MERCY UNIVERSITY HOSPITAL, CORK LIMITED

mercy times

Issue No. 27 July 2018

Location… Location… Location…

Mercy University Hospital Outpatients Departments (OPD) moved to a new home in early January. The new purpose built, patient friendly facility opened its doors on January 15th and replaces the old facility on Millerd Street.

The new OPD is located on Lynch's Street, with the wheelchair entrance sited on Sheare's Street. New disabled parking spaces have been assigned specifically for the new OPD and Cork City Council have worked with MUH in ensuring the safety of patients attending the new facility, e.g. installation of new traffic lights, road layout etc.

Assistant Director of Nursing, Martina Hughes captured the excitement of staff *"It's just like moving house; we've brought everything from the old building to this new facility. On most occasions the OPD is the first contact a patient has with Mercy University Hospital and that's why it is great to have this new facility which is welcoming, modern and comfortable"*.

The new building spans two floors and caters to Consultants and Nursing staff in various fields ranging from general medicine and surgery to paediatrics, haematology and cardiology. In 2017, the OPD catered for over 45,000 patients, between the general department and the Warfarin clinic, and is predicted to cater for a similar number during 2018.

The entire move and opening was a year in the planning to ensure no disruption for our patients and congratulations to all involved ensuring the process ran seamlessly.



National Patient Experience Survey

As Mercy University Hospital participates in the 2nd National Patient Experience Survey (by HIQA in partnership with the HSE and the Department of Health) for 2018, the hospital welcomed the publication of the results of the first Survey undertaken in 2017.

This survey provides a great opportunity for patients to tell us about their hospital experience and the information gathered provides a comprehensive picture of the quality of healthcare delivered in Ireland's Acute Hospitals, from the patients' perspective.



L-R Carol Hunter, MUH Operations Director, Sandra Daly, MUH CEO, Rachel Flynn (Director of Health Information & Standards – HIQA), Winnie Ryan (HSE National Lead, Patient & Service User Feedback) and Mary Deasy, MUH Quality & Risk Manager.

2017 Survey

A total of **13,706** patients across Ireland responded to the first survey. We are encouraged by the number of patients who responded at MUH, receiving a **54%** response rate which surpassed the national rate of **51%**. We are particularly encouraged that the findings show that our patients feel they are treated with respect and dignity at our hospital and that they have confidence and trust in our health professionals caring for them, which reflects the Mercy Values of Respect, Compassion and Excellence, Justice and Team Spirit in every sense.

Confidence and Trust

The survey identified many areas of good practice at MUH. Overall, **89%** of patients at MUH said they had a 'good' or 'very good' experience compared to **84%** nationally. The survey revealed that MUH patients have confidence and trust in the hospital staff and that they were treated with respect and dignity during their stay in the hospital. Patients reported a very good standard of cleanliness in wards and in bathrooms at the MUH. In general patients acknowledged that they were given sufficient privacy when being examined or treated on the ward. We will continue to build on this good practice and we will also work to improve the experience of our patients through enhancing the safety and quality of care we provide and by encouraging and supporting patients to participate in decisions around their own care.

Quality Improvement Plan

We acknowledge the comments from our patients who suggested areas for improvement and MUH is committed to making improvements in those areas, throughout the patient's journey of care at the hospital. The survey data has been analysed and a number of quality improvement projects are in place, in response to the findings. These include improvements to discharge planning and co-ordination ensuring there is an individualised plan of care for all patients at all stages of their care journey. Information on discharge is continually improved and enhanced to ensure patients and their carers are sufficiently informed to ensure their safe transition to home or to ongoing care. The crucial role of the patient's perspectives in establishing a safety culture at MUH is recognised and our patients and their carers at MUH will continue to be encouraged and supported to take an active role in the design and implementation of services and initiatives, reflecting patient's needs and preferences.

Thank You

We would like to again extend our sincere gratitude to our patients for providing us with their valuable feedback. The information received from all patients through the National Patient Experience Survey will provide us with an important context to improvement work at the hospital going forward and will guide our Strategy at the MUH, to continue to provide the high quality health care our community deserves.

The Report on the National Patient Experience Survey results for the MUH along with the National Report is available on www.patientexperience.ie.

Competition Winners: Mercy Treasure Hunt

Thanks to everyone who submitted their entry for our special 160th Anniversary Quiz.
Congratulations to Catherine O'Sullivan (winner of €100) and Noreen Moloney (winner of €60) who were drawn out of the hat having correctly answered all the questions.



Prize presentation: Siobhán Kenny (Mercy Times Committee), Noreen Moloney, Catherine O'Sullivan and Cleo Davies (Mercy Times Committee).

Did you identify all the treasures?

Q1: Front Hall; Black Eagle of the North

Q2: Second Landing; Salvation of the Sick

Q3: Front Hall (top of main stairs) Grotto.

Q4: Gable end of Lee View Block (side of Millard Street); Facing East towards the City.

Q5: Mary McAleese; President of Ireland.

Ground Floor (outside Admissions Office)

Q6: Heritage Wall; Corridor towards Radiology.

Q7: Glass Room; Haematology Department.

