



Mercy In Action...

Telephone Assessment and Advice Service within an Emergency Department Physiotherapy Clinic...

In April 2018, Mercy University Hospital Physiotherapy Department launched a Telephone Assessment and Advice Service within the Emergency Department Physiotherapy Clinic. This was a progressive step in managing the increasing demand for the service and high non-attendance rates, which was resulting in increased waiting times for service users. This patient-centred model of care had been researched within the UK in primary care with good success rates reported but required further evaluation within the Irish healthcare setting.

The initial 3-month pilot proved a great success, with those opting for the

telephone assessment and advice service:

- Requiring fewer appointments (average 2.16 v 2.6),
- Experiencing a shorter wait time (average 6.19 v 28.8 days), and
- Reducing non-attendance rates (5.9% v 20.9%), compared to the face-to-face group.

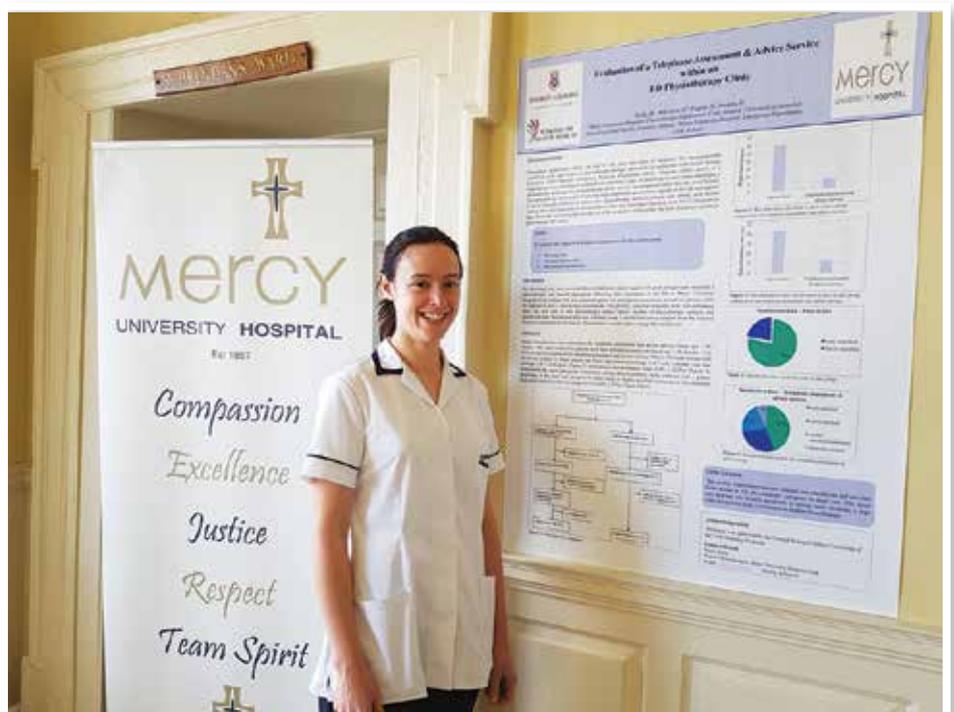
In addition, this care pathway has proved very satisfactory for service users. This Quality Improvement Project has been well received nationally and Senior Musculoskeletal Physiotherapist,

Marie Kelly was awarded Best Poster at the Irish Society of Chartered Physiotherapists (ISCP) National Conference in November 2018. In May this year Marie will be flying the Mercy flag on the world stage at the World Congress of Physical Therapists (WCPT) International Conference in Geneva when her poster will be presented. This is a huge achievement for the MUH Physiotherapy Department who are grateful to all involved for helping to dramatically reduce wait times and non-attendance rates in a patient-centred manner.

Congratulations and Best of Luck in Geneva Marie!

There is more inside ...

- Meet our new Head Chef
- Supporting our Children
- Mercy Moments
- #cutitout
- Reflections - Volunteering in Kenya



Marie Kelly: Senior Musculoskeletal Physiotherapist.

The Class of 2019 - Managing People Development Skills Programme

Congratulations to 19 staff members who undertook the most recent Managing People Development Skills Programme. This Leadership Programme is now in its fourth year and is underpinned by the Mercy Values and a commitment by the hospital to ensure staff are equipped with key skills to enable their work and progression. MUH is always delighted to welcome Margaret McCormack (MGMC Consultants) to deliver this exceptional programme.



Meetings Charter

“Our mutual respect is to be cordial” (C. McAuley)

- R**espect
- E**ngage
- S**how Up
- P**repare
- E**ncourage
- C**ommit
- T**ime



Editorial Team

Mercy Times has a wide audience that is continuing to grow across the health, corporate and political sectors and it is a wonderful opportunity to showcase all that is good and positive about MUH.

Join the Team ... if you have an article, photo, snippet, event ... let us know We are here for you!

Meet your Mercy Times Editorial Team



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Our contributors for this edition: Thank you!

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Happy Birthday

10 Year Anniversary of Opening of Centre of Nurse Education Building

Training of nurses at Mercy University Hospital first started in 1911 under the tutelage of the Sisters of Mercy. In December 1955 the first lay nurses were accepted for training and the Catherine Mc Auley School of Nursing was formally established in 1979. Ten years later, in 1989, the School became the Cork Voluntary Hospitals School of Nursing and finally the Centre of Nurse Education (CNE) was established in 2002.

