MERCY UNIVERSITY HOSPITAL, CORK LIMITED

mercy times

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# A Model of Mercy Patient Centred Care

Mercy University Hospital (MUH) is pleased to announce that St. Francis Transitional Care Unit (SFU) at the St. Mary's Health Campus, Gurranabraher, formally opened on September 19th.

This Unit is designed to care for patients who no longer require active acute medical services in MUH but are not fully ready to discharge directly home. The unit provides transitional care between hospital and discharge home for patients. The idea of transitional care is relatively new in Ireland but the concept is used in other countries to improve patient discharge experience and reduce readmissions.




*CNM2 Linda McCarthy of St. Francis Unit.*

Care is provided on the unit by a dedicated team of nurses and healthcare attendants led by CNM2 Linda McCarthy. There are senior physiotherapy and senior occupational therapy services available in the unit as part of the team. The medical model is a unique hybrid with the local Hollyhill General Practice providing day-to-day care supported by the Consultants in Geriatric Medicine in MUH.




Many patients are potentially suitable for SFU for various reasons. It is expected that the majority of patients will only require a short period of care in the unit. With the skilled multidisciplinary team (MDT) there is a great opportunity to enhance and optimise recovery after an acute illness or surgery. Functional decline often accompanies acute illness and occurs with increasing frequency in older patients. Such patients should be considered for SFU to enable recovery. The unit is ideal for patients to recover whilst a home care package or equipment is being organised. Any patient with changed functional or social circumstances delaying discharge home should be considered potential for SFU.

*(Continued on page 2.)*

# A Model of Mercy Patient Centred Care (Continued from page 1)

A daily discharge meeting at MUH support and assist the medical teams with organising patient discharge. Potential patients for SFU can be discussed at this meeting with bed management, discharge co-ordinators and consultant geriatricians. It is expected that at least one member of each team attends daily.

SFU is a new and exciting addition to the supports and services available to patients in MUH. By identifying and transferring the correct type of patients we will enhance patient care, improve patient flow through the hospital and free up acute hospital beds for those who require care.

Mercy University Hospital is directly funded by the South SouthWest Hospitals Group to provide and manage the St. Francis Unit and the hospital is privileged to provide this service for its patients.




*The SFU is located in Block 8 at the St. Mary's Health Campus. It was formerly an orthopaedic ward which has been completely refurbished to provide 18 beds in 9 single rooms and 3 triple rooms.*

# Good Hair Days at MUH

Mercy University Hospital recently announced a partnership with Wayne Lloyd Hair of Washington Street. Thanks to this new charity initiative, patients will now be visited by a team who will wash, blow dry and style new cuts to both male and female patients.

The stylists will use the new sitting room space in St. Mary's Ward (Care of the Elderly) and will also pop up to St. Anne's (Children's) Ward.

Aaron Healy, who was crowned Irish Hairdresser of the Year last March summed it up beautifully when he said "Sometimes people get so consumed in their day to day work that they forget that they can make a big difference to the lives of others in simple ways". The salon will also put together and donate "hair hampers" for patients since many of them arrive without toiletries, such as shampoo and conditioner.

MUH is thrilled to be linked with this renowned hair salon. Stylist Wayne Lloyd has salons in Cork City, Bandon and Ballydehob and has a team of more than 35 staff, many of whom have won prestigious awards in recent years.



*(L-R) Anne O'Hea (MUH) with patient Anna Kelleher receiving a "new do" from Aaron Healy (Wayne Lloyd) and Karen O'Connell (Wayne Lloyd).*

# National Awareness Weeks

Mercy University Hospital was busy supporting national awareness programmes during the month of September. **Dementia Awareness Week** (as part of the Cork-IDEAS project) ran from the 19th to 23rd of September and a comprehensive programme of events was organised to mark the occasion. A "National Dementia Roadshow Event" with stands and exhibits was on display on the hospital's Link Corridors for an afternoon and Dementia Awareness Sessions of 45 minute duration were ongoing throughout the week. MUH was delighted to welcome Mary Manning, Director of the National Dementia Strategy and Kathy Ryan, who came to share her inspiring story with us. Kathy, a Mum of two, was diagnosed with early onset Alzheimers at the age of 53. This is the second year MUH has participated in this event and we look forward to continuing this annual tradition.




