



## Mayo University Hospital launch the 'Butterfly Scheme'

Pictured at the Butterfly Scheme launched in Mayo University Hospital were from left to right; Lucy Martindale, Deputy General Manager, MUH; Michelle Redmond, CNM 2, Dementia Care; Ann Lavelle, Allocations Liaison Officer; Ann Noon, Butterfly Scheme; Barbara Hodkinson, Butterfly Scheme Founder; Ann Marie Browne, Cardiac Rehabilitation; Annette Cuddy, Director, CNME; Mona Curry, ADON; Ruth Hoban, Nurse Tutor, CNME; Claire Moran, Medical Records Officer and Fran Power, CNM 3, Dementia Care.

Mayo University Hospital in collaboration with the founder of the Butterfly Scheme, Barbara Hodkinson, officially launched the 'Butterfly Scheme' in Mayo University Hospital recently. The Butterfly Scheme allows people with temporary confusion, memory loss and dementia to make this fact clear to hospital staff and provides staff with practical training to offer a simple, five-point, targeted response to meet their needs. At-a-glance, discreet, identification via a Butterfly symbol is available for hospital patients who wish to participate. UK research has demonstrated that patients who choose to use this symbol receive more effective and appropriate care while in hospital.

Over thirty staff members have volunteered as Butterfly Champions and will complete their training under the leadership of Barbara Hodkinson, the UK founder of the Butterfly Scheme. The Butterfly Champions work in all areas of the hospital from ward clerks to porters, radiology staff, therapists, catering staff, nurses, doctors etc.

**Continued on page 9**

### CONTENTS

CEO update

Update from Peri-Operative Directorate

Women's and Children's Directorate

Feature Hospital- Mayo University Hospital

### NEXT ISSUE WINTER 2018

The next feature hospital: Letterkenny University Hospital

For feedback, comments and suggestions,  
Please email [newsletter.saolta@hse.ie](mailto:newsletter.saolta@hse.ie)

## Welcome

Welcome to the Autumn 2018 edition of the Saolta University Health Care Group newsletter. In this month's issue, we feature Mayo University Hospital and highlight some of the developments and achievements that have been taking place there, including a feature on one of the most successful promotional campaigns the 'Butterfly Scheme' which focuses on training staff to support patients with temporary confusion, memory loss and dementia.

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

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

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

Kind regards,  
Saolta Newsletter Team.

## Table of Contents

Chief Executive Officer	4
Chief Operations Officer	5
Chief Financial Officer	6
Director of Human Resources	7
Chief of Nursing and Midwifery	8
Feature - Mayo University Hospital	9
Peri-Operative Directorate	14
Women's and Children's Directorate	16
General News	18

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ResearchGate

Top Tweets (July/August/September)

Top Media Tweets (July/August/September)

Jul 2018 - 31 days

TWEET HIGHLIGHTS

**Top Tweet** earned 5,018 impressions

Mayo University Hospital #MUH launches new awareness campaign aimed at improving communications around medicine use for patients. [bit.ly/2ziCPfm](http://bit.ly/2ziCPfm)  
[pic.twitter.com/ZH8mcmg9NP](https://pic.twitter.com/ZH8mcmg9NP)



**Top media Tweet** earned 3,742 impressions

We @saoltagroup were delighted to present @unicefireland a cheque for €6,274 to facilitate the purchase of 36,910 polio vaccines which will assist UNICEF with their global effort to eradicate polio in three countries (Afghanistan, Pakistan and Nigeria). [bit.ly/2MURP53](http://bit.ly/2MURP53)  
[pic.twitter.com/BS4M1pskNN](https://pic.twitter.com/BS4M1pskNN)



Aug 2018 - 31 days

TWEET HIGHLIGHTS

**Top Tweet** earned 8,014 impressions

With the Visit of Pope Francis #popeinireland just around the corner and around 45,000 people heading to Knock Shrine we would like to remind people that the Minor Injuries Unit at Roscommon University Hospital will be open from 8am-8pm. Further details at [bit.ly/2Mq8O3q](http://bit.ly/2Mq8O3q)  
[pic.twitter.com/gZ0OWPB9g7](https://pic.twitter.com/gZ0OWPB9g7)



**Top media Tweet** earned 5,500 impressions

Galway University Hospitals are delighted to welcome Dr Niamh McGrath to the role of Paediatric Endocrinology Consultant. #Congratulations  
[pic.twitter.com/mX4TulKKas](https://pic.twitter.com/mX4TulKKas)



Sep 2018 - 30 days

TWEET HIGHLIGHTS

**Top Tweet** earned 7,581 impressions

Delighted to welcome the Minister for Health @SimonHarrisTD to #UHG this afternoon where he met with hospital management for an update on progress and plans for #GUH.  
[pic.twitter.com/Q4yTbxc9VV](https://pic.twitter.com/Q4yTbxc9VV)



**Top media Tweet** earned 7,288 impressions

Launch of #fluvaccine campaign today @saoltagroup with @unicefireland ambassador @JoeyCan88 getting #hisbestshot. [pic.twitter.com/hzgvjabrXj](https://pic.twitter.com/hzgvjabrXj)



# Chief Executive Officer

## Saolta Group

Dear Colleagues,

Welcome to the autumn edition of our newsletter. I hope you all had a good summer and had an opportunity to enjoy the sunshine. Once again, the third quarter of 2018 has been busy and we experienced high attendances in many of our hospitals in July and August.

Work on the Saolta Group Strategy 2019-2023 is nearly complete and we look forward to publishing it in the coming months. A significant amount of work went into developing the strategy and the associated 41 clinical strategies over the past two years and I would like to acknowledge the hard work, leadership and commitment of the staff in the Project Management Office, the hospitals and the clinical networks in progressing the strategy and thank all staff for their valued input. Of course the work doesn't stop once the strategy is published. The strategy sets our strategic objectives for the next five years and we are including a two year implementation plan within the strategy to focus on delivery. The strategy will be available on the Saolta website and I would encourage all staff to read it.

Over the summer months our Board of Directors have continued to meet and visit the hospitals in our Group. They visited Letterkenny University Hospital in July and Mayo University Hospital in September and plan to visit Portiuncula University Hospital in November. Our second Public Board Meeting took place on 10th October in University Hospital Galway.

We are continuing to progress with the Options Appraisal for the development of acute hospital services for Galway. In conjunction with KPMG, we have commenced the stakeholder engagement process and a number of workshops have already taken place. It is expected that the work will be completed by the end of January 2019. This is a critical project and will provide the Group with a long term strategic vision for acute hospitals services in Galway, in order for to provide secondary care patient services to Galway and tertiary care for the Group.

This summer I was delighted that Health Innovation Hub Ireland (HIHI) opened their new Galway office at University Hospital Galway, in collaboration with Saolta, NUI Galway and the HSE. Health Innovation Hub Ireland is a national initiative working in the healthcare sector and links staff with innovative ideas in the areas of healthcare technology, products or services, with Irish businesses and supports them in developing their ideas. Aisling Dolan, Hub Manager has plans to visit all hospitals in the Group to promote and encourage participation in innovation. The new office is located in the Lambe Translational Institute for Research, beside the Clinical Research Facility at UHG and I encourage staff to call into their office to discuss any innovative ideas you many have.

The results of the National Patient Experience Survey, which took place in May, are due to be published in the coming weeks. Preliminary indications are that the Saolta Group have performed very well again this year. As a Group we welcome the survey results, as it gives us important patient feedback, highlights the areas we need to improve upon, as well as highlighting all the good work and improvements in patient care that are happening across our hospitals on a



Maurice Power, CEO

daily basis. The results, once published, will be available on the National Patient Experience website (<https://www.patientexperience.ie/survey-results/>) and I look forward to updating you further on the final survey results in the next edition of our newsletter.

Our hospitals continued to be busy over the summer and as we face into the winter season, the Winter Planning process is well under way. Tackling the long waiting times in ED is a priority for the Group and we have been liaising with the Minister for Health, his Department, our CHO colleagues and the HSE nationally, in an effort to seek additional funding and resources to allow us to implement a number of key measures to alleviate the pressure throughout the winter period. In September we welcomed the Minister for Health, Simon Harris to University Hospital Galway for a brief visit. During this visit the proposed new Emergency Department at UHG was discussed and the Minister expressed his continued support for it. The design stage for the new ED is well under way and consultation meetings have taken place with Galway City Council and HSE Estates.

Finally, we recently launched our Flu Vaccine Campaign for the winter period 2018/2019. We are partnering with UNICEF again this year, and for every flu vaccine given to a staff member we will donate ten polio vaccines to UNICEF. This initiative was very successful last year and we are delighted to be supporting UNICEF in their campaign to eradicate polio globally. I would encourage all staff to get the flu vaccine, to protect not only themselves, but their patients, families and colleagues. Last year 40% of our staff availed of the flu vaccine and we are hoping to increase this to over 60% this year. I am delighted to see that Galway hurling star Joe Canning accepted our invitation to launch our Flu Vaccine Campaign again this year, and we are very happy to work with Joe and UNICEF on this really worthwhile initiative.

**Maurice Power**  
Chief Executive Officer

# Chief Operations Officer

## Saolta Group

Dear colleagues

At this stage Summer is a distant memory and the darkening evenings are a steady reminder of the additional capacity pressures that Winter will bring to our hospitals. Already this year we have seen activity figures above target for day cases, inpatients, outpatients, ED presentations and ED admissions. As the ED presentations and the number of patients over 75 years requiring admission continue to rise, our Emergency Departments are under increasing pressure to meet this new level of demand and ensure the provision of timely safe and effective care for our patients. The CEO mentioned in his update that we have been liaising with the Department of Health and the HSE nationally for additional funding and resources to alleviate the ED pressures over the Winter period and we will keep you updated with progress.

In relation to ICT projects, the Group PAS project is scaling up with the necessary staffing to implement such a wide-ranging project and this includes the appointment of a new ICT Project Manager, Corina Abbott who commenced in September and four Process Experts and an Integration Lead who are due to commence in October. We have developed a roadmap for the implementation of the project which also incorporates system requirements for CHO1 and CHO2. There will be further information available to staff after the project launch at the end of October.

The National Cancer Information System (previously MOCIS) will be launched in Q4 of this year- initially for prescribing, with scheduling and MDMs to follow. Training of staff started in September.

We have approval to go to tender for a maternity system for Portiuncula which will mean an integrated system between UHG and PUH and will be an interim solution pending the implementation of the national maternity system.

With regard to Freedom of Information and Data Protection, there is a significant level of activity at both hospital and Group level and the first requests under the new General Data Protection Regulation (GDPR) have been received. The consumer affairs regional managers have been nominated as deputy data protection officers (DDPOs). They have data protection experience and are available to provide support to you. As per HSE data protection policy, please contact the nominated DDPO immediately if you receive a request to access to records or if you encounter a data breach. More information is available at: <https://www.hse.ie/eng/gdpr/data-protection/>.



Ann Cosgrove, COO

There are a number of capital projects underway and at various stages of progress across the Group. In Galway, the design of the new ED is due to be completed by the end of the year and a planning application will then follow. In Sligo, the second phase of the Interventional Radiology Suite will progress in 2019. The Radiology rebuild at Letterkenny is due to be completed by February 2019 and will then be commissioned and the procurement contract for the Mortuary has been completed and is awaiting approval for construction from National Estates. In Roscommon, the design team to progress the Western Specialist Rehabilitation Unit was appointed in September. The new facility will be a satellite of the National Rehabilitation Hospital in Dun Laoghaire and will provide intensive interdisciplinary rehabilitation to patients based in the West of Ireland.

I would like to acknowledge the on-going commitment to patient care by all of our staff particularly as we enter this difficult phase of the year which will see increased activity including more frail elderly patients with complex care needs needing treatment and longer lengths of stay.

**Ann Cosgrove**  
Chief Operations Officer

# Chief Financial Officer

## Saolta Group

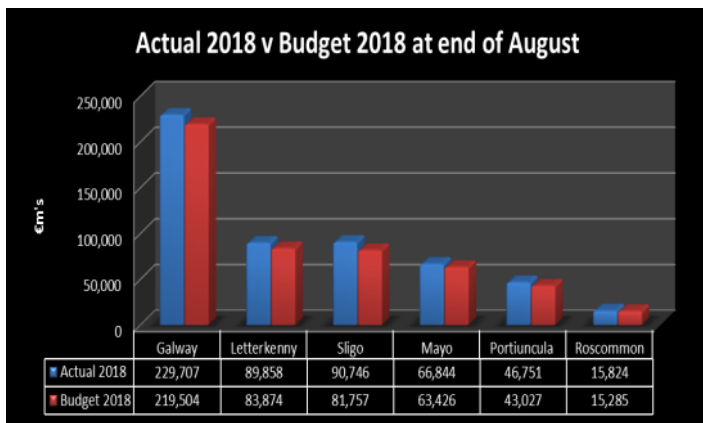
### Budget 2018

The Saolta University Health Care Group has received a net budget of €764.3m for 2018.

Following receipt of the August accounts indications are that the Group still face a significant challenge financially versus budget. Continued focus will be placed on employment control along with non-pay expenditure controls for the rest of 2018. The Group have been set targets in cost containment plans (CCPs) of €7.7m for 2018.

These CCPs are in the areas of agency staff conversion to HSE staffing, drug expenditure and the increased use of biosimilar drugs, contract expenditure and gains in procurement across all expenditure areas.

The Group is currently performing well in achieving these CCPs and continued emphasis must be maintained by all hospitals.



The Group is overspent by €31.9m compared to budget. This is an increase in expenditure of €38.2m on the same period last year. Payroll costs have grown by €20.5m compared to the same period in 2017. The largest increase is in basic pay which has increased by €16.9m of which approx €11.6m relates to pay awards.

Non-pay expenditure has grown by €9m from the same period last year with a range of categories showing variances. The increases are patient driven and include drugs and medicines, medical and surgical supplies and diagnostics.

### ICT Update

There are a number of important IT projects that are now in progress.

The **Group Patient Administration System Project** has kicked off and Corinna Abbott (IT) has joined Fiona McHugh (Business Process) as joint Project Managers. Interviews have taken place for IT and Business Process staff to support the project managers and we will have a team of 11 people initially. This project is fundamental to our Business, Clinical and IT strategies and will position us well for future group wide developments.



Anthony Baynes, I/CFO

The **Evolve Project** at GUH is progressing well and we will go live in first specialty Paediatrics in November 2018. Full system testing is ongoing at the moment. The project will help us move from a paper based medical records to paper lite with the intention to record electronically where possible.

The National Cancer Information System NCIS (previously **Medical Oncology Clinical Information System – MOCIS**) has undergone testing with Peter Kidd leading out as Project Manager. Testing of the system is ongoing and project plans are being developed at this point for the different elements of the project. GUH and MUH are phase 1 sites.

Go live in GUH is scheduled for Q4 2018 with MUH to follow in 2019.

Elaine Dobell is leading out on group wide Reporting and Business Intelligence requirements working with Saolta and national team. We need to understand how well we are performing as a Group and dashboards for unscheduled care is being looked at initially.