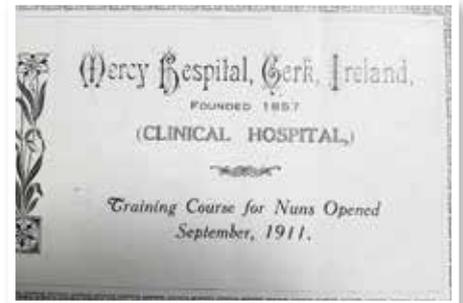
In November 2008, the Centre of Nurse Education relocated from the main hospital to a purpose built facility in the environs of the MUH campus. The CNE celebrated the 10 year anniversary of this transition, with a celebratory coffee morning on December 17th 2018 where the CNE Team were joined by staff of Mercy University Hospital and retired staff members. Carmel Buckley, Area Director, Nursing & Midwifery Planning & Development, HSE South also attended. Delicious baking and refreshments were provided by the hospital's Catering Department.

The Centre of Nurse Education has a busy team, led by Director Ann Cummins, who are committed to providing high quality, accessible education. Multidisciplinary education is integral to the ethos of

the CNE with lectures, tutorials and workshops provided to all health care professionals by respective disciplines. A CNE prospectus is published twice yearly which is shared with all stakeholders and represents programmes, conferences, workshops and seminars, which are reflective of current and future health needs.

The Centre of Nurse Education works in partnership with the Office of the Nursing & Midwifery Service Director, the Nursing and Midwifery Planning and Development Unit, Nursing Management MUH, Community Hospitals, Public Health Nursing, Practice Nurses, Intellectual Disability Nursing,

Primary Care Services, the South Infirmary Victoria University Hospital, Marymount University Hospital & Hospice and Higher Education institutions.



We Are the Sum of our Parts!

During the celebrations of Mercy Week, one of the “challenges” set was the completion of the Mercy Jigsaw. Staff were invited across the hospital to add their piece to the jigsaw and complete Mercy. It wasn't as easy as it looked but congratulations to the team work of the **Mercy Urgent Care Centre** and **St. Francis Unit** who joined forces to complete the jigsaw (with some vital assistance from patients). The jigsaw was subsequently framed and is taking pride of place in the Mercy Urgent Care Centre for everyone to enjoy.



A Very Mercy Christmas

Christmas might seem a distant memory as we embrace the first shoots of Spring but there were some very special Mercy moments over the festive season that Mercy Times would like to share ...

Deck the Halls

The challenge was set and met as each Ward/Department competed across 3 categories (with a number of extra "Spirit of the Season" awards). Julie Harris from the MUH Foundation proved a fun and fair judge and whilst Team Spirit was the real winner, we also had some actual winners too for the much coveted trophies. We are already bracing for some healthy competition in December 2019.

Hospital Department:	1st Place	Cardiology	2nd Place	Blood Bank
Satellites (MUH Campus)	1st Place	Procurement	2nd Place	IT Department
Wards	1st Place	St. Patrick's	2nd Place	St. Therese's
Special Award	Team Spirit	Bed Management Unit		

A special "Survive the Season" Award was presented to Billy Ruben (aka the Biochemistry Elf) who defied all the odds (including a kidnapping) to take his place in time for the arrival of the judges!!

Visit by Santa

Santa delighted the children on St. Anne's Ward when he popped in. He also graciously took some time out of his hectic pre-Christmas schedule to visit Hospital staff who were very pleased to meet him.....

Choir

Each year a number of Choirs from across the city visit the hospital, providing a festive musical respite for patients and staff. This year one of the Choirs was St. Aloysius Girls Secondary School who brought some Christmas cheer with them.

In Perpetuity

MUH received a very special Christmas gift this year. This beautiful crib was donated by the Forde family in appreciation to the staff of Mercy University Hospital who cared so lovingly for their beloved daughter Jennifer during her illness. The crib will take pride of place in the Reception area of the hospital for years to come where staff, visitors and patients who stop to reflect here will remember Jennifer.

May She Rest in Peace



Winners and Runners Up of the "Deck the Halls" Competition after receiving their trophies from CEO Sandra Daly



Victoria Collins and Megan O'Mahony welcome Santa to the HR Department



St. Aloysius Girls Secondary School entertaining Mercy patients and staff



Christmas crib donated by the Forde Family in appreciation to the staff of Mercy Hospital

Meet the Team - Head Chef - MUH

Meet the Team: Lukasz Dabrowski – Head Chef – MUH. In early November 2018, Mercy University Hospital welcomed a new Head Chef to its Team. Mercy Times took the opportunity to welcome Lukasz, who has also kindly agreed to share some of his recipes with Mercy Times going forward

“I started working in the catering business as a butcher in 1991. After few years I was appointed to compulsory military service and spent almost two years in Border Guards as a chef and senior sailor. After finishing the service, I slowly worked my way up the ranks to Head Chef in 1998. During the span of my career I have worked in restaurants, hotels and tourist ships, travelling around different countries, experiencing the culinary delights of the world. Finally in 2016 I settled with my family in beautiful Cork City. For the last 12 years I have been running one of the busiest well known Italian restaurants in town. I have a special fondness for Middle Eastern foods.

Below is a much loved recipe of mine from my culinary travels. This is an easy one to prep the night before and will last 2-3 days.”

