MERCY UNIVERSITY HOSPITAL, CORK LIMITED
mercy times
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Let's Huddle

Huddling for Safety and Situational Awareness

Mercy University Hospital continually endeavours to enhance and improve patient safety by affording opportunities for heedful interactions to take place among all staff caring for patients whilst embedding mindfulness within our organization.

In the constantly changing world of acute healthcare, successful care providers are those that do everything possible to predict problems as a means of preventing near misses and failures in the first instance. Achieving high reliability and the organisational capacity to deliver, what is intended to be delivered every time, can prove challenging in complex systems. Studies have shown that **"Huddles"** can improve patient safety and also provide a forum for raising concerns. Implementation of huddles increases the likelihood of identification of factors that could potentially have an adverse patient outcome. There is also increased efficiency in the exchange of critical clinical information.



The morning huddle in Mercy University Hospital takes just 15 minutes and brings together senior managers, ward clinical managers, risk management and clinicians. The clinical activity is discussed and areas of concern for the day ahead are highlighted and in addition the learning from these are shared. The use of safety pauses in clinical areas also underpins the culture of safety and risk awareness.

Everyone attending is on the same page and senior managers are enabled to respond to challenges and crises as they are developing in real time. There is a shared commitment to optimizing patient flow through the hospital and pinch points such as availability of higher dependency level beds, delays in theatre and numbers of admitted patients on trolleys in the Emergency Department are looked at in a whole system approach.

The huddle is grounded in the theoretical framework of high reliability organisations (HRO's) and has been endorsed by the Quality Improvement Division (HSE) and the Special Delivery Unit (SDU).

Silver Status for MUH Catering Department

Congratulations to the Catering Department of Mercy University Hospital who were awarded a Healthy Eating Silver Award from the Irish Heart Foundation in October 2016.

The objective of the Healthy Eating Award programme is to assist a staff restaurant to adopt healthier cooking practices and provide healthier food choices, without incurring substantial cost – it may even save money! Research in other countries shows that investment in health promotion programmes can potentially yield a return of €2.58 for every €0.76 spent.



To achieve the Silver accolade, MUH had to fulfill specific criteria, i.e. that oily fish is offered at least twice a week, at least two days per week are chip-free, and that calories are displayed on the hot lunch menu. The criteria reflects all areas of healthy eating recommendations, covering fat, fibre, fruit and vegetables, salt and sugar and focuses on the areas that give employees the best impact for a healthier diet. This new approach further increases standards in healthy catering and menus.

By 2030 almost 90% of the Irish adult population is expected to be either **overweight or obese**; this will result in a 97% increase in **Cardiovascular Disease** (CVD)*.

Healthy eating has an essential role to play in preventing CVD. With a quarter of the food eaten by Irish adults prepared and cooked outside of the home, workplaces can play a key part in offering healthier food choices.

**Irish Heart Foundation*

Reaching out ….. MUH COPD Outreach

C CHRONIC means .....won't go away
O OBSTRUCTIVE means .....partly blocked
P PULMONARY means .....in the lungs
D DISEASE means ..... sickness

Chronic Obstructive Pulmonary Disease (COPD) is a common, preventable and treatable disease that is characterised by persistent respiratory symptoms and airflow limitation that is due to airway and/or alveolar abnormalities usually caused by significant exposure to noxious particles or gases (GOLD, 2017). COPD is a major cause of morbidity and mortality for patients in this country. At least **1,500** patients die each year of this disease in Ireland, and over **15,000** patients are admitted to hospital with COPD.

A person with COPD may present with chronic cough, sputum production and shortness of breath. Patients with severe disease may suffer frequent exacerbations requiring medical attendance, potential hospitalisation and severe disruption of their quality-of-life. An exacerbation is deterioration in a patient's symptoms resulting in an increased cough, sputum production and shortness of breath.

Tobacco smoking is the most significant risk factor for the development of COPD. Other factors that may contribute to the development of COPD include; genetic predisposition especially in individuals with α1-Antitrypsin Deficiency, occupational dust and fume exposure, exposure to outdoor and indoor air pollution including tobacco smoke, recurrent childhood respiratory infections and bronchial hyper-responsiveness.

Programme Development

The establishment of the National Clinical Programme for COPD, within the Clinical Strategy and Programmes Division, facilitates an improvement in the care of people at risk of, and those who have COPD. In 2012 the COPD Outreach service was rolled out in 12 centres throughout the country, including the Mercy University Hospital, as part of this National Clinical Care Programme.

The Mercy University Hospital COPD Outreach Service is a Cork City based service that aids in the early discharge of patients who present with an "exacerbation of COPD" to the Mercy University Hospital.

Once a patient is discharged and meets criteria the COPD Outreach team will perform home visits to patients. International best practice guidelines suggest that a 'hospital at home' programme is a safe, effective and efficient approach to the treatment of patients with COPD.

The Outreach team in Mercy University Hospital consists of Consultant Respiratory Physician Dr David Curran, Clinical Nurse Specialist Una Lehane, and Senior Physiotherapist Ciara Hanrahan.

Aims of service

The main aims of the COPD Outreach programme are:

- To aid in the early supported discharge of patients.
- To optimise patient care in the comfort of their own home.
- To reduce the number of admissions and re-admissions related to COPD.

