MERCY UNIVERSITY HOSPITAL, CORK LIMITED

mercy times

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160 Years of Service

Each year on September 24th Mercy University Hospital honours the Mercy Foundress, Catherine McAuley. On this date in 1827, Catherine McAuley opened the first House of Mercy on Baggot Street, Dublin. The date is now celebrated as **Mercy Day** across the world and here in Mercy University Hospital we now celebrate it as **Mercy Week.**

The aspiration of Mercy Week is for everyone who works in our organisation to capture and experience the essence of Mercy and honour the vision of Catherine McAuley and the dedicated service of her Sisters.

This year, the theme for Mercy Week was **Celebration, Reflection and Remembrance** and also presented the perfect opportunity to honour the hospital's 160th anniversary and revisit our history and its strong connection with the Mayoralty of the City, the Mansion House was the original Lord Mayor's residence until 1727. Thus, Mercy University Hospital was delighted to receive and welcome Cork's First Citizen, Lord Mayor, Cllr Tony Fitzgerald and Lady Mayoress Georgina Fitzgerald as part of our celebrations.



MUH Staff give a warm welcome to the Lord Mayor and Lady Mayoress.

The link with the current Mayoralty is even more special this year as the Lady Mayoress, Georgina Fitzgerald, is our Mercy colleague.

Honouring the Mercy value of hospitality, the Lord Mayor and Lady Mayoress took afternoon tea with the Sisters and hospital staff in the Drawing Room. The MUH Catering Department created a beautiful and memorable presentation worthy of the occasion for everyone to enjoy.

"The Mercy's" service to the people of Cork and beyond were acknowledged and reinforced by all present. MUH will continue to meet modern day challenges as its foundress Catherine McAuley, who is honoured on Mercy Week, did upon opening the first house of Mercy 190 years ago.



Lady Mayoress Georgina Fitzgerald pouring the traditional Mercy cup of tea for Sr. Laurentia watched by Sr. Concepta and Lord Mayor, Cllr Tony Fitzgerald.

Mercy UNIVERSITY HOSPITAL

Compassion Excellence Justice Respect Team Spirit

Celebrating Mercy



Deputy CEO Jim Corbett presenting the Lord Mayor with a copy of his publication on the history of Mercy University Hospital – "Touching the Lives of the Poor".



Afternoon Tea in the Mansion House.

Mercy continued its tradition of advancing patient care and working with Community partners with the special screening of "Starfish" at the Gate Cinema. CNM2, Teresa Marshall and her team are leading the field here in Cork (and indeed nationally) with their work on Sepsis awareness (please see separate article on Page 6).

Mercy Day Mass is the centre piece of Mercy Week celebrations and allows us the opportunity to pause and reflect. The readings and prayers are chosen to reflect both the values of Catherine McAuley and the Hospital. Staff participation in Mercy Day Mass always adds to this dignified and respectful occasion.



Mary Harris celebrating 40 years service with CEO Sandra Daly.

Each year during Mercy Week, Staff are acknowledged for their **Long Service** (10, 20 and 30 years). The Pins for 10 year service were presented via line managers whilst CEO Sandra Daly presented the Pins for 20 and 30 years service. A special reception for staff and colleagues, who joined them in support, was held in the Drawing Room to mark the occasion. This year two staff members reached 40 years of service at MUH and both Mary Harris (Catering) and Mary Twohig (Administration) were celebrated and presented with their Pins at the MUH Foundation Mercy Stars event.



Mary Twohig celebrating 40 years service with CEO Sandra Daly.

At MUH, it is our patients who are at the very core of everything we do and so it is with Mercy Week also. This year we had the privilege of teaming up with **Irish Therapy Dogs** to bring some of their dogs on site for the benefit of our patients.

Recent studies have proved that canine companionship brings a number of health benefits, such as lower blood pressure, lower triglyceride and cholesterol levels, as well as increased production of serotonin and dopamine. One explanation for these therapeutic effects is that a dog fulfills the most basic human need to touch. The companionship of a dog can help to calm and soothe us, ease anxiety and boost our mood. Stroking, holding and fussing over a canine friend helps reduce our sense of isolation and loneliness.



Long Service Award Recipients.

Therapy Dog **Hugo** was the star of the show here in the main hospital while Irene was the star in St. Francis Unit and M-UCC. The uplifting effect these dogs had on our patients was just unquantifiable.



Denis Cronin and Gene Cremin (Maintenance Department) welcoming Lady Mayoress Georgina Fitzgerald.



Dr. Orna O'Toole and CNM2 Sharon Maher welcome Nuala Coughlan and Hugo to St. Mary's Ward.

A special feature of this year's Mercy Week was the dedication of a space in the Chapel for a Remembrance Board where staff could visit and pause to remember colleagues (confidantes and friends) who have passed. All staff valued this opportunity to pay tribute to their colleagues and the **Remembrance Board** was presented at the Offertory Procession during Mercy Day Mass.





CEO Sandra Daly acknowledging Paul Ahern on receiving the Mercy Stars - MUH Lifetime Achievement Award.

Mercy Week always ends on a celebratory note with the MUH Foundation Mercy Stars (see separate Article on Page 11). The Mercy Stars honours those who go above and beyond in raising monies for our hospital. It also honours our Staff who excel at making the hospital experience for our patients and their loved ones a positive one. The most special award from an MUH perspective is the **Lifetime Achievement Award** which is determined by the Executive Management Board. This year MUH was delighted to honour Mr. Paul Ahern, Clinical Nurse Specialist in St. Johns Unit (Men's Health).

Quality Improvement: Lunch & Learn

A quality improvement learning and sharing workshop '*Lunch and Learn*' is held every Wednesday at MUH. Open to all staff, this interactive and collaborative session provides a forum for multi disciplinary colleagues to engage, discuss and share how improvement initiatives in place throughout the hospital are making a sustainable difference to the quality of patient care everyday. This initiative is also focused on equipping colleagues with the skills to enable them to work together on identifying and implementing defined quality improvement projects. *Lunch and Learn* endeavours to be a vehicle to foster community, shared learning and understanding, which helps the drive to embed a culture of quality and safety as a core element of how we work in the MUH.

