



From left, Sharon Donoghue, Patient Advice Liaison Service Coordinator, PUH; Emily McElroy, Clinical Nurse Manager 2, St Joseph's ward, PUH; Paula Noone, Assistant Director of Nursing, Dementia Quality Improvement, Saolta Group; Angela Donnellan, Senior Staff Nurse, St Joseph's Ward, PUH; Paula Daly, Clinical Nurse Manager 1, St Joseph's ward, PUH; John Brennan, Dementia Coordinator, Community Healthcare West; Anita Blake, Senior Occupational Therapist, PUH; Siobhan Coen, Senior Occupational Therapist, PUH and Maura O Connell, Assistant Director of Nursing, Medical Division, PUH.

## Portiuncula University Hospital and Community Healthcare West launch 'Patient Communications Passport'

Portiuncula University Hospital and Community Healthcare West (Galway, Mayo and Roscommon) have introduced the new 'Getting to know what matters to me' Communication Passport for people living with dementia.

The communications passport is a resource designed to reduce communication barriers and enhance the overall experience for people with dementia who utilise both hospital and community services. It can also be adapted to suit any individual who has difficulty communicating.

National and international research confirms that admission to an acute hospital can be distressing and disorientating for a person living with dementia and is often associated with a decline in their cognitive ability and levels of functioning.

The Dementia Quality Improvement Committee at Portiuncula University Hospital implemented the initiative in response to recommendations outlined in the Irish National Audit of Dementia Care in Acute Hospitals Report.

The aim of the passport is to assist an individual who is receiving professional care and is unable to effectively disclose information about themselves, especially if they have special requirements or preferences.

The person, along with their family or carers, are asked to record information in the communications passport that will help them communicate, such as their personal history, likes and dislikes, important people or places in their lives, and normal routines and abilities.

The passport is a valuable tool for patients transitioning from one care environment to another and meeting new people. It should travel with the person and be available for use when the person is experiencing any episode of care.

Click [here](#) for more.

# Saolta Tweets

**saoltagroup**  
@saoltagroup

Excellent shared learning event today in Sligo with Enhanced Community Care colleagues @CHO2west @HSECommHealth1. Working together to bring integrated healthcare closer to home.  
#Slaintecare



2:03 PM · Mar 1, 2024 · 1,196 Views

View post engagements

13

**saoltagroup**  
@saoltagroup

Some of our amazing HSCPs in #UHG celebrating all HSCPs and #integratedcare today for national #HSCPDay2024

#ThankYouHSCP #HealthcareHeroes #HSCPDeliver



Health and Social Care Professionals Day

National HSCP Office, HSE and 2 others

4:22 PM · Apr 17, 2024 · 4,310 Views

View post engagements

15 64

**saoltagroup**  
@saoltagroup

Saolta University Cancer Network are delighted to have progressed to the next stage of accreditation with the Organisation of European Cancer Institutes (OECI).

With ongoing quality improvement in cancer care through research, innovation, partnership and patient empowerment.



Organisation of European Cancer Institutes and 5 others

5:19 PM · Mar 22, 2024 · 3,600 Views

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1 10 52

**saoltagroup**  
@saoltagroup

Claire Lavelle, CNM3 Critical Care #UHG and Gillian Shanahan, Organ Donation Nurse Manager raising awareness during #OrganDonationWeek

'One person's selfless gift can save multiple lives'



Organ Donation Transplant Ireland and 3 others

5:34 PM · Apr 25, 2024 · 2,614 Views

View post engagements

12 59

**saoltagroup**  
@saoltagroup

Huge congratulations to the RUH #Frailty Intervention Team who received the President's Award for the Best Poster Presentation at the annual conference of the Irish Gerontological Society as well as Best Platform Presentation at the British Geriatric Society Autumn Meeting.



3:53 PM · Apr 11, 2024 · 4,116 Views

View post engagements

12 13 80 1

**saoltagroup**  
@saoltagroup

Mayo University Hospital #MUH were delighted to welcome Minister for Health @DonnellyStephen last Friday, discussing various new projects and the progression of the new ED expansion at #MUH.



5:38 PM · May 7, 2024 · 4,568 Views

View post engagements

1 8 27



## Regional Executive Officer HSE West and North West



Tony Canavan, REO

Dear colleagues

As the rollout of our new regional structures progresses I would like to take this opportunity to lay out some of my priorities as Regional Executive Officer over the short, medium and long term.

The priority for the short term from now until the end of September is to get the regional health area management team in place. This is an important building block and one that is taking shape. I updated you recently on the rollout of four Integrated Health Areas for our region. The recruitment process for these posts is now underway and we will be moving forward with recruitment for remaining management roles in the coming weeks.

Another key focus of the coming months will be further integrating our hospitals with our community services. There's a big body of work to be done to ensure we're providing people with care in the most appropriate setting but I am confident that working together we can deliver this.

In the medium term, access is going to be one of the key priorities: access to emergency care, access to elective care, and access for services like our cancer services or our community disability services.

The longer term focus is on trying to make sustainable and meaningful improvements in the health outcomes for people living in the region.

As an organisation we will face change in the coming months but I would ask all of you to continue focusing on consistently providing the best quality of care possible.

I believe there is real promise in these new structures. Bringing the decision making closer to where care is provided will benefit all our communities. It will provide greater autonomy and ownership and ultimately a more sustainable health service.

I look forward to working with you all as we embed the new structures.

Tony Canavan  
Regional Executive Officer

## Interim Chief Executive Officer Saolta Group



Ann Cosgrove, Interim CEO

Dear colleagues

I was delighted to take up the role of Interim CEO of Saolta Hospital Group in May and will hold the post until September 2024 when Saolta will formally transition to the new Regional Health Area, HSE West and North West. Throughout this period we will continue to ensure that our patients are receiving the highest quality care while we also support the structural reforms required to deliver a more integrated system of healthcare for our region.

It is important to acknowledge that change can be difficult for all of us, but I have been privileged to witness the resilience of our hospital staff as we adapted to new and unprecedented challenges over recent years. This change, a vital component of Sláintecare, has huge opportunity to enhance both the way people access healthcare and quality of their care experience. I hope you will bear with us as the real-world impacts of this transition are worked out.

Our hospitals continue to be very busy; this summer we have seen some of the highest ED attendances ever and there is pressure on bed availability across the board but despite this, we are seeing a reduction in trolley numbers and decreasing waiting lists in many specialties. Huge credit is due to you all for your achievements in this.

As always I want to thank all of you for your dedication and ongoing engagement to your roles and I will support you as best I can over the next period.

Ann Cosgrove  
Interim CEO

# OVERVIEW

We are currently in a transition period in the move to the new structures both at the HSE centre and health regions. During this time, it is important that current systems will remain in place to ensure safe transition and to maintain services.

The target date for full completion of the following changes in structures and assignments is 30 September 2024.

The health regions team is working with colleagues from various teams to design how functions and roles will operate and transition to the new structures. This process is ongoing.

## People transition planning

HR will lead on people transition activities. They will also provide guidance to health regions and the HSE Centre throughout the period of transition.

Many staff will have questions about when changes will happen, why they are happening and who will be affected.

National HR has developed a staff

'Q and A' document to address questions about the transition to health regions.

HR will continue to engage directly with staff and their representative organisations through each stage of the process.

