



Advancing Quality and Patient Safety In Mayo General Hospital

Minister Varadkar meets hospital volunteers at Mayo General Hospital
Pictured left to right: Charlie Meehan, General Manager at Mayo General Hospital, Deputy Michelle Mulhern, TD, Breda Kilkenny, Maureen Duffy, Kathleen Tarpey, Minister Leo Varadkar and Seamus Moran, Social Work at Mayo General Hospital

Mayo General Hospital continues to drive its Quality and Patient Safety agenda, following the very successful Quality and Patient Safety Symposium held in the Hospital.

The symposium received very positive reviews, evaluations and comments from those who attended. There were more than thirty posters on display highlighting current initiatives and good practice underway in Mayo General Hospital and focused on Quality and Patient Safety. The main purpose of this symposium was to plan the way forward for quality and patient safety at Mayo General Hospital. The afternoon session was chaired by Dr Michael Shannon DoNM of the ONMSD, with participation from Dr Peter Lachman and Dr John Fitzsimons and the priorities identified for 2014-2015 included: promoting patient centred care, improving team communications and reducing unnecessary waiting for patients. At the close of the symposium, the hospital management team signed a declaration highlighting the hospital's commitment to focus

on quality and patient safety, this was formally presented to Dr Philip Crowley, HSE National Director.

What has happened since the symposium?

A proposal to set up a hospital "Quality Activists Group" representative of all staff grades and professions in the hospital with an interest in advancing quality improvement projects was adopted. Three Mayo based medical companies, Baxter Healthcare, Hollister and Allergan Pharmaceuticals agreed to partner the Hospital in developing the quality and safety agenda.

Continued on page 13...

CONTENTS

CEO Update
Updates from Group Team
Staff News

NEXT ISSUE: 23rd of October 2015

Next feature hospital: Galway University Hospitals
For feedback, comments and suggestions,
please email us at newsletter@saolta.ie

Welcome to the latest edition of the Saolta University Health Care Group Newsletter. In this month's issue, we feature Mayo General Hospital and highlight some of the developments taking place there.

There are lots of initiatives underway in all our hospitals and we would encourage you to take the time to catch up on the work of your colleagues across the Group. We would like to remind you that the CEO Awards are taking place again this year. Last year's event was very successful and recognised the important role that staff play in delivering quality services to our patients. The closing date for this year's Awards is September 4th so if you haven't yet had the opportunity to do so, take a look at www.healthawards.ie for details on entering.

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

Finally, we would like to thank all our contributors for all their hard work and support.

We hope you enjoy this newsletter.

Saolta Newsletter Team



Table of Contents

Chief Executive Officer	3
Head of Corporate Development	5
Chief Financial Officer	6
Group Director Human Resources	7
Group Director of Nursing & Midwifery	8
Women's & Children Directorate News	9
Diagnostic Directorate News	12
Featured Hospital - Mayo General Hospital	14
Estates News	22
Arts Trust News	24
Healthy Ireland News	26
Staff Feature: GUH PALS Olive Gallagher and Ellen Wiseman	28
General News	29

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Tweet of the Month



Page 14



Page 20

Chief Executive Officer

Welcome to issue 23 of the Saolta University Health Care Group Newsletter.

I know many of you are enjoying a well-earned break and I hope you enjoyed the summer, despite the inclement weather!

It has been a very busy summer in the hospitals and in no particular order I would like to bring you up to date on a number of developments.

PATIENT SERVICES

Unscheduled Care

June and July are traditionally a little quieter in our hospitals, yet the number of patients on trolleys at UHG continues to cause concern.

We continue to engage with the HSE and Department of Health in a focused programme of work to ensure that every possible measure is taken to progress the capacity and resource issues facing us as we approach the winter months.

I am delighted to say that we have secured capital funding for the interim development of 30 additional in-patients beds in UHG and I would appreciate your support in ensuring that these 30 beds can be commissioned in the shortest possible time frame. I appreciate fully the concerns of staff as we progress the interim solution but the over-riding priority must be patient safety.

I am also pleased to inform you that the funding to run the interim ward has also been secured. In the last week we have also secured additional funding to support planning for the winter plan 2015-2016.

I would again like to acknowledge the efforts of all our staff at the front line in all hospitals for their high level of commitment and hard work to reducing the number of people awaiting admission on a trolley and, crucially, reducing the length of time they wait and look forward to your continued support over the coming months. I can assure you that improving the trolley position is the highest priority for the Group currently and is discussed by management on a daily basis.

Scheduled Care

The Group has met the in-patient target that no patient is waiting more than 18 months for their in-patient care. This is a significant achievement and I would like to thank you all for your on-going commitment and hard work in achieving this target.



Maurice Power

Group Chief Executive Officer

For the out-patient target, the Group has 6,000 patients that breached the 18 month target. This is a reduction of 6,000 since March 2015. We continue to look at all possible internal solutions. As per the National Directive, all appropriate patients breaching this target at the end of July are being offered an outsourced option that will include an out-patient appointment, potential in-patient stay and a further out-patient appointment. By the end of July the Group had completed the outsourcing and have met the outpatient target.

The focus for the rest of the year will be on meeting the 15 month target for both inpatient/day case and outpatients by the end of December 2015. We will be working on a detailed plan to ensure that we meet the targets and hope to achieve this with additional and innovative in-house solutions.

OTHER EVENTS

Ministers' Visits

Minister Leo Varadkar visited UHG and Sligo Regional Hospital in July. The primary purpose of both visits was to view the Emergency Departments. The Minister was very impressed with the presentations given and more importantly all of the discussions about the various exciting developments and ways of working within the Group. I would like to thank all involved in ensuring that the visits went well. I understand that the Minister is supportive of the developments taking place within the Saolta Group and I hope that this support can be realised later in the year through the publication of the Government capital plans.

Health and Well Being

Readers might remember that at last year's conference the Group launched the publication of our three-year Healthy Ireland Implementation Plan in conjunction with Dr. Stephanie O'Keeffe, National Director of the Health and Wellbeing Division

Last month saw the publication of "Healthy Ireland in the Health Services" report and tool kit. Dr. Stephanie O'Keeffe, National Director of the Health & Wellbeing Division acknowledged the work of this Group in providing valuable insights for the development of this Plan. In recognition of the significant progress Saolta have made in implementing Healthy Ireland, I was asked to speak at the launch in Dublin and I was delighted to do..

I am very impressed with the work that is taking place in the Group and it is heartening to see Saolta, once again

leading out on a very important national programme. To find out more go to www.hse.ie/healthyireland

Farewell

A key member of the Group Ms Marie Cox, Cancer Services Manager has recently taken up appointment as General Manager for the National Cancer Control Programme. I would like to thank Marie for her commitment and hard work in developing strong governance structures for cancer services within the Group.

On my own behalf and on behalf of Group I wish her every success in her new appointment.

Mr. Maurice Power

Chief Executive Officer
Saolta University Health Care Group

CEO Awards 2015



The second annual CEO Awards will take place this year on the 13th November. This was a hugely successful event last year and celebrated the many achievements

across the Group. It also gave us the opportunity to recognise the important role that staff play in delivering services to our patients.

The CEO Awards are open to all staff in all hospitals across the Group and staff may be nominated under the following categories:

- Best Team
- Education and Training
- Exceptional Patient Experience
- Innovation – Clinical
- Innovation – Non Clinical
- Quality Improvement
- Research
- Unsung Hero

This year's event will take place in Sligo and the shortlisted nominees for each of the categories above will be invited to attend with the winners announced on the night.

All applications will be judged by an independent panel. The event will be self funded through sponsorship and no public funds will be used.

For further information on the categories and criteria for the awards and to nominate a staff member or team please visit www.healthawards.ie or contact info@healthawards.ie.



Corporate Development

Since my last update we had two successful Board Meetings on 9 June in Letterkenny Hospital and on 7 July in University Hospital Galway.

A key part of the Board Meeting in Letterkenny was to endorse the Group ICT Strategy which was presented to the Board on 13 April by Mr Richard Corbridge, Chief Information Officer HSE and Ms Carol Murphy, Ernst and Young. This is an ambitious document and sets out the Group's five year business vision and strategic plan outlining the Group's strategic intent and business objectives. The approval of the strategy was proposed by Mr Gerry McManus and seconded by Dr Brendan Day and agreed by the Board.

Dr John Killeen also updated the Board on the meeting between the Non Executive Directors of the Board and Minister for Health which took place on 18 May. At this meeting the Non Executive Board members shared the Group's progress regarding the development of the Group and the challenges they faced as a Board.

The Board also received the accountability reports from the Strategic Manpower Planning Committee; CEO, Chief Clinical Director, Chief Operating Officer, Chief Financial Officer and Director of Human Resources.

At the 7 July Board Meeting held in UHG the Board were updated on the progress regarding the development of 30 additional beds and the urgency of this project due to the capacity issues facing the Emergency Department in UHG on a daily basis. The Board agreed to seek the support of the Director General of the HSE and the Minister for Health to ensure that every possible measure is taken so that the services provided to patients and the working conditions of staff are not compromised.

The Board received the accountability reports from the Audit Committee; CEO, Chief Director of Nursing and Midwifery, Chief Operating Officer and Chief Financial Officer.

The Board adjourned for the summer recess and Dr Killeen thanked the Board Committee for their extensive work to date to strengthen the governance of the Group in providing effective delivery of clinically safe and integrated health services to the population served by the Saolta University Health Care Group.

The next Board meeting is scheduled to take place on Wednesday 9 September 2015 in UHG.

Fiona McHugh

Group Head of Corporate Development
Saolta University Health Care Group



Fiona McHugh

Group Head of Corporate Development



Dr. John Killeen

Interim Chairperson

Chief Financial Officer

Financial Performance (as of end of July)

As you can see from the graph below our expenditure continues to exceed our budget and at the end of July the Group is over budget by €28.8m (-7.8%). There is a negative variance of €23.6m (-6.3%) for the same period last year.

Our pay costs continue to increase and we are now showing an overspend of €15.6m on budget. As mentioned in previous newsletters agency continues to be our largest cost pressure. Both medical agency and support services agency have increased significantly on last year. Our support services agency has increased by €1.5m. The majority of these agency costs relate to HCA specials for patients who require one to one care.

Non-pay expenditure has increased by €13.8m on budget and €14.2m for the same period last year with a range of categories showing variances. These increases are patient driven and include drugs and medicines, medical and surgical supplies, professional services and patient transport (private ambulances).

All hospitals have experienced an increase in private ambulance requirements. There were 3,004 private ambulance trips booked across the Group in the period Jan to May 2015 compared to 2,239 in the same period in 2014, an increase of 765 trips (34%). This is due to a reduction of 11 vehicles in available NAS ambulances.

The Group's income continues to perform well, with increases of €2.1m compared to prior year and €641,000 on budget.

Although we are performing well in income, our patient related debt has increased by €8.5m since December 2014. We now have total patient debt of €77.4m. One of the main priorities of the Group is to submit all debt greater than six months old before the end of September 2015. Debt which is older than six months currently has the potential to increase the bad debt provision before year end, and increase the deficit in the 2015 accounts.

