MERCY UNIVERSITY HOSPITAL, CORK LIMITED

Issue No.43 September 2024

Mercy times

"A Most Eligible Building" – The Mansion House

The Cork Constitution, 1857

Conservation and refurbishment of the Façade to the Mansion House at Mercy University Hospital, Cork were successfully completed between September 2023 and March 2024. The three-storey former Lord Mayor's house, built in 1767, was representative of an architectural design and construction at that time, and is enhanced by the retention of notable features and materials, such as various window openings and limestone dressings.



Historical Significance

Whilst the Mercy Hospital took up tenure in the Mansion House in 1857, this grand building has an impressive history of its own. It was originally built on what was classed as the outskirts of the city to reflect the prosperity of Cork in the 18th Century and its burgeoning role as a mercantile city. Cork had become a fashionable place to live and this building would reflect the growing importance of Cork City as a port and centre of commerce. It was to be the home of the Lord Mayor of the city.

The architect was Davis Ducart, an Italian, who brought a continental influence to bear by moving away from traditional English architecture. This Italianate aspect of the Mansion House was further embellished by the skill of Patrick Osborne of Waterford, who stuccoed the beautiful ceilings. Mr. Osborne had been tutored by the Italian stuccordores, the Francini brothers.

The year 1767 is the generally accepted year for the completion of the house, for the princely sum of £4000.

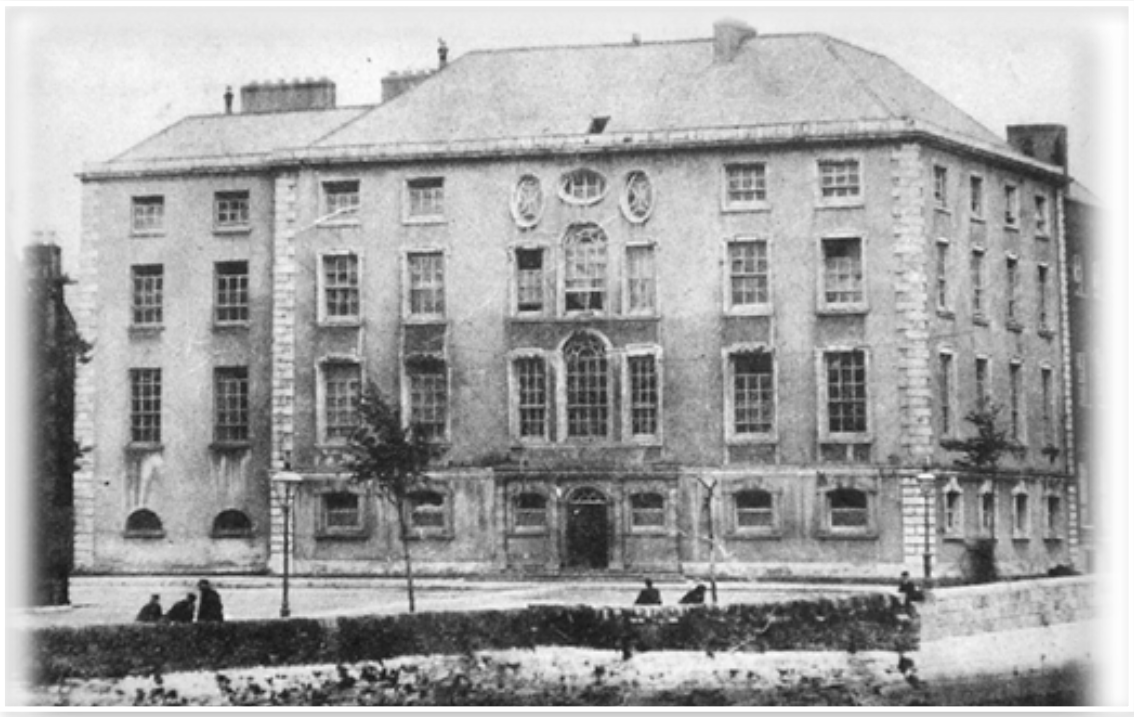
There was an economic downturn in the 19th century, and the upkeep of the house became too onerous for the city. It had become a one long story of extravagance - far more than could be afforded. So, in 1841 Thomas Lyons was the last Lord Mayor to reside here. The house then became home to the Vincentian Fathers who rented it for a period. Proving too expensive for the Vincentian Fathers to maintain, the building was then acquired by Fr. JJ Murphy of the adjoining Parish of St. Peter and Paul's. Fr. Murphy knew of a Sister of Mercy - Josephine Ward - who was looking to open a hospital. They came to an arrangement; a lease was drawn up and the rest is history…

Subsequent generations of Mercy guardians have ensured that the Mansion House retains its grandeur and significance for the people of Cork.