How it works

Patients admitted to Mercy University Hospital with an exacerbation of COPD are assessed by the COPD Outreach team. The service involves a member of the COPD Outreach team visiting a patient's home, if they meet discharge criteria. Depending on the patient's length of stay in hospital, a patient will receive between 2 to 4 visits over the 2 week period following discharge.



A visit from one of the COPD Outreach team members entails:

- Advice and education on management of COPD.
- Vital signs check.
- Spirometry (breathing test).
- Smoking cessation advice.
- Provision of a home exercise programme.
- Education regarding airway clearance techniques.

Success

- In 2016 the COPD Outreach team in the MUH reviewed 501 patients. Of these, 156 were deemed suitable for the service and received follow-up home visits and relevant referrals to the multi-disciplinary team.
- The outreach team prevented admission for 47 of these patients, saving 320 bed days for the MUH.
- The average length of stay for patients with exacerbations of COPD in the MUH has reduced now from 9.1 to 6.8 days.

Both patients themselves and GP's can now refer to the COPD Outreach service providing that they are already known to the service. The COPD Outreach team can offer support in relation to patients with COPD and help to determine the optimal treatment for the patient at that time.

The "hospital at home service" provided by the COPD outreach team appears to be making a positive impact on the patient's journey through the MUH. The journey for the patient with COPD through the Mercy University Hospital is becoming more seamless and the feedback from our patients is overwhelmingly positive.

Competition Winner: Reading Mercy Times can make you richer!

Thanks to everyone who submitted their entry for our quiz. Another phenomenal response! Congratulations to **Frances Buckley** who was drawn first out of the hat having correctly answered all the questions.

Did you get them right...?

1. Dr. Joan McCarthy.
2. KANBAN.
3. The Rift Valley.
4. Ward Mission Statements.
5. Oonagh van Laren (Director of HR) and Ann Cummins (Director of the CNE).
6. 5 seconds.
7. CNM2 Linda McCarthy .
8. Mr. Paul Sweeney, Consultant Urologist.
9. 1977.
10. Taking Blood cultures.



Mercy Times Committee Member Cleo Davies presenting prize to Frances Buckley.

Top Class MUH

Introduction

The National Treatment Purchase Fund (NTPF) is an independent statutory body established by the Minister for Health. Its key functions are:

- Collecting, collating and validating information on persons waiting for public hospital treatment.
- Agreeing pricing arrangements with private & voluntary nursing homes under the Nursing Homes Support Scheme.
- Furnishing advice to the Minister for Health on related issues.
- Performing any other function assigned by the Minister for Health, since July 2012 this includes responsibility for the publication of outpatient waiting lists.
- In carrying out its functions, the NTPF works closely with the Department of Health, the HSE, acute public hospitals and private nursing homes across the health system.

Symposium

The NTPF held their 2017 Symposium on January 19th last in the Royal Hospital Kilmainham. Guest speakers on the day included Mr Simon Harris TD Minister for Health, Professor Luigi Siciliani Director of MSC programme in Health Economics University of York and Dr Colm Henry National Clinical Advisor and Group Lead Acute Hospitals Division. The symposium also launched the 2017 NTPF Strategy, National Inpatient and Daycase Protocol and the Data Quality Awards were presented.



The Waiting Lists of 42 hospitals are uploaded on a weekly basis to the NTPF. These include Inpatient, Daycase and Outpatient waiting lists data. On the day, 22 hospitals received an award for their Inpatient/Daycase data and 8 hospitals for their Outpatient data.



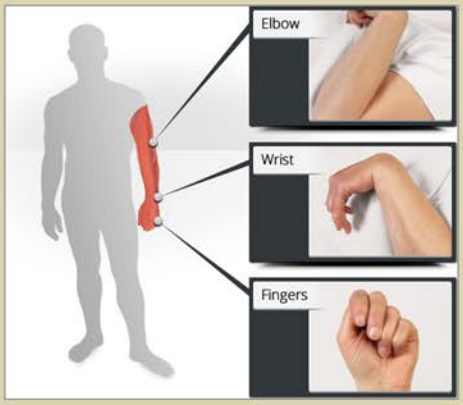
Award for MUH

Only 7 hospitals received the Quality Award for both Inpatient/Daycase and Outpatient waiting lists data and Mercy University Hospital was one of them. Both Bed Management and Outpatients were delighted with this achievement and wish to gratefully acknowledge the continuous support of Gavin Keogh, ICT Department and Cara Hegarty, Data Quality Officer, in supporting them on an ongoing basis

Very often so much is taken for granted without acknowledging the effort that goes into achieving awards. The Data Quality Award has been achieved because of the great team spirit that prevails and commitment to excellence amongst our staff for our patients, who remain at the core of all we do. Without this collaborative effort we would not succeed.

Psst… Did you know that the Rehabilitation Medicine Department based in the POLAR Unit at MUH has developed a Spasticity Service…

Spasticity is a condition in which certain muscles are continuously contracted (examples in diagram). This contraction causes stiffness or tightness of the muscles and can interfere with normal movement, speech and gait. Spasticity is usually caused by damage to the portion of the brain or spinal cord that controls voluntary movement.



This is a multidisciplinary service involving a Senior Physiotherapist, Spencer Turvey and Mr. John MacFarlane, Consultant in Rehabilitation Medicine who undertake a joint assessment of the patient/client. A full range of treatments are considered including physical interventions, medications, botulinum toxin and intrathecal baclofen. Links are made with the local treating therapist for adjunctive treatment.

If you have any Queries/referrals phone the POLAR Unit at 021 4935499.