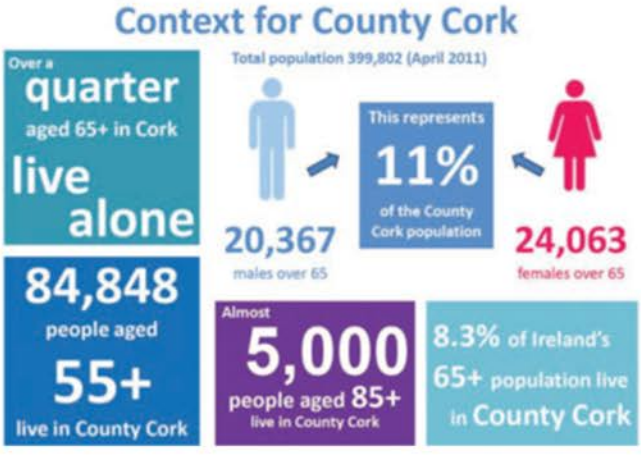
Q8: St. Brigid's Cross; St. Brigid's Ward.

Q9: 2nd Link Bridge (3rd Floor); Working together to achieve our common purposes.

Q10: Cardiology Dept (4th Floor, Lee View Block); Greek Physician – Founder of Medicine.

MUH Celebrating Older Persons

As a member of the Age Friendly Alliance, Mercy University Hospital participated in the recent Exhibition at the Cork County Older Peoples Council Bi-annual Celebration. Older people from across the county were invited to attend and the event took the form of a showcase where MUH, together with other organisations, had the opportunity to disseminate information in respect of the services provided and to highlight the positive initiatives being undertaken and introduced for older persons presenting to our hospital. It also facilitated an opportunity to engage to a greater extent with our civic partners to advance and improve the quality of life for older persons from a community perspective.





MUH Advanced Nurse Practitioners Sharon Maher (left) and Mary Hayes flying the Mercy Flag at the Cork County Older Peoples Council Bi-annual Celebration in the Vienna Woods.

Speakers on the day included Jim Daly, TD, Minister of State for Older People, Mayor Declan Hurley, Cork County Council and representatives of Cork County Council responsible for Older persons services.
The event was rounded off with lunch and a tea dance in the afternoon.

Joint Initiatives: Enabling Cultures of Person Centeredness

MUH participated in the inaugural roll out of a dedicated facilitator development programme, by the HSE, to enable cultures of person-centredness for persons who both use and provide services throughout the Irish healthcare system.

The programme involves developing work-based facilitators to lead culture change that supports person-centred practice within their own services. The programme is delivered by members of the Quality Improvement Division and Office of the Nursing and Midwifery Services Division of the HSE in partnership with Queen Margaret University, Edinburgh. This accredited programme builds sustainable capacity by imbedding cultures of person-centredness within services systematically and incrementally.

A key requirement of the Programme is to form a Team/Working Group committed to supporting continuous quality improvement and Mercy University Hospital were delighted to join with their fellow voluntary hospital, the South Infirmary Victoria University Hospital (SIVUH) to enable this. Ms Josephine Griffin, Patient Liaison Officer, Mercy University Hospital and Ms Brenda O' Brien, NPDC, South Infirmary Victoria University Hospital completed the National Programme and to ensure that change translates into practice, both the SIVUH and the MUH have set up a joint PCC working group of multi disciplinary staff to explore cultures of person centred care across their organisations.



Joint Working Group - James Murphy, Amy O' Halloran, Tara Friel, Tracey Martin, Josephine Griffin, Lorna Peelo, Brenda O' Brien, Gobnait Magnier, Roseanne Looney, Patrick O' Riordan and Michael Ryan.
Missing from photo Yvonne Callanan, Emma Croghan and Fiona Mc Ginley.

"He who sings, frightens away his ills." *- Cervantes*



The Mercy Choir first started to sing together in October of 2017. The idea behind the choir was simple - to help enrich Mass for patients, but also to establish a choir who would be able to sing at Masses on different occasions and at significant times of the year, including bereavement memorials, Mercy Day etc. An email was circulated to all the staff to see if there would be any interest. There was a great response and the rest is history, as they say!

Rehearsals occur once a week and the choir sing usually at the 12 noon mass on Wednesdays. The choir is also a great way for staff members to meet other people, from other Departments, within the hospital. Friendships have been formed. As one choir member put it: *"the choir promotes a sense of well being in the busy working day. It enhances a feeling of team spirit and community within the hospital."*

There are also social gatherings, and this is an area members would really like to see grow. If you are interested in singing, or playing an instrument in the choir, pop along to a rehearsal at 3.30pm on Mondays in the chapel, or speak to Fr. Marius after 12 noon Mass.

Welcoming Damian Harrington: Health & Safety Officer

In October 2017, Mercy University Hospital (MUH) was delighted to welcome Damian Harrington who has been appointed to the role of Health and Safety Officer. Damian brings with him many years of experience of Health and Safety from multifaceted settings.

