



Minister Leo Varadkar visits site of the new 75 bed ward block

Work underway on the new 75 bed ward block in UHG

Construction work is continuing in UHG on the development of the new 75 bed ward block. The new 75 bed facility will provide single room in-patient accommodation and meet the highest infection control standards. Work on this development began in July this year and will take approximately 18 months to complete.

Work is also continuing on the provision of an additional 30 beds in UHG. These beds are essential given the sustained high levels of activity in the hospital. The additional 30 beds should be in place by the end of this year and will provide much needed inpatient accommodation

This accommodation is being created within the existing footprint of the hospital and a number of services have had to be relocated both on site at University Hospital Galway and Merlin Park University Hospital to enable this project to progress. Structural work is progressing well on the ward accommodation. This additional patient accommodation will be delivered in two phases, the first at the end of December to be operational beginning of January 2015 and the second phase in early February 2016.

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NEXT ISSUE DECEMBER 2015

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

Chief Executive Officer

Welcome to issue 24 of the Saolta University Health Care Group Newsletter. Since our September edition we have been very busy with plenty to report as we continue to work through the many challenges and progress opportunities for the Group.

PATIENT SERVICES

Unscheduled Care - Emergency Department

The Group continues to proactively engage with the HSE National Director of Acute Hospitals and the Department of Health to deal with the unacceptable trolley waits for our patients. We have submitted a winter plan to deal with the anticipated pressures in our Emergency Departments over the winter and to support this I would like to take this opportunity welcome Ms Anne Keating to the team. Anne has an in-depth knowledge of our Group and her expertise and experience will be an invaluable asset to the Group over the coming months.

I am delighted to say following discussions between the National Office and the Group, the Group have secured additional funding to alleviate the pressures on the hospital system over the period.

Scheduled Care - Waiting Lists

The focus for the rest of the year is on meeting the 15 month target for Inpatient /Day Cases and Out Patients waiting lists by the end of December 2015.

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 and look forward to your continued support as we head into probably the busiest time for our hospitals.

STAFF RECOGNITION

CEO Awards

Since our last edition the closing date for nominations for the CEO Awards has passed and short listing has now taken place. The scope of participation was enormous with over 150 applications across the Group, a 53.5% increase on last year. The panel of independent adjudicators was very impressed with the calibre of nominations. Those shortlisted have been notified and are invited to attend the Staff Recognition Award Ceremony taking place on Friday 13 November 2015, with the winners announced on the night. I would like to take this opportunity to wish all the shortlisted nominations the best of luck and thank all those who applied.



Maurice Power,
CEO

NEW APPOINTMENTS

Since our last edition Mr Tony Canavan has taken up his new appointment of Chief Officer Community Health Area 2 (Galway, Mayo and Roscommon).

I am sure you join me in thanking Tony for his outstanding contribution to the Group as Chief Operating Officer and wish him every success in his new role

Following the appointment of Mr Tony Canavan as Chief Officer, we have also made two important interim appointments Ms Ann Cosgrove has been appointed as Chief Operating Officer and Ms Chris Kane has been appointed as General Manager, GUH. Both Ann and Chris bring a wealth of experience and will ensure the continuity and success of the Group. I wish them every success in their new roles.

The post of General Manager for Portiuncula Hospital has now been advertised with interviews scheduled to take place shortly.

CLINICAL DIRECTORATE DEVELOPMENT

Ms Jo Shortt has been appointed as project lead and she will be taking up post later this month. The development of the Directorate Governance Model will be a key priority for the Group in 2016 and I look forward to working with Jo in progressing the project.

You will read more on this in future editions of this newsletter.

CAPITAL PROJECTS

While we continue to meet the daily ongoing challenges in delivering safe patient services we are also looking to the future and the development of improved infrastructure across the Group. A number of projects have commenced or have been approved recently in the hospitals and you will hear more on this in the Estates Section of this newsletter.

HOSPITALS NEW IDENTITY

It has been decided by the Group to include University in the formal name of each hospital. This recognizes the key role of the Group's academic partner NUI Galway in education, research and training across each hospital in the Saolta Group and is a further step in the implementation of the Saolta identity. The inclusion of University in our hospitals' titles underpins the importance that each play in the provision of training to our future medical, clinical and nursing staff and the provision of a first class health services to the people of the West and North West.

As with all aspects of the implementation of this project, we will continue to use the most cost effective ways of facilitating this inclusion in our hospital's names.

LAMBE INSTITUTE FOR TRANSLATIONAL RESEARCH HRB CLINICAL RESEARCH FACILITY

The Taoiseach in September opened the new Lambe Institute for Translational Research and HRB Clinical Research Facility at University Hospital Galway.

The co-location of these two facilities in one building on hospital grounds will mean basic laboratory research conducted in the translational research facility can be evaluated in clinical trials in the clinical research facility and ultimately benefit patients faster.

This was a very successful visit and I would like to extend my thanks to all the staff involved in organising this event.

Kind regards

Mr. Maurice Power

CEO

Saolta University Health Care Group

Head of Corporate Development

Since my last update we have had two more successful Board Meetings. On the 9th of September 2015 a meeting took place in University Hospital Galway and on the 14th of October 2015 we held our 6th Public Board Meeting in Ballinasloe, Co Galway.

The October Public Meeting followed a similar format to previous Public Board meetings.

Dr John Killeen, Interim Chairperson welcomed those who attended the 6th public Board meeting. He added "The role of the Board is to ensure that the Hospital Group is achieving its strategic objectives, and managing the available resources to provide safe and sustainable care. Patient safety and quality are core to our mission and at the centre of our decision making process. These public board meetings are a valuable opportunity for staff, patients and the general public to get an insight into that decision-making process."

The Board went onto receive the Executives accountability reports from Mr Maurice Power, CEO; Ms Jean Kelly, Interim Group Director of Nursing and Midwifery and Mr Tony Baynes, Interim Chief Financial Officer.

The Board Patient Safety Committee also reported to the Board. This committee is the responsibility of the Chief Clinical Director, Dr Pat Nash and is chaired by Ms Sharon Moohan, Non Executive Director and vice chaired by Ms Phyllis MacNamara, Non Executive Director. Other members of this Committee include Mr Gerry McManus NED, Dr Pat Nash, Chief Clinical Director, Ms Jean Kelly Group Director of Nursing and Midwifery and Mr John Mc Elhinney, Quality Safety & Risk Manager. This committee

is supported by the Group Quality and Patient Safety Committee Chaired by Dr Pat Nash.

At the 9th of September Board Meeting held in UHG the Board were updated on the progress of the 30 additional beds for UHG and the Chair on behalf of the Board thanked all involved getting this over the line.

The Board went on to receive the Executives accountability reports of the CEO, Group Clinical Director, and Chief Financial Officer. At this meeting also Ms Caitriona Meehan Communications Manager briefed the Board on progress of the Group's communication activities. While Mr John Shaughnessy Director of Human Resources and Mr James Keane Group Medical Manpower Manager briefed the Board on the retention of Non – Consultant Hospital Doctors in the Saolta Group.

The Board adjourned and Dr Killeen on behalf of the Board thanked Mr Tony Canavan for his outstanding contribution to the Group and Board and wished him every success in his new role as Chief Officer, Community Health Area 2.

The next Board meeting is scheduled to take place on Wednesday 9th December 2015 in Roscommon University Hospital.

Kind Regards,

Fiona McHugh

Head of Corporate Development
Saolta University Health Care
Group



Fiona McHugh,
Head of Corporate
Development



Pictured are Saolta University Health Care Group Board members, at the recent public board meeting in Ballinasloe

Group Director of Finance

Monthly Deficit Trends against Budget



Tony Baynes
Acting CFO

MONTHLY DEFICIT TREND

At the end of August 2015 the total expenditure for the Group is €457.9m this is an overspend on budget of €33.3m (7.8%). 2015 expenditure has increased by €27.2m compared to the same period last year.

The graph above shows the monthly deficit trends against budget, as you can see our deficit in August is showing a reduction on the previous two months. This is due largely to a decrease in medical pay relating to agency and overtime.

Nonpay expenditure has decreased by €531k month on month and there are fluctuations across several categories including drugs, medical and surgical supplies and medical equipment.

There has been an average monthly decrease of €0.6m in patient related income in June, July and August compared to the previous five months. One area we need to refocus on is our debtor figure and we will be monitoring our performance closely in the coming months. We have a total of nearly €20.1m outstanding at the end of August due to the non-signature of claims. It is important to note that the reduction of the debt figure is within our own control and we can reduce significantly with the right focus.

Forecast at the end of August suggests that we will be an estimated €42m over budget by year end. This deficit includes expected cost pressures such as cost of new consultant contract and service developments due to begin later in the year for which budget has not yet been allocated. It also includes expected savings in relation to local initiatives on debt collection and agency conversions. It does not include expected once-off potential savings of which could potentially arise from the MOU from private health insurers. Further costs of tackling our waiting lists will further add to our costs to year end however, it is expected funding will be forthcoming for this expenditure.

MFTP IMPLEMENTATION 2015

National Level:-

- Pavillion Health have commenced the National HIPE Audit, which involves the coding community completing an on line questionnaire by the 30th October. The main objective of this audit is (i) to measure the quality of HIPE data and (ii) to quantify financially any coding issues.
- The results from this audit along with the responses from face to face interviews carried out at 12 selected hospitals, the findings from the chart based clinical audit at a further ten selected hospitals and the findings from the data analysis (PICQ and benchmarking) will be used to generate a consolidated report.

Saolta Group Level:-

- The Saolta Group MFTP Terms of Reference, Strategy and Operational Plan have been uploaded onto Q-pulse
- Work is on-going in GUH gathering Patient Level Costing information from managers and clinicians:- how their service operates, validating wte's assigned to the various cost centres, identifying staff who work across inpatient, day case, ED and OPD type activity, identifying gaps in registering patient activity, and finding solutions to capture this activity
- This work will commence in other hospital sites within the Saolta Group once resources have been assigned to the MFTP project
- Implementation of Patient-Level Costing Software into UHG and Mayo will commence early in 2016 and this will assist in identifying unit costs
- Early indications are that the MFTP program will be positive for the Group as a whole for future funding.

IT Update

Over the last number of months we have made good progress on a number of important IT Strategic Projects:

- We have published the ICT Strategy and are now working on how to move from a hospital based ICT organisation to a Group wide model.
- The EDRM Evaluation Team have identified a preferred vendor and are doing further due diligence prior to making the final recommendation over the next couple of week. After that, we would move into contract negotiation stage. We have had great interest and support from Medical, Nursing, HSCO and Admin staff for the project and we look forward to everyone's involvement as we move into the next stages. The contract is complex and it will be early into 2016 before we see people on the Galway site – fingers crossed.
- On PAS (Saolta has 4 PAS across the Group) and EPR, we have held PAS and Clinical process workshops to

assess the CSC Lorenzo Product and we feedback to Executive Council at end of November. This system has the potential to provide a single PAS for the Saolta Group and have a layer of clinical modules on top of that including requests and reports, ED clinical, theatre management, clinical documentation etc. This has huge potential in giving us the tools to promote Group wide working

- Letterkenny and Sligo are working on Order Communications for NIMIS and are also working with Altnagelvin on developing electronic referrals and document sharing which will support Letterkenny patients when eventually they have their Radiotherapy treatment in Altnagelvin in 2016.
- All Hospitals in the Group are now signed up for electronic GP referrals.

There are a whole range of other projects ongoing – it is a busy and exciting time for all in IT.

Group Director of Human Resources

This time of year is the flu season and the Health Protection Surveillance Centre (HPSC) has issued its report on the uptake of the 'flu vaccination across the health service for the 2014-2015 'flu season. In Ireland, the highest uptake was reported among medical and dental professionals and the lowest among nursing staff. Since the previous 'flu season, uptake increased among medical professionals (+7.7%), general support (+2.3%), administration (+1.3%), nursing (+0.8%) and patient care staff (0.1%), but declined among health and social care professionals (-1.1%).