ICT Strategy

The ICT Strategy needs to be implemented and we are working with Richard Corbridge on getting some support to assist with its



Tony Baynes

Acting Group Chief Financial Officer

implementation. This will include putting a group wide IT structure in place and also planning key ICT projects.

Key projects include Group wide PAS and Electronic Patient Record (including Theatres, Medication Management, ED system) based on a product called Lorenzo which will be reviewed by Clinical/Admin and IT teams in September to December 2015. We will provide further updates on this.

Electronic Document & Records Management

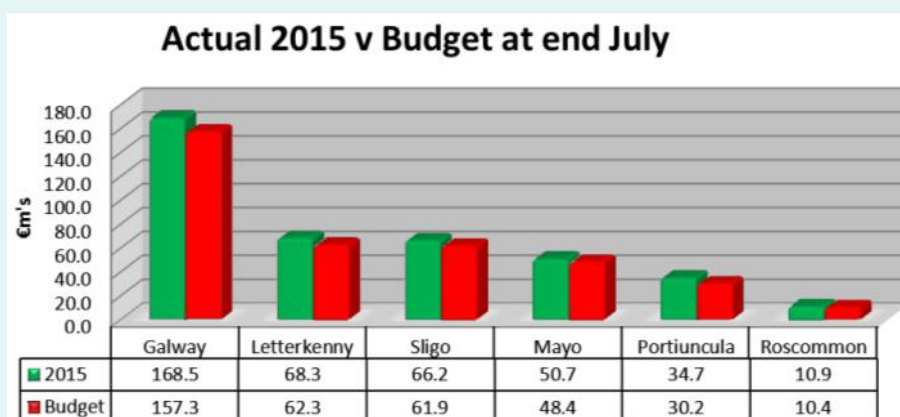
This project is focusing on moving toward electronic medical records and moving away from the paper chart. A recommendation for preferred vendor will be made in early September 2015 and we expect to engage with that vendor later that month.

Saolta Letterkenny/Altnagelvin link

Altnagelvin are to provide Radiotherapy services to Letterkenny patients when the unit opens in 2016. Letterkenny IT are doing a lot of work in developing secure communication links between Letterkenny/Galway and Altnagelvin and Work is on-going in developing a cross-border electronic solution for this project.

Other ICT projects

A range of other projects are on-going such as upgrades to Lab Server, Oncology Information system, early tender for OPD self registration, GP electronic referrals.



Tony Baynes
A/ Chief Financial Officer
Saolta University Health
Care Group

Group Director Human Resources

Development Opportunities for Clerical and HSCP grades.

Arising from the responses to the Employee Engagement Survey, we have looked for development opportunities for Clerical and Health and Social Care Professional grades who have been unable to access such opportunities over the past few years.

The Corporate Performance and Development Manager for the West, Siobhan Patten, and her team have designed a Development Programme for Clerical Officers (CO) and we have secured 50 places on this programme. The Programme involve 3 training days, active Personal Development Planning (PDP) and on-line learning on www.hseland.ie during this year and early in 2016. The objective is to provide COs with an opportunity to work collaboratively with their Line Managers (LM), to strengthen their skills so they can deliver the best service possible and ultimately to add to their CVs. Accreditation options for the programme are being examined and a FETAC qualification is being pursued but unfortunately will not be available in time for the 2015 programmes.

Shadowing, self-directed learning, managing conflict, understanding clients' needs, two-way communication, dealing with unsatisfied customers, time management, team dynamics, managing meetings, effective minute taking, personal resilience, assertiveness skills and project work are all part of the programme.

The programme will be accessed through an application form to be completed by the CO and which requires managerial sign-off as the involvement of Line Managers is crucial. There will be briefing sessions for participants together with their Line Managers before the training at which they will agree the PDP process, and agree Line Manager expectations. The Galway programme was recently advertised and there is likely to be a huge response so waiting lists will be formed in the event of over-subscription. When considering applications, every effort will be made to accommodate applicants from as many services and varied locations as possible.

The provisional dates for the Galway event are September 23rd and 24th and October 28th in Merlin Park. An information session will be held on Monday September 14th which participants and their Line Managers are required to attend. This will set the scene for Personal Development Plans and for discussions around protected time for E-Learning and Shadowing. Line Managers and participants will be asked to bring an agreed project proposal to this information session.

The Letterkenny programme will take place on the 20th and 21st of October and the 18th of November while the



John Shaughnessy
Group Director of Human Resources

Sligo programme will be on the 24th and 25th of February and the 23rd of March next year.

I am very grateful to Siobhan Patten and her team, the Steering Group, and particularly Mona Eames, Management Development Facilitator, for making this programme available to our staff and for incorporating much of the key development requirements to assist staff in building a skill set which will prepare them to compete for possible promotional opportunities in the future.

This is the first step to meeting our commitment to administrative staff. In the meantime, we are working with our Area Corporate P&D colleagues to increase availability of the First Time Manager programme to Grades 4 to 6 and also to roll out the People Management – the Legal Framework programme, both of which are relevant to these grades as part of their preparation for the national level 3 'Unlocking Leadership Potential – Leadership Talent Management Development' programme. This is planned for roll out in early 2016 and for which we have offered the Group as a pilot site. This programme is also aimed to Health and Social Care Professionals (HSCPs). All interested staff should keep an eye open for the adverts relating to these programmes.

Finally, we have also volunteered to pilot the level 4 and 5 Multidisciplinary Leadership/Succession Management programme for Heads of Services, including relevant HSCPs, which we anticipate will begin in September or October. This will focus on developing leadership competencies, and selection will be competency-based with an interview. It will take place over nine days in total and there will be a work-based project also. I hope our staff will avail of these opportunities as they arise and that this will be a positive step forward in their careers.

John Shaughnessy
Group Director of Human Resources
Saolta University Health Care Group

Group Director of Nursing & Midwifery

Race week always acts as a marker in my diary that the summer is over and autumn is fast approaching. I know a lot of staff must feel there was no summer this year due to the inclement weather!

I am glad to say that most of the nursing graduates in Saolta have been interviewed and so many of the class of 2015 are taking the opportunity to work with us. We wish them well as they continue on their nursing careers. We are also actively recruiting staff nurses both nationally and internationally. Please encourage your nursing friends abroad to apply.

I would also like to update you on the activities of the Patient Council. There are 17 enthusiastic members representing all of the counties in the Saolta Hospital Group. Mr. Neil Johnson is Chair and I am Vice Chair. We have had two meetings and two workshops to date. The Council are committed to representing the patient's view and to improving the patient's experience. One of the ways that the Council can effect change is by sitting on key hospital committees where they will act in an advisory capacity and make recommendations which will endeavour to embed the patient's voice. They look forward to visiting all of the hospitals in Saolta and meeting staff.

You will have received the information regarding the CEO Awards 2015. Last year's award ceremony was a memorable occasion and I am looking forward to seeing this year's applications. I urge you to submit your applications as soon as possible as the competition and friendly rivalry is gathering momentum!

Anna Mai Driscoll Bursary Awards



Jean Kelly, A/Group Director of Nursing and Midwifery and winner of the Anna Mai Driscoll bursary, Edel Mannion, Practice Development Nurse at University Hospital Galway



Jean Kelly
A/Group Director of Nursing & Midwifery

I would like to make a special mention about the Anna Mai Driscoll Award, which has held in late June. The winner of the bursary to the value of €1,000 was Edel Mannion, a Practice Development Nurse at University Hospital Galway. Sincere congratulations to Edel and a special mention to all applicants.

The purpose of the award is to recognise responsibility based leadership taken by Nursing/Midwifery staff within the Saolta University Health Care Group. The Award is a Bursary, which enables the winner to invest in their further education and learning.

Responsibility Based Leadership was a core concept developed by Anna Mai Driscoll as a founding Partner in Emerge Consulting. It was based in part in her own experiences as a nurse/midwife in the NHS in the 1960's.

Closing thoughts

It would be remiss of me not to mention the on-going demands on our services particular in our Emergency Departments. We continue to have high attendances daily there has been no reprieve. I am aware of the stress that this creates for staff on the ground. The Executive continues to work both locally and nationally to manage the situation. I see first-hand how hard everyone works and I appreciate the efforts that everyone makes.

As I head off on my annual leave I hope you enjoy what remains of the summer before the children return to school.

Jean Kelly
A/Group Director of Nursing & Midwifery
Saolta University Health Care Group



News from the Womens & Children Directorate

Some of the recent artwork commissioned for the Neonatal Intensive Care Unit at University Hospital Galway.
Photo : L-R: - Recent mums Elena-Aurica Ples (Claregalway) and Sinead Keaveney (Galway City)

DONEGAL BREASTFEEDING FORUM

The Donegal Breastfeeding Forum initiative began in response to frontline staff who highlighted their concerns that the breastfeeding rate in Co. Donegal was the lowest in the country. Individual staff members were working very hard to improve rates but there was no formal network for people to share experiences and good practice.

In response to this, Public Health and Health Promotion held a "think tank" in June 2014 to bring key personnel together and discuss what might be done. Following this very successful day, there was a decision made that a Forum was needed to progress the work and link those who were committed to supporting mothers to breastfeed.

The first meeting of the Donegal Breastfeeding Forum was held in December 2014 and meetings are held every two months with representatives from key services both statutory and voluntary. The purpose of the Forum is to actively engage with the public and health professionals to raise awareness and promote breastfeeding in Co. Donegal. It also aims to increase the breastfeeding rate in Co. Donegal by 2% annually.

Progress to date - key achievements

- Initial "Think Tank" with 30 participants
- *Brief Motivational Intervention* training for staff in relation to encouraging breastfeeding - 25 participants
- Updating breastfeeding training: a two day course for staff - 51 participants (Midwives, Neonatal Nurses, Paediatric Nurses, PHN's, Practice Nurses, La Leche, Ciudiu, GPs)
- Support for promotional breastfeeding information

- Participation in the National Breastfeeding Strategy - 13 July 2015
- Establishment of key indicator data which will be circulated on a quarterly basis
- Establishment of close links with National Breastfeeding Co-Ordinator and Saolta Hospital Group
- Research commissioned on attitudes of staff to breastfeeding - report expected in September

Membership of the forum



PARENT HUB, DONEGAL (WORKING GROUP, CYPSC)

The Donegal Children and Young People's Services Committee set up a Working Group in 2013 to look at Parenting Support and Education in Donegal. The Working Group incorporated services from both the community and the statutory sectors, including representatives from Tusla the Child and Family Agency, Public Health Nursing, Ante-Natal Service in the Hospital, Health Promotion, the Family Resource Centres, Parentstop, Lifestart, Teen Parenting Support Programme, Springboard, Families Matter, Early Intervention Team, Donegal Local Development Company and the Home School Liaison Service. The Working Group adopted the name Parent Hub, Donegal, set out to look at the support needs of parents and identify the gaps in services in Donegal regarding parental supports and education. The group were challenged with looking at what they could realistically achieve given the current economic climate and limited resources available.