Prior to commencing his tenure in MUH, Damian held the post of Health, Safety, Environment and Quality Manager with responsibility for risk management, promotion of positive Health and Safety culture as well as developing and implementing a comprehensive suite of procedures and processes to enable compliance with ISO9001, ISO14001, OHSAS18001 and SafeT Certification. Damian is also an active Committee member of the Southern District of the Institution of Occupational Safety and Health (IOSH)

As a safety and health practitioner here in MUH Damian has responsibility for;

- Monitoring, reviewing and reporting on accident and adverse incident data and trends, identifying possible breaches, corrective action and quality improvement plans in line with the hospitals Integrated Risk Management Policies.
- Outlining corporate requirements with respect to health, safety and welfare including governance arrangements and policy for health and safety.
- Ensuring compliance with all internal and external reporting requirements including the Health and Safety Authority (HSA).
- Developing a health and Safety Strategy and plan for the organisation to attain compliance with ISO 45001 and other relevant legislation.



Damian has a particular awareness of the importance of Health and Safety at MUH ever mindful of the mission, ethos and values of the hospital.

Supporting: Cork City Amputee Team

The Cork City amputee team was established in December 2017 and play in the Irish Amputee Football league along with Shamrock Rovers and Bohemians. They currently sit in second place in the league and are improving all the time.

Amputee football is one of the fastest growing sports in the world and the Irish Amputee Football Association was established in 2011. Since then the sport has gone from strength to strength. Ireland competed in a World Cup in Mexico in 2014 and most recently at the European championships in 2017.

The development of a domestic league has led to an increase of players engaging with the sport. Cork City FC were one of the first teams to establish an amputee team as they could see the potential for the sport in Ireland and understood that football is a sport for all.

The amputee team train weekly at the Cope foundation, Montenotte, Cork. They are always on the lookout for new players so please get in touch if you are interested.



The POLAR unit at Mercy University Hospital are delighted to support this initiative and have linked a number of individuals to the amputee football team which has been a great boost for them.

'Let food be thy medicine and medicine be thy food' - Hippocrates

The 'MUST' (Malnutrition Universal Screening Tool) is a must

When you think of malnutrition, images of poverty, starvation and emaciation may come to mind. However, malnutrition does not discriminate; it crosses all demographics and socioeconomic groups and occurs in adults and children of all ages and size. It is a global, clinical and public health issue which is under-recognized and under-treated.

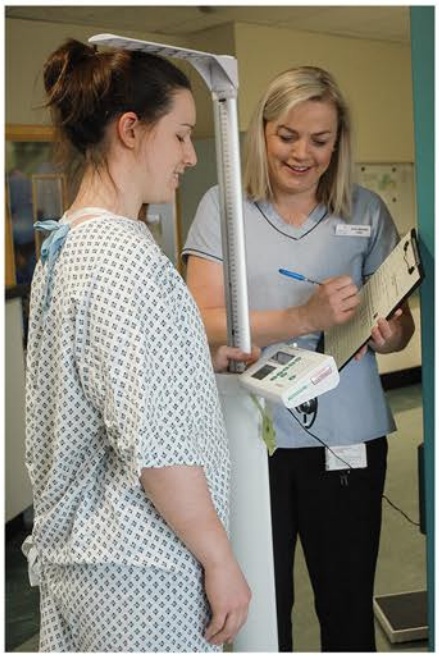
So what is malnutrition?

The term 'malnutrition' encompasses disorders of macronutrient balance, such as undernutrition and overnutrition; and disorders of micronutrient balance. However, when we refer to 'malnutrition' in the context of nutritional screening we are referring to undernutrition, which affects one in four patients admitted to Irish hospitals.

What are the consequences of malnutrition?

Malnutrition is both a cause and effect of illness and if untreated is associated with a wide range of adverse complications. These include an increased risk of infection, reduced muscle strength and fatigue, increased risk of chest infections and respiratory failure, impaired wound healing and delayed recovery from illness. Malnutrition in turn severely affects quality of life and results in needless morbidity and mortality.

In addition to the vast clinical consequences, malnutrition also carries a great economic burden. Malnourished patients are associated with a three times greater cost when compared to normally nourished patients. Subsequently, malnutrition is estimated to cost over €1.4 billion in Ireland, which equates to 11% of the total annual health care budget.



Erica Mulvihill (CNM2) and Karen O'Halloran (Staff Nurse and MUST link nurse representative on St Catherine's Ward) demonstrating the first step of "MUST"

Background of the pilot nutrition screening tool

A key recommendation of current national guidelines for preventing malnutrition in acute hospitals is the implementation of a nutrition screening tool.

The lack of a nutrition screening tool was identified as a deficit in MUH nutrition and hydration care delivery and thus a Nutrition Screening Working Group (NSWG) was formed in MUH, by the Nutrition Care Committee, in 2016. The pilot MUH 'Malnutrition Universal Screening Tool' ('MUST') was launched on St Catherine's ward (pilot ward) in October 2016.

Why was the 'MUST' selected?

There are many nutritional screening tools available. However, the most commonly used screening tool in Ireland is the 'MUST' by BAPEN, which is also recommended by the Department of Health. It is a validated, user-friendly screening tool which typically takes less than five minutes to complete. Therefore, the 'MUST' has been adapted for use within the MUH.