*Dementia Awareness Week – (Back row L-R) Elizabeth Myers (CNE), Vanessa Bradbury (Dementia Advisor with Alzheimer's Association), Mary Manning (Director of the National Dementia Strategy), Mary Mannix (Dementia CNS), Anne O'Hea (Occupational Therapist), (Sitting L-R) Dr. Suzanne Timmons (Consultant in Geriatric Medicine/Lead Cork IDEAS Project) and Kathy Ryan (Guest Speaker) pictured after Kathy's inspirational talk.*



Just as Dementia Awareness Week was rounding off, **Positive Ageing Week** was beginning in earnest on September 23rd with a special Coffee Morning to honour the crossover of the two events. The coffee morning was organised by the MUH Older Persons Services with lots of sumptuous treats kindly donated by staff members. A raffle was also held with many generous prizes donated from local businesses. The week continued as it began - busy and lively. The Link Corridor was once again the focal point as Staff were treated to displays and stands with useful tips, leaflets and resources for all.

*Positive Ageing Week – (L-R) Sr. Concepta, Sr. Felicitas, Liam Gallagher, Tracey Dinneen, Karen Fitzgerald and Sr. Laurentia supporting the coffee morning organised to celebrate Positive Ageing Week.*

# Staff Fun Day

The second MUH Staff FootGolf event took place on Saturday 6th August 2016 in Kinsale. Despite the adverse weather conditions there was strong participation across all disciplines of staff and the rain certainly didn't dampen the high spirits with everyone enjoying the day immensely. Congratulations to Ken O'Carroll (Staff Nurse Emergency Dept) who claimed 1st Prize with a magnificent score. Well done to everybody and the organisers are already looking forward to 2017!



*Winner Ken O' Carroll receiving his prizes and garlands from organiser Cathal O' Regan.*

# Reaching out…

*As she prepares for her next trip, Anne Healy, CNM2, Emergency Department (ED), took the time to chat with Mercy Times about the ongoing vital work being undertaken in Kenya by Anne and her colleagues at MUH, as part of the Friends of Londiani project.*

"This October, Karen Lynch, Rae Auton and Susie Quinn, three of my ED nursing colleagues and I will be volunteering in Kenya with the charity 'Friends of Londiani' working in the Rift Valley in Kenya. Laura Ahern, ED Clerical Officer, introduced us to the charity and over the years, MUH employees Laura, Pat Broderick, Rachel Kiely, Eileen O'Donovan, Mary Pope, Tanya Sheehy, Margaret Twomey and Niamh Wyley have volunteered in Kenya.

'Friends of Londiani' is an Irish charity working in Kenya since 2002 in community development. Services provided include Water and Sanitation, Business Courses, Lifeskills, Maternal Health, Outreach and Vaccination Clinics, Stove Installations, Surveys and Mapping, Healthy Schools Projects and Remote Emergency Care Courses.

Laura Ahern, as Project leader, recruited Niamh and I in 2007. My time spent in August 2007 was to be the catalyst for returning each November since. In the 9 years since the beginning of my involvement I have witnessed many changes, made new friendships and experienced the wonderful Kenyan hospitality and culture. Most rewardingly of all I have seen the huge strides made in the health and wellbeing of the community.

In 2007 the group I was with were based in a remote village, Ndubusat. One morning a woman arrived to the unit in the early stages of labour to much excitement of the other volunteers. Niamh and I were called to assist.

Having trained as a midwife in the Rotunda nothing could have contrasted more with the services available to our two countries. At 8pm, in a room lit by a paraffin lamp and by the light of our head torches, I assisted the lady in delivering her healthy son 'Kiplangat', meaning 'Born at night'. Amidst the thrill and emotion of the moment it highlighted the importance of providing education and improving facilities, where 84% of babies are delivered without a skilled birth attendant.

In 2011, Remote Emergency Care Courses were added to the projects. To date we have trained over 300 Community Health Workers to provide first aid in their areas. This course brings out the inner 'MacGyver' in all, resourcing items at hand to use for splinting, slings etc.

On behalf of all MUH volunteers I would like to thank the management and staff of MUH for their continued support of Friends of Londiani. For more information on the charity, please go to **www.friendsoflondiani.com**"



*Anne Healy presenting an information session for local people.*



*The Mercy Team heading to Kenya.*

# "Scrubs" – Mercy Style

In July 2016 our Emergency Dept (ED) introduced new hospital scrubs for all doctors. This is one example of a number of ED initiatives to help project the corporate identity of Mercy University Hospital and is in keeping with the professionalism of all staff within the department.

*Dr. Adrian Murphy, Consultant in Emergency Medicine, pictured with the Emergency Department Team "modelling" their new Scrubs*



# Health Promotion at Mercy University Hospital

Mercy University Hospital (MUH) has been busy embracing health promotion over the last few months and enabling new programmes whilst enhancing existing ones within the hospital. Here is a little taste of what we have been up to...