The Hub is keen to promote parenting education as a support that all parents should have access to no matter where they live in Donegal. However, there was a lack of coordination around the delivery of programmes. In some parts of the county programmes were run fairly routinely (perhaps once or twice a year), however those living in the Fanad Peninsula, the Rosses, the Gaeltacht area or Ballyshannon were less likely to have access to parenting programmes at all. There was no standard approach to what programmes were delivered, while nationally there was an increasing emphasis on delivering evidenced based or evidenced Informed programmes. Therefore the Parent Hub agreed to look at how they could have programmes, that met these criteria and that were accessible to all parents in Donegal when they needed them.

Over the past two years the Hub through various member groups have been successful in securing funding for training in three different programmes the Lifestart Spirals Programme, the Parents Plus Children's Programme and the Parent's Plus Parenting When Separated Programme.

The Lifestart Spirals Programme is an evidence Informed programme for parents of children from 0 to 3 years. The aim of the programme is to empower and support parents by providing them with key information, skills and confidence to help them to nurture their children as they grow and learn. Topics covered during the programme include bonding and attachment, feeding and nutrition, parenting styles and managing behaviour, keeping children safe from harm, children's holistic development and the Importance of play for children's well being. Funding for this programme was secured through the Katherine Howard Foundation and over 70 people have been trained around Donegal to deliver this programme both on an individual level or through group delivery.

The Hub were successful in an application to the Parent's Plus Charity "Increasing Access to Parents Supports Initiative" which funded the training of 20 facilitators throughout the county in the evidenced based Parents Plus Children's Programme. This programme which is for

parents of children aged 6 to 11 years. It aims to help parents not only solve discipline and other childhood problems, but also develop closer and more satisfying relationships with their children. Topics include solving childhood problems, play and special time with children, building children's self esteem and confidence, encouraging children's learning/ supporting homework, setting rules and helping children keep them, establishing daily routines, managing misbehaviour using consequences and sanctions and problem solving/ talking problems through with children. From September 2014 to June 2015 16 Parents Plus Children's programmes were run out across Donegal from Carndonagh to Ballyshannon, and from Dungloe to Raphoe with over 160 parents attending.

In late 2014 funding was secured through the Lottery and 18 people were trained from the Community Services and Tusla Staff to deliver the Parenting When Separated Programme. Two programmes have rolled out to date, one in Letterkenny and one in Ballybofey with a total of 17 parents attending. It is anticipated that there will be between 6 – 8 Programmes rolled out across Donegal in the incoming school year.

Through interagency cooperation on site training was brought to Donegal in May 2015 to train over 20 people from HSE, Tusla and Community Services to deliver the Parents Plus Early Years Programme. Services are now working together to deliver the Early Years Programme through the same coordinated way that the Children's Programmes have been delivered.

A Timetable of Parents' programmes has been produced for the September 2015 to June 2016 period that has been made available to staff throughout the HSE, Tusla and in the Community to ensure that all staff are aware of all programmes that are being delivered and how to access them for the families they are working with. Twenty one programmes are already scheduled for this period with more to be confirmed in the coming months. The Timetable also incorporates programmes that have been delivered historically in the county, such as the Strengthening Families Programmes so practitioners have a fuller picture of all the supports that are available to parents and families.

In addition to the coordination of Programmes the Parent Hub have also held a Parent Information Fair in Letterkenny in November 2014 with up to 100 people attending throughout the day for brief information sessions provided through Specialist services. The Hub have also encouraged families across Donegal to make small improvements to family life through their "Make One Change" Campaign that they have run in 2014 and 2015. Three hundred families have taken part in the Campaign over the two years.

The work hasn't stopped and as needs are identified the Hub continue to work towards ensuring that parents across Donegal get the support they need, when they need it and where they need it.

SEPSIS IN PREGNANCY AND CHILDBIRTH STUDY DAY MAY 2015

A very informative one-day education programme on *Sepsis in Pregnancy and Childbirth* was facilitated by the Centre of Nurse and Midwifery Education Mayo/Roscommon in partnership with Mayo General Hospital on May 8th 2015 in the Centre of Nurse and Midwifery Education (CNME), Castlebar.

The aim of this one-day programme was to enable midwives, obstetricians, microbiologists, the infection prevention and control team and the general intensive care team to work together in the identification, prevention, recognition and management of maternal sepsis.

The programme received Category 1 approval from the Nursing and Midwifery Board of Ireland (NMBI) and awarded 8 Continuing Education Units (CEUs).

The target audience for this study day included midwives and other members of the multidisciplinary team who provide care to women during pregnancy and childbirth and 21 staff from Mayo General Hospital attended.

The attendees were welcomed by Ms. Ruth Hoban, CNME Mayo /Roscommon, and presentations were facilitated on a range of topics throughout the day which included; *"identification and ongoing management of sepsis in pregnancy and childbirth"*, *"analysis of signs and symptoms presenting in the acutely ill obstetric patient"*, *"the role of the Anesthetist, Obstetrician and the Midwife in the care and management of the acutely ill obstetric patient"*, *"neonatal prophylaxis and neonatal outcomes of babies whose mothers have sepsis in pregnancy and childbirth"*, *"antimicrobial therapies in obstetrics"* and *"psychological support for the acutely ill obstetric patient"*.

Facilitators on the study day included:

Ms. Siobhan Canny, Clinical Midwife Manager 111, Maternity Unit, University Hospital Galway

Dr Michelle Duggan, Consultant Anesthetist, Mayo General

Hospital

Dr Ishrat Shafi, Obstetrics Registrar, Mayo General Hospital
Dr Monica Burlaca, Paediatric Registrar, Mayo General Hospital
Ms Rose Cafferkey, Microbiology Pharmacist, Mayo General Hospital

Ms Cathy Quinn, Consultant Midwife in Peri-natal Bereavement Care

A workshop on PROMPT (Practical Obstetric Multi-Professional Training) was facilitated by Dr Ishrat Shafi, Dr Michelle Duggan, Ms Pauline Corcoran, CNM2, Maternity Unit, Mayo General Hospital, and Ms Sile Gill, CNM2, Maternity Unit, Mayo General Hospital.

The study day was closed by Ms Andrea Mc Grail, Assistant Director of Nursing (Women and Children's Health Division), Mayo General Hospital, with presentation of certificates of attendance to programme participants.

The programme was evaluated very positively by participants; comments included:

"Excellent study day, I feel all the midwives should attend this, as it is very relevant to the work place"

"Enjoyable day, learning outcomes very good"

"Very educational study day clinically and mindful of our patients"

"Wonderful educational day"

"Excellent study day, needs to be repeated so more staff can attend"

"Information practical and relevant, well explained and content excellent, very much related to our present work load, absolutely excellent day"

A further Sepsis in Pregnancy and Childbirth Study Day is scheduled to take place on Friday, 27 November 2015, in the Lecture Theatre, Mayo General Hospital, Castlebar – for further details please contact Ms Ruth Hoban, CNME Castlebar, on (094) 9042067 or email maryruth.hoban@hse.ie

GOING 'LEAN' IN SRH ANTENATAL CLINIC

A Lean project is underway to improve the experience of mothers-to-be attending the antenatal clinic in Sligo Regional Hospital. This is being led out by NPDU's Charlotte Hannon and Noreen Casey as part requirement towards a Lean Six Sigma Green Belt from Mater Hospital/UCD.

The project commenced with data collection to establish how the clinic was currently functioning. Analysis of this data revealed that over 74% of the mothers attended the clinic during the first hour, which led to bottlenecks in the system and waits of up to 3.5 hours. It was determined that the appointment system was not functioning as intended.

Goals Included:

1. Reduction in wait time for mothers-to-be.
2. Improved patient flow through the clinic.
3. Improved privacy for mothers-to-be and staff.
4. Decreased variability in the appointment times.

Communication with mothers-to-be was prioritised and included letters, leaflets, posters and midwives also advised those attending the clinic of the proposed changes.

Progress to date:

1. Restructuring of appointments.
2. Implementation of a system that calls patients in order of their appointments.
3. There is now greater privacy those attending the clinic. It is anticipated that these changes will result in a happier experience for mothers-to-be and a more efficient streamlined clinic.



News from the Diagnostic Directorate

Laboratory staff at Mayo General Hospital

Photo Left to Right: Regina Rogan Lab Manager Scientists Lisa Pichot, Kate Dever, Gemma Kirrane, Lab Aide Noel Mc Hale, Scientists Sean Leonard, Aoife O Neill, Julie Brennan, Senior Scientist Rose Kirkpatrick., Front row Jack Walsh, Scientist and HVO.

Laboratory Services at Mayo General Hospital

Accreditation 2015

Mayo General Hospital Pathology Laboratory was inspected again this year by the Irish National Accreditation Board INAB and on behalf of the Irish Medicines Board for Blood Transfusion and Haemovigilance.

The Laboratory was passed by the Irish National Accreditation Board (INAB) to the ISO 15189 2012 standard for all tests submitted.

INAB is a division of Forfás and is the government approved agency for inspecting Medical Laboratories. Accreditation is objective proof that a service complies with best practice for the scope of tests inspected.

The Department of Blood Banking, Haemovigilance, Haematology, Microbiology, Biochemistry and Histopathology are all accredited in a single quality system. The quality system is managed by the Quality Manager Janet Burke, and the Laboratory Directors are Dr Fadel Bennani, Consultant Histopathologist and Regina Rogan Pathology Laboratory Manager

Antimicrobial Stewardship

Prudent antibiotic prescribing plays a big part in ensuring patient safety and high quality of care. Mayo General Hospital has a dedicated Antimicrobial Stewardship Committee whose main role is to ensure optimal antibiotic prescribing in order to reduce the development antimicrobial resistance and prevent antibiotic induced healthcare associated infections (HCAI). The Stewardship

Committee members are currently conducting regular audits on antimicrobial use throughout the hospital, reviewing drug charts to ensure proper prescribing, monitoring usage of restricted antimicrobials as well as conducting on-going wards rounds. Teaching sessions on antimicrobial use are being carried by the Microbiology Consultant. It is important that every member of staff support the efforts of the Stewardship Committee and help uphold the high standards and quality of care in MGH.

Radiology Mayo General Hospital



Photo front from left to right: Anthony Foggin(standing), Ann-Marie Murray, Joanne McHale, Jennifer Brogan & Leona Thompson

Back row from left to right: Dr. Mary Casey, Frances Livingstone, Charlotte Kean, Imelda Mallon, Eddie Conran, John O'Brien, Gerry Niland, Sheila Casey

Appointments:

Eddie Conran was appointed Radiography Services Manager 2, Mags Hession was appointed Ultrasound Clinical Specialist, Claire Stapleton was appointed MRI Clinical Specialist, Claire Dooley was appointed Senior Radiographer for ED and Anthony Foggin will shortly be appointed to the position of Radiography Services Manager 1. Charlotte Kean recently returned to her native Co. Mayo to take up a locum radiographer position.