Managing People Skills Programme

As part of the hospital's ongoing commitment to investing in its greatest asset – its staff, a leadership skills programme has been designed and tailored for middle management staff at MUH.

The aim of the programme is to give managers/supervisors or those moving into management roles the fundamental skills of effective management. The module programme is being delivered at MUH over four days and due to the enormous interest, is being run twice in 2017 with over 20 participants in each group.

CEO, Sandra Daly, opened the sessions and welcomed and acknowledged all participants *"we all have a responsibility to play our part in the continuation of the Mercy story and to do that we all need to invest in ourselves as professionals. In so many different ways, you are the face of Mercy as you are the primary conduit for the public, whether you are directly involved in delivering compassionate frontline patient care or invaluable corporate support"*.

Underpinning this course are the MUH core values and a presentation was made at the outset of the course to inform and integrate the work of the programme with the values.

The programme is being delivered by Ms Margaret McCormack, MGMC Consultants who has over 20 years' experience at management level in a number of different sectors including Financial Services, Information Technology and Management Consultancy. Margaret is now an independent Organisational Development Consultant and Business Coach.

HR director Ms Oonagh van Laren reported that the feedback from the first group was very positive, has boosted morale and given staff the necessary tools to apply their learning to their everyday work.



Margaret McCormack, MGMC Consultants starting off the first session.

MUH Chefs' Tip:

The key to healthy living/eating is to cook what you eat, then you know what you eat…

Chickpea & Coriander Salad

285 kcal per serving/200g
6 total servings
Allergens; Celery, Sulphites, Gluten (This recipe contains Barley (gluten))

Ingredients:

100g	Oil, rapeseed
600g	Chickpeas
72g	Lime Juice (fresh)
240g	Tomatoes (fresh)
4g	Parsley (fresh)
5g	Salt
13g	Peppers, capsicum, chilli (red)
4g	Coriander Leaves (fresh)
150g	Red Onion
100g	Vinegar



Prepare all the ingredients and mix together – season to taste.

Minister for Health joins with MUH staff in support of #hello my name is…

MUH was delighted to introduce an evidence based patient-centred communication initiative in late 2016. The #hellomynameis campaign is designed to enhance interpersonal communication at the greeting stage of medical encounters and was formally launched in the hospital in October 2016. Since its roll out, almost half of all MUH staff have pledged their support to the campaign and it has helped inform measured improvement in interpersonal communication throughout the organisation.

Background

The "Hello my name is..." campaign was founded by the late Dr Kate Granger, a medical doctor and terminally ill cancer patient in the UK. Based on Dr Granger's personal experiences as a patient, the origins of the #Hello my name campaign can be directly traced to her abject feelings of unimportance upon receiving a terminal diagnosis from a doctor who did not care to introduce himself. The impersonal delivery of such devastating news at a moment which called for simple but empathetic communication fastened Kate's resolve to make a change. The simple but effective #hello my name is campaign was born and quickly resonated with healthcare workers across the UK and has had a global impact, with endorsement from healthcare leaders such as Don Berwick and Atul Gwande. As the global movement continued apace, Kate Granger sadly passed away in the summer of 2016. The campaign remains a powerful legacy of her commitment to spreading the idea that communication is the "first rung on the ladder to providing truly person-centred, compassionate care".

Values Led Organisation

As a Values led organisation, the #hellomynameis campaign is one which fits seamlessly with MUH. Team spirit, respect and compassion are central tenets of the Mercy ethos and this has been evidenced in the manner in which the hospital has embraced #hellomynameis. In accordance with our hospital's traditions and values and echoing Kate Granger's work, we believe that a simple exchange of names between members of staff and our patients fosters a relationship built on trust and compassion. Therefore, the local implementation of #hellomynameis staff was fundamentally based on asking all MUH staff to introduce themselves to every single patient they meet. Additionally we placed a focus on improving interpersonal communication between work colleagues, in person, by the phone and by email, as a means to supporting and sustaining the #hellomynameis initiative.

Ministerial Support

We are encouraged that support for the campaign continues to grow, helped by active executive sponsorship within the organisation and the continued efforts of all of our staff.

On a recent visit to MUH, Minister for Health, Simon Harris TD was complimentary of MUH's efforts to enhance patient-centred care through improvement of interpersonal communication and enthusiastically pledged his support to the MUH #hellomynameis campaign. The Quality & Risk Management Department look forward to further momentum growing in 2017 as MUH continues to build on its culture of open communication and patient-centred compassionate care.



Minister Simon Harris, TD, pledging his support to the MUH #hellomynameis campaign, together with L-R: Professor David Kerins, Clinical Director, Dr. Mortimer O'Connor, Lead NCHD and Mary Deasy, Quality and Risk Manager.

The Classes of 2016

Congratulations to our newest Graduate Nurses. On January 26th, in what is now a time honoured tradition, the Graduates marked this special occasion, with Mass and festivities.

Director of Nursing Margaret McKiernan, acknowledged their journey over the last four years and their contribution to MUH: *"Nursing is not an easy job, in fact it is more than a job as you all know now. It is easy to see the provision of care as a job, a series of tasks to be accomplished by the end of a shift. It is however much more than this. It is the ability to carry out these tasks and deliver care in a compassionate and clinically competent way".*

The Graduates were joined in the celebrations by family, friends and staff and are wished every success for the future.