## National Workplace Wellbeing Day

Mercy University Hospital took part in Ireland's second National Workplace Wellbeing Day on Friday, 8th April. MUH recognises its role in promoting employee health and supports physical and mental wellbeing. National Workplace Wellbeing Day aims to demonstrate the important impact of workplace wellbeing, providing an opportunity for employers to promote existing and new initiatives available in the area of wellbeing amongst its employees. The special event on Friday, 8th April included the provision of information on a number of topics including Occupational Health and Employee Assistance Programme (EAP), Mindfulness and Mental Health, various physical activities and Smoking Cessation Programmes.

Delicious and healthy breakfast options from our Catering Department were served in the canteen to complement the day.




*MUH Staff on hand to advise–(L-R) Brendan Brosnan (Catering), Ruari O'Connor (CIT Undergraduate Student), Caroline Dwyer (Dietitician) and Vicky Weathers (UCC Undergraduate Student).*

## Calories Posting Launch

MUH formally launched its Calorie Posting Initiative on June 27th. The Calorie Posting is an integral part of the Healthy Ireland initiative. Additional information made available to staff, on the day, included: Healthy Childhood, Health Eating and Active Living, Wellbeing and Mental Health, Positive Ageing and Alcohol.

## Get Ireland Walking

On 27 June 2016, in conjunction with the Calorie Posting Launch, MUH staff members were invited to participate in the Get Ireland Walking 21 Day Walking Challenge which has been developed to enable people to establish the habit of walking. The challenge was to walk on 21 consecutive days and record your achievement. A total of 59 staff members signed up to the challenge! There were two categories to choose from: recording either steps or minutes and there were a number of prizes on offer to provide encouragement.




*Siobhan Daly, who was one of the General Draw winners with her €25 voucher and Nuala Coughlan, who was the overall Steps winner receiving her Garmin Vivosmart HR with elevate wrist heart rate technology from Donna Peyton, Health & Wellbeing Co-ordinator.*

# National Recognition



Congratulations to Dr. Deirdre O'Brien, Consultant Microbiologist and CNM2 Teresa Marshall (Sepsis Lead) who together with their respective Departments, created a video demonstrating the correct technique for taking blood cultures. The video was launched at the Sepsis/Infection Control Study Day on April 29th. Dr Vida Hamilton, National Clinical Lead (Sepsis Workstream), HSE, who was present at the video launch acknowledged the professionalism of the work and has sought to use it nationally to highlight this vital practice.

Taking blood cultures is an essential part of the "give 3/take 3" Sepsis Care Bundle. Unfortunately, poor technique leads to contamination of the specimens and false positive results - which in turn lead to needless work for the laboratory, nurses and medical staff and patients may end up on unnecessary antibiotics and increased lengths of stay as a result of this. MUH has noted a reduction in contamination rates due to the educational initiatives being undertaken (led by CNM2 Teresa Marshall – Sepsis Lead) and supported by the Microbiology Laboratory.

# Across the Miles... 3,443 of them...

During the summer of 2016, Mercy University Hospital welcomed a delegation of Sudanese Nurses, from Wad Medani/Khartoum, to participate in a hands-on perioperatve care programme facilitated by the MUH Department of Nursing.

The visit of these Sudanese nurses was arranged by MUH Consultant Urologist, Mr. Paul Sweeney who is a regular visitor to Sudan as part of his work with the Societe Internationale D'Urologie (SIU) which is a worldwide urological association that supports the establishment of urological programs in the developing world.



*Theatre and Urology Staff welcoming the Sudanese delegation to MUH.*

# The Road to Rio



The children of St. Anne's ward savoured some of the Olympic spirit this summer when Alex Wright paid them a visit before he set off on his journey to Rio.

Together with Rob Heffernan and Brendan Boyce, Alex was one of three walkers who represented Ireland at the Summer Olympic Games in Rio. He competed in the 20k and 50k race walk.

Alex is no stranger to MUH and recently helped the MUH Foundation with their "2016 Walk for Cancer" launch so we were delighted to have the opportunity to cheer him on.

# Foundation Features



*Staff members Liam Gallagher and Ger Buckley taking some time out to enjoy a cup of tea in aid of the Radiothon at MUH.*

**A Whole Lot of Giving**

The Cork's 96FM Giving for Living Radiothon HQ was set up at Mercy University Hospital again this year and over the three days, hundreds of people visited the Hospital to make a donation to Radiothon. The Mercy Coffee Break on May 27th was a brilliant success with endless amounts of sweet treats available. Thank you to everyone who supported the Giving for Living Radiothon this year. The final amount raised is **€421,544.27** which will support; Mercy University Hospital, Cork University Hospital, Cork Arc Cancer Support House, Breakthrough Cancer Research and Marymount Hospital and Hospice.

