappropriate unnecessary echo requests, thus decreasing echo waiting lists and ensuring the patients that needed echocardiograms got the test done quicker. The audit also highlighted our echo turn-around times, echo equipment standard, room standards, our quality assurance protocols and our age and mobility status of our patients who got echoes. They found this clinical audit useful to show how we had a very high turn-around time of echo tests done particularly for inpatients from the acute wards, (>75% echo turn around within 24 hours). It also demonstrated the high age profile of our echo patients and limited mobility, (24% aged >80 years). The clinical audit also demonstrated how our cardiac physiologist team were working very hard and to a high current standard of BSE.

The department was assessed by BSE department accreditation committee members Dr Andrew Houghton, Consultant Cardiologist and Stephanie Baker, (Chief Cardiac Physiologist) from Grantham and District Hospital, UK in September this year and the department was assessed against the many eligibility criteria for BSE department accreditation. They also assessed the echo rooms with a walk around, observed equipment, facilities, documented echo meeting folders and some random echoes to see how they appeared and reporting standards.



5S in Sligo University Hospital

In October 2017, teams from waste management, Haematology/Oncology, Physiotherapy and ENT commenced on their Lean journey and undertook 5S projects in their departments

WHAT IS 5S?

5S is abbreviations representing five Japanese words that can be translate as Sort, Set, Shine, Standardize, and Sustain.

Part of the Lean methodology , it provides a step by step approach, with tools and techniques that enable departments to not only organise their environment but also sustain it. 5S aims to be a no cost/low cost initiative. However it is also utilised when departments are renovating or moving as it provides staff with the tools to look at effective ways to utilise their space.

The programme developed by Sligo University Hospital and the Centre for Nursing and Midwifery (CNME) consists of a two hour interactive work shop and a 5S project in their department. Each team is facilitated

through their project by Lean facilitators; Noreen Casey and Charlotte Hannon.

An expression of interest was issued looking for interested teams to apply, the response was overwhelming, to identify viable projects and ensure equity to all, each of the applications were reviewed utilising SMART by the Lean facilitators, Interim Director of Nursing, Marion Ryder and Assistant General Manager, Domhnall McLoughlin.

The teams eagerly took on the challenge, they began by red tagging stock and equipment for disposal, repair or redistribution, reorganising storage spaces, putting systems in place to prevent over ordering and running out of stock. The development of Standard Operating procedures and process audit or 5S audits support the areas in maintaining their changes.

All of teams recommended the 5S programme to their colleagues, the next round of projects is due to commence shortly.



An example of some of the waste area following the project.

Sligo University Hospital was the winner of the Midwifery Led Project at the CMG Irish Healthcare Awards



Pictured are some of the team from the maternity department at SUH. Back row: Marcella Kennedy; Roisin Lennon; Juliana Henry; Louise O'Malley. Front row: Anna Burke; Alison Smith; Marcella Lyons.

An initiative to improve patient safety in the maternity department at Sligo University Hospital won the Midwifery Led Project at the CMG Irish Healthcare Awards held in Dublin recently.

Sign in- Time Out- Sign Out is a Maternity Patient Checklist which was a collaborative project between Maternity and Theatres departments in Sligo University Hospital. This patient safety initiative was introduced to improve safety for women undergoing Caesarean Section or other surgical procedures related to childbirth. The checklist was adapted from the World Health Organisation Safe Surgery Checklist.

Transition Year students experience “A Day in the life of Sligo University Hospital”



Transition Year students from a number of Sligo schools took part in the annual Sligo University Hospital's three-day Transition Year programme. They received an overview of the many career opportunities available to them at Sligo University Hospital, including medicine, nursing, with the National Ambulance Service, the laboratory and a variety of allied health professional roles. The programme was delivered by combining work shadowing and talks with practical applications including CPR, bandaging techniques, glucose testing and basic surgical techniques.

Grainne McCann, General Manager, Sligo University Hospital said, "We were delighted once again to have been able to facilitate this programme for local students. The programme was developed a number of years ago by Sligo University Hospital to give students an opportunity to experience first-hand the work that takes place at the Hospital. Our staff are very enthusiastic about this programme and are delighted to have the opportunity to show local young people the variety and breadth of their work to help students as they consider their own future career choices".