Tabbouleh Lebanese Salad:

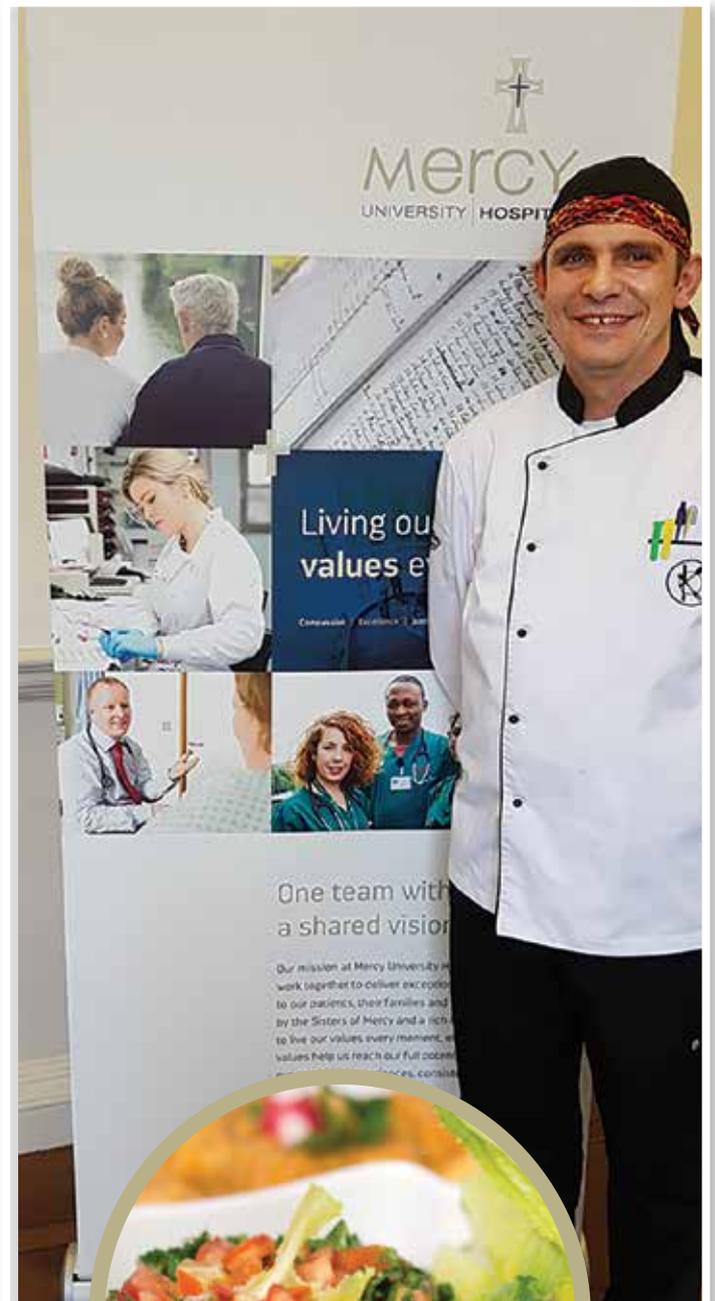
(You can enjoy this every Thursday in our Canteen.)

- 1kg - fresh red peeled tomatoes diced
 - 1 kg - cucumber grated fresh with skin
 - 1 glass - of extra virgin olive oil
 - 3-4 lemons - juice from
 - 2-3 – shallots, finely diced
 - 1 bunch - flat parsley, chopped
 - 1 bunch – mint, chopped
 - 1 spoon tarragon - chopped fresh (optionally)
 - 400-500 grams uncooked couscous
- OR**
- You can add whatever meat you like and maybe some more vegetable, red peppers, olives, chilli, pomegranate ...

Method:

- Combine all ingredients in a large bowl
- Leave to marinade in fridge for at least 2-3 hours
- When the couscous has absorbed all the vegetable juices your salad is ready to eat

*As they say in the beautiful country of Poland:
“Smaczno – (Enjoy your food)”*



Responding to the Need ...

The Core Values of Mercy University Hospital (MUH) uphold the dignity of all who come in contact with our hospital and this is continually championed by its staff across all disciplines. As an inner city hospital in the heart of Cork, MUH is experiencing a rise in presentations from people experiencing homelessness and social exclusion. Whilst MUH has always worked closely with government and charity agencies, it was acknowledged that the need to respond as a hospital was becoming greater. Thus in mid 2018 MUH appointed Eibhlín Collins to the role of Clinical Nurse Specialist Social Inclusion/ Homeless Liaison - the first role of its kind in Cork!

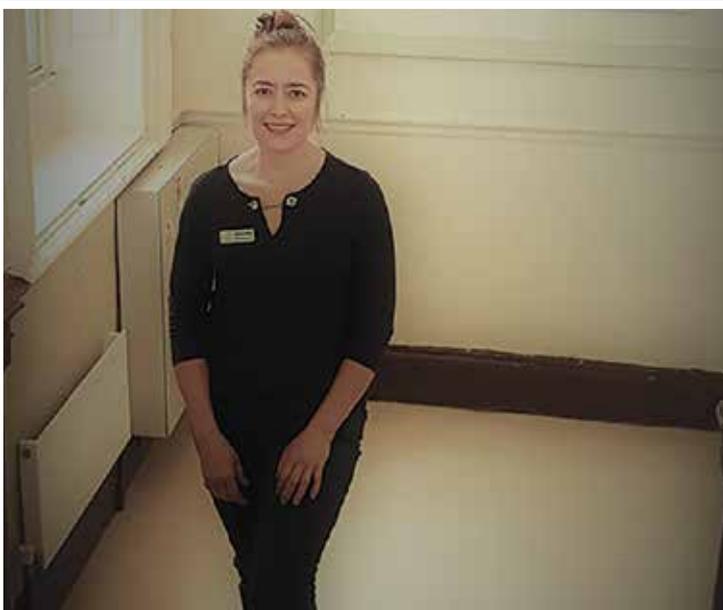
Mercy Times recently learned a little more about Eibhlín and her role ...