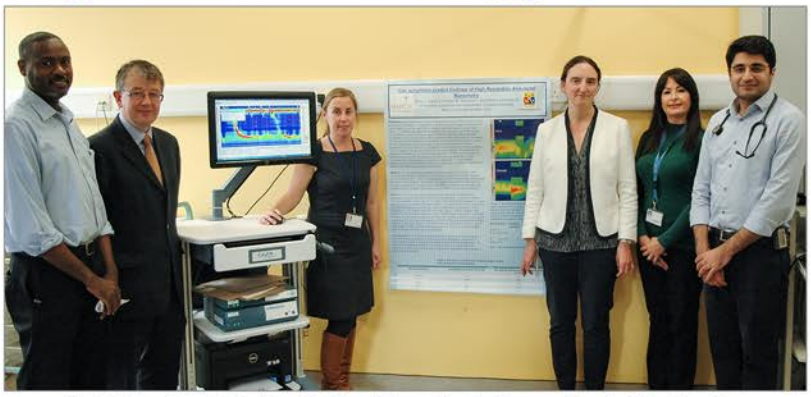
To help build the capacity for quality improvement in MUH, over the past number of months, a group of multidisciplinary staff undertook seven quality improvement learning modules facilitated by the Institute for Healthcare Improvement (IHI). This course provides a background and context to healthcare quality improvement as well as teaching the practical tools and techniques used to improve processes and to measure for improvement. Mentorship and support in the practical application of this learning was facilitated by the *Lunch and Learn* sessions which encourages participants on their journey toward the successful implementation of their chosen projects.

It is regularly cited that everyone in healthcare really has two jobs when they come to work everyday: *to do their work and to improve it*. The *Lunch and Learn* forum is an integral part of the hospitals quality agenda as we aim to drive and sustain the quality improvement agenda in the MUH in the future.



Innovation: Neurogastroenterology

In late August, University College Cork welcomed over 460 delegates from all across Europe and worldwide to NeuroGastro 2017 to discuss cutting-edge research in the company of leading investigators in the field of Neurogastroenterology. MUH was represented by Lillian Barry, Chief Clinical Measurement Physiologist (GI) compliments of an IICMS funded CPD bursary. This event is the flagship conference of The Neurogastroenterology and Motility Society and the first time it was held in Ireland. Lillian spoke to Mercy Times about this exciting research.



(L-R): Dr. H Zaid, Dr. M. Buckley, Ms L. Barry, Dr. J. McCarthy, Ms. C. Bennett and Dr. R. Khan.

What is Neurogastroenterology?

"Neurogastroenterology encompasses the study of the brain, the gut, and their interactions with relevance to the understanding and management of gastrointestinal motility and functional gastrointestinal disorders. As a GI Clinical Measurement Physiologist it is imperative to keep up to date with the current data on disorders and treatments, as well as novel developments in technology, which someday may be adopted into routine use in the GI Laboratory.

Bespoke Treatments

There were many fascinating sessions at the meeting. Highlights for me included a symposium on challenges in severe digestive disorders, chaired by leading GI Physiology experts Prof Jan Tack, University of Leuven and Prof Natalie Rommel, University of Leuven. During this session Prof Guy Boeckxstaens gave an excellent overview on the current diagnostic and clinical management of Achalasia. Achalasia is the most well defined primary motility disorder of the oesophagus & something we come across regularly in our GI lab. With the advent of the Chicago Classification, newer insights into the characteristics of the condition have allowed more bespoke treatments and Prof Boeckxstaens discussed the merits of some of these treatments such as POEM, pneumatic dilation & Heller's Myotomy. He also raised the issue of the need to consider more regular endoscopic surveillance of patients with an Achalasia Diagnosis post treatment.

New Technologies

A particularly useful session for GI Physiologists held on Friday 25th August was "New technologies in clinical neurogastroenterology". This was chaired by the head of our department here in the Mercy Hospital, Dr. Martin Buckley and Prof Sabine Roman, Lyon, France. As part of our work we rely heavily on advances in technology to improve the quality of our diagnostics. Hans Gregersen, co inventor of Endoflip discussed future application for the technology which uses high resolution impedance planimetry during volume-controlled distention to measure luminal geometry and pressure and to assess the mechanical properties of the esophageal wall and opening dynamics of the gastroesophageal junction in various oesophageal diseases. The technology can be used in the lumen of any part of the GI Tract & has potential in the lower GI tract & rectum to assess defecation. Prof Rommel discussed the merits of the adjunction of impedance measurements to oesophageal manometry, and she discussed pressure flow analysis and its clinical usefulness when applied to patients with dysphagia. In the MUH lab we use both high resolution manometry & impedance to assess oesophageal function and bolus transit & Prof Rommel is an advocate of advancing these algorithms event further to give sectional flow rates.

Gut and Brain Correlation

One of the primary themes through the conference was the impact of gut bacteria on both gut & brain function. Researchers from the APC Microbiome Institute at University College Cork presented some of their novel data that demonstrated in animal models that trillions of bacteria within the GI Tract can influence microRNAs (miRNAs) in areas of the brain that are involved in processing anxiety and fear related behaviors. It is thought that these miRNAs may affect physiological processes that are fundamental to the functioning of the Central Nervous System. One of the end goals of this research is to find treatment for psychiatric disorders. This quest for therapeutics will be a challenging one however, and many more years of study will be required to fully understand this complex relationship between gut microbiome and our mental health.

MUH Presentation

During the course of the conference there was over 60 oral presentations and 200 poster presentations. I was delighted to present some data from the MUH lab on ongoing efforts to better understand defecatory disorders, particularly in those with chronic constipation. Overall I would say attending the Neurogastro2017 was very worthwhile and enhanced my knowledge in the field."

Let's Talk... World Mental Health Day - 10th October 2017

World Mental Health Day is observed internationally every year on the 10th October. The overall objective of the day is to raise awareness of mental health issues around the world and mobilise efforts in support of mental health. **Mental Health in the Workplace** was the theme of World Mental Health Day 2017.