Work is ongoing on Order Comms for NIMIS and Cardiology in Sligo with a go live to be confirmed.

There are a number of other projects/procurements ongoing such as Infection Control, Maternity for PUH, Medibridge (lab communication system linking different labs), website/Healthmail developments to improve communication between Hospital and GPs.

The Group eHealth Director interviews are also scheduled.

### Anthony Baynes

I/Chief Financial Officer

# Director of Human Resources Saolta Group

## Exit Interview – e-mail Notification of Website Access

As many of you are aware, it is Saolta University Health Care Group policy that exit interviews are carried out with as many staff who leave our hospitals as possible. The information provided at the exit interview is confidential and the interview is an ideal opportunity for the departing employee to share their experiences and give feedback to their employer. Its primary objective is to:

- Provide information on the reasons why employees are leaving the organisation .
- Gather information so we can enhance the work experiences of staff
- Display openness to positive criticism from employees who leave.

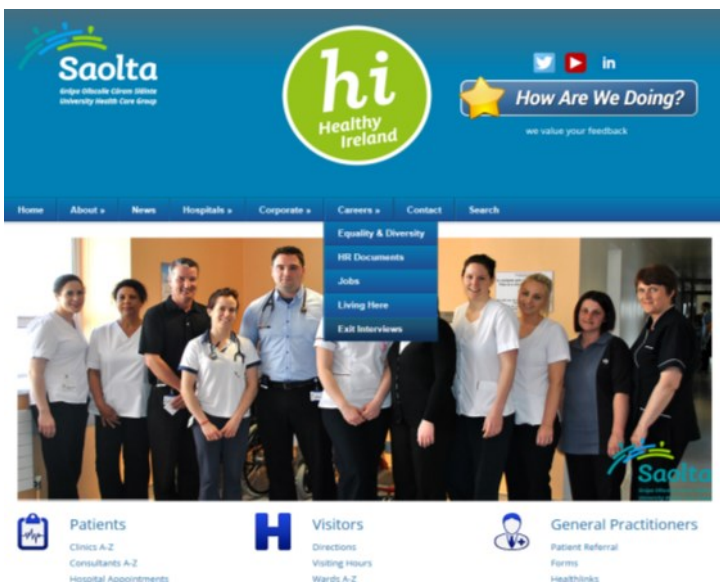
The information provided may be used to prompt changes, to effect improvements in the delivery of a quality service and to improve staff morale. This will also enhance our successful recruitment efforts and improve staff retention.

To facilitate easy access for staff we have uploaded the Saolta Group exit interview Form on the Saolta website - [www.saolta.ie](http://www.saolta.ie) under the heading CAREERS, see below.



John Shaughnessy, GDoHR

**John Shaughnessy**  
Group Director of Human Resources



Alternatively you can print the Exit Interview Form, complete it and return it to your local Human Resources Department. We ask Line Managers to encourage all staff members leaving their area of responsibility to complete an exit interview.

## Chief Director of Nursing & Midwifery Saolta Group

Autumn is always a busy time with children returning to school and the college year starting. It is also when many of our nurses and midwives commence post graduate education. Nursing and Midwifery are in a privileged position regarding funding for continuous professional development and with this in mind I urge nurses/midwives to take the opportunity to pursue further education in their area of expertise. Later this year we will be launching a Surgical Nurse Foundation Course across the Group.

The National Patient Experience Survey took place again in May and the official report will be launched in November this year. I am very pleased to say that the preliminary results show that Saolta has for the second year in a row done exceptionally well in all domains. The overall response rate was over 50% so a large thank you to everyone involved. I would like to thank everyone for their continued hard work and dedication to enhancing our patient's experience. On December 4th Saolta will be hosting a Patient Experience Conference and all staff are welcome to attend.

Flu season is upon us again and we were delighted that UNICEF Ambassador and Hurling Legend, Joe Canning, once again agreed to launch our flu campaign. Last year's Saolta Flu vaccine initiative "Get a vaccine, Give a Vaccine" was a success and we were delighted to donate 36,910 Polio Vaccines to UNICEF. This year we have increased our number of peer vaccinators to help us achieve our target of 60% of all staff, receiving the Flu vaccination. I appreciate all those that have volunteered to be peer vaccinators.

I am pleased to say the majority of our graduate nurses have been offered nursing positions within the Saolta hospitals. I would like to wish them well and look forward to supporting them on their journey.

Over the coming months we will be launching our Saolta Staff Recognition Awards competition. The ceremony will take place in March 2019.

I am conscious that over the summer months I did not get to visit the hospitals within the group as often as I would like. Over the autumn I intend to visit all the sites and look forward to visiting clinical areas and to meet as many of the staff as possible.



Jean Kelly, I/CDoNM

### Jean Kelly

I/Chief Director of Nursing and Midwifery



# Mayo University Hospital-Featured News

- Mayo University Hospital launch the 'Butterfly Scheme'
- Mayo Physiotherapy Team on World Physiotherapy Day
- Staff Engagement Forum
- Mayo University Hospital and Sepsis Awareness!
- Mayo University Hospital hosts fourth Quality and Patient Safety Symposium

## Mayo University Hospital launch the 'Butterfly Scheme'

### CONTINUED FROM COVER PAGE

At the launch, Barbara Hodkinson said, "It is an absolute joy and privilege to be here today to officially launch the Butterfly Scheme and to be working with the team at Mayo University Hospital. The Butterfly Scheme has been adopted by over 180 teams across the UK, but this is only the third Irish hospital to adopt the scheme. I am especially delighted that a specialist dementia nurse is leading Mayo University Hospitals adoption of the scheme; her insight and passion are invaluable and I know she will support and encourage the whole team on an ongoing basis, supporting patients and families living with dementia or similar care needs. The scheme's adoption is embraced at the most senior level here and this will surely be very much appreciated by the team."

A National Audit of Acute Hospitals in Ireland 2014 found that 20% of people presenting to the acute service have dementia, therefore this initiative is pivotal in enhancing care for this vulnerable group and aligns with key principles of the Irish National Dementia Strategy launched in 2014. The Butterfly Scheme is much needed in light of the growing prevalence of dementia in Ireland and the findings of the first Irish National Audit of Dementia Care in Acute Hospitals in 2014 that highlighted the lack of standardised care for people with dementia in Irish hospitals.

Catherine Donohoe, General Manager, Mayo University Hospital stated, "The hospital has brought in other measures over the years to help meet the needs of patients with dementia, but this is expected to be a game changer for awareness of need with targeted care and attention for this vulnerable patient group and their families."

Director of Nursing Dr Pádraig Ó Lúanaigh, Mayo University Hospital said, "The introduction of the scheme was part of the Hospital's on-going commitment to improving the quality of care and services provided at the hospital and a sign of this commitment from colleagues was the significant number of hospital staff who volunteered as Butterfly Champions."

Michelle Redmond, Dementia Lead Nurse, Mayo University Hospital said, "The Butterfly Scheme increases awareness among staff and provides education and training to complement the goals of the Irish National Dementia Strategy launched in 2014, which states that all hospital staff involved in the care and treatment of people with dementia should be aware of their diagnosis and its impact."

# Mayo Physiotherapy Team on World Physiotherapy Day

The physiotherapy team in MUH recently celebrated World Physiotherapy Day. The team is dedicated to promoting health both in patients and staff members within the hospital; thus improving general morale and wellbeing.

The team helps to encourage and motivate patients. The entire team is committed to supporting patients and enabling their recovery.



Mayo Physiotherapy Team on World Physiotherapy Day in September.

## Staff Engagement Forum

"Staff are engaged when they feel valued, are emotionally connected, fully involved, enthusiastic and committed to providing a good service...when each person knows that what they say matters and makes a difference."

Mayo University Hospital Staff Engagement Forum was formed as part of the hospital's commitment to quality improvement. Members come from a multi-disciplinary group of staff who responded to expressions of interest to participate. Where staff engagement is higher or services are supporting staff wellbeing, the positive results include:

- Lower patient mortality
- Reduction in the number of incidents
- Improved clinical care
- Improved patient experience
- Improved staff wellbeing
- Lower absenteeism rates
- Improved staff retention

It's for these reasons that staff engagement is a key driver of the Framework for improving Quality in Our Health Service and the People Strategy-HSE Quality Improvement Division 2017.

Sarah Ronayne, Occupational Therapist and forum member, says the principles of staff engagement can work very well. "Promoting a community ethos, respect for each other, recognition and support for each other helps us to make the best of the situation we are currently in. We need to support each other to build an environment around us that is positive to work in. It can be draining to work in health if you don't have a network to support you through dealing with people's health and social crises."

Derek Gormley, Pastoral Care and forum member says "Health workers are dealing with people getting life-altering news and living through life-altering events. People are coming to you in their time of need and that can be emotionally testing and trying. The support of colleagues can make all the difference to how you feel about how you have dealt with a patient."

## MUH-The Start

The formal launch was held in September 2017 and two of the key themes identified on the day were respect for each other and communication methods. The forum has since formed sub groups to deal with these two main themes. The forum has worked on improving communication between all levels of staff and promoting a culture of respect for each other and help create a positive working environment.

## MUH-The Present

Update and feedback sessions have been held in January and July 2018 with great support from the Hospital Management Team. The group achievements to date include:

- Staff awareness of the group and its work which was achieved through distribution of flyers/leaflets, pull up notices and information / update days.
- Increase awareness of rollout of patient and staff Wi-Fi.
- An increase in staff uptake of HSE e-mail by supporting staff with the application process.
- Values for staff and others (currently a work in progress).
- Increasing awareness of Computers on Wheels-Wi-Fi enabled allowing all staff access to web based hospital systems (PAS,NIMIS, HSEland MS Outlook).
- Notice board informing staff of updates on staff engagement.

## MUH-The Future

The group's future aims are to continue:

- Leading in creating a positive and effective communication between staff regardless of their position.
- Promoting a positive working environment for staff.
- Strengthening two-way engagement with staff and hospital management.
- Creating a sense of ownership and personal responsibility for engagement in all staff. Demonstrating to staff that they are being listened to and taking small steps while building momentum.
- Hosting regular feedback sessions.
- Exploring and opening all available channels of communication for staff.
- Attending monthly HMT meetings and providing updates regarding the work of the forum. Working with other groups within the hospital to promote staff engagement.

The forum welcomes and encourages feedback, suggestions or opportunities from all staff. Staff can also email their feedback to [MUHStaff.FeedBack@hse.ie](mailto:MUHStaff.FeedBack@hse.ie). To learn more please download the hospital's Staff Engagement Forum Information Leaflet. The HSE National Staff Engagement Website contains excellent information and resources.

Remember to check out the MUH webpage <http://www.saolta.ie/hospital/mayo-university-hospital>



## Mayo University Hospital and Sepsis Awareness

On 13 September, to mark World Sepsis Day, the Sepsis Team at Mayo University Hospital held a very successful awareness event in the main foyer of the hospital. The aim of the day was to make patients, visitors and staff aware of what sepsis is and how serious it can be, as part of a global effort to educate and engage people under the theme of 'Stop Sepsis Save Lives'.

One of the supporters of the event on the day was Fintan Staunton, representing the Rory Staunton Foundation which was set up by Rory's parents after his death from sepsis in April 2012. The Foundation's goal is to ensure that no other child or young adult dies of sepsis resulting from the lack of a speedy diagnosis and immediate medical treatment. It was wonderful to have the patient/patient family perspective on the importance of Sepsis awareness at our event.

The event was also an opportunity for patients and visitors to meet with a range of staff including; Infection Control staff, Justin Valiakalayil; Antimicrobial Pharmacists, Rose Cafferkey and Marie Ronan; and Chief Medical Scientist (Microbiology), Conor Burke. There were information leaflets to take away and quizzes with spot prizes. Many thanks to MSD Ireland Ltd for their support on the day.



At the World Sepsis Day event from left: Ken Spencer, Staff Nurse, NPDU; Sharon Egan, Staff Nurse, ED; Liz Casey RTO & Nurse Sepsis Lead; Dr Rizvi, Consultant Physician; and Fintan Staunton, representing Rory Staunton Foundation.

## Mayo University Hospital hosts fourth Quality and Patient Safety Symposium

Mayo University Hospital (MUH) hosted its fourth Quality and Patient Safety Symposium on Thursday, 11 October 2018 in St. Mary's Hall, GMIT, Castlebar. MUH have been working with the Quality Improvement Division in the HSE as one of the pilot sites for the implementation of the 'Framework for Improving Quality in our Health Services'. Building on this framework and success of previous symposiums, Mayo University Hospital will continue to demonstrate its ongoing commitment to Quality and Patient Safety and empower staff of MUH to embrace change and to achieve excellence in care.

The symposiums to date have attracted great interest, with multidisciplinary delegates attending from across the Saolta University Health care Group and from other hospitals across the county. The first symposium was in 2014, then in 2015 MUH secured support from the national QI Department and launched the first 'Quality Activists Group'.

An innovative approach was taken 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 were established with a focus on improving communication, improving patient centeredness and reducing unnecessary waiting for patients. In the 2016 Symposium the key note speakers were Eleanor Rivoire from Accreditation Canada and the inspirational Margaret Murphy, who has been actively involved as a patient safety advocate. MUH is committed to focus on better patient and staff engagement.

MUH has made significant progress to date with patient engagement. This was demonstrated with this year's symposium chaired by two of MUH's valued patient advisors Jo Curtis and Rachel Bracken. Quality initiatives were presented at the Symposium and the teams will be sharing the learning with the wider Saolta University Health care Group and across the HSE.

Dr Pádraig Ó Lúanaigh, Director of Nursing, Mayo University Hospital commented: "The Symposium provides an ideal opportunity for colleagues across the hospital to work together to plan and run an event which celebrates and acknowledges all the excellent work that is often not realised in a busy hospital environment. We should all be rightly proud of the multiple projects and new ways of working that were discussed which all have improving the patient experience and quality of care at MUH as the motivation and heart of each new innovation."

This year's symposium saw a broad range of speakers present on topics like patient engagement, staff engagement, clinical leadership and Mayo University Hospital's multidisciplinary team presented their innovation and quality improvements. There were 40 poster presentations on the day.

Guest speakers included, Ms Liz Sargeant, Physiotherapist, Clinical Lead (Integration) Emergency Care Improvement Programme (ECIP) who presented 'Service transformation: the key to improving quality and patient safety'. Dr Elaine Maxwell, Associate Professor, teaching Leadership and Service Improvement at London South Bank University and Non-Executive Director at Basildon and Thurrock University Hospitals NHS Foundation Trust who presented 'Leading change and demonstrating improvement, the challenge for modern health care service'.

Mayo University Hospital's speakers included:

- The General Manager
- Clinical Directors
- Medical staff
- Nursing staff
- Health and Social Care Professionals

The Symposium conclusion and evaluation were presented by a representative from Saolta University Health Care Group and Catherine Donohoe, General Manager.