Eibhlín hails from County Cork and trained as a Registered General Nurse in Dublin before working in several countries in a variety of jobs - from Intense Care/Treatment nursing in Germany to café work in New York City. Backpacking in remote parts of Papua New Guinea, the Middle East and Asia sparked an interest leading to nursing and postgraduate training in tropical and infectious diseases in London. A year's sabbatical managing a HIV prevention programme in Angola was followed by a CNM2 post at a South London HIV clinic. A degree in Cognitive Behavioural Psychotherapy (CBT) followed. Combining CBT and general nursing led to an award-winning role at a primary care service for the homeless in Camden, London. Her first year back in Cork was spent as a CNS with the MUH OPAT service before moving into her current role in July 2018.

As CNS Social Inclusion/Homeless Liaison, Eibhlín deals primarily with patients attending MUH who are homeless, at risk of homelessness and/or affected by socially excluding factors such as drug or alcohol dependence. Other patients who may experience exclusion are refugees, prisoners, Travellers or Roma, LGBTI service users and people affected by a stigmatised condition.

In-patient, discharge and follow-up factors in the care of people who are homeless are common and complex. Work involves assessing and individualising the patient's needs whilst in hospital and referring to or liaising with the patient's existing services in the community. Patients are followed up post-discharge, where possible, to provide support and further links with services as required.

Not all patients will require referral however if in doubt, Eibhlín is easily contactable on her work mobile.



St. Mary's Ward is Seeing Red!



St. Mary's Ward (Acute Care of the Older Adult) is turning red and not because of a new found passion for Cork GAA but because of their new tableware!

The ward has recently introduced red tableware to help patients with dementia at mealtimes. The red colour will enable food, and items required for eating and drinking, to be more visible and therefore promote adequate nutrition and hydration.

Eating and drinking is a complex process that we take for granted. Patients with dementia often experience difficulties with eating and drinking due to problems with memory, vision, perception, co-ordination, swallowing etc. The hospital environment is challenging for patients with dementia - noise, unfamiliar surroundings etc. so this is one more step to ease the journey for patients attending our hospital.



A study in a Boston hospital (2014) trialled eating from red plates and noted that patients with dementia consumed 25% more food than those eating from white plates!

This initiative to improve the experience for patients with dementia was part of the Genio Dementia project and was funded by The Mercy Foundation. Congratulations to everyone involved.



Thank You!

2018 was an exceptionally busy year of Celebration and Thanksgiving for MUH. Such events are integral to the Mercy ethos but bring a sizeable challenge for one Department in particular - our Catering Department - who ensure that our “sixth value” of Hospitality is always core to all gatherings, grand and small.

In September, for example, on Mercy Day, the Catering Department served 755 lunches and desserts to Patients and Staff. On Foundation Day, in December, in excess of 1,200 meals were provided. This was the largest lunch service ever provided by the Department to date. Whilst the Catering staff assure us that such events are an honor to undertake, the hospital is still mindful that, as a collective, they miss out on all the fun of such days. Therefore, on January 15th, the Hospital’s Executive Management Board “turned the tables” so to speak and served Afternoon Tea to the Catering Department acknowledging their specific contribution to these events and enabling them to enjoy a hospital event for a change. It is fitting that the ‘comfortable cup of tea’ was served so gracefully by our Management Team epitomizing the true spirit of Mercy!

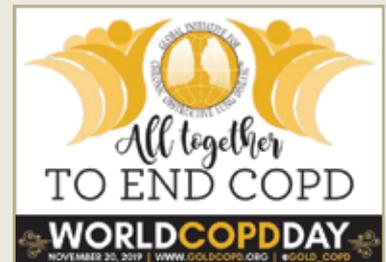
The Catering Department also facilitated extended opening hours and provided a more extensive service on Christmas day and St. Stephens’s Day in the Canteen which was extremely well received by staff working over the Christmas period.



DCEO/CFO Maurice Spillane and CEO Sandra Daly prepping the afternoon tea for catering staff



World COPD (Chronic Obstructive Pulmonary Disease) Day at Mercy



COPD outreach physiotherapist Ciara Hanrahan together with her colleagues hosted an information session in the Hospital on World COPD Day, on November 21st, to highlight the impact of COPD and the treatment options available.

Information was provided regarding smoking cessation, spirometry, healthy living, and the importance of exercise, inhaler technique and COPD support groups. There was plenty of activity and interest from patients, visitors and staff and there was also some Twitter activity which proved effective in raising awareness of the prevalence and increasing incidence of COPD across the globe.

Interesting Factsdid you know that:

- The primary cause of COPD is exposure to tobacco smoke but other environmental exposures may contribute.
- COPD is currently the 4th leading cause of death but is projected to be the 3rd leading cause of death by 2020.
- Chronic shortness of breath is the most common symptom which limits physical activity and social interaction.



Supporting our Children

The death of someone we love is likely to be one of the most distressing experiences we will ever have to endure. When you are grieving the death of someone close it may seem overwhelming to know how you can support a child who has also experienced that loss. Children's grieving is similar but not the same as adults.