Sligo University Hospital looking for volunteers to lead the way



Meet and Greet Volunteers Michael Kilroy and Ann Kerrigan at Sligo University Hospital.

Sligo University Hospital are looking for people who are interested in becoming Meet and Greet Volunteers in the hospital. Volunteers provide assistance to patients and visitors to Sligo University Hospital, their role is to help with directions, answer general enquiries and in essence, be a 'go to' information point at the hospital.

The Meet and Greet Volunteer Service at Sligo University Hospital has been running very successfully for eight years now, and staff and visitors have been wholehearted in their praise of the valuable work that the volunteers have been carrying out during that time.

The main role of the volunteers is to provide a friendly welcome and a reassuring first impression to everyone who enters the hospital and to help and guide visitors and patients to the various wards, departments and clinics in the hospital. The Meet and Greet Volunteers are located on level 3, the main foyer of Sligo University Hospital and wear distinctive yellow bibs so they are easily identifiable.

Volunteers deliver this service in a three and a half hour session per week either morning or afternoon for a minimum period of six months.

News from across the Saolta Group

Service Improvement update



Saolta Programme for Service Improvement Update

Programme Management Office (PMO) - established in every Hospital Group and CHO to coordinate a consistent and best practice approach to project management.

Each PMO is responsible for running their overall programmes of work, establishing a governance model, engaging with key internal and external stakeholders and providing guidance and direction to deliver agreed projects.

Integration Project

- 2 Working Groups convened to propose Clinical Business Unit (CBU) Configuration.
- Engagement with HR, Finance, IT, Nursing, Staff Representative, and Business Managers.
- Implementation of Cancer, and Women's & Children's CBU by end of year.

Saolta Group Strategy 2018 -2023

- Population Health Analysis Completed.
- Clinical Specialty Priorities agreed with Specialty Lead and Clinical Director
- Clinical Directorate and Corporate Priorities Agreed.
- Completed 3 workshops to finalised the Saolta Strategy priorities and 2 year plan.
- Draft Saolta Strategy will be considered at April Executive Council and Board Meetings.

Clinical Reviews

- Emergency Medicine implementation project commenced. Barry McKenna appointed as PM.
- Hematology Review - implementation plan nearing completion.

Saolta / CHO Joint Working

- Initial meeting held between Saolta and CHO 1 & 2, to agree joint priorities to include Older Persons Programme.
- Saolta and CHOs PMOs will collaborate to progress the project.

Engagement with Patient Representatives/ Staff Groups/PHSI/National Representatives/ CHOs

Significant increase in the numbers of staff vaccinated for influenza

There has been a significant increase in the uptake of the influenza vaccine this year across the hospitals in the Saolta Group

The national target uptake for the flu vaccine among health care workers is 40%. Roscommon University Hospital achieved this goal within the first two months of the launch of the Flu Vaccination Programme, while Mayo University Hospital has recently achieved this target.

With ongoing vaccination the figures indicate that Galway University Hospitals is likely to also achieve this target as their current uptake is 38.23%. There has been a significant increase in the overall uptake of the flu vaccine this year throughout Saolta hospitals. Greater awareness of the importance of the vaccine and peer vaccination programmes areas have also had a very positive impact on increasing the vaccine uptake this year in healthcare workers.

The National Standards for Safer Better Healthcare

It is recognised internationally that the setting and implementation of standards and monitoring of compliance are important elements in driving improvements in quality and safety in healthcare (HIQA 2012).

Standards help to set public, provider and professional expectations and enable everyone involved in healthcare to play a vital part in safeguarding patients and delivering continuous improvement in the quality of care provided.

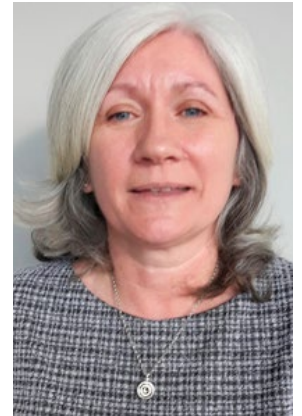
THE NATIONAL STANDARDS FOR SAFER BETTER HEALTHCARE

The second round of self-assessment against NSSBH is an Acute Hospitals BIU KPI under the National Service Plan 2018. Hospital licensing is on the horizon, to which demonstration of compliance against the National Standards for Safer Better Healthcare will be a component.