The MUH 'MUST' is a five-step screening tool used to identify adult in-patients who are malnourished or at risk of malnutrition, which subsequently leads to assignment of a risk score and associated nutritional care plan. It must be completed on all adult inpatients within 24 hours of admission to hospital, and weekly thereafter, with the exception of patients located in the Emergency Department and Oncology ward.

Audit of the MUH pilot 'MUST' and roll-out hospital wide

The MUH pilot 'MUST' was audited in February, June and September 2017. Compliance with completion of the pilot MUH 'MUST' was measured. There was a significant improvement in compliance in the third audit whereby 80% of patients were screened within 24 hours of admission, compared to 10% and 28% in the first and second audits respectively.

The third audit highlighted several inhibiting factors and limitations to compliance. These included the need for a MUH 'MUST' policy and greater resource allocation to ensure 'MUST' training to all Nursing staff hospital wide to facilitate accurate and consistent completion of the 'MUST' and appropriate referrals to Dietetics. The audit study also identified the importance of a good working relationship between Dietetics and Nursing staff to facilitate close communication and solidarity in implementing this important health initiative together. All identified inhibiting factors were addressed by the NSWG before achieving agreement to roll-out the MUH 'MUST' hospital wide.

The MUH 'MUST' is now under a staged roll-out plan, aiming to be in use hospital wide by June 2018 and will be a compulsory requirement within the MUH. Considering the cost of malnutrition and the significant risk of illness associated with it, it has been well reported that even a small reduction in the scale of malnutrition can result in large overall savings.

The link between food and health has been well documented since antiquity and therefore, unsurprisingly, the most commonly prescribed treatment for malnutrition involves simple and inexpensive dietary changes and the use of oral nutritional supplements. Early detection and treatment of malnutrition is associated with reducing or eliminating the adverse health consequences associated with it, including death. Therefore, the compulsory introduction of nutritional screening within our hospital is both a positive and proactive step in our aim of constantly improving the quality of our nutrition and hydration care delivery.

Have you tried our Wordsearch –a prize of €50 awaits the winner!
Word search (with a twist)!
All the answers are contained within the Grid ... all the answers are also contained within Mercy Times so... start reading... answers can be straightforward, backward, diagonal etc.

R	M	B	A	L	R	A	M	M	E	S	H	M	E	T	Q	S
O	I	P	L	X	K	E	D	W	T	H	R	N	E	O	T	I
D	M	A	L	N	U	T	R	I	T	I	O	N	Q	B	R	L
I	J	N	I	D	N	A	M	P	R	O	B	F	R	A	O	W
S	U	E	A	G	I	A	S	E	C	O	N	D	Z	C	U	E
G	L	L	N	R	V	P	A	R	S	C	R	U	S	C	Y	D
N	Y	S	C	R	E	E	N	I	N	G	T	E	M	O	R	N
I	R	L	E	C	R	T	L	A	N	D	E	D	P	L	R	E
L	T	H	Q	G	S	F	T	O	B	T	R	U	X	E	D	S
P	I	R	W	O	A	R	H	V	L	E	N	L	D	Y	A	D
M	A	T	O	O	L	M	L	A	E	G	P	O	N	X	T	A
U	L	P	G	A	T	E	G	O	U	S	M	Z	E	P	L	Y
D	U	N	D	O	N	C	Q	E	I	Z	L	R	A	B	G	P

ADON Martina Hughes describes the new Outpatient Facility as welcoming, _____ and comfortable?

MUH is proud to be a member of the Age Friendly _____

The MUH Choir sing on what day of the week?

Where in the league is the Cork City Amputee Team placed ?

The acronym "MUST" means ...?

4 words (closely connected but not in order)

The annual MUH Foundations Climb to Remember takes places on Carrauntohil and the _____?

MUH were delighted to welcome our Garda Colleagues to St. Anne's Ward
especially their canine companion _____?

Lithuania's national dish cepelinai are large _____?

Ireland had an unseasonal visitor in early March.. What was her name?

Celebrity Chef Kevin _____ served up Christmas cheer at Penny Dinners?

MUH is a _____ Free Site?

NB: Deadline for the submission of the Wordsearch is Wednesday, August 1st 2018.
You can place your entry in the designated box in the Post Room. Only one entry per person is accepted.
Please ensure that your contact details are on your submission.

Giving Back...

Mercy University Hospital is always delighted to have the opportunity to acknowledge and celebrate staff who not only contribute 100% to their "day job" but who also actively "give back" to their communities when they leave each day.

Mercy Times took such an opportunity to catch up with Olga Long, to chat about her lifetime of volunteering with the Scouts.

"I joined scouting in 1989 when I was 16 years old. This was the first year females were allowed to join scouts and would become known as Venture Scouts. I had been in the Girl Guides in the years previous. It was a given that I would join the scouts as my father joined the scouts at 6 years of age and is still there to date.



Endurance and Commitment

So at 16 I was a venture scout and also a trainee leader. In 1991 I back packed around Scotland surviving on £2 a day and completing different tasks and projects all the while covering 200 km on foot. This endurance test is known as the explorer belt and is the highest award in venture scouts. To this day I am still very proud of this achievement.