Here at Mercy University Hospital, our End of Life Committee recognised the need to provide support for families at this difficult time and a sub group was formed to develop a booklet - **Supporting Children through the end of life care of a family member in hospital**. In this booklet we advise and provide ideas on how to communicate to your child that a loved one will die, how to involve your child when visiting their family member, when the family member has died and also the bereavement supports available.

We hope that this booklet will provide families with information and assurance about how to support children throughout this difficult time.

Congratulations to Edel O'Neill CNS Paediatric Intellectual Disabilities, Clare Curtin RCN/RGN, Jane Murphy Senior Medical Social Worker, Cristin Ni Chonchubhair Patient Representative who compiled this Booklet.



We got the Flu Vaccine – Did you?

The annual Flu vaccine draw was held on December 13th in the Glass room under the careful adjudication of Marion Coughlan, Procurement and Michelle Brown, HR.

All 749 staff members who had availed of the free flu vaccine prior to the cutoff date of December 13th were included. There was a variety of prizes ranging from Vouchers to Boxes of Chocolates.

The top prize (One 4 All voucher) was won by Alice Meagher (left) photographed with Jean Rohan, Occupational Health Department.



Flu in Figures!

- **840 Flu Vaccines were administered compared to 694 in the previous flu season**
- **57% of hospital staff were vaccinated (the national target was 60% this season and 40% last season)**
- **MUH had the second highest uptake in the South/South West Hospital Group (Mallow General Hospital was the highest)**

End PJ Paralysis

End PJ Paralysis is a global social movement embraced by nurses, therapists and medical colleagues, to get patients up, dressed and moving and requires a simple change in hospital culture and attitude to care which involves helping people to stay independent, maximizing wellbeing and improving health outcomes.

Mercy University Hospital has recently launched its End PJ Paralysis campaign under the guidance of Eileen Lombard, Physiotherapy Practice Educator.

Eileen told Mercy Times “It is widely acknowledged if people stay in their pyjamas longer than they need to; they have a higher risk of loss of mobility, fitness and strength and will ultimately stay in hospital longer. If we can help patients to get back to their normal routine as quickly as possible, including getting up and out of bed, this will mean a quicker recovery.”

Mercy University Hospital Cork would like to ask patients to bring day clothes and appropriate footwear with them on their next hospital admission.



L-R: Carol Hunter, Eileen Lombard, Marie Kelly, Liam Gallagher and Louise O'Hare launching the MUH campaign

Benefits of End PJ Paralysis:

- Reduced length of stay
- Reduced loss of mobility, deconditioning and risk of falls
- Reduced food wastage due to greater patient mobility and energy need
- Enhanced patient and staff wellbeing
- Reduced risk of developing pressure sores

Mercy University Hospital End PJ Paralysis Campaign Strategies/Resources:

- Pre-assessment Clinic Patient Information Leaflets
- In-Patient Information Leaflets
- Posters on display throughout the Hospital
- Mercy University Hospital Presentation Stand Day
- Hospital-Wide Education Sessions.
- Slides on display in the Canteen of Mercy University Hospital
- Information/Resources sent to Local GPs/Community Teams

You can also follow the movement on Twitter
[@mercyork](https://twitter.com/mercyork) [#endpjparalysis](https://twitter.com/endpjparalysis) [#last1000days](https://twitter.com/last1000days)
[#thinkhomefirst](https://twitter.com/thinkhomefirst).

Geraldine Crowley - A Tribute

In early November, 2017, Mercy University Hospital woke up to the sad news that our dear friend and colleague Geraldine Crowley had died suddenly. Geraldine was a part of the Mercy family since January 2004 when she joined the Support Services Team as a Health Care Assistant and her working world was centered primarily in St. Oliver's Ward and Radiology.

Many patients who crossed the threshold of Mercy experienced Geraldine's friendly smile, gentleness warmth and compassion first hand. For her colleagues and friends this was not unusual as most remember her as “on call problem solver” who would help anyone who needed it. When we talk about what Mercy means, Geraldine is exemplary: one friend recalls that shortly

after the birth of her new baby she found herself struggling to adjust, she phoned Geraldine just for a chat and before she knew it, Geraldine drove the 20 miles to her house, told her to go out for a few hours and she would take care of everything.

Outside of work, Geraldine was a great nature and animal lover and a bit of a DIY expert also – sanding down furniture and cutting down trees was no bother to her.

Geraldine was more than just our dear friend and colleague; she was also a much loved wife, mother and grandmother. Her untimely passing is still acutely felt and she is greatly missed by all who knew her.

May she Rest in Peace



In Thanksgiving

December 12th is already a special day in the Mercy Calendar as it was on this day that Catherine McAuley founded the Sisters of Mercy in 1831 so it was fitting that 187 years later Mercy University Hospital would celebrate this day with the hospital’s last remaining resident Sisters – Sr. Laurentia and Sr. Concepta - who were beginning their return to St. Maries of the Isle.

A special Mass of Thanksgiving celebrated both Sisters and the many Sisters who dedicated their lives to Mercy University Hospital in ensuring it always remained core to the vision of their foundress.

Guests were welcomed from across the country and spanned generations of those who had contributed to the journey of Mercy through the last number of decades, namely Sisters of Mercy, former and current staff members across all disciplines, former and current Board members and the greater Mercy family.