Nationally, the vaccine uptake among hospital health care workers (HCWs) was only 23.4%. This figure compares poorly with England where 54.9% of HCWs with direct patient contact took the vaccination and the United States where 78.7% HCWs in hospitals took the vaccine. For staff information, the uptake in Saolta hospitals for the past two seasons is as follows:

Site and change in uptake from previous season	2014-2015	2013-2014
GUH (-1.2%)	14.9%	16.1%
PHB (+3.2%)	21.3%	18.1%
RCH (-3.8%)	13.9%	17.7%
MGH (+6.5%)	22.2%	15.7%
SRH (-2.4%)	14.9%	17.3%
LGH (+5.0%)	20.1%	15.1%

The HPSC issued a number of recommendations in an effort to increase uptake among Irish health care workers. These include improving access to vaccination clinics through mobile units operating on-site, improving knowledge and attitudes to vaccination through timely reminders, and assigning dedicated personnel to support the programme. Resources to deliver the vaccination to staff are in short supply and I am discussing a regional resource option with the National Director of HR as part of a structured approach to increasing uptake rates.

The HPSC also recommend identifying successful strategies that have led to improved uptake in some hospitals and long term care facilities, and increasing awareness of the importance of the 'flu vaccination as an infection control marker and as an indicator of quality and professional care.

Local leadership, along with strong and motivational communication messages are seen as important to increasing uptake among health workers. The HSCP points out that vaccination is integral to our duty of care, and should be seen as being as important as hand hygiene.



John Shaughnessy,
Group Director of
Human Resources

The HSCP is also keen to address HCWs' concerns about the vaccination in relation to their living with carriers of chronic diseases, the presence of a medical history of specific chronic diseases (e.g. diabetes, chronic respiratory disease) or the perception of a lack of good health.

Occupational Health departments are offering the vaccine to all staff. Details of clinics in the West and North-West are available from the local Occupational Health offices. Line Managers can also organise off site clinics with their local Occupational Health department.

Galway On-Site Clinics (available to all staff and no appointment is needed):

Galway Off-Site Clinics (available to all staff and no appointment is needed):

Mayo - Occupational Health Unit, The White House, St. Mary's Campus, Castlebar:

Roscommon: Occupational Health (beside the Cardiac Rehabilitation Unit):

The Saolta Group is keen to significantly increase staff uptake of the vaccination this season and has established a working group to improve communication on and access to the vaccine. We encourage all of you to avail of the vaccine to help keep yourselves, your families, our colleagues and our patients healthy.

Please see details of Occupational Health Flu Clinics for November 2015.

GALWAY:

Occupational Health Department, U.H.G.

every Mon/Weds/Fri

8:30am – 9:30am, drop in clinic

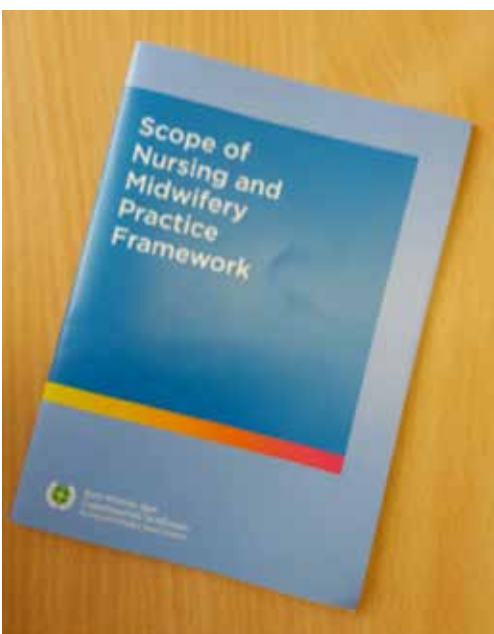
Updates for December Clinics will follow in due course.

Group Director of Nursing and Midwifery

I hope you all have had the opportunity to enjoy the lovely autumn weather we have had in September and October but as winter approaches I would like to take this opportunity to urge all staff to avail of the flu vaccine which is offered across the Group. I was very impressed on a recent visit to Letterkenny to see staff members queuing for the vaccine. There is a lead person in each hospital to drive this initiative and you can contact your local Occupational Health Department to obtain details of vaccination times.

In collaboration with our academic partner NUI Galway, we have the pleasure of informing you of some of the exciting new initiatives for Nursing. Dr. Adeline Cooney and I hope to create the first joint post between the hospital and the University. One area we are considering is preoperative education and the successful candidate would work both in the Hospital and the University. We are also committed to increasing the number of staff that would hold Honorary Lectureship posts in the Nursing School. Another area we are considering is the role hospital staff can play in assisting in the elective modules. Overall we have agreed to collaborate to enhance patient care and to attract staff that would like the opportunity to work in both education and the clinical environment.

The Nursing and Midwifery Board (NMBI) has just published an updated 'Scope of Nursing and Midwifery Practice Framework'. It is fifteen years since the first Scope of Practice Framework was published and the new



Jean Kelly

Chief Director of Nursing and Midwifery

framework takes into account the reforms in professional education, the increase in nurse/midwife led services and the advancement of nurse prescribing. There is an excellent flowchart included that is available on-line to print and display in clinical areas. I recommend that all nurses and midwives familiarise themselves with the new framework.

Congratulations and well done to all concerned in Roscommon University Hospital for their recent win at the Integrated Care Conference. The most recent meeting of the Patient Council was held in the Hospital and the Council were very impressed with the presentation given by the General Manager, Elaine Prendergast. We were also given a tour of the new Endoscopy Suite.

I would also like to congratulate our new Advanced Nurse Practitioner for Chronic Pain, Caroline Mitchell who has worked as part of the pain team for eight years. I wish her every success in her new role and look forward to hearing her plans for a nurse led pain service.

As in previous Newsletters, I cannot go without mentioning our impending CEO Awards. The calibre and volume of entries was extremely high and the adjudication was not easy. We will find out who the lucky winners are on the night of the 13th November. I wish every hospital and project the best of luck in their respective categories and congratulate them on getting this far.

Jean Kelly

Chief Director of Nursing & Midwifery
Saolta University Health Care Group

The Diagnostic Directorate – Laboratory News



Anne Mannion
National Project Manager
for the Laboratory
Modernisation Programme

The Diagnostic Directorate is delighted to announce Ms. Anne Mannion - Laboratory Manager, Galway & Roscommon Hospitals has been appointed National Project Manager for the Laboratory

Modernisation Programme by the Acute Hospital Services Division of the HSE.

Her secondment has been processed through ECC and Ms Margaret Tarpey – Chief Medical Scientist of the Blood and Tissue Establishment GUH was successfully appointed as Laboratory Manager of Galway and Roscommon Hospitals in her absence.

This is a really exciting opportunity for Anne and she is greatly looking forward to her new role.

Anne was appointed Group Laboratory Manager on the 1st of October 2012 and previously held the post of Chief Medical Scientist for the Clinical Biochemistry Laboratory at Galway University Hospitals. She is a native of Westport, but has spent all her working life in Galway.

Over the past 3 years Anne worked tirelessly adapting to the changing status of the Hospital Group and its service plans. Service demands from the PCCC, Tertiary Referrals, Research and Academic Services, the NCCP, the NCSS and the SDU have had a significant impact on laboratory workload. It is only through the hard work and commitment of Anne and the excellent staff that we have been able to keep pace with the requirement to deliver more with less.

Anne completed multiple tenders in collaboration with National Procurement to create efficiencies and cost saving measures, examples of these include the specimen transport tender for Galway and Roscommon Hospitals and Point of Care Testing enhancements. These have led to efficiencies and cost savings.

Anne in collaboration with Margaret Tarpey and Anne Cosgrove completed a business case and cost benefit analysis for a phase 1a - new Blood and Tissue Establishment facility and phase 1b New Integrated Laboratory Facility. This was submitted nationally and over €7 million was secured for its progression. Work on this combined facility will begin towards the end of this year and once operational it will enable cost savings, service enhancement and future proofing. The development of a consolidated blood sciences laboratory

will see the introduction of new automation technologies including preanalytical, analytical, and postanalytical (biorepository) modules.

THE PROGRAM FOR LABORATORY MODERNISATION

The main challenge over the past number of years was the implementation of the Programme for Laboratory Modernisation and indeed Anne's new role is the National Project Manager for this program. The Programme places clinical requirements and patient safety as top priorities as well as value for money and cost savings. Laboratory Medicine Services are a key enabler of high quality patient care. They must at all times conform to internationally recognised standards and ensure the quality, responsiveness and accuracy of their contribution to patient care in the context of an increasingly dynamic and constantly changing health care environment.

The "Hub and Spoke" service delivery model was approved by the HSE Management Team in November 2012. The "Hub" and "Spoke" option, while initially focussing on the Blood Science discipline (90% of all test volumes), will provide a foundation for further service reconfiguration involving the other laboratory disciplines and specialist laboratories as part of an-going programme of modernisation with further significant savings to be targeted.

Under the Laboratory Modernisation Programme (LMP), laboratory services will be reorganised to align with Hospital Groups into a clinically responsive "Hub" and "Spoke" Model. Co-operative Hubs will do hospital and GP work; receiving "Cold" work from a network of spokes, with Hot Labs and POCT as required. The National Clinical Programme in Pathology, a joint initiative of the HSE, the RCPI and the Faculty of Pathology provides strategic vision and clinical leadership to the Laboratory Modernisation Programme.

The LMP will apply the ten principles of Laboratory Medicine Modernisation which aim to aim promote a high quality service while also improving efficiency, effectiveness and value for money:

The 10 principles are as follows:

1. Accreditation
2. Clinical Input in all pathology disciplines
3. Network of National, Regional, Local laboratories
4. Demand Management
5. Improved ICT Connectivity
6. Improved work practices
7. Use Core Labs Automation

8. Improved Phlebotomy and Transport Logistics
9. A charging/cost/workload model using standardised test codes
10. Regulated Point of Care Testing

The key role for Anne as the National Project Implementation Manager for LMP is to ensure the effective implementation of the Laboratory Modernisation Programme. This role will involve effecting significant change in the way laboratory medicine

services are organised and delivered in Ireland and it demands working closely with existing operational/clinical and scientific management and staff, primary care contractors, suppliers and other relevant agencies.

Good wishes are extended to Anne and Margaret in their new roles.

Radiology News



Left-right: Dr Sinead Culleton GUH, Dr Brian Moloney GUH, Dr Barry Hutchinson GUH, Dr Hong Kuan Kok AMNCH, Prof Dermot Malone Dean of the Faculty of Radiologists, Dr Anthony Cullen AMNCH, Dr Maria McGill, Mr Meshal AlAnezi

ANNUAL SCIENTIFIC MEETING

Dr Sinead Culleton won HSE national audit prize for her 'Audit of visibility of nasogastric tubes and the x-ray quality of portable chest x-rays to confirm NG placement'. Dr Barry Hutchinson won the Sylvester Boland registrars prize for 'Overdiagnosis of Pulmonary Embolism on CT pulmonary angiography'. Brian Moloney won the Faculty of Radiologists Spring meeting poster prize.

RADIOLOGY TRAINING AND UPDATE SESSION

"we all learn something new everyday"

Radiology GUH organised a Departmental Training and Update Session recently. This was a very successful education session which included presentations of several Radiology Audits by Consultant Radiologists and Specialist Registrars.

The session also included presentations by Dr.

Clare Roche, Clinical Lead; Infection Control; and a representative from the Quality and Patient Safety department in relation to QPulse.

There was very positive feedback from the multidisciplinary group of staff who attended this session. It is planned to run further sessions such as this in the coming months.