**A Whole Lot of Dining**

On a sunny Saturday in June, the ladies of MUH gathered together to enjoy a glamorous day of wining and dining in support of the Mercy Cancer Appeal. The Mercy University Hospital Foundation Ladies Lunch, held in the Radisson Blu Hotel in Little Island, is always a very colourful and enjoyable event with ladies coming together for the opportunity to meet old friends and new. In total, the Ladies Lunch raised nearly **€15,000** for the Mercy Cancer Appeal.



*The Ladies of the MUH Catering Department supporting the MUH Foundation Ladies Lunch 2016.*

# Welcoming Oonagh van Laren, Human Resources Director, Mercy University Hospital

We are delighted to welcome Oonagh van Laren to Mercy University Hospital (MUH). Oonagh was appointed Human Resource Director for Mercy University Hospital in July 2016 where she will be responsible for managing the human resource function of the hospital. With over 15 years' experience in senior and executive HR roles; Oonagh worked primarily in financial services and healthcare technology.




Prior to joining MUH Oonagh served as HR Director & Chief People Officer at Sláinte Healthcare, where she led the people strategy for Sláinte globally. Previously Oonagh spent almost 18 years with Canada Life where she served as HR Director supporting all the group's companies in Ireland including : Canada Life Ireland, Canada Life Europe, two Reinsurance businesses and Setanta Asset Management. Oonagh has also spent some time consulting in the software, manufacturing and professional services sectors.

Oonagh holds an MSc in Business (Leadership & Management Practice) from UCD Michael Smurfit Graduate Business School, a BBS from University of Limerick, is a qualified Project Manager and a Fellow of the Chartered Institute of Personnel and Development.

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

**Mercy Week** provides an opportunity for all staff of Mercy University Hospital to pause and reflect on the hospital's mission, ethos and values and what it means to be "Mercy". Mercy Week reminds us of the precious legacy of 159 years that is bestowed on us by the Sisters of Mercy and how we continue to fulfil their vision.

Enhancing the visible profile of the Mission and Values of Mercy University Hospital is an ongoing project. This year, the focus centred on the Reception area, which is for many patients and visitors the main portal to the hospital and therefore an ideal place to clearly elicit the Mission Statement and Values of the hospital to ensure that everyone who crosses the hospital's threshold will know what our hospital and its staff stand for and abide by and that each and every person is cared for in "Mercy".

This theme was continued throughout the Wards. Each Ward submitted their Mission Statement which was redesigned, reframed and placed in a prominent position to offer affirmation and support for staff and reassurance for patients.




*The refreshed and welcoming Reception Area at MUH.*

Celebrations for Mercy Week began with a special presentation for Staff on **Clinical Ethics**, followed by the launch of the Staff Information Booklet (see article page 10).



*Staff receiving their Long Service pins.*

**Mercy Day Mass** was celebrated on September 28th by Fr Damian O'Mahony with Staff Nurse Michael Bradley, and CNM2 Mary Montgomery leading a very full congregation in song. Mercy Day is special because of the involvement of so many members of Staff in making it happen and the willingness of all staff to be involved.

The celebrations didn't stop there. A reception was held to honour staff for their long service to MUH with the presentation of the **Long Service Pins** for service of 20 and 30 year duration. Last year saw the introduction of this formal mechanism of acknowledging and affirming the hospital's gratitude to staff for their many years of dedicated service.

CEO, Sandra Daly, acknowledged their achievement on the day- *"You have all witnessed considerable change during your time here and your mentorship and guidance particularly to new recruits and those new to Mercy is invaluable. It is through people like you that we protect our values."* Staff also received 10 year Pins directly from their line managers.

**Mercy Stars**

As always, Mercy Week culminated on September 30th with the Mercy Stars awards ceremony hosted by the MUH Foundation in the Radisson Blu Hotel in Little Island. In tandem with honouring individuals and groups who give of their time and energy to raise much valued funds for the various services at MUH, it is also an occasion in which MUH acknowledges its own staff for those who go above and beyond. These are your Mercy Stars ……

Clinical Team: Hepatobilliary
Ward Team: PC3
Support Team: Catering
Hospital Team: Admissions Office (Ground Floor)




*PC3 - Ward Team of the Year*
*(L-R) Lynda O'Neill, Fiona Dunican, Mary Burns, Anita Mathurs, Yvonne O'Callaghan and Frances Buckley.*

**Lifetime Achievement**
The Lifetime Achievement Award is always the most significant award as it is the only award to be decided directly by the Executive Management Board of Mercy University Hospital. This year, the Lifetime Achievement honour was bestowed upon Dr. Edward Fitzgerald, Consultant Radiologist.