Continued on page 2

There is more inside…

- *Meet our Security Provider*
- *Clinical Audit Day #Excellence*
- *We Value Your Feedback!*
- *Recognition, Congratulations and Welcomes!*



The three-storey former Lord Mayor's house, built in 1767, was representative of an architectural design (designed by Davis Ducart) and construction at that time, and is enhanced by the retention of notable features and materials, such as various window openings and limestone dressings.

Scope of Works

The most recent scope of the works included but are not limited to the following:

- Re-plastering of North and West Elevation: removal of external cement-based plaster from elevations and replacement with an appropriate lime-based render with an appropriate breathable paint.
- Repair of Parapet Gutter
- Repair of stone window surrounds bands and cappings.
- Stone/mortar repairs to cut limestone banding, architraves, quoins and parapet capping / cornice.
- Works to downpipes and surface water disposal system.
- Refurbishment/restoration to 5nr windows in the Drawing Room.
- Reinstatement / restoration to 1nr oval window located on level 3 northern façade.
- Restoration of "Mercy Hospital" lettering.
- Installation of electrical services including a new light over the Mansion House entrance and new CCTV cameras.

Summerhill Construction were appointed as main contractor for these façade and window restoration works which were carefully carried out to the highest standard of conservation restoration.

The project was supported by design team members as follows:

- Architectural Services - Fourem Architects,
- Quantity Surveyor Services - Deasy Walley Partnership,
- ER/ Structural Consultancy Services - Crocon Engineer Ltd,
- Project Supervisor for Design Process (PSDP) – RPS Consulting Engineers.

Collaboration

The overall success of the project was not only based on meticulous planning and coordination of the works, but also, the project would not have been possible without the collaborative efforts from all stakeholders.

The scaffolding works were a challenging element of the project, as this required comprehensive traffic/pedestrian management planning and coordination due to interactions with staff, visitors, patients and members of the public during this stage. The other challenging stage of the project involved the removal of the existing cement-based plaster from both elevations. These works brought about unavoidable periods of increased noise levels but thankfully, through the collaborative efforts and the preparation of patient information leaflets, the works were progressed while maintaining hospital services at all times.

Funding

Part funded by the Department of Housing, Local Government and Heritage Historic Structures Fund 2023, administered by Cork City Council, the project showcases the highest level of conservation skills and expertise.

Mercy University Hospital would like to extend their thanks to all stakeholders, Cork City Council and congratulate the project team on the eye catching finished product.

Focus On: Implementation of the Assisted Decision-Making (Capacity) Act at MUH



L-R Christina Favier, Project Manager and Lynn Shannon Senior Medical Social Worker.

Christina Favier, Project Manager for the implementation of the Assisted Decision-Making (Capacity) Act, 2015 at MUH, and Lynn Shannon, Senior Medical Social Worker for Adult Safeguarding and Assisted Decision-Making, spoke recently with Mercy Times about the Act and the changes it has brought to clinical practice. The Act, which came into effect on 26th April 2023, replaced the Wards of Court system with a progressive, rights-based system and established a new legal framework for supported decision-making. The Act recognises that, as far as possible, all adults have the fundamental human right to play an active role in decisions that affect them. These decisions can be about their healthcare, personal welfare, and property and affairs. In terms of MUH patients, these decisions can be about consenting to or refusing treatment, and making decisions about where they live after being discharged.

The Act complies with the European Convention on Human Rights, and the UN Convention on the Rights of Persons with Disabilities and aligns naturally with the Mercy Values of Compassion, Respect and Justice as it provides for the individual's right of autonomy and self-determination to be respected when making decisions.

Decision Support Service (DSS)

The Act also established the DSS, a public body which promotes the rights and interests of adults who have difficulties with their decision-making capacity and oversees and monitors a tiered system of decision support arrangements such as Co-Decision-Making, Decision-Making Representation and Enduring Power of Attorney arrangements.