Pádraig Ó Lúanaigh and Ronan O' Cathsaigh at the Quality and Safety Symposium.



## News from the Peri-Operative Directorate

# Prehabilitation programme for upper gastrointestinal cancer patients – a multimodal approach to cancer care in University Hospital Galway

The upper gastrointestinal department in UHG is now providing a person-centred prehabilitation programme to a group of patients diagnosed with upper gastrointestinal cancer prior to undergoing surgery. The aim of prehabilitation is to work with patients and the people close to them, before treatment starts, providing them with nutritional and exercise advice, to improve their treatment journey. The process optimises physical functionality; nutritional status and quality of life preoperatively to enable the person maintain a normal level of function during and after treatment. Prehabilitation is an important and valuable aspect of cancer care as it is a multimodal process that looks at the person living with cancer as a whole, taking into account their wider physical, psychological and psychosocial wellbeing.

Multimodal support including physical activity, dietary support and psychological wellbeing, has been shown to improve outcome across the spectrum of treatment modalities and survivorship in cancer. Patients have limited access to these services at present and motivated by the expanding body of evidence in this field a strategic group was formed in 2017.

The prehabilitation group includes Mr. Chris Collins - Consultant Upper Gastrointestinal Surgeon, Dr. Gregory Leonard - Consultant Medical Oncologist, Dr. Helen Greally – Director of Support Services Cancer Care West, Dr. Michael Newell –Lecturer in Surgery Clinical Research Facility, Ms. Ruth Kilcawley – Senior Oncology Dietician, Ms. Miriam Flatley – Senior Oncology Physiotherapist, Ms. Niamh Killilea – Oncology Advanced Nurse Practitioner, Ms. Aoife Quinn – Upper Gastrointestinal Clinical Nurse Specialist, and Ms. Fionnuala Creighton – Irish Cancer Society Oncology Nurse. The aim of the group is to drive a multimodal service provision, through prehabilitation, for gastrointestinal cancer patients attending University Hospital Galway.

With prehabilitation, patients have greater professional involvement and a personalised exercise and nutrition regimen. In turn, this can make them feel more motivated than with standard care, as they are more actively involved in their own wellbeing and recovery, this then leads to better outcomes for the individual.



### Physical Activity:

Cancer Care West, the West of Ireland cancer charity, provides excellent professional community care programmes to people affected by cancer. Its centre in Galway opened its doors in 2009, and is staffed by multi-disciplinary and cancer-support specialists. As the growing body of evidence suggests exercise has significant benefit before, during and after cancer treatment, the centre opened its first purpose-built gym earlier this year. This service is free of charge. This is a great facility specific to the needs of cancer patients. It is staffed by a specialist physiotherapist who encourages patient participation in individualised resistance and endurance training, designed to support them at their individual stage of treatment. Physical activity is a key intervention in prehabilitation. It is both safe and feasible during all aspects of cancer treatment and additionally provides physiological and psychological benefits.

### Dietary Support:

Dietary support for individuals with cancer, can reduce risk of negative clinical outcomes, reduce toxicity of anticancer treatments and reduce deterioration of overall state and well-being. University Hospital Galway's Oncology Nutrition Group, an early intervention information and support session for all patients diagnosed with cancer meets weekly. The dietician-led session is open to patients and family members and includes practical tips on dealing with the nutrition impact symptoms of cancer and its treatment. These sessions provide advice and reassurance to patients on the role of diet in cancer. The aim is to treat malnutrition, maintain or improve dietary intake, mitigate metabolic derangements, maintain skeletal muscle mass and physical performance, and reduce the risk of reduction and interruptions of scheduled anti-cancer treatment and reduced quality of life.

### Psychological Wellbeing:

While undergoing the prehabilitation programme, patients also have access to emotional and psychological support through all members of the group. Additional psycho-oncology and practical support services are also available through Cancer Care West to maximise quality of life for patients. While attending the gym patients have the opportunity to meet others who have successfully undergone anti-cancer treatments. This can provide invaluable insight into the cancer experience. It is expected to enable people, and those close to them, to deal with psychological distress, determine interventions and access appropriate professionals.

This prehabilitation programme has potential to improve a patient's general wellbeing, pre-, peri- and post treatment, as well as in the long-term. We hope this programme will impact a patient's life from the point of diagnosis onwards. If further information on this programme is required please contact Aoife Quinn, Upper GI Clinical Nurse Specialist on 091-893388. We look forward to sharing the results of our programme with you in the near future.



## News from the Women's and Children's Directorate

From left: Frances Burke Clinical Midwife Manager 2, Jackie Diamond, Dr. Murtada Mohamed Consultant Obstetrician, Eamonn Diamond and Jacinta one of the founding members of Féileacáin.

### Gabriel's Legacy

Gabriel Alex Diamond was born sleeping on his due date on Saturday 22 July 2017. A day treasured by Jackie and Eamonn as they finally got to meet their precious son.

In memory of Gabriel they organised a "Remembrance Walk" for him in order to do something small to give back some of the love that they received from Féileacáin and all the Perinatal Hospice staff and Maternity staff at Mayo University Hospital.

They wanted to raise awareness for Féileacáin and help other bereaved parents and families like theirs.

Jackie and Eamonn were deeply moved by the outpouring of generosity and support for their special fundraising event to honour their son Gabriel's precious life and to raise awareness and much needed funds for Féileacáin.

Féileacáin is not for profit organisation that offers support to anyone affected by the death of a baby during pregnancy or shortly after. This amazing charity helps parents like Jackie and Eamonn by offering support and guidance at such a difficult time in a couple's life.

Most importantly they wanted to honour their most precious and adored Son Gabriel Alex. Gabriel's legacy will carry on every time the Cuddle Cot may need to be used.

"Your tiny footprints have left the biggest imprints on all of our hearts".

A special presentation of a Cuddle Cot and Moses Basket in memory of Gabriel Alex was made by Jackie and Eamonn to Mayo University Hospital costing a total of €3000. The Cuddle Cot and Moses Basket will be used by bereaved parents at the hospital and neighbouring hospitals. This special cot will allow families to bring their babies home and spend treasured time together at such a heart-breaking and sad time. It gives families the precious gift of time with their little Angels.

The remaining €8,689.08 was donated directly to Féileacáin to support other families encountering great grief and suffering. This organisation offers support and counselling, memory boxes and precious keepsakes to families to encourage them to make everlasting memories.



## Neonatal Study Day

The 6<sup>th</sup> Neonatal Study Day organised by University Hospital Galway took place in the g Hotel, Galway, recently.

The aim of the study day was to provide evidence-based information for neonatal nurses, midwives and doctors in the care of neonates. This study day also aids communication and relationship-building between staff in the Group and nationally, to enhance better understanding of the role of the various stakeholders involved in the care of the ill / preterm / newborn infant.

Dr. Ethel Ryan, Consultant Neonatologist and Clinical Director of the Women's and Children's Directorate, opened the event and welcomed the participants. Presentations were given on a variety of topics of interest to those involved in the care of newborn infants, including the BiliApp, an app which can be downloaded onto a SmartPhone and used to interpret newborn jaundice based upon NICE guidance from the UK.

Thanks to all involved in organising this very successful event and to all those who attended.



Neonatal Study Day at UHG.

## Appointment of Bereavement Support Midwife at PUH

Emma Mc Art has recently been appointed as CMM2 in the role of bereavement support midwife at Portiuncula University Hospital. She has extensive clinical expertise and has experience of counselling with regard to non-complex bereavement issues. She identifies and works with the multidisciplinary team in, planning and delivering individualised, evidence based care to women, their partners and families, who experience perinatal bereavement in our service. She is also currently undertaking an MSC in Loss and Bereavement in RCSI. Emma is very much looking forward to this new challenging role and hopes that she can further enhance the service provided.

Emma obtained her Nursing degree from Buckinghamshire University in 2001. She gained valuable experience as a Staff Nurse in Charing Cross Hospital London in a coronary care/high dependency unit. In 2003 she returned to Ireland to take up a position within University Hospital Galway where she completed her midwifery training. Emma gained antenatal and theatre experience post registration and successfully completed a management diploma. In 2008 Emma took up a position in the Galway Fertility Clinic and during this period she continued her professional development and gained a graduate certificate in fertility and early pregnancy scanning.

It was during this time Emma honed her informal counselling skills and developed a passion for bereavement care. In 2016 Emma returned to UHG working in the Gynae Theatre. During this period she completed a Yoga Teacher training course, something she has had a lifelong passion for.

Portiuncula are delighted to welcome Emma to the team and wish her every success in her new role.



Emma Mc Art.



## News from Galway University Hospitals

From left: Peter O'Reilly, IT; Louise Melia, HR; Bridget Morrissey, GM's Office; Annette McCabe, Services; Chris Kane, General Manager; Mary Cotter, Assistant Director of Nursing, Merlin Park; Martin Molloy, Information Services Manager; Geoff Ginnetty, Services Manager.

## The launch of InfoHub at Galway University Hospitals



GUH is delighted to have launched the GUH InfoHub <http://pguhinfohub> which was developed with five IT students from NUI Galway and was one of our actions from last year's staff engagement survey findings.

Our intention is simply :

- To improve communication to all staff

and

- Reduce the number of emails being issued every day via e-services

We will continue to work on the site and welcome ideas and comments. We are happy to see the website received a high number of hits during its first week.

## Health Literacy Committee at GUH

A Health Literacy Committee was established at Galway University Hospitals in 2015. The committee is made up of multidisciplinary staff from the hospital, academic staff from the local university (with a special interest in health literacy) and service user representation (Patient council member). The committee, which meets on a monthly basis, has been busy over the past 3 years working on a number of activities to meet our goal to make the hospital a more health literacy friendly organisation for all its users. The committee developed a policy to help staff to develop clear and accessible written Patient information materials (PIMs). This is now available for staff to use.

The policy contains:

- An eight step algorithm to guide the user from starting point (such as reviewing what materials may already be available) all the way through to review of draft materials by service users and final management sign-off.
- A basic Dos and Don'ts sheet which contains useful tips such as how to limit medical jargon, using the active voice, having shorter sentences and paragraphs, and general tips on layout and formatting.
- A checklist drawing on the CDC's Clear Communication Index (CDC, 2014), to allow users to score the material against standards of best practice. We aim for a minimum score of 80% which must be achieved before management sign off on the new PIM.

The check list has been adapted nationally by HSE in their "Guidelines for Communicating clearly using Plain English with our patients and service users."

Other activities to date include:

- Coordinating the roll out of plain English Training for hospital staff. To date approximately 80 staff have availed of this.
- Revised outpatient letters with improvements in clarity and accessibility. On average approximately 5000 of these are sent out weekly to service users.
- We have also developed and implemented participatory Patient Information Material development workshops for staff where the policy resources are used to develop new/update existing PIMs. These workshops are facilitated by Health Literacy committee members and are on-going.
- We have also raised awareness at hospital level about the limitations of current navigation/signage systems and steps are now underway to implement a new navigation system.

## Multi-disciplinary Airway Simulation Workshop 2018



Human factor issues, which include poor communication and teamwork have been identified contributing to adverse outcomes in up to 40% of 'difficult airway' cases.

In 2015, the Difficult Airway Society published a number of algorithms to assist with such cases and recognised that for any management plan to work, frequent rehearsals focusing on both technical and non-technical skills are necessary to improve outcomes.

Simulation-based training is an excellent way to practice complex airway emergencies while avoiding any harm to patients. In addition, simulation provides an ideal platform to rehearse these scenarios together with the inclusion of ENT surgeons, anaesthetists, and nursing staff.

The importance of simulation in airway management is further highlighted by the fact that the Australian and New Zealand College of Anaesthetists included simulation-based training as part of its continued professional training requirement.

For the first time in July 2018 in University Hospital Galway, a collaborative multidisciplinary airway simulation course was developed and launched with the participation of the Departments of ENT, Anaesthesia, and Perioperative Nursing at the Irish Centre for Applied Patient Safety and Simulation (ICAPSS). The workshop provided training in the management of rare and complex airway emergencies for ENT and Anaesthesia trainees starting in UHG.

This is one part of a two-part module training course that it is hoped will be repeated every 6 months in order to improve the training offered to trainees who pass through our unit along with our nursing colleagues from both theatre and ward levels.

This truly collaborative work would not have been able possible without the support, enthusiasm and expertise of our simulation centre (ICAPSS) lead by Dr. Dara Byrne and her fantastic team, Dr. Maya Contreras and Dr. Michael Callaghan from the Department of Anaesthesia. Additionally huge thanks to our theatre nurses including Gavin Mulhall, Noreen Keelan, Jackie Barrett, Alice O Reilly, Nodlaig McDermott and Kim Arnold.

Thanks especially to Ms. Karen Maherlbe, Speech and Language Therapist, who worked on the co-ordination of this initiative, the ENT Consultant Group and the Fannin Health Group for their support.

#### **Ms Mona Thornton Consultant Otolaryngologist UHG**



Multidisciplinary Airway Simulation Workshop.

## Christmas Shoe Box appeal 2018

In conjunction with TEAM HOPE the Radiotherapy Department in UHG is supporting the Christmas Shoe Box appeal 2018.

TEAM HOPE is an Irish Charity working with children and their families and communities mainly across Eastern Europe, former Soviet Union and Africa.

We need your help. Join us in supporting TEAM HOPE and donate to the Christmas Show Box appeal 2018. For further information on how to take part, pick up one of the information leaflets available outside the staff canteen, UHG or visit <https://www.teamhope.ie/christmas-shoobox-appeal/fill-a-box/>.

The shoe boxes will be collected by a member of TEAM HOPE on 16 November. Drop off point will be the UHG switch board between 12-16 November!

For any further information please contact June Barrett [june.barrett@hse.ie](mailto:june.barrett@hse.ie) or Laura Connolly [laura.connolly4@hse.ie](mailto:laura.connolly4@hse.ie).



June Barrett, Senior Dietitian and Laura Connolly, Data Base Manager, Radiotherapy Department, UHG.

# New Implementation in the Galway Blood, Tissue and GMP Establishment (GBTE) GUH



The purpose of this project was to develop and implement a quality improvement project in the Galway Blood, Tissue and GMP Establishment (GBTE) service area as part of the Leaders in Management Programme completed by Maève Wallace – GBTE Quality Manager & Senior Medical Scientist and endorsed by the Chief Medical Scientist and Laboratory Manager of GBTE Margaret Tarpey.

The vision was to provide an improved blood transfusion service to all service users/patients, thus having a patient driven approach whilst engaging with staff and maximising resources available.

In March 2017, GBTE launched implementation of two new serological blood transfusion analysers; Ortho Vision & Vision Max Analyser. These bespoke analysers improved efficiency, traceability and standardisation of equipment, interfacing and training. To have such a valuable resource proved hugely beneficial for GBTE, however the Ortho Vision Max Analyser was not used to its full capacity. Thus its potential was researched to establish if Serological Crossmatching could be performed on the analyser, interfaced with the Laboratory Information System (LIS), allowing the remaining 35% of manual crossmatches to be batch tested and now automated.