Developments:

As part of the re-development of the ED area the old X-ray room which has been out of action for a number of years is being replaced by modern Direct Radiography (DR) equipment manufactured by Carestream which should increase the workflow and quality of the ED X-ray service. MGH will be one of the first sites in the Republic of Ireland to install this equipment and hope to have it commissioned later this year.

Practice Development:

With mandatory state registration for Radiographers pending with CORU on October 31st 2015 there is a focus on CPD and training in the department. There is currently have one radiographer undertaking mammography post graduate training and another staff member due to start the CT post graduate training in September.

Mayo General Hospital establishes links with Global Nursing Advisory Board.

Mayo General Hospital was the first hospital in Ireland to join the Global Nursing Advisory Board supported by funding from the NMPDU. The Advisory Board is a global research and technology firm operating in 38 countries with over 3,500 member organisations. Their focus is to help both hospitals and health system leaders improve the quality and efficiency of patient care. They provide expert advice and guidance on innovative practices which have been tried and tested by at other progressive institutions around the world. They provide strategic guidance and performance improvement solutions, actionable insight and analytics, technology platforms, consulting expertise, and talent development services. Members benefit from the learning of thousands of other health care organisations facing challenges similar to their own.

Mayo General Hospital is now in its second year of membership and to date a number of important initiatives have taken place in the hospital with the support of the Advisory Board. They include a detailed and pro-active patient engagement programme called Elevating the

Directorate Support Manager

Fidelma Gallagher has been recently appointed to the position of Directorate Support Manager for the Diagnostic Directorate of Saolta University Health Care Group.

Fidelma comes from a nursing background having previously held an ADON position at Mayo General Hospital.

She will be working closely with Clinical Director, Colm O'Donnell and General Manager, Grainne McCann in continuing to develop the Diagnostics Directorate. She is based at Mayo General Hospital and her contact details are as follows:

Fidelma Gallagher,
Email: fidelma.gallagher@hse.ie
Phone: (087) 6821797



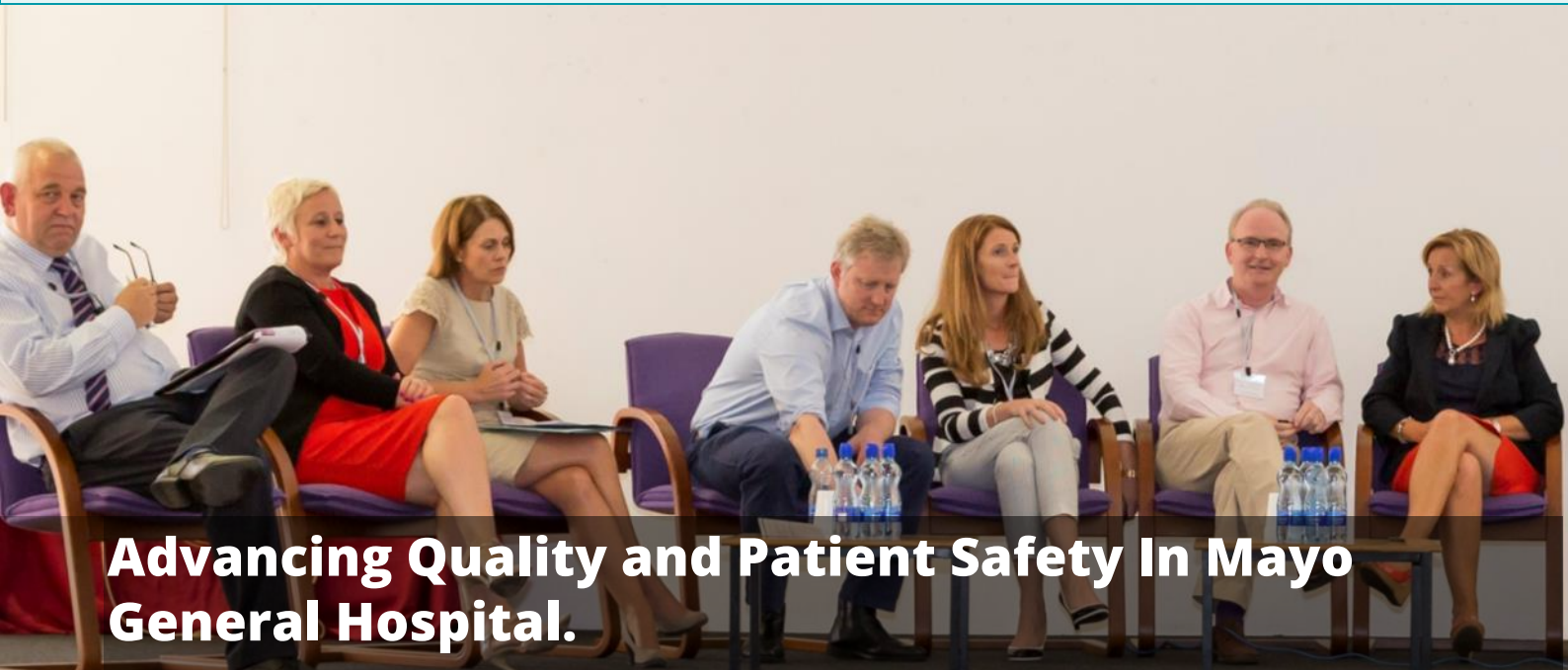
Patient Experience which was led by Fran Power and Vera Byrne-McKeon, CNMs in Mayo General Hospital. The learning from this programme will shortly be published. A programme focused on Advancing Frontline Accountability and Critical Thinking has been based on a number of projects, including Personal Goal Creation, Staff Generated Action Plans, Dynamic Priority Boarding and Bed side Handover. These projects are focused on encouraging front line staff to manage their own accountability in relation to patient outcomes and their own involvement and progression.

A further project is currently at report stage, "Nurse Led Approach to Reducing Avoidable Readmissions". Mayo General Hospital staff, Paula McGreal and Caroline Conway are leading out on this particular initiative. Following from this, actions plans are developed at Mayo General Hospital including the involvement of all specialist nurses.

The Advisory Board have three to four round table initiatives each year which are open to lead members to attend. Staff in Mayo General Hospital have free access to the Advisory Board's website for research relating to being undertaken. The Advisory Board provides significant support to Mayo General Hospital in relation to the development and advancement of nursing practice at the hospital. The Board will again visit the hospital in January 2016 to further progress the work currently being undertaken.

Featured Hospital - Mayo General Hospital

- New Deputy General Manager at Mayo General Hospital
- Mayo General Hospital launches new Consumer Comment Card
- Meet & Greet Volunteers at Mayo General Hospital
- Mayo General Hospital introduces "Hand Hygiene Saves Lives – Hand Hygiene Training Card"
- World Sepsis Day Event at Mayo General Hospital, September 23rd 2015
- Mayo General Hospital capital priorities 2015 (Estates)



Advancing Quality and Patient Safety In Mayo General Hospital.

Pictured are Charlie Meehan GM, Ms Colette Cowan former Group DON, Ms Fiona McGrath HMT, DR John Fitzsimons Qi, Ms Catharine Donohoe DoNM, Dr Michael O'Neil HMT, Dr Fionnulla Lavin HMT,

THE MAYO GENERAL HOSPITAL 2015 QUALITY AND PATIENT ACTIVISTS TEAM.

Mayo General Hospital's Quality Activist Teams were formally launched in May 2015 and the General Manager unveiled the declaration outlining the hospital's commitment to quality and patient safety. A master class also took place on that day, led by Dr John Fitzsimons, who outlined quality initiative teaching and techniques. The three Mayo based pharmaceutical companies also gave presentations on quality initiatives in their organisations.

The work undertaken by the Activist Teams will be presented to the hospital management team and the learning will be shared across the hospital and the wider Group to ensure that it ultimately benefits the patient. The teams will formally present at the next Quality and Patient Safety Symposium which will take place on 20th November 2015.

At the close of the symposium, a declaration was signed by the hospital's management team to focus on quality and patient safety as a key priority for the hospital this was formally presented to Dr Philip Crowley.

The work undertaken by the Activist Teams will be presented to the hospital management team and the wider hospital. The learning will be shared across the hospital to ensure that it ultimately benefits the patient. The teams will formally present at the Quality and Patient Safety Symposium on 20th November 2015 and look forward then to sharing the learning to the wider Saolta Group and the HSE. These presentations will also have feedback from the three private sector companies as to what they shared and learned from this experience.

Catherine Donohoe, Director of Nursing at Mayo General Hospital said, "We are continuously working on building and developing our patient safety initiatives while ever improving the quality of the care we provide. We would urge colleagues to attend our planned 2015 symposium, where we will look forward to having the same level of discussion and learning..



Some of the Symposium organising committee 2014. L to R: Colette Murray, Richard Holmes, Catherine Donohoe, Caroline Conway, Mona Curry, and Justin Kerr



Quality Patient Safety Activist Group at Mayo General Hospital



Attendees at the Quality and Patient Safety Symposium



Mr Charlie Meehan GM, Dr Michael O'Neil Associate Clinical Director WH&C, Ms Fiona McGrath AHP Rep HMT, Ms Catherine Donohoe DoNM HMT and Dr Phillip Crowley.



One of the excellent presentations at the Quality and Patient Safety Symposium



Some of the Quality and Patient Activist Team at the formal display of the Quality & Patient Safety Declaration at Mayo General Hospital.

New Deputy General Manager at Mayo General Hospital

Karen Reynolds has recently been appointed Assistant General Manager at Mayo General Hospital. Karen is a Registered General Nurse and Midwife, with varied clinical management experience. In addition Karen has a wide range of experience in Clinical Audit, Accreditation, Quality and Safety.

At national level, Karen was a member of the HSE Acute Care Collaboration which supported the establishment and implementation of National Standards for Safer Better Healthcare. She also project managed one of the pilot sites on the HSE Clinical Corporate Governance Development initiative 2013-2014.

During her time as Quality and Safety Manger at Sligo Regional Hospital; Karen project managed the local Endoscopy Group, which was the first HSE hospital in Ireland to achieve JAG Accreditation for it's unit.

Karen has a Masters in Healthcare Management (Institute of Public Administration) and a Fellowship in Patient Safety (Healthcare Improvement Scotland).



Mayo General Hospital Deputy General Manager Karen Reynolds

Mayo General Hospital launches new Consumer Comment Card

Mayo General Hospital (MGH) has recently developed a new comment card to facilitate consumer feedback.. This initiative will support the on-going implementation of National Healthcare Charter at local level and will also form part of the hospital's implementation of the National Standards for Safer Better Healthcare. Continuous quality improvement begins with listening to the voice of the Customer or in the case of the health services, the patient. This provides the service provider with information to enable them to respond more appropriately to patient's needs.

Through the development of these comment cards, MGH will obtain consumer feedback on the care and quality of services delivered at the hospital and allow them to identify areas for improvement in the provision of services. Consumer comment cards will be available to all patients and visitors in individual clinical areas and departments and an electronic version of the comment card will be available online. Designated collection boxes are also provided to ensure confidentiality. All consumer comment cards will be analysed anonymously and confidentially, although consumers have the option to provide their name and contact details.