The Class of 2016 on the occasion of their Graduation ceremony at MUH.

As the Class of 2016 set off on their new path, MUH was welcoming the newest nursing recruits. We hope their experience at "The Mercy" will be fulfilling and they will make many happy memories during their time here.



Nursing Students starting their journey at MUH in 2016.

MUH is keeping active...

The benefits of being active for physical and mental health are huge. Being active helps release chemicals in your brain (endorphins), which have a positive effect on your mood, not to mention the benefits to your heart, lungs, muscles and bones. Getting out and being active is also a great way to manage stress.

A recent MUH competition posed the following questions: Were you right?

1. For health benefits adults need to be active at a moderate level for how many minutes a day on 5 days of the week?

A. 30 minutes.

2. Children and young people need to be active at a moderate to vigorous level for at least how many minutes a day?

A. 60 minutes.

3. If a person has been diagnosed with a chronic condition, who should they speak to for advice on how to manage their condition while getting more active?

A. General Practitioner or other relevant health professional.

4. What should you wear if you are walking in dusk / dark conditions?

A. High visibility vest /reflective gear, etc.

5. Name one benefit of walking at a brisk pace for up to 30 minutes a day:

A. Many possible answers, including: getting fit; developing healthier bones and joints; relieving stress; managing weight; sleeping better; having more energy; reducing high blood pressure or cholesterol; reducing your risk of illnesses such as heart disease, diabetes and some cancers, etc.

6. Name one way to be active at work:

A. Many possible answers, including: walking at lunchtime; sitting less; moving more; taking the stairs instead of the lift, parking the car further away, etc.

Thanks to everyone who participated and Congratulations to all 20 prize winners!

Happy Retirement

to

Noelle Coghlan (Medical Secretary)
Mary Daly (Medical Secretary)
Margot Hayes (Radiographer)
Eileen Lynch (Phlebotomist)

May the best of happiness, honour and fortune keep with you all.
MUH would like to wish our staff a fulfilling retirement after many years of service.

20 years and counting…
Cardiopulmonary Resuscitation Service at MUH.

Mercy University Hospital has lots to celebrate in 2017. 160 years of service to the people of Cork, and beyond, has culminated in the establishment of lifelong key services by dedicated staff. Bernie McGee is the Cardiopulmonary Clinical Nurse Specialist (CPR CNS) in MUH who established the Cardiopulmonary Resuscitation Basic Life Support Training Programme here in 1997. In the intervening 20 years, the programme has gone from strength to strength, which is a testament to Bernie.



Bernie has taken the time to chat to Mercy Times about her journey over that period …

"At that time (1997), I was appointed to the role of Training and Development Nurse with responsibility for writing and setting up the first Medications Administration Policy, initiating the retention of nursing staff training records, implementing a Basic Life Support (BLS) Cardiopulmonary Resuscitation (CPR) training programme and keeping PHS (Patient Handling Skills) training records for nursing.

To initiate the CPR programme, training manikins were purchased by the hospital (which 20 years later are still being used at all training classes along with some new ones) and 5 members of staff including myself were trained as BLS instructors. Since then the service has grown year by year and has gone from strength to strength. MUH now has 13 BLS CPR instructors with another 4 being trained in 2017.



Growth in Demand

In 1999 my position changed to CPR CNS and other staff took over medication management etc. At this time, staff numbers across all disciplines was increasing rapidly, thus the demand for BLS increased. Advanced Cardiac Life support training commenced in 2006 which has dramatically helped us to work in the best interest of the patient when a cardiac arrest comes to the hospital or happens in the hospital. There are 7 ACLS instructors in the MUH currently. This course is available to all medical and nursing staff and the most current American Heart Association/Irish Heart Foundation guidelines and treatments are implemented. The MUH is affiliated to the Irish Heart Foundation with regard to all CPR training.

Chain of Survival

In MUH we now run a variety of CPR courses and training e.g. Healthcare Provider (HCP), Heartsaver AED, Advanced Cardiac Life Support (ACLS), Heartcode ACLS, Rhythm Recognition Classes, Renewal ACLS Course, Workshops etc. MUH staff across all disciplines are offered the opportunity to attend a CPR BLS training course appropriate to their line of work. This helps to increase the chain of survival links both within the hospital and in the community. MUH training figures in BLS for 2016 are in excess of 500 staff trained in BLS and 90 in ACLS. It is mandatory for nursing staff to have an in date BLS certification in all areas of work and ACLS certification must be in date within our acute areas of ED, ICU, CCU and Cardiology. Our Emergency Department experiences on average 2 cardiac arrests per week or half of all the emergencies in the MUH yearly.

Department	Defibrillator Type
St. Anne's	Biphasic Heartstart XL
Clinical Pharmacology	Biphasic Heartstart XL
Recovery Room OT	Biphasic Heartstart XL
St. Oliver's Floor 4 Floor 3	Biphasic Heartstart XL AED
St. Brigid's Day Ward Corridor 2	Biphasic Heartstart XL AED AED
St. Catherine's	AED Biphasic Heartstart XL
St. Patrick's	AED
Clinical Research Facility	AED
St. Joseph's	AED
St. Finbarr's	AED
Coronary Care Unit	Biphasic Heartstart XL Transport MRX defibrillator
Acute Medical Assessment Unit	Biphasic Heartstart XL
Intensive Care Unit	Biphasic Heartstart XL
Physiotherapy	AED
Out Patients Department	AED
Occupational Health	AED
Pre-Assessment Clinic	AED
St. Therese's	AED
St. Mary's	Biphasic Heartstart XL
X-Ray	AED x 2 Biphasic Heartstart XL with pacer
St. Michael's	AED (Sub Acute) AED (Acute)
MUH Reception Area	AED
Emergency Department	Biphasic Heartstart XL x 4 AED (Triage)
MRI Unit	AED
Polar Unit	AED
M-UCC Gurranabraher	Public Access Defibrillator x 2
St. Francis Unit Gurranabraher	AED
Lancaster Hall	Public Access Defibrillator
Centre of Nurse Education	Public Access Defibrillator