This automated procedure would replace the gold standard manual bench serological crossmatch procedure, thus increase productivity, enable batch testing, increase patient safety via the standardisation of the automated test, minimise manual testing subjectivity, reduce annual costs and enable scientific staff to devote more time to specialised laboratory investigations.

These goals spearheaded the project but another contributory factor was the performance of staff. In a busy working environment where the workload is exponentially increasing, especially for on-call lone workers, it's essential for GBTE to safely maximise the resources available to staff, allowing them to work in a manner where they are motivated and focused to deliver patient centred results without the risk of burning out. As is widely recognised within the HSE, "our staff are our greatest resource", so we need to acknowledge this.



The Ortho Vision Max Serology Analyser in the Galway Blood and Tissue Establishment.

### What was Achieved/Benefits?

This project was initiated with the formulation of a Validation Master Plan, relevant Change Control Documentation and a Risk Analysis Report. It was a collaborative venture reliant on effective communication with stakeholders, steering and working group members. There were several meetings with suppliers and the IT Dept GUH to ensure that the relevant hardware, software and interfaces were configured and fit for purpose.

Intensive validations of the automated procedure in line with accredited GBTE validation protocols were carried out. In addition, supplementary validations were performed in tandem with the gold standard manual serological method. Once the procedure was deemed effective, then work began on the validation of the Laboratory Information System (Apex) Interface connected to the analyser, to allow for a seamless transition of patient results. GBTE successfully achieved INAB (Irish National Accreditation Board) accreditation for same after an extension to scope submission and following an on-site inspection. Approval for its implementation was also granted by the HPR (The Health Products Regulatory Authority) post inspection.

Following receipt of accreditation, all scientific staff in GBTE were provided with one to one training in the automated procedure, in particular the on-call staff. A staff engagement survey was completed which gave a clear insight into how staff wanted the training to be delivered and highlighted the positive outcomes of introducing this method.

Once the automated crossmatch procedure was added to the GBTE scope of INAB accredited tests, it was implemented for use in June for on-call staff in GBTE.

GBTE aim to perform automated serological crossmatches on the 35% (approx 5,500 crossmatch requests) of GBTE crossmatches which otherwise would be performed by manual methods. Non-urgent serological crossmatches will be batch tested (within agreed turnaround times) during on-call hours to afford scientific staff the extra time to carry out more specialised laboratory investigations and ensure availability for emergency situations encountered.

The aims of this initiative were to:

- Maximise patient safety due to the standardisation of the crossmatch procedure.
- Deliver projected cost savings of approx €143,500 per annum due to a 50% cost reduction of a serological crossmatch. The cost reduction stems from the fact that the automated version eliminates the Room Temperature element of the manual serological crossmatch. (1 manual crossmatch Test is €52.21 i.e. in 2017 €287,155 and 1 automated crossmatch test €26.10 i.e. €143,500 )Scientific Staff afforded more time for concentrating on specialised transfusion procedures and emergencies.
- Increase Productivity.
- Improve staff morale.

### Next Steps:

We will audit the procedures in December 2018, which is six months post the go-live date. We will also introduce this procedure into the routine working day in GBTE. We will undertake further staff engagement to assess staff satisfaction and stress reduction.

# UHG Speech and Language Therapy leading the way in innovative swallow rehabilitation in Ireland



Speech and Language Therapy Team and course presenter from AMPCARE, back row L:R Karen Malherbe; Clare McMahon; Ger Keenan; Sinead Francis; Hannah Loughnane. Front row L:R Fiona Rodgers; Jo O’Keeffe; Russ Campbell (AMPCARE); Cathelijne Donders-Seoighe and Zara McGary.

Earlier this year the Speech and Language Therapy (SLT) Department in UHG hosted the first training session for Ampare Effective Swallowing Protocol. Russ Campbell (course facilitator) travelled from Texas, USA to provide the training and it was attended by SLTs from UHG and from other hospital and HSE community services departments in Ireland.

Ampcare is a Neuromuscular Electrical Stimulation Programme for dysphagia (the medical term for the symptom of difficulty in swallowing). Long-term dysphagia may lead to aspiration and pneumonia.

Ampcare is a non-invasive treatment for dysphagia that combines effective electrical stimulation parameters with resistive exercises. The treatment targets swallowing muscles which are weaker, less active and less co-ordinated than they should be. The result is improved quality of muscle contraction and swallowing function.

By introducing Ampcare Effective Swallowing Programme in UHG, the SLT Department aims to improve functional outcomes for people with swallowing impairments, with the overall goal of improving quality of life. Our first Ampcare treatment programme has been carried out with great success and we look forward to seeing its effects with other patients.



### Swallowing Statistics

- Stroke:** 30-40% present with difficulty swallowing on day of stroke and 15-20% one week post-stroke
- Older People:** up to 60% of nursing home occupants have dysphagia
- Parkinson’s disease:** up to 95% can have difficulty swallowing



## Three Departments at Galway University Hospitals shortlisted for X-ray and Radiography Awards



The Irish Institute of Radiography and Radiation Therapy have shortlisted three Departments at Galway University Hospitals for the 2018 Medray Awards. The x-ray Departments at University Hospital Galway and Merlin Park University Hospital were both short-listed for the x-ray Department of the Year and the Radiotherapy Department at UHG was short-listed for Radiotherapy Department of the year.

Chris Kane, General Manager, Galway University Hospitals said, "We are absolutely delighted that the x-ray Departments at University Hospital Galway and Merlin Park University Hospital have been shortlisted for this year's Medray Awards. The third and final x-ray Department shortlisted is in Roscommon University Hospital so already we know we have a winner within the Hospital Group!

"The second category of awards is for Radiotherapy Department of the year and we will be hoping that University Hospital Galway will be able to keep off the stiff competition posed by two Dublin hospitals (St Luke's and the Beacon), to bring home the prize.

"The Medray awards aim to recognise where staff go above and beyond the call of duty to ensure their patients and clients receive the utmost of special care and attention and this is what makes it such a meaningful award to be in the running for.

"The nominations followed a rigorous elimination process which involved an inspection by the Irish Institute of Radiography and Radiation Therapy, site visits and even a 'secret shopper' who observed our staff interaction with patients."

The winners will be decided by combining the results of a public vote and site visit. The online voting system was open until the end of September.

## Choons for children's ward

Graham Lynch and Donal Linehan are radiographers in GUH. They are also avid Irish traditional musicians. They decided this year to organise a group of Irish trad musicians working in GUH to play some "choons" at lunchtime on the 5<sup>th</sup> of April in the foyer of UHG.

The goal of this trad session was to raise funds for the children in St Bernadette's Ward in UHG. The funds raised were donated to the ward to enable more toys and games to be bought for the children to play with during their stay in hospital. Graham and Donald set up a gofundme page for the collection of donations and set a goal of €500. The trad session was a great success providing great entertainment on the day and exceeding their goal by collecting €1662. A presentation took place on 25<sup>th</sup> April to clinical nurse manager of St Bernadette's Ward.



L-R Pictured: Donal Linehan, Radiography; Graham Lynch, Radiology; Amanda Peoples, CNM, St. Bernadettes; Mark Finnegan, ED; Eamonn Nugent, Orthoptics; Martin Mulligan, Medical Student; Carmel Maree, Staff Nurse and Margaret Burke, Ward Clerk, Paediatrics.

## Galway University Hospitals Quarterly Staff Recognition Awards 2018/2019



At the launch of the Galway University Hospitals Staff Recognition Awards from left: David Holland, Finance Manager; Irene Maguire, Senior Physiotherapist; Mary Cotter, Assistant Director of Nursing, Merlin Park; Chris Kane, General Manager; Brian Mullin, Medical Manpower Manager; Ailish Mohan, Business Manager; Martin Molloy, Information Services Manager; and Louise Melia, Human Resources.

A Quarterly Staff Recognition Award Programme has been established in Galway University Hospitals to recognise the achievements of those who have performed particularly well in a given period and to recognise exceptional achievements in the work place.

The first Staff Recognition Award will be presented at the end of October for quarter ending September 2018.

Details for the nomination process including nomination forms can be found on the GUH InfoHub.

This is a great opportunity to give recognition to our colleagues and to showcase a service or project.

Details are available on the InfoHub by clicking <http://pghinfohub>

## 'Colours of my Life' by Céim Eile artist Catherine Cooley at UHG

Catherine Cooley is a self-taught artist who is inspired by the works of Yeats and Van Gogh. Her art is notable for its rough beauty, emotional honesty and bold colours. Cooley takes her inspiration from Galway City life, the surrounding landscapes and rural farming childhood memories.

Catherine notes that her 'painting and artwork has helped her on the road to recovery from mental illness, giving her something to focus on when things were difficult'. Cooley attends Céim Eile Day Centre where she is encouraged and supported in her recovery. Through her art, Cooley has made many friends where the group shares their experiences and thoughts on their own creations.

She has had small solo exhibitions and has been part of group exhibitions with Céim Eile Day Centre. She comments that all this has 'helped increase her confidence, self-esteem and has created success for her in life' going on to say that 'without art and the encouragement to continue with it, her present mental wellbeing would not be achieved'.

Galway University Hospitals Arts Trusts supports the healing process and enhances the well-being of patients, staff and visitors in University Hospital Galway and Merlin Park University Hospital through the integration of the arts into these health care environments. The work of the trust is founded on the belief that access to the arts promotes positive health. One of the objectives is to increase levels of access and participation in the arts, thus enriching the hospital community and making art more accessible to a wide variety of people. Involvement with the arts can have a lasting and transforming effect on many aspects of people's lives. The arts can act as a tool by which we engage with the world, view ourselves and provoke thought.



Pictured Artist Catherine Cooley at University Hospital Galway Arts Corridor.

The exhibition ran until August 31st. Many of the artworks were for sale. Enquiries to Margaret Flannery, Arts Director, Galway University Hospital Arts Trust, 091 544979 or [guhartstrust@hse.ie](mailto:guhartstrust@hse.ie)

## Calling All Artists Working In Galway University Hospitals

The fifteenth staff exhibition Art@work will take place on December 7 on the Arts Corridor University Hospital Galway. All artists are invited to submit up to two artworks for this year's exhibition. We encourage everyone who has exhibited over the past fourteen years to participate this year and make it the biggest, brightest and best exhibition yet. New participants are always welcome, especially those who participated in the staff art workshops supported by Healthy Ireland.

Closing date for submitting artworks is Friday November 30. You can drop your artwork to the foyer on Friday November 30 between 9.00 a. m. and 11.00 a. m. Alternatively contact the Arts Office to make other arrangements at 091 893191 or [guharts@hse.ie](mailto:guharts@hse.ie)



# Galway University Hospitals Arts Trust Winter Raffle to raise funds for arts programme

This November sees the beginning of the inaugural Galway University Hospitals Arts Trust Winter Raffle to raise funds for the work of the organisation. The draw will run over a period of 4 consecutive weeks beginning with week 1 on Friday November 16th, week 2 on Friday November 23rd, week 3 on Friday November 30th and the Grand Finale on Friday December 7th. Each draw will be held in the main foyer of University Hospital Galway on the above dates at 1pm lunchtime. The prizes for week's 1-3 include; first prize €200, second prize of €100 and third prize €50. The Grand Finale Draw which will be held on Friday December 7th includes first prize of €750, second prize of €200 and third prize of €100. The Grand Finale prizes shall be won before Christmas, with some lucky people having an unexpected Christmas present. For €10 a person will be entered into all 4 draws. Cards are available from GUH Arts Trust office and all lines on the cards must be sold to be entered into the draw for the seller's prize. Cards must be returned by sellers to the office by Monday November 12th.

Margaret Flannery, Arts Director 'We are hoping the hospital community will get behind this fundraiser in support for the arts programme. We have exciting programmes planned for 2019 in the Saolta Group. These include developing a play for children with A Dog and String Theatre and Little Barn Theatre for the paediatric departments across the Group; artists in residence; A Poet Doctor; as well as art and creative writing workshops for our geriatric and longer stay patients. We need to raise funds to help us expand our reach to the hospital community.'



All funds raised by from the GUH Arts Trust Winter Raffle 2018 will go towards our 2019 programme. We aim to grow the arts programme throughout the hospital group and expand projects to different wards and units. Your support of the GUH Arts Trust Winter Raffle is very much appreciated.

Cards are available from Bridget Cheasty, Arts Assistant, Galway University Hospitals Arts Trust, email [bridget.cheasty@hse.ie](mailto:bridget.cheasty@hse.ie) or call 091-893191 or Margaret Flannery, Arts Director email [margaret.flannery@hse.ie](mailto:margaret.flannery@hse.ie) or call 091-544979

## Upcoming GUH Art events

**Baboro International Arts Festival** for Children will visit the paediatric ward this month with art workshops by artist Phillida Eves. This will be followed by a performance of The Salty Sea for toddlers and their parents in the playroom in the afternoon by Phillida Eves and Miquel Barcelo.

**Celebrate the spooky season with GUH Arts Trust.** A family friendly Halloween event for all staff and their children will be held in the staff Canteen in the Nurses Home at University Hospital Galway on Sunday October 28th running from 3-5pm. The fun packed event is being held to raise funds for Galway University Hospitals Arts Trust with no entry fee, donations if desired to the arts programme. The event is packed with Halloween based activities. Fun games such as bobbing for apples, pumpkin bean bag toss, witch hat ring toss, monster freeze dance, dress your ghost and mummy wrap Halloween game to entertain and amuse all.

Galway University Hospitals Arts Trust artists will be on hand to support your little ones to make fun Halloween masks that they can bring home. The event is scheduled to lead up to the legendary Macnas parade. The parade sets off from University Road and the family viewing area is located here, a short walk from University Hospital Galway.



# Appointment of new permanent Paediatric Endocrinology Consultant at GUH

Galway University Hospitals welcomes the appointment of Dr Niamh McGrath to the role of Paediatric Endocrinology Consultant.

Ms Chris Kane, General Manager, GUH said, "The appointment of Dr McGrath will assist in delivering Endocrinology services to children and we are delighted to have her expertise".

Commenting on her appointment, Dr Niamh McGrath said, "I am delighted to have started as a Consultant Paediatric Endocrinologist and General Paediatrician here in Galway University Hospitals. My role involves looking after paediatric patients with type 1 diabetes, endocrine conditions such as disorders of growth and puberty and general paediatric patients."

Dr Niamh McGrath graduated from UCD in 2007 with an Honours degree and a 1st Class Honours in paediatrics. Following completion of her intern year at the Mater Misericordiae University Hospital, she pursued a career in Paediatrics and completed basic specialist training in 2010 and higher specialist training in 2016. In July 2016, she served as a clinical research fellow in the Diabetes and Endocrinology department at Temple Street Children's University Hospital, Dr McGrath completed 4 years post graduate training in Paediatric Endocrinology and Diabetes between the Temple Street Children's University Hospital and Our Lady's Children's University Hospital, Crumlin.