The National Standards for Safer Better Healthcare require

that patients are at the heart of service planning and delivery and patient feedback will enable the hospital to

The image shows a vertical comment card. At the top, it features the HSE logo (Freilansmaicthe na Seirbhíse Sláinte Health Service Executive) and the Saolta logo (Saolta - Saolta University Health Care Group). Below the logos is a dark blue banner with the text "Comment Card" in orange. Underneath, it says "Mayo General Hospital is your Hospital" in blue and orange. The central part of the card features a collage of three photographs showing different views of the Mayo General Hospital building. At the bottom, there is another dark blue banner with the text "Saolta University Healthcare Group Mission Statement" in white and orange. Below this banner, the mission statement is written in small white text: "Patients are at the heart of everything we do. Our mission is to provide high quality and equitable services for all by delivering care based on excellence in clinical practice, teaching, and research, grounded in kindness, compassion and respect, whilst developing our staff and becoming a model employer."

Meet & Greet Volunteers at Mayo General Hospital

Volunteers are at the heart of what we do

Mayo General Hospital's Volunteer Service began in March 2012 and since then, over 50 members of the community have participated in the scheme. There are currently 30 volunteers active. The Service is supported by a Volunteer Co-ordinator. The main focus of the Service is to welcome and assist people attending the hospital, whether they are patients, family members or visitors.

Commenting on the service, one volunteer said "arriving at a hospital to attend an appointment can be a daunting experience for some, particularly if they are beginning treatment such as chemotherapy or renal dialysis. It can make such a difference to be met at the reception with a friendly smile and accompanied to their destination"

The assistance can be escorting patients to their appointments in the hospital, or staying with a frail older person while a family member brings the car to the main entrance.

The Volunteers are ordinary people from various walks of life – what they have in common is a vast amount of life experience and a willingness to help others.

The Volunteers, who are located in the main hospital reception area, see all of life come through the doors, from the young couple eagerly awaiting the birth of their first child to the family member dreading the prospect of the death of a loved one.

Many Volunteers have been patients themselves, or some have had loved ones cared for in the hospital. The Volunteers say that their motivation to be part of the

service is to give back something to the hospital itself and they can empathise with patients and family members.

The Saolta Group's Mission Statement states "Patients are the heart of everything we do". The Group's commitment to delivering care, grounded in kindness, compassion and respect is embodied everyday by the volunteers,.

There are plans in the next 12 months to extend the Service, through further recruitment and training in order to provide a befriending service to patients on the wards.

Mayo General Hospital owes a great debt to its Volunteers. They bring the energy and enthusiasm of ordinary people into the hospital and they demonstrate that an acute hospital should always have the wellbeing of the people in its community at the centre of what it does.



Front row, L to R - Mary Gibson, Judith Jackson, Norah Walshe, Mary O'Neill, Bridie Mc Mahon, Kathleen Tarpey, Brenda Kilkenny, Mildred Beirne

Back row, L to R - Seamus Moran (Principal Social Worker MGH), Kathleen Ruane, Lucia Killeen, Margaret Tiernan, Sheila Mc Nicholas, Anne Grimes, Jim Casey, Mary Hopkins, Helen Coyne, Christine Phillips, Carmel Mc Tague, Ann Marie Brown, Karen Reynolds (Assistant General Manager MGH)

Mayo General Hospital introduces “Hand Hygiene Saves Lives – Hand Hygiene Training Card”

Mayo General Hospital has recently introduced an innovative quality and patient safety initiative through the design of a “Hand Hygiene Training Card”. This is part of the hospital’s on-going Hand Hygiene awareness campaign “Your 5 Moments for Hand Hygiene”.

The aim of the initiative is to highlight the importance of complying with hand hygiene mandatory training.

The initiative has a number of objectives:

The introduction of a “Hand Hygiene” training card to be issued and displayed via staff ID Badges once the mandatory training is complete.

The promotion of staff awareness of the importance of complying with hand hygiene key performance indicators.

The support of on-going education of staff in line with local, regional and national priorities in infection prevention and control practices.

The demonstration of compliance with hand hygiene training to patients, visitors and the public.

The cards are issued by Infection Prevention and Control

staff on completion of the training. Staff are also encouraged to utilise the e-Learning HSE Land Hand Hygiene module in order to have their training record updated.

The introduction of the training card initiative has raised staff awareness of the importance of attending hand hygiene training and as a result we expect to see an increase in hand hygiene training rates.





World Sepsis Day Event in Mayo General Hospital September 23rd 2015

World Sepsis Day is a global initiative, held annually every September organised by the Global Sepsis Alliance to support the efforts of an estimated 600,000 healthcare professionals in more than 70 countries as they seek to better understand and combat sepsis.

This event will be marked in the main reception of Mayo General Hospital on September 23rd with presentations from all the stakeholders involved with the implementation of the National Clinical Guideline on Sepsis Management. Promotion materials will include posters on sepsis related subjects, audit presentations, sepsis reference cards, patient information leaflets, frequently asked questions and world sepsis day information sheets.

The process to implement this national guideline in Mayo General Hospital began in December 2014 and comprised of 2 phases.

1. Education and awareness.
 - An extensive education programme aimed at Nurses and Doctors involved with Sepsis management.
 - Distribution of education material in all clinical areas.
2. Audit of compliance with the National Clinical Guideline key performance indicators including:
 - Compliance with the Sepsis 6 guideline in the Emergency Department
 - Antimicrobial use in the Emergency Department
 - The effect of guideline in sepsis admissions to ICU.

The event in Mayo General Hospital is being coordinated by Ronán O Cathasaigh, Resuscitation Officer. Stakeholders participating in the event will include:

- Early Warning Score & Sepsis Implementation Group
- Pharmacy
- Emergency Department
- Infection Prevention & Control
- Department of Anaesthetics
- Maternity Department
- Microbiology
- Quality & Patient Safety Department

The objectives of this local event are:

- Promote sepsis awareness amongst staff, patients and public
- Promote what MGH has achieved to date in implementing the National Clinical Guideline on Sepsis Management
- Further promote the National Clinical Guideline on Sepsis Management

The event will coincide with an interview on Community Radio Castlebar by Ronán O Cathasaigh and Dr. Abraham Matthew to raise public awareness of sepsis.

THINK SEPSIS

Infection + **SIRS** = **SEPSIS**

GIVE 3

1. **OXYGEN:** Aim for 94-98% or 88-92% in chronic lung disease.
2. **FLUIDS:** 500mls over 15mins and reassess, give up to 30mls/kg as tolerated.
3. **ANTIMICROBIALS:** Give IV antimicrobials according to local guidelines.

TAKE 3

1. **CULTURES:** Take blood cultures before giving antimicrobials.
2. **BLOODS:** Check lactate and full blood count.
3. **URINE OUTPUT:** Assess; hourly measurement in severe sepsis and septic shock.

Caution in immunocompromised patients who may not mount a typical SIRS response, check inflammatory, organ dysfunction, tissue perfusion and haemodynamic variables.

A credit card sized sepsis information card has been produced by the HSE to promote World Sepsis Day

Minister Varadkar's recent visit to Saolta Hospitals

University Hospital Galway

In July, the Minister for Health Leo Varadkar TD visited the site of the new 75 bed ward block at University Hospital Galway. Construction of this significant project commenced earlier in the Summer and the contractors GEM Elliott are currently clearing the site and undertaking preparatory works to enable the construction project to proceed. Commenting Ann Cosgrove, General Manager, Galway University Hospitals said, "this is a critical project for UHG as it will provide the hospital with a state of the art facility that will contain 75 single rooms – this is important not just for patient privacy but more crucially for infection control purposes. As the regional centre for many complex conditions, UHG continues to be one of the busiest hospitals in the country. This new development will enable us to provide far better facilities for our patients as their numbers continue to grow. Work has recently commenced and we would anticipate that this project will be completed in approximately 18 months and fully operational in two years".

Sligo Regional Hospital

The Minister for Health also recently visited Sligo Regional Hospital, where he met with senior management at the hospital and Saolta Board member Gerry Mc Manus. The Minister was provided with an overview of the services provided at the hospital, issues and challenges facing the hospital and their key priorities for 2015 / 2016. The Minister met staff in the Emergency Department, the Acute Assessment Unit, the Radiology Department, the Day Services Oncology Unit and Medical Ward South.



James Geoghegan CNMII St Endas Ward UHG ; Jean Kelly - Acting Group Director of Nursing Saolta; Hilary Hession, Staff Nurse, St. Endas Ward UHG; Pat Nash - Group Clinical Director Saolta; Leo Varadkar - Minister for Health; Ann Cosgrove - General Manager, GUH; Cornelius Dhivakar - Senior Occupational Therapist, UHG

Mayo General Hospital

Earlier this year Minister Varadkar visited Mayo General Hospital. During his visit, he met with the management of Mayo General, staff members and hospital volunteers. During his time at MGH the minister also visited various clinical areas throughout the hospital.



Staff at Sligo Regional Hospital with Minister for Health during his recent visit
Edel Quinn, Staff Nurse; Mary O'Brien, Staff Nurse; Minister Leo Varadkar; Dr Brian Mc Morrow, Intern; Olivia Grady, CNS; Grainne Gill, CNS; Dr Asma Patel, Registrar; Breege Farrelly, Staff Nurse



Minister Varadkar meets with Dr. Scott Walker, Dr. Patsy Brady and Dr. Roddy Quinn at Sligo Regional Hospital



Minister Varadkar meets with Charlie Meehan, General Manager at Mayo General Hospital



Minister Varadkar takes a tour of Mayo General Hospital with the hospital management team



Hospital volunteers Renda Lyttle and Michael Kilroy meet with Minister Varadkar at Sligo Regional Hospital



Minister Varadkar and local public representatives meet with Ann Cosgrove, General Manager GUH and Tony Canavan Group COO



Estates News

The newly refurbished entrance at the Emergency Department at Mayo General Hospital

Estate Updates from the Hospital Group

Mayo General Hospital

Upgrade of Emergency Department

The first phase of Emergency Department upgrade was completed in July 2015. This includes expansion of the waiting area, new entrance, security office, disabled toilet, baby changing facilities and upgrade to existing radiological facilities. These upgraded facilities will enhance patient comfort and operational flow.

Upgrade works are continuing at the Emergency Department and will include refurbishment to existing treatment rooms on a phased basis.

Cystic Fibrosis Unit

A new Day Care and Out Patient facility for patients with Cystic Fibrosis has been built at Mayo General Hospital and is on schedule to open on 7th September 2015.

This project is a partnership between Mayo General Hospital, Cystic Fibrosis Ireland and Cystic Fibrosis West.

The total cost of the Day Care and Outpatient facility is €1.3m.

CF West raised €900,000 through fundraising; €200,000

was received from the National Lottery and €200,000 from HSE.

Mayo General Hospital provided the site and equipment and will redeploy the staff required to manage the new unit which is due to open in early September.

The building will be officially opened by An Taoiseach in the near future.

