MERCY UNIVERSITY HOSPITAL, CORK LIMITED

mercy times

Issue No. 22 December 2015

HERITAGE

The Mercy **"Heritage Wall'** is a dedicated space telling the story of our heritage that has brought us to this point. The Wall demonstrates Mercy University Hospital's mission and values in a more tangible, visual and approachable format which will inform patients and visitors of our history whilst reminding staff of their strong collective legacy.

We were fortunate that a considerable amount of research into both the hospital's history and historical photographs and images had been undertaken some years ago partly as an element of the 150th anniversary programme in 2007 and also as a constituent part in the hospital's participation in the Cork Heritage night celebration.



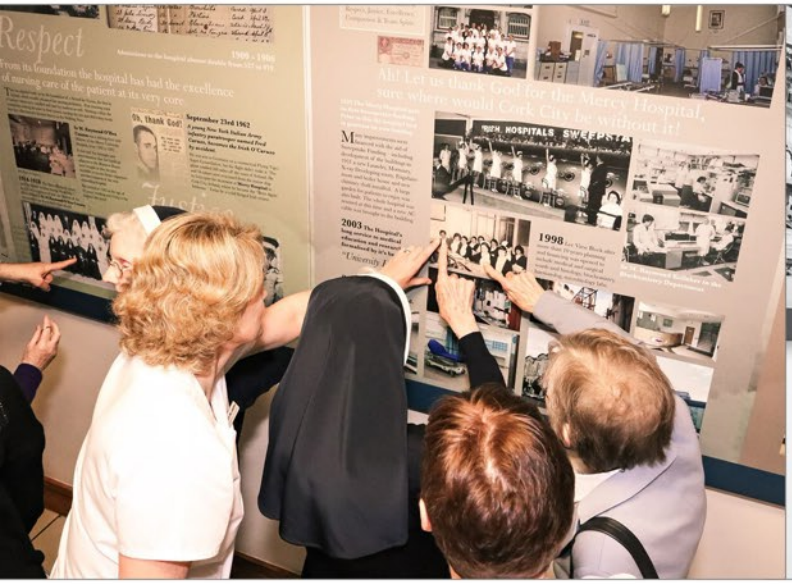
Deputy CEO, Jim Corbett, led the development of this project and an accelerated programme of work resulted in the official unveiling of the Hospital Heritage Wall on Mercy Day by Sr. Laurentia Roche together with a blessing from Bishop John Buckley.

The Wall highlights the role of the Sisters of Mercy and their Foundress Mother McAuley in their enduring mission. It charts the hospital's development from the small team of nurses with very few beds in the Mansion House which opened as the Mercy Hospital on St. Patrick's Day in 1857, to today's 300 plus bedded acute hospital providing general and specialist services to the City, County and Region.

The Wall is designed as a series of panels which take the hospitals values of, *Compassion, Excellence, Justice, Respect and Team Spirit* as a design motif throughout. These ideas will be expanded into further panels which will be designed and installed in other public locations in the hospital over the next months and years.
The Wall is located along the Radiology Corridor... Take a look and perhaps a trip down memory lane!

(Continued on page 2)

HERITAGE (Continued from page 1)



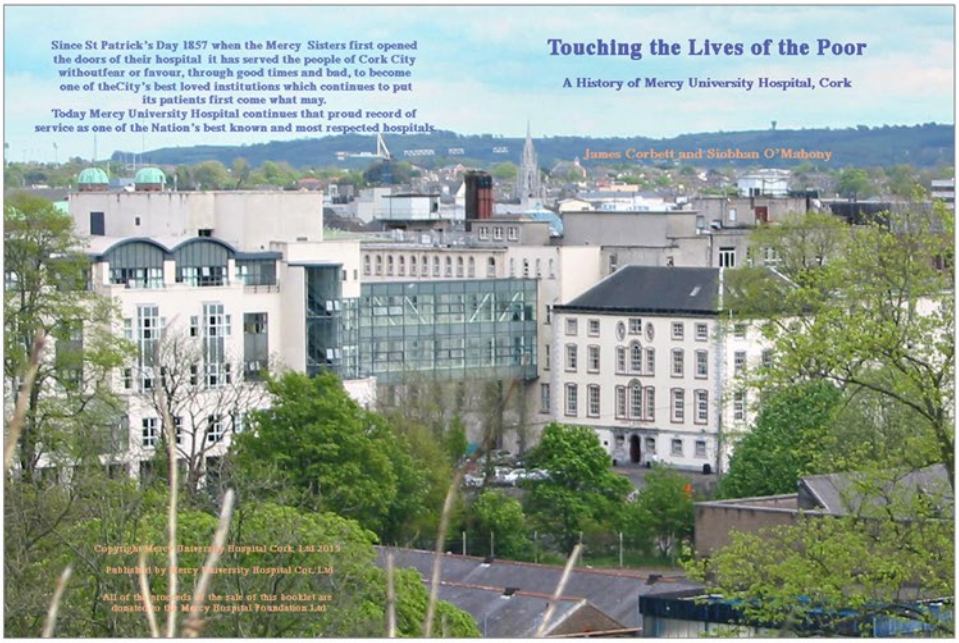


Touching the Lives of the Poor: A History of Mercy University Hospital Cork.