Know your AED

Since 1997 the hospital has gone from having a very limited number of box and paddle type defibrillators to having 18 Biphasic Hands Free Defibrillators which offer monitoring, defibrillation, cardioversion and transcutaneous pacing facility and 26 AED's. An AED (Automated External Defibrillator) is a computerised device which, when its pads are applied to an unconscious collapsed person's bare chest, can detect and shock an abnormal rhythm (which has caused the cardiac arrest) back to a perfusing rhythm. AED's are now found in public areas and having these in the hospital and also external to the hospital greatly improved patient survival at cardiac arrest.

I also have the responsibility of overseeing all the emergency equipment and ensure that it is standardised throughout the hospital and outline areas. I attend and oversee emergencies where possible.

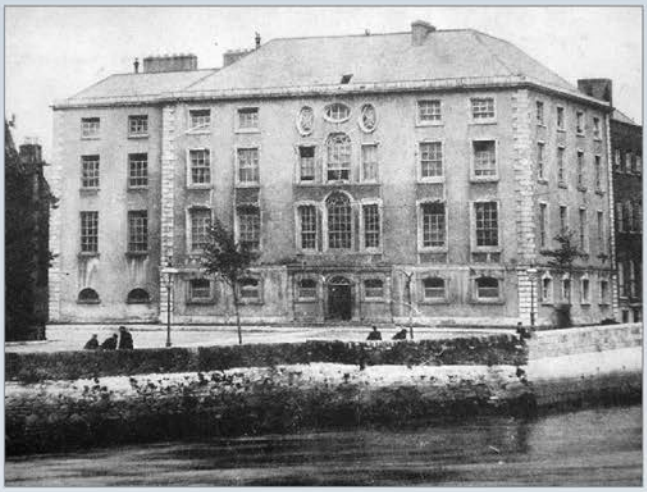
Being CPR CNS in MUH is fantastic. It is a very busy service which I thoroughly enjoy. I get great satisfaction when I hear of successful resuscitations in hospital and external to the hospital. I love to see staff train and upskill themselves as after all, this ensures our patients and the wider community are in safe hands.

Do you know where the nearest AED is to your work area? It is important to know this information within your workplace and in the community.

Know Your Mercy …. And win €50

Mercy University Hospital celebrates its **160th Birthday** this year and so we are asking you to test your knowledge on the building and organisation you work in every day. They might appear tricky but the answers are all around you...

1. On what famous Saint's day was Mercy University Hospital founded in 1857?
2. Name the foundress of the Mercy Order.
3. The main building of MUH is known as what? and...
4. Who was its famous resident (title only) before it became a hospital?
5. In what year was MUH recognised as a training school for Nurses?
6. What year did the Lee View Block open and who opened it?
7. President Mary McAleese unveiled a new stone to honour MUH's 150th anniversary – on what date did she visit MUH?
8. Name 2 other MUH birthday's being celebrated in 2017.
9. Can you name 3 Matrons/Directors of Nursing who have served MUH in the last 50 years?
10. Who were the famous craftsmen responsible for decorating the ceilings in the Mansion House?



Staff should submit their entry in the Mercy Times box in the Post Room by 16 June 2017.

NB: *Only one entry per person – more than one entry will result in disqualification*

The "Hospital Food" Experience at MUH

Are we asking our patients? Are they telling us?
The answer to these two simple questions is: yes and yes. That is yes, we are asking our patients about their experience with regard to food at MUH and yes, our patients are certainly telling us.

Since 2015, the focus of the Health Information Quality Authority (HIQA) has been firmly fixed on the provision of nutrition and hydration to patients within acute hospitals. It behoves all hospital organisations to strive not just to listen to patients, but to act on this information in a responsive, patient centred and timely fashion. Furthermore, we recognise at MUH the central role of nutrition in the care of our patients.

How are we asking our patients about their thoughts on the food experience at the MUH?
There are various mechanisms through which patient feedback on our food is obtained. These include informal verbal feedback through staff members, patient to Patient Liaison Officer communication and written patient compliments/complaints. However, one of our primary sources of information has been the inpatient food satisfaction survey. Since 2010, the Nutritional Care Committee (NCC) has been annually seeking, obtaining, recording and acting on patient feedback with regard to our food, food experience and food services. This inpatient satisfaction survey is used as a barometer of patient food experience in order to gauge, monitor and initiate action based on the results. Annually, we recruit approximately 70 of our patients to rate our food on some key basic variables such as temperature, taste and flavour, variety and presentation. We ask broader questions regarding suitability of portion sizes, satisfaction with meal timings, adequate snack availability and whether they experienced a ward meal interruption. It truly is a multidisciplinary piece of work. Members of the NCC contribute to this project either through reviewing, distributing and collating results or in the development of quality improvement plans.