[https://assets.hse.ie/media/documents/Health\\_regions\\_questions\\_and\\_answers.pdf](https://assets.hse.ie/media/documents/Health_regions_questions_and_answers.pdf)

## The next steps

Next steps as we continue this transition include:

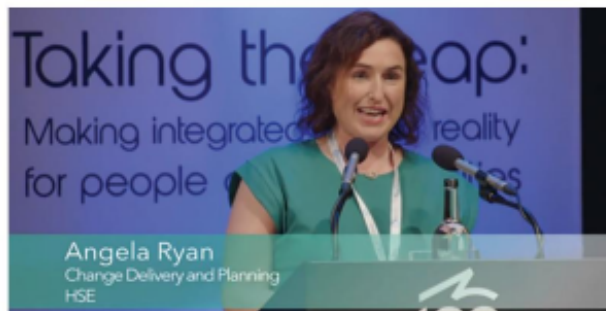
- fulfilling direct reports of the CEO and REOs, prioritising the recruitment of national directors and health region EMTs
- fulfilling other roles on a function-by-function basis, including IHA manager and regional leadership roles
- keeping some current systems in place to make sure we transition safely and always maintain services to ensure minimal disruption to patients and service users
- aiming to complete these changes by 30 September 2024
- progress detailed design of the Integrated Service Delivery Model for the Health Regions

## Senior Leadership Team

The HSE Centre will operate as the HSE's governing body, with a newly-defined relationship with the health regions. The purpose of the HSE Centre will be to support health regions, in fulfilling the functions of Planning, Enablement, Performance and Assurance (PEPA).

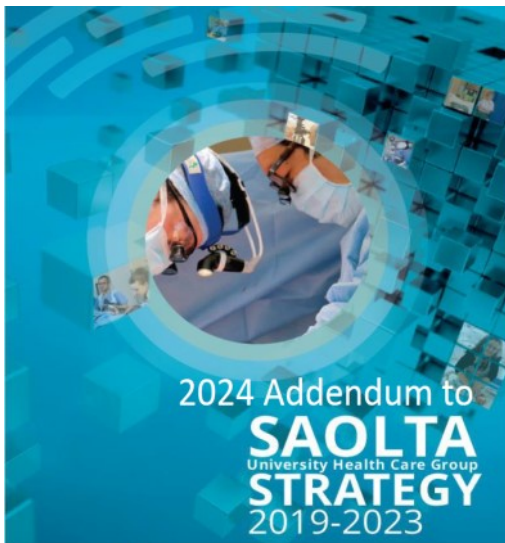
**The HSE Senior Leadership Team will include the 6 Regional Executive Officers (REOs) and national directors for the following areas:**

- National services and schemes
- Access and integration
- Clinical
- People
- Finance
- Technology and transformation
- Communications and public affairs
- Strategic infrastructure and capital delivery
- Internal audit



Angela Ryan (far left) and Nuala Scannell (left) presenting at the International Conference in Integrated Care in Belfast recently.

# Update from the Saolta Project Management Office



Saolta PMO began 2024 by publishing the 2024 Addendum to the Saolta Strategy 2019-2023. This addendum provides Saolta Key Strategic Projects based on initial agreed priorities and more recent Regional and National priorities. This Strategic Addendum forms the basis for the 2024 Saolta Operational Plan while the Health Area is being established. It is available to view [here](#).

Saolta PMO will introduce a revised reporting mechanism to maintain governance and oversight, reporting to the Executive Committee. We will be in contact with those involved in delivering these Key Strategic Projects.

## Acute Integrated Pre-admission Virtual Navigation Hub

In December 2022, GUH and CHW successfully applied for Sláintecare funding to test a new 'AIPAV'. The aim of this initiative is to decrease Emergency Department attendances by 10% by navigating patients, referred by GPs, to alternative emergency care within the hospital setting, urgent care pathways within the hospital, and urgent outpatient appointments in specialist integrated care community hubs.

The Navigation hub officially opened on 26th Feb, to 10 GPs in the Galway area. It is located in Dangan, IDA Business Park, open Monday to Friday 8am – 4pm.



From left: Sinead O'Neill, Operational Project Lead, and Eilish Conneely, CNM2.

## Delivering Change Together

The final learning event of the "Delivering Change Together" - Change experiential programme took place in Sligo on 22 February 2024.

This event was attended by members of The Change Experiential Programme Steering Group, Community of Practice Participants and Convenors, HSE Organisation Development & Design, PMO and Senior Management Representatives from Saolta, CHW and CH CDLMS as well as National HSE and DOH representatives.

Presentations were delivered by each COP on their project or theme, followed by a senior leaders discussion on 'How to balance stability and continuity with change.'



From left: Liam Woods, HSE Director of Acute Operations; Tony Canavan, CEO Saolta, Caitríona Heslin, Assistant National Director, Organisation Development & Design; Muirís O'Connor, Assistant Secretary, Department of Health; Dermot Monaghan, Chief Officer, CH CDLMS and John Fitzmaurice, Chief Officer CHW.

Helen Bevan, renowned Healthcare Change and Service Improvement Leader, Strategic Advisor, NHS England, presented a 'Discussion on the power and overcoming challenges of communities of practice' virtually.

Congratulations to everyone who participated and especially to all those who received their COP Certificates.

## Fundamentals in Project Management

'Fundamentals in Project Management' training is available to all Saolta staff. This is a 6 week (2 hour per week), virtual programme delivered by the PMO offices from CHCDLMS, CH East and Saolta.

We are thrilled that 20 participants from Saolta have already taken the opportunity to attend this training and more are on the waiting list for the next training cycle.

If you would like further details or more information please contact the PMO - [pmo.saolta@hse.ie](mailto:pmo.saolta@hse.ie)

# Women's and Children's Managed Clinical and Academic Network (MCAN)

In the last edition we had an opportunity to display some of the Quality Improvement Initiatives being undertaken across the Group and we will continue to follow the progress of these and provide updates.

## Strategic Priorities

The Women's and Children's MCAN have signed off on the 2024 Strategic Priorities for the year and have commenced working toward achieving these targets. These priorities outline the focused approach planned under each of the activities related to Maternity Services, Neonatology, Gynaecology, Paediatrics, SATU and CASATS in our five hospitals.

A shared priority within the Group is its commitment to work with the HSE's focus to improve and prioritise both scheduled and unscheduled care waiting lists and KPI Data. As part of our ongoing work to improve activity and performance reporting we are working with sites in Paediatrics and Gynaecology to deliver improvements and reviewing the processes in place to seek out where improvements in waiting lists and efficiencies can be made. This action will include a review of MCAN KPIs to be undertaken in 2024 with a focus on KPIs being more output orientated.

## Conferences and Presentations

Across the W&C Services we are working on a wide range of projects to increase awareness, education, and improve access to services. The first quarter 2024 will showcase a wide variety of conferences and presentations and have a particular focus on both quality and patient safety. Patient safety which in itself is a significant concern for any healthcare provider is also one which involves continuous review and learning processes for improvement. The following points will flag significant events held throughout Quarter 1, 2024 and we are looking forward to welcoming you to these important events.

### • Neonatology Saolta Conference

The Saolta University Health Care Group held its ninth Saolta Neonatal Study Day on 07 March 2024 in the Clayton Hotel, Galway. There were over 100 delegates who attended the conference from the Saolta Hospital Group and some travelling from other hospitals outside Saolta. The theme on the day was "Standardisation of Neonatal care in a Group Setting" covering safety and quality. The speakers covered a wide variety of neonatal topics and generated a lot of excellent questions and discussion. Speaker presentations were followed by practical sessions. Feedback from the event was very positive.

### • Spotlight Series – Ongoing

We have also been steadily progressing a series of Webinars as an educational initiative for nurses, doctors and HSPCs in Saolta Paediatrics. The subject matter for each multidisciplinary webinar is chosen based on requests from prospective attendees or prompted by potential learning needs identified from clinical events that have occurred in our paediatric units. Q1 2024 covering topics such as "Spotlight on Paediatric Sepsis" and "Paediatric Respiratory Assessment".

Look out for these webinars over the coming months ahead, supported by CNME.

### • Paediatric Saolta Quality and Patient Safety Symposium

The Saolta Paediatric Quality and Patient Safety (QPS) Symposium took place on 29 April 2024. The theme for this year was: "Improving Care for Children One Step At A Time."

This event was an exciting opportunity for learning, sharing and improving care for children. Many topics were covered including submissions from staff on QI Projects that have improved and impacted the safe care of children.