Much of the text for the wall emanated from the draft of a short book on the history of the Mercy University Hospital by Jim Corbett and Siobhan O'Mahony which they had been developing for a number of years. A concentrated last burst of energy produced
'Touching the Lives of the Poor. A History of Mercy University Hospital Cork".

The book was published by the hospital and will shortly be available as a paperback in the hospital. It is available now for order on Amazon Books **(www.amazon.com)** and also as an eBook from the Kindle Store which can also be found on Amazon.

All of the profits from sales of the book are donated to the MUH Foundation.



Time to Celebrate: Mercy Week



Bishop Buckley with CEO, Sandra Daly

Mercy Day

September 24th is Mercy Day and is the focal point of a series of events which has in more recent times transcended into a "Mercy Week". It was on this day in 1827 that Catherine McAuley, the foundress of the Sisters of Mercy dedicated the first House of Mercy in Dublin.

This year, MUH were honoured by the presence of Bishop John Buckley, Bishop of Cork and Ross, to celebrate Mercy Day Mass which was attended by staff, patients, and visitors and transmitted to each Ward within the Hospital. The contribution of staff, from all disciplines, to the Mass ensures that it is a very personal and special day for all. As CEO, Sandra Daly stated :
"Mercy Day provides us with an opportunity to pause and reflect on our history of yesterday and our mission of today."

This year, Bishop Buckley is celebrating his Golden Jubilee and MUH was delighted to have the opportunity to make a presentation to a man who has played an integral role in supporting the hospital as it remains true to the ethos and values espoused by the congregation of the Sisters of Mercy and the delivery of its healthcare ministry.

Following the celebration of Mass, the **Heritage Wall** was officially unveiled *(please see article on front page).*

Long Service Awards

As part of Mercy Week celebrations, MUH introduced its new long service awards with the presentation of special pins acknowledging 10, 20 and 30 years service.
Staff with service between 10 and 19 years received them from their line Managers, whilst staff with services of 20 -29 years and 30 –39 years were honoured with a reception and formal presentation by the CEO.
Mary Byrnes (Clerical) and Catherine Murphy (Catering) who both have a record of over 40 year's service were acknowledged individually with special presentations. Mary was acknowledged at her recent retirement *(please see separate article on page 8)* and Catherine Murphy who was acknowledged at the Mercy Stars event had another surprise awaiting her, as Mercy Week drew to a close.



20 Year Service Recipients



30 Year Service Recipients

Mercy Stars: Lifetime Achievement Award

Mercy Week culminated in the Mercy Stars event hosted by the MUH Foundation on October 2nd (see also Foundation Features). The most significant award for the hospital is the Lifetime Achievement Award which is awarded on the direct recommendation of the Executive Management Board of Mercy University Hospital.
The Lifetime Achievement Award for 2015 was awarded to **Catherine Murphy of the Catering Department.**
Congratulations Catherine from everyone at MUH.



Catherine Murphy pictured with CEO, Sandra Daly and Catering Manager, Michael Mulry.

Congratulations

MUH Interim Director of Nursing **Margaret McKiernan** on her appointment as Chair of the **Hospice Friendly Hospitals Network.**



Get the Point

Flu is a serious viral illness that can spread rapidly and the best way to prevent it is by vaccination. The **Seasonal Influenza Vaccine** reduces infection and associated illnesses, hospitalisation and even prevents death. It remains the best protection against influenza and is recommended by all major expert bodies including the World Health Organisation , European Centre for Disease Prevention and Control and the National Immunisation Advisory Committee.

The HSE's Seasonal Influenza (Flu) Vaccination Campaign 2015/0216 is presently underway and is particularly pertinent for health care workers and carers of people vulnerable to the flu virus. High vaccine uptake rates among staff have been shown to reduce the serious impact of flu among patients*. Vaccine efficacy for the 2015/2016 influenza season is estimated to be between 40-90%.*

The MUH Occupational Health Department offer the Flu Vaccine to all staff, free of charge. Contact the Department directly to arrange an appointment or if you require further advise.

**As per the National Immunisation Office, HSE*



MUH Board of Governor Mr. Neil O'Carroll receiving his Flu Vaccine for 2015/2016 from Ms. Claire Cotter, Occupational Health Nurse, ably assisted by Dr. John Gallagher, Occupational Health Consultant.

Foundation Features

Mini Marathon

On a balmy day in late September, thousands of women took part in the Evening Echo Ladies Mini Marathon – walking, jogging, and running the 4 km.

The MUH Foundation's **Team Mercy** was well represented on the day and supported Brenda Doody who was completing her mission of 12 marathons in 8 months raising funds for the Oesophageal Service at MUH.

Brenda has raised almost six times her original target of €5,000 and is hoping to hit the €30,000 mark soon! Congratulations Brenda.



Hospital staff Anne O'Hea, Marie Larkin, Nan Kearney and Caroline O'Donovan joined with Brenda (2nd from left) after the event.