Staff and visitors were welcomed to the ceremony by CEO Sandra Daly while Director of Nursing Margaret McKiernan took the congregation on a short historical journey of the Mercy Sisters and their enduring connection to Cork.

A number of symbols were presented to the Altar representing Mercy and the legacy of the Sisters. Symbols included a Nursing Badge (presented to Nurses upon their Graduation), the Values Charter, the Mercy Times annals, a Stethoscope, a pair of white gloves and china cup and saucer paying tribute to the Mercy value of hospitality.

With only standing room left in the chapel, the Staff choir led by Ger Gunne and under the careful tutelage of Michael Bradley opened the ceremony and Mass, which was concelebrated by Bishop John Buckley, Fr. Marius O’Reilly and Fr. Kerry Murphy O’Connor, commenced with a procession by 14 former Chaplains who served in MUH.

CEO, Sandra Daly in her tribute to the Sisters spoke about what Mercy has come to symbolize, “Mercy is not only the name of this hospital; it is its chief characteristic”. Ms Daly summed up what staff (past and present) felt for the Sisters, “You taught us the importance of mutuality and the absolute interdependencies between us all, how friendships and relationships are important and to be mindful in and gentle in our engagements. You taught us the importance of community and hospitality.”

In a touchingly symbolic moment, Sr. Miriam Kerrisk, Provincial Leader, Southern Province, Congregation of the Sisters of Mercy, handed over the original key of the front door of the Mansion House (which opened the first Mercy Hospital in 1857) to Mr. Neil O’Carroll, Chairman, Mercy University Hospital Board of Directors. “We entrust and trust you in Mercy” Sr. Miriam told the congregation “We believe and trust in your capacity to be the hearts and hands of Mercy for this present and emerging time. You have the professionalism, the gifts and the spirit of Mercy within you. Keep trusting that as you continue to redefine Mercy for today.”



Both Sr. Laurentia and Sr. Concepta were presented with specially commissioned Cork Crystal lamps which paid homage to Catherine McAuley who encouraged her Sisters to be “shining lamps giving light to all around us”. Tributes were also paid to Sr. Felicitas, Sr. Geri (MUH Chaplain), Sr. Joan, Sr. Noreen and Sr. Catherine.

A reception for visitors and staff was held in the Drawing Room where a special slideshow produced for the occasion entitled “Remember Me Affectionately to All” was screened. The slideshow was a testament to the Sisters and their commitment and dedication to Mercy throughout the decades and was compiled from the hospital’s archives by retired Deputy CEO, Jim Corbett.

The Next Chapter has begun in our Mercy story.....



Framing Frailty

A Step Towards Positive Aging Conference and presentation of Certificates to Frailty Networks

The Centre of Nurse Education (CNE), Mercy University Hospital (MUH) is a designated centre for the delivery of the National Frailty Programme in the South/South West.

At the end of each programme at the MUH CNE, an evaluation takes place and below are some of the comments participants attending shared: “The course was brilliant, very informative & I would encourage others to attend”. “One of the best day courses I have attended, very appropriate, informative & relevant”.

A Conference entitled ‘Framing Frailty: A Step Towards Positive Aging’ was held in Dublin Castle on Thursday 6th December, 2018. Topics included ‘Frailty & The Longitudinal Study on Aging’ presented by Professor Rose Anne Kenny (TILDA); ‘My Frailty doesn’t define me’ by Peg Hanafin, Author & Social Activist and Ms Mary O’Rourke, Former Politician; ‘Understanding Frailty at Population level’: ADVANTAGE, the European Joint Action on Frailty Prevention’ by Dr Ronán O’Caoimhe Consultant Geriatrician University Hospital Galway; “End PJ Paralysis Movement & MDT Teams

GEMS service” by Danielle Reddy, Occupational Therapist & Jane Nolan, candidate Advanced Nurse Practitioner for Older Persons. The MUH CNE were

delighted to be presented with their Certificate by Dr. Colm Henry, Chief Clinical Officer, HSE.



Pictured L-R: Deirdre Lang, Director of Nursing & National Lead Older Persons Services/Clinical & Integrated Programmes at Health Service Executive, Mary Hayes, Candidate ANP, Susanne Cotter, CNS Gerontology, Eileen Lombard, Physiotherapist; Elizabeth Myers, Specialist Co-ordinator & Ann Cummins, Director of Centre of Nurse Education and Dr Colm Henry, Chief Clinical Officer, HSE.

Mercy Moments - Staff Celebrating Staff!

MUH Financial Accountant Geraldine O’Leary captured this photo of her colleagues Peter O’Callaghan (IT) (left) and Andrew Owen (Radiology) (right) en route to their Graduation Ceremony where they received their MSc in Healthcare Leadership. Peter, Andrew and Majella O’Connor (Office of the CEO) were conferred at University College Cork on February 21st.

Delivered by the Cork University Business School, the MSc Healthcare Leadership is a 24 month programme designed to prepare participants for leadership roles in the healthcare sector with a particular focus on developing analytical and professional skills, culminating in an applied research project.

The programme was designed in conjunction with healthcare professionals to ensure it meets the skills needs of healthcare industry, in particular hospital groups.

Congratulations to each of you!



Congratulations - Class of 2018

“Congratulations to our new Nurse Graduates of 2018. The recently qualified RGN’s marked the occasion with a special Mass and celebration on Friday 16th November 2018, joined by family and friends. They are wished every success in the future. Graduation isn’t the end of a tough journey; it’s the beginning of a beautiful one...”