The Department of Nursing, as part of the MUH Wellbeing Week hosted a coffee morning in the hospital for all staff and partners in mental health from HSE acute services and the community. Representatives from Pieta House, the Samaritans and our HSE partners from the Health Action Zone all attended and provided information on their services. Our partners in acute mental health from St. Michael's were also in attendance. This partnership with St. Michael's unit is led by Martina Hughes ADON Mercy University Hospital, Jennie Synnott ADON and Aisling Hassett CNM3 St. Michael's Unit.

There were over 120 people sharing "Tea and Talk" and the feedback was overwhelmingly positive.

Thanks to Donna Peyton Health and Well-being Co-ordinator and MUH staff, Josephine Griffin, Patient Liaison Officer and Tracey Dineen, Household Services, who assisted on the day. A special word of gratitude to the Catering Department for the splendid spread. A thank you also to the South Southwest Hospital Group for supporting this initiative which is now set to become an annual event.

Congratulations to the winners of the two Spa vouchers donated by the Kingsley Hotel who were Dr. Kate McCarthy, Cardiology and Michelle Donnellan CNM2, St. Michael's unit.



Lyndsey Kinevane and Ann Marie O'Driscoll.



Anna Higgins and Dr. Helen Richards.



Ann Corcoran and Mary Carroll.



Stephen Murphy and Ronnie Dorney of Health Action Zone with Margaret McKiernan and Donna Peyton.

Mercy Spirit

Sincere thanks to the staff of the MUH Catering Department who answered the call of Patient Liaison Officer, Josephine Griffin, when she sent out a request for donations of dressing gowns, nightdresses and slippers for patients who needed them. Charlotte Callanan organised a collection with her family and the Catering Staff and raised a whopping €380 to purchase these valuable items for our patients.



3rd from R: Charlotte and the MUH Catering team with their donation.

Building Awareness: Sepsis



The Sepsis Team at MUH have had a busy and eventful few weeks. From cinema screenings to award ceremonies. building awareness of Sepsis is to the fore here at Mercy.

World Sepsis Day: Photograph, Art & Poetry Competition

Mercy University Hospital and the South Infirmary/Victoria University Hospital (SIVUH) joined forces to honour World Sepsis Day on September 13th. A Photograph, Art & Poetry Competition was run across the two hospital sites, under the theme of Sepsis. The number of submissions across all categories was substantial and all entries went on display at MUH before subsequently moving to SIVUH to be showcased.

Congratulations to MUH joint winners Dr. Mortimer O'Connor, Medical Registrar (photo of river, titled 'Teamwork') and Ms. Catherine Leggett, Ward Clerk for her Poem 'We have no Sepsis anymore'.

Congratulations to SIVUH joint winners Ms. Anita O'Regan HR Manager for her poem 'Sepsis Sneaks' and Gwen O'Regan, 4th year student nurse, blue abstract photos 'Manifestations' & 'Hoists'.



National Sepsis Summit 2017 and the Winner is.

Congratulations to CNM2 Teresa Marshall, Dr. Deirdre O'Brien, Consultant Microbiolgist and all the MUH Sepsis Team as MUH received joint first Award at the 4th National Sepsis Summit at Dublin Castle. The Award acknowledged MUH for the Best Sepsis Quality Improvement Programme.

Special Screening of "Starfish"

MUH and the MUH Foundation were delighted to team up with the Gate Cinema and Cork Film Festival for a special screening of "Starfish" - a film based on a true story about a young man who developed Sepsis and loses all his limbs. This touching and heartfelt story has been used throughout the UK to promote recognition of Sepsis among healthcare workers. The Screening received tremendous support from the MUH Foundation, who sponsored tickets, to media coverage from Red FM and the Evening Echo. The Screening together with the Awareness programme were a fitting start to Mercy Week celebrations.





MUH fetes Centenarian

In a year marked with significant milestones, Mercy University Hospital was delighted to celebrate a special milestone for one of its patients, Mrs Elizabeth Shinnick on the occasion of her 100th birthday.

On November 9th four generations of the Shinnick Family joined with the team on St. Mary's Ward to mark this very special occasion. On behalf of the hospital, Deputy CEO Jim Corbett formally congratulated the nation's newest centenarian.

A Night to Remember. Anniversary Celebrations

Mercy University Hospital and the Mercy Hospital Foundation marked their two important birthday milestones (160 and 10 respectively) with a spectacular Anniversary Ball on November 17th hosted at the Clayton Silversprings Hotel. MUH and MUHF were delighted to welcome Minister for Health Simon Harris and Minister for Foreign Affairs Simon Coveney together with Oireachtas members, Deputy Billy Kelleher, Deputy Michael McGrath, Senator Colm Burke, Senator Jerry Buttimer and distinguished guests from across the civic, business and healthcare sectors to this momentous occasion.

Mr. Jonathan Healy of Newstalk presided over events and MUH CEO Sandra Daly and MUHF CEO Micheal Sheridan delivered a warm welcome to all present. Ms. Daly declared that *"Tonight is a celebration of our legacy, honouring our traditions and affirming our ambitions for the future. For 160 years, Mercy University Hospital has been in the privileged position to have served our patients, their families and the community of Cork and beyond. We have so much to be proud of."* Mr. Sheridan acknowledged that this is *"an evening to celebrate 10 years of the Foundation supporting the hospital in delivering advancements in the diagnosis, treatment and care of its patients through fundraising and philanthropy"* and urged all present *"to join us on the journey into the future"*.

The Mercy Ball is an annual event where staff, former patients, individuals and supporters from the corporate world come together to celebrate and in turn, raise vital funds to help give our patients the very best care possible.

The evening was a wondrous celebration of Mercy with entertainment, delightful dining, good company and the opportunity for some to go home with generously donated prizes. Entertainment by The Roaring 40's and DJ D2K ensured everyone kept dancing until the small hours.



(L-R): Deputy Michael McGrath, Deputy Billy Kelleher, CEO MUH, Sandra Daly, Minister Simon Harris, Minister Simon Coveney, MUH Board Chairman, Michael O'Sullivan, MUHF Board Chairman, Jerry O'Flynn and CEO MUHF, Micheal Sheridan.



(L-R): CEO MUH, Sandra Daly, Sr. Miriam Kerrisk, Sr. Coirle McCarthy and CEO MUHF Micheal Sheridan.