Mercy Stars

The Radisson Hotel in Little Island provided the backdrop on October 2nd for the third Mercy Stars award ceremony and a fitting end to Mercy Week. The Mercy Stars honours all those who give of their time and energy to raising much valued funds for the various services within MUH.

In tandem, the Mercy Stars also acknowledges staff of Mercy University Hospital who have gone that extra mile for patients and their families.

The winners were:

Clinical Team:	Dieticians
Ward Team:	St. Joseph's
Support Services Team:	Noonan Contract Cleaning (Service)
Hospital Support Team:	Reception



The Department of Dietetics receiving their Award on the night.

Christmas Wishes Ball

The MUH Foundations inaugural **Mercy Christmas Wishes Gala Ball** took centre stage on the hospital's social calendar on November 27th in the Maryborough House Hotel, Cork. The black-tie event was a huge success and raised funds for the new Mercy Cancer CARE Centre which will offer care beyond treatment for cancer patients and their families.



Members of the Organising Committee: L-R Martina Hughes, Eimear Keohane, Carmel Walsh, Eimear Ferguson and Susan Hilliard.



MUH CEO, Sandra Daly welcoming Lord Mayor, Cllr Chris O'Leary and Lady Mayoress, Mrs. Angela O'Leary to the Mercy Christmas Wishes Gala Ball.

Volunteer [vol-uh n-teer]

- A person who voluntarily offers himself or herself for a service or undertaking.
- A person who performs a service willingly and without pay.
- To give, bestow, or perform voluntarily.

Volunteering enables people to connect and contribute to their community in a positive and enriching manner for both those who receive and give.
Mercy University Hospital welcomes and supports the engagement of volunteers into the hospital to enhance the hospitals ability to deliver high quality services to its patients and staff and bring new skills, enthusiasm, and a fresh perspective to the hospital.
There are a number of ways to volunteer at MUH ….

The Friends of the Mercy

The Friends of the Mercy is the name given to the volunteer program that has recently been established in Mercy University Hospital.
In March 2015 the Friends of the Mercy set up its office and the process of recruiting and training volunteers came to fulfillment with **10 trained volunteers** ready to go on the wards in late September. The number of volunteers is growing as we are actively recruiting and training more volunteers to join us which will allow us to expand our service to the patients.
The Friends of the Mercy are a group of people from all walks of life and ages giving of their time to support the patients and staff at MUH. They are not directly involved in patient care but are dedicated to making the hospital a friendlier place for patients.



Friends of the Mercy: L-R Jannette Comerford, Sharon Cox, Joanne O'Dwyer and Mary Barry Murphy.

The role of the Volunteer is:

- **Befriend/Ward Visitors:** Volunteers help make patients' hospital stay more comfortable by chatting, listening, reading, running an errand or escorting them on short walks. The Friends of the Mercy assist with distributing books, audio books and magazines to patients who require them.
- **Volunteer Meet and Greet:** Giving patients and visitors directions and escorting them to the relevant departments.
- **Participation:** in patient focused Committees, audits, surveys, etc.

The Friends of the Mercy are always looking for new volunteers with a warm caring approach and an outgoing personality to join. If you or someone you know fits this profile, are over 18 and can commit 3 hours per week for one year please download an application form on the MUH website www.muh.ie or register via the Volunteer.ie website.



Volunteers at the recent SAGE Conference featuring Michael Cahillane Co Ordinator, and MUH Volunteers Matthew Magnier, Marguerite Hurton and Anna Ryba.

SAGE Advocates and Volunteers

The mission of SAGE (Support & Advocacy Service for Older People) is *"To promote and protect the rights, freedoms and dignity of older people by developing support and advocacy services wherever ageing poses a challenge for individuals"*
SAGE works to strengthen the natural support structures of family and community in partnership with relevant professionals and local development organisations. It is committed to building Circles of Support so that older people can, wherever possible, live and die, in the place of their choice and be supported as they experience transitions between home, hospital, nursing home or hospice.
MUH has **4 SAGE Advocates** attached to the hospital. The co-ordinator for the programme is Mr. Michael Cahillane, Development Worker for Cork and the South West Region (SAGE) and Josephine Griffin, Patient Liaison Office, is the link on behalf of MUH. SAGE recently launched their "Nothing about you/without you" quality standards for support and advocacy work with older people.

Corporate Social Responsibility

Corporate Social Responsibility (CSR) is a system whereby a company offers its employees a number of paid hours allowing staff to volunteer in their local community.
In conjunction with the MUH Foundation, two companies to date have "given back".

Five fantastic volunteers from IT Company, **VMWare**, spent a day volunteering in May. The team rolled up their sleeves and got stuck into some outside maintenance work in the Hospital. They helped with gardening work at the rear of St. Mary's Ward making big improvements to the outdoor area where patients of St. Mary's look onto.



Staff of VMWare making a difference.



Staff of EMC "giving back"

Staff from EMC kindly volunteered in October. They undertook some cleaning and maintenance work outside the hospital. They thoroughly enjoyed their time here, despite the hard work, and were delighted to be able to 'give back' to the community.