Listening to our patients - L-R: Mr. Philip Hartnett together with Josephine Griffin, Patient Liaison Officer and Michelle Harkins, Health Care Assistant.

What are our patients telling us?
For the main key food variables (i.e. temperature, taste and flavour, variety and presentation) approximately 80% of our patients score us consistently in the 'Good' or 'Excellent' category. The majority of our patients are happy with the portion sizes and meal timings. Patients reported a consistent level of ward meal time interruptions in 2015 and 2016 (18%). However, the percentage of patients reporting that these interruptions negatively impacted on their food intake rose from 58% to 83% respectively. Invariably, one of the highest scores attained annually since 2010 has been with the 'friendliness and helpfulness' category of food service staff. Approximately 90% of patients most years place us in 'Good' to 'Excellent' category for this variable. This is certainly a testament to what an invaluable asset we have in the food services staff at MUH.

How valuable is the Inpatient Food Satisfaction Survey?
The Inpatient Food Satisfaction Survey is both essential and multifunctional. It provides so much more than just a mere snapshot picture or a moment in time. It serves to monitor and gauge our performance level trends over time. Each year, we use the same questionnaire rating scales and seek out similar patient respondent profiles. Furthermore, it is used as a vehicle to gather new and pertinent information on items of concern. For example, recently we wanted to ascertain whether our patients are satisfied with the current verbal system of meal ordering. Based on our results 2016, we can now state that over 95% of patients tell us they are happy with this system. Information such as this helps to validate and re-enforce current practices based on our patients input and perception. This gives our patients input to the structure and format of food services, as we strive for our hospital food experience to be patient centred and focused. Finally, HIQA consider the completion of regular patient food satisfaction surveys to be a key driver for quality improvements in the area of nutrition and hydration within acute hospital settings. For MUH, this survey allows true engagement with our patients regarding their thoughts on our food and their own individual hospital food experience. Everyone has an opinion. Everyone is an expert. Everyone is happy to share. Everyone wants to be listened to. This surely is what makes asking anyone about food and food experiences truly unique.

How important is this process to patients?
We, at MUH, know that a patient's hospital experience of food is both an intrinsic and integrated part of their hospital journey. We know that maximising our patient's food experience reaches far beyond the mere offering of food and the supply of optimum nutrition to aid the recovery process. We know it embodies just so much more. For many patients, it is their navigation system throughout the day. For many patients, it is the clockwork methodical delivery of the food service which confers a subtle but unquantifiable reassurance. For many patients, it is that final bedtime glass of milk or cup of hot tea coupled with a warm friendly smile which helps signal the end of yet another hospital day. In all the possible uncertainty and fearfulness that patients may experience during their stay in hospital, the food and food services remains fixed, steadfast and certain. So yes, patients do focus on it and yes, we are really happy to listen.

So, are we asking our patients? Yes, we are.

and

Are they telling us? Yes, they have plenty to say!

For this and so much more information on what our patients are saying please go to (MUH internal computers only) H: Drive/Nutrition Information/Nutrition Care Committee Documents/2016 Reports and Presentations/Inpatient Food Satisfaction.

Staff Wellbeing at MUH

The inaugural Staff Wellbeing Week at Mercy University Hospital –"#Wellbeing – The Mercy Way" took place during the week of November 14th to 18th, 2016. The structure and content of the week was based on ideas received from all staff, at listening sessions, resulting in an exciting and varied calendar of events being scheduled.

All activities were free and included: Facials, Kinesiology, Yoga & Meditation, Workout Classes, Gait analysis, Bra fitting education/Posture awareness, Prostate Cancer Awareness, Diabetes Screening, Blood Pressure Clinics and the launch of "Mercy on the Move". A free fruit pouch was also available each day.

The week was well received by staff who enthusiastically embraced all the various activities and acknowledged the positive benefits...

"A fantastic and very successful initiative for staff. Well done all"
"I just want to thank you very much for arranging a great week for all. It was a lovely touch"
"I am just enjoying the free fruit selection! Thanks"

Buoyed by the success of this week, the Employee Wellbeing Committee were delighted to announce that they will run 2 Health & Wellbeing weeks per year – April and October.

The Employee Wellbeing Committee comprises: Oonagh van Laren, HR Director, Fiona Lynch, Medical Manpower Manager, Victoria Collins, Talent Acquisition Specialist, Donna Peyton, Wellbeing Co-ordinator, Eileen Sykes, Occupational Health Department and Margaret McKiernan, Director of Nursing.



Launching the Well Being Week for April 2017 – L-R: Donna Peyton (Wellbeing Co-ordinator), Fiona Lynch (Medical Manpower Manager), Oonagh van Laren (HR Director) and Ann Doocey (Occupational Health).

Foundation Features
Celebrating 10 years of the MUH Foundation



Shay Geasly from Cobh assisted Edel O'Neill CMN2 and Micheál Sheridan CEO, MUH Foundation with some very important celebrations for the MUH Foundations 10th Birthday party.

On Monday, February 27th, the Mercy University Hospital Foundation celebrated its 10th birthday. It was the perfect opportunity to thank, recognise and acknowledge the many people who have helped the charity to support advancements in research, diagnosis and the treatment and care of patients at "the Mercy" over the last 10 years.

The Foundation was launched in 2007, on the occasion of the hospital's 150th anniversary. With just two employees, based in the old consultation rooms in Grenville Place - where it still resides - the Foundation has gone from strength to strength over the last decade which is testament to the dedication of Micheal and his team who operate a diverse number of year-round campaigns to raise funds for the hospital.