# Cancer Managed Clinical and Academic Network (MCAN)

Patricia Gleeson, Adolescent and Young Adult Clinical Nurse specialist and her colleagues from St James and Crumlin along with representatives from the Irish Cancer Society and the NCCP ran a really informative interactive study day in the newly opened Radiation Oncology building back in October. Speakers included Prof Owen Smith, National Clinical lead CAYA, NCCP; Dr Peter McCarthy, Paediatric and AYA Haematologist, CHI Crumlin and St James. Other speakers included Dr Natalie Hession, Principal Psychologist GUH; Dr Helen Greally, National Programme Lead for Psycho-Oncology and Dr Scheryll Alken, Consultant Oncologist, CHI and St James. The afternoon session provided opportunity to look at difficult conversations and how healthcare professionals might navigate these with a lively and informative workshop.



In December we welcomed Fiona Bonas and Eileen Nolan from the NCCP to Galway to engage around the next steps in our AYA project development. In the next few months we hope to collaborate with Childhood Cancer Ireland to develop facilities within our cancer services for AYAs undergoing treatment in the hospital.

## Cancer Seminar Series:

The Cancer Seminar sessions began in November with Dr Natalie Hession, Principal Psychologist in Cancer Services Galway University Hospitals making a presentation on 'Psycho-Oncology A Vision for the West.' Dr Hession gave a very inspiring delivery of how we might improve psycho-oncology care in the West. She highlighted the development of the new psycho-oncology service in GUH. Dr Hession outlined innovative initiatives to capture and deliver psycho-oncology in the wider Saolta region including a psycho-oncology digital hub, teaching and training staff in psychological skills and patient talks and therapy groups. Other topics covered were psycho-oncology survivorship, psycho-oncology research and adolescent and young adult (AYA). In December Anna Sweetman, Cathal Coen and Aoife Donnellan from the Radiotherapy Medical Physicists gave a very interesting lecture on their role in the Oncology patients' pathway.

The 2024 Series commenced with Ger Walpole ANP, Sligo University Hospital speaking on how ANP led oral anti-cancer medication clinics are leading the way in the expansion of cancer care. February's meeting Dr Michael McCarthy gave an update on the medical oncology service and their plans for 2024.

**Cancer Centre Seminar Series** Saolta  
**Psycho-oncology: A vision for the west**  
**DR NATALIE HESSION**  
 PRINCIPAL PSYCHOLOGIST IN CANCER SERVICES GALWAY UNIVERSITY HOSPITALS  
 November 6th  
 1-2pm  
 Clinical Science Institute CSI-1031 and Online  
 1 CPD credit per seminar  
 @CancerInGalway

**Cancer Centre Seminar Series** Saolta  
**Empowering Care: ANP-Led Oral Anti Cancer Medication Clinics Leading The Way In Expansion Of Cancer Care**  
**GER WALPOLE**  
 ADVANCED NURSE PRACTITIONER, SLIGO UNIVERSITY HOSPITAL  
 January 8th  
 1-2pm  
 Online  
 Zoom Link  
 universityofgalway/cancercentre

# Cancer Managed Clinical and Academic Network (MCAN)

Professor Carmel Malone took up the post of Clinical Lead in the Symptomatic Breast Unit.

Professor Malone is a Consultant General and Breast Surgeon, Former Head of School of Medicine in the University of Galway, Former Chair of the Irish Medical Schools Council and Past President of the Society of Breast Surgeons (SIBS).



Professor Malone and the Team will continue to: Provide a strong governance structure within the unit Continue to provide high quality, best practice in terms of care as guided by the National Cancer Control Programme a Model 4 Centre of Excellence.

Target access to care delays for the patients referred to the Symptomatic Breast Unit.

Grow the Unit in line with current demands so that capacity can deal with the demand.

## Portiuncula University Hospital

In May Cora Shaughnessy and Marie Daly from the Oncology unit, PUH successfully completed the postgraduate diploma in Oncology and Haematology. Cora is now pursuing an MSc Oncology in the University of Galway.

Gathering together globally recognised experts in clinical and academic vascular access. In November, Caitriona Duggan Oncology ANP attended the University of Glasgow with her supervisor Dr Peter Carr, Associate Professor, University of Galway for education and training around PICC-PORTs. This was following on from presenting at the 50<sup>th</sup> Anniversary Infusion Nurse Society (INS) meeting in Boston earlier in the year. During this trip Caitriona had the opportunity to take part in conducting an AVATAR (Alliance for Vascular Access Technology and Research) led clinical trial which was facilitated by Dr Peter Carr Adjunct Senior Research fellow with the AVATAR group.



## Galway University Hospitals and Portiuncula University Hospital

On October 13<sup>th</sup> Dr Virpi Sulosaari, European Oncology Nursing Society (EONS President) was invited by the Irish Association for Nurses in Oncology (IANO) to the National conference. The day before Dr Sulosaari made a clinical visit to the new radiotherapy building in UHG. The event brought together over 30 staff and an excellent showcase on the development of cancer nursing in the region was given. Various presentations from our cancer nursing staff showcasing the services in both GUH and PUH were given, including presentations on SACT Outreach Service, Acute Oncology Service, Research Journal Clubs and many more. Following this all attendees had a tour of the new facility. It was a very successful and well attended event. Mary Mahon DON PUH, Maura O'Connell ADON PUH, Marie Burns DON GUH, Ellen Wiseman ADON GUH, Olive Gallagher DON Cancer MCAN and many members of GUH and PUH nursing teams were in attendance. On Saturday 14<sup>th</sup> October, Caitriona Duggan Oncology ANP, Portiuncula University Hospital and PhD Candidate, University of Galway, stepped down from her role as President IANO. Caitriona will now take over the role as Chairperson of the Western Network IANO.

## Organisation of European Cancer Institutions (OECI) Accreditation Programme

Representatives from the Organisation of European Cancer Institutes (OECI) visited GUH, SUH and LUH to carry out a peer review. This is the next step in our journey to becoming accredited as a European Cancer Centre to quality assure the cancer programme within the region. The team who visited our hospitals were an independent panel of experts who assessed all elements of the Saolta cancer programme. This was a really important opportunity to highlight the huge amount of work which is taking place every day across our hospitals in respect of cancer services.

By participating in this prestigious accreditation process the Saolta University Cancer Network has committed to ongoing quality improvement in cancer care through research, innovation, partnership and patient empowerment.

Cancer centre webpage is now live on the Saolta website: <https://www.saolta.ie/saolta-university-cancer-network>





# Academic Office

## Pathology Bootcamp

A Pathology Bootcamp pilot which was funded by an NDTP award. The faculty for this pilot included the State Pathologist, Consultant Pathologists and Medical Scientists from Galway University Hospitals. There were 15 year 1 BST's in Histopathology participating in an OSCE type circuit of simulation-based education including such skills as specimen handling and grossing, case studies, special stains and molecular test interpretation skills, microscopy ergonomics and simulated Autopsy, using of a Lifecast manikin for external examination. In their evaluations of the Bootcamp, learners rated the training positively for relevance and usefulness in understanding of concepts of QI in histopathology at an early stage in training. This will now form the basis for a comprehensive and consistent induction to histopathology at a National level, run on an annual basis.



Pathology Bootcamp; Specimen Grossing

## Research Awards Ceremony 2024

Staff from Galway University Hospitals gathered together to showcase their academic achievements in research and innovation during the hospitals research and awards day. The day comprised of a mix of research and clinic case presentations, both oral and poster. As well as high numbers of submissions a large number of the clinical staff from across the hospital attended the sessions.

Congratulations to everyone who presented at Galway University Hospitals Research and Awards Ceremony 2024. We would like to thank and wish our NCHD colleagues the very best in their future careers.



## Saolta Arts

# UHG and Saolta Arts welcomed World Health Organisation Arts and Health Lead Christopher Bailey



Christopher Bailey, Arts and Health Lead at the World Health Organisation and co-founder of the Jameel Arts and Health Lab visited UHG in March as part of his visit to Ireland to promote Creative Brain Week 2024. Creative Brain Week is a Global Brain Health Institute innovation of Trinity College Dublin, presented in association with the World Health Organisation, Jameel Arts and Health Lab, with support from Creative Ireland and the Atlantic Institute.