Profile of a Volunteer: Meghan O'Halloran

Following the successful completion of her Certificate in Contemporary Living from University College Cork, 24 year old Meghan O'Halloran joined the staff of Mercy University Hospital in 2014 and currently volunteers in the MUH Medical Records Department. A woman of many talents, Meghan combines this work with her other volunteering commitments to her community. Meghan is truly an embodiment of the Mercy value "Team Spirit" as she has already achieved what most of us can only dream of; she has represented her country internationally. In the Summer of 2003, at the tender age of 12 Meghan competed in the Special Olympics World Games held in Dublin. She represented her family, community and country with distinction and success and returned to Cork with one Gold and two Bronze medals. Meghan's charming disposition and wonderful outlook on life is truly an asset to MUH and we are delighted that she **now** is part of our team.



Meghan O'Halloran, Olympian and Volunteer at MUH.

All volunteers at MUH are Garda Vetted.



Mary Byrnes: A time to look back with admiration, a time to look forward with anticipation …

On September 4th, Mercy University Hospital bid a fond farewell to **Mary Byrnes** who retired after over **40** year's service.

Mary's career began in June 1975 in the Outpatients Department (where the POLAR Unit is now located) when there were only two clerical personnel in the department. Her main responsibilities were organising clinics, making appointments and reception duties while her colleague was responsible for dealing with Consultant's dictation. Mary then moved on to secretarial duties for all the Consultants attending clinics in the Outpatient Department and even though the Consultants used Dictaphones for their dictation, some of the older Consultants would call on their "stenographer to take a letter".

Further to the appointment of Mr Paul Harte, Consultant General/Vascular Surgeon in 1985 and the subsequent reconfiguration of secretarial duties, Mary was appointed as Mr. Harte's secretary, dealing with a broad range of responsibilities with regard to out-patients/inpatients/rooms, appointments etc. She continued in this role until Mr. Harte's retirement in 2011. Indeed in his retirement speech, Mr. Harte noted that "I could do without my Registrar, I could do without my Team but I could not do without my Secretary". A sentiment shared by many.

More recently Mary worked with Mr. Rasheed Osman (Locum Consultant) for one year and was subsequently appointed Secretary to both Mr Brian Manning from June 2012 and Mr Gavin O'Brien who commenced working in MUH in July 2013.

Mary has borne witness to a great number of changes over the years. One of these changes is the increase in the number of staff, i.e. in 1975 there were two Secretaries in Medical Records who dealt with all inpatient correspondence for the Consultants, indexing of charts and completion of HIPE forms, two Secretaries in the X-ray Department and a number of other Secretaries in accounts and the wages department. Staff reported to the Matron, Sr. de Pazzi, who knew every member by name!

All Departments originally were housed in one building (Mansion House and Sheares Street Block). Now, extensions have been added, Departments transferred off-site, new Departments opened, and so it continues…

Mary was a very loyal and dedicated employee who was very popular with her colleagues and this was reflected in the numbers of people queuing to gain access to the Drawing Room on the day of her retirement function on September 4th. An unprecedented sight in Mercy history!

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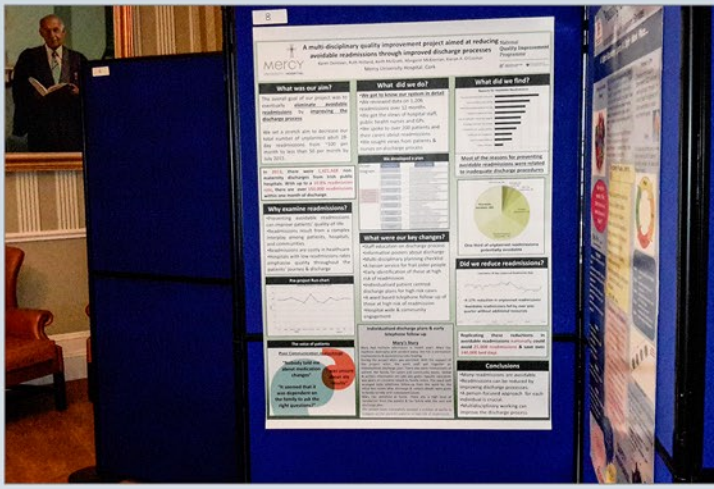
Colleagues, Management and Consultants took to the floor to acknowledge Mary's work ethic, commitment and her warm and friendly disposition. As the first employee of the hospital with 40 years unbroken service, Deputy CEO, Jim Corbett made a special presentation to Mary.

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



Diploma in Leadership and Quality in Healthcare: Mercy University Hospital.

A multi-disciplinary quality Improvement project aimed at reducing avoidable readmissions through improved discharge processes



The Diploma in Leadership and Quality was developed and launched in 2011 by the Health Service Executive (HSE) and the Royal College of Physicians of Ireland (RCPI) to support and develop clinical leaders to drive quality improvement across the health system. Projects submitted address such issues as patient safety, leadership, quality, waste and financial matters.

MUH has participated in and supported this programme since its inception and in September 2014 a five member multidisciplinary team led a project to garner information with the view to reducing avoidable readmissions.