To mark this special milestone, a birthday celebration was held in the hospital and the Foundation were delighted to be joined by so many MUH staff and supporters.

We can be Heroes … just for one day ….

Real heroes don't always wear capes and last October the MUH Foundation discovered real life heroes on its very own doorstep. Individuals, companies, schools, from Cork city and beyond became heroes for one day as they hosted fundraising events including coffee breaks, street collections, Dress Up/Dress Down days at work and school, all in aid of The Mercy University Hospital Foundation.

The nation's defence forces generously supported the "Mercy Heroes" campaign. Whilst the Children from St. Anne's Ward were enjoying a special VIP tour by the Irish Army at Collins Barracks, MUH Foundation supporters joined with the Irish Navy as they docked the LÉ Róisín at Albert Quay in Cork and hosted a special Coffee Break on board, raising awareness and funds, and organising guided tours for the public. Meanwhile, Red FM was keeping everyone entertained as they broadcast live on the dock.

Watch out for the 2017 Mercy Hospital Heroes Campaign on Friday 13th October.



Mercy Times Committee Members, Cleo Davies and Siobhán Kenny were delighted to stop off for a cup of tea on the LÉ Róisín in support of the Mercy Heroes Campaign.



Ann Cummins, Director, Centre of Nurse Education, MUH setting off on the 2016 "Climb to Remember".

Are you Ready for the Challenge?

The MUH Foundation invite you to join with them this year and take on the challenge of scaling the spectacular summits of Carrauntoohil and the Galtees, in memory of your loved one.

Climb to Remember is a wonderful way to reflect on and remember a loved one who has passed on. Join forces with other climbers, enjoy the stunning sights and feel that great sense of achievement!

The Carrauntoohil climb took place on 14th May 2017 and the Galtees climb takes place on 11th June 2017.

For all the details and to register for future events go to **www.mercyfundraising.ie** or phone Deirdre on 021 4274076 email: deirdre@mercyfundraising.ie.

MUH Education & Initiatives

Clinical Decision Making Conference
(Nursing & Midwifery Planning & Development Unit - HSE South Cork/Kerry)

In March the Nursing & Midwifery Planning & Development Unit (HSE South Cork/Kerry) hosted a Conference – "Clinical Decision Making: How to be effective" with over 170 delegates in attendance.

Mercy University Hospital was broadly represented on the podium by Anne O'Keeffe, Advanced Nurse Practitioner, Emergency Department and Professor Willie Molloy, Consultant Geriatrician. The Director of the MUH Centre of Nurse Education (CNE), Ann Cummins and her team were also on hand promoting the new prospectus of courses available to health professionals across the South/South West Hospital Group.



The CNE Team flying "The Mercy" flag at the Clinical Decision Making Conference.
L-R: Eleanor Crowley, Elizabeth Myers, Ann Cummins, Lorna Roche and Angela Geary.

Registered Advanced Nurse Practitioner Anne O'Keeffe presented to the Conference on **An Emergency Department (ED) Falls Pathway** which is supported by the MUH Falls Committee and is having a positive impact on patient experience in the ED. Anne shared her presentation on this progressive initiative with Mercy Times...

"One in three persons over 65 years fall each year in Ireland and two thirds have a second fall within six months (DoH, 2008). The 'National Strategy to Prevent Falls and Fractures in Ireland' promotes a structured, integrated and interdisciplinary approach to falls management that will minimise the impact of falls (DoH, 2008). Emergency Departments are often the first point of contact for the frail older person and are key stakeholders in the implementation of this strategy (National Clinical Programme for Older Person/RCSI, HSE 2012).

Results of a falls audit in 2015 highlighted shortfalls in the management of patients (>65yrs) presenting to ED MUH post a slip, trip or fall. This has resulted in the development of an ***ED Patient (>65yrs) Falls Pathway*** *that supports a structured and safe approach that is interdisciplinary and integrated with primary care. The pathway incorporates best practice and has been approved by the MUH Falls committee. It encourages ED staff to refrain from unhelpful terminology such as 'mechanical fall' to describing falls as 'explained' or 'unexplained' recognising the complexity of falls in the older person and promoting early risk stratification of patients.*

The ED Falls pathway has been received positively by staff and patients. Initial evaluation of the pathway demonstrates 50-70% of patients (>65yrs) presenting post a fall are commenced on the pathway.

This is a long term departmental quality improvement initiative that will require continuous reinforcement, evaluation and refining. The development of an ED falls group ('falls champions') will facilitate the continued success of this pathway and optimise the standard of care received by older persons presenting post a fall to the MUH ED."

Happy Birthday …… Mercy Urgent Care Centre

Mercy Times were delighted to help The Mercy Urgent Care Centre (MUCC) blow out the candles on a very special Birthday Cake as they reached a significant milestone in March this year – their **5th Birthday**.



When it opened its doors in 2012, it was anticipated that the unit would manage an estimated patient presentation of **9,000** per annum. In 2016, the unit managed and treated **16,133** patients. Over 1,400 patients that were "out of scope" for the unit's remit were directed to the correct facility for their care treatment, statistically bringing the total of patients presenting to MUCC, in 2016, at approximately **17,500** patients.