Director of Nursing Margaret McKiernan and former Matron Sr. Laurentia with the Graduates

Foundation Features

Fort2Fort

The annual Fort2Fort Cycle in aid of the Mercy Hospital Foundation is taking place on Sunday, April 14th. With 4 routes to choose from including the brand-new Couch To 40km route, it is the perfect way to take on a new challenge and see some of Cork.

Starting and finishing at Camden Fort Meagher, Crosshaven, all 4 routes bring cyclists around Cork Harbour showing off some of the most incredible views of the world's second largest natural harbour. All funds raised will go towards the Mercy Cancer Appeal, 4 Cork City & County Lions Clubs and the restoration of Camden Fort Meagher.

Registration is now open online at www.mercyfundraising.ie

Golf Classic

The Mercy Cancer CARE Centre Golf Classic is back! Last year over 80 teams took to the world-famous Fota Island Golf Course in aid of the proposed Mercy Cancer CARE Centre. The Golf Classic proved incredibly popular and sold out very quickly. Thanks to everyone who supported the day.

Do you ever hear the words...

"The Mercy is a great hospital; I'd love to give something back"? If you do, let people know about the Mercy Foundation Office – the building with all the butterflies. From 9-5:30pm, Monday – Friday our door is always open to grateful patients and staff alike.



#cutitout

The first national HSE Anti-bullying Awareness Day was held on February 28th. Mercy University Hospital is supporting this campaign which carries the social media handle **#cutitout**.

The HSE 2018 National Staff Survey - Your Opinion Counts indicated that across all organizations surveyed **42%** of staff had experienced bullying and/or harassment in their organization in the past two years. *Healthcare Workers are 16 times more likely to experience workplace bullying than workers in other sectors*

How do you know you are being bullied?

Bullying has 3 main features:

- **Intentionality:** the perpetrator has the intent to cause physical, social or psychological harm to the target.
- **Repetitiveness:** Bullying is sustained. A single episode of negative behavior is not bullying unless that singular action results in continuing and ongoing threat for the target
- **Imbalance of Power:** Targets of bullying may be unable to address issues. Perpetrators might be in a position of either real or perceived superiority.

What to do if you are bullied!

- Talk and search for support
- Take action – report behavior to **HR**
- Be aware of and know where to access the **Dignity at Work Policy**
- Avail of the **Employee Assistance Programme (EAP)** – The EAP is a confidential counselling service available 24 hours a day – 365 days a year. Freephone: 1800 995 955 or email eap@vhics.ie

Remember - THINK

In any form of communication (social media, interpersonal etc.)THINK!

- T** Is it True?
- H** Is it Hurtful?
- I** Is it Illegal?
- N** Is it Necessary?
- K** Is it Kind?



MUH Clinical Placement Co-ordinators Olivia, Amy and AnneMarie supporting the campaign



Reflections

Volunteering in Kenya with Brighter Communities Worldwide (BCW) Harambee 2018

MUH Advanced Nurse Practitioner Anne O’Keeffe heard about Brighter Communities Worldwide (BCW) from two work colleagues - Anne Healy (CNMII) and Laura Aherne (ED Administration). Both Anne and Laura have been involved with the Middleton based charity since its inception and have inspired many MUH staff to volunteer over the past ten years. Last Summer while running with a neighbour Anne found the conversation being drawn to volunteering. On completion of the run both Anne and her neighbour decided to apply for Harambee 2018. Here Anne shares Reflections of her time in Kenya

Reflection One: Kenya Time

Our jeeps are followed along the uneven red Ndubusat main street to the gates of the campsite by maybe 30 children, of varying age. We are the only vehicles on the road. On arrival we are greeted by a congregation of local community members many who had spent the last few months laying paths and preparing the site for our visit. The welcome is loud and enthusiastic with clapping, singing and dancing, followed by introductions and the mandatory chai (boiled milky tea) and mandazzi (local cake similar to doughnuts and made with maize). We are informed that we are now on ‘Kenya Time’ which is a slower pace of life that embraces the now and does not involve clock watching or the box ticking perfunctory of our western lives.

Reflection Two: Back to Basics

The campsite is a collection of huts and tents. The huts are built in the traditional style and contain three beds covered with mosquito nets. It is serviced by ‘long drop’ non flushing toilets (latrines), large drums filled with clean water for hand-washing (Tippy-taps) and ‘eco showers’ (harnessing the rain water and heated by the sun). The use of and availability of hand sanitizer is essential as sanitation and hygiene standards are notably different from the robust infection control, hand washing and single use culture of hospital life. The ‘back to basics’ is further reinforced by the need for a head torch after 18.00hrs. Similarly the absence of WiFi means conversation and story-telling over dinner (usually bean casserole, rice, potatoes) and around the campfire is requisite.

Reflection Three: Reflection on ‘Florence Nightingale’ !

Kenya is a developing country and 42% of the population (44million) live below the poverty line. However as a country it has shown leadership to the developed world in the fight against plastic pollution with legislation prohibiting the production of, selling or even the use of plastic bags. As volunteers we witnessed this on arrival to Nairobi airport where plastic bags were promptly disposed of on entering the terminal building. BCW support this and other government initiatives including the concept of healthy villages/homesteads. Healthy homesteads are homes that

have good ventilation, smoke free cooking facility, safe water, good sanitation and waste disposal, a food supply (kitchen garden), healthy mums to be, healthy newborns and finally a source of sustainable income. From a Nursing perspective this list almost mirrors the factors highlighted by Florence Nightingale in her environmental theory developed in the second half of the 19th century. With this in mind we installed our first smokeless stove in a small homestead just below our campsite.