How the Act affects clinical practice at Mercy University Hospital (MUH):

The Act brings about important changes for patients who require support to make decisions and for anyone interacting with them, i.e. staff and their families. This may include but is not limited to people with dementia or acquired brain injury (such as a stroke), an intellectual or physical disability, mental illness, as well as people with age-related conditions. It introduced new **legally binding** Guiding Principles which must be following when interacting with a person whose ability to make a decision may be in doubt or lacking. In conjunction, the National Consent Policy (NCP) was comprehensively updated to reflect and incorporate the rights-based changes to clinical practice brought about by the Act, in particular the four guiding principles outlined below.

Continued overleaf

Four Guiding Principles which impact clinical practice

1. *New definition of capacity* - The Act uses a functional approach which focuses on **whether the person has the capacity to make a particular decision at the time they need to make it.** A medical condition or diagnosis such as dementia or a brain injury does not automatically mean capacity for decision-making is limited or lacking. This allows for the fact that capacity can fluctuate depending on a person's current health status.
2. *Will and preference* - A patient's will and preference now has legal status and must be respected, regardless of whether they have capacity to make a decision or not.
3. *The right to make an 'unwise' or risky decision* - A patient now has the legal right to make a decision that may appear unwise, including in the absence of capacity.
4. *Support to make decisions* - All practical steps must be taken to help the patient make the decision themselves before treating them as unable to do so.

Our Roles

Christina creates all ADM related educational and guidance material to assist staff, families and carers with understanding and administering the provisions of the Act in everyday practice. *"I also produce bespoke material for departments, disciplines and even individuals, including How To guides (e.g. to the Act and decision-support arrangements) and Easy Read informational material (e.g. the Nursing Home Loan)."* All materials are available in the ADMCA Intranet folder: **http://muhintranet:/ADM (Capacity) Act.**

Lynn works directly with patients, families and MDT colleagues to support with understanding how the Act impacts on patients who require decision making support. "I can help explore whether a Co Decision Making Agreement is suitable for a patient going through the Fair Deal process, or help the MDT maximise a patient's participation in decisions around medical treatment". Lynn's role helps ensure that patients' decision-making rights are upheld, and that ADM processes are being applied at MUH.

ADM Educational programme at MUH



An educational programme is currently underway, targeting in particular the medical, nursing and HSCP disciplines. Staff will receive an awareness briefing on the Act and the NCP while others, such as NCHDs, consultants, CNMs and above, and all HSCPs will additionally receive situational training on how the Act impacts clinical practice, with interactive case examples used to illustrate and enhance learning. There are also E-learning programmes on HSELand on the Act and the NCP which are "very informative and a good place to start" says Christina and encourages anyone who wishes to arrange training to contact herself or Lynn.

CONTACT:
Lynn: **lshannon@muh.ie,** Christina: **cfavier@muh.ie**

Meet the Team – MCR Group

Mercy Times was recently joined by Tony Malone, Operations Director for MCR Group Security to learn more about MCR Group's objectives for the the security services contract at Mercy University Hospital (MUH).



Can you give us insight into SAR Group's approach to delivering services at MUH?

At MCR Group, our approach to servicing MUH is grounded in understanding the unique needs and challenges of the hospital. We recognise that security isn't just about protection; it's about fostering a safe and welcoming environment for everyone within the hospital premises. Our goal is to forge a partnership with MUH that goes beyond mere service provision to ensure a holistic and effective security solution.

What sets MCR Group apart from other potential service providers for MUH?

MCR Group stands out due to our unwavering commitment to excellence in service delivery. Our track record speaks for itself, with successful partnerships in several healthcare facilities across Ireland, including prominent hospitals like St. James's Hospital, Regional Hospital Mullingar, University Hospital Waterford, St. Loman's Campus, National Orthopaedic Hospital Cappagh, and The Mater Misericordiae University Hospital. What distinguishes us is our proactive approach, adaptability to changing needs, and transparent communication with our clients, ensuring we not only meet but exceed expectations consistently.

Can you share examples of MCR Group's successful partnerships with other healthcare facilities?

Our partnerships with hospitals like St. James's Hospital and The Mater Misericordiae University Hospital exemplify our capability to deliver reliable and effective security services. We pride ourselves on our ability to adapt swiftly to evolving requirements, maintaining open lines of communication with our clients to address their needs effectively and efficiently.

What additional support does MCR Group offer beyond security services?