From July 2016 to July 2018 she worked as a locum Consultant at Temple Street Children's University Hospital. In addition to looking after paediatric patients with diabetes and patients on subcutaneous insulin pump therapy, she has experience in managing a wide range of complex endocrine disorders.

Dr McGrath has also recently completed her MD titled 'The outcome of the national newborn screening programme for congenital hypothyroidism in the Republic of Ireland' and continues to actively publish in this area.



Dr Niamh McGrath, Paediatric Endocrinology Consultant at Galway University Hospital.

## Cheque presentation at University Hospital Galway

Ms Carmel Diver and Mrs Agnes Diver from Milford, County Donegal, presented a cheque for €3,000 to Ms Catherine Dowling, Consultant Urological Surgeon at University Hospital Galway in memory of their father and husband John Diver who had been a patient at the hospital under the care of Ms Dowling.

The money was raised through a charity clay pigeon shoot organised by Mulroy Clay Pigeon club in Milford. John founded and ran the club very successfully until he got sick.

Ms Dowling commented, "We are very grateful to the Diver family for their kindness and generosity in acknowledging the care provided to their loved one here on St Pius Ward. The staff will use the funds to make improvements to the nurses staff room on the ward which will be a lasting legacy to the memory of Mr Diver".



Staff from St Pius Ward, University Hospital Galway with Carmel Diver and Agnes Diver presenting a cheque for €3000 to Ms Catherine Dowling, Consultant Urological Surgeon, in memory of John Diver who had been a patient at the hospital in 2017.

## Cheque Presentation to Oncology patient comfort fund at University Hospital Galway

Mrs Gail Clarke and her husband Peter from Glenamaddy, Co Galway recently presented a cheque for €2,285 to the Oncology patient comfort fund, University Hospital Galway. Gail along with her friends Anne Kelly and Bernie Connelly for the last ten years have been hosting the 'Gail and friends' coffee morning in Glenamaddy Community Centre. For the last three years all donations raised have gone to Galway University Hospitals. This year 'Gail and Friends' raised €2,285 which they kindly donated to the oncology patient comfort fund, University Hospital Galway.

Mrs Gail Clarke said, "This fundraising event is very close to my heart as I have lost three siblings to cancer at University Hospital Galway. I wanted to do something for the hospital in recognition of the support and care my siblings received during their time there, so I decided to start the 'Gail and Friends' fundraiser which has now been an annual event for the last ten years."

Mary Forde, Acting Nurse Manager, Oncology/Haematology Day Ward, UHG expressed her gratitude to the Clarke Family and said, "We are delighted to receive this donation for the Patient Comfort Fund. This donation will enable us to purchase comfort items for our patients."



Marie Walsh, Nurse; Siobhan Coughlan, Nurse; Peter Clarke; Emma Loughnane, Nurse; Mary Forde, Acting Manager and Gail Clarke.

## UHG candle light ceremony to mark International Pregnancy and Infant Loss Remembrance Day



Pictured at the recent coffee morning fundraiser in aid of the Pregnancy and Infant Loss Service are: L:R back row - Pauline Tarpey, Clinical Midwifery Manager; Anne Brady Bereavement Support Midwife; Mary Reidy, Midwifery Clinical Placement Co-Ordinator; Mary Coyne Clinical Nurse Manager; Helen Byrnes, Chairperson Perinatal Bereavement Group and Mary Dunne, Staff Midwife. Front row - Heather Helen, Clinical Skills Facilitator and Dr Mark Dempsey, Consultant Obstetrician.

In recognition of International Pregnancy and Infant Loss Day, the Perinatal Bereavement Group at Galway University Hospitals held a candle lighting ceremony on Sunday, 14 October in the staff canteen of the nurses home, University Hospital Galway.

Chairperson of the Perinatal Bereavement Group and Clinical Midwifery Manager Helen Byrnes said, "As part of International Pregnancy and Infant Loss Remembrance Day we invited parents and their families who had experienced grief through the death of a baby to this special candle lighting ceremony in memory of those babies who have died through miscarriage, stillbirth or in the neonatal period. While our maternity department is generally associated with happy times for families we are also here when a precious life ends."

Mary Reidy, Midwifery Clinical Placement Co-Ordinator, University Hospital Galway said, "Last year for the first time we invited families to attend our service and because of the positive response we received we have decided to make the ceremony an annual event. International Pregnancy and Infant Loss Day is celebrated all over the world with a wave of light on the 15 October.

"We had our service on the 14 October and as part of that service parents were invited to light a candle in memory of their baby who has died. Parents were then invited to take a candle home with them to be lit again at 7pm on the 15 October to join the international wave of light in honour of their babies."

"The ceremony was also a day for reflection and remembrance and opportunity for bereaved families to come together to talk and share their experiences over a cuppa."



## News from Portiuncula University Hospital

Lisa O’Looney, Snr Physiotherapist, Saoirse Flanagan and Eoin Walsh, UL MSc Physiotherapy Students, and some of the attendees at the Pilot Bone Health Exercise and Education Group held in PUH.

### Pilot Bone Health Exercise and Education Class Portiuncula University Hospital

Since 2008 there has been a 33% increase in the population aged 65 years and over. Increasing age is an independent risk factor for falls. Of the over 65s, 35% fall, a risk that rises to 50% in those over 80 years of age.

In parallel, age is an independent risk factor for osteoporosis. There are approximately 300,000 people diagnosed with osteoporosis in Ireland, making them susceptible to fragility fractures in the hip, spine and wrist. In turn, these fractures can lead to increased morbidity and mortality.

In recent years there have been a number of studies that have shown the effectiveness of education, exercise and dietary intake of vitamin D as an intervention for people with osteoporosis.

With this evidence, and evidence of the benefits of exercise on aspects of age changes, PUH has run 2 cohorts of Bone Health Exercise Class in 2018. The aims of the programme were:

- To provide bone health high level resistance exercise class and education to those identified as at risk of frailty due to osteoporosis / osteopenia diagnosis (Managing Well (3) to Vulnerable (4) on the Rockwood Scale).
- To prevent further falls, fractures and to improve bone health and overall muscle strength and balance.
- To improve client awareness and education in the management of osteoporosis diagnosis to reduce frailty in this group.

The population included in the class came from those who were current physiotherapy patients. The inclusion criteria were osteoporosis / osteopenia diagnosis, history of fractures, high functioning, independently mobile with no assistive device. Patients needing mobility aids were not included in this cohort.



The intervention took place over five weeks. Participants attended a once weekly class which comprised of 30 minutes education and one hour exercise. The exercises were progressed over the weeks and participants were encouraged to repeat with them once at home.

The education covered bone health / osteoporosis, diet (delivered by a dietitian), medications (delivered by a pharmacist), falls prevention and behavioural change to encourage increase physical activity.

The exercise component comprised breathing and postural exercises (Tai Chi), high level balance exercises, progressive resistance exercises and floor training exercises.

The hour started with a warm up and continued in a circuit format through resistance training using body weight, free weights and resistance bands, balance work and floor work, important to retain the ability to transfer from the floor in case of a fall.

Pre and post class outcome measures were used and there were positive outcomes in all tested areas:

- Balance Error Scoring System (balance)
- Mini Balance Evaluation Systems Test (balance)
- 30 second sit to stand (endurance)
- Hand Held Dynamometry (frailty index)
- Falls Efficacy Scale (falls)
- Satisfaction Survey (satisfaction)

The plan is to run these classes again in the future and on a more regular basis and to expand the class to include less mobile patients.

## Portiuncula University Hospital celebrate 'International Day of the Midwife 2018'

Portiuncula University Hospital Maternity Unit celebrated 'International Day of the Midwife' earlier this year. The theme of the day was 'Midwives leading the way with quality care'. A range of information on quality initiatives was displayed in the main hospital foyer, including details of the new Supportive Care Antenatal Clinic.

This initiative is in response to recommendations in the maternity strategy and provides antenatal care for women with normal risk by midwives. This initiative has proved very popular and is currently being audited. Another initiative that was highlighted was the introduction of hypnobirthing classes in PUH. The aim of the class for the women who partake is to increase their self confidence and trust through self-hypnosis, relaxation, light massage and visualisation techniques. It aims to dispel fear and myth, allowing the space for a positive birth experience whatever your labour path may take. The classes have been positively evaluated by women who have attended.

Women who were due to attend the Breastfeeding Support Group in the health centre were invited to attend and received one on one breastfeeding support. Women who attended found the informal setting a great way to discuss breastfeeding issues and have a chat.

The new maternity information booklet (available online <https://www.hse.ie/eng/services/list/3/acutehospitals/hospitals/portiuncula/maternity-services.html>) was also available. This booklet has information on all antenatal and initial postnatal care available in PUH and is proving an important resource for our patients.

Information regarding midwifery training and the regulatory body, NMBI, were also displayed, in recognition of the **100 years of regulation** of midwives in Ireland in 2018.

Information regarding Vaginal Birth after Caesarean (VBAC) was available to inform women about the service of a VBAC midwife, who is available to all women with previous caesarean.

Posters displayed included a recent poster representing our engagement with implementation of the National Bereavement Standards, an award winning poster on delayed cord clamping by a midwife who completed her M.Sc., and posters on benefits of skin to skin contact and breastfeeding. A sepsis poster was also displayed representing the national initiative towards introduction of the sepsis screening form.

We are also grateful to a colleague who allowed the unit to display an old obstetric kit belonging to a midwife who practiced in the 1950's. For midwives this day represented collegial unity and support, as we strive to continue to be providers of quality care.



New Mum Emma Moynihan and baby Danny celebrating international day of the midwife with staff in Portiuncula.

## Portiuncula University Hospital marks the World Health Organisation 'SAVE LIVES: Clean Your Hands' Campaign

Each year, Portiuncula University Hospital is part of the WHO 'SAVE LIVES: Clean Your Hands' Campaign. This year the World Health Organisation calls on health facilities to prevent health care-associated sepsis through hand hygiene and infection prevention and control (IPC) action.

PUH marked the day on Tuesday 01 May 2018 with a number of events in the main hospital foyer for visitors and staff.

### These included:

- Skin checks using a corniometer (to show level of dryness in skin)
- Hand hygiene advice based on skin dryness
- Hand hygiene quiz with a Spot Prize
- Use glow torch and UV cream to test hand washing technique
- Free personal use bottle of cream and sanitiser
- Information display stand remained in the main foyer for a week promoting Hand Hygiene
- Hand hygiene education sessions provided for staff



Winner of hamper for Hand Hygiene quiz Dr. Bheesham Tarachand.

## Adaptation Programme at Portiuncula University Hospital



Certificate of Orientation to our newly appointed international nurses in ED.

# Ballinasloe Crisis Pregnancy Support Service Celebrates 15 Years Service to Portiuncula University Hospital and the Community

Crisis pregnancy is defined as “a pregnancy which is neither planned nor desired by the women concerned, and which represents a personal crisis to her. This definition can, on occasion include women for who a planned or desired pregnancy develops into a crisis over time due to a change in circumstances.”

The Ballinasloe Crisis Pregnancy Support Service is now in its 15th year of operation. It is funded by the HSE Sexual Health Crisis Pregnancy Programme and offers counselling and support to any woman distressed by an unplanned pregnancy.

Our team have completed accredited training in crisis pregnancy counselling skills NUI Maynooth. The counsellors who are also qualified social workers can provide information on all available options. Information is also available on community supports, legal rights and social welfare entitlements. Services are free, confidential and non judgemental.

The service recognises that men may also experience emotional stress due to an unplanned pregnancy; therefore, partners are encouraged to be involved as well as parents and significant others.

The service has a hospital and community base to allow easy access and predominately serves the areas of East Galway, Roscommon, Longford, Westmeath, Offaly and North Tipperary. We also accept referrals from outside these areas. Our help line which operates from the social work department receives referrals from service users, GPs and Primary Care Services. In the hospital setting the Ante Natal clinics, Maternity Department and EPU are the primary sources of referrals.

From its conception the service has always strived for excellence and it is noteworthy that its formation was used as a blue print for the establishment of other crisis pregnancy support services. In recent years we have participated in a Self Assessment Quality Assurance Framework. This ongoing process was implemented to improve quality, planning, delivery, consistency and accountability in the provision of crisis pregnancy and post-abortion counselling services.



From left: Maire Kelly, Clinical Support Services Director; Caroline McInerney Layng, Crisis Pregnancy Counsellor/Principal Social Worker; Teresa Barrett, Social Work Department; Roisin Mc Hugh, Medical Social Worker; James Keane, General Manager; Marie Finn, Crisis Pregnancy Counsellor/ Medical Social Worker and Marita Fogarty, Director of Nursing.

Approximately 1700 women have accessed this service since its establishment, which demonstrates that women are utilising crisis pregnancy counselling as part of their decision making process. Counselling and support are even more essential at a time when clients are accessing these services with issues that are increasingly diverse and complex.

The helpline offers appointments within 48 hours reflecting the responsive nature of our service. Access points are PUH and privacy is assured in our consulting room at Marina House, Ballinasloe, Co. Galway, which is attached to a GP practice. Our helpline number is Locall 1850 200 600. The phone line is open Monday – Friday 9.00am to 5.00pm with a message minding facility outside these times.



## News from Roscommon University Hospital

Eimear Rea Senior Ultrasonographer; Shepherd Nsangwe, Senior Radiographer; Ann Marie Healy, Radiography Services Manager; Ann Lawn, Senior Radiographer and Martina Crosbie, CT Senior Radiographer, Roscommon University Hospital.

### Roscommon University Hospital short-listed for x-ray award

The Irish Institute of Radiography and Radiation Therapy has shortlisted the x-ray Department at Roscommon University Hospital for the 2018 Medray Radiography Department of the Year Award.

Mary Garvey, General Manager, Roscommon University Hospitals said, "We are absolutely delighted that the x-ray Department at Roscommon University Hospital has been short-listed for this year's Medray Radiography Department of the Year Award. The other two finalists in this category are University Hospital Galway and Merlin Park University Hospital.

The awards were set up to recognise Radiography / Radiation Therapy departments and individual staff members who provide an exceptional service to the public, display exemplary professionalism, or are leaders in promoting best practice or continual professional development within the profession.

The winners will be decided by combining the results of a public vote and site visit and will be announced on 10 November at the IIRRT annual conference in the Galmount Hotel, Galway.

# Roscommon University Hospital End of Life Committee Sympathy Card Initiative

A recent application by Roscommon University Hospital for funding support for a 'Sympathy Card Initiative' was successful under the Nursing and Midwifery Service Improvement Innovation Initiative 2018.

On the 25th of May Roscommon University Hospital staff were invited to cast their vote on six different designs and choose their preferred 'sympathy card' which would be sent to family approximately two weeks following the death of their loved one. A total of 113 staff voted for the various cards and the overall winner with 39 votes depicting 'Falling Leaves' was card designer Susan McGinty. Through the End of Life Steering committee, it has been agreed that the hand written note be sent by a member of staff who was involved in the care of the patient. The agreed wording for the inside of the card is as follows:

*Please accept our heartfelt condolences from the staff of  
..... Ward. Wishing you peace to bring comfort, courage to  
face the days ahead and loving memories to forever hold in  
your hearts.*



Ms. Aideen Banet, Asst. Director of Nursing and  
Ms. Geraldine Keane, CNS, Palliative Care.