At 18 in September 1991, my leadership started in Mayfield Cub pack and over the last 27 years I have been to summer camps all over Europe with the scout section planning and organising the last 17 camps. All of my 3 children have been camping, somewhere in Europe with the scouts, within their first year of being born. I have also held positions on the scout county team which organizes activities for 18 cub packs in our scout county. As well as county level I have staffed many national and provincial events including this year's jamboree for 5,000 scouts. I received a Gold meritorious award in 2016.

On a weekly basis every Thursday night for the last 27 years I run the 71st Cubs section in Mayfield and I am on the board of management of both the Mayfield scout group and Kilcully scout campsite. I also manage and run the shop every weekend on the Kilcully campsite and provide some articles for the Scouting Notes in the Evening Echo.



Family Ties

I met my husband Derek through scouting as he also is a Scout leader in Mayfield scouts and is the provincial commissioner for the southern province. All of my 3 children, Emma 18, Adam 13 and Robbie 8 are members of Scouting Ireland.

Storm Ophelia

During storm Ophelia (last October) when the power went we were just sitting at home when we decided to go to our Scout Hall in Dillons Cross which is situated in a part of the city with a predominately older population. Together with other members of our group, we opened the hall to all the older people in Kelleher's Buildings, providing hot soup and sandwiches. For many they just wanted a chat and a cuppa. The following day a leader from another group who owns a catering company contacted us to say he would supply food for the following day so we went back again for a second day and gave out food to everyone.

Benefits of Scouting

The benefits of scouting for me are the different places and events I get to attend and the people I have met from all over. As a result, I have a very wide circle of friends from all walks of life and of different abilities.

I am training leaders that were once my cub scouts at the age of 8, many of who are now in their 20's. Scouting really is like my second family as I have been scouting with the same people for the last 27 years. When I or my husband head off for a weekend with the scouts we all go. It is just part of our life we don't know any different.

Training and education is on going all the time for leaders with the different child protection laws and the new governance policies on the charities act coming into effect soon.

Scouting provides a safe, friendly and encouraging space for young people to develop at their own pace the skills they deem necessary for themselves."

Olga started her career in Mercy in 1997 as a catering assistant in the main kitchen, transferring to the main canteen in 2011. In April this year, Olga celebrated 21 years as part of the Mercy Family.

Foundation Features

The annual Climb to Remember, organised by The Mercy Hospital Foundation, is now in its seventh year. The Climbs took place on Sunday 10th of June on the Galtees and Sunday 24th of June on Carrauntoohil. The event consists of a climb up the Galtees or Carrauntoohil, or both for those who are up for an even bigger challenge! It provides a unique way for individuals to remember their loved ones, friends or work colleagues who have passed away.

Kieran Coughlan from the MUH Technical Services Department takes part in both climbs each year as a guide and *"would encourage anyone to sign up for the Climb to Remember. I see people of all ages taking on the climbs each year and they all have their own reasons. The characters you meet and the banter along the route are great but it's the sense of achievement when they reach the top that makes it. They've really pushed themselves to be there to remember their loved ones."*

Congratulations to all Hospital Staff who took part this year, and visit **www.mercyfundraising.ie** for more information and to register for the climbs in 2019.







Golf Classic

On April 19th and 20th, over 80 teams took part in the Mercy Golf Classic in Fota Island Resort. This year's Golf Classic raised funds for the building of the proposed Mercy Cancer Care Centre and MUH was well represented by Consultant Anaesthetists, Dr. Anne Fanning and Dr. Jennifer Whyte. Thank you and well done to everyone involved!

Health & Wellbeing Week 2018

The MUH Employee Wellbeing Committee hosted the first Wellbeing Week of 2018 from April 30th to May 4th with a spectacular Calendar of Events including Body Scan Meditation, Mindfullness, Taster Spa Treatments, Blood Pressure Monitoring and staff even had the opportunity to learn how to knit.

There were generous servings of fruit and free tasty healthy snacks throughout the week and the MUH Dietetics Staff were on hand to offer advice and tips. Health and Wellbeing Week is now a permanent fixture in the Mercy Calendar and is always well received. Staff feedback received sums up the positive impact of this initiative;

"Thank you for the opportunity to STOP and take 5, try new things and connect with other members of staff across the board, which would not happen otherwise"

"I thought that the wellness week was a tremendous idea overall and offered such a wide range of opportunities for the staff. It's a pity that it is only for a week"

"Dietary & Hydration advice was excellent - Thank you all again"



Marie Kelleher, Reception and Ann Wall, Noonan Services promoting Wellbeing Week.

Welcome on Board

Mercy University Hospital is pleased to announce the appointment of two new members to its Board of Directors.



Dr. Sheila Rochford

Dr. Sheila Rochford (MB, BSc (hons), DCh, DObst, MICGP, MMedEd, FAcadMEd, FRCGP) joined the Mercy University Hospital Board of Directors in September 2017. She has worked as a GP in Cork city since 1988 and has been an Assistant Programme Director of the Cork GP Training Programme since 2005. She has served two terms on the Board of the Irish College of General Practitioners from 2011 until 2017, as well as serving on numerous other committees within that organization and on the Medical Council.

A graduate of UCC and the Cork GP Training Programme Sheila also holds a Masters degree and other qualifications in medical education.