The team members were **Dr. Kieran A. O Connor** (Consultant Physician in Geriatric Medicine & General Internal Medicine) **Ms. Margaret Mc Kiernan** (Interim Director of Nursing), **Dr. Keith Mc Grath** (Specialist Registrar in Geriatric Medicine & General Internal Medicine) **Ms. Ruth Holland** (Senior Social Worker/Counsellor) and **Ms. Karen Donovan** (Clinical Nurse Manager). Each member of the team is part of the Hospital Discharge Planning Committee.

Background
Readmissions are costly for healthcare and undesirable for patients. Hospitals with low readmission rates ensure smooth care transitions as their patients are discharged. Our aim was to reduce avoidable readmissions by improving discharge process in our hospital.

Methods
Quantitative and qualitative data was collected, using a mixed methods research approach. Information from patients, carers and staff was gathered through structured and unstructured interviews. The factors influencing the achievement of the project aim were represented on a driver diagram. A fishbone diagram displayed the causes of deficiencies in the current discharge process. Quality improvement interventions based on these models were tested and introduced by rapid Plan-Do-Study-Act cycles. A measurement dashboard comprising of relevant run-charts to assess improvement was developed.

Results
Results indicate that one-third of 28-day readmissions are potentially avoidable. Some reasons for avoidable readmissions were not within a hospitals' control, nevertheless the majority of reasons related to inadequate discharge planning. During the project a "multidisciplinary discharge planning checklist", a pathway for frail older patient assessment and a "complex discharge round" were introduced. Individualised discharge plans and early telephone follow-up for complex discharges were commenced. Focused educational sessions on discharge planning were started in the hospital. Avoidable readmissions reduced by a quarter. The overall rate of 28-day unplanned readmissions fell from 9.8% during baseline period to 8.1% by the end of the project.

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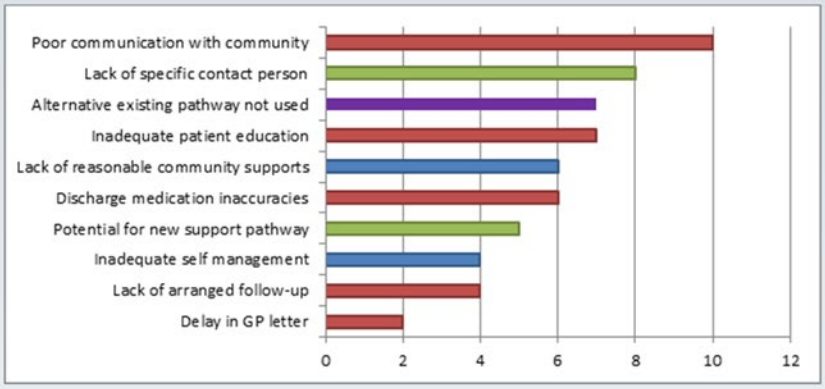
Discussion

Managing readmissions is a complex task. Multi-component interventions such as in this project can significantly reduce readmissions. Early multi-disciplinary review for complex discharges focused patient education and medication reconciliation were additional components with great potential tested during the project. These need further development to maximise benefit. Continued education on discharge planning will be essential for spread and sustainability. Ultimately, reducing unplanned avoidable readmissions will require intensive efforts both during and after hospitalisation.

Conclusions

Reducing avoidable readmissions has great potential to improve quality and lower spending throughout the healthcare service. Readmissions can be reduced by improving discharge planning and transition processes out of hospital. A person-focused approach understanding the unique issues of each high-risk individual admitted to the hospital is crucial.

At the end of the project the team had a greater understanding of readmissions as well as achieving a Diploma in Leadership and Quality in Health Care – Congratulations



What we found that leads to readmission.

"Focusing on the Quality and Safety of our Care"



Mary Deasy, Sandra Daly, Dr. Philip Crowley, Margaret McKiernan, Maria Connolly, Dr. Kieran O'Connor and Ann Cummins.

MUH hosted a one day Quality Improvement Seminar on November 25th. Dr. Philip Crowley, National Director, Quality Improvement Division, Health Service Executive opened the seminar and the wide range of topics, focusing on the quality of our patient care, included Medication Safety, Quality Strategy, Care Bundles, Improving Discharge Processes, Dementia Care and Reducing Falls.

National Bed Managers Meet at MUH

On Friday, October 16th Mercy University Hospital hosted the **National Bed Manager's Patient Flow Meeting**. This is the first meeting of this Group which has been recently reconstituted. Congratulations to MUH Bed Manager, **Carmel Walsh** who has been appointed as Secretary to the Group.

A total of **17 Acute Hospitals** were in attendance with representation from Roscommon, Dublin Kerry, Sligo, etc. Topics for discussion included Winter Plans, the ED Taskforce and Shared Learning Experiences. MUH Interim Director of Nursing, Margaret McKiernan, together with CNM2 Karen Donovan presented on their project submitted for the Diploma in Leadership and Quality in Healthcare project*. The project entitled *"A multi-disciplinary quality improvement project aimed at reducing avoidable readmissions through improved discharge processes"* was well received by all those present.

*Please see separate article on page 9.



Speakers and Contributors on the day.

Implementing the FallSafe Programme at Mercy University Hospital 2015-2016

The majority of elderly people are healthy and live independently in their own homes. Some problems, however, present more commonly as people age and these include falls. Broadly speaking falls may be related to environmental factors, or a physical/medical component. Often it can be acombination of factors that put one at risk of falls.