EMERGENCY DEPARTMENT



The Perioperative Directorate

Pictured left to Right: Siobhain McCormack Medical Social Worker; Orla Sheil, Senior Occupational Therapist, Sinead Bruen, Senior Physiotherapist and Georgina Stallard, Clinical Nurse Manager ED Department, UHG

GUH ED DEPARTMENT INITIATES NEW MDT ASSESSMENT FOR OLDER PEOPLE IN ED

The Frail Elderly Assessment Team (FEAT) has been set up to provide enhanced multidisciplinary care to frail older people attending Emergency Department at University Hospital Galway.

The Frail Elderly Assessment Team consists of an Occupational Therapist, Physiotherapist, Medical Social Worker, Clinical Nurse Specialist and Geriatrician working together.

The aim of the Team is to ensure that the functional, safety and social needs of older patients in the

Emergency Department are addressed as soon as possible at presentation to ED, and that their discharge is completed with optimum consideration of their functional status and/or care needs within the community.

The Team was set up following a successful pilot in 2014 which demonstrated a overall reduction in length of stay of two days for this patient group and more timely referral to appropriate services.

Phase 1 of set up is well under way with patients with decision to admit and Phase 2 with more emphasis on admission avoidance is being planned as staff resources are approved.

2015 Faculty of Health and Wellbeing Award

Congratulations and well done to Robert McConkey, Staff Nurse, St Pius Ward, University Hospital Galway on achieving the 2015 Faculty of Health and Wellbeing Award, for Innovation and Improvements in Cancer Prostate Care UK. Robert has been awarded a bursary and has had his research paper published.

Robert is currently studying for his Masters in Prostate Cancer Care with Sheffield Hallam University and he has written this research paper as part of the module on psychology of cancer care. He has a second paper accepted for publication in the Nursing Standard titled 'The impact of erectile dysfunction post treatment for prostate cancer' which is expected to be published in the December issue.

This paper it had been published online in the 'early view' section of the International Journal of Urological Nursing ahead of its publication in the online journal and print editions. Link to the full article can be accessed at <http://onlinelibrary.wiley.com/doi/10.1111/ijun.12089/abstract>

The chief aim of the paper is to critically evaluate the literature relating to the impact of cancer related fatigue in men with prostate cancer. Methods of assessment as well as strategies for the non-pharmacological management of cancer related fatigue in men with prostate cancer are outlined and suggestions for nursing practice are proposed.



Robert is currently employed as a staff nurse in St Pius Ward, UHG providing nursing care primarily to urology patients. Robert works as part of the multidisciplinary team providing care to these patients, he has a strong interest in the holistic needs of men diagnosed with prostate cancer.

The Medical Directorate

NEW CONSULTANT APPOINTMENTS

Dr Eoin Slattery, Consultant Gastroenterologist and Dr Bernadette Lynch, Consultant Rheumatologist have recently been appointed to the Medical Directorate at GUH and we wish them well in their new positions.

NCHD LEAD

Dr Dan Ryan, Senior Registrar has been appointed the NCHD Lead for Medicine and we look forward to working with him for the year.

HEALTHMAIL PILOT

Healthmail a confidential email address has recently been established on a pilot basis in two specialties, Cardiology and Nephrology at GUH. The email will be available for GP's to refer questions / clarifications on patients to the Consultant. The email address will not be used for referrals and will be configured to only accept emails from Healthmail addresses. This is a very positive development which will provide advice to GP's in a timely manner.

BIARIATRIC MEDICINE OPD INITIATIVE

The bariatric service at Galway University Hospitals is one of two centres nationally providing care to patients with severe and complicated obesity. The service sees approximately 250 new and 650 return patients per year. With the increased demand GUH have worked with Croi to provide the initial outpatient assessments for 120 bariatric patients. This will consist of an initial clinical assessment and dietetic consultation by CROI staff prior to seeing the bariatric physician Dr. Francis Finucane. The objective is to achieve a maximum waiting time of less than 12 months for all patients referred to the regional bariatric service at GUH by January, 2016. Croi already deliver a significant proportion of the bariatric clinical care that the hospital service provides. Specifically, the Croi CLANN program has been a very successful initiative.

CEO AWARDS

We would like to congratulate the following who have been nominated in the forthcoming CEO Awards. Ms Marie Gately, Staff Officer Diabetes & Endocrinology Day Centre nominated for the Unsung Hero Award, Professor

Fidelma Dunne, Consultant Endocrinologist and Team nominated for the Research Category for the Atlantic Diabetes in Pregnancy Project, Dr Darren Mylotte, Consultant Cardiologist and TAVI team nominated for the innovation in a clinical area award, and Ms Ciara Breen and the Stroke Early Support Discharge Team nominated for the Team Award.

IBD STUDY DAY

The 8th Annual Inflammatory Bowel Disease Study Day organised by Professor Larry Egan, Consultant Gastroenterologist, Mr Myles Joyce, Consultant GI Surgeon, and Ms Aine Keogh, IBD Research Nurse was held on the 2nd October, 2015. This popular study day had invited speakers from the US, UK and Ireland. There were over 100 attendees comprising NCHDs, Nursing and Consultant Gastroenterologists and Surgeons. As always this multidisciplinary study day was a huge success and many of the attendees stayed on to enjoy a weekend in Galway.

DOOR TO NEEDLE PROJECT

A new initiative which will significantly reduce the "door to needle" time for patients with stroke who are suitable for thrombolysis began on November 9th in University Hospital Galway. Over the last number of months, a multi-disciplinary team, led by Dr Tom Walsh and including the staff from the stroke, radiology and ED teams in partnership with the ambulance service has developed a new and streamlined stroke thrombolysis pathway with the aim of achieving better clinical outcomes for patients.

Between 280 and 300 patients per year are treated for stroke in Galway University Hospitals and it is widely established that earlier access to thrombolysis for eligible patients reduces long-term disability and improves patient outcomes. The goal for the initial phase of this project is to reduce the door to needle time for those patients who arrive at our hospital via the ambulance service.



The Women's and Children's Directorate

Left to Right: Youthreach Teacher Kiltimagh, Rachel Gibbons, Social Work, Anne Doherty Pregnancy Counsellor, Ellen Collins, Bridget Maughan, Mary Mc Donagh, Maggie Maughan, Martina Collins, Ellen Mc Donagh, Rosie Maughan Mary Collins, Lena Collins, Donna Muldoon, Winnie Maughan

A Women's Health Initiative

A 1995 Task Force Report found that Travellers had a low expectation from health services and yet tended to have larger families at a younger age which ensured their use of maternity services throughout the country.

Subsequently the National Traveller Health Strategy (DOHC, 2002) recognised Travellers as 'a distinct minority with their own culture and beliefs and most importantly that they have a right to have their culture recognised in the planning and the provision of services'. It also recognised the deficits in accessing health services for this group.

The experience of the maternity education service in Mayo was that Travellers were not using the service fully. As a result the "Women's Health Initiative" was born.

This initiative began with a number of health professionals, both in Mayo University Hospital and Primary Care Mayo, coming together with a desire to improve women's health services for Traveller women and families.

It was decided to approach it from a different perspective and set up "Meet the Midwife". The main objectives of the group meeting were to improve communication and address ways in which we could offer health information to Traveller families.

Close links were forged with the Mayo Traveller Support Group (MTSG) and the trained Community Health

Workers - all mothers from the Traveller community in Mayo.

The "Meet the Midwife" project started with a discussion on the women's own experiences of maternity services. The Open Morning started by offering a forum for expert advice in an informal setting where Traveller women and the Community Health Workers could attend.

Now in its ninth year, the annual Open Morning was held on Tuesday 6th October in Mayo University Hospital. Each year the Open Morning is planned with the Community Health Workers and looks to provide information on new topics of interest to them. It is open to all women no matter what background they come from.

This year the Community Health Workers who have been trained by the Mayo Traveller Support Group attended to give health promotion and prevention messages. It was great to see a large group attending from both the Traveller and the settled community.

The programme this year included talks on domestic abuse, infection and sepsis and ended with a talk from the Clinical Nurse Specialist in pain management.

The energy in the group on the day was great and feedback from the group was very positive.

Neonatal Study Day in University Hospital Galway

The Third Neonatal Study Day in University Hospital Galway was held on 9th October 2015 in the Centre for Nursing and Midwifery Education. The event was extremely successful. Participants and colleagues from the Maternity Departments in the Saolta Group were in attendance. The aim of this study day was to provide evidence based information for neonatal nurses, midwives and doctors. This study day also helped communication and relationship building between staff in the hospital group, to enhance better understanding of the role of the various stakeholders involved in the care of the ill/preterm/new born infant requiring neonatal intensive care.

The Facilitators/Lecturers included:

- Neonatologists UHG: Dr Ethel Ryan and Dr Donough O' Donovan
- Consultant Paediatrician: Dr Regina Cooke
- Assistant National Audiology Lead: Aileen Plunkett
- Neonatal Nurse NICU: Irene Glynn
- Consultant Haematologist: Dr Ruth Gilmore

There was very positive feedback from the neonatal study day.

Refurbishment of Bereavement Room



The bereavement room in St Catherine's Ward in UHG is an ensuite private room that provides a very valuable space for parents who have suffered the loss of a baby. It allows for privacy and quietness away from the activity of the ward while allowing the mother to be cared for by midwifery and medical staff and other relevant support staff such as the Bereavement Officer.

When possible, the parents can have their baby present with them for as long as they wish, giving them time to grieve for their loss.

The room has recently undergone a refurbishment which was funded from the Maternity charity fund.

A new single wall bed was installed which can be used by the mother's partner to sleep on overnight. This folds up during the day into a wall unit to allow adequate space for nursing care to be performed.

We hope that this new level of comfort will help assist the families at this very difficult time.

New Consultant Appointments

There have been a number of new Consultants appointed this year but have as yet to take up their posts as follows:

Professor Nicholas Allen, Professor of Paediatrics, who will be replacing Professor Loftus.

Dr Nikhil Purandare, Consultant Obstetrician / Gynaecologist, who will be replacing Dr Egan. Dr Tom O Gorman, Consultant Obstetrician/Gynaecologist, who is appointed to a new post.

We are awaiting the appointment of a new Consultant Paediatrician with special interest in Paediatric Endocrinology.

We look forward to working with all of them in the future.

Mr. Fergal Hickey, Consultant in Emergency Medicine, has taken on the role of Associate Clinical Director of the Women's & Children's Directorate at Sligo University Hospital for the next two years. Mr. Hickey has worked at the hospital for twenty years. He is a past-president of the Irish Association for Emergency Medicine and is Chair of the the Hospital's Quality and Safety Executive Committee.



Increased Activity in the Colposcopy Unit at UHG

The Colposcopy Unit at UHG has seen an increase in activity in 2015. Compared to last year there has been a 37% increase in referrals to end of August, with the numbers almost doubling over the summer months.

This increase has come about because Cervical Check introduced HPV (Human Papillomavirus) triage in May 2015. HPV triage means that HPV test is performed on all screening smears that are reported as low grade or ASCUS (atypical squamous cells of undetermined significance).

If the HPV test is positive the woman is referred to colposcopy. The colposcopy team had anticipated this

increase because of the introduction of HPV screening. They had prepared for the increase in referrals, therefore continue to stay within the targets set.

This was possible because many of the repeat appointments were eligible for discharge from the service following normal HPV tests. There is also a nurse led clinic on Tuesday afternoons to cope with additional numbers.



Left to Right: Anne Marie Grealish A/CMM 3, Heather Helen Practice Development, Cora Marnell Midwife Parent craft, Mary Reidy CPC, Barbara Bradley CPC, Mary Moran Midwife Parentcraft, Carmel Connolly CMM 2 Parentcraft, Eithne Gilligan CMM 2 Antenatal Ward.

National Breastfeeding Week in UHG

Midwifery staff in UHG celebrated the launch of national breastfeeding week on 1st October by having a stand in the hospital foyer. The stand was attended by many midwife educators and the CNS for lactation, Claire Cellarius. Staff and visitors came to the stand and were provided with information on breastfeeding. All women that delivered their babies during the week received a donated gift pack from Boots and the University pharmacy.