Sheila Rochford replaces Michelle Dillon who retired from the Board of Directors in 2017.

Professor Paula O'Leary

Paula O'Leary joined the board of Mercy University Hospital in September 2017. Paula is a medical graduate of UCC, and a Clinical and Laboratory Immunologist by specialty training. She returned to Cork in 2000, following specialty training and research posts in Dublin, Oxford and Birmingham. She is a Professor in Medicine at UCC and Consultant Physician in Cork University Hospital.

As well as active participation in clinical practice at CUH, Paula is lead for clinical education in the UCC Department of Medicine, academic lead for the final year of the Medical degree programme at UCC and Coordinator of the Intern Network South which oversees and directs the academic and training aspects of the first post-qualification year for the 136 intern grade doctors in training based throughout the 12 sites of intern training in Cork-Kerry and Tipperary.

She is the national representative of Intern Networks on the National Intern Board, and engages widely on matters relating to medical education.



Shared Learning: Saolta University Health Care Group

Mercy University Hospital facilitated a visit by the Saolta University Health Care Group (formally West/North West Hospitals Group – comprising 6 hospitals across 7 sites) earlier this year as they move towards developing a multi campus Integrated Patient Management System (iPMS) site similar to the SSWHG.

Healthcare Records Manager, Mary Twohig, provided an overview on the iPMS from a medical records perspective with discussion focused on the challenges and benefits of a multi campus data base as well as the changes to existing management of healthcare records.

Representatives from Saolta, on the day, were deeply appreciative of this shared learning experience.



Canine Companion

The staff of St. Anne's Children's Ward were especially pleased to welcome Garda Dog Rex on his recent visit to the patients of the Ward. Rex was accompanied by his human Garda colleagues and his handler Garda Patrick Harrington.



A Taste of Lithuania

Cepelinai (Zeppelins)
Lithuania's national dish, cepelinai are large dumplings made of a mixture of raw and cooked potato dough that is filled with pork and doused in a ladle of a sour cream and bacon sauce. Though originally called didzkukuliai, the name was changed to cepelinai in the 20th century because of their resemblance to zeppelin airships.

Ingredients for the Meat Filling
700g – 1kg minced pork
0.5 medium onion (finely chopped and finely chopped and fried on the frying pan with butter onion
Salt
Peppers
1 large beaten egg
Ingredients for the Dumplings mixture
2kg potatoes (peeled and finely grated – not shredded)
1kg potatoes (peeled, cooked and minced)
Salt more or less to taste
Ingredients for the Gravy
200-300g smoked bacon (diced)
1.5 large chopped onion
200g sour cream
Black pepper to taste
1-2 tablespoons milk if necessary



Recipe submitted by Vytautas Senutis, Clerical Officer in the MUH Medical Records Office.

Preparation

Make the Meat Filling

In a large bowl, mix together minced meat, finely chopped and fried with butter onion, salt, pepper, and egg until well incorporated. Refrigerate until ready to use.

Make the Dumplings

Add a drop or two of lemon juice to the grated potatoes so they don't turn brown. Place them in a fine-mesh cheesecloth or cotton dish towel and twist over a large bowl to get rid of the excess water. Pour off the water, reserving the potato starch at the bottom of the bowl.

Unwrap the cheesecloth and place potatoes in the bowl with the potato starch you reserved from the bottom of the bowl. Add the minced boiled potatoes, salt to taste. Mix well.

To form the zeppelins, take about 1 cup of dumpling mixture and pat it flat in the palm of the hand. Place 1 table spoon or more of meat mixture in the center and, using slightly dampened hands, fold the potato mixture around the meat into a zeppelins shape, sealing well. Continue until both mixtures are gone.

Cook the Dumplings

Put a large stockpot of water on to boil. Carefully lower dumplings into salted boiling water. Make sure water returns to the boil and continue boiling for 35-40 minutes. Remove dumplings with a slotted spoon and place on a preheated plate.

Make the Gravy

While the dumplings are boiling, make the gravy. In a medium skillet, fry the bacon and chopped onion until tender. Combine with sour cream and black pepper. Thin with 1 to 2 tablespoons milk if necessary. Ladle dumplings with gravy or pass the gravy at the table.

Presentation of Mercy Times Annals

The first 25 copies of Mercy Times are now formally enshrined in the Mercy archives. A copy of the beautifully bound book was gifted to CEO, Sandra Daly whilst another copy was presented to MUH's Librarian, Joe Murphy where they will be retained, in perpetuity, for staff to peruse.





Mercy Times Chairperson, Mary Twohig presenting the first Mercy Times Annals to CEO, Sandra Daly and MUH Librarian Joe Murphy.

All in a week's work

Storm Emma arrived on our shores in the first days of March bringing with her extreme cold, snow, ice and arctic conditions proving hazardous for travelling and movement. This extreme weather event brought into the spotlight the extraordinary commitment of the people who work in the health sector and the great lengths that were undertaken to ensure that patient care and safety remained to the fore.

CEO, Sandra Daly, in an email to staff, acknowledged all those for going above and beyond the call of duty, for responding so positively and keeping the hospital open ….