*CEO, Sandra Daly making a special presentation to Dr. Edward Fitzgerald, in respect of his Mercy Stars Lifetime Achievement Award.*

# World Hand Hygiene Day 2016

Mercy University Hospital's Infection Control Team organised a variety of activities throughout the hospital to mark World Hand Hygiene Day on May 5th. Special packs, including drawings of 'bugs' and crayons, were distributed in St Anne's ward. An Information Stand was set up on the Link Corridor which promoted hand hygiene for staff, patients and visitors and provided demonstrations on how to perform and perfect the correct hand hygiene technique.

The Infection Prevention and Control Nurse Specialists, Joanne Crowley and Gemma McCarthy, created a **Hand Hygiene Awareness Zone** in the Glass Room for staff. Hand Hygiene awareness posters were displayed and staff were able to assess their hand hygiene technique using the 'glogerm'. Staff were asked to complete a questionnaire adapted from the WHO perception survey for Healthcare workers and anyone who attended the day was entered into a draw for a €20 one-for-all voucher.

The Day was a huge success in promoting hand hygiene amongst staff and the public. The Infection Prevention and Control Department would like to thank everyone who attended and assisted on the day, and a special thank you to everyone who decontaminates their hands effectively, understanding that it is one of the single most important things we can do to prevent the spread of infection.



*Dr. Kieran O'Connor, Consultant Geriatrician, MUH, leading the way on World Hand Hygiene Day.*

**Local Hand Hygiene Auditors** : The first local Hand Hygiene Auditors for the Hospital have now completed their training. They are: Bronwyn Barry, HCA, St. Patrick's Ward; Julie Hallahan RGN, Theatre; Bernie Barrett CNM, St. Bernadette's Ward; Sarah Healy, HCA, St. Mary's Ward and Maria Larkin, Occupational Therapist.

# Clinical Ethics: Supporting Staff & Building Awareness

As part of the Mercy Week celebrations, Mercy University Hospital (MUH) took the opportunity to introduce the newly formed Clinical Ethics Working Group and launch a revised Staff Information Booklet.

Integral to the mission, ethos and values of MUH, is the creation of an environment in which the many professionals, who make up the care team respect the part played by each other and where they work collectively with the patient, their family, significant others, next of kin or guardian in determining the best options for the patient's treatment.

Inevitably, issues arise from time to time, which require healthcare staff to take difficult clinical decisions whilst acting in good faith and to the benefit of patients. Ethics or moral issues are not just limited to clinical interactions – issues also arise in prioritising scarce resources, public policy, medical research to name but a few.

Cognisant of the moral dilemma and distress that such issues can cause, the MUH Board of Directors, in line with good governance, created a Sub Committee dedicated to Ethics and chaired by one of its members Ms. Irene O'Donovan. Whilst the Committee is instrumental in progressing key policy works, there was a recognised deficit in the education and the understanding of the language associated with ethics and thus an internal Working Group was formed, not only to provide support to the Boards' Ethics Sub Committee but to place a stronger focus on MUH's obligations to support staff.

One of the first tasks undertaken by the Working Group was to revise the hospital's Staff Information Leaflet to incorporate the new structure and re launch it as a Staff Information Booklet. The booklet will be made available to every member of staff and may also be accessed via the MUH Intranet.

At Mercy University Hospital, we are fortunate to have the valued commitment and mentorship of an external advisor to the Clinical Ethics Working Group - Dr. Joan McCarthy of UCC. Dr. McCarthy delivered a special insightful presentation on "The Role of Healthcare Ethics in Clinical Practice" on the day.

The events of September 27th will form the basis of an evolving education and awareness programme throughout the hospital in respect of Ethics.



*The Clinical Ethics Working Group, together with Ms. Irene O'Donovan, MUH Board of Directors and Dr. Joan McCarthy, UCC launching the Staff Information Booklet.*

# Legacy




*Plaque commemorating Brother Ambrose's generous donations to MUH*

MUH was the fortunate and grateful recipient of a selection of Paintings from the late Brother Ambrose O'Mahony O.F.M. Brother Ambrose was a Franciscan Friar who was hugely committed to his art and devoted his time "brightening shadows through colour". His favourite places to paint were Connemara and Cork (his birth place). His huge inspiration was St. Francis.

Brother Ambrose's legacy to MUH can be viewed in the canteens for all to enjoy. Paintings were also donated to the CUH and Marymount Hospice.

# Flu Vaccine for staff
# Come join us, get the flu vaccine and help protect our patients...



Flu Vaccine for Staff.
Come join us, get the flu vaccine and help protect our patients.