All midwives were encouraged to wear stickers to highlight breastfeeding week. A breastfeeding blog was added to www.uhgmaternity.com by Parent Education. There were also a number of breastfeeding workshops during the week.

A raffle took place during the week with spot prizes kindly donated by some reps, All4baby and the University Pharmacy. Women were encouraged to attend the drop-in breastfeeding session on St Angela's ward following discharge.



Jennifer Duggan, CMM 2, Midwives Clinic, and Carmel Connolly, CMM 2 in Parentcraft spoke about the importance of breastfeeding on Galway Bay FM. They provided listeners with details of the supports available to the women all year round.

A group of 20 Transition Year students from four different schools, both city and county, attended the Maternity Department for an education session with Lisa Corbett, Health Promotion and Nutritionist, and Claire Cellarius, Lactation CNS. This also included a visit from a new breastfeeding mum and her newborn. The mum was available for a questions and answers session.

Many billboards and posters were in place throughout the unit highlighting national breastfeeding week.

Many thanks to all those whose hard work contributed to making National Breastfeeding Week such a success.

Galway University Hospital

Featured News

- Emergency Ward/Physiotherapy Department
- Focus on Pharmacy
- CRF/TRF
- Medical Physics Accreditation
- HIPE Coders
- Patient Advice Liaison Service
- Health Literacy
- Access Officers
- Calorie Posting
- Arts Trust
- Schwartz Rounds

Emergency Ward Development UHG - Challenge and Opportunity for Physiotherapy

The GUH Physiotherapy Department (UHG and MPUH) has undergone considerable change to facilitate the development of a new 30 bed patient accommodation on the ground floor UHG. This is to address the major patient flow issues of UHG.

The initial phase of change involved the transfer of Outpatient Physiotherapy in UHG to Unit 8 MPUH on 7th Sept 2015. The new area provides an indoor and outdoor open activity area, a patient education area and 3 cubicles and an assessment area for patients with complex knee injuries. The development has enabled Pulmonary Rehabilitation Multidisciplinary Service to move to this facility. Patient attendance for Pulmonary Rehabilitation has doubled with minimal staff impact due

to the much improved design of this area. The area will be used for a range of physiotherapy outpatient needs where research is showing the effectiveness of physical activity and patient empowerment through education and self management programmes.

The project was completed in a short timeframe of 4 weeks with intense work from many services in GUHs including Maintenance, Infection Control, IT Department, Physiotherapy, Nursing, Senior Management and external contractors.

The Physiotherapy Department wish to thank all involved for the hard work in ensuring the success of this stage of the project.



Pulmonary Rehabilitation MDT and Outpatient Physiotherapy Staff GUHs with a patient at a recent activity and education class.



Biodex Assessment Unit for Complex knee injury rehabilitation.

Focus on Pharmacy in GUH

The goal of the Pharmacy Department in GUH is the provision of safe, economic and effective supply and use of medicines. Pharmacy is the primary leader in 'Medicines Management' which HIQA (2012) defines as the clinical, cost effective and safe use of medicines, ensuring maximum benefit whilst minimising harm to service users .

Pharmacy services at Galway University Hospitals are located on two sites, UHG and MPUH. Essentially the type of services provided are similar but with local differences depending upon the specialties on site. Pharmacy provides technical and clinical services to haematology and oncology, peri-operative, medicine, mental health, women and children services and a significant commitment to the rheumatology and IBD infusion services. Antibiotic Stewardship and Medicines Safety are other services common to both sites. The total drug spend for GUH for 2015 will be in excess of €33m, approximately one third at MPUH and one third on cancer related pharmacotherapy.

The majority of hospital pharmacists are involved in the provision of clinical pharmacy services, whilst pharmacy technicians are more concerned with the daily purchase, supply and top up services to wards. In recent years there has been a move towards training technicians in specific pharmacy clinical work and this has been facilitated by the new level 7 training for pharmacy technicians, as provided by third level educational institutions such as Athlone I.T.

Perhaps the best example of clinical services and most visible to patients and staff is the medicines reconciliation process, whereby an accurate medication history is performed as part of the patient's assessment upon admission to hospital. Primarily the duty of pharmacists, this function is one that technicians with the appropriate training can now perform.

Over the last few years we have developed our services to support clinical trials involving medicines, employing one pharmacist and one senior technician who work in partnership with the CRF pharmacist. Recently they moved into a purpose built pharmacy unit within the new CRF building.



Treasa Ni Ici Senior Pharmacist and Main Pharmacy manager, Liz Scully Senior Technician, Eglina Corrigan and Elaine Burke Technicians. UHG Pharmacy



Sinead O'Dea Technician, Joanne Noone Senior Technician, Emmet Moran Technician, Grainne Parkes Senior Technician. Pharmacy Aseptic Services, UHG.



Sinead Donnellan Senior Pharmacist, Lorraine Keary Senior Technician, Caroline Clancy Technician, Kelly McArdle Intern Pharmacist, Fergal Murphy Intern Pharmacist, Angela Kelly Senior Technician. MPH Pharmacy



An Taoiseach officially opens new clinical research facilities

The Lambe Institute for Translational Research and HRB Clinical Research Facility were recently opened by An Taoiseach Enda Kenny at University Hospital Galway. This project represents an innovative partnership between NUI Galway, Health Research Board, Saolta University Health Care Group, and HSE supported by private philanthropy through Galway University Foundation.

The co-location of these two facilities in one building on hospital grounds will mean basic laboratory research conducted in the translational research facility can be evaluated in clinical trials in the clinical research facility and ultimately benefit patients faster. The clinical translational research facility will be a significant development for health care and medical technology sector in Ireland and enable the best researchers and health professionals to carry out studies that will change people's lives for the better.

There are currently over 100 clinical trials underway involving people with cancer, diabetes, cardiovascular disease. Some examples of the types of studies undertaken in the two facilities will include: predicting risk of breast cancer due to inherited characteristics, stem cell trials to help improve blood flow in legs of

diabetic patients and prevent amputation, clinical trials in blood cancer patients to establish whether new treatments can be combined with existing treatment for better outcomes, how implantable medical devices can provide new solutions for patients.

Commenting at the event to mark the official opening, Maurice Power, CEO, Saolta University Health Care Group said, "This exciting new facility brings together leading-edge medical research directly to the bedside of patients at University Hospital Galway and the wider Hospital Group. For our patients, the facility will provide inpatient and outpatient beds, a minor operations room, endoscopy, endocrine and cardiorespiratory suites, a phlebotomy room and a biometrics unit. As well as its primary function in benefiting our patients it will also allow our Hospital Group attract and retain the highest calibre of medical professionals."

NUI Galway President, Dr Jim Browne also spoke at the event and said, "Our researchers advance scientific knowledge to address health challenges. Here in this building that scientific knowledge is being developed into novel treatments, which are then carefully applied in the clinical setting and tested in clinical trials led by NUI Galway. Dr Graham Love, Chief Executive of the Health Research Board was also present at the opening

and noted that the HRB Clinical Research Facility is not just a building - it is a game changer and furthermore, turning health research discoveries into real benefits for people's health and patient care doesn't happen by itself - This HRB facility will enable the best researchers and health professionals to carry out studies that will change people's lives for the better.

Philanthropy has played a central role in this development. Galway University Foundation acknowledged the support of philanthropic donors, in particular, Dr Ronan and Ann Lambe, the 50 plus member of the Corrib Medical Network, Bank of Ireland and the National Breast Cancer Research Institute. Speaking at the launch Dr Ronan Lambe, said: "It is a

great privilege for my wife and I to be associated with such a state of the art facility which will enhance the reputation of NUI Galway as a centre of excellence for Bio Medical Research."

The proximity of the University to UHG will enable direct patient access and collaborative trial input from the hospital Oncology/Haematology Clinical Trials Unit. The CRF will ensure that patients in the West and North West of Ireland have access to a number of new cancer therapies that would otherwise not have been available to them. Clinical trials are active in the treatment of melanoma, multiple myeloma, mantle cell lymphoma, breast, prostate, lung, gastrointestinal and gynaecological cancers.



The official opening of the HRB Clinical Research Facility and the Lambe Institute for Translational Research



Staff at the official opening of the new research facilities with An Taoiseach, Enda Kenny TD



Saolta CEO Maurice Power speaking at the official opening of the new clinical research facilities

Medical Physics Accreditation

The MSc Degree in Medical Physics at NUI Galway, in conjunction with the Department of Medical Physics and Bioengineering (MPBE) at Galway University Hospitals, was recently awarded accreditation from the North American Commission on Accreditation of Medical Physics Education Programs (CAMPEP). This is the first medical physics programme in Europe to receive this accreditation and only the second outside North America.

The first year students enrolled on the MSc in Medical Physics in 2002 and over 130 students have graduated since. Of these graduates, over 70% are currently employed as medical physicists in the healthcare environment in Ireland, UK and beyond.

Commenting on this accreditation, Wil van der Putten Adjunct Professor of Medical Physics, NUI Galway and Head of MPBE at Galway University Hospital said "accreditation by CAMPEP is an important validation of the quality of this course. The Galway MSc is a unique collaboration between University and Hospital staff. The ability of the students to learn and conduct projects in the clinical environment accounts for the success of our graduates in finding employment. It is a tribute to

both the staff in the Department of Medical Physics and Bioengineering and University staff in the Schools of Anatomy, Physiology, Medicine, Engineering and Physics. I would also like to pay tribute to colleagues in other hospitals who have accommodated our students for their dissertation work."



Pictured are Dr. Jim Browne, President of NUI Galway and Prof. Wil van der Putten, Medical Physics at NUI Galway and Galway University Hospitals

HIPE Coders Paving the Way for Activity Based Funding

Two of GUH's Clinical Coding Team recently qualified as Certified Clinical Coders in DCU. Fiona Malone and Elaine Mawhinney are pictured here being conferred in DCU on Saturday, 17th October.

Clinical Coders are the key to our success in Activity Based Funding. Their role is in abstracting clinical information from the patient's medical record for each episode of care. As part of a large team of experienced Clinical Coders in what is one of the busiest hospitals in the country (second only to Cork University Hospital), they ensure that the activity and complexity of care provided to patients in both UHG and MPUH is recorded so that the costs of patient treatment are accounted for nationally. Two members of staff have recently commenced the next course. The course is a further addition to the Healthcare Pricing Office's Clinical Coding training to recognised international standards on ICD-10AM and ACHI coding systems which all Clinical Coders nationally are trained in.



Fiona Malone and Elaine Mawhinney are pictured here being conferred in DCU

Patient Advice and Liaison Service (PALS) update

Since the commencement of PALS the service has dealt with over 450 enquiries, with many of those requiring numerous interactions and contacts. The variety of the concerns raised is very varied and require different degrees of support and advocacy.

In the main they relate to concerns about access to the hospital services such as trolley waits, waiting for surgery, waiting for investigations, with many of them being reassured by a listening ear and an understanding grounded in compassion and empathy. A significant amount of the issues raised by patients and their families also relate to communication. PALS helps to create a bridge and support better communication between patients and their care providers, keeping the patient at the centre of all that we do. In some cases a full day may be spent by PALS helping to resolve an individual concern. PALS work is complex, at times frustrating but very rewarding. The PALS service has been shortlisted for the upcoming CEO awards.

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. Working in PALS dealing with individual concerns is what drives our proactive work; a need to learn from patient experience and improve the experience of service users collectively and not only on an individual basis. As such PALS is working proactively on the following projects:

- **Patient Experience Committee:** We established a Patient Experience Committee to examine and improve the patient's experience in GUH. We have a wide representation on the Committee across disciplines with two members of the Group's Patient Council participating. We have planned an information day around the Committee in November where we will speak to staff, patients and visitors about GUH. This will help us to identify three areas to focus the efforts of the experience committee including the visiting policy.
- **Visiting policy:** Although we have a visiting policy that reflects the national guidelines this is not currently enforced in GUH, as a result we currently have a practice of open visiting. We have set up a sub-committee of our patient experience committee to look at this. We have surveyed visitors, staff and patients about their experience and preference on visiting. We are also reviewing international experience on this and have been liaising with Quality Improvement Division.
- **Health Literacy Committee:** GUH has been participating in a health literacy study with NUI Galway. This study has allowed us to look at



Ellen Wiseman and Olive Gallagher PALS Officers

health literacy across the hospital, including information leaflets, letters, signage, our hospital website and even telephone access. We are at the final stages of this research project with the results guiding the future work of our Health Literacy Committee. We are also planning to develop a patient information booklet for GUH.