"It is difficult to acknowledge each and everyone that I owe a debt of gratitude to so I am taking this opportunity to say a big ***THANK YOU*** *to all of you.*

This was a unique event. Looking after our patients during the adverse weather conditions was an enormous task and the effort involved should not be understated. I cannot thank you enough for your commitment to patient care.

I would like to particularly express my appreciation to everyone who travelled into work to maintain staffing and critical services. So many braved the weather to walk significant distances to work. Countless staff across all disciplines left their homes to relocate closer to the hospital for extended periods, thus ensuring the continued safety of our patients - sincere thanks to you all and to the wonderful team who led the coordination of the accommodation logistics. My gratitude also extends to your families for the sacrifices made that directly impacted on your personal lives.

So many people worked tirelessly both on the frontline and behind the scenes, across the hospital to help keep all our services operational - both on and off site.

This hospital is so fortunate to have stellar leaders at every level. Your talent, professionalism, determination and work ethic is so inspirational and I, once again, had the privilege of witnessing, at first hand, the Mercy Values in action during those critical days."

These sentiments were echoed by the MUH Board of Directors at their meeting in March as they formally acknowledged all staff for their heroic efforts during this challenging time.

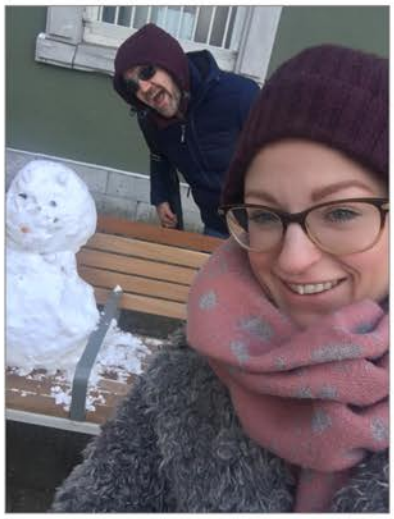
MUH also expressed its deepest appreciation to the much wider network of state agencies including the HSE and Defence Forces, volunteer groups, particularly St. John's Ambulance, emergency responders and individual community members including the farming community and private bus operators who provided their 4 wheel drives and coaches to ensure staff and patients were safely transported.

A final special word of thanks to Sr. Laurentia and Sr. Concepta who opened their home to accommodate staff to stay on site at the hospital overnight.

The hospital's staff captured some Mercy "snow moments" for posterity. There were two temporary additions to the Mercy Team for the week and they were happy to pose for photos alongside staff whilst alternative means of travelling to and from work were wholly embraced.















Community Spirit

Mercy University Hospital was delighted to join with Cork Penny Dinners in welcoming celebrity Chef Kevin Dundon to cook Christmas Dinner for the Cork Penny Dinners' volunteers after the daily dinner service was finished on December 18th. This generous initiative was sponsored by SuperValu.

Mercy University Hospital is privileged to support and work with this wonderful charity which helps those who are most vulnerable in our society and Patient Liaison Officer, Josephine Griffin was the hospital's representative on the day.

Volunteers were treated to a great Christmas Cooking demonstration by Kevin Dundon and a beautiful dinner cooked and served by none other than Kevin himself and staff from SuperValu.



Local members of An Garda Siochana flank l-r Josephine Griffin, Kevin Dundon and Ann-Marie Fention of Musgrave's (Supervalu)

MUH is keeping "UpToDate"

UpToDate is an evidence-based, physician-authored, clinical decision support resource, which helps clinicians to make the right point-of-care decisions. A rigorous editorial process is used to synthesise the most recent medical information into trusted, evidence-based recommendations. It's a high-quality electronic resource which will be of great benefit to our clinical staff.

UpToDate®

UpToDate is the only clinical decision support resource associated with improved outcomes. More than 80 research studies demonstrate its impact on improved patient care and hospital performance and it is now freely accessible from all MUH PCs.

UpToDate can now be freely accessed from any MUH PC via the Library Catalogue or via the URL **www.uptodate.com**

Remote Access: Registering with UpToDate on a MUH PC allows you to then access it on any PC or on your mobile devices via the UpToDate app, anywhere, anytime.

We would like to acknowledge the help of Aoife Lawton, National Health Service Librarian, for her help in acquiring this resource for the hospital.

If you have any questions about UpToDate please contact MUH Librarian, Joe Murphy at ext: 5145/email: jomurphy@muh.ie

National Commendation for Sepsis Team

The NOCA (National Office of Clinical Audit) Quality Improvement Champion Award recognises an individual or team who has made best use of their NOCA clinical audit data to improve patient care in their hospital/hospital group. The award showcases a fantastic range of quality improvement practices taking place in our health service to make it as good as it can be. It also provides an opportunity for organisations to share patient focused innovation and communicate their quality improvement achievement.

Quality Improvement (QI) Projects are expected to have undergone a full audit/quality improvement cycle and demonstrate improvements in patient care. Focus on aspects of care include intervention, education, care of patients and families and clinical care.

MUH were delighted and honoured that South/South West Hospital Group Sepsis Lead, Sinead Horgan, nominated MUH Sepsis Project Lead, Teresa Marshall for an Award this year in recognition of her project work in respect of Sepsis. The nomination was supported by CEO, Sandra Daly and Director of Nursing Margaret McKiernan.