Welcoming Michael Ryan - Coordinator for Chaplaincy Services

In February 2017, MUH was delighted to welcome Michael Ryan who was appointed to the role of Co-ordinator of Chaplaincy Services. Originally from Tipperary, Michael brings with him many years experience of Chaplaincy in both hospitals and schools.

Prior to joining MUH Michael worked with the Chaplaincy team in the Bons Secours Hospital, Cork. Michael qualified in Hospital and Schools Chaplaincy, and holds a Degree in Theology and an MA in Guidance and Counselling.

Michael sees the role of Chaplaincy as providing space for patients to explore what is happening for them during their time in hospital. The Chaplain is called to "be with" the patient's and their families and to offer a listening supportive spiritual presence, to all, irrespective of their belief. Michael also has a particular awareness of the role of pastoral care to patients and family in end of life care in keeping with the values of the Sisters of Mercy.



Mercy University Hospital and its Rare Treasures...

One of the truly remarkable features of Mercy University Hospital is the beautiful decorative ceilings. In this our 160th year, it is an opportune time to learn a little more about their history. Kevin Holbrook, Decorative Plasterwork Conservator, was delighted to take Mercy Times on a little journey through time...



"On the subject of decorative plasterwork in Ireland, the vast majority of research and written work is firmly based in what can appear as the separate of Dublin, with the rest of the country being given scant coverage, but in the city of Cork there lies a gem of architectural art. In 1765 the architect Davis Ducart presented the Cork City Corporation with plans for the Mayoralty House, now known as the Mercy University Hospital. The City Corporation took its first steps in building a suitable home, its' Mayors in 1763, when a committee was formed and the site of Haman's Marsh was deemed to be the ideal location. While it has been noted that Ducarts costings and supervision were far from perfect, the City Corporation spared no expense in the internal decoration and clearly wished to impress visitors with a Tour de Force of plasterwork artistry, to this end. On the 22nd of January 1768 the committee and building overseers appointed the stuccodore Patrick Osborne for the stuccoing of the staircase lobby and drawing room.

While much has been written on the high plasterwork art of freehand stucco in mid 18th century Ireland, the primary characters most talked about tend to be the foreign travelling stuccodores of Swiss/Italian origin known as Paolo and Filippo Lafranchini or the Belgium stucco worker Barthelemij Cramillion. While their work can be seen as the vanguard of an invasion of continental style, a well-established pedigree of home grown plasterers wasted no time in fine tuning their own skills in this new fashion of stucco work. Into this evolving art form comes the stuccodore Patrick Osborne, like the vast majority of 18th century Irish craftsmen his origin is unknown, but as regards his stucco style it is clear that this is a man who has learnt his craft with masters of continental skill and flair . The Rathcormac house known as Kilshannig, designed by Davis Ducart contains one of the last remaining projects carried out by Filippo Lafranchini in Ireland. The work carried in the 1760s under the directorship of Filippo would have included a group of highly skilled artisans. While there is no documentation to directly link Osborne to Lafranchini, the style, skill level, dates and link to Davis Ducart, make Osborne a strong contender for being part of the Lafranchini squad, and Kilshannig may well have been his spring board for launching himself as head of his own team of stuccodores and plasterers.

While many would consider the stucco work in the Mercy University Hospital, to be a heavily modelled style of baroque plasterwork of European influence, the style Osborne produced was in fact a blend of changing fashion, a unique insight into an Irish craftsman's growing confidence and freedom to express his own craft flair and compositions. The staircase ceiling and cornice is well executed, and while it may be termed traditional, it should be remembered that this was the Mayors residence and as such needed to reflect the City in a light of sophistication, strength and enduring stability, just the place to set up business. The cornice/entablature is styled in the Roman Doric order, an order which exudes masculine strength, with the ox skulls (crania) and heavy detailing. The ceilings bold use of scrolling acanthus in high relief, yet controlled in a symmetrical frame work, is indicative of the formal presentation required by the client. Masks, urns and baskets of fruit allowed Osborne the opportunity to display his versatility. While the ornamentation may appear blurred, at Castletown Cox where conservation work was carried out, the true crispness of Osborne's work shines through.

The physiotherapy treatment room ceiling and frieze mark the separation from the European inspired formality of the staircase ceiling, in this room can be witnessed a full flowing example of Irish stucco work, described as rococo, this is not the French inspired rococo of Jean Brain, but a home grown metamorphosis, freedom of movement, clearly displayed in the use of animated stucco birds, swirling acanthus and foliage, while framed by a Corinthian cornice exude energy and originality. While the ceiling may be described as a bold and definitive break from the European baroque, then the frieze stucco work is the "coup de grace" for any sense of baroque formality.

This is pure Irish artistry, the running acanthus, cornucopia with a hint of rocaille, mark this work out as the work of an inspired and innovative craftsmen. As in the staircase, the stucco work appears blurred, one wonders at what wonders would appear, should a conservation scheme be considered.

The ornamental stucco work carried out at the Mercy University Hospital by Patrick Osborne gives us a unique insight into the transitional style that evolved as this craftsman left the guidance of his stucco work master and gained the opportunity to test his own metal. While much has been written of other Irish plasterers such as Robert West and others in Dublin, this work by Osborne gives us a rare if not unique link to a craftsman who gained a European style training before letting his Irish style and unrestrained talent pour forth, which unquestionably places these ceilings, as artistic pieces of work of truly national importance."

Formative Experiences: Student Nurse Placement in Lourdes

This year six second year nursing students from Mercy University Hospital, South Infirmary Victoria Hospital and Cork University Hospital experienced a placement with a difference.

The Cloyne Diocesan Pilgrimage to Lourdes took place on June 1st and was led by Bishop William Crean. The students joined a dedicated group of volunteer nurses, led by Professor Geraldine McCarthy, doctors, handmaidens, brancardiers, Chaplains, youth leaders and youth helpers. UCC facilitated this experience as part of their community nursing placement where students gain experience outside the acute setting.