- **Sage;** third age advocacy: We are currently working on a Memo Of Understanding with Sage in relation to an independent advocacy service for older people in GUH. We are currently putting a project plan in place that will allow for the evaluation of the project. This is a work in progress.

Group Patient Council: Our Patient Council has decided that through the Council's representation on hospital committees, they can ensure the patient voice is represented. Members of the Patient Council are sitting on the following committees in GUH:

1. Hygiene committee
2. Patient experience committee
3. Capital projects committee
4. Sub-committee on visiting
5. Health literacy committee
6. Nutrition group committee

We hope to replicate this across the other Saolta sites and have engaged with our other hospitals in relation to this.

ED Information video: PALS in conjunction with Communications Department have created an information video to inform patients of what to expect in the Emergency Department and help to improve their overall experience.

CBAS-I

CBAS-I, Caring Behaviours Assurance System (CBAS-I) is an evidence based system for enabling and assuring the delivery of person centred health and care from point of care to Board and back again. The CBAS-I work continues in GUH. There are 4 wards participating, St Enda's Ward (SSU), St Angela's Ward, St Mary's Ward and St Monica's Ward. St Mary's Ward has been shortlisted in the CEO awards for their contribution to CBAS-I and patient experience.

An evaluation of the implementation of CBAS-I is currently on-going. The initial findings seem to suggest that the participants of the programme found the programme very beneficial and gained a lot from it. The following quotes from participants give a flavour of their experience of the CBAS-I programme:

'This bought me, this bought me heart and soul and it brought up all those things from those very early days

from those very early enthusiastic days of me being a manager and really thinking I could make a difference'.

'CBAS-I has brought cohesiveness to the team, the multidisciplinary aspect is essential'.

The evaluation mainly explored the participants' views on the implementation of the programme. However, many participants gave examples of changes which have occurred for them, their patients and their wards since CBAS-I was introduced. Many of the participants spoke about CBAS-I having contributed towards a change in behaviour; they noticed that staff are more caring and compassionate towards patients and towards one another.

The participants of the study acknowledged that change is a slow process; some wards were more advanced with completing their action plans than others. CBAS-I work is ongoing.

Health Literacy work in GUH

WHY IS HEALTH LITERACY IMPORTANT?

A new OECD survey shows that 1 in 6 Irish adults has difficulty understanding basic written text and 1 in 4 people find it difficult to do simple maths calculations



Hospitals supply information that people are expected to be able to access, understand, evaluate and apply. This information may be written or provided by health professionals and includes:

letters about appointments, signs to get around the hospital, information on tests and procedures, treatment and care. Often the hospital's expectation of people's abilities is unrealistic and the information provided is not accessible, especially to those with low health literacy.

HOW TO IDENTIFY SOMEONE WITH LOW HEALTH LITERACY?

Adults with low health literacy report feeling a sense of shame and may hide their struggles with reading or health vocabulary. There are, however, informal ways to identify individuals who may be at higher risk for low health literacy.

During conversation, the following questions may help to assess the health literacy needs of an individual:

1. Medical terms are complicated and many people find them difficult to understand. Do you ever get help from others in reading prescription labels, completing forms, or using health materials?
2. A lot of people have trouble reading and

remembering health information because it is difficult. Is this ever a problem for you?

WHAT WORK IS TAKING PLACE IN GUH?

GUH participated in a European health literacy research project among aging populations in conjunction with the Health Promotion Research Centre at NUI Galway in 2015. A health literacy environmental assessment of the hospital was completed consisting of multiple components to assess: navigation, interpersonal communication, design of printed material, audio visual and digital materials and developing an action plan for service improvements. Preliminary results were presented to GUH staff in September. The first actions of the newly formed Health Literacy Committee include making improvements to outpatient letters and patient information leaflets. If you would like to be part of health literacy work in GUH please contact Olive Gallagher, PALS coordinator on 893210 or olive.gallagher@hse.ie

Health Literacy Snapshot

Sheila, 53, is referred to her GP following a four-week hospitalisation. Upon discharge, she is provided with a handwritten list of medications. When asked by her GP why she was admitted, Sheila says, "I had a bad cold." Her hospital records, however, show an admission for pneumonia complicated by congestive heart failure and diabetes. Although Sheila's hospital doctors said they communicated these diagnoses, she left the hospital without a full understanding of her condition.

Access officers appointed

Access officers have been appointed throughout the Health and Social Care Services to support staff to deal with issues of access and disability of patients and service users. 212 access officers are in place in all Acute Hospitals, Community Healthcare Organisations, the National Ambulance Service, the National Screening Programmes and in the Primary Care Reimbursement Service (PCRS).



MAIN DUTIES OF AN ACCESS OFFICER:

- Respond to and deal with requests from HSE staff for assistance regarding access issues where such requests have not been dealt with or cannot be managed at the first point of contact
- Advise HSE staff on the provision of information in an accessible format
- Disseminate information on best practice regarding accessibility
- Liaise with relevant disability organisations if necessary and/or support frontline services to do so as appropriate
- Log and appropriately record responses to requests and queries
- Promote awareness of the role of access officer as appropriate
- Direct access issues to the appropriate manager or department in the HSE

IT IS NOT THE ROLE OF THE ACCESS OFFICER TO:

- Provide one to one advocacy for people with disabilities
- Relieve front line staff of their access responsibilities to patient/clients/service users
- Be a one stop shop for all matters of disability and
- Deal with complaints (these should be directed through Your Service, Your say). If the issue cannot be resolved or the patient/service user is not satisfied with how the issue has been dealt with, he/she can refer the matter to the HSE complaints system "your service your say" or may refer the issue onwards to the office of the Ombudsman/Ombudsman for children.

On-line Disability Equality Awareness training is available for all HSE staff. It takes approx 1 hour and can be accessed through:

<http://www.hseland.ie/tohm/portal/programme-home.asp?learningId=uk.co.line.nda.det.R2>

The access officers in GUH are:

Geoff Ginnetty, Services Manager, Geoff.ginnetty@hse.ie
 Pauline Burke, Occupational Therapy Manager, Paulinem.burke@hse.ie

Ellen Wiseman, Patient Advocate Liaison Service ellen.wiseman@hse.ie

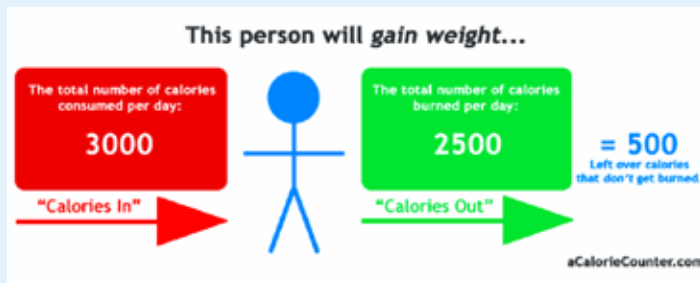
Calorie Posting in UHG canteen

UHG began implementing the HSE Calorie Posting policy in March 2015. The Aramark teams in UHG and Dr. Steevens Hospital were the first contractors to volunteer and implement this policy in HSE premises following on from successful pilot projects in Letterkenny and Cherry Orchard Hospitals. The Aramark team has now calculated the calories for all food items sold in UHG. Implementing calorie posting seeks to make the healthier choice the easier choice for the thousands of staff, service users and visitors who use catering services every day. Furthermore, this policy is an exemplar across the public service in relation to the Healthy Workplace Initiative recently announced by the Department of Health.

WHY IMPLEMENT CALORIE POSTING?

- So staff and visitors are more aware of the calories in foods that they regularly eat!
- More healthy food and beverages available at HSE
- HSE is a positive role model
- More education for everyone about staying healthy

CALORIES ON MENUS - DOES IT WORK?



People eat fewer calories when they are displayed on menus; research from the USA suggests that when calories are on menus, people eat 6% less calories each day. If calorie intakes can be reduced by this much in Ireland, it will have a positive impact on our obesity problem.

Pictured at the launch of calorie posting in UHG in UHG in March this year.



Laura McHugh, Health Promotion Officer, Pamela Normoyle, Health and wellbeing lead GUH & Roscommon, Jean Kelly, Group Director of Nursing, and Greg Conlon, Group Lead - Health and Wellbeing



Catering Managers Mary Frain and Mary Killeen from UHG and MPUH pictured with Jean Kelly, Group Director of Nursing and Executive lead for Healthy Ireland across the SAOLTA Group at the launch of Calorie Posting in UHG.

GUH ARTS Trust

ARTS AND MENTAL HEALTH PROJECT

Time- Changing spaces and how we feel in them, an exhibition by Finbar 247 and Galway University Hospitals Arts Trust

On Friday the 9th of October 'Time' an installation created by artist Finbar 247 was officially launched in the foyer of UHG. The exhibition coincided with Mental Health Week which ran from October 5th to 10th. The installation is a series of conceptual written pieces and promotes well-being and self-development. The artwork has transformed the foyer and inspires people to take positive steps in their lives. Each day high volumes of people - patients, staff and visitors pass through the foyer and each will experience the art and hopefully take something positive from it. As part of the project Finbar 247 has created a zine - a magazine which outlines his concepts and illustrations and will be distributed throughout the hospital. In order to extend the health meanings of the installation and a joined up thinking approach Finbar 247 will facilitate artist talks in conjunction with fitness expert Geoffrey Sheridan from The Training Ground Gym. This gives patients, staff and visitors the opportunity to interact with the installation on another meaningful level.

The installation marks Mental Health Week in a visual and inspiring manner and aims to raise awareness of the very important issue of mental health. The project is commissioned by Galway University Hospitals Arts Trust and is the culmination of significant partnerships between the Trust, GUH, Health Promotion and Improvement, Mental Health Services, Console and the generous support of local businesses; Conneally Maintenance and Refurbishment, Mr. Waffle, The Training Ground Gym, Ronnie O'Gorman and Renvyle House Hotel.

OTHER NEWS

GUH celebrates Culture Night 2016

Friday September 18th marked Culture Night where the hospital community were treated to a musical extravaganza by Aindrias de Staic and the Latchikos in the main foyer. Aindrias and Company brought their usual showmanship of rhythm and song to an enthused crowd. A number of patients, staff members and the general public were entertained as part of Culture Night celebrations.

GUHAT Fundraiser - A Night of Music and Song

A night of Music and Song, a fundraiser for GUH Arts Trust was held in the Town Hall Theatre on September 30th. The night commenced with the GUH Choral Society whose lyrical tones wowed the crowd before Luka Bloom took to the stage to entertain with a wonderful energetic performance. After the interval Christy Barry and band comprising of Conor McCarthy, James Devitt and John Faulkner brought a fantastic traditional twist. Keeping the traditional music root Mick Conneely from IT and whistle player Mary Bergin brought a stellar performance. They were joined on stage by Alacoque Sullivan from PCCC and Bridie Ruane, from Radiology sean-nós dancers who brought refreshing element. The Amazing Apples brought the evening to a close with a lively and energetic performance. The GUH Arts Trust would like to thank all the performers who gave their time. Many have commented on the entertaining night and have asked whether this event will become an annual affair and we hope to build on the strengths of the night. If anyone would like to come on board to help plan our next event please contact the Arts Office.