The small kitchen was filled with smoke when we arrived. We hammered out the existing open fire-pit, mixed the mortar (mud, water and wood chip) with our feet, and built the new two pot stove with bricks bought by the home owner. A metal flue provided by BCW was then attached to extract the smoke from the small dark timber built kitchen. Stoves require wood - traditionally collected by the girls and



women. Smokeless stoves require less timber, allowing girls and women time to attend school, tend to their kitchen gardens or engage in sustainable income projects (fair trade coffee, eco-tourism etc). For all these reasons when the first smoke bellowed out of the chimney of the timber hut there was huge celebrations as the family had just taken the first step toward a 'healthy homestead' and a better life .

Reflection Four: Sustainable Tourism

One of our projects in Kenya was to begin a sustainable eco-tourism project for eleven villages. Our brief was to map, grade and identify locations for way marking and story boards. Two other BCW volunteers and I headed to the hills accompanied by 12 enthusiastic locals (potential walk leaders) on the first of three walks we would map over a few days. It was fantastic to see a 50/50 gender mix in the group as the equal rights of women was only acknowledged in the 2010 constitution. The locals arrived beautifully groomed wearing brightly coloured dresses and slip on shoes/sandals. It was apparent from the outset that hiking and indeed tourism were unfamiliar concepts to our group many stating that they walk from 'A' to 'B' to get water or food but not to admire the scenery. We proceeded to GPS map three potential hiking trails encouraging the group to identify places of historical interest, crops grown and the local flora and fauna.

Lesson Five: Self reflection-The Challenge of Remote Emergency Care

As an emergency nurse I was also involved in the delivery of a Remote Emergency Care Course (RECC) to 48 Ndubusat residents including two Registered Nurses who work in the local clinic. This clinic was built by BCW and provides vaccinations, analgesia, first aid and maternity care to the thousands of people living in Ndubusat and the surrounding areas. The RECC provides local people with basic knowledge and skills to triage, coordinate and deliver a primary response to both minor (eg.burns, choking) and major trauma.

The challenges of educating these remote, densely populated and poorly resourced communities was highlighted on October 10th one week before our arrival when a bus crashed killing 50 and injuring 15 passengers. The 2105 Global report on Road Safety (WHO, 2015) list Kenya as having the most dangerous roads in the world. The reality is local communities are left isolated to manage major trauma with very little pre-hospital services and poor access to advanced care. It is challenging from my perspective to appreciate the education requirement that will facilitate an effective community response to the major incident described.

The RECC may be seen as tokenism considering the enormity of trauma in Sub-Saharan Africa but it is a start that BCW reports 'saves lives'.

If you would like to volunteer for Harambee 2019 please contact:

info@brightercommunities.org or the Office in Midleton 021 4621748



Patient Status at a Glance

The Mercy Patient Flow Team has had a busy year introducing and implementing their **Whiteboard Project**. A series of information and education sessions were facilitated by **Sylvia Hickey, CNM2, Patient Flow Manager** and **Whiteboards are now operational in St. Patricks, St. Catherine’s, St. Mary’s, St. Brigit’s, St. Finbarr’s and St. Joseph’s Wards.**

What are Whiteboards?

Patient Status at a Glance can be achieved by utilising Whiteboards as a visual communication tool at Ward Level. Effective Whiteboard use will mean that patients will have an agreed plan of care that the Multidisciplinary team (MDT) are aware of, leading to increased communication, patient experience and patient flow.

A standardised approach across all the wards will ensure best practice is achieved and key information is shared across all the MDT involved in planning patients care and discharge.

It is an opportunity to **CONFIRM** next steps for care and discharge planning **CHASE** any outstanding actions and to **CHALLENGE** each other in a constructive and supportive manner.

The Whiteboard round offers a unique window of opportunity to accelerate the patient flow process at multiple levels with engagement from all members of the MDT.

Whiteboard rounds contribute to increasing flow of patients, reducing their length of stay and obtaining a meaningful documented Predicated Date of Discharge (PDD), impacting on the patients overall experience and outcomes.

Whiteboard rounds are expected to be carried out by the Nursing team on the ward at 11.30am daily and updated according to the patient’s plan of care utilising Status and intervention codes. All other named members on the board are to be updated at the earliest opportunity or when ward round occurs using the same process.



Team training and ownership of the whiteboard is key to its success. All MDT members must understand their role in interacting with the whiteboards in order for it to be an effective tool to accurately and consistently update patient information.

The Plan for 2019 on the back of this is that Small Whiteboards have been placed over every patient’s bed space. An MDT team e.g. Dietician, Physio, OT, Nursing etc has been established to formalise the usage for the boards and will be in contact with the relevant areas over the next few weeks.

Happy Retirement

During 2018, Mercy University Hospital bade farewell to nine colleagues who set off on the next stage of their life’s adventure

- Ita Curtin • Marion Devine • Ann Donovan
- Stella Meyler • Jean Murphy • Rita Murphy
- Ann O’Halloran • Peg O’Keeffe
- Geraldine O’Sullivan Conway

Colleagues and friends gathered to honour their cherished and valued team members for their commitment and dedication to not only their chosen discipline but to Mercy throughout their working lives.

May the best of happiness, honour and fortune keep with you all as you are wished a very Happy Retirement.