Now entering its third year, Creative Brain Week has rapidly achieved local and international significance in its examination of how brain science and creativity collide. This annual week of events explores and promotes the relationships between creativity and the brain in areas including social development, technology, the arts, entrepreneurship, brain health and physical health.

Christopher Bailey said: "As part of Creative Brain Week, I want to see what the experience of locally seeded Irish projects suggests to the rest of the world and I believe that Ireland is a world leader in this field. I am really keen to visit these projects, meet their supporters, learn how they started and understand what sustains them, particularly in these uncertain times."

Saolta Arts in Galway was chosen to be part of this nationwide tour to mark Creative Brain Week 2024. The arts and health programme was established over 20 years ago to promote the health and wellbeing of patients, staff and visitors in GUH, other hospitals in the Saolta Group and the wider community, by developing and implementing arts programmes which facilitate access to and participation in the arts and also advance arts education and appreciation.

In that time Saolta Arts works with artists and healthcare staff to provide and create healthcare environments that are welcoming, reassuring, stimulating and which reflect the needs and values of the local community.

Margaret Flannery, Saolta Arts Director said: "We are delighted to be one of three groups selected for Christopher's trip to the West of Ireland. Christopher met with artists, healthcare staff and key stakeholders, followed by a tour of the hospital where he experienced live programming with music, art and poetry and heard from staff who help make the magic happen on a daily basis, making our hospitals a place of possibilities!

"Saolta Arts works with leading artists, arts organisations, healthcare staff and partners through a broad range of approaches and art forms, we support the discovery and development of individual and collective creative potential. We believe that our work encourages new ways of seeing the clinical setting from environmental enhancement through to participatory arts and live events."

Ann Cosgrove, Chief Operations Officer, Saolta Group, said: "Arts and Culture are embedded in the fibre of Galway city and county, and it is only natural that within the healthcare sector, we embrace it as well for the benefit of our patients and staff alike. Feedback from our patients and staff confirms the importance of this. The arts programme has humanised the clinical setting for everyone."

## Celebrating the nursing profession in SUH



SUH hosted an event to acknowledge and celebrate the nursing profession. The event took place to coincide with International Nurses Day on May 12<sup>th</sup> and was an opportunity to recognise the diverse, skilled, body of professionals providing nursing care and leadership in SUH.

During the event, three outstanding SUH nurses received preceptor awards for the mentorship they have provided to their colleagues.

Preceptorship is the term given to a structured, supported period of learning where experienced nurses take on the role of mentoring newly appointed nurses and help them to adapt to their new positions.

Vanessa O'Connor (Medical Oncology), Tayler Murray (Surgical Ward North) and Sinead Rushe (Surgical Ward North) were selected by their peers for the awards due their commitment to supporting and enabling the hospital's new recruits and student nurses.

Maura Heffernan, SUH Director of Nursing said "Vanessa, Tayler and Sinead are exceptional nursing role models and I want to thank them and all our preceptors for the mentorship they have provided to our new colleagues.

"We know that joining a new team, in a new clinical environment, perhaps moving country to do so can be a very daunting experience. It is crucial to have the right supports in place to help our new colleagues adapt and mentorship is so important.

"Congratulations to Vanessa, Tayler and Sinead and all our other wonderful preceptors in SUH who embody the values of care, compassion and learning."

Grainne Mc Cann, SUH Hospital Manager said, "As the largest workforce in the hospital, nurses play a huge role in providing the very best of care to patients, whilst also bringing their professional and clinical skill to the fore. I am extremely proud of our nursing team in SUH who work so hard to ensure that every patient has a positive experience under their expert care."

A new [Nursing Strategic Plan \(2024 – 2027\)](#) was also launched by Maura Heffernan, Director of Nursing, during the event. The document outlines the key strategic goals which will drive the nursing team in SUH over the coming years.

Speaking about the plan, Maura said, "This strategy will refresh and reenergise nursing in Sligo University Hospital and more importantly set out a clear direction for nursing to follow. It will give our team a consistent focus and help us monitor progress.

"It is critical to ensure nurse's voice are heard as we navigate our way through the changes that will occur within the health regions. The strategic plan is an important component to ensure we continue to deliver high quality nursing care which is safe and progressive for our patients."

Paul Hooton, Saolta Chief Director of Nursing and Midwifery added, "This strategic roadmap provides clear direction and focus for Nursing; setting a vision for the coming years and showcasing Sligo University Hospital's Nurse leadership in shaping the future of Nursing within our health services for the region. Congratulations to Maura and her team for developing this important document."

# Nursing Preceptorship Awards

## PUH



Maju Joseph, St Francis Ward, Preceptorship Award winner and Mary Mahon, Director of Nursing PUH.



From left: Illeah Sombilon; Pamela Kerrigan; Greham Hendricks, ED – Winner of Preceptorship Award and Mary Crehan CNM3.



Sharon Donohue PAL's – Staff Recognition Award for an outstanding contribution to Nursing and Mary Mahon, DON, PUH.



Siobhain Kiernan, cANP Gen Paediatrics, Winner of the poster competition for her poster on (Eczema Area and Severity Index (EASI) Paediatric Eczema Area and Severity, and Mary Mahon, DON.

## GUH



From left: Edel Kelly, ADON Perioperative GUH; Geraldine Hardiman CNM 2, St Gerard's ward; Orla MC Andrew, Staff Nurse and award recipient ST Gerard's ward GUH; and Marie Burns, Director of Nursing GUH.



From left: Deirdre O'Brien, ADON Emergency Medicine and Patient Flow GUH; Fiona Keane Gleeson, CNM2, Emergency Surgical Unit GUH; Annette Healy, Senior Enhanced Staff Nurse and Award Recipient and Marie Burns, Director of Nursing GUH.



From left: Barbara Bradley, Clinical Midwifery Placement Co-ordinator, Louise Fitzpatrick, Clinical Midwifery Manager 3; and Helen T Murphy, Director of Midwifery, GUH Staff Midwife Carmel Callanan not in photo is the award recipient.

## Awards for Extraordinary Nurses and Midwives in LUH

Outstanding nurses/midwives from LUH have been acknowledged for the meaningful difference they make in their patients' lives. "DAISY Award" after being nominated by co-workers and patients. The DAISY award is a new initiative in LUH but the programme itself was established by an international not-for-profit organisation, the DAISY Foundation. The foundation aims to recognise the extraordinary, compassionate nursing care provided to patients all over the world.



From left: Anne McLaughlin, Staff Nurse, Paediatric Ward; Brenda Sandilands, Staff Nurse, Infusion Unit and Ann Browne, Candidate ANP, Paediatrics, ED. First DAISY award winners during ceremony in March.

## SUH Pilot new Midwifery Service



From left: Jenny Greene, Midwife; Karlene Kearns, Clinical Midwife Manager 2; and Michelle Mc Loughlin, Midwife.

A new pilot service, which will further enhance midwifery care, has been launched by the Maternity Department at SUH. The establishment of a community midwifery service, as an outreach service from the hospital, will provide women and babies with integrated care as close to home as possible.

Postnatal clinic appointments will be offered to all women on day 8 and day 20 after their baby is born. This is in addition to the service currently being provided by GPs and Public Health Nursing.

Click [here](#) for more.

## Roscommon Injury Unit supports TY students with Junk Kouture Project

Congratulations to TY students Aoife Canavan and Myah Gallagher from High Cross College, Tuam, who qualified for the Junk Kouture Regional Finals with their project 'Magenta Monarchy'.

The design was created entirely from recycled materials, with the bodice constructed from Plaster of Paris generously donated by Roscommon Injury Unit. Click [here](#) for more.



From Left: Eoin McGinn, Advanced Nurse Practitioner at Roscommon Injury Unit presenting TY students Myah Gallagher and Aoife Canavan.