Annual staff art exhibition - Art@Work 13

The annual staff exhibition Art@work takes place on the week of December 7th on the Arts Corridor. All artists are invited to submit up to two artworks for this year's exhibition. We encourage everyone who has exhibited over the past twelve years to participate this year and make it the biggest, brightest and best exhibition yet. New participants are always welcome.

Closing date for submitting artworks is Wednesday December 2. You can drop your artwork to the foyer that day between 10.00 and 11.00am. Alternatively contact the Arts Office to make other arrangements.

For further information regarding the arts programme or if you would like to help or have ideas contact: Margaret Flannery, Arts Director at extension 4979 or Margaret.Flannery@hse.ie



Schwartz Rounds in GUH

The Quality Improvement Division of the HSE is partnering with Galway University Hospitals and National University of Ireland, Galway to test the introduction of Schwartz Rounds within an Irish context.

WHAT ARE SCHWARTZ ROUNDS?

Schwartz Rounds are tightly structured, monthly meetings for multi-professional groups of staff working in health care environments. The Rounds provide an opportunity for staff from all disciplines across a healthcare organisation to reflect on the emotional aspects of their work. The focus is on the human dimension of care.

Each round is based on the story of a particular patient, or a theme and is briefly presented by 2 or 3 members of staff involved in the care of the patient. This is followed by a facilitated discussion which involves the wider audience and is an opportunity to share, support and listen.

Schwartz Rounds provides the framework which helps to improve staff wellbeing, resilience and support which ultimately has an impact on improved patient centered care.

The point of Care Foundation describes Schwartz Rounds as "meetings which provide an opportunity for staff from all disciplines across the organisation to reflect on the emotional aspects of their work"

HOW DO SCHWARTZ ROUNDS WORK?

A Round can either be based on different accounts of one patient or an event or can explore a particular theme such as 'when things go wrong' or 'A patient I'll never forget'. A Round usually follows the same format:

- Lunch is offered before the start
- Presenting team talk for 10-15 minutes on a pre-planned topic
- Trained facilitators moderate the discussion
- The audience is asked to share their thoughts, ask questions, offer similar experiences
- Round lasts for one hour in total.

Each Schwartz Round lasts one hour and includes a presentation of a patient experience by a multi-disciplinary panel who go on to describe the impact that the patient experience has had on them. A typical panel will include 3-4 staff all involved in a case who will each describe their unique experience of it.

Once the panel have presented, a facilitator and a medical lead (who jointly facilitate the round) help the

audience to make a connection between the stories they have just heard and similar experiences of their own.

The Round then becomes a group reflection on work experience with the facilitators creating links between the stories that are shared, and drawing out personal, professional and organisational themes that emerge

WHY PILOT SCHWARTZ ROUNDS?

"Research into the effectiveness of Schwartz Rounds shows the positive impact that they have on individuals, teams, patient outcomes and organisational culture"

Staff attending Schwartz Rounds report:

- Decreased feelings of stress and isolation.
- Improved team work and interdisciplinary communication.
- Increased insight into social and emotional aspects of patient care and confidence to deal with non-clinical issues relating to patients.
- Specific changes in departmental or organisation wide practices as a result of insights that have arisen from discussion in Rounds.

NEXT STEPS

We are currently looking for an experienced facilitator to assist in the organisation and running of Schwartz Rounds and hope to run the first Schwartz Round in GUH early next year.



Dr John McDonnell, Consultant Anaesthetist and Regina Frank, Anaesthetic Nurse receiving their flu vaccine receiving their flu vaccine from Orla McGrath A/CNM III Occupational Health Department

Occupational Health Department Flu vaccine programme for Healthcare Workers 2015 / 2016

YOU TAKE CARE OF EVERYONE ELSE, NOW TAKE CARE OF YOURSELF ...

The 2015/2016 flu vaccine season started on Monday 5th October 2015. All Healthcare Workers are strongly advised to get vaccinated annually with the Flu vaccine. Healthcare Workers prevent the spread of flu and save lives every year by getting vaccinated with the flu vaccine. The vaccine is available at the Occupational Health Department free of charge.

The Occupational Health Department will be running walk-in clinics for the month of October and beyond. We will also visit areas around the hospitals over the coming weeks. Line Managers can contact the Department directly to arrange a visit to their Department.

WHY GET VACCINATED?

- Influenza (the flu) can be a serious disease that can lead to hospitalisation and sometimes even death. Anyone can get very sick from the flu, including people who are otherwise healthy.
- You can get the flu from patients and co-workers who are sick with the flu.
- If you get the flu, you can spread it to others even if you don't feel sick.
- By getting vaccinated, you help protect yourself, your family at home, and your patients.



THE FLU VACCINE IT'S A LIFESAVER

INFLUENZA (FLU) FACTS

- Influenza (the flu) can be a serious disease that can lead to hospitalisation and sometimes even death. Anyone can get sick from the flu. Every year in Ireland 200-500 people die from the flu.
- People with flu can spread it to others. Influenza viruses are spread mainly by droplets made when people with flu cough, sneeze or talk. These droplets can land in the mouths or noses of people who are up to about 6 feet away or possibly be inhaled into the lungs. Less often, a person might get flu by touching a surface or object that has flu virus on it and then touching their own mouth or nose.
- Most healthy adults may be able to infect others beginning 1 day before symptoms develop and up to 5 to 7 days after becoming sick. Children may pass the virus for longer. Symptoms start 1 to 4 days after the virus enters the body. That means that you may be able to pass on the flu to someone else before you know you are sick, as well as while you are sick. Some persons can be infected with the flu virus but have no symptoms. During this time, those persons may still spread the virus to others.
- Some people, such as older adults, pregnant women, and very young children as well as people with certain long-term medical conditions are at high risk of serious complications from the flu. These medical conditions include chronic lung diseases, such as asthma and chronic obstructive pulmonary disease (COPD), diabetes, heart disease, neurologic conditions and pregnancy.
- Since health care workers may care for or live with people at high risk for influenza-related complications, it is especially important for them to get vaccinated annually.
- Annual vaccination is important because influenza is unpredictable, flu viruses are constantly changing and immunity from vaccination declines over time.

- An annual flu vaccine is recommended as the first and best way to protect against influenza. This recommendation is the same even during years when the vaccine composition (the viruses the vaccine protects against) remains unchanged from the previous season.

FLU VACCINE FACTS

- The seasonal flu vaccine protects against the influenza viruses that research indicates will be most common during the upcoming season.
- Flu vaccines CANNOT cause the flu. Flu vaccines are made with either killed or weakened viruses.
- Flu vaccines are safe. Serious problems from the flu vaccine are very rare. The most common side effect that a person is likely to experience is either soreness where the injection was given, or mild cold like symptoms. These side effects are generally mild and usually go away after a day or two.

HOW DO FLU VACCINES WORK?

The seasonal flu vaccine protects against the influenza viruses research indicates will be most common during the upcoming season. Antibodies develop in the body about two weeks after vaccination. These antibodies provide protection against infection from viruses that are the same as or similar to those used to make the vaccine.

The flu vaccine is available to all HSE West Staff and details or dates and times of the November and December Clinics are available from the Occupational Health Department. Please bring your personnel number with you – you need it when attending for vaccine.

We are happy to provide additional off-site clinics and Line Managers can contact Occupational Health directly to organise them.



Group Estates

Galway University Hospitals

75 BED WARD BLOCK

This project is progressing on target and the underground service tunnel and associated underground service diversions are complete. St Rita's Ward and the Redbrick Plantroom have been demolished and the site has been leveled. The Pad foundations have been laid and structural steel erection has commenced. The ground floor slab will be poured in the coming weeks. It is intended that the Sample Room will be ready for end user inspection by the middle of November 2015. The project is generally on programme towards the planned completion date of end of late autumn 2016.

GUH BLOOD AND TISSUE ESTABLISHMENT AND INTEGRATED MEDICAL LABORATORY SERVICES BUILDING

The design team for this project met for the first time on the 6th of October. Updates on the progression of this project will be provided in futures editions of this newsletter.

CAR PARKING

It is anticipated that the new two-deck car park at UHG will open in November 2015. This is a replacement for the main staff car park, which is being removed in order to facilitate the construction of the new Adult Acute Mental Health Unit. At the same time as the new two-deck car park opens, the hospital will be converting two car parks currently used by staff, to public parking areas. This will result in additional parking spaces for public use. The two car parks to be converted to public use are the one outside Maternity and part of the parking area outside the Maternity Department.

Galway University Hospitals continue to encourage staff to use alternative modes of transport to the private car, travelling to work. Increased use of the 'park and ride' shuttle buses by staff, will result in additional parking spaces becoming available for use by the public in UHG. There are currently two routes on which staff shuttle buses operate i.e. between UHG and Merlin Park and between UHG and NUIG Dangan.

Portiuncula University Hospital

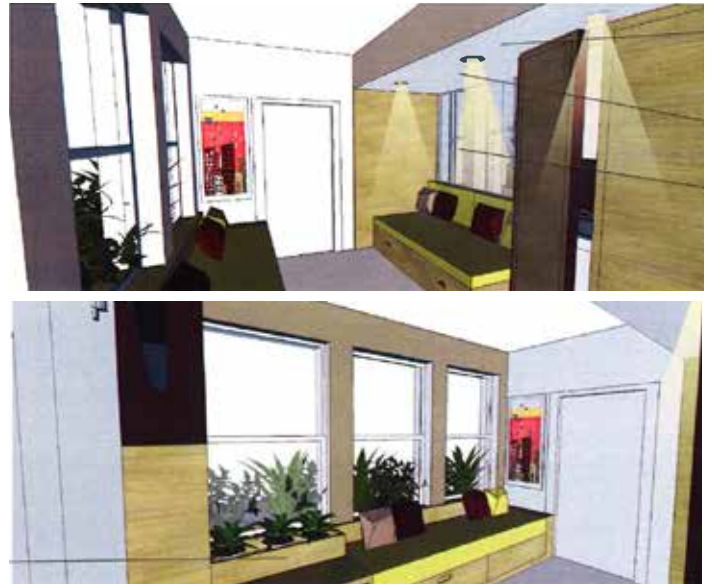
THEATRE

The theatre department at Portiuncula Hospital has undergone minor refurbishments to meet infection control and hygiene standards. This included painting of theatres and replacement in some areas of flooring and also damaged skirtings and door frames.



FAMILY ROOM PASTORAL CARE

The refurbishment of the Family Room in Pastoral Care commenced in October and is due for completion at end of 2015. This programme of work is funded by a design and dignity grant from the Irish Hospice Association and will greatly enhance the dignity and privacy for families who have loved ones who are ill within the hospital.



SCBU

Refurbishment work has begun in the Special Care Baby Unit at Portiuncula Hospital to meet the requirements identified in the recent HIQA Hygiene Inspection. This involves separating the admission area and reorganising storage and handwashing facilities and painting and replacement of flooring.

Roscommon University Hospital

DESIGN AND DIGNITY PROJECT

The Design and Dignity project commenced on the 5th October 2015 and will be completed by the end of November.

This will provide a family room adjacent to St Coman's ward and the upgrade of the mortuary viewing room.



In Other News ...

CROI Diabetes Care Conference

The 8th West of Ireland Integrated Diabetes Care Conference was held in the Connemara Coast Hotel, 16-17 October 2015. The conference was a collaboration between staff in the Diabetes Centre, GUH and Croí, the West of Ireland Cardiac Foundation and was sponsored by MSD and Bon Secours Hospital Galway. It brought together healthcare professionals from specialist diabetes centres along the western coast of Ireland with healthcare professionals in primary and community care.

One of the sessions that really engaged the audience focused on “re-imagining young adult diabetes care”. Professor Sean Dinneen outlined the challenges facing this patient population and posed the question, ‘is there a role for healthcare professionals in primary care in supporting young adult with type 1 diabetes?’. Professor Dinneen was also joined by two end-users. Ciara Keighron and Ciara Duffy are both young adults living with type 1 diabetes. They are members of the Young Adult Panel (YAP) formed as part of Professor Dinneen’s HRB-funded study entitled “Developing an Intervention to Improve Outcomes for Young Adults with Type 1 Diabetes in Ireland”.