## Training



RUH multidisciplinary staff Clinical Audit training, facilitated onsite by Nicola from OQI.

# RUH catering staff mark the launch of the RUH Nutrition and Hydration Strategy 2018-2021



Catering staff at RUH.

## Roscommon University Hospital launch Healthy Ireland Initiative



Get Up, Get Out, Get Active motto of staff in Roscommon University Hospital at the launch of their Healthy Ireland initiative. Hospital walks take place every Tuesday during lunch.



## News from Sligo University Hospital

Sligo University Hospital, Patient Engagement Forum.

### Sligo University Hospital Re-Launches Patient Engagement Forum

An inaugural meeting of the newly re-launched Patient Engagement Forum, designed to enable patients, staff and members of the public to have their say in the quality of services being provided at Sligo University Hospital was held on the 31st August 2018.

The purpose of the Patient Engagement Forum is to further develop the strong service culture throughout the hospital, to improve the quality of services by making them responsive to the needs and preferences of patients and to facilitate a collaborative approach between hospital staff and patient representatives in the planning, development and evaluation of services locally.

The Patient Engagement Forum is an opportunity to create a new way of working where the focus is on the “we” and not on patients, the system or providers. Through engagement, the expertise and experience of patients, families and staff can all be heard and acted on.

Patient and family centred care is a model of working to enable hospitals to develop effective partnerships with patients and family members with the ultimate goal of improving hospital quality and safety.

Sligo University Hospital will achieve continuing improvement through securing meaningful patient engagement in service delivery from the bedside to the management table. The aim of working with patients and families is to bring the perspectives and lived experiences of patients and families directly into the planning, delivery and evaluation of care.

The objectives of the Patient Engagement Forum are:

- To further promote a strong patient engagement culture throughout SUH.
- To improve the quality of services by making them responsive to the needs and preferences of patients and the public.
- To continue to develop a participative structure where patient views and opinions are listened to and valued.
- To give advice and input into the action plan from the National Patient Experience Survey.
- To support education and practice development relating to patient experience and engagement through involvement in specific sub committees, as required.
- To provide guidance and advice on developing a caring and compassionate service.

# World Sepsis Day at Sligo University Hospital



World Sepsis Awareness Day at SUH.

On 13 September Sligo University Hospital held their third annual World Sepsis Awareness Day. This comprised of information stands for the public and staff of SUH. Advice on signs and symptoms of sepsis was provided. At risk groups like people with chronic diseases, elderly, young children and patients with poor immunity were highlighted. Early recognition and treatment shortens length of the illness and reduces the chance of dying from sepsis.

Information on Hand Hygiene, Aseptic Non Touch Technique (ANTT) procedure for blood culture taking, urinary catheter care and antimicrobial stewardship was provided. There were quizzes and word searches for staff with great prizes.

Three teams of doctors competed in the "SIM factor", a medical simulation based on caring for a patient with sepsis. This was a fun, interactive way to reinforce the sepsis screening form use and the Sepsis 6 management of a septic patient. The Obstetric team were voted the champions by the three esteemed judges: Dr. Ana Rueda, Consultant Microbiologist, Dr. Seamus Crowley, Consultant Anaesthetist and Ronan O'Cathasaigh, Sepsis ADON Saolta Group.

Sepsis arises when the body's response to an infection injures its own tissues and organs. It may lead to shock, multiple organ failure, and death, especially if not recognised early and treated promptly.

Sepsis is dramatically increasing by an annual rate of between 8-13 % over the last decade, and now claims more lives than bowel and breast cancer combined.

In Ireland the National Clinical Guideline for sepsis was published in December 2014 and the Sepsis screening form has been in use in SUH since August 2015. This document is used when someone is identified as possibly having sepsis and it guides early investigation and appropriate treatment.

The Sepsis Committee would like to thank all who took part and we are already looking forward to World Sepsis Day 2019.



## Skin Cancer advice at the Ploughing

Experts from the Dermatology Department at Sligo University Hospital were at the HSE Stand at the National Ploughing Championships to offer skin cancer information to visitors.

Selene Daly, Dermatology Nurse Specialist at Sligo University Hospital said, "The Ploughing Championships was an ideal venue to provide skin cancer information as farmers and others who work outdoors are at a higher risk of skin cancer. According to the Irish Cancer Society 1 in 4 deaths from skin cancer in Ireland are from those working in the construction or farming industry. There are now over 1,000 deaths from malignant melanoma in Ireland each year and this number is growing.

"The good news is that we know the cause - 90% of all skin cancers are directly associated with over-exposure to UV light. Also, skin cancers can be detected early by learning how to examine your skin.

"The key skin cancer prevention message for Irish people, who have a fair complexion and are prone to sunburn, is to follow the Irish Cancer's 'SunSmart Code', which is to seek shade between 11am and 3pm, cover up using long sleeve clothing, sunglasses and a wide brim hat and use a high factor sun-screen with SPF 30 or 50.

"Dr Irene Timoney, Dermatology Specialist Registrar at Sligo University Hospital and myself attended this year's National Ploughing Championship and we used the opportunity to meet with visitors, provide information and give advice on skin cancer and other skin diseases."



Dr Irene Timoney, Dermatology Specialist Registrar and Selene Daly, Dermatology Nurse Specialist at Sligo University Hospital who were at the HSE Stand at the National Ploughing Championships providing skin cancer information to farmers and people who work outdoors.

In addition, visitors to the HSE stand had an opportunity to get free advice and information regarding HSE campaigns such as alcohol ([askaboutalcohol.ie](http://askaboutalcohol.ie)), quitting smoking ([QUIT.ie](http://QUIT.ie)), dementia ([understandtogether.ie](http://understandtogether.ie)), sepsis, START campaign (healthy eating and physical activity) and sexual wellbeing. Also a Community Dietitian was present to answer questions about type 2 diabetes including prevention and treatment and there was a BowelScreen and Diabetic RetinaScreen registration area.

## Launch of 2018 Flu Campaign in SUH



Minister Harris was on site in SUH and confirmed his support for the Hospital's 2018 Flu campaign. Eight peer vaccinators support the delivery of flu vaccines to front line services.

## Sligo University Hospital - Big Switch Off



At the launch of the "Big Switch Off" energy saving campaign at Sligo University Hospital, from left: Domhnall McLoughlin, Deputy General Manager; Michael O'Brien, Energy Officer, Estates Dept; Tony Mootoo, Quality and Safety Dept; Grainne Mc Cann, General Manager; Declan Mc Goldrick, Project Manager, Estates Dept; and Gary Streete, Waste Management Co-ordinator.

Over the August bank holiday weekend, Sligo University Hospital took part in the "Big Switch Off" organised by the Office of Public Works and the HSE's National Health and Sustainability Office. The aim was to conserve as much electrical and thermal energy as possible across the campus over the weekend and the efforts will be repeated over the October bank holiday weekend.

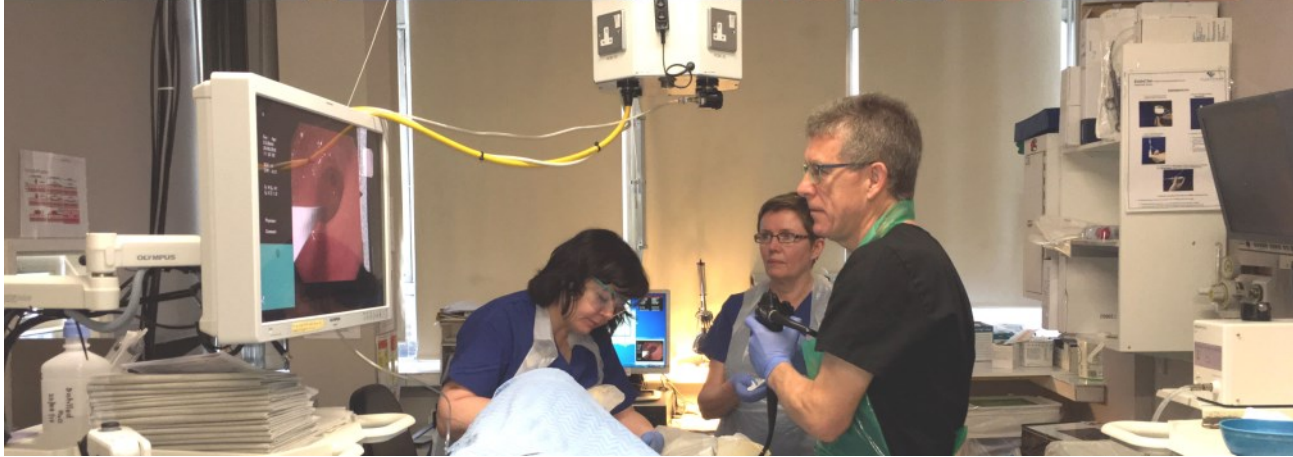
Domhnall McLoughlin, Deputy General Manager at the hospital said, "Sligo University Hospital participated as one of six campus energy teams to compete against each other in a bespoke ten-step energy saving programme designed to generate significant energy savings and demonstrate the impact of small individual changes over a bank holiday weekend.

"The success this weekend is due to the high level of staff engagement in the campaign. One of the ten steps in the campaign which earned points for the participating campus required us to complete 100 staff energy surveys. We were delighted when over 170 of our staff responded which indicated a very positive approach to the project.

"The results of our energy saving efforts will be compared with the other five competing sites to see who can claim to be Energy Saving Champion. In the meantime we will be using the combination of behavioural change science, technology and specialist expertise to improve our energy use practice here on the SUH campus."

In addition to monitoring heating controls, air handling units and other electrical equipment this weekend, the staff in the hospital focused on turning off all computers, monitors, printers, photocopiers when not in use; turning off lights in lobbies, corridors and stairwells when bright; and switching off equipment in stand-by mode when safe to do so.

# Sligo University Hospital's Endoscopy Department achieves JAG Accreditation



Following completion of a recent in-depth accreditation checklist and site assessment, the Endoscopy Department at Sligo University Hospital was successfully awarded accreditation through the UK based accreditation programme for Gastrointestinal Endoscopy known as the Joint Advisory Group or JAG.

The JAG accreditation is regarded as one of the most innovative in the healthcare sector and focuses on a model of care which is patient-centred and work force based.

Speaking after the accreditation, Dr Kevin Walsh, Clinical Lead for Endoscopy at the hospital said, "We are delighted with our JAG re-accreditation. We first achieved this accreditation in 2012 and as a result Sligo University Hospital was able to roll out the National Colorectal Cancer Screening Service (NCSS) as one of only 15 sites in Ireland. It is so important that we are able to provide this essential service to people living in Sligo, Leitrim, South Donegal and West Cavan.

"A huge amount of work goes into preparing for the JAG accreditation. Every part of our service is examined in detail and benchmarked against a number of standards. The process is broken down into six areas: clinical quality; the quality of the patient experience; workforce; training; the environment and facilities; and decontamination.

"The feedback from the accreditation team was very positive and they commented that the care offered is of the highest standard. In addition, the feedback acknowledged that there is an excellent culture of safety and learning in the service and we were congratulated on our strong and effective clinical leadership and the emphasis the team places on quality and governance.

"An award of JAG accreditation means we are able to demonstrate that we are delivering a quality assured, standardised and safe endoscopy service to our patients from a competent, dedicated and caring team. This is significant for patients attending for a screening colonoscopy as part of the NCSS to detect the presence of bowel cancer before symptoms occur, as well for our symptomatic patients who are referred from their GP or consultant for a range of gastrointestinal procedures."



## News from Letterkenny University Hospital

### Quality and Patient Safety Symposium at Letterkenny University Hospital

Letterkenny University Hospital recently held a 3 day programme for all hospital staff covering a wide variety of topics in relation to quality and patient safety. The programme consisted of targeted, 30 minute parallel workshops facilitated in a central location which was accessible to all staff. The topics covered included falls prevention, recording and preventing pressure ulcers, medication safety, escalation of NEWS and HIQA Standards.

There was huge support from the hospital management and staff at local and regional level. Many specialists gave their time to facilitate workshops. There was huge enthusiasm from all levels of staff in the hospital and the initiative was widely supported and recognised as a learning need for all disciplines of staff.

Over 500 participants from all disciplines and grades attended over the course of 3 days. Feedback was collated and 100% of the feedback highlighted that participants felt the information in the sessions attended was relevant to their practice. They also felt that the short targeted sessions were an effective learning method and that this method could be replicated for other learning opportunities. Both written and verbal feedback was overwhelmingly positive and this Symposium has engaged staff and has promoted collaborative working between the Quality and Patient Safety Department and all areas of LUH. The symposium is now set to become an annual event in LUH keeping the culture of patient quality and safety at the forefront of the LUH agenda.

## Letterkenny Surgeon Appointed to European Board of Orthopaedics and Traumatology

Mr Antony Shaju, Consultant Orthopaedic Surgeon at Letterkenny University Hospital has been appointed to the Examining Committee of the European Board of Orthopaedics and Traumatology. This academic appointment further enhances Letterkenny University Hospital as a destination teaching hospital for Orthopaedic trainees.

Commenting on his appointment Mr Shaju said, "I am delighted with this news which is in recognition of the focused coaching schedule that I have incorporated into the training programme of our Department over the past four years.

"Letterkenny University Hospital accommodates Orthopaedic trainees from many European and Non-European countries. During their time here, the senior trainees have an opportunity to prepare for the European Board of Orthopaedics and Traumatology Specialist Fellowship exam under our departmental guidance. When successful, the trainees are then qualified to work as specialist surgeons in their own countries. And of course, our trainees here in Letterkenny are also successfully achieving the Royal College of Surgeons' Inter-collegiate Speciality Exams.

"I am hopeful that the European academic recognition will attract more Orthopaedic trainees to Donegal in the future".



Mr Antony Shaju, Consultant Orthopaedic Surgeon at Letterkenny University Hospital who has been appointed to the European Board of Orthopaedics and Traumatology.

## Fitness for older people

24 participants undertook a one day training workshop in 'Functional Fitness' for older adults, in the Vestry Hall, St Conal's, Letterkenny. The workshop was commissioned by the Long-Term Conditions Programme in CHO1, and delivered by Bob Laventure of 'Later Life Training' in the UK.

'Functional Fitness' is a person-centred brief behaviour change intervention that aims to educate older people about the different components of fitness necessary for independent living.

The concept of 'Functional Fitness' was developed at Glasgow Caledonia University in 2011. In the UK, over 725 people have undertaken the training, including 125 physiotherapists. The programme is delivered across the UK, in many different facilities. A feasibility study undertaken by physiotherapists in Edinburgh has endorsed the suitability of the model for delivery within Physiotherapy settings.