SAR Group goes beyond traditional security services to offer a range of complementary support services aimed at enhancing the overall experience at MUH. This includes concierge services, patient safety monitoring, and specialised training programs for staff. Our holistic approach ensures that every aspect of security and safety is addressed, creating a conducive environment for both staff and patients.

How does MCR Group plan to measure success and ensure ongoing improvement at MUH?

Success, for us, is not just about meeting contractual obligations but about exceeding expectations and continuously improving our services. We will work closely with MUH's management team to establish clear performance metrics and feedback mechanisms. This will enable us to evaluate our performance regularly, idenfy areas for improvement, and implement necessary changes to ensure that MUH receives the highest quality of service.

To conclude, it is evident that MCR Group is well-equipped to provide not only security services but also a supportive and collaborative partnership.

MCR Group are excited about the prospect of partnering with Mercy University Hospital and contributing to its success.

Celebrating our Employee of the Month: Christopher Murphy!

It is with great pleasure that we announce Christopher Murphy as the recipient of this month's Employee of the Month award at Mercy University Hospital.

Christopher, a member of the SAR security team at Mercy Hospital, was recently praised for his alertness and bravery. He spotted and alerted other security personnel about a rescue operation in the river.

Christopher's actions, along with the combined efforts of the ambulance crew, fire brigade, and the Gardaí, were highly appreciated by those involved.

Christopher's fast response and unwavering commitment represent the high level of service and dedication we aim for every day.

Thank you, Christopher, for your remarkable efforts and for having a significant impact!



Featured in the photo, from left to right, are Con Cadogan (Security Manager, MUH), Christopher Murphy (SAR Security Guard) and Dan Kelly (MCR Security Operations Manager)

Global Citizenship and Professional Growth



On July 8th Mercy University Hospital (MUH) were delighted to welcome eleven Nursing Students from the Endicott College Cummings School of Nursing and Health Sciences in America, based in Boston, Massachusetts. This is the first time MUH has facilitated Nursing Students from America.

The Nursing Students spent their first week on a scheduled orientation programme. On the second week the Nursing Students commenced their first rotation of clinical placement. across a number of areas including Surgical and Medial Wards, Theatre, Emergency Department, Intensive and Critical Care Units. The students also "buddied" some of our Clinical Nurse Specialists, Advanced Nurse Practitioners and RGN's on the ward and completed five weeks of clinical placement in total.

Amy R. Smith, DNP, MSN, CNM, RN, Dean of Endicott College Cummings School of Nursing & Health Sciences, acknowledged what this internship has meant for the Endicott Nursing Students, *"This program gave them a unique opportunity to immerse themselves in a different healthcare system, enhance their skills, and broaden their perspectives on patient care. During their time at Mercy Hospital, these student nurses were able to engage in hands-on learning, working alongside experienced Irish nurses and medical professionals. They gained important insights into the differences and similarities in healthcare practices between the two countries, as well as developed a deeper appreciation for the cultural aspects of patient care. This international experience has enriched their clinical competencies and fostered a sense of global citizenship and professional growth. The Endicott College Cummings School of Nursing is extremely grateful to have had this transformative opportunity for our students".*

The group were accompanied by their supporting professors, Ms Bethany Nasser, Ms Cynthia Mitsakis and Ms Emily Smith and MUH Nurse Practice Development Unit would like to sincerely acknowledge and thank everyone who helped organise the programme and all the staff that supported the Endicott Nursing Students during their time in Mercy University Hospital.

Thank You for your Service!

Congratulations to Liz Fitzpatrick and Arthur O'Farrell on the occasion of their recent retirements. This significant milestone for both Liz and Arthur were marked by a special celebration from their respective departments, joined by staff across the hospital.

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



Liz Fitzpatrick, Chief Medical Scientist, who has retired after 39 years of service to the Microbiology Laboratory at Mercy University Hospital.



Arthur O'Farrell, Accounts Department, who has retired after 34 years of service to the Finance Department at Mercy University Hospital.

If your colleague is retiring – let us know and we will include their photo in Mercy Times.