The week was a valuable and formative experience for the students as they had the opportunity to see at first-hand how people and families live and cope with challenges to their health. In addition, the placement gave the students the opportunity to explore spirituality and its relationship to health. Learning opportunities varied depending on the conditions of the assisted pilgrims travelling with the Diocese. They can range from dealing with severe life threatening conditions and physical disabilities, to differing levels of intellectual disability, and social or emotional needs.



Prof. Geraldine McCarthy (centre) with the Students flanked by Sile O'Grady (left) and Marie Therese Keating (right).

Feedback from the students about their trip to Lourdes was extremely positive and uplifting. They spoke about how nervous they were at the beginning and a fear of the unknown as it was so different to the routine in the hospital setting. Each student had a preceptor to work with. They were made feel part of the team and quickly got to know everyone from the helpers to the assisted pilgrims. The students noticed immediately the team spirit evolving as the days went by with everyone working in unison where the assisted pilgrims were at the heart of the pilgrimage. Kindness, patience and laughter filled the air in the hospital where everyone was treated as friends and family. There were no worries, stress or tension making the search for inner peace precious.

These are some of their own memories, in their own words, that will remain with them forever...

"Lourdes was an amazing experience and one I will never forget. The pilgrims taught me so much about faith and the effect it can have on those suffering both physically and mentally."

"The days were long, starting at 6.30 am and not finishing until 10 pm or 11 pm some nights but it was such a privilege being able to help that it didn't matter."

"Patients need much more than just physical help; it was the emotional and spiritual support that overwhelmed me"

"It was the moment at the anointing of the sick that really opened up to me what Lourdes really is about. I wasn't there for myself but purely for the invalids and pilgrims."

"You forget about any minute worries that may have been pondering in our heads at home and just put all your focus in helping these people. It is something I hope that I have brought back to my placement and will continue to throughout my nursing career."

"I feel that the trip brought out the best in everybody."

Congratulations Board of Directors

Mercy University Hospital is proud of the calibre of personnel on its Board of Directors. Board membership is based on skills, experience and knowledge and this has been further accentuated in recent months by two very important appointments within their individual domains.



Professor Mary Horgan has become the 142nd President of the Royal College of Physicians of Ireland. Professor Horgan is the first female President appointed and the first outside of the Dublin region. Professor Horgan is *"committed to ensuring that Ireland continues to train doctors to provide world class medical care and to provide leadership in our health service in these challenging times".*



Professor Colin Bradley, Head of Department of General Practice UCC (together with Dr. Sheena McHugh) has been awarded the Fulbright HRB Health Impact Award to conduct research in the United States. Since 1957 this programme has provided European citizens with the opportunity to study, research or lecture in the US and vice verse. As Fulbright – HRB Health Impact Scholar, Professor Bradley will collaborate with colleagues from the University of Oklahoma to undertake research on strategies to improve opiod prescribing by primary care physicians.

Chicken Adobo Recipe

(Submitted by Mr. Geraro Medina, RGN, M-UCC)



- 2 tbsp vegetable oil
- 1 chicken cut into pieces
- 1 large onion
- 2 tbsp minced garlic
- 1/3 cup white vinegar
- 2/3 cup soy sauce
- 1 tbsp garlic powder
- 1 tbsp black pepper
- 1 bay leaf

Cooking Instructions:

- Heat oil in large pan med-high heat.
- Cook chicken until golden brown on both sides. Remove and set aside.
- Stir in onion and garlic cook until soft and brown.
- Pour in vinegar and soy sauce seasoned with black pepper and bay leaf.
- Add browned chicken, increase the heat to high.
- Bring to boil and simmer until the chicken is tender and cooked through 35-40 minutes.
- Serve with boiled rice.
- Enjoy!



Wiki: Philippine Adobo (from Spanish adobar: "marinade") is popular dish and cooking process in Philippine cuisine that involves meat , seafood, or vegetable marinated in vinegar, soy sauce and garlic. It has sometimes been considered as the official national dish in the Philippines. The process dates back to Pre-Hispanic period likely as a means of preservation through the use of vinegar.

Cork City Champions visit to MUH

Fresh from their recent triumph, the players from Cork City FC – the 2017 SSE Airtricity League of Ireland Champions – stopped off to visit the children in St. Anne's Ward to share in their celebration and catch a glimpse of the trophy.

Along the way, they stopped off to meet some MUH staff (and avid supporters) on duty.



(L-R): Gerry Mc Carthy, Declan Hanley, Martin Molloy, Philip Aldridge and Finbarr O' Leary.

Foundation Features

Mercy Stars

Another fantastic Mercy Week was brought to a close by the 2017 Mercy Stars Awards. The Clayton Hotel on Lapps Quay served as the setting for the fifth annual awards night on Friday September 29th.

The Mercy Stars is an opportunity to celebrate and recognise the incredible work carried out by fundraising volunteers and Hospital staff every year.

Congratulations to all those who were nominated and won awards on the night.



Clinical Team of the Year – the Mercy Urgent Care Centre – receiving their Award from Professor David Kerins.

The Hospital Winners were:

Clinical Team of the Year:	Mercy Urgent Care Centre.
Ward Team of the Year:	St. Anne's Paediatric Ward.
Support Services Team of the Year:	Technical Services Maintenance Team.
Hospital Services Team of the Year:	Medical Secretaries.
Lifetime Achievement Award 2017:	Paul Ahern (Clinical Nurse Specialist in Men's Health/St John's

There were two special presentations for 40 Years of Service to:
Mary Harris of the Catering Department and Mary Twohig, Healthcare Records Manager.

Mercy Heroes

In October 2016, the MUH Foundation rolled out the first Mercy Heroes campaign. It proved to be a huge success and demonstrated a high level of support for Mercy University Hospital. Mercy Heroes returned on October 13th.

Heroes are found in Mercy University Hospital every day, from patients and their families to the staff. The MUH Foundation, cognisant that Heroes can be found everywhere, challenged members of the public to become Mercy Heroes for one day by encouraging them to hold coffee mornings, organise dress up or dress down days in school or work or to simply donate to the MUH Foundation to help raise funds.

Secondary schools and communities came out in force for the day on Friday October 13th holding coffee mornings and street collections. Children from Mercy University Hospital were given a special VIP tour by the Heroes of Cork City Fire Brigade of the fire station on Anglesea Street.