MUH Definition of Fall: "*A sudden unintentional change in position causing an individual to land at a lower level, on an object, the ground or other surface*". (Tinetti et,al)

Research: Research has identified that over 280,000 patients falls are reported every year from hospital and mental health units. Thus resulting in increased health costs. Older persons (>65 years old) constitute approximately for 12% of the population in the Southern region but account for 50% of acute medical admissions.

Older people are more likely to have multiple co-morbidities and complex needs. They are also increasingly likely to have a frailty syndrome and are therefore at increased risk of prolonged hospital stays. The effects of a fall on an older person will vary, however many people who fall find that their confidence is shaken. This can result in reluctance to venture outdoors, perform usual daily activates or delay in hospital discharge.

Strategy: In 2008 the Health Service Executive, the Department of Health & Children and the National Council on Ageing and Older Person developed **The Strategy to Prevent Falls and Fractures in Ireland's Ageing Population.** The purpose of this Strategy was to provide an evidence based approach to facilitate the implementation of Falls and Osteoporosis Programmes. From this document it is evident that Multi-disciplinary, integrated interventions are essential to improve bone health and minimise the impact of falls.

The Impact of Falls: Facts & Figures

- Every year 10% of all older people need treatment following an injury. Falls cause 75% of these injuries
- In Ireland three-quarters of all related deaths occur in older people. Fall related deaths increase with age >65 years and they are higher in older females.
- 2-3% of all injured older people require hospital admission (over 7,000 each year). The annual length of stay (ALOS) in hospital is 12.7 days.
- Almost 2,800 patients' hospital admissions each year are due to hip fractures. 80% are >75 years. Less than one-third of these patients will go directly home.
- Inpatient cost of fall-related injury hospitalisations among older persons is estimated at €59million.
- It is estimated that in Ireland the annual healthcare cost associated with falls is €550 million.
- Emergency Department and Primary Care figures are not readily available; therefore it is felt that the full picture of the impact of falls is greater than the figures quoted above.



The MUH Falls Committee.

MUH Falls Committee: The MUH Multi-disciplinary Falls Committee comprises: Consultant & Registrar Geriatrian, Gerontology Clinical Nurse Specialist , Assistant Director of Nursing, Clinical Nurse Manager III, Emergency Department Advanced Nurse Practitioners, Clinical Nurse Manager II Stroke, Ward Nursing Staff , Health Care Assistant, Porters, Pharmacy, Occupational Therapist, Physiotherapist, and Risk Management,

Aim: Following research and discussion within the Falls Committee it was agreed to use the "Implementing FallSafe Program" as the guide to improve knowledge of Falls Prevention with MUH. This Program was a quality improvement project that was carried out by the Royal College of Physician, Clinical Effectiveness & Evaluation Unit and reflects well on the acute setting.

By implementing a similar program it will help frontline staff to deliver evidence-based falls prevention. This program will involve educating staff, recognising FallLeads within each department and the use of correct assessments and interventions through a care bundle approach.

Fear of Falling is very common in older people. Having a clear understanding of which factors are associatedwith fear of falling in older people will help staff identify those most at risk and provide guidance for the prevention of falls.

This education will be carried out by the Clinical Nurse Specialist in Gerontology, Mary Hayes & Louise O' Hare, Senior Physiotherapist.



Garda for a Day:
Presentation of Photographs

Inspector Finbarr O'Sullivan and Garda Patrick Harrington recently returned to St. Anne's Ward to make a very special presentation of a series of framed photographs which captured the memorable moments of a wonderful day in June for our youngest patients.

Introducing: The Lead NCHD (Non Consultant Hospital Doctor) at Mercy University Hospital



"It is with great honour and privilege that I am currently holding the position of the Lead NCHD at the Mercy University Hospital. I have been in the post since July 2015 and will remain in the post until June 2016.
In 2013, as part of a range of initiatives undertaken at national level to improve NCHD recruitment and retention in the Irish public health system, the HSE Human Resources Directorate, in collaboration with the National Clinical Director Programme, began the development and implementation of a new Lead NCHD role within the public health service.
In the first instance the Lead NCHD role was piloted at eight acute hospitals for a period of 6 months and Mercy University Hospital was one of the initial pilot sites. Following the success of the pilot, the initiative was rolled out nationally.

The Lead NCHD role is designed to build on the valuable role NCHDs play in the delivery of health services. NCHDs, individually and as a group, form an essential component of the operational healthcare team and have much to offer hospital management and Clinical Directors in areas such as healthcare quality and improvement, patient safety and workplace practices and policies.