Placed as one of the top three nominees, Teresa presented to the NOCA National Conference on January 31st and received the highly commended award which can be cited in all communications as NOCA QI Champion relating to this ongoing work.



Gráinne Milne, Interim Director of Midwifery, Our Lady of Lourdes Hospital Drogheda; Mr Ken Mealy, Clinical Director, NOCA; Collette Tully, Executive Director, NOCA; Teresa Marshall Sepsis Project Lead; Prof Conor O'Keane, Chair, NOCA Governance Board.



Quality Time

The MUH Quality & Risk Management Department were delighted to welcome Ms Rachel Flynn, Director of Information and Standards at HIQA and Ms Catherine Hogan, National Facilitator on the HSE *Pressure Ulcers to Zero (PUTZ)* Collaborative as Guest Speakers at the MUH Quality Conference held at the hospital on 30th November 2017.
Various quality improvement initiatives were presented on the day by MUH staff including the local PUTZ initiative, Valuing Voices programme, COPD Outreach, IBD service, Medication Safety initiatives, Falls Prevention programme in the Emergency Department and improvements in Nutritional Care.
Quality improvement projects were also presented on a large number of posters submitted by staff, which were all displayed on the day.





MUH is a Tobacco Free Site

As part of the National Tobacco Control Framework, Mercy University Hospital has committed to making its workplaces and campuses tobacco-free.

There is a **No Smoking** policy in this hospital: in all buildings, grounds and surrounding areas. The Mercy continues to monitor the growing international evidence in relation to e-cigarettes and, at this time, the use of **e-cigarettes** is also **not permitted**.

The policy applies to patients, visitors and staff. The hospital is committed to providing support to all patients to help them to stop smoking while in hospital. A contact information card for the Health Service Executive (HSE) QUIT campaign is available in Admissions.

You may think, "What's in it for me, if I stop smoking?"

- Stopping smoking improves mental health.
- You may be able to reduce the amount of medications you take.
- It's the single most powerful way of improving your health.
- If you stop smoking 20 cigarettes a day, you will save more than €3,800 pa.

We want to assure you that we will be here to support you. Smoking is harmful to your health and may delay your recovery. Please ask a member of the healthcare team for more information about quitting or nicotine replacement therapy.

Talk to the quit team

For more support, contact the Quit Team,

Monday to Friday 10am-7pm and Saturday 10am-1pm.

YOU CAN QUIT TODAY!

CALL US | **1800 201 203**
EMAIL US | **support@quit.ie**
TEXT US | **Freetext QUIT to 50100**
Tweet US | **@HSEQuitTeam**
Facebook Us | **facebook.com/HSEQuit**

Education "on the go"

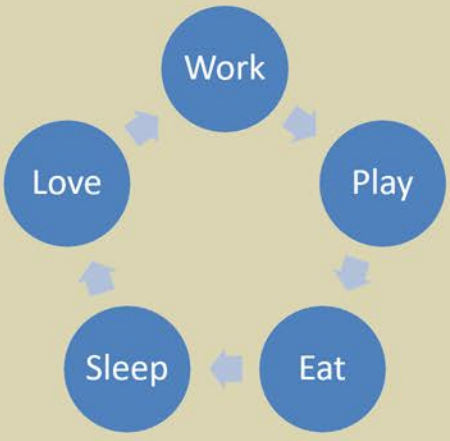
Together with Eithne Barden (Chief Medical Scientist Biochemistry) and Kay O'Mahony and Gobnait Magner (CNM2's Nurse Practice Development), Sinead O Donovan from Sarstedt recently set up "shop" on the Link Corridor to enhance the opportunities to meet with the NCHD's to introduce the new venous blood gas tubes as they travelled about their daily business.



(L-R) Eithne Barden, Sinead O'Donovan, Kay O'Mahony and Gobnait Magner.

Mercy Time Out

Taking one day only in hand …. check in with your 5 a Day?



Are you working too hard??? Are you spending enough time with loved ones??? Are you taking the time to have fun??? Are you sleeping ok??? Are you eating too much/too little???

"The simplest and most practical lesson I know is to resolve to be good today - but better tomorrow. Let us take one day only in hand – at a time, merely making a resolve for tomorrow. Thus we may hope to get on- taking short careful steps, not great strides"

Catherine McAuley, 1841

Happy Retirement

During 2017, Mercy University Hospital bade farewell to 8 colleagues who set off on the next stage of their life's adventure.

Ms. Geraldine Buckley ● Ms. Mary Callanan ●Mr. Jim Corbett ● Ms. Mary Cox ● Ms. Mary Daly ● Ms. Anne Durcan ● Dr. Eddie Fitzgerald and Ms. Margot Hayes

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

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



Margot Hayes



Eddie Fitzgerald



Mary Daly



Mary Cox



Jim Corbett

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

David Hegarty – Graphic Design / Photographer

Tony O'Regan – Photographer

Colin McKeon

Edel Coakley

Cleo Davies

Current and previous issues of the Mercy Times can be found online www.muh.ie , on the MUH Intranet –Sharepoint and in the archived Annals available in the MUH Library

'Mercy Times'
Editorial Committee