## New medical pathway for home dialysis introduced at MPUH

Merlin Park University Hospital has introduced a new pathway offering some dialysis patients an alternative to surgery for the insertion of catheters.

The new option will reduce waiting times and allow more people to avail of treatment at home following the implanting of peritoneal dialysis catheters.

Traditionally these catheters required surgery under general anaesthesia, however, selected patients who meet the criteria will now be offered the procedure as a day case using ultrasound guidance under a local anaesthetic.

The new process will improve the patients' overall experience and allow them to carry out their own treatment at home without having to come to hospital on a regular basis.

Peritoneal dialysis is a process of removing excess fluid and waste products from the body by running fluids in and out through the peritoneal catheter and is one of the treatments used in kidney failure.

"This procedure was developed in order to meet the predicted demands for peritoneal dialysis as a home therapy option of choice for our patients," said Dr Paul O'Hara, Consultant General Physician and Nephrologist and lead Nephrologist delivering this intervention for the Home Therapies Service.

Click [here](#) for more.



From left, Fiona Moloney Staff Nurse Interventional Radiology, MPUH; Nodlaig McDermott, Clinical Nurse Manager 2 Interventional Radiology, MPUH; Dr Mark Denton, Consultant Nephrologist, Beaumont Hospital; Dr Paul O'Hara, Consultant General Physician and Nephrologist, Galway University Hospitals/Portiuncula University Hospital; Lorna Durack, Candidate Advanced Nurse Practitioner, Home Dialysis; Fidelma Gubbins, Clinical Nurse Manager 2, Hospital 1, MPUH; Imelda Mathews, Assistant Director of Nursing, MPUH and Mansu Mathew, Staff Nurse Interventional Radiology, MPUH.

## SUH Nursing Class of 1974 commemorated



Margaret Foley, Mary Coffey, Jan Sweeney, Loretto Keane, Gay Wilson, Patricia Byrne, Siobhan Mc Cormack were joined by some of the nursing team at SUH and current student nurses.

"Our roots are in Sligo but our shoots spread worldwide", that's the inscription on the plaque at Sligo University Hospital which was installed to commemorate the hospital's first nurses-in-training. The first intake of student nurses joined Sligo University Hospital in 1974 and the foundation was laid for the next 50 years of professionalism, compassion and dedication to patients. Click [here](#) for more.

## Pride month at GUH



Back row from left: Frances Glynn, Radiographer; Maria Molloy, Deputy GM; Sandie Murphy-Hayes, Medical Social Worker; Donal McGarry, Physiotherapist; Deirdre Jennings, Medical Social Worker; Rachel Byrne, Staff Nurse, Infectious Diseases Clinic. Front centre from left: Orla Sheil, Senior Occupational Therapist; and Nuala Warde, LGBT+ activist and Galway Pride founder.

The Galway University Hospitals Pride work group formally launched Pride month in the hospital. The Pride Flag was raised in the main foyer by Nuala Warde. Nuala Warde founded the first Galway Pride in 1989 and was an integral founder of the Amach LGBT+ resource service in Galway. Nuala has been a strong local and national advocate for LGBT+ issues receiving an honorary doctorate from NUIG for her activism work in 2019. The GUH Pride '24 committee chose Nuala to launch this year's events in the hospital in honour of her work raising awareness of LGBT+ issues. GUH Pride 24 comprised of a series of educational events in June focused on inclusion and diversity in healthcare for both LGBT+ patients and staff. Pride month is an opportunity to increase awareness of healthcare issues and to educate staff to services available to LGBT+ patients.

# Major enhancements to women’s health services in SUH launched by Minister for Health, Stephen Donnelly, TD



Sligo University Hospital was delighted to welcome Minister for Health Stephen Donnelly, TD to formally launch two significant enhancements in gynaecology and maternity services at the hospital.

Minister Donnelly has cut the ribbon on a new Ambulatory Gynaecology clinic in Sligo University Hospital.

The new service in SUH is part of a national plan to improve health outcomes for women through a new model of care. The clinic operates a “see and treat” model which means that women who need gynaecological care can be assessed, treated and discharged on the same day all within this “one stop” setting. Click [here](#) for more.

## Major milestone in the treatment of prostate cancer in GUH

In March the Radiation Oncology team in Galway University Hospitals marked a major milestone in the treatment of prostate cancer as the 1,000th patient underwent prostate seed implantation at the hospital.

Prostate seed implantation is a type of radiation therapy in which tiny radioactive metallic seeds are surgically placed inside the prostate gland. This treatment (also known as brachytherapy) delivers a high dose of radiation directly to the prostate.

The seeds are smaller than a grain of rice and they release radiation slowly over a number of months to destroy prostate cancer cells.

This specific treatment for prostate cancer commenced in GUH in 2007 and at the time GUH was the first public hospital in Ireland to provide the service. Since then, over 1,000 men from across the west and north west have benefitted from this minimally invasive, day case procedure.

Dr Cormac Small, Consultant Radiation Oncologist at GUH outlines the advantages of prostate seed implantation as an alternative to traditional radiotherapy, saying, “With External Beam Radiotherapy a prostate patient would need an average of 20 to 30 sessions. Click [here](#) for more.



From left: Darragh Browne, SPR Radiation Oncology GUH; Aoife Bell, SPR Radiation Oncology GUH; Ronan Joyce, SPR Radiation Oncology GUH; Lavita Noronha, Anaesthetic Nurse; Peter O’Sullivan, Anaesthetic SHO; Ger O’Boyle, Advanced Nurse Practitioner; Dr Masud Awan, Consultant Anaesthetics; Margaret Walsh, Radiotherapy Nurse; Dr Cormac Small, Consultant Radiation Oncologist; Deborah Kelleher, Clinical Specialist Radiation Therapist; Rosa Barrett, Staff Nurse; Dr Nazir Ibrahim, Consultant Radiation Oncologist; Cathal Coen, Radiotherapy Physicist; Lucy Doran, Radiation Therapist; Amey Bermingham, Radiotherapy Physicist; and Stephen Coyne, Radiation Therapy Service Manager.

# Letterkenny Pathfinder Service is successfully preventing hospital admissions for older patients

One year after launching in Donegal, the HSE Pathfinder team have been called out to the homes of 511 older people in the region, and managed to keep 81% of patients safely at home.

Letterkenny Pathfinder is also the first pilot site nationally to trial an innovative new point of care blood test. The bedside blood test means the Pathfinder Advanced Paramedic can analyse patient blood samples for dehydration and infection markers in their own home and relay the results directly back to their GP for a decision about their onward care.

Pathfinder is a partnership between the National Ambulance Service and Letterkenny University Hospital. The team respond to 999/112 calls for older people (over the age of 65) with the aim of assessing and treating the person in their own home. The national programme was rolled out in the Letterkenny region in April 2023.

Gary Gardiner is an Advanced Paramedic with NAS, "The type of patient we see with Pathfinder is an older person who has maybe had a fall, or is experiencing reduced mobility, loss of appetite or they might have signs of an infection. When we call to the home, the patient is assessed by both an Advanced Paramedic and Occupational Therapist / Physiotherapist and if it's safe and appropriate for the older person to be treated at home and recuperate at home then we will support them to achieve that.

"Follow up care is a really important aspect of Pathfinder and we work closely with hospital, community and voluntary services to ensure the patient has access to alternative pathways of care rather than going to hospital for these services.

"We have seen very high stay at home rates in our first year of operation, over 410 people have avoided an ED visit and we are very proud of these outcomes."

Raphoe couple Claire and Frank Laird have shared their experience of using the service in recent weeks. Frank became unwell at home and their GP called for an ambulance.

Click [here](#) for more.



From left: Rosaleen Greene; Clinical Specialist Occupational Therapist; Eimear Mc Glynn, Senior Occupational Therapist; Aoife O Donnell, Senior Physiotherapist; Frank and Claire Laird and Gary Gardiner, Advanced Paramedic.