The role of the Lead NCHD is to provide a formal link at management level between the NCHD cohort, NCHD Committee and the clinical directorate/hospital management structure, thereby enabling a structured, continuous two way flow of engagement and communication between management and NCHDs. The Lead NCHD reports to the Clinical Director at the acute hospital.
The Lead NCHD role encompasses the following key elements:

- Represent all NCHDs within the clinical directorate structure, including interns, Basic Surgical Training, Higher Surgical Training, non-training grades in their interaction with the clinical directorate structure and hospital management;
- Schedule weekly meetings with the Clinical Director /HR Department to discuss issues pertinent to their NCHD colleagues including NCHD welfare, training provision and access, European Working Time Directive (EWTD) as well as any executive decisions affecting NCHDs and individual/group grievances;
- Attend and address the hospital executive management team meetings on matters of NCHD importance as required;
- In conjunction with NCHDs, contribute to the organisation and implementation of EWTD-compliant rotas;
- Meet NCHDs within their hospital or directorate in a regular and structured fashion to inform and be informed of all issues pertinent to NCHDs.
- Liaise with CEO, Chief Operating Officer, HR Director and other Senior Management as required;
- Liaise with relevant medical departments and with individual consultants as required; and
- Liaise with nursing management representatives on any matters of joint interest, including transfer of elements of NCHD workload, and support for NCHDs on-call.

During my year as Lead NCHD at Mercy University Hospital I hope to build on the excellent work of former Lead NCHDs in developing effective links between NCHDs and all Departments within the hospital."
Dr. Mortimer O'Connor, Lead NCHD

Welcome: Lisa McSharry

In recognition of Mercy University Hospital as an integral member of the South/South West Hospital Group, MUH is the first hospital in the Group to appoint a **Research & Innovation Co-Ordinator** located on the hospital campus. This development has been made possible with the support of Professor Mary Horgan, Dean and Head of School of Medicine, UCC and Professor Joe Eustace, Director of the Health Research Board Clinical Research Facility. A number of research programmes are currently being undertaken within MUH and it is in this regard that this office has been established to ensure that MUH has the necessary infrastructure in place to support all staff in participating fully in the Hospital Group.



Accordingly MUH is delighted to extend a warm Mercy welcome to **Ms Lisa MacSharry** who has recently commenced in this post of Research and Innovation Co-ordinator. Lisa comes to this position following a wonderfully diverse career. Having completed a BS.C in Business from Dublin Institute of Technology, Lisa spent time in America before spending eight years as a respiratory sales and support coordinator which saw her travelling to hospitals across the Munster region including MUH.

Lisa's office will be located in the Clinical Research Facility based here at MUH and Lisa will be on site Tuesday and Thursday mornings commencing 24th November. This office will support the research agenda within MUH and facilitate a partnership arrangement with UCC on opportunities for programme funding. Lisa has been charged initially with collating a database of all research being undertaken at MUH and will provide assistance to any member of staff wishing to undertake a research or innovation project.

Over the coming weeks and months the Clinical Director will set up a series of introductory meetings with Lisa within the various specialties and across the wider multidisciplinary forum. As the role and office develop within MUH, there will be significant opportunities arising in the delivery of research and innovation at MUH.

In Profile: The Chaplaincy Department of Mercy University Hospital



When asked to write this piece I hesitated only momentarily as I believed there was a need to heighten awareness about the work of the Chaplaincy and Pastoral Care Department here at MUH.

Who are we and what is our function in the life of the hospital? It is not always easy to say what it is that chaplains actually do. A lot has been written about the work of the chaplain. However after a number of years doing this very privileged work I find there can at times be some misconceptions as to a Chaplain's role. Maybe this is because the results of our work are somewhat intangible and not as easily quantified as they might be in other hospital departments.

Structure

The Chaplaincy/Pastoral Care Department like every other department in the Hospital represent a very specific and professional discipline.

- All Team members are Chaplains.
- All team members provide Pastoral Care.
- All team members accompany the Sick and Dying and their Families.
- All team members respond to Prayer, Ritual and Spiritual needs.
- Ordained team members celebrate the Sacrament of the Sick and are also available for the Sacrament of Reconciliation.

Mission
Our Mission Statement states: *We bring the Charism of the Sisters of Mercy and the Christian Spirit of Compassion to those journeying with Illness. With the whole Hospital Community we seek to develop an inclusive, responsive, and holistic presence for Spiritual and Pastoral Care.*

Presence
I see the work I do as primarily a Ministry of Presence. This comprises deep listening, empathy, openness and a desire to be as fully present as I can to patients, their families and also to staff. All this takes on a very special significance when I meet people struggling to cope with life-changing illnesses. Many people, even those not attached to a particular religion have questions that go beyond physical care – issues around fear, loss, loneliness, forgiveness, guilt, farewells, pain and suffering and 'The meaning of it all.' A patient will sometimes say, 'Why is this happening to me?' or 'How can God do this to me now?' The chaplain is not there to give answers to these deep and painful questions but to give the gift of compassionate listening. Sr. Pat O Donovan RSM and supervisor of Clinical Pastoral Education says that 'Patients have a fundamental right to Spiritual Care.' As chaplains we recognise this right and believe that Spirituality is intrinsic to holistic healthcare.

Accompaniment of the person is a very key element in our work especially, in times when illness is chronic or incurable. This provides people with emotional and spiritual support, offering care and hospitality. Hospitality and Mercy – the two go hand in hand. Yes, our work as Hospital Chaplains is carried out through daily visitation of the wards but it can be done anywhere in the hospital, whenever we meet a patient or a visitor who is in need of care or support. It is about going the extra mile.