The Catering Department of MUH very kindly hosted their own coffee morning in both hospital canteens and held a raffle to help raise funds which will go towards purchasing vital profiling beds for critically ill patients at Mercy University Hospital.



CNM1 Una Dineen gets some support from our colleagues in the Fire Service on Mercy Heroes Day.

Christmas Cards

It's that time of year again. Why not send a Christmas Message whilst supporting Mercy University Hospital.

Are you... Winter Ready?

Winter is the season that brings a myriad of challenges in terms of health and weather. Mercy Times has some important messages from our Occupational Health Department and Health & Safety Officer, Damian Harrington to help everyone stay safe...

Seasonal Flu Vaccine: Message from Occupational Health Department.



The flu vaccine is available during Occupational Health's regular weekly Wednesday Clinics from 11.00 - 13.00.

All areas around the Hospital will be visited during the campaign and if you wish the to attend a particular area or if you wish to avail of the seasonal flu vaccine outside of the normal clinics please contact the Occupational Health Office - by phone at ext 5307, or e-mail occhealth@muh.ie.

Please keep an eye on the Mercy Intranet, and the TV in the Canteen as they will broadcast where the clinics are being held and what time they are running.

We will have an iPad Mini and a Hamper to raffle at the end of the season as well as a voucher for a FREE coffee/tea & scone in the canteen for everyone who receives the vaccine.

Seasonal Challenges: Message from our Health & Safety Officer

Severe weather challenges affect all of us. Activities that we take for granted can become difficult or even hazardous when severe weather occurs. However, by taking some simple steps you can reduce the impact of such events.

Personal Safety – Staying Safe -

Many slips, trips and falls are preventable by taking account of the following:



- In icy weather, wear well-fitted shoes with non-slip soles if you have to go out but try to limit walking during the cold weather.
- Have your vision checked, eyesight changes as we get older; poor vision can increase your chances of falling.
- Some medicines or combinations of medicines may make you feel faint or light-headed which could lead to a fall.
- Consider wearing a personal alarm so that family or neighbours are alerted if you fall.
- Eat regular hot meals and drink plenty of fluids, this will keep you warm and will give you energy to keep active.
- If you have a fall, even a minor one, make sure you visit your doctor for a check up.

Fall Prevention in your Home:

- Leave a low energy light on at night time, preferably one with a high light output.
- Use a non-slip shower or bath mat.
- Make sure wires or cords from lamps, telephones etc. do not trail where you walk.
- Arrange furniture so that you can easily move around all your rooms.
- Keep the floors clear from papers and books etc. that could cause you to trip.
- Remove rugs or use non-slip tape or backing so rugs will not slip.
- Consider installing hand rails on both sides of the stairs.

Health Advice.

Keeping Well and Warm -Everyone, especially older or more vulnerable people, should remember to take extra care during a cold spell. Elderly people should not venture outdoors in severe weather if possible. The public are asked to make a special effort to keep in contact with their neighbours and relatives, particularly those living alone.

Mercy University Hospital will engage with Cork City Council in relation to their Winter Plan, however we must all be mindful and take extra care whilst using: Roadways, Car Parks, Footpaths, Bridges. (Note: this is a non exhaustive list)

The main message is simple - be prepared, stay safe and know where to find help should you need it,. The winter-ready booklet prepared by the Government Task Force on Emergency Planning provides additional information and this document is available via Web link **www.winterready.ie** or on Aertel Page 592.

Paying Forward: Magical Moments!

Cork based Magician David Pearce put on a special performance, during the summer, for our patients as a thank you for the care that he received recently as a patient.



Mr. Pearce kicked off his show on St. Mary's Ward. The Day Room was a fitting location as many of our patients were taking some time out to relax, get their hair done and could also enjoy the Magic. St. Anne's Children's Ward was next on the magical journey with a final stop off at St. Frances Unit at the St. Mary's Health Campus, Gurranabraher.

Mr. Pearce has been performing since 2005 having inherited his love of magic from his father and great grandfather and we were delighted to welcome him back.

Triumph: Inter Hospital Cup Glory

Congratulations to the South/South West Hospital Group soccer team who became the first non-Dublin team to win the Hospitals Cup tournament in May of this year.

Since 1948, teams from Hospitals across the country have been competing annually for the famous 111 year-old Independent Trophy. Around the time of World War I, the Independent Trophy was the prize for an annual challenge match between the British Army and the top Irish players of the day. After Ireland's War of Independence, it was the first trophy competed for by the 'Free State XI'-the forerunner of the Republic of Ireland international team.

The Cork team defeated both the Trinity and RCSI hospitals 3-0 on their way to a tight 1-0 victory over the Mater Hospital in the final. A fantastic achievement, a proud moment and a great day!



The team is made up of doctors and medical students and includes Mercy NCHDs past, present and future.

"Valuing Voices Programme for NCHD's" Valuing staff knowledge and creativity.

Using Staff Listening and a Front Line Ownership Methodology to improve quality.

Mercy University Hospital, Cork nominated pilot site for NCHD Wellbeing nationally from July 2016/July 2017

Objectives /Aims

In 2017, in partnership with the Quality Improvement Division (QID), the HR Department at Mercy University Hospital commenced a programme to test the Valuing Voices Programme as a staff engagement methodology designed to build leadership capacity by training and mentoring four local facilitators to engage NCHD's and enhance teamwork using a combination of staff listening, action planning and Front Line Ownership techniques. NCHDs who participated in the programme had an opportunity to share and act on their ideas and suggestions for improvement with the facilitators through a series of listening, action planning and implementation sessions. The focus of the work was to improve NCHD wellbeing.

Method

The QID Lead for Staff Engagement trained four facilitators – (Dr Mortimer O'Connor, Dr Megan Alcock, Fiona Lynch and Victoria Collins HR Department) in the methodology and provided mentoring throughout the process to co-design interventions based on local need. The Medical Manpower Manager (Fiona Lynch) in consultation with the Lead NCHD (Dr. Mortimer O'Connor) led the project on site. The local implementation was delivered in four stages detailed in the table below. A total of 20 NCHDs participated in staff listening sessions with the goal of improving NCHD wellbeing whilst 12 NCHDs participated in an action planning session.