Welcome on Board

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

Prof. Fergus Shanahan



Fergus Shanahan, MD, DSc, MRIA is Professor emeritus of Medicine at University College Cork, is a clinician, a teacher, a researcher, an entrepreneur, and an author. He graduated from University College Dublin, trained in immunology at McMaster University, Canada and in gastroenterology at University of California Los Angeles (UCLA). He founded one of the world's first microbiome research centres (APC Microbiome Ireland) and is co-founder of three successful start-up companies. He was recently listed in the top 1% of highly cited scientists by Clarivate. He has received many awards for contributions to medical science and the medical humanities, including a gold medal from the Royal Irish Academy. He has numerous patents, was recently elected to the National Academy of Inventors (NAI) in the USA, published over 600 scientific papers, and has co-written or edited several books, one of which won the BMA book award for gastroenterology. His recent books for a lay audience, The Language of Illness and Listen to your Microbes have been published published by Liberties Press, Dublin http://www.libertiespress.com/shop/the-language-of-illness. He loves people, words and microbes.

Dr Paddy Ryan



Dr Paddy Ryan has been a general practitioner in Ballyphehane Cork City for over forty years from 1983 until his retirement in 2023. He is a graduate of UCC and did his GP training in the North of England in the early 1980s. He was involved in GP training for his entire career and was Programme Director of the Cork GP Training Programme from 1994 until 2022. He is a founder member of the Irish College of general practitioners where he has served on many committees. He was made a Fellow of the Royal College of General Practitioners in London 2010 and a Life Member on his retirement from practice.

Mercy Moments

County Colours



It was summer to remember on the GAA pitches and for some of our staff too!

The success of the Cork Mens Senior Hurling Team in the All-Ireland Hurling Championship provided a much welcome boost for the Rebel County and to mark the occasion, staff across the hospital went “Red for Cork”. MUH had another reason to wish the Rebels all the best as Sean O’Donoghue’s mother, Yvonne O’Donoghue and his sister Kate are much valued members of Team Mercy!



MUH Senior Physiotherapist in the FIT Team, Dee Kearney, was part of the winning Kerry Team that claimed victory at the All-Ireland Ladies Senior Football. Dee’s colleagues held a coffee morning to celebrate this milestone!

New Look



MUH Health Care Assistant modelling their new uniforms which resulted from their own consultation and vote at the Health Care assistant, HHSD, Theatre Operative Council.

HSCP Day



MUH was delighted to celebrate HSCP teams across the hospital on National HSCP Day. The theme for this year was Working in Partnership. The HSCP Teams, who deliver quality integrative care to our patients, came together to pause and enjoy the Mercy “Good Cup of Tea” to mark the occasion.

Quality Campaign



Congratulations to the MUH Infection Prevention and Control Team who ran a very successful quality improvement campaign over a number of weeks to highlight the importance of insertion and maintenance of peripheral and central venous catheters. There was huge support across the hospital.

Patient Centred Care



Well done to Dr Liz Moloney, Anne Healy, Anne O'Keeffe and all the MUH ED Staff on the launch of the MUH designed Triage Fall Trigger for older adult.This early identification of older people with frailty in ED will hopefully to timely appropriate management.

This is Mercy - Sky Dive for Sonny



Our colleague, Porter Colin Curran, together with his Mercy colleagues and friends, completed a charity skydive, in memory of his little boy, Sonny, who sadly passed away on October 18th, 2020, at just 25 days old.

They were delayed on numerous occasions due to adverse weather conditions but finally made the jump and have presented the check to the MUH Foundation.

Front Row Left to right: Philip Aldridge, Colin Curran, Evan Cashman, Gerard McCarthy

Middle Row: Kyle Murphy, James Taylor, Jason O Sullivan

Back Row: David O Donoghue, David Kelly, John Nott, Gordon McGregor.

Farewell and Thank You – Non-Consultant Hospital Doctors (NCHDs)



Mercy University Hospital, similar to all other hospitals, has that bittersweet moment in June/July of each year as the hospital celebrates and bids farewell to one group of NCHDs as they journey onwards, whilst welcoming the newest cohort of Interns and NCHDs for the year ahead.

Hosted by MUH Executive Clinical Director, Prof David Kerins, MUH enjoyed an afternoon of celebration to mark the departure of this cohort of NCHDs and to thank them for their work and contribution to Mercy over the past year.

Congratulations to all the prize winners and best of luck to everyone as they journey onwards.

Mercy on the Move

We may have heard ourselves say "I have no time" at some point in our fitness journey. The truth of the matter is, we can all make small conscious efforts each day to improve our overall health. However, sometimes this is not always easy, especially when life can throw some curveballs your way, but training your mind to achieve small goals will assist you in taking more control of the things in life you can change.