Johnny Duffy, Advanced Paramedic; Catherine Kelly Clinical, Specialist Physiotherapist; Eimear Mc Glynn, Senior Occupational Therapist; Aoife O Donnell, Senior Physiotherapist; Martin Conlon, Advanced Paramedic; Rosaleen Greene, Clinical Specialist Occupational Therapist; Gary Gardiner, Advanced Paramedic.



## New Integrated Care Hubs in the community cut GUH waiting lists



Patients seeking treatment for the respiratory conditions COPD and asthma have seen their hospital waiting lists cut dramatically as a result of the new Integrated Care Hub in Galway.

Where once patients would face waits of up to three years to access services, the Integrated Care Hub, part of HSE Enhanced Community Care programme, is ensuring full access to services within a matter of weeks.

Dr Sinead Walsh, Respiratory Consultant and Respiratory Lead for the Galway City Integrated Care Hub welcomed the new services as a major step forward in reducing wait times for patients.

"This has been an absolute game changer for patients. Previously they were waiting a number of years to even access a respiratory specialist. Now they know they'll be seen within a number of weeks," she said.

Since commencing the Consultant-led diagnostic clinic in a community setting, almost 250 patients have been reviewed by Dr Walsh and her Integrated Respiratory Specialist team in various community locations throughout the county. GPs refer directly to the Integrated Respiratory clinic, thereby avoiding the acute hospital waiting lists. 36% of referrals are taken from the existing affiliated acute hospital respiratory waiting lists.

The mean wait time for review in the Respiratory Integrated clinic is now 6 weeks.

When patients come to the service they have their breathing test done first by a physiologist. This checks the level of air they can breathe in and out of their lungs. Following this they see the respiratory consultant.

Click [here](#) for more.

## SUH Awarded its second An Taisce Green Flag



From left: Rebecca Swann, Senior Radiographer; Patricia Lee, Support Services Manager; Georgina Kilcoyne, Assistant General Manager, SUH; Ann Marie McGovern, Catering Manager; Martin Casserly, Environmental and Waste Co-ordinator; and Morna O'Hanlon, Health Promotion and Improvement Officer.

Sligo University Hospital has been awarded its second 'Green Flag' after a successful re-certification audit by An Taisce.

The internationally recognised 'Green Flag' was awarded following a rigorous assessment process and recognises the commitment of hospital management and staff, HSE Estates, the NUI Galway Medical Academy and the hospital's Green Campus Committee in developing the hospital as a healthcare facility that delivers high quality care, improved public health and wellbeing in an environmentally responsible and sustainable way.

The hospital has participated in the An Taisce Green Campus Programme since 2016 and was awarded its first Green flag in 2020 following the successful implementation of a number of sustainable initiatives.

Martin Casserly, Environmental and Waste Co-ordinator at SUH said: "This second green flag has been awarded in recognition of SUH's commitment to a sustainable health care system and greener campus."

"Sligo University Hospital has implemented a number of successful initiatives to date relating to Energy, Waste, Water and Biodiversity. Such initiatives have included the phase out of single use cups from the canteen, a tap replacement programme to reduce water wastage, the installation of an onsite food composting unit to compost hospital generated food waste and the creation of the SUH Garden project to preserve and enhance Biodiversity on campus."

Deirdre O'Carroll, An Taisce Green Campus Programme Manager said: "I would like to congratulate Sligo University Hospital Green Campus Committee on achievements to date culminating in the award of a first green flag in 2020. Sligo University Hospital is to be greatly commended for its leadership in being one of the first hospitals to achieve and maintain a green flag."

Click [here](#) for more.

## Roscommon Palliative Care Unit Marks First Anniversary

Roscommon Palliative Care Unit officially opened on February 13th 2023. The first patients entered the Unit in February last year, which was launched by Minister for Health, Stephen Donnelly TD.

Since opening, a large number of patients have been cared for at the eight-bed inpatient Unit that was built on a site purchased by Mayo Roscommon Hospice Foundation.

The Palliative Care Unit is under the governance and full operational management of Roscommon University Hospital. Patients and their families have access to care from a range of specialist medical, nursing and health and social care professionals including physiotherapy, occupational therapy, social work, dietetics, speech and language therapy pharmacy, complementary therapy and pastoral care, supported by household, catering, clerical and maintenance team. The Roscommon Palliative Home Care Team, which is under the governance of HSE Community Healthcare West, is based in the new Unit and works closely with the Unit's inpatient team.

Click [here](#) for more.



From left: Ursula Morgan, Director of Nursing RUH; Martina Jennings, CEO Mayo Roscommon Hospice; Mike Smith, Chairman Mayo Roscommon Hospice; Geraldine Keane, Assistant Director of Nursing RUH; Carol Duggan, Clinical Nurse Manager; and Marie Doorly Interim General Manager RUH.

## ANP Led Parkinson's Clinic commences in Sligo



Gavan Duffy, Advanced Nurse Practitioner in Movement Disorders and Clinic Lead for the new Parkinson's Clinic at SUH.

Sligo University Hospital and Community Healthcare Cavan, Donegal, Leitrim, Monaghan, Sligo are delighted to introduce the first Advanced Nurse Practitioner Led Parkinson's Clinic at SUH.

The clinic was established to integrate all patients diagnosed with Parkinson's disease who are under the care of a Consultant Neurologist or Consultant Geriatrician at SUH or Community Healthcare CDLMS into a single ANP led clinic for assessment and follow-up care.

Parkinson's is the second most common neurodegenerative condition after Alzheimer's disease. There are approximately 15,000 people living with Parkinson's disease in Ireland (Parkinson's Ireland).

Click [here](#) for more.

## New ophthalmology pathway reducing wait times for paediatric care in Galway



Dr Geraldine Comer Lead Ophthalmologist for the Galway Community Integrated Eye Care team with 5-year-old Finn Donegan from Barna, Co Galway.

Waiting times for paediatric patients requiring eye tests have been reduced dramatically from 2 years to 6 weeks in Galway under the new Ophthalmology Modernised Care Pathway.

Over 3,500 children have been treated from the waiting list, including 2,633 who had been waiting for more than a year.

Currently there are no waiting lists for paediatric eye care in Galway for new or review patients, with children being seen within the HSE Urgent and Routine category timelines.

Click [here](#) for more.

## Roscommon Frailty Intervention Team awarded by the Irish Gerontological Society and British Geriatric Society

The Roscommon Frailty Intervention Team have received the President's Award for the Best Poster Presentation at the annual conference of the Irish Gerontological Society as well as Best Platform Presentation at the British Geriatric Society Autumn meeting in Glasgow.

RFIT is a unique, fully staffed, clinical service which was introduced at RUH three years ago to provide a holistic assessment and brief intervention to patients over 65 presenting with frailty.

The team is led by Consultant Geriatrician, Dr Gerry O'Mara and consists of an Advanced Nurse Practitioner in Frailty, Senior Physiotherapist, Senior Speech and Language Therapist, Senior Dietitian and Senior Occupational Therapist with access to Clinical Pharmacy and Medical Social Work.

Dr O'Mara and his team received the President's Award for the Best Poster Presentation at the annual conference of the Irish Gerontological Society for their poster entitled, 'Falling, Forgetting and Wetting - Normal Pressure Hydrocephalus; A disease made for Frailty Clinics'.

Normal Pressure Hydrocephalus is a brain disorder in which excess cerebrospinal fluid accumulates in the brain's ventricles, causing cognitive issues, unexplained gait disturbances and loss of bladder control.

The winning poster highlighted the suitability of the RFIT model of care in identifying previously undiagnosed neurodegenerative diseases due to its multidisciplinary nature and access to rapid diagnostics and a Consultant Geriatrician if required.

Click [here](#) for more.