Mayo Medical Academy

The Mayo Medical Academy building is on target for completion in October 2015.

NUI Galway in partnership with Mayo General

Hospital are investing a sum of €2million to convert the existing St. Mary's Church into a permanent modern academic centre with careful preservation of the existing structure. Building work started on the 11th February 2015 and it is expected that the building project will be completed by beginning of October 2015. The facilities of the Mayo Medical Academy, including GMIT will be available to facilitate the training needs of the hospital including medical, nursing and allied health professionals. The current Dean of the Mayo Medical Academy, Consultant Surgeon Kevin Barry, was recently promoted to the post of Professor by NUI Galway.





Construction site for new multi-story car park at University Hospital Galway, taken on the 27th of August 2015

Galway University Hospitals

Clinical Research Facility and Translational Research Facility (CRF-TRF) Project

The CRF is now complete with the final snagging on the building being closed out, equipping is on-going. CRF and Clinical Trials staff have relocated to the new facility, MOU's currently being developed.

New 75 Bed Ward Block

Site preparation work is on-going.

NPRO Enabling Works

The replacement car park project adjacent to the Laboratory has recommenced. The target completion is Q4 2015.



Construction site for new ward block at University Hospital Galway, taken on the 27th of August 2015



Inside the new laboratory at the Clinical Research Facility and Translational Research Facility (CRF-TRF) at University Hospital Galway

Emergency Ward Accommodation

Temporary accommodation has been relocated to site adjacent to Dermatology Clinic; work is ongoing with services to plan for decanting for enabling works. This ward accommodation is required in the shortest possible time-frame to support capacity requirements.

Replacement Emergency Department

The hospitals are actively engaged at local and national level to obtain approval to progress to design planning stage for a replacement Emergency Department.

Sligo General Hospital

Medical Academy

Works are continuing on site. The project remains on target for completion in October 2015.

New ED/Surgical Block

A Design Team Stage 1 Report has been received in recent weeks. An application to progress to Stage 2 will be submitted for national funding in the coming weeks. The project will provide for 140 single rooms, consolidation of theatres, provision of new wards, Emergency & Radiology Departments and an integrated Paediatric Department.

CSSD Upgrade

Plans for a significant upgrading to the department and equipment are being finalised. Meetings are on-going with a Project Group and representatives from the Estates Department.



Arts Trust News

Vinyl illustrations on the windows of the Neonatal Intensive Care Unit, Galway University Hospitals; an art project commissioned with the generous support of parents and friends of the Unit

One Summer... after the Rain an exhibiton by Nuala O'Sullivan

Nuala O'Sullivan makes a welcome return to University Hospital Galway with her latest exhibition One Summer... after the Rain. Memory is the starting point of this exhibition, memories evoked through home movies, photographs, and stories about 1950s Ireland. Found or family photographs are the source material for many of her paintings which address women's lives in 1950s Ireland.

Nuala states: "My paintings of women reference photographic images from the period. I intervene to bring colour, new scale, and new meaning to the images prioritising women and giving these photographic images an afterlife. The aesthetic and culture of the 1950s has a strong visual resonance for me. My artwork offers my personal perspective on that time."

Nuala O'Sullivan is a Limerick based artist. She was awarded an MA in Fine Art Painting in 2013, having graduated with a BA in Fine Art (Painting) from Limerick School of Art and Design in 2006. She has exhibited extensively including solo exhibitions at the Church Gallery, LSAD; Draiocht, Dublin; Signal Arts Centre, Bray; and Enniskillen Arts Festival. Nuala uses both photography and painting to explore how concealed repression can seep through from the past.

Nuala's artwork is currently on display in the foyer and Arts Corridor in UHG until September 30th. This will be followed by an exhibition by recent graduates from Galway Mayo Institute of Technology titled Tranquillity.

For further information contact the Arts Office at 091 544979 or guhartstrust@hse.ie

A Gala Evening of Music and Song

Galway University Hospitals Arts Trust presents A Gala Evening of Music And Song, featuring Christy Barry (one of Ireland's best flute and tin whistle players), Mary McPartlan (one of Ireland's finest folk singers) and many more special guests. All proceeds of the concert will go directly to the Arts Trust to fund its activities. Town Hall Theatre Galway Wednesday September 30 at 8.00pm – tickets on sale now €16

Other upcoming events

- Culture Night Friday September 18, music in UHG chapel
- World Mental Health Week Monday October 5th to Sunday 11th including a Mental Health Arts project in partnership with Pamela Normoyle, Healthy Ireland Lead Saolta.
- Creative writing resumes for patients and staff in October.

Hands on Healing at Baboro's happy Heart Zone Training for Saolta Play Therapists

Enter an enchanting world where anything can happen... Children and adults alike will delight in unleashing their creative side through play in a safe, bright, tactile space. Baboró has teamed up with Recreate who will provide surprising and inspirational materials from their 'Warehouse of Wonders'. Let artists Deirdre and Órla guide

you on a journey of discovery, opening your imagination and your heart to the endless possibilities of creative reuse. Who knew it was so easy to make something from nothing? Bring your Dad, your big sister or your Granny and unleash the maker in you, it will do your heart good...

Supported by Recreate, creativity through reuse.

Monday 12th October, 1.30pm – 3pm

Galway 2020 Community Hub, Cornstore, Middle Street, Galway

'Hands-On Healing' - creative activities for health sector workers

Galway University Hospitals Arts Trust in partnership with Baboro Children's Arts Festival present a workshop especially for play therapists and volunteers working in the paediatric departments of Saolta Hospitals.

Using items from ReCreate which are a delight to the senses such as wool, paper, plastics, fabric, tubing and foam, these materials enhance the visual experience, encourage the development of motor skills as well as exploring the senses through verbal and non-verbal communication. This practical workshop will explore creative activities that can be used within a hospital or health care setting.

'Using the medical tubing in a creative activity is a great way to familiarise the children with them in a fun way'

'Using the contact paper makes it wipe-able and clean for the hospital environment'

Art Therapists from the National Centre for Arts & Health, Tallaght Hospital

Deirdre Rogers is a glass artist, designer and educator. Her involvement in teaching programmes over the last 15 years has strengthened her interest in integrating creativity in all learning environments and assisting parents and teachers in developing the skills and confidence to engage in artistically rich experiences with their children. Working with organisations such as the Design Crafts Council of Ireland and currently as Arts Coordinator for ReCreate Ireland, she is instrumental in facilitating quality creative projects with schools, early years and community groups nationwide. Her glass work is also influenced by the children she works with. Through personal imagery and simple line she strives to capture how a child's imagination allows them to create magical pictures and outrageous ideas, which make perfect sense.

Órla Kelly is the co-founder and director of Early Childhood Creativity, an initiative that aims to stimulate creative thinking and activity in early years children and their parents, and to support artists and educationalists to develop specific and creative ways of working with early years children (0-6 years). Órla is a visual artist, creative educationalist and an arts manager. She has worked with children for over fifteen years creating work in Ireland and Europe. Órla is currently working in partnership with Fingal County Council and Scoil Bhríde Cailini in Blanchardstown, as artist-in-residence in Room 13. Room 13 is a unique arts

-in-education programme that aims to establish art studios and encourage intellectual diversity and creativity in primary schools. Her own education includes a Diploma in Psychology from Maynooth, a Degree in Fine Art from Limerick College of Art and Design and a Masters in Arts Management from Anglia Ruskin University, Cambridge.

As part of Baboró International Arts Festival for Children 2015 www.baboro.ie

To confirm your place please contact the Arts Office at guhartstrust@hse.ie or call Margaret on 091 544979



Gaze by Nuala O'Sullivan



Healthy Ireland News

“The simple act of taking control is in itself empowering”

Health is created in the settings of our everyday life; where we live, work, play and love. Work plays a central role in our wellbeing however for many healthcare workers there is unrelenting demand, resulting in high levels of work stress and increased potential for ill health.

While acknowledging the benefits of work, the challenge, at an individual, organization and societal level, is to change the negative impact to a positive one by supporting a healthy workplace. Therefore, consideration of health and wellbeing requires a shift in focus from what can go wrong in people’s lives, to focusing on what makes their lives go well. Hence the launch of Saolta Healthy Ireland Implementation plans (2015-2017); a framework to bring employees and management together with one aim: supporting each individual to enjoy the best possible health and wellbeing.

Many health and wellbeing indicators are affected by individuals personal lifestyle choices with 60% of disease burden attributed to non-communicable disease. The effects of these risk factors can be minimised if individuals are motivated and supported to make healthier lifestyle choices.

Therefore, the Saolta Healthy Ireland Implementation plan, is a proactive multi-strategy, of health promotion initiatives, using a variety of approaches in combination with one another, including policy development, organization change, advocacy, education and communication with the potential to enhance protective health indicators, thus reducing the incidence of chronic disease.

A health needs assessment was performed in January

2015, using staff questionnaires in relation to health indicators. This information was then utilized to prioritize, plan and implement health programmes in response to employee demand. The effectiveness of these interventions were evaluated on a regular basis, to guide the next phase of program development.

The main objective of this year’s activity was to deliver interventions that raised awareness around health issues and development of individual skills to motivate personal change. Through implementation of this objective, GUH, as a hospital setting, became health promoting, and not just a place in which health promotion takes place.

Food choice and availability were issues identified by employees as areas for improvement so therefore it was only fitting that calorie posting was introduced to staff menus in the hospital restaurant. This change in practice ensured delivery of optimal healthy eating environments thus “making the healthier food choice the easiest choice”. This commitment ensured that GUH reflects best practice in relation to Healthy Eating as per the HSE policy on calorie posting. This practice also serves as an exemplar of good practice and encourages other organizations to follow suit.

Without doubt, calorie posting is only one aspect of a larger programme to address healthy eating among staff and visitors. Complimentary health promotion initiatives focus on portion control, food pyramid guidelines, smart food swaps, traffic light system and weekly health recipes.

Physical activity is another area which has received much attention this year with increased awareness around the health enhancing and protective factors of regular participation as per the New National Physical Activity Guidelines of 30 minutes, 5 days a week. Numerous

examples of how to incorporate physical activity minutes into our daily lives are circulated to all employees, using simple but effective messaging. This information is also included on staff induction days to GUH.

Other physical activity initiatives include promotion of bike to work schemes, organized lunch time walks, prompts to take the stairs instead of the lifts, weekly meet and train sessions and lunch time\ night time yoga classes, to suit all levels of ability and demand.

Development of local projects in the area of health and wellbeing are facilitated through nomination of local "health champions" thus allowing for ownership of these projects and the potential for sustainable behaviour change. This aspect of the implementation plan allows for development of leadership capacity within the workforce, thus boosting staff morale.

The benefits of lifestyle change for the body and mind are well documented. Focusing on practical tips on how to introduce health enhancing physical activity, diet, sleep and social interaction into our daily routines can make a significant improvement in our overall health and wellbeing, with the potential for improvement to our work/life balance.