Tess Fogarty, The Saolta Quality and Safety Manager for National Standards, will be working with all sites in order progress and support a collaborative approach to the coordinated monitoring of compliance against the National Standards for Safer Better Healthcare (NSSBH) and implementation of Quality Standards and initiatives across the Saolta Healthcare Group utilizing the HSE Quality Assessment and Improvement Tool (QA+I), 2017.

The self-assessment processes will become an integral, proactive part of Saolta's Quality and Safety Strategy in 2018 aligned to The National Quality and Safety Framework 2016.

All quality improvement methods highlight the importance of accessing the unique knowledge that frontline staff possess and involving them in any change and improvement process" (Methods for Improving Quality and Safety Health Service Executive, 2016) hence a bottom up approach valuing front line staff will be a key element of the vision.



Work commenced in March this year initially in GUH and SUH in relation to self-assessment against the following **2 Themes** with an aim to have completed by the end of May 2018.

Theme 1: Person Centered Care and Support

Theme 5: Leadership, Governance and Management.

GUH are the first site to establish their Multidisciplinary Self-Assessment Team and their first meeting took place in February this year.

Dates for Information and awareness sessions have been confirmed in GUH, SUH and RUH .

All enquires can be made directly to: tess.fogarty@hse.ie



Bariatric Care: A Multidisciplinary Approach to a Multifaceted Condition" Conference

The Nursing and Midwifery Planning Development Unit HSE West/Midwest recently hosted "Bariatric Care: A Multidisciplinary Approach to a Multifaceted Condition" conference in Galway. The aim of the conference was to support nurses, midwives and multidisciplinary healthcare professionals, to enhance their awareness, understanding, and knowledge of bariatric care as a challenge for the population. It also allowed them to share current knowledge, and discuss care trends, while taking into consideration policy documents such as; 'A Healthy Weight for Ireland: Obesity Policy and Action Plan 2016- 2025' and 'The Healthy Ireland Framework 2013-2025'. The contribution of patients and their personal experiences enhanced healthcare professionals' understanding of the complexity of the condition and the need for compassionate care in interactions with patients/service users.

Speakers on the topic of bariatric care included:

- Professor Donal O Shea, Clinical Lead for Obesity
- Professor Francis Finucane, Consultant Endocrinologist, GUH
- Ms Katriona Kilkelly, Dietician, CHO 2
- Mr. Chris Collins, Consultant Surgeon, GUH
- Ms. Helena Griffin, Clinical Nurse Specialist Obesity
- Dr. Mary Hynes, Senior Psychologist, Bariatric Services, Galway
- Ms Sarah O'Brien, National Lead, Healthy Eating Active Living Programme
- Mr. Alan Donnelly, Associate Professor Exercise Physiology, University of Limerick
- Ms. Cathy Breen, Dietician, Loughlinstown
- Ms. Denise Dunne, Physiotherapist, Croi
- Ms. Anita Singyard, Occupational Therapist, CHO 2

PAS system



Left to right: Angela Mannion, Galway University Hospitals; Fiona McHugh, Saolta Group; Josie Glynn, Roscommon University Hospital; Mary Twohig, Mercy University Hospital; Maree Curley, Portiuncula University Hospital; Claire Moran; Mayo University Hospital and Patricia Dolan, Sligo University Hospital.

Work continues on planning for the implementation of a group-wide PAS system for the Group and CHO areas. The second Saolta CHO1 and 2 Joint Steering Group Meeting took place on 21st March, 2018.

This committee is chaired by Ann Cosgrove, COO, Saolta delegated sponsor, Deputy Chair Tony Canavan CO, CHO2. The Committee comprises the members of the HSE, Saolta Group and CHO areas senior management teams whose role is relevant to the delivery of the PAS project and who are in a position to provide relevant guidance/direction to the delivery of the project.

On the 21st February, a HSE, Saolta CHO Workshop was held to assess options in relation to the Patient

Numbering System for a group-wide PAS. It included over 45 representatives from all sites and functions across the HSE, Saolta Group and CHO areas including IT, Medical Records, Nursing, Laboratory and Business Managers. There was a preference for a single number and this will be assessed further with medical records staff over the coming weeks and other key stakeholders.