CROI-Diabetes Care Conference 201526 (r to l): Ciara Keighron (YAP Member), Ciara Duffy (YAP Member), Professor Sean Dinneen (Consultant Physician, GUH & Head of School of Medicine, NUI Galway) and Professor Tim O'Brien (Consultant Physician, GUH & Dean of the College of Medicine, Nursing and Health Sciences, NUI Galway)

There was more good news at the conference for Diabetes Centre staff as Dr Aoife Egan won The MSD Sponsored Perpetual Trophy for Science for her poster entitled “Pre-pregnancy care for a region: Exploring the clinical and economic effects” and Mary Clare O’Hara won The Pat Barron Perpetual Trophy for Education for her poster entitled “A systematic review of educational, psychosocial, behavioural and health service organisational interventions to improve outcomes for young adults with type 1 diabetes”.



Mary Clare O'Hara, winner of The Pat Barron Perpetual Trophy for Education and Dr Amjed Khamis (Consultant Physician, Letterkenny University Hospital)



Dr Aoife Egan, winner of The MSD Sponsored Perpetual Trophy for Science and Dr Amjed Khamis (Consultant Physician, Letterkenny University Hospital)



1st row. Patricia McConnell CNM2, Michelle Wren CNM 2, Dave Veerasingam CT Surgeon, Brenda Hogan S/N, Mary Caffery Ward Clerk,
 2nd Row. Marie Cloonan CNM 3, Helen Fahey S/N, Niamh Mannion S/N, Hazel Gunn (Patient), Emma Diskin S/N, Ajoy Sunil S/N, Marie Fahy S/N,
 David Folan S/N, Sharon Collins S/N, Mark Da Costa CT Surgeon

Cardiothoracic Unit at UHG

Members of the Cardiothoracic Surgery team at UHG met with a former patient, Hazel Gunn from Co Roscommon at the Annual Croi Cardiac patient reunion held on September 3rd at Croi House.

The first Cardiac surgery procedure was performed in UHG in May 2007 and to date over 1550 surgeries have been performed. There are two Cardiothoracic Surgeons, Mr Mark Da Costa and Mr Dave Veerasingam. A third consultant has been sanctioned and is currently being recruited.

There are three cardiac ICU and two cardiac HDU beds as well as 10 cardiothoracic ward beds.

A nurse-led pre-assessment clinic is carried out on the cardiothoracic ward on a weekly basis.

Approximately 150 thoracic surgeries are also carried out yearly. These include surgery for diagnosis, for example, lung biopsy, lung cancers resections, lobectomy, pneumonectomy, as well as surgeries for pneumothoracies and trauma. UHG is one of the eight dedicated NCCP surgical centres in Ireland.



Pictured from L:R: Tracey Leonard, Patricia Gleeson and Geraldine Connelly

UHG Nurses nominated for All Star Awards

Three staff nurses from University Hospital Galway, all members of this year's Galway Ladies Gaelic Football team have been nominated for the 2015 TG4 All Star Awards.

Team captain Geraldine Connelly from Dunmore works on St Michael's Ward, Tracey Leonard from Corofin

and this year's vice-captain works on St Enda's Ward and Patricia Gleeson also from Corofin works in the haematology / oncology day ward.

The LGFA TG4 All Star Awards ceremony will take place at the Citywest Hotel, Dublin on Saturday, 14 November.

Roscommon staff take part in Pedometer challenge

Over 200 staff members at Roscommon University Hospital (over half of its work force) recently completed a 4 week Pedometer challenge, as part of Saolta's Healthy Ireland Implementation Plan (2015-2017). This was part of a national event, in association with Smarter Travel. The step challenge encouraged employees to achieve and maintain the target steps of 10,000 per day. All participants received a diary sheet to record their steps which were then submitted to the coordinators on a weekly basis, for a position on the national leader board. Employees across the board from General Management to General Maintenance signed up to the Challenge which contributed greatly to its overall success. For added competition and fun, employees got into teams of three to compete against each other, while they walked some of the most scenic walkways in Ireland, all done virtually without leaving Roscommon!

Health promotion and improvement seeks to address the determinants of health and is based on the premise that health is something that can be created, and can, therefore, be improved. The importance of the workplace as a setting for health promotion and wellness has been well recognized as a supportive environment for health gain by means of increasing awareness of the determinants of health and introducing effective approaches to address the determinants of health. Being physically active plays an essential role in ensuring health and well-being and walking remains one of the best forms of physical activity. Conversely, health improvement approaches, for example physical activity programmes, predominantly focus on a positive sense of wellbeing, improved social interaction, and a greater sense of control over one's health.

One such effective approach includes the introduction of a Walking Challenge but with the added incentive of a pedometer. A step challenge is designed to encourage participants to build up their level of activity to reach the recommended 10,000 steps. Most people only take on average between 3,000 and 5,000 steps daily. Wearing a pedometer is an easy way to track steps each day and

creates awareness around actual levels of physical activity. It is also an excellent motivational tool as it allows each individual to set daily step challenges.

Local competition among the staff included prizes for:

- Most steps achieved by the participating teams.
- Best Team name.
- Team that improved the most over the 4 weeks.
- Team that appeared "Number 2!" on the National leader board on week 2 of the pedometer challenge
- Most Creative Team Picture.
- Most Creative poem\ rhythm.

Feedback from staff was fantastic. Some testimonials to date include, how amazed staff were, the pedometer challenge became the talking point of the hospital for the few weeks.

"There was a great buzz every week when the results of each team's achievements were emailed." Also, "it promoted a greater awareness of physical activity levels, it encouraged healthy competition among the teams, and it acted as a great team building exercise." Hospital Management expressed the positive effect on staff health and well being which resulted in a great morale booster, at a time of great change in the organization. The prize giving ceremony will be held over the coming weeks and will no doubt be a special occasion for all involved.



Award for Plastics Team in Roscommon

The Plastics Team at Roscommon University Hospital presented at the HSE Integrated Care Conference, which took place in Dublin Castle recently and were awarded first prize for their work in their See and Treat model of care at the Hospital.

The award acknowledged the success of the See and Treat service which was established in July 2011 and is now providing a service to patients across the whole region, from Donegal to Clare. The service enables a patient to have their consultation and procedure on the same day where possible; therefore the vast majority of patients need to attend the service just once. This is obviously more convenient for patients and their families.

Surveillance clinics began in July 2013 and they provide staff with the opportunity to review high risk skin cancer patients. They review approximately 70 patients per surveillance day and to date, 600 patients have been seen and treated as part of this initiative. The service enables staff to review high-risk skin cancer patients and ensures accurate follow-up care for patients with melanoma, squamous carcinoma and other high-risk skin cancers. It is widely accepted that early identification of recurrence improves a patient's survival rate. This service also provides staff with an opportunity to provide important information on skin cancer prevention.

The team work very closely and are continually looking for ways to innovate and improve patient care. They hold particular initiative days where patients with painful or debilitating conditions are seen and treated quickly.

Commenting on the service, staff nurse Bernie Finneran said, "An new initiative, as part of this service is the development of our surveillance booklet. This initiative is entirely nurse-led and is a very effective communication tool. It allows for improved communication between the hospital and GPs and means the patient has a greater understanding and control of their condition or treatment. We are continually looking at ways of communicating the services available to patients in our clinic and we hold regular GP information evenings and Public Health Nurse briefing sessions. My colleague Amanda O'Halloran is currently in the process of qualifying as an Advanced Nurse Practitioner and this development will allow us further expand the work of the service".

Elaine Prendergast, General Manager, Roscommon University Hospital added, "I would like to congratulate the Plastics and Reconstructive Surgery team here in Roscommon for this award which recognises the first class service they provide to the people of Roscommon and far beyond."



Three sisters give birth on the same day in Mayo University Hospital

Three sisters gave birth to three babies on the same day at Mayo University Hospital on September 2nd, and a fourth sister had her baby there three days later on September 5th!

Mairead FitzPatrick gave birth to Thomas Óg, Joeline Godfrey gave birth to Sorcha and Bernie Ward gave birth to Phelim. Christina Murray, the fourth sister, was due

at the same time as her sisters and gave birth to baby Annalise three days later. The sisters are from Cloonfad in Co Roscommon, and all live close to each other.

Staff at the hospital said they are delighted the babies arrived healthy and well.



Portiuncula Hospital staff at the Hospice Friendly Hospital briefing

Portiuncula University Hospital Hosts Open Meeting on the Hospice Friendly Hospital Programme

Portiuncula University Hospital recently held an open meeting for all staff on the Hospice Friendly Hospital (HFH) Programme. Grace O'Sullivan, the National Coordinator of the HFH Programme, presented an overview of the programme in advance of its roll out at Portiuncula Hospital. Over 50 staff attended the open meeting and it generated great discussion about all aspects of dying, death and bereavement.

The overall purpose of the Hospice Friendly Hospitals Programme is to ensure that end-of-life care is central to the mission and everyday business of hospitals. It promotes high quality care for all people at the end of life regardless of diagnosis and whether the death is expected or sudden, and it acknowledges the role of clinical, administrative and support staff in improving the patient's and family's experience. The HFH Programme is an initiative of the Irish Hospice Foundation, in partnership with the HSE. To date over 45 hospitals throughout Ireland are linked to the HFH Programme, including all hospitals in the Saolta University Health Care Group.

The goal of palliative care is to improve the quality of life for patients living with life-limiting illness. Specialist palliative care addresses symptom management difficulties, but also psychological, spiritual and social issues that may be of concern to patients and their families.

The specialist palliative care team at Portiuncula comprises one full time Clinical Nurse Specialist and has two consultant-led ward rounds per week. The service is supported by a regional consultant on-call rota at weekends. In addition, to the inpatient consult service, the specialist palliative care team acts as a liaison between community palliative care, hospice and hospital teams, promoting seamless transitions between care settings.

The team utilise the national referral criteria as specified by the National Palliative Care Programme to prioritise reviews and highlight specialist palliative care need. There is a clear referral pathway established and in use in the Hospital. The service has an active role in multidisciplinary care, with the establishment of a joint oncology and specialist palliative care Outpatients Department. The team look forward to further developing the service and collaborating with colleagues to provide excellent palliative care in the hospital.

We look forward to the roll-out of the HFH Programme at Portiuncula.

Hospital Life Facilitation Programme- Portiuncula Hospital

The Nursing Practice Development Unit in Portiuncula University Hospital has been running a successful Hospital Life Facilitation Programme for Transition Year (T.Y) students for the last number of years. The aim of the programme is to promote the broad range of careers that are available within our healthcare setting. For some students who are thinking about a career in the healthcare profession it may confirm their career choice or open their eyes to other options that they hadn't considered. For others who have no particular career in mind, the programme offers the opportunity to sample a wide variety of jobs, across the whole range of interest and academic ability.

Since November 2013 a new week long programme was launched which places 24 students into various departments in the hospital setting. During their placement the students are based in a designated ward/department, which gives them an opportunity to work with the various disciplines in a ward setting, including nursing, clerical, household, portering, healthcare assistants, medical staff and dieticians. Other departments within the hospital such as the laboratory, catering, cardiac rehab and pastoral care take each student at a designated time which they use to give the student an insight into the work that they do and the career pathway involved. The cardiac resuscitation department also provide the students with a short CPR course. In association with the National Ambulance Service a group of paramedics along with their education officer come to the hospital and speak to the students about life as a paramedic. During the week the students are expected to complete a daily diary of the activities they were involved in. This encourages them to reflect on their day and to take part in as many activities as possible. On completion of the programme each student receives a Certificate of Attendance and is invited to complete an evaluation form. Feedback received has highlighted the high level of commitment and dedication by staff which is paramount to the ongoing success of our Hospital Life Facilitation Programme.