A designated media campaign about the unit, through Radio broadcasts, flyer/posters heralded the opening of the Unit and subsequently staff facilitated presentations to the local and wider community and clubs to further raise the Unit's profile and purpose. MUCC are also fortunate to have the tremendous support of the GP community, pan city and county, which has enabled the Unit to go from strength to strength.

The MUCC is one of 11 Injury units in Ireland, and the only public off site unit from its hub hospital Mercy University Hospital (MUH) in the southern region. It is staffed by a multidisciplinary team of Doctors, Nurses, Health Care Assistants, Clerical Staff, Physiotherapists, Radiographers and when required Social Services. CNM3 Nuala Coughlan manages the Unit whilst Dr Gemma Kelleher, Consultant in Emergency Medicine, is the Clinical lead and Dr Gerard McCarthy, Consultant in Emergency Medicine, is both the Administrative Lead and also the National Lead for Injury Units

The team also incorporates Cleaning and Security staff who manage the other relevant aspects of the unit.



MUCC is proud to be part of the Mercy family and this is reflected in their Mission Statement.
"We pride ourselves in delivering high quality Medical/Nursing/Para nursing and Allied Health professional care in a safe and efficient manner, and strive to demonstrate the values of Mercy University Hospital in our daily management of patient care".

Located in the heart of the Northside at St Mary's Health Care Campus (SMHCC) (formally the old Orthopaedic Hospital) in Gurranabraher is approx 1 km from MUH and is under the governance of Mercy University Hospital (MUH). In 2016 MUCC gained a Mercy neighbour when the new transitional care unit, St Francis Unit, opened adjacent to it. You can find all details and further information about MUCC on www.muh.ie and further information on the HSE website Injury units.

Thank You An Garda Siochána

Following on from the tremendous success in 2015 of the "Garda for A Day" programme for our younger patients, Mercy University Hospital were delighted to welcome back An Garda Siochána for a very special presentation to the Leukaemia Unit.

The visit was to honour and recognise the work of the staff on the unit and to brighten up the day for our young patients.

Assistant Commissioner, Southern Region, Anne-Marie McMahon together with her Garda colleagues were on hand to present signed **Cork and Kerry Football Jerseys**, a signed **Munster Women's Rugby Jersey**, a signed **Cork City FC Jersey** and an **Ireland Rugby Jersey** signed by Six Nations players for display on the ward for the enjoyment of all.

Special thanks to Garda Patrick Harrington and Garda Ian Coughlan who organised the presentation. "Dancing with the Stars" Champion Garda Aidan O'Mahony was also on hand to add some sparkle to the day.



Sandra Daly MUH CEO, Micheál Sheridan MUHF CEO, and Prof. David Kerins joined with Asst. Commissioner Anne-Marie McMahon and her Garda Colleagues for a very special presentation.



Mercy Time out... Reflection

Patient Care

'A patient is the most important visitor on our premises.
He is not dependent on us. We are dependent on him.
He is not an interruption to our work.
He is the purpose of it.
He is not an outsider to our business. He is part of it.
We are not doing him a favour by serving him. He is doing us a favour by giving us an opportunity to do so.'

Attributed to Mahatma Ghandi
Reminder at the entrance of a hospital in Guwahati, Assam, in North-East India.



Our Values

Mercy University Hospital is a values driven organisation.

The values are a reminder to us all of what is important; how to respond and act and what to prioritise.

Justice *... is honouring the rights and responsibilities of each person in light of the common good.*

Successful Flu Campaign at MUH

Increasing the uptake of the flu vaccine among hospital staff was a challenge the Occupational Health Department embraced with gusto for the 2016/2017 season.

The first step was to educate staff as to the advantages of availing of the flu vaccine, dispel the myths surrounding it - not least that you can get the flu from the flu vaccine, which is absolutely not true! Weekly education sessions were organised in co-operation with the Infection Control Department.

Getting the message out there required the utilisation of all communication methods available within the hospital. Advertising clinics/information on the Canteen TV, distributing leaflets, poster display, email, presentations to Managers, staff forums and staff handover.

In the past one of the biggest challenges in distributing the vaccine was getting staff to attend for appointments. The nature of the work of a busy hospital means that time and convenience is a huge factor. With the introduction of the "flu vaccine patient group directive", Occupational Nurses may now administer the vaccine without prescription. Taking full advantage of the directive, during the months of October and November "pop-up" flu vaccine clinics were held throughout MUH. The Clinics were held on Wards and at strategic points in the hospital with no appointment necessary.

A rewards scheme was also introduced to further incentivise uptake. All staff who received the vaccine were given a voucher for free tea or coffee and a scone in the hospital's canteen. A mini iPad and a hamper were generously donated as prizes for a raffle.

The result of all the hard work is an increase in uptake from 220 in 2015 to 480 in 2016. On a national level, MUH was the 3rd most successful acute hospital in the uptake of the flu vaccine. The success of this campaign has given impetus to the 2017/2018 campaign and the Occupational Health Department will be looking to see the numbers rise again!

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 Siochána, amongst others.

Mary Twohig – Chairperson

Siobhán Kenny – Editor

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Tony O'Regan – Photographer

Colin McKeon

Edel Coakley

Cleo Davies

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



Claire Cotter (Occupational Health Department) presenting Aoife O'Connor (Nursing) with first prize, a mini iPAD.



Jean Rohan (Occupational Health Department) presenting Deirdre Duggan (Medical Scientist, Microbiology Dept.) with the runner up prize of a Hamper.