Finally Medical Records Staff recently visited the Mercy Hospital in Cork to provide the Medical Record Managers from each hospital an opportunity to understand what is involved regarding the group-wide PAS and have a shared understanding of the various options.

Saolta Group Board and Executive Directors meet in Sligo University Hospital recently



Out Patients Department Self Registration Kiosks

The Saolta Group has commenced the rollout of Self Registrations Kiosks and Call Management System for OPD. The system was trialed in late February for one clinic in UHG and will now be rolled out to further clinics and locations in GUH and MUH in 2018. The pilot ran very successfully and the feedback from the patients was very positive. The new self-registration kiosks will help to improve patient satisfactions by reducing the queues in OPD and also help to manage the patients as they move through OPD waiting rooms.

PROGRESS TO DATE

- Pilot clinic 20/02/2018
- Patients very satisfied with the experience
- More clinics planned next few weeks before full go live

AIM OF THE SELF REGISTRATION KIOSKS

- Reduce queue lengths
- Reduce waiting times
- Reduce clinic time delays
- Reduce in use of paper reports
- Improve patient experience
- Extend the use of the call management system to other clinic departments



Team: L-R, Clare O'Flynn - OPD Dept, Brian Gilligan- IS Dept, Jean Forde - OPD Dept, Siobhan Foley - OPD Nurse and Stephanie Cleary - OPD Dept)

Other news from Twitter

Saoita Group @saoitagroup · Feb 23
 #GUH celebrating #lollypopday in support of #oesophagealcancer awareness/research with Consultant Surgeons, Mr Chris Collins & Mr Mark Regan, #GUH, Ms Aoife Quinn, CNS and Ms Judith McLucas, Business Manager, Group Perioperative Directorate.



Saoita Group @saoitagroup · Mar 22
 Launch of #hellomymameis in Merlin Park University Hospital #MPUH today until 2pm in the Hospital canteen. Pop down, meet the team and collect your #hellomymameis badge. #patientexperience #littletingsmatter

Saoita Group @saoitagroup · Feb 14
 The @HealthyIreland "Love Life Love Walking" bringing staff together at Merlin Park University Hospital #MPUH for @getirelandactiv



Saoita Group @saoitagroup · Mar 14
 Nutrition and Hydration Awareness Day at #LHG with special guest @AlanQuinlan 🍏🍏🍏



Saoita Group @saoitagroup · Mar 13
 Minister @jendalytd during a recent visit to Roscommon University Hospital. Pictured with Mary Garvey, GM, @ursmorgan Director of Nursing, Dr. Gerry O'Meara, Fintan McLoughlin, Clinical Engineer, @FrankFeighan & @hopkins_maurea

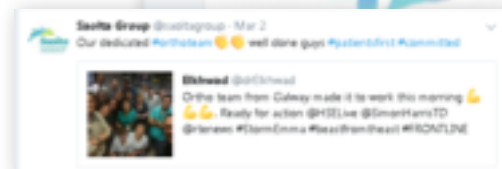
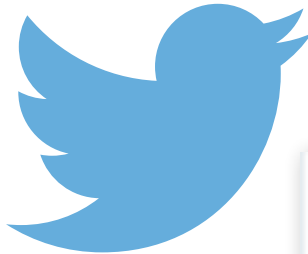


Saoita Group @saoitagroup · Mar 23
 It's #Daffodil day and the #IrishCancerSoc stand is in the main foyer at #GUH today.

Saoita Group @saoitagroup · Apr 6
 It's #OrganDonorAwarenessWeek and we have the lovely Pauline May-Organ Donation Nurse Manager & Angelina Cooke founder member of the #Gatway Kidney Association in the main Foyer at #GUH today. #OrganDonationWorks #organdonorweek

Saoita Group @saoitagroup · Apr 5
 The lovely Trio #musicians playing some great tunes in the main Foyer today to raise funds for the children in St. Bernadette's ward at #GUH. Please click the link below if you wish to donate.
go.fundraise.com/choors-for-the-...

Twitter moments from
#stormemma
#thebeastfromtheeast





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