A follow-up action planning session focused on 4 themes identified at the listening sessions.

- Introduction of a handover book.
- Review and improvement of the bleep policy.
- Enhancing the on-call rota and distribution of work on nights and weekend call.
- Introduction of additional computers to improve efficiency on the ward.

Using a front line ownership ethos, the facilitators coached 12 staff members to act on these themes. The Executive Management Board agreed to support and act on the top three suggestions for improvement. The project was also supported by the National Lead NCHD.

Key steps of the Programme

Step One: Facilitating a listening session.

- Identified what's working well and our top priorities for improvement.

Step Two: Facilitating an action planning session using a Front Line Ownership (internationally recognised approach)

- Using critical and creative thinking to develop an action plan based on outputs of listening sessions and what interests you.

Step Three: Facilitating implementation sessions using a front line ownership approach.

- Frequency of meetings determined by local team.
- Local facilitators receive ongoing mentoring.

Step Four: Sharing success stories / innovation.



(R-L): Dr. Mortimer O'Connor together with Fiona Lynch, Medical Manpower Manager, Victoria Collins, Talent Acquisitions Specialist and Dr. Megan Alcock.

Benefits/Results

The methodology was well received at both the training for facilitators and the staff listening sessions with 100% of facilitators and 78% of NCHDS saying they would recommend it to colleagues.

- 44% indicated that they felt 'extremely' or 'very much' more engaged in their work after the sessions.
- 78% indicated that they were extremely or very much encouraged to improve quality in their area.
- 100% indicated that it was good way to get to know colleagues.
- 100% said it was fun!

Subsequently, Dr Mortimer O'Connor, NCHD Lead July 16/July 17 submitted a poster based on the project to the National Lead NCHD Awards that took place on 1st September 2017. The project was awarded 1st prize at the Lead NCHD Awards 2017.

Thank you for your support!

The project was supported by the staff of Mercy University Hospital, the Executive Management Board of MUH, the Quality improvement Division, Dr. Catherine Diskin, Lead NCHD and Dr. Philip Crowley, National Director Quality Improvement. Thanks also to Yvonne Delaney and Steve Pitman RCSI for guidance regarding measurement. MUH supported the release of staff members to participate in the coaching and project development. Many of the staff gave their time freely to participate.

Mercy International

MUH was delighted to extend warm welcomes to our Mercy colleagues from both sides of the world over the last few months. Such visits enable our hospital to forge greater links with its wider Mercy family and foster important relationships. In May, Carmel Crawford, visited from the Institute of Sisters of Mercy of Australia and Papua New Guinea. Carmel is a member of the Mission and Ministry Team and the first lay person to lead out the Mercy Ethos Office there. We were delighted to share Mercy experiences with Carmel and foster greater relations with the wider international Mercy family.



Deputy CEO Jim Corbett presenting Carmel with a copy of his publication on the history of Mercy University Hospital – "Touching the Lives of the Poor".



Sr. Claudia and Co-workers on their visit to MUH.

In early September, we welcomed Sr. Claudia Ward and sixteen of her co-workers from the Sisters of Mercy Health System, St. Louis Missouri. Sr. Claudia, who is a specialist in Education and Organisational Development, and her co-workers were particularly delighted to be visiting the first dedicated Mercy Hospital. Whilst their visit was all too short, there was enough time for some tea and a short talk on the history of the hospital from Deputy CEO, Jim Corbett.

MUH Conference Spotlight: Paediatric Continence

The MUH Centre of Nurse Education hosted a Paediatric Continence Conference on November 8th which was organised by Ann Cummins, Director of Centre of Nurse Education and Edel O'Neil, CNM2, St. Anne's Paediatric Ward, MUH.

MUH Assistant Director of Nursing, Carol Hunter opened the Conference and delivered the welcoming address. Conference topics included Day & Nocturnal Enuresis in Childhood, Continence Needs in Children with Additional Needs etc. and were delivered by MUH multidisciplinary staff together with contributions from North Lee Services and Our Lady's Children's Hospital. The Conference was a great success and general feedback was positive. Comments received from participants included:

"The topics covered were varied and targeted. All very relevant to daily practice."

"The information gained was very interesting."

"I feel confident going forward that I will be giving the best and most relevant advice."



(L-R): Edel O'Neill, Eimear Daly, Eileen O'Riordan, Jackie Cogan and Ann Cummins.

MUH Clinical Director: A Farewell and a Welcome

After 5 years of dedicated service to the role of Clinical Director at MUH, Prof. David Kerins's tenure came to an end in October. Prof. Kerins's invaluable contribution during this tenure was acknowledged by staff, colleagues, Executive Management Board and MUH Board of Directors alike. Following an active recruitment process from within MUH, we are delighted to extend congratulations to Dr. Kieran O'Connor, Consultant Physician in Geriatric Medicine who has recently assumed the role.



(L-R): Dr. Kieran O'Connor, Ms. Sandra Daly and Prof. David Kerins.

MUH Retirements:

Mercy Times wishes to continue celebrating the years of service of our colleagues who have retired. Therefore, we are making a minor adjustment to the Retirements piece in Mercy Times and all of our 2017 retirees will be included in the first edition of 2018 and every year subsequently. The new format will include staff name, job title and department. We will include a photograph where permission has been received. If you wish to include your colleague, please contact a member of the Mercy Times Committee and we will assist where possible.

Welcoming Mark Kane – Technical Services Officer

MUH is delighted to welcome Mark Kane to the role of Technical Services Officer. Mark has over 20 years post graduate Engineering experience, 17 of which have been spent working in a technical capacity in a Health Care setting. Most recently Mark has held the post of Estates Manager for the HSE Southern Area with a responsibility for maintaining and developing the HSE's built assets across Cork and Kerry in both Acute and non Acute settings. This would have included the delivery of a €250M capital investment programme over a five year period.

Prior to his tenure at HSE Estates, Mark worked as the Engineering Officer in MUH in the early 2000's and was delighted to return to the Mercy in April to head up the newly created Technical Services Department.

As head of Technical Services, Mark has responsibility for capital development of the Hospital, managing fire safety and infrastructural safety, maintenance and upkeep of existing facilities and their business critical engineering systems, property management and energy management.