**Quick question.**
Which would you prefer…
- To be ill for 2 – 3 weeks with fever, muscle aches, headache and fatigue?
  OR
- Get an injection which only lasts 5 seconds and gives you protection from the FLU?

**Do you know…**
- Flu is a highly infectious viral illness that can be life threatening
- You could pass on the FLU virus to a vulnerable patient, even before you know that you are about to develop the FLU
- Anyone with FLU can be infectious from 1 day before to 3 – 5 days after symptoms

**When you get the FLU vaccine.**
- You will automatically be entered in the draw for an iPad Mini or Hamper
- You will receive a FREE voucher for coffee/tea and scone in the canteen

Dates and times are advertised on the canteen TV, MUH intranet and via e-mail.
You can phone Occupational Health for an appointment at extension 5307.

# Introducing Ann Cummins, Director of Centre for Nurse Education, Mercy University Hospital.

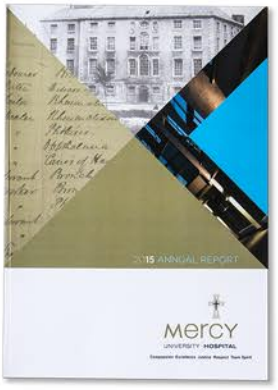



We are delighted to introduce Ann Cummins, the new Director of the Centre of Nurse Education (CNE) at Mercy University Hospital.

Ann qualified as a Registered General Nurse in Mercy University Hospital (MUH), Cork and as a Registered Children's Nurse in the Hospital for Sick Children, Great Ormond Street, London. She has worked as a Staff Nurse, Clinical Nurse Manager I and II in Paediatrics, as a Lecturer Practitioner and Nurse Lecturer in the Catherine McAuley School of Nursing & Midwifery, University College Cork (UCC). In parallel with her busy role as a Clinical Placement Co-ordinator in MUH, Ann also retained her position as an invited Nurse Lecturer in the School of Nursing & Midwifery, UCC

Ann takes the helm of a CNE that is committed to providing high quality accessible education working in partnership with Higher Education Institutions, Nurse Midwifery Planning and Development, the Office of the Director of Nursing and The Nurse Practice Development Unit in MUH. Cognisant of the ever changing health care environment, the CNE strives to work in partnership with participants to enhance their capacity to develop high standards of patient/client care.

# MUH Annual Report 2015




Mercy University Hospital recently published its Annual Report for 2015. The Report reflects on the hospital's highlights of the year, quality key performance indicators and activity rates together with individual reports from the Board of Directors and Executive Management members.
The Report is available to view on the MUH Website.

# Cathy Brady – A Tribute



On February 11th, it was with great sadness that we learned that our dear friend and respected colleague Cathy Brady had passed away.

Cathy joined the Mercy family on October 18th 2004 and for 12 years was very much a prominent face of the hospital as she worked in the Admissions Office. As the first point of contact for patients being admitted to our hospital, her kindly disposition allayed many a fear as a patient began their journey.

Cathy was a true ambassador for the values of Mercy University Hospital. She had a strong work ethic and could always be relied upon to step forward when that little extra was needed. She treated both patients and staff with respect, dignity and compassion. She was vivacious and glamorous and had a smile and a friendly word for all she met throughout her day.

Cathy was a well respected and much loved member of our team and this was demonstrated by the number of her colleagues who attended her funeral. She is sadly missed by those who worked closely with her and by our patients with whom she had built up a strong rapport. Her loss is felt every day.

Our thoughts are with her husband Denis, extended family and large circle of friends. May she Rest in Peace.

# Gold Standard

The diligence and professionalism demonstrated by our Non Consultant Hospital Doctors (NCHD's) was recognised at the annual NCHD prize giving ceremony on July 7th. The prize giving is coupled with an annual farewell lunch which is now a key event on the MUH Social Calendar.

These awards reflect the NCHD's skills in medicine, teamwork and teaching. The recipients should be particularly proud of this achievement as these awards are nominated and voted for by their peers.



*(L-R) Emma Higginson, Indra Stiurience, Denis Curtin, Valerie Broderick, Daniel Gilmartin and Eoin Geary.*

# Taking Stock

In early 2013, the **Procurement & Supplies Department** were challenged to find a way to reduce the value of stock held in the hospital. After a couple of weeks of researching and analysing ward usages and current practices, a solution was presented – that solution is **KANBAN**.

KANBAN is a visual system used to control the logistical chain from a production point of view and translated is Japanese for "card" or "ticket." It is a term that refers to the process of tracking inventory through a supplies link. A KANBAN system helps monitor inventory which allows monitoring of stock and maintaining appropriate quantities of supplies.