While it is early days in the Implementation of Healthy Ireland at GUH, the overall feedback from staff is one of positivity, who relinquish the opportunity to engage in positive lifestyle behaviour change conversations and also the opportunity to participate in health promotion activities with the support of work colleagues. The success of Saolta's Healthy Ireland Implementation plan hinges on the continued active participation of all staff; for alone we can do so little but together we can do so much.

Healthy Ireland;

"Sowing the seeds, Growing lives"





Staff Feature: GUH Patient Advice & Liaison Officers Ellen Wiseman and Olive Gallagher

This month marks the first year of the Patient Advice & Liaison Service (PALS) at Galway University Hospitals.

The PALS service at GUH is an initiative of the Strategic Plan for Public & Patient Involvement 2013-2015 and it is the first of its kind within the Saolta University Health Care Group.

The PALS service is a way of addressing the issues and concerns of both the patient and public at local level. This service was first implemented in the UK where it was established to address growing concern about the increasing numbers of complaints being made about all aspects of health care.

Since the service commenced one year ago, the PALS has dealt with over 350 individual cases, each requiring varying degrees of support, information and guidance. The PALS team are contacted directly by patients / families or are contacted directly by staff on the wards. The main issues raised by service users include access such as trolley waits, cancellation of procedures or concerns about communication across all areas in the hospital.

Not only does PALS respond to service user concerns reactively they also work proactively to improve patient experience by promoting a culture of professionalism, kindness, respect and partnership.

The proactive work includes:

- Working closely with the Saolta Group Patient Council, both in its establishment and its day to day work. It is the first Group Patient Council in the country.
- Implementing and supporting the CBAS-I (Caring Behaviour Assurance System Ireland) programme.

- The establishment of a Patient Experience Committee.
- Developing the Sage (Support and Advocacy Service for Older People) programme with our allied health professionals, under the governance of Third Age. Through this programme we aim to provide support and advocacy to older persons in the acute hospital setting.
- Participating in health literacy committee, initially as part of a research project with NUIG on health literacy among ageing population but this committee will continue to meet once this research is completed.
- Meeting all new staff on induction.

“The PALS service is an exciting project and is driven by patient experience, it provides support, guidance and help to patients, their families, carers and the public in general. It is grounded in compassion and kindness”, commented Olive Gallagher, PALS UHG.

The service is currently staffed by 2 PALS co-ordinators, based in the ED and across the hospital site, with plans to roll out the service to other hospitals in the Saolta Hospital Group in the near future. Olive Gallagher can be contacted via the UHG switchboard on Bleep 844 and Ellen Wiseman is contactable on bleep 924.

Kind words
can be
short and easy
to speak, but
their echoes are
truly endless. ♥

Mother Teresa



New Midwives clinic in Athenry Primary Care Centre

Pictured L to R: Carol O'Shea, Carmel Keane, Jennifer Duggan, Louise Whelan and Nicola Greene (Student Midwife)

The University Hospital Galway Community Midwives Team recently opened a new outreach clinic located in the Athenry Primary Care Centre. This clinic is held every Thursday and is run by midwives from the maternity unit in the Hospital. Pregnant women from Athenry and the surrounding area can attend this clinic for their care once they have booked into University Hospital Galway.

Commenting Jennifer Duggan, Clinical Nurse Manager Community Midwives in UHG said, "The community midwives team based in UHG facilitate antenatal and postnatal care and support to healthy pregnant women, both in the hospital and in the community.

The midwives clinic was first established in UHG in 1995 and this was extended to outreach clinics in the community in 2004. Clinics now take place in Tuam Health Centre, Oughterard Primary Care Centre, Doughiska East City

Primary Care Centre, Gort Dental Clinic and now more recently Athenry Primary Care Centre. In 2014, 499 women had their antenatal care in the community. Healthy mums and babies in the Galway city area can also avail of an early transfer home service. The team of midwives can provide home visits of up to 5 days after birth. Midwives provide advice and support in the care of the new-born baby, feeding tips and wellbeing support for parents".

"Midwives view pregnancy and birth as a normal physiological, emotional and social life event. Through the midwives clinics healthy women and their families are supported and encouraged to reach their potential in this life changing experience. The midwives clinic aim is to provide a holistic approach to the women's care. The woman and her partner are encouraged to participate fully in their care and plans for their birth", concluded Jennifer Duggan.

Bowel Cancer Awareness at Portiuncula

In Ireland bowel cancer is the second most common diagnosed cancer in both men and women. Almost 2,000 Irish people are diagnosed with bowel cancer each year and over the last 15 years the number of cases has risen by 20% and is continuing to rise. Ireland has the highest mortality rate for colorectal cancer in Western Europe (national cancer screening service 2008).

The Irish Cancer Society has declared April bowel cancer awareness month. Portiuncula Hospital held an awareness day with an information area in the main reception. Advice

was available on general well-being, reducing your risk of cancer and knowing the signs and symptoms of bowel cancer. There was information on the National Bowel Screening service whose aim is to diagnose bowel cancer at its earliest stage.



L-R Ms. Caroline Rocke, Administration, Ms Aine Kennedy, Clinical Nurse Specialist in Colorectal and Stoma Care



Dept of Nutrition & Dietetics at Portiuncula Hospital celebrate 20 Year Anniversary

Pictured left to right are Dietitians Lizzy O'Sullivan, Alex Kilkelly, Fiona Finneran & Maeve Doherty

In 1995 the Department of Health sanctioned the first Dietitian post for Portiuncula Hospital.

In the intervening 20 years the department has developed and expanded to four full time Dietitians and now extends its Dietetic services to almost all specialities and patient services at the hospital.

To celebrate this milestone the Portiuncula Dietitians organised a series of events in June 2015.

A Staff Quiz (Questionnaire) tested staff's knowledge of Food/Nutrition and Ireland in 1995. Over 150 entries were received and the correct entries were entered into a draw for some super prizes. Prize winners were 1st: Bernie Mc Guire (Reception), 2nd Martina Small (Maternity), 3rd Kathleen Dolan (Maternity), 4th Mandy Glynn (Aramark).

A health promotion stand was organised on June 18th and staffed by Dietitians & Alan Caheny, a Health Promotion Student from Sligo IT, who was on a 3 months placement in the department undertaking Saolta Healthy Ireland Implementation Plan 2015-2017 Obesity and Nutrition project work. Staff and the public had their Heights, Weights and Body Mass Index (BMI) measured and explained and healthy eating and exercise literature provided.

The final event was an Afternoon Tea celebration for staff in the canteen and the draw for the competition prize-winners. Maeve Doherty, Dietitian Manager thanked all the many staff who are involved in nutritional care of patients as this is very much a multidisciplinary team effort. She also thanked everyone who contributed to the workings for the Nutrition and Dietetic service over the past 20 years. Particular thanks were extended to the Hospital Catering Department for their on-going work and commitment to

patient's nutritional care via provision of high quality nourishing food in hospital. A plaque was presented in acknowledgement of this effort to the surprise and delight of the Catering staff. Hospital management acknowledged the on-going work and commitment of the Dietitians at Portiuncula hospital. Farewell wishes were also extended to Dietitian Alex Kilkelly who was leaving Portiuncula for pastures new in GUH.



Maeve Doherty, Dietitian Manager & Mairead Coyne, Catering Officer.



Caring for our Carers at Sligo Regional Hospital Health & Well-being Event

Staff at Sligo Regional Hospital attending the Health & Well-being event

Sligo Regional Hospital recently held its staff health and well-being event. The event, which took place in the main foyer of the hospital aimed to motivate and support employees to adopt new, good-for-you habits such as exercising more, reviewing diet and stopping smoking, all of which impact on not only physical but mental health & well-being.

Members of Innisfree Wheelers cycle club were present on the day to assist staff to sign up for the 'Sofa to Saddle' initiative and Bike for Life programme. Staff could sign up for a 6 week cycling course with training and guidance provided with the end target of a 60k cycle in September.

A representative from a local bicycle store 'Chain Driven Cycles' was available to provide information and assistance

on suitable bicycles and the 'Bike to Work' scheme while representatives from the local leisure centre 'Sanovitae' at the Clarion Hotel Sligo were also present. Staff from the HSE's Mental Health and Occupational Health Departments were available on the day to provide information and guidance. Healthy food tastings from local 'Café Fleur' and Sligo Regional Hospital's 'Hazelwood Restaurant' were provided.

Many local businesses including Sligo Park Leisure Centre, VOYA, Carraig Donn, Kate's Kitchen, and EJ Menswear donated very generous spot prizes for the event. Staff were very appreciative of the time and generous contributions donated to them by the local businesses and HSE departments.

Calling all singers for GUH Choral Society

September is a month when it feels like new year for many with schools and universities back in full swing. People are also looking for something over the autumn and winter months in the form of a new hobby or a skill. For others it's about creating new social opportunities.

The GUH Choral Society has started back after their summer break. And with that, they are looking for new recruits. The choir is currently made up of staff from all over the hospital network such as doctors, nurses, social workers, radiotherapists, radiology, community care, psychiatry and many more. With a busy and successful year behind them, the choir have sang at events such as the opening of a Peace Park in Salthill and at the Claregalway

Festival in July. In addition they also perform at an annual recital in the hospital. Every Christmas they sing Carols on Shop Street, Galway to raise funds for Charity (Blood Bikes West) and on the wards in University Hospital Galway for patients who are resident over the Christmas period.

If you're looking for a new hobby which is fun, plenty of laughs, social and rewarding and you feel you can sing, come along to the next practise. The choir meet in Classroom 1 of the Nurses Home in UHG to practise every Tuesday at 5:30pm for about 1 hour. Membership is open to all current and past hospital employees and their immediate family. Male voices are particularly welcome and auditioning is not required, all that is asked is that you enjoy singing!



Credit Union staff present cheque for €5,000 to UHG Paediatric Unit

Pictured front row L to R: Valerie Gavin, Credit Union; Lisa Stewart, Credit Union; Rachel O'Brien, Credit Union
 Pictured back row L to R: Mike Fitzpatrick, Credit Union; Leonard Kearney, Credit Union; Susan Mitchell, Paediatrics UHG; Catherine Sheridan, Paediatrics; Anne Matthews, Paediatrics UHG; Marian Duggan, Paediatrics UHG; Dr. Donough O'Donovan, Consultant Paediatrics UHG; Ted Coyle, Operations Manager of St. Anthony's & Claddagh CU

Staff from St. Anthony's & Claddagh Credit Union recently presented a cheque of €5,000 to staff in the Paediatric Unit at University Hospital Galway (UHG).

Over the past four years, the local Credit Union has raised over €18,000 for the Paediatric Unit in Galway. The money will be used as part of a fund to construct an outdoor play area at the Paediatric Department. The play area is due for completion in early 2016. The Credit Union staff raised the money as part of a fundraiser to climb Croagh Patrick in June of this year.

Anne Matthews, Clinical Nurse Manager at GUH Paediatric Unit said "On behalf of the team at the Paediatric Unit, we

would like to thank all those who donate so generously to our Unit. These donations go a long way in helping to provide the additional resources needed for patients and families attending the Unit".