From left, Sandra Burke, Senior Occupational Therapist; Ruth Dwyer, Clinical Nurse Specialist, Older Persons; Nicola Crean, Advanced Nurse Practitioner, Older Persons; Dr Gerry O'Mara, Consultant Geriatrician; Kate Donlon, Advanced Nurse Practitioner and Hazel Cooney, Senior Physiotherapist.

## Organ Donor families fund newly refurbished Family Rooms at the Intensive Care Unit in UHG

Two family rooms in the Intensive Care Unit in University Hospital Galway have recently been refurbished for use by families who have loved ones receiving treatment in the unit. The refurbishment of these rooms are credited to two Organ Donor families in memory of their loved ones. The Kenny family from Loughrea and the Ó Brádaigh family from Oranmore have supported these projects through their generous fundraising efforts in the past and present. The refurbished rooms will provide a more comforting and peaceful environment for families and friends of patients in the ICU.

These rooms are used 24 hours a day, seven days a week for families of seriously ill patients. Located just outside the Critical Care Unit in UHG, these rooms offer a private space for families during a stressful and difficult time.

The most recent refurbishment focused on maximizing the use of space and functionality. Seating capacity has been increased and creative artwork was included to provide a calm ambience. The aim of the refurbishment was to provide a comfortable space for families with adequate refreshment facilities.

Isabelle Kenny daughter of the late Mary Kenny said: "This is our way of showing our gratitude to the amazing ICU staff and we hope that other families who find themselves in similar circumstances will find some comfort in these refurbished surroundings."

Mait Ó Brádaigh father of the late Sadhbh Ní Bhrádaigh said: "We had cause to avail of these rooms at a very sad and difficult time in our lives after our daughter Sadhbh's death. We hope that families who find themselves needing these rooms, will benefit from the little comforts that have been made, during what can be such a distressing time."

Click [here](#) for more.



From left back row: Claire Lavelle, CNM3 Critical Care Unit; Joshua Walshe, Carpenter; Ray Madden, Painter; Gillian Shanahan; Organ Donation Nurse Manager  
From left front row: Anne McKeown, End-of Life Coordinator; Isabelle Kenny, Donor Family; John Kenny, Donor Family; Mait Ó Brádaigh, Donor Family; and Margaret Flannery; Arts Director, Saolta University Health Care Group.

## Saolta University Health Care Group partner with UCC on Radiography programme



From left: Marguerite Frewen and Siobhán Toomey, UCC MSc Diagnostic Radiography Students.

Saolta University Health Care Group has partnered with University College Cork for their Radiography programme. The MSc Diagnostic Radiography course at UCC offers an accelerated route for graduates from any health science or science related discipline to gain a recognised qualification in Diagnostic Radiography. Click [here](#) for more.

## All-Ireland Interprofessional Healthcare Challenge

Congratulations to our brilliant undergraduate students; Niamh O'Connell, Student Midwife; Anne Hume, Medical student; Vitalia Rosca, Student Physiotherapist and Sarah O'Brien, Student Occupational Therapist who ably represented Saolta/University of Galway at the All-Ireland Interprofessional Healthcare Challenge in Queen's University Belfast on 08 March.

The AIPEC is a transformative, authentic, and fun intervarsity challenge providing an opportunity for students from all health disciplines to work collaboratively with colleagues from different professions. This year students were tasked with developing and presenting a management plan demonstrating a holistic, collaborative and patient centred approach for a female patient with Cystic fibrosis.

The team were supported at the event by Ms Anne Marie Lydon, Physiotherapy and Ms Heather Helen, Midwifery.



## End of Life Care Study Day

The GUH End of Life Care study day took place in April. Alice Anderson, Programme Manager for Hospice Friendly Hospitals, Irish Hospice Foundation was in attendance giving an overview of the HFH programme.

Many topics were covered on the day including; the palliative care approach, role of the coroner, role of the chaplain and much more.

The aim is to improve the delivery of end-of-life care amongst all hospital staff with the focus of enhancing the communications skills of staff to enable them to be more competent delivering end-of-life care and supporting patients who are dying, and their families.



## #OurPeople

**Name:** Sharon O'Rourke

**Job Title:** Clinical Nurse Specialist Older Persons with a specialist interest in Dementia and Falls management

**Location:** Roscommon University Hospital

### How did you get interested in the role of CNS?

My journey into the role of a CNS Older Persons began while working in our Medical Assessment Unit (MAU), I found myself drawn to the complex medical issues experienced by older people, many of whom were struggling with memory issues and falls. This prompted me to further my education and training in geriatric nursing earning a H-Dip in Gerontology. When the position of the CNS in RUH arose, I seized the opportunity. As a CNS, I am in a position to make positive and significant difference in the lives of older people.



### What is a typical day?

As a CNS Older Person, my role is dynamic and diverse, and my time is divided between the memory clinic (out-patient service) and falls management (in-patients). Mornings are typically spent in the memory clinic where I conduct a comprehensive diagnostic assessment for new patients and provide follow up support for existing patients and their families. Unlike other services, I follow my patients and their families/carers throughout the progression of their disease process, from point of entry to our service until they transition to long term care or pass away. My role is both challenging and rewarding and requires a responsive, proactive, and empathetic and person-centred approach to support and meet with often complex needs of my patients. This involves working in partnership with patients, their families/carers and the wider interdisciplinary team and support services to ensure a coordinated interventional program is in place that supports and meets with individual needs of each patient. Additionally, my role involves educating and empowering older people with memory issues to maximize their potential, including strategies to enhance working memory, brain health, and manage non-cognitive symptoms.

In the afternoons, I focus on falls prevention and management for in-patients. Again this involves a comprehensive assessment identify individual risk factors and coordinating and monitoring appropriate intervention programs to minimise risk, promote mobility and maximise potential. This involves working in partnership with the patient and the multidisciplinary team to develop and implement personalized care plans and fall prevention strategies. Central to my role is educating patients and staff on fall prevention strategies, optimizing patients' physical environments, and addressing any underlying health issues that may contribute to falls. I also work closely with the multidisciplinary team to monitor and evaluate the effectiveness of these interventions, making adjustments as necessary.

A crucial aspect of my role is ensuring that the care provided is of the highest quality and safety. I stay updated with national and international best practices and guidelines to implement evidence-based strategies in both memory care and falls prevention. I actively participate in quality improvement initiatives, aiming to enhance patient outcomes and streamline care processes. This involves regular audits, feedback sessions, and collaborating on research projects to innovate and refine our care practices.

### If you had to describe your job in three words... or one sentence... what would it be?

My job is to promote health, independence and quality of life to enable older people to live well in their own homes and communities.

### What is the most rewarding part of your job?

The most rewarding part of my job is the meaningful relationships I build with patients and their families. Being a consistent presence throughout the progression of their conditions allows me to develop a deep understanding of them as a person, their needs, concerns, and hopes. It's incredibly fulfilling to see the positive impact our care and interventions have on the lives of older adults. Witnessing a patient regain confidence and mobility, seeing improvements in their cognitive function, or simply knowing that they feel supported and understood brings immense satisfaction.

# Integrated Patient Management System (iPMS)

## Background

Prior to the Integrated Patient Management System (iPMS), there were multiple independent Patient Management Systems across the Region in our acute hospital settings. These independent systems did not interface/engage with each other. A patient could have had a separate record on each system. iPMS is not a clinical system, however as the patient admin/management system it is at the centre and underpins the facilitating of the delivery of patient care across the Healthcare Region. As we seek to deliver an integrated care model across the region in line with Sláintecare, iPMS is now deployed in Acute settings, Community settings and Enhanced Community Care settings with further roll-outs on-going. The final deployment of Group iPMS within our acute facilities happened in LUH during May. iPMS is the 'master' system which links and integrates some of the more visible clinical systems used at the point of patient care.