The workshop in Letterkenny is the first to be delivered in Ireland. Its introduction to CHO1 goes some way to addressing a gap in supports for older community dwelling adults - supports which promote activity and reduce the risks associated with sedentary lifestyle in ageing adults, including falls, fractures, osteoporosis, obesity, diabetes and heart disease. The 'Functional Fitness' model is a safe and structured means to deliver this support.

Attendees on the day were from Donegal, Sligo, Leitrim, Galway, Cavan and Monaghan, with various backgrounds including Physiotherapy, Occupational Therapy, Mental Health Nursing, Health Promotion, Social Prescribing and Community projects.

The 'Functional Fitness' workshop equips attendees with the skills and tools to deliver fitness assessment and training to people over 65 in the community. It can be delivered by anyone who has undertaken the training, within community or healthcare facilities.

In the UK the assessment is referred to as an MOT. It is reasonable to liken the process in the Irish context, to our NCT, and this analogy is very appropriate. The assessment takes stock of the person's current level of physical function, identifies risks posed by any restrictions identified and advises and teaches ways to address these.

The Functional Fitness 'NCT' is a person-centred tool that uses a number of different physical function assessments to give older people an idea of how their physical function compares to that of their peers. A Function Fitness NCT takes approximately 60 minutes to complete per older person and contains the following nine elements:

	An assessment of...	Indicator of...
30 second chair rise	Lower limb strength and power	Independent living, morbidity and mortality
Timed 8ft up and go	Mobility, agility related to walking ability and balance	Risk of falls
Six minute timed walk	Mobility	Aerobic Endurance
Single leg stance	Balance	Risk of fall
Hand grip strength	Wrist strength	Risk of fall
Chair sit and reach	Hamstring flexibility	Walking ability
Back scratch	Shoulder flexibility	Everyday tasks
Physical activity questionnaire	Current physical activity participation	Current levels and type of physical activity
Height and weight	Optional	

The results of these assessments are used to discuss the different components of fitness and highlight individuals' strengths and weaknesses. The person is given advice on how best to take action in response to their results, including signposting to local resources and supports.

Attendees on the day were exposed to innovative teaching methods such as the GERT suit: this is an age simulation suit which offers the opportunity to experience the potential impairments related to ageing such as:

- opacity of the eye lens
- the narrowing of the visual field
- high-frequency hearing loss
- head mobility restrictions
- joint stiffness, loss of strength, reduced grip ability
- reduced co-ordination skills



Bob Laventure, Later Life Training facilitator (First on the right) with participants on the CHOI training day in Letterkenny.

Participants on the training day rated the event very highly and all intend to use the model in their practise.

The Long-term Conditions Programme will evaluate this training day, in terms of the benefits it delivers to older people in the region. If the outcomes are positive, consideration will be given to delivering another training programme in the future.

For more information on the 'Functional Fitness MOT' see: <http://www.laterlifetraining.co.uk/courses/fully-functional-mot/functional-fitness-mot/>

# Update from the Saolta Project Management Office



## Saolta Emergency Medicine Implementation Programme

This programme focuses on improving Emergency Care services across Saolta Group Hospitals. There are 4 work streams:- infrastructure, staffing, availability/consistency of information, and patient pathways.

Progress so far has included the establishment of the Saolta Steering Group, strategic and interim infrastructure improvements are underway, and current and future staffing requirements have been identified. In addition, Phase 1 of the Ambulance Clinical Handover has been implemented as well as the trauma bypass protocol for Portiuncula University Hospital.

Working groups are being established at each hospital to support the delivery of this project. For further information, contact the Saolta PMO on [pmo.saolta@hse.ie](mailto:pmo.saolta@hse.ie)



## Saolta Model 4 Hospital – Options Appraisal Project

This project sets out the future infrastructural requirements of Galway University Hospital as the Model 4 (specialist referral) hospital for the Saolta Group. Its aim is to ensure that GUH has the capacity/ capability for the delivery of safe, high quality, acute, elective and cancer care for all patients across the West/North West into the future.

This project began in July 2018 (6 work streams in total) with a target completion date of January 2019. Work stream 1 which focuses on demand and capacity (up to 2031) is now drawing to a conclusion. Work stream 2 and 3 examine the current infrastructure and future requirements and further work streams will focus on the options for the future.

For further information, contact the Saolta PMO on [pmo.saolta@hse.ie](mailto:pmo.saolta@hse.ie)



## Saolta Strategy 2019-2023

The Saolta Strategy 2019-2023 (setting out the strategic vision for the Hospital Group) is nearing completion and was approved by the Saolta Board in September 2018. Next steps include publication in late October/early November with a planned launch in late November /early December. This will include visiting each hospital to give an overview of the strategy to our staff.

As part of the strategy, a 3 year implementation plan is included which sets out the Saolta priority projects to achieve the strategy objectives. The implementation process will be overseen by a Saolta Board Strategy Sub-Committee.

In developing the strategy, we have had input from staff, patients and many others. To inform the overall strategy, 41 individual speciality strategies were developed. This is the first time that Saolta has had a group-wide perspective on how services are delivered across Saolta Hospitals.

For further information, contact the Saolta PMO on [pmo.saolta@hse.ie](mailto:pmo.saolta@hse.ie)



### **Saolta Integrated Governance Project**

This project focuses on moving from the current site based management structure to a group wide clinically-led, professionally managed governance structure which is integrated across all Saolta hospital sites. This will ensure patients are treated in a standardised, safer and more timely manner, and staff work more closely, sharing expertise and with greater clinical oversight.

Managed Clinical Networks (MCNs) will be implemented across Saolta Group sites commencing with a Trial of Concept for Women's and Children's and Cancer MCNs at the beginning of 2019. The project is currently in detailed design phase including the finalisation of structures, roles and responsibilities, supports for the network, and agreement on ways of working across both MCNs and on each of the hospital sites.

As an initial phase within the Women's and Children's MCN, both Galway and Portiuncula Maternity Services will implement the managed clinical network during Quarter 4 (as a key recommendation from the Review of Maternity Services 2018 – Walker Report).

For further information, contact the Saolta PMO on [pmo.saolta@hse.ie](mailto:pmo.saolta@hse.ie)



### **Saolta Blood Sciences Project**

This project will result in streamlined, integrated and more cost effective services within the Blood Sciences laboratories in Saolta through the implementation of a managed service with Roche. This arrangement is already in place in both Sligo and Letterkenny University Hospitals with this phase of the project focused on Galway, Portiuncula, and Roscommon University Hospitals.

This contract provides for new high spec equipment in our laboratories, with this managed supported arrangement with Roche for the next three years. The PMO is working closely with HSE Estates, Hospital maintenance and laboratory teams in this implementation phase.

The project is well advanced in all of these hospitals with a target of completion by end of 2018. Enabling works are continuing in GUH to facilitate the equipment installations in Haematology, Immunology and Biochemistry.

For further information, contact the Saolta PMO on [pmo.saolta@hse.ie](mailto:pmo.saolta@hse.ie)



# News from across the Saolta Group

## Evolve Project Update

The Evolve implementation project is well underway in GUH and will initially go-live in the part of the paediatrics department focusing on medical patients in both inpatients and outpatients.

To assist the Development of the Evolve System, the Paediatric Department have formed an Evolve Project Working Group. This group is playing an active role in assisting the Project Team and the support and enthusiasm they have shown to date is invaluable.

The first rollout site will be used to evaluate the 'To Be' processes which have been developed and where necessary to improve upon them in readiness for the second rollout area and the next phase of the Evolve project will see the system rolled out to surgical patients within the Paediatric Department.

A number of weeks of User Acceptance Testing UAT remain before we can go live with the final system. This will test all elements of the system and will ensure that we are ready to go with a fully functional system.

To assist us with UAT staff may be approached to offer assistance during this phase. If you are, please try to offer as much assistance as you can, as this is your opportunity to influence a system which will shortly become a large part of your working life within the hospital.

Also see our Information page @ <http://pguhinfohub/evolve> electronic, available through a single portal, making information easily accessible for multidisciplinary teams working within GUH.

### Test System Build

Over the last eight months in conjunction with users, the Evolve test system has been built, including System Integrations to 5 core Hospital systems (PAS, Patient Correspondence System, Electronic Discharge System, Radiology and Labs).

### Model Hospital Events

To enable the build of the test system, a number of Model Hospital events, both Group and individual were held.



The Evolve Project.

The purpose of these events was to demonstrate the Evolve application to users and to refine the configuration of the system based on user's feedback. The attendance at these events was fantastic and the input provided has been invaluable in building the test system.

### Scanning Test

A vital component of the Evolve Project is the scanning of medical records into the Evolve System. To ensure that the scanning process is flawless and robust, 2 scanning tests have been carried out in conjunction with our scanning Provider GRM.

Both tests were carried out over a number of days and they simulated the full end to end process. The objective of each scanning test is to identify bottlenecks and any other issues as early as possible to allow them to be rectified if necessary.

A third and final Scanning test is planned during the UAT phase of the project.

A number of scanning workshops have also been held involving the key users in each area of the hospital, these scanning workshops will inform the policies and processes which we will develop during the project.

## Health Innovation Hub Ireland Opens in the West



HIHI Team L:R - Aisling Dolan, HIHI Manager, Galway; Paddy McGowan, HIHI Tech Advisor; Gillian O' Mahony, HIHI Research Support Officer; Diana Hogan-Murphy, HIHI Clinical Lead; Noreen Lynch, HIHI Clinical Research Nurse Manager; Noel Murphy, HIHI Biomedical Engineer; Colman Casey, HIHI National Director; Niamh Allen, HIHI Clinical Research Nurse Manager; Emily Naylor, HIHI Clinical Research Nurse Manager; Dan Maher, HIHI Academic Advisor; Jane O' Flynn, HIHI Manager, Cork; Tanya Mulcahy, HIHI National Manager and Eimear Galvin, HIHI Manager, Dublin.

Saolta University Health Care Group, NUI Galway and HSE have announced the opening of the newly established 'Health Innovation Hub Ireland' based in Galway, which will work with both the Irish health sector and Irish businesses to improve healthcare services. This is a joint national initiative between the Department of Health and the Department of Business, Enterprise and Innovation with a national oversight group chaired by Enterprise Ireland. Health Innovation Hub Ireland is a national entity, led by University College Cork that brings together a partnership of clinical and academic centres in Galway, Cork and Dublin.

Health Innovation Hub Ireland (HIHI) evaluates concepts for healthcare innovation provided from those on the frontline - from clinicians to nurses to porters, and businesses from the health sector. HIHI provides a support structure to healthcare staff to pursue a project from concept, to pilot, to implementation stage. Similarly, any company that has a product that can significantly enhance healthcare can work with the HIHI team who will match individuals and companies with the relevant clinical teams, while overseeing a study testing each product in an Irish clinical setting. Health Innovation Hub Ireland has three pillars:

- For the healthcare community, HIHI has an open door policy and provides the support structures to develop ideas that will improve patient care.
- For companies, HIHI connects enterprise with Ireland's leading healthcare professionals who will pilot and test innovative products, services and devices.
- HIHI wants to embed an innovation culture in Irish healthcare. HIHI education programmes, designed for HSE staff, will empower problem solvers and convert thinking into action.

Aisling Dolan, Manager of Health Innovation Hub Ireland in Galway, said, "We are delighted to have our new office here in the West, located at the Lambe Translational Research Facility on the grounds of University Hospital

Galway and beside NUI Galway, providing access to both clinicians and academic experts in healthcare and medical devices. We have a full team in place and welcome innovative ideas from both healthcare individuals and healthcare companies."

John R. Higgins Professor of Obstetrics and Gynaecology, University College Cork, Clinical Director for Maternity Services, South/Southwest Hospital Group and HIHI Lead Principal Investigator said, "I am delighted to see the team at HIHI expanding to NUI Galway and the Saolta Healthcare Group, it allows us to operate at a truly national level providing valuable expertise that will benefit healthcare and innovative companies."

This September, Health Innovation Hub Ireland launched IGNITE 2018 with partners HSE NDTP, National Doctors Training and Planning, Saolta University Healthcare Group & ICAPPS, Irish Centre for Applied Patient Safety and Simulation. IGNITE 2018 is a competition aimed at people working in healthcare in the West of Ireland, where individuals or teams can submit innovative ideas and have an opportunity to engage with experts in innovation. A mentoring forum for healthcare staff to develop early stage ideas and potential solutions. The best applicants will be brought together for a Dragon's Den style pitch on 29, November 2018, and the winners and runners-up will receive a bursary to develop their idea in collaboration with Health Innovation Hub Ireland.

HIHI has strong support from NUI Galway to build on the leading research and innovation ecosystem based on campus. Professor Lokesh Joshi, Vice-President of Research at NUI Galway, said, "Health Innovation Hub Ireland builds upon the fantastic networks already linking researchers, clinicians and companies here in Galway. NUI Galway's Business Innovation Centre - the technology transfer and entrepreneurial hub for the university, runs the BioExcel medtech accelerator programme and supports the innovation training programme, BioInnovate Ireland. We look forward to partnering with the Hub to strengthen the supports for innovation in this space."

Dr Martin O'Halloran from the Translational Medical Device Lab at NUI Galway and a key collaborator in the development of HIHI with a vision for how it will impact the MedTech sector, said, "While we often focus on technical innovations in our lab, for me the real output from the hub will hopefully be a team of empowered innovators within the Irish health-service, making a real and tangible impact on patient care and outcomes."

Professor Anthony O'Regan, Saolta University Healthcare Group commented that, "As chief academic officer at Saolta, I am excited about the focus on innovation for all our healthcare providers. We strive to foster inter professional learning and cooperative enterprise. Through our quality improvement programmes we have seen remarkable initiatives which lie at the heart of improving patient care. I am part of a Health Innovation Hub Ireland working group to bring together the key stakeholders in primary and community care in the HSE, NUI Galway and industry groups. This will harness the energy of HIHI for the benefit of patients into the future."

Dr Dara Byrne, Intern Co-Ordinator NUI Galway/West Northwest (WNW) Intern Training Network & Director of ICAPPS highlighted, "We are excited to work with our partners in the Hub and the HSE on IGNITE 2018. This is a chance to submit your own idea or to work with a team, to build your innovation skills and to compete in a pitch event. A follow-on from the success of Neurotransmitter 2016, we are planning with Health Innovation Hub Ireland and the HSE to expand IGNITE further to Cork and Dublin in 2019."

For further information on HIHI and IGNITE 2018 contact Aisling Dolan, HIHI Galway Manager at [aisling.dolan@nuigalway.ie](mailto:aisling.dolan@nuigalway.ie)

For more information visit [www.hih.ie](http://www.hih.ie) or follow us on twitter @hihireland

## Saolta HIPE Conference

The first HIPE conference was held by our Saolta HIPE team on Monday 10 September 2018. Saolta CEO, Maurice Power opened the event with a positive and uplifting welcome to all HIPE Clinical Coders and HIPE Managers.

Brian Clarke, ABF accountant and Mark Grogan, Management Accountant, both members of the Saolta ABF team, gave very informative and educational presentations on ABF and the value of clear clinical documentation and accurate clinical coding.