Pictured are some of the TY students participating in the programme



Minister for Health opens significant projects at Letterkenny University Hospital

The Minister for Health Leo Varadkar TD visited Letterkenny University Hospital recently. During the visit the Minister met with management and staff at the hospital and formally opened the new catering unit and dining facilities which were redeveloped at a cost of approximately €2.97m and the new pulmonary laboratory which was part of a larger €2.06m development at the hospital.

Commenting, General Manager Sean Murphy said, "We were delighted to have the opportunity to meet with Minister Varadkar and highlight to him the excellent work being undertaken here in Letterkenny. The Minister had the opportunity to see first-hand the redevelopment that has been undertaken in Letterkenny General Hospital".

The new Catering Central Production Unit which includes the kitchen and food storage facilities together with new visitor and staff canteen areas has recently opened in the hospital. The hospital's previous catering facilities were extensively damaged by flooding in July 2013.

The design and planning for the new catering facilities began in late 2013 and the work was overseen by a Catering Rebuild Project Team. This team included an Environmental Health Officer, Catering Management, the Facilities Manager, catering staff and infection control staff. The new facilities uses the most up to date building techniques to ensure that food safety is paramount and all the new equipment is the most modern available. The

Catering Department at the hospital prepares and cooks over 1,400 meals every day for patients, staff and visitors. The Catering Department also provides food to other HSE Residential facilities in the Letterkenny area.

The Respiratory Investigation Laboratory / Pulmonary Laboratory is used to treat patients with acute and chronic respiratory disease, including chronic bronchitis, bronchiectasis, sarcoidosis and asthma. Patients are referred to the respiratory laboratory for diagnostic purposes to assess a range of lung functions and allergy testing. The facility was extensively damaged during the flooding incident in July 2013 and had to be temporarily relocated while it was being completely refurbished. Approximately 50 - 60 patients per week are seen in this facility.



Minister for Health Leo Varadkar officially opening the Respiratory Investigation Laboratory / Pulmonary Laboratory at Letterkenny University Hospital

Letterkenny Paediatric Pump Clinic

Type 1 Diabetes Mellitus is noted to be the fastest growing chronic childhood condition worldwide increasing at a rate of 3% per year (Craig et al. 2000; Haynes et al. 2004). Roche (2011) estimates that there are approximately 3,000 children with Type 1 diabetes living in Ireland.

The DCCT (1993) clearly highlighted the risks of poorly managed glycaemic control, and advocated the need for intensified insulin therapy to reduce or prevent the devastating chronic complications that people living with diabetes are exposed to. Continuous subcutaneous insulin infusion (CSII) is fast becoming the insulin regimen of choice, with a steady growth in popularity both from children and families living with Type 1 diabetes, and also from clinicians who are becoming more familiar with this form of treatment (Danne et al 2014).

CSII therapy currently represents the most physiological method of insulin delivery available and its use in children and adolescents has demonstrated improved glycaemic control, improved quality of life and a reduction in episodes of hypoglycaemia. CSII is acknowledged internationally as the gold standard of care for children and young people who along with their families have demonstrated knowledge, motivation and ability to take on the responsibility of managing their Type 1 Diabetes, (Danne et al 2014). However, access to a paediatric multidisciplinary diabetes team experienced in insulin pump therapy to assist them both with the intensive and specialist support required for CSII commencement, and also with the ongoing follow up care and management is imperative if safe diabetes management is to be achieved (Phillipe et al 2007).

In July 2012, the National Diabetes Expert Advisory Group (DEAG) commenced implementation of phase 1 of a national plan to improve access to CSII to children and adolescents within Ireland, beginning with the under 5 year old age group. However, at this time this specialist paediatric diabetes service was only available in five centres in Ireland, (Our Lady's Hospital for Sick Children in Crumlin, Temple Street Hospital, National Children's Hospital Tallaght, Cork University Hospital, and Limerick University Hospital/Galway, which is a shared service) and only three of these centres were able to accept referrals from the Saolta Hospital Group area. As a result, waiting times were lengthy at approximately 12-18 months.

Following the appointment of Paediatric Endocrinologist Dr Orla Neylon in Sligo in November 2013, a business case was put forward which demonstrated the need for a local subcutaneous insulin infusion therapy services within the

Saolta University Health Care Group. This service would endeavour to encompass care throughout the catchment areas of Sligo, Donegal, North Mayo, Leitrim and Roscommon and the Sligo site would work in partnership with University Hospital Galway in the provision of services across the region. It was proposed that all CSII-commencement (for Sligo, Letterkenny, Leitrim and Mayo) would be delivered via the Sligo site, and that follow-on care could be delivered at Sligo, and in Letterkenny/Mayo on a quarterly out-reach clinic basis.

The diabetes cohort in Letterkenny University Hospital consists of 142 children/adolescents, with on average 15 children being diagnosed per year, akin to internationally recognised trends. Of this patient group, 46 have been commenced on CSII already and were primarily attending Dublin centres a minimum of 4 times per year for delivery of their diabetes care. This involves a socioeconomic burden for families (arranging transport to Dublin, possible overnight stay, childminding for other children, days off work/school), so the possibility of bringing this service to a local level increases the possibility of other families now being able to consider CSII treatment for their children.

The first paediatric pump clinic was held in Letterkenny Outpatients in May 2015, and is now run on a monthly basis. The local paediatric multidisciplinary team providing this service includes Dr Orla Neylon, Consultant Paediatric Endocrinologist, Diabetes Nurse Specialist Avril McCloskey and Diabetes Dietician Fiona Hegarty, and this service is further supported by Paediatric Consultant Dr Moosa Kutty and Diabetes Nurse Specialists Anne Griffin and Susan McGinley. At present children who are already using CSII therapy are being transferred back from Dublin centres to Letterkenny under the care of Consultant Dr Orla Neylon. This transfer is expected to be completed by the end of 2015, and it is anticipated that Donegal patients who meet criteria will have the opportunity to be commenced on CSII therapy in Sligo Regional Hospital in early 2016.

This is an exciting progression of care for children and their families living with Type 1 Diabetes in Donegal, and the local diabetes team are delighted to be involved in the ongoing development of our service.

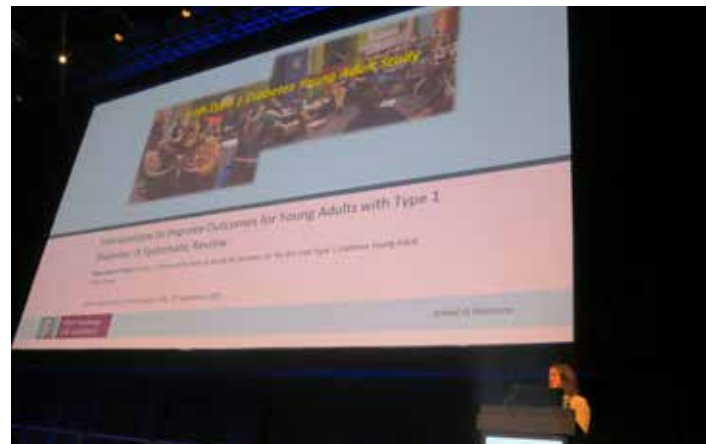
51st European Association Conference

Dr Aoife Egan (Research SpR, Endocrinology and Diabetes Centre) and Ms Mary Clare O'Hara (Researcher, Endocrinology and Diabetes Centre) had their studies accepted for oral presentation at the 51st European Association for the Study of Diabetes Annual Scientific Conference in Stockholm, Sweden in September. This is a European conference that attracts about 19,000 delegates from 132 different countries and reflects the strong research ethos of the Endocrinology and Diabetes Centre's team at Galway University Hospitals.

Ms Mary Clare O'Hara presented findings from a systematic review of literature she conducted to identify and describe any educational, psychosocial, behavioural and health service organisational interventions to improve outcomes for young adults (15-30 years old) with type 1 diabetes. The review is part of a larger 30 month study funded by the Health Research Board, Dr Seán Dinneen (Consultant Physician, GUH & Head of School of Medicine, NUI Galway) is the Principal Investigator. Dr Egan presented work on behalf of Professor Fidelma Dunne's research team on the pre-pregnancy care uptake in the Saolta University Health Care Group and its clinical and economic effects.



Dr Aoife Egan speaking at the conference



Mary Clare O'Hara speaking at the conference

Calorie posting at the Saolta Hospitals' restaurants

As part of the delivery of the Healthy Ireland Implementation Plan 2015-2017, Saolta University Health Care Group is the first hospital group to roll out calorie posting across all its restaurants.

The HSE has recently launched a calorie posting policy and this applies to all in-house catering, contracted catering and vending services throughout the HSE. The policy does not apply to in-patient menus.

Saolta University Health Care Group is aiming to implement calorie posting at all its restaurants for breakfast items by the end of 2015 with lunch items to follow in 2016.

Work is well underway and calorie posting has been introduced for all breakfast items at Letterkenny University Hospital and University Hospital Galway to date. Committees are in place at other hospitals across the group to introduce the initiative and are supported

by Saolta staff, our partners in the National Health and Wellbeing Division and the Health Promotion and Improvement team, HSE West.

Calorie posting will increase staff and visitor awareness of the calorie content of the foods and drinks on offer at our restaurants to help people make more informed and healthier choices. There is evidence to show that the public benefits from information about calories at the point of choice.

Calorie posting is one action to support our staff to make healthier choices, to keep them healthy and well, thus creating positive role models for colleagues, family, friends and service users alike.

Further information can be found at <http://www.hse.ie/calorieposting>.



Mayo University Hospital hosts 2nd Quality and Patient Safety Symposium takes place on 20th November 2015

Mayo University Hospital (MUH) will be hosting its second Quality and Patient Safety Symposium in St. Mary's Hall, Castlebar Campus, GMT on Friday 20th November 2015. Building on the success of last year's symposium Mayo General Hospital will demonstrate its ongoing commitment to Quality and Patient Safety and showcase work completed over the last year.

In 2014 the symposium attracted great interest, with multidisciplinary delegates from across the Saolta Hospital Group and from national hospitals.

An innovative approach has been taken in Mayo with three local health care companies working in partnership with over 30 staff members to drive the quality and patient safety agenda. Three Quality Activist teams have been established with a focus on improving communication, improving patient centeredness and reducing unnecessary waiting for patients. Formal feedback will be presented at the Symposium and the teams look forward to sharing the learning with the wider Saolta Group and across the HSE.

The invited speakers, on the day, will bring a wealth of clinical and academic experience and will provide insight and knowledge regarding clinical leadership, quality improvement and changing culture.

Dr Pat Nash, Chief Clinical Director of the Saolta University Health Care Group will chair the morning session and key speakers for the day include:

Dr Philip Crowley, National Director, Quality Improvement Division HSE

Dr Deirdre O'Keeffe, Head of Quality and Patient Safety, Acute Hospitals Division HSE

Ms Maureen Flynn, Director of Nursing and Midwifery Quality Improvement Division, HSE

Ciara Kirke, Clinical Lead, Medication Safety Programme, HSE

Stephen McMahon, Irish Patients Association
Professor Simon Western, Adjunct Professor University College Dublin will present on 'changing the culture one step at a time'. Simon brings an unusual depth and breadth of experience to the world of leadership, coaching and organizational change. Currently his work includes coaching and consulting to CEO's and international leaders, to deliver significant service

improvements.

Mayo University Hospital's speakers include: General Manager, Director of Nursing and Midwifery, Clinical Directors, Medical staff, Nursing staff and Health and Social Care Professionals across Surgery, Microbiology, Women's and Children's services, and Medical and Emergency Departments.

Staff from across the multidisciplinary spectrum will have posters on display highlighting the hospital's focus on Quality and Patient Safety.

The final session, a Prime Time Mayo panel discussion "Progressing patient safety in a level 3 hospital" will be facilitated by Ms Ciara Kirke, Clinical Lead, Medication Safety Programme in the HSE and will allow time for debate regarding how hospitals can continue to progress on quality and patient safety.



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

saolta.ie