The first wards to be "KANBANNED" were St. Catherine's and St. Patrick's in June 2013 with St. Finbarr's and St. Joseph's following a month later. At this stage it was important to step back and assess where any necessary improvements were needed and ensure familiarity with the system. After this time of reflection, St. Therese's & St. Brigid's Wards were KANBANNED in November 2013. 2014 was a busy year with the introduction of KANBAN in ICU, the Emergency Department and Acute Medical Assessment Unit. To date, ten wards operate a KANBAN system and the savings are notable.

Like all systems, KANBAN is only as good as the people operating it. The Procurement & Supplies Department work in co-operation with staff of the aforementioned wards and the ICT Department and it is acknowledged that a lot of time, effort and commitment is invested in delivering, operating and managing this efficient and effective system for the hospital. With the continued support of hospital management, it is hoped to roll the KANBAN system out to the remaining clinical areas in the near future.



*The MUH KANBAN team – (L-R) Paul Kelly, Vincent Fahy, Simon Wood and Shane Mullins.*




Mary Couglan
*(Medical Scientist - Microbiology)*
Susan Kelleher
*(Medical Scientist- Biochemistry)*
Mary McAuliffe
*(Nursing)*

May the best of happiness, honour and fortune keep with you all

***Compassion*** calls to us to empathise with the other as we try to understand his/her suffering.
*'The kind word, the gentle compassionate look and the patient hearing of sorrows – these cost the giver nothing'*
Catherine McAuley

## Thought for the Day.

*"Action without vision is only passing time, vision without action is merely day dreaming, but vision with action can change the world."*

- Nelson Mandela

# In Profile: The Pharmacy Service at Mercy University Hospital (MUH)

**History of Pharmacy Service at MUH**

The Pharmacy service has always been integral to the life of Mercy University Hospital. Prior to the development of a formal pharmacy structure, the nursing leadership fulfilled this role and they operated out of the current day post room.

In 1977, Catherine McCarthy from College Road was appointed as the first pharmacist to Mercy Hospital. Catherine's husband Nicholas, also a pharmacist, helped out from time to time. Their links with the hospital continue today through their daughter Claire who nurses in St Oliver's Ward. In 1991, Elizabeth Barron took over as Chief Pharmacist and she was instrumental in expanding the pharmacy services offered in the hospital. Elizabeth retired in 2014 and Ciaran Halleran is now the Chief Pharmacist.

**Current Day Pharmacy Service**

The mission of the Pharmacy Service, in keeping with the overarching mission of MUH, is to maintain and improve the quality of patient care and to achieve safe, efficient and effective medication management services.

We strive to:

- *Provide excellent quality patient care.*
- *Maintain an efficient and friendly pharmacy service.*
- *Promote an environment of professionalism, respect and effective communication.*
- *Optimise use of resources.*
- *Advance research and innovation.*




*Chief Pharmacist Ciaran Halleran with the Pharmacy Team.*

As a team of nearly 20 comprising of pharmacists, pharmaceutical technicians, pharmacy students and clerical officers, the Pharmacy Department provides services to all areas of the hospital requiring medication management.

Services provided include dispensary, aseptic, clinical pharmacy and medicines information. The Pharmacy Department actively participates in a number of hospital groups and committees, including the Drugs and Therapeutics Committee, Infection Control Committee and North Lee Mental Health Services Drugs and Therapeutics Committee. We have close working relationships with medical, nursing and other allied health professionals to ensure the delivery of an optimum care to all patients. We do business with over 100 suppliers and manage over 2,000 lines of required medications in stock at any given time.

## Key Focus

**Dispensary and Aseptic Services Unit**

We provide the full supply chain for pharmaceuticals, involving purchase, storage, provision of information, clinical review, dispensing and distribution of medicines. In 2003 compounding of aseptically prepared oncology items was initiated. The Aseptic Services includes adult hematology & oncology, neurology, urology and pediatric hematology. The department shares care with Crumlin Children's Hospital, for children on clinical trials, and works with the National Cancer Control Programme to develop and implement national guidelines.

**Services in Clinical Areas**

The team of pharmacists and pharmaceutical technicians has a key role in medicines management and working with medical and nursing staff to enhance patient care. Clinical Pharmacy involves monitoring and reviewing patients and their medications, medication reconciliation, providing medication counselling where appropriate, liaising with community pharmacy colleagues and GPs to promote seamless pharmaceutical care. The Pharmacy Department also provides information on medicine use, adverse drug reactions, drug interactions, compatibilities and product information in a timely manner.