Thank you to Mr Colin Murphy, Orthopaedic Surgeon and Mr Tom Barry, Maxillo Facial Surgeon, who gave time to explain the procedures that they perform, to assist Clinical Coders understanding of chart documentation. This gave the Clinical Coders a chance to get a "photographic view" of the types of procedures that they would normally only see documented in the patient's clinical notes. Their presentations certainly enlightened everyone in the room of the detail necessary in clinical documentation to allow Clinical Coders assign the correct diagnosis and procedure codes.

Marie Glynn, Head of Clinical Coding Education at the Health Care Pricing Office, gave an overview of the Coding Classification changes taking place in 2019. This update in the Coding Classification poses a huge undertaking in HIPE coding departments where two versions of the classification of codes will have to be used in conjunction with each other until all 2018 activity has been coded.

An overview of the Evolve and PAS systems and the implications for HIPE departments was given by Paula Power, Evolve System Administrator and Fiona McHugh, Interim PAS Business Implementation Lead.

Jo Irwin(i4Training) held a two hour workshop in the afternoon titled "Quality Conversations". This was a thought provoking, interactive and fun session that finished the day.

The event was co-ordinated and planned by Ita Hynes, Group HIPE Manager and Elaine Mannion-Mawhinney, Section Officer/Senior Clinical Coder at GUH.

# Saolta University Health Care Group launch 2018/2019 Flu Vaccine Campaign in partnership with UNICEF

Following the success of last year's flu vaccine campaign Saolta University Health Care Group have once again partnered with UNICEF to launch the 2018/2019 flu vaccine campaign "Get a vaccine, give a vaccine". This year's campaign was officially launched in University Hospital Galway by UNICEF ambassador and Galway hurler, Joe Canning. For every flu vaccine given to staff, 10 polio vaccines will be donated to UNICEF. UNICEF is committed to the eradication of polio and through this promotional campaign staff and students can support this valuable initiative.

Commenting John Shaughnessy, Director of HR Saolta University Health Care Group said, "Saolta University Health Care Group are delighted to partner with UNICEF again this year. The group donated a total of 36,910 polio vaccines to UNICEF earlier this year as a result of the "Get a vaccine, give a vaccine. This donation will assist UNICEF with their global effort to eradicate polio in three countries (Afghanistan, Pakistan and Nigeria).

"A total of 3,691 health care workers (37.1%) in the Saolta Group received their flu vaccine in 2017/2018; this figure reflects a 50% improvement on last year's uptake rates of 24%.

"Vaccination of healthcare workers has been shown to reduce flu-related deaths by 40% and as we approach flu season, we encourage our health care workers to get the vaccine to protect themselves, their families and their patients. For the next number of months, we will have a number of clinics available at each hospital site to make it easier for our staff to avail of the vaccine. We have also trained a number of staff as Peer Vaccinators who go directly to wards and units to provide the vaccine to their colleagues.

UNICEF Ambassador Joe Canning added, "I am thrilled to support the 'Get a vaccine, give a vaccine' campaign again this year. It is a simple yet powerful campaign that means UNICEF can be there for children in greatest need. I've seen first-hand the life-changing impact that simple medical interventions like this can bring to children in the countries where UNICEF works, and as a proud Galway man, I'm delighted to see the passion and commitment shown by staff at the Saolta Group here in my home county. It's a real team effort, and the impact on children's lives will be enormous."



"Our staff can know that as well as protecting themselves and those around them, they are also making an important contribution to UNICEF's work."

Peter Power, Executive Director of UNICEF Ireland said, "We're delighted to continue our innovative campaign with the Saolta Group this year. Last year the campaign enabled UNICEF to purchase 36,910 polio vaccines and delivered such a positive impact on children, both here in Ireland and around the world. Thanks to commitment and drive shown by everyone involved, UNICEF ensures that some of the most vulnerable children in the world can receive the polio vaccination, helping them to survive and thrive. That is a central part of UNICEF's mission, and we are glad to support this initiative."

Dr Aine McNamara, Consultant in Public Health Medicine, HSE West added, "Healthcare workers are at increased risk of exposure and infection to influenza. Every year at least 20% of healthcare workers are infected with influenza. They are at risk of passing it on to their family, colleagues and patients. Influenza can be severe, causing serious illness and death, especially in the very young, the elderly, cancer patients and pregnant women. Even those who are healthy can get seriously ill from influenza. The seasonal flu vaccine is a safe (millions of doses have been given over the past 60 years) effective way to help prevent influenza, avoid hospitalisation and reduce flu related deaths and illnesses."

# Saolta University Health Care Group publishes its 2017 Annual Report - Over one million patients are treated by the Group's hospitals in 2017



Pictured at the launch of 2017 Annual Report are L:R Ann Cosgrove, Chief Operations Officer, Saolta Group; Maurice Power, CEO, Saolta Group; Dr Pat Nash, Chief Clinical Director, Saolta Group and Dr John Killeen, Chairman of the Saolta Board.

The second public meeting of the Board of the Saolta University Health Care Group took place recently in University Hospital Galway. At the meeting the Saolta Group launched its 2017 Annual Report.

Commenting Dr John Killeen, Chairman of the Board said, "This is the ninth meeting of the Saolta Board which was appointed by the Minister for Health at the end of 2017 and our second public meeting. The members of the Saolta Board provide strong regional representation for the geographical area that the Group's hospitals serve. The Board is responsible for ensuring that the Group is achieving its strategic objectives and managing its available resources to provide sustainable, safe and effective person-centred care. Board members also participate in a number of sub-committees which deal with patient safety, audit, strategic manpower planning and finance and provide an extremely important external dimension to the work undertaken by the Group.

At the meeting the Board received a copy of the Group's 2017 Annual Report which highlights the scale and scope of the work delivered on each of the seven hospital sites that comprise the Saolta Group. Despite on-going increasing demand for services and resources, our staff continue to deliver high quality care to almost one million people in 2017."

Commenting on the report, Saolta Group CEO Maurice Power said, "Demand for our services continues to increase each year and that trend continued in 2017.

"Over 295,000 patients received either inpatient or day case treatments in our hospitals throughout the course of the year. There were 202,747 attendances at the five Emergency

Departments which group-wide was an increase of almost 3% from the previous year. Of those attendances, over 60,000 patients were admitted to our hospitals. All of our Group's Emergency Departments saw significant increases in the numbers attending ED. 6,195 patients attended the Urgent Care Centre at Roscommon University Hospital which was an increase of 21.83% on the previous year.

"Our Outpatients Departments saw 624,043 patients across all of our hospitals which is also an increase on 2016 attendances. The number of births continues to fall, and in 2017 there were 9024 babies born in the five maternity units in the Saolta Group, a decrease of just over 5% when compared to the previous year. The length of time our patients wait in our EDs to be admitted to hospital is still a significant issue for the Group and we are continually working to try to reduce this. A patient flow project has been in place in University Hospital Galway over the last 18 months which has facilitated a significant number of improvements to help us admit and transfer patients throughout the hospital as quickly as possible. We are continuing to work closely with our community colleagues, particularly on projects that help improve the care provided to our elderly patients. Our waiting lists also remain the Group's single biggest challenge. We are currently working closely with the National Treatment Purchase Fund to run additional clinical sessions across our hospitals to try and reduce the length of time our patients are waiting for hospital appointments and procedures.

"Our staff are our single biggest asset and I would like to acknowledge the enormous role they play in the delivery of care to our patients every single day, often in very challenging circumstances."



# People's Needs Defining Change

## HEALTH SERVICES CHANGE GUIDE

People's Needs Defining Change – Health Services Change Guide presents the overarching Change Framework that connects and enables a whole system approach to delivering change across the system. The HSE Leadership Team and Trade Unions represented by the Joint Information and Consultation Forum as co-sponsors of the Change Guide have signed off on this approach to change as the policy framework and have highlighted the importance of a sustained focus on implementation across the system.

The Change Guide is a 'how to do change well' guide and provides step by step guidance and essential templates to assist managers, team leaders and staff to undertake change. The Change Guide also emphasises the importance of people and culture and complements all of the other service, quality and culture change programmes that are currently making progress towards the delivery of person centred care underpinned by our values of Care, Compassion, Trust and Learning. The Change Framework provides us with an opportunity to align our existing initiatives in order to benefit from our combined effort through a more connected approach. People are at the centre of all of these initiatives – the Change Framework prioritises people's needs defining change as the central theme when defining, designing and delivering change.

Fully utilising and resourcing the implementation of the Change Guide is an organisational and HR priority – building change capacity will enable and support staff to work with and embrace change as an enabler of better outcomes for service users, families, citizens and local communities.

### Change Framework

The Change Framework locates in one place all of the important elements that need to be focused on to deliver change well. These include:

**People's Needs Defining Change:** working with people to understand their needs and support ongoing engagement.

**Create People and Culture Change Platform:** the change priorities that need to be worked on together to create a healthy culture and environment for change.

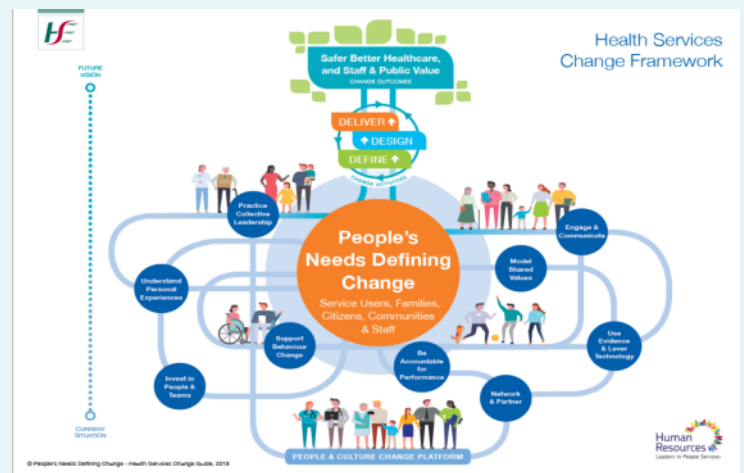
**Define, Design, Deliver:** the change activities

**Define:** Initiate change, define the purpose, assess the context and scale and get prepared

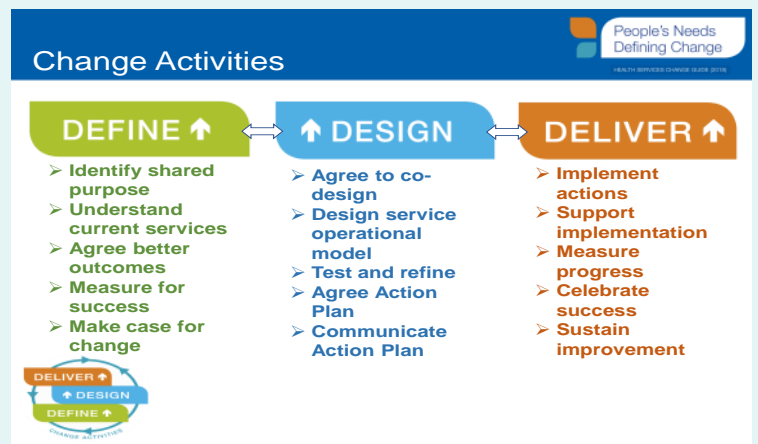
**Design:** Determine the detail, plan and test, identify resources and agree Action Plan

**Deliver:** Implement change, measure outcomes and support sustainability

**Change Outcomes:** Being accountable for performance and the delivery of safer better healthcare, and services that are valued by the public and by staff.



### How to access further information?



The Change Guide is developed as an online resource. The associated templates and resources are interactive and can be completed on line and/or downloaded. The Change Guide and associated resources are available to view/download at [www.hse.ie/changeguide](http://www.hse.ie/changeguide) and on the Change Hub at [www.hsland.ie](http://www.hsland.ie). For further information please email [changeguide@hse.ie](mailto:changeguide@hse.ie)

# Other news from Twitter

**Saolta Group**  
@saoltagroup

Members of the flu vaccination team at Letterkenny University Hospital delighted to donate 5,240 polio vaccines to @unicefireland on behalf of staff members in Letterkenny University Hospital. "Get a flu vaccine, donate 10 polio vaccines".



**Saolta Group**  
@saoltagroup

Galway University Hospitals launched the National Staff Survey today #YourOpinionCounts 2018, the survey is available to all members of the health service, encouraging all staff to take part. The Survey is live until the end of September. Have your voice heard!



**Saolta Group**  
@saoltagroup

To mark #WorldPhysiotherapyDay our team of physios in #UHG & #MPUH are holding events throughout the day to promote this years theme 'Physiotherapy and Mental Health'. Why not pop in to #UHG and take on our physio's in a game of Wii tennis. #beactive #moveformentalhealth



**Saolta Group**  
@saoltagroup

Delighted to welcome the Minister for Health @SimonHarrisTD to #UHG this afternoon where he met with hospital management for an update on progress and plans for #GUH.



**Saolta Group**  
@saoltagroup

Meet our @saoltagroup IIRRT/Medray 2018 finalists; X RAY Department of the Year, #UHG, #MPUH and #RUH and #UHG for Radiotherapy Department of the Year 🌞. The public vote closes on 30 September so get voting now for your favourite department at: [bit.ly/2MIYFhz](http://bit.ly/2MIYFhz).



**Saolta Group**  
@saoltagroup

Launch of @saoltagroup #FluVaccineCampaign 'Get a vaccine, give a vaccine' in partnership with @unicefireland - For every flu vaccine given to staff, 10 polio vaccines will be donated to UNICEF. Thank you to @JoeyCan88 @unicefireland ambassador for launching the campaign today.



# Other news from Twitter

**Saolta Group**  
@saoltagroup

Congratulations to the first of the #MUH staff who completed their MAPA Training (Managing Actual and Potential Aggression) #MUH. This programme is part of the hospital's commitment to ensuring staff safety.



**Saolta Group**  
@saoltagroup

Roscommon University Hospital #RUH were delighted to donate 1,540 polio vaccines to @unicefireland as a result of flu vaccination initiative to promote staff uptake.



**Saolta Group**  
@saoltagroup

Patricia Denash attending Roscommon Injury Unit today under the care of Mr Momin, Surgical Registrar. Roscommon Injury Unit is open 7 days a week, 8am-8pm serving patients in the vicinity of Roscommon, East Galway, Athlone, South East Mayo, Longford, South Leitrim & South Sligo.



**Saolta Group**  
@saoltagroup

Healthcare workers from Sligo University Hospital #SUH were delighted to donate 6,290 polio vaccines to @unicefireland as a result of flu vaccination initiative to promote staff uptake.




**Saolta Group**  
@saoltagroup

'Gail and Friends' raised an amazing €2,285 for the oncology patient comfort fund, University Hospital Galway. The cheque was presented in memory of Gail's siblings and in recognition of the support and care that they received during their time in hospital.



**Saolta Group**  
@saoltagroup

Galway University Hospitals #GUH were delighted to donate 15,250 polio vaccines to @unicefireland as a result of flu vaccination initiative to promote staff uptake.







**Saolta University Health Care Group**  
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