Also speaking at the presentation, Operations Manager for St. Anthony's & Claddagh Credit Union, Ted Coyle said "On behalf of the Credit Union, I would sincerely like to thank the members and staff of St. Anthony's & Claddagh Credit Union for all the donations made over the last few years who helped raise in excess of €18,000 for the Paediatric Unit. I would personally like to thank the staff who took part in the various events like the Parachute Jump, Table Quiz and the Croagh Patrick Climb."

Inaugural 50km Cycle for Diabetes at GUH

Diabetes Charity 'Diabetes Care West' together with staff at the Endocrinology & Diabetes Day Centre at Galway University Hospital have just announced details of their first 50km Charity Cycle to raise funds specifically in support of their work caring for young people with Diabetes. The main sponsor for this year's cycle is Novo Nordisk and the cycle will be led by Irish cyclist Stephen Clancy.

The 50km Charity 'Cycle For Diabetes' will take place on Saturday September 26th taking a circular route from the Salthill Hotel via Moycullen across to Spiddal and back to Galway. There are two refreshments stops en route and the cycle will be supported by volunteer marshals, support

vehicles and a bicycle repair service.

To be part of this fun event, (over 14 years) register online now at



www.iregister.ie/cyclefordiabetes. The entry fee is just €30 with the full entry fee directly supporting Diabetes Care West. Cyclists wishing to give further support to the cause are invited to take a sponsorship card and raise much needed funds. All participants also receive a FREE commemorative t-shirt. Email esther.osullivan2@hse.ie for more information and sponsorship cards.



New rehabilitation equipment launched at Occupational Therapy Department, UHG

Pictured L to R: Cornelius Dhivakar, Occupational Therapy UHG; Charles Jackson, Footsteps Committee Member; Rosalie Parker, Chairperson of Footsteps; Caitriona Cosgrove, Occupational Therapy UHG; Ann Cosgrove, General Manager Galway University Hospitals; Alisha Kelly, Occupational Therapy UHG.

The Occupational Therapy Service at Galway University Hospitals has recently acquired a new rehabilitation tool known as Dynavision. The purchase of the device was supported by a grant of €10,000 from the charity Footsteps and it is the only hospital in the West of Ireland to currently have this device.

The Dynavision D2 is designed to enhance a person's visual-motor and cognitive reaction skills. The system trains patients in peripheral awareness, eye-hand coordination and visual reactions using a series of lights and sounds. Since its introduction the OT staff have seen improvements in patients who have used the device.

Commenting, Occupational Therapy Manager Pauline Burke said, "The Dynavision range are recognised as the premier visual-motor reaction training system for over 25 years. It is widely used in the rehabilitation of patients with stroke and traumatic brain injury in the USA, but from what we know, this is only the fourth Dynavision within in the Republic of Ireland and is the first to be installed in the West of Ireland. Already patients at GUH are benefitting from its range of applications, with many patients already describing how it has helped them to improve their coordination and peripheral awareness. We are very grateful for the generous support of Footsteps in helping us acquire this important rehabilitation equipment".

The Dynavision was officially launched in the Occupational Therapy Department GUH on the 11th of August. A presentation of the Dynavision D2 and its many benefits was presented to hospital staff by Cornelius Dhivakar and Caitriona Cosgrove, Senior Occupational therapists.

At the launch, Alicia Kelly, Occupational Therapy GUH welcomed Footsteps chairperson Rosalie Parker and her colleague Charles Jackson to GUH and added that the Occupational Therapy Service look forward to many patients who will benefit from the use of the device in the future. Ann Cosgrove, General Manager at GUH acknowledged the generous grant aid from Footsteps for the equipment which enhances the service provided from the Occupational Therapy Department to patients of the hospital.



Cornelius Dhivakar, Occupational Therapy UHG, demonstrates the new Dynavision while Caitriona Cosgrove, Occupational Therapy UHG, explains the new system.



Sligo Regional Hospital Energy Awareness Day

Pictured L to R: Declan McGoldrick, Estates, Domhnall McLaughlin, Assistant General Manager, Orla Gilleece, Staff Nurse, Michael O'Brien, Estates, Geraldine McGuinn, Catering, Grainne McCann, General Manager.

Sligo Regional Hospital recently held an Energy Awareness Day for staff and members of the public in the Hospital. The National Energy Efficiency Action Plan sets out several obligations on public bodies to lead the way in relation to energy efficiency and Sligo Regional Hospital is playing its part in reducing energy through a number of initiatives within the hospital including the formation of an Energy Map Team. Members of the Energy Map Team are employees of the hospital, working across various hospital departments and with direct knowledge of the hospital's major energy-using systems. The focus of the recent Energy Awareness Day was to encourage staff, patients and members of the public to become aware of energy consumption.

Commenting, Grainne McCann, General Manager, Sligo Regional Hospital said, "Simple changes in behaviour can quickly lead to a significant reduction in energy

consumption and by reducing the hospital's energy consumption it is possible to save money and reduce the environmental impact, while still delivering high quality healthcare. The Hospital will also participate in the OPW's Optimising @ Work programme and over next two months, energy meters will be installed to measure and monitor energy consumption across the significant energy users in the hospital".

Information and advice was available on a number of energy saving initiatives, including tips on reducing food waste and home composting and guidance on how to reduce, re-use and recycle waste. The Energy team in Sligo Regional Hospital has also established a tri-monthly sustainability newsletter called Green Times, which will provide information on what the energy consumption/cost is and various initiatives being undertaken by the hospital to reduce energy.

New Digital Signage pilot to commence at UHG Emergency Department

Over the past few months, the Patient Advocacy Liaison (PAL) and Communications team based in UHG have been working together on projects aimed at improving communications to patients at the Emergency Department. Eventually they hope to roll out these improvements to other emergency departments within the Saolta Group. The most exciting of these projects is a digital signage pilot in early September. This project aims to

better inform patients who are in attendance at the Emergency Department waiting room. This is achieved by updating the waiting room television with digital signage content. Elements of the content will include how busy the ED currently is, 24 hour news, messages from key staff about attendance at the ED and health messages including national campaigns like QUIT (smoking cessation), Your Mental Health, F.A.S.T. (stroke identification) and Under the





International Breast Cancer course at the Royal College of Surgeons

Pictured are some of the Faculty members of the 2nd Breast Cancer Multidisciplinary Course held in Royal College of Surgeons in Dublin. From left to right: Geraldine MacGregor, Kevin Barry, Hajnalka Gyorffy, Jiri Vyskocil, Fiona MacNeill, John Kennedy, Kristjan Asgeirsson, Isobel Rubio, Katherine McGowan, Reem Salman and Michael Sugrue

The Breast Centre North West, based at Letterkenny General Hospital and the Donegal Clinical Research Academy recently organised an international Breast Cancer multidisciplinary course which took place at the Royal College of Surgeons in Dublin. This course was unique as it brought together all the disciplines involved in breast cancer care for a one day event. Presented at the meeting was a combination of the latest evidence in breast cancer care and case scenario discussions. Attendees were updated on some of the latest developments in breast cancer care.

Commenting, Geraldine MacGregor, Breast Nurse Specialist at Letterkenny Hospital said "This is the second year we held this course, which is unique internationally

and has received excellent reviews from attendees. I am pleased that Letterkenny could bring four international world leaders in breast cancer care to Ireland to complement the excellent National Faculty of twenty consultants in surgery, radiology, oncology, pathology, radiation oncology nursing and allied health. The international leaders included Mr Asgeirsson from Iceland, Professor Degnim from the Mayo Clinic United States, Ms MacNeill from The Royal Marsden, London and Dr Rubio from Barcelona in Spain".

Breast Surgeon in Letterkenny General Hospital, Mr Michael Sugrue noted that the day was highly successful and rated by the attendees as one of the best breast cancer courses that they had attended.

Health Management Institute's leader awards

Elaine Prendergast, General Manager Roscommon Hospital and Maura Loftus, Director of Nursing Roscommon Hospital were recent Regional Winners of the Health Management Institute's leader awards with their presentation "Regeneration Post Configuration – A Team Approach."

Their presentation focused on the development of services at Roscommon Hospital since the closure of the Emergency Department there in July 2011. It highlighted the various stages the hospital and its staff went through as it evolved into a Model 2 hospital and integrated fully in

the Hospital Group structure.

Commenting on their presentation, Elaine Prendergast said, "We were delighted to have the opportunity to share the learning from Roscommon Hospital with colleagues across the health services.

Reconfiguration of services in Roscommon provided us with an opportunity to look at the services being provided to ensure that the right patient is being treated for their medical/surgical condition by the right service, in the right location, by the right staff".



Garden of Remembrance celebrates opening at University Hospital Galway

Pictured L to R: Ann Cosgrove, General Manager Galway University Hospitals; Dr. David Lillis, former Paediatric Consultant at Galway University Hospitals; Margaret Duignan, Children's Remembrance Committee.

The Children's Remembrance Committee has celebrated the official opening of the newly designed "Garden of Remembrance" which is now situated near the rear of the Paediatric Unit at University Hospital Galway.

The Garden features include a beautiful sculpture entitled the Children of Lir, which was commissioned by Galway artist John Behan. It also includes a water feature and a cherry blossom tree, which was planted as a sapling in the original garden in 1997.

The Garden provides a quiet place to remember those who

have passed away and is also a place of renewal. Representatives of the many religious denominations within the hospital participated in the event.

Speaking at the opening, Galway University Hospital's General Manager Ann Cosgrove said "I am delighted that the Garden was reinstated as it is a lovely quiet space for both patients and visitors. It reflects one of the many initiatives by the Remembrance Committee in supporting hospitals services".

Aramark at Mayo General Hospital receives Happy Heart Award

The Irish Heart Foundation has awarded the Aramark Food Services team at Mayo General Hospital's Main Restaurant with the Happy Heart at Work Healthy Eating Award. The team received this award in recognition of their efforts in providing a range of healthy food choices for customers.

Loretta Bracken, General Manager with Aramark's Food Services division at Mayo General Hospital said, "Our mission at Aramark is to deliver experiences that enrich and nourish lives, our Food Services team is dedicated to providing and promoting a balance of low fat, healthy food choices in its restaurant daily in line with our Right Track health and wellness programme. We focus on providing choice to customers, offering a wide variety of full and low fat foods with low salt and sugar content. "

Sinead Shanley, Senior Dietitian in Health Promotion at the Irish Heart Foundation said "Healthy food choices are one of the modifiable risk factors that play an essential role in protecting against heart disease. Heart disease is unfortunately the most common cause of death in Ireland and is responsible for 32% of all deaths. The good news is by maintaining a healthier diet and lifestyle we can greatly reduce our chances of developing the disease."

Sinead continued "The Irish Heart Foundation's, Happy Heart Catering Award criteria has guided employers and Food services providers at Mayo General Hospital and Aramark, on healthy menus and catering practices in the workplace. The Food Services team have put every effort into ensuring the ' healthier choice is the easier choice for staff, thereby helping reduce employees risk of heart disease."





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