**Education and Guidelines**
The Pharmacy Department has a strong focus on continuing professional development and research. This is underpinned by strong links with University College Cork, our Academic Partner. Members of the pharmacy team are actively involved in educating students and supporting ongoing research projects with academic colleagues. The Pharmacy Department regularly updates Intravenous Medication Guidelines and is coordinating the publication of the Adult Antimicrobial Guidelines 2016.

**And Finally...**
The Pharmacy team is a key service provider to frontline clinical staff and patients. The department is always open to receiving feedback or suggestion on service improvement. You can find us on the wards or pop into the department…we are a friendly bunch! Our extensions are 5632/5709. Email **pharmacy@muh.ie**

Abigail (Gail) Murray
Pharmacy Service, MUH

# Who are they???

There was a phenomenal response to this competition and the Committee would like to thank everyone who participated. Easily the most popular competition to date! Alas, there can only be one winner (or in this case a joint victory) Congratulations to Helen Kelleher and Eileen Cronin, of the Outpatients Department, who were drawn first out of the hat having correctly identified all of their colleagues.

So who are they??? Did you get them right?
1. David Hegarty
2. Dr. Martin Buckley
3. Cleo Davies
4. Cathal O'Regan
5. Marie Kelleher
6. Jim Corbett
7. Carol Hunter
8. Charlotte Callanan




*Helen and Eileen receiving their prize from Mercy Times Committee Chairperson, Mary Twohig, joined by Jean O'Sullivan, CNM2, Outpatients Department.*

# Excellence in Collaboration.




A collaborative project between Mercy University Hospital and Cork University Hospital -"Remembering with Love" (Service of Remembrance for families who had experienced the death of a child) - was presented to the HSE Excellence Awards earlier this year. Unfortunately, an award proved elusive on this occasion but MUH were delighted to acknowledge this wonderful joint venture which brought so much comfort to bereaved parents.

*(L-R) Tyrone Horne, Children's Outreach Nurse (CUH), Dearbhla Ni Riordain, Social Work Manager (CUH), Sinead Favier, CNS Paediatrics (MUH) and Maria Duggan Staff Nurse, St. Anne's Ward (MUH).*

# Quiz Time

## Fact: Reading Mercy Times can make you €50 richer!
## All the answers to the questions listed below are contained in the articles within this publication.

1. Name the external advisor to the MUH Clinical Ethics Committee & Working Group?
2. What is the Japanese word for "card" or "ticket"?
3. Where in Kenya will the Nurses from the Emergency Department be volunteering?
4. What was redesigned and reframed for each Ward, as part of celebrations for Mercy Week?
5. There are 2 new Directors in MUH – can you name them and give their titles?
6. How long does the Flu injection take to administer?
7. Who is the CNM2 in charge of St. Francis Unit?
8. Name the MUH Consultant who is a regular visitor to Sudan?
9. When was the first Pharmacist appointed in MUH?
10. A nationally recognised video has been created at MUH, outlining the technique for what?



**NB: The deadline for the quiz entries is the 9th of December, 2016.**
**You can place your entry in the designated Mercy Times box in the post room.**
**Please ensure that your contact details are on your submission.**

**We wish to express our thanks to everyone who submitted articles, information and/or photos for this edition. If you have something to submit for a subsequent issue, please contact any member of the Editorial Committee.**

**Mercy Times is distributed to Cork/Kerry GPs, Houses of the Oireachtas, Third Level Faculty Partners, Local and national political representatives, HSE bodies and An Garda Siochana, amongst others.**

**Mary Twohig** – **Chairperson**

**Siobhán Kenny** – **Editor**

**David Hegarty** – **Graphic Design / Photographer**

**Tony O'Regan** – **Photographer**

**Colin McKeon**

**Edel Coakley**

**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**

# Strawberry Shortbread frozen yogurt

**Ingredients**



- 550g strawberries, hulled
- 500g pot Greek yogurt
- 397g can condensed milk
- 2 tsp vanilla extract
- 200ml double cream
- 8 shortbread biscuits, crushed (optional)

**Method**

1. Put 400g strawberries in a food processor and blitz to a smooth purée. Chop the remaining strawberries into small pieces and set aside. Add the yogurt, condensed milk and vanilla to the processor and whizz again to combine.
2. Pour the cream into a bowl and lightly whip until it's just holding its shape. Add roughly one-third of the strawberry mixture, fold together with a spatula, then add the remaining strawberry mixture and the chopped strawberries and mix again.
3. Pour half into a freezer-proof container, scatter over half the shortbread pieces, if using, then cover with the remaining yogurt mixture and crushed shortbread.
4. Freeze for at least 4 hrs until solid. Remove from the freezer 10-15 mins before scooping. Freeze for up to 2 months.