He is committed to providing technical leadership to ensure the Hospital is developed and maintained in line with its clinical requirements. A key objective for the Technical Services Department is to continuously seek to deliver an improved built environment that enables its staff deliver optimum patient services, ever mindful of the mission, ethos and values of MUH.



Competition Winner: Know Your Mercy?

Thanks to everyone who submitted their entry for our quiz.
Congratulations to **Lynda O'Neill** who was drawn first out of the hat having correctly answered all the questions.



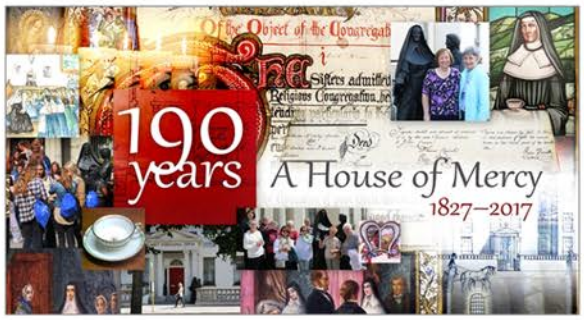
Lynda O'Neill receiving her prize from Mercy Times Committee Member Colin McKeon.

So how well did you know your Mercy?

- St. Patrick
- Catherine McAuley
- Mansion House
- The Lord Mayor
- 1911
- 1998 by Mr. Brian Cowen
- 2nd of May 2008
- Mercy Foundation (10th Birthday)/Mercy Urgent Care Centre (5th Birthday)/CPR Service (20th Birthday)
- Sr. De Pazzi, Sr. Laurentia, Mary Dunnion, Bridie O'Sullivan and Margaret McKiernan
- Osborne Brothers

Mercy Time Out...

As Mercy University Hospital is celebrating its 160th birthday, the Congregation of the Sisters of Mercy are also celebrating 190 years of service. In 1827, Catherine McAuley, together with her volunteers and later Sisters of Mercy, took the first "footsteps of Mercy" and opened the first House of Mercy. Today everyone who works in a Mercy organisation continue in those footsteps in the work that we do and how we are present to others...



Reflection... Meeting Mercy

May you meet Mercy each day;
In the light of your own heart
At the hands of your loved ones,
In the eyes of the stranger and the needy.

And if by chance you do not at first meet it,
Then search your heart for it,
Listen patiently for word of it,
And it will tap you on the shoulder,
A quiet surprise
A small gesture
The tender look,
given and received
In the encounters of the day.

Sr. Mary Wickham, RSM

St. Francis Unit Celebrates its 1st Year of Service

On September 21st, staff of St. Francis Unit marked its 1st year of patient service with a special blessing by Fr. Marius O'Reilly and a celebration for staff and patients alike.



CNM2 Eileen Kenny cutting the Birthday Cake with the support of her colleagues.

Acknowledgement: TRUST

Professor Patricia M. Kearney, the lead Principal Investigator in Ireland for a clinical trial called **TRUST** (Thyroid hormone Replacement for Untreated older adults with Subclinical hypothyroidism) made a special presentation to MUH on the conclusion of the clinical trial. The randomised placebo controlled Trial was conducted over the past few years in the Clinical Research Facility, which is housed in Mercy University Hospital.

The results of the trial have just been published and thus Prof. Kearney took the opportunity to say thank you to MUH by hosting a special reception and presenting a plaque to the hospital. Chief Medical Scientists, Katherine Duggan and Eithne Barden, were integral to the organisation of this special event.



NCHD Farewell & Prize Giving

The annual NCHD farewell party and prize giving ceremony was held in the MUH Drawing Room on July 6th This event is now a staple in the MUH social calendar. Hosted by the Consultant Medical Board it provides an opportunity to say "Thank You" to all the NCHD's for their hard work during their time with us.



Successful Grant Application – Health Research Board (HRB)



Congratulations to Mr Tom Murphy, Consultant General and Oesophago-Gastric Surgeon who, in conjunction with Professor Paul O'Toole, Microbial Genomics School of Microbiology & APC Microbiome Institute, UCC, made application to the HRB Investigator Led Projects (ILP) 2017 for funding for a research project titled '*The microbiome as a risk factor and biomarker of oesophageal cancer*'.

Research in this area is in the early stages and if biomarkers were established from this study, the impact for surveillance and possibly for treatment could be substantial. Mr Murphy and his colleagues were notified on August 17th that their application was successful and were awarded €290,000 for the study.

Community: GP Study Day





MUH was delighted to host a Study Day for our GP community on September 7th in the River Lee Hotel The Study Day was graciously organised and facilitated by Mr. Paul Sweeney, Consultant Urologist with the support of Paul Ahern, Clinical Nurse Specialist and Siobhán Kenny (CEO's Office). It was a busy and interesting day with a wide spectrum of topics presented by MUH Consultants ranging across all hospital specialties including Oncology, Urology, Vascular, Pain, Respiratory, Paediatrics, Upper GI, Hepatobiliary, Cardiology, Nephrology and Care of the Older Person.

Here is a snap shot of some of the images of the day...







Mercy Treasure Hunt

Find these treasures, located in public areas, throughout the hospital, rightly identify them, answer the associated question and you will be in with a chance of winning one of 2 prizes to mark our 160th birthday:
1st correct answers out of the hat: €100
2nd correct answers out of the hat: €60



Where is this plaque located?
What name did the native North Americans give to Archdeacon Murphy?



Where would you find this photo displayed?



Where will you find this?



Where is this sign located?
In which compass direction is it facing?



Where is this crest located?
What does the inscription SALUS INFIRMORUM mean?



Name this lady and the office she held.
Where is the plaque bearing her name located?



Where is this painting located?
In which MUH department does the artist work?



Name this emblem.
Where is it located?



On which link bridge will you find this banner?
Define the MUH value of Team Spirit.



Where will you find this framed medical poster?
Who was Hippocrates?

NB: the deadline for submission is 26th January 2018.
Please place your entry in the designated box in the Post Room with your name and contact details!
Only one entry per person - more than one entry will result in disqualification.

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.

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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.

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Editorial Committee