Moving Forward
In recent times the Chaplaincy/Pastoral Care Department has undergone some re-structuring and presently we are preparing to launch our **'Take Heart 'Chaplaincy information leaflet.** We are also working on material for the hospital website."

Sr. Geri
MUH Chaplaincy Department

Sharing the Joy …

Carrigaline GAA shared their recent victory in the Premier Intermediate County Final, and elevation to playing Senior County Football for the first time, by paying a visit to the children of St. Anne's Ward.

Barry O'Keeffe, Team Captain arrived with the Billy Long Cup, together with Nicholas Murphy (former Cork All Ireland winner) and teammates.



Positive Ageing Week

Positive Ageing Week over the last number of years has expanded rapidly due to the enthusiasm of older people and their communities who have embraced the idea and made it their own.

In recognition of this event, MUH staff hosted a Coffee morning to join in the celebrations.



Welcome on Board!



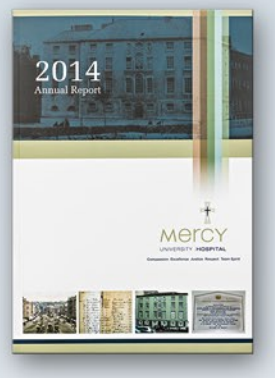
Maurice O'Connor joined the Mercy University Hospital Board of Governors in July 2015. Until his retirement from Permanent TSB this year, Maurice worked for 42 years in the Financial Services sector. His early career was spent in Branch banking and Credit. He was a member of the Bank's Executive Committee for 12 years where he held the position of General Manager IT with responsibility for the delivery of technology services.

Maurice is a graduate of University College Cork and holds an MBA along with banking and financial qualifications. He is also a member of the Institute of Directors in Ireland.

Maurice O'Connor replaces Mr. Tim McCarthy, who retired from the Board of Governors after serving for 8 years.

MUH Annual Report 2014

Mercy University Hospital recently published its first Annual Report. The Report reflects on the hospital's highlights of 2014, quality key performance indicators and activity rates together with individual reports from the Board of Governors and Executive Management members.
The Report is available to view on the MUH Website



REMINDER ON GP ELECTRONIC REFERRAL – cut out the middle man!

The success of the GP electronic referral continues to grow in relation to OPD and Radiology referrals.

If you have not signed up to date and are interested please contact Healthlink directly. Details can be found on www.healthlink.ie

The Class of 2015

Congratulations to our new Graduate Nurses. On November 26th, in what is now a time honoured tradition, the **17** Graduates marked the special occasion of their Graduation, with Mass and festivities. They were joined in the celebrations by family, friends and staff and are wished every success for the future.
Graduation isn't the end of a tough journey; it is the beginning of a beautiful one …



Congratulations:

Angela Quinn, Catering Department. Angela is presented with her prize by Edel Coakley, on behalf of the Mercy Times Committee, for successfully solving the Word Search Competition. Thanks to everybody who entered!



Mercy Times Committee wishes everyone a very happy Christmas. Thanks to everyone who submitted articles, information and / or photos through 2015. We look forward to a bumper 2016. If you have something to submit for any subsequent issues, please contact any member of the Editorial Committee.



Mary Twohig – Chairperson
Siobhán Kenny – Editor
David Hegarty – Graphic Design / Photographer
Tony O'Regan – Photographer
Kay O'Mahony – Nursing Represenative
Colin McKeon
Edel Coakley
Clare Horgan

Current and previous issues of the Mercy Times can be found online at www.muh.ie and on the MUH Intranet – Sharepoint.

'Mercy Times'
Editorial Committee

Porridge Bread

This bread recipe has become hugely popular and is a timely treat for the winter months. It is flour-less and very simple to make. To make a sweet version just add one grated apple and a pinch of cinnamon or for a savoury version add some rosemary or some finely chopped roasted veg.



Ingredients

- 1 large tub of low fat natural yogurt (500 ml) [Onken is good]
- 2 tubs of fine porridge oats [use yogurt tub]. Gluten Free Porridge oats can also be used.
- 2 tsp of bread soda
- ½ tsp salt.
- ½ / 1 tsp of Cinnamon
- 1 egg
- 1 tablespoon Fat Free Milk
- Oat Bran or Wheat Germ. Sesame & Pumpkin seeds.

Method

- Place bread soda, salt and the yogurt in a mixing bowl.
- Using the same yogurt tub measure 2 tubs of porridge oats and add to the bowl. Stir thoroughly.
- Add beaten egg and milk and stir to combine.
- Optional; add walnuts, whole nuts, sultanas, sun dried tomatoes.
- Place in a greased standard loaf 1lb tin.
- Sprinkle with oat bran, wheat germ or wheat bran and Seeds [tap down to stop from falling off]
- Cook at 180°C for approx 50 mins (depending on your oven).
- At the end of cooking time, remove the bread from the tin and cook for another 10 mins turned upside down.
- Leave to cool on wire tray.

Thought for the Day

Team Spirit is working together to achieve our common purpose.

"The Spirit of Union is the greatest blessing on a community"
– Catherine McAuley