## Why is iPMS so important to our Region?

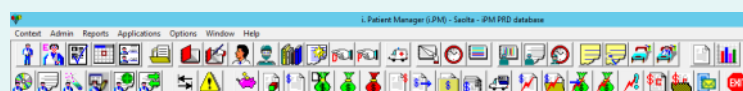
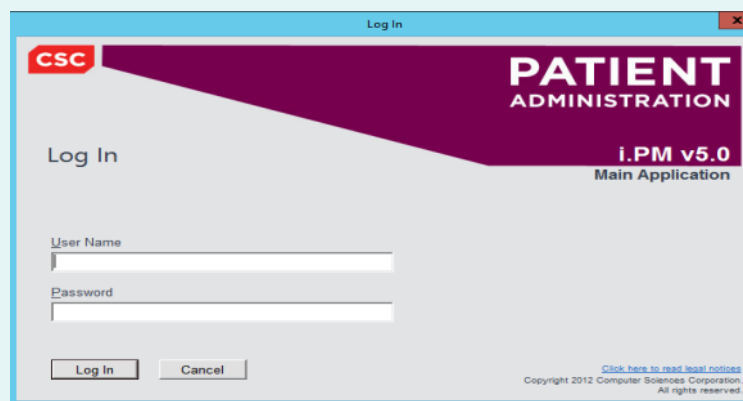
iPMS is fundamental to everything the Group does. When a patient attends for care at one of our facilities, the first thing we require is their name, address, contact details, next of kin and so on. This information is gathered and updated at the frontline with the patient or their carer/next of kin. This information then feeds into other systems which are linked to iPMS. All patient touch points with our services are recorded in iPMS such as their ED attendances, inpatient attendances, outpatient attendances and so forth. iPMS tracks and captures the patient journey through our service – referral received from external source/GP, added to waiting list, appointment created from the waiting list for outpatient/inpatient appointment, patient attends, outcome recorded and correspondence issued to the patients GP. This data capture provides a profile of the patient engagements across our services for any clinician with access to iPMS and helps inform them.

iPMS provides data for the Business Intelligent Unit (BIU), HIPE and the NTPF. iPMS facilitates our communication with patients. iPMS informs our clinicians of the patient journey. iPMS informs our operational leads on activity within our facilities. This assists with day to day operational activity but also informs our leadership teams in planning for the future. iPMS integrates with many downstream systems which are key to the delivery of safe patient care.

## The journey so far for Group iPMS:

**2019 – 2022** – Acute settings of Galway, Mayo, Roscommon, Portlincula and Sligo University Hospitals joined one group instance of iPMS. Letterkenny will follow in quarter 2 of 2024. Community services such as district and community hospitals have joined. In 2023 Enhanced Community Care (ECC) services such as Chronic Disease Hubs and Integrated Care Programme for Older Persons (ICPOP) hubs have joined with further roll-outs planned across the region. The unique aspect of Group iPMS is that it provides one Patient Identifier (PID) for our patients across all our service delivery points. iPMS contains approx. 1.7m patient records. There are in excess of 20,000 new patient registrations on average monthly on iPMS!

iPMS is managed and governed by teams of system administrators across the group overseen by the Group iPMS Lead. They work closely together as system admins, with their ICT colleagues across facilities and with the operational leads in their facilities and at group level. We engage closely with our colleagues at National Level – Acute Op's, iPMS Technical Services and the provider of iPMS – Dedalus.



## Next key milestone for iPMS:

The next key milestone for iPMS was migration for our colleagues in Letterkenny University Hospital on to Group iPMS which took place in May. This sees the conclusion of a journey that began as far back as the planning process in 2017 which along the way had to overcome such obstacles as COVID-19 and the infamous Cyber attack. While further integration of iPMS will happen, LUH is the final acute hospital within our region to join Group iPMS. Group iPMS has been achieved through collaboration across many teams locally and nationally, evolving throughout the journey to deliver this unique resource for the service users in our region.

## Ready for change:

As we forge forward, we have to embrace change to meet the ever increasing challenges within an evolving society. We need iPMS to be able to reflect those changes accurately so we can engage and communicate with our patient demographic accurately and in a way that meets their needs and expectations of us as a healthcare provider. We need our provider Dedalus, a truly global organisation instructed by iPMS National to meet those requirements with timely enhancements to meet those changing needs.

## Mark Boland, iPMS Application Lead for Saolta University Health Care Group and CHO

# Introducing SAP HR and Payroll



The National integrated Staff Records and Pay Programme (NiSRP) is a national transformation programme which is integrating and modernising staff records, payroll systems and processes.

The SAP HR and Payroll system is fully integrated and provides real time staff information which enables accurate decision making and reporting for employees and managers.

Since 2019, the NiSRP Programme has implemented the SAP system across HSE East, South-East, Mid-West, North-West, Midlands and South. Over 80,000 staff members are benefitting from the system which also includes HR and Payroll Self Service. The Saolta implementation includes: MUH, GUH, RUH and PUH. If you work in these hospitals, please activate your HR and Payroll Self Service account today, see below for details.

## What is HR and Payroll Self Service?



### Scan the QR code and watch the short introduction to HR and Payroll Self Service video.

HR and Payroll Self Service is an online tool as part of the SAP HR and Payroll Integrated system, which allows all employees and managers access to a self-service functionality. This includes:

- View payslips
- View leave balances across certain leave types
- Submit leave requests
- Submit travel and subsistence and other expense claims
- Change bank details
- Update certain personal information
- Access HSE reports and carry out other common HR-related tasks online.

Managers can review requests for leave and travel, view team calendar, run reports and more.

Please activate your HR and Payroll Self Service account by following these steps:

1. Click on link to Health Shared Services Self Service portal
2. Select 'Registration tab' at the top right hand corner and then select 'HSE Staff Registration' from the drop-down menu
3. Enter your HSE (SAP) personnel number. This is an 8 digit number which you will find on your payslip
4. Enter your email address and select 'submit'
5. A verification link will be sent to the email address that you entered in Step 4
6. Check your emails. You will receive an email from SAP CoE (noreply.hssportal@hse.ie) - click on the link provided
7. Once you click on the link, an invitation code appears - only click on 'register'

8. You are then asked to create a 'username' and 'password'. Create your own username (no restrictions on this, for example, this could be your email). Create your own password. This should have 8 characters that includes upper case, lower case and special character, for example, We!\$%. This username and password is used for Health Shared Services Self Service portal only (not for HR and Payroll Self Service access)
9. Enter the Captcha code and click on 'register'
10. User Profile appears on screen
11. To complete activation, select HSE Online Forms at the top of the screen and select Self Service NiSRP from the drop-down menu
12. Complete the form - select the account activation type (employee, manager, or retiree). Please note: all employees must complete the Self Service-NiSRP form once. However, if you are a manager you will need to complete this form twice - once as an employee and once as a manager (repeat step 11 if manager profile is required)
13. Once the form is completed, select 'submit'. A 'submission completed successfully' message will appear on screen and you will receive an email from noreply.nisrp@hse.ie confirming your details have been received

### \*Important

You will find your HSE (SAP) Personnel under "Group Personal No." on the ResourceLink payslip, for example it will appear like 005/70123456,. In this instance the HSE (SAP) personnel number is 70123456 in Paygroup 005. Staff in Portlinculla University Hospital will see the number printed as SAP personnel number on the Perfast payslip.

You must complete all steps set out above to receive your HR and Payroll Self Service Account Login details. If you do not complete all the steps, you will not receive your HR and Payroll Self Service Login details

Login details of your HR and Payroll Self-Service Account will be distributed from 10 June onwards via email from the SAP CoE Team.

### Join a webinar

Scan the QR code. Click on the date that suits you and register for the webinar.



### Need help with setting up your account?

It is recommended you download or print the more detailed guide or view the video which explains each step.

If you still need assistance you can contact HR and Payroll Self Service Support. You can log a query with the Helpdesk by the [portal](#), by email at support.nisrp@hse.ie or by telephone at 0818 300 296.

### How can I find out more information?

[www.hse.ie/nisrp](http://www.hse.ie/nisrp)

<https://www.hseland.ie> (HSeLand eLearning certified course on HR and Payroll Self Service)

X (formerly Twitter) @NiSRP\_HR



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