Here are some tips to improve your overall health & fitness:

- Our bodies are designed to move! Start by tracking your step count each day, if you have a smart watch make use of it, if not you can always track from your phone. Keeping a daily check of your step count keeps you accountable.
- Set yourself a step goal depending on your current fitness level. 10,000 step range is a useful guide to follow and is the recommended average. However, keep this individual to you, you know your body more than most. Taking your daily average and making a target to take an extra 1,000 steps per day will make a difference over time.
- Taking the stairs instead of the lift, you will be surprised how many more steps you take per day by doing this.
- Hydrate! Try to consume water each day, our bodies need water. Benefits include, aiding digestion, hydrating the skin, natural detox for the body etc. If you are a person that consumes fizzy drinks, you could occasionally swap this out for water with a dash of cordial or sparkling water.
- Bodyweight exercises can serve as a foundation to a well-rounded fitness routine. These don't have to take an hour of your day to complete, every little helps, start with a 15-minute full body routine and build on this.
- Being more active and healthy eating almost always coincide, as once you start to feel good about your new routine you will want to make healthier food choices.
- Do an activity that makes you feel good. Explore different activities, you might surprise yourself with what you enjoy and end up joining a group activity - meeting some likeminded people is always a bonus!

Movement is the aim and focus for the 15-minute body weight session plan below. The individual can dictate the intensity of the AMRAP, depending on the number of rounds completed.

15-minute bodyweight AMRAP
(as many rounds as possible)

- **5 bodyweight squats**
- **5 push ups**
- **5 walk outs / bear crawls**
- **5 backward lunges each side**
- **20 seconds' plank**

Note: *Please contact a fitness professional for a specific guided programme if you have a contraindication that may prevent you from performing specific exercises.*

Also, **did you know** MUH staff have various groups & activities taking place across all disciplines, some to mention are:

- MUH Running Broadcasts – join the what's app group for regular updates on various races taking part. We have some small groups that jog at lunch and more to come.
- Mercy, take a Hike – a dedicated hiking group of Mercy employees who embark on various hikes throughout the beautiful South of Ireland. Join the what's app group for more information.
- Morning strength (via zoom) – for the early birds, this lass commences at 6.15am every Tuesday and Thursday.

Feel free to contact me if you'd like to be part of any of the above.

STAFF CONGRATULATIONS!

Congratulations to staff member Nollaig O'Neill who took part in the European Triathlon Cup on the 14th of July, which took place at the Marina Walk, Cork. Nollaigh placed 1st for overall female in the Duathlon event with Triathlon Ireland.

It doesn't end there, Nollaig has been quite a busy lady in 2024, as she placed 11th for overall female at the Triathlon Ireland National Duathlon Championships, the series was held in Phoenix Park Dublin on the 21st of April 2024.



Micheál Sheridan - A Tribute



It is with great sadness that the staff of Mercy University Hospital, learned of the death of Mercy University Hospital Foundation CEO, Micheál Sheridan on June 4th.

Micheál first joined the Foundation in 2007, as its first employee, and quickly became a very familiar and much cherished and respected member of our Mercy Family.

From the outset, Micheál was clear in his ambition for the Foundation and what it would mean for the hospital and more importantly what it would mean for our patients and how it would impact their care. In his first interview with Mercy Times, Micheál shared his vision - *"I know that "the Mercy" has always had a special place in the hearts and minds of the people of Cork and Munster. It is my belief that by working together we will greatly improve the healthcare in Cork and more importantly the lives of patients and their families".* Micheál far exceeded his vision and as a result, during his tenure the Foundation grew to become one of the leading hospital foundations in the country.

Micheál's natural charisma meant that relationships were forged, nurtured, built, and remembered. He empowered and encouraged staff to showcase the very best of their service, whilst ensuring that commitments from the Foundation were always in the very best interest of the hospital and its patients and would give expression to the Mercy Values which he imbued and embodied. During his time at "the Mercy" he didn't just build relationships – he made many friendships, and his loss will be felt for some time.

On a wider societal scale, we know Micheál has had a huge impact across all of the many organisations and projects he was involved in, and he leaves behind a tremendous legacy of positivity and change.

Mercy University Hospital extends heartfelt sympathies to Micheál's family - his wife Claire, and their four sons Éanna, Rían, Finn and Caelán; as well as to Micheál's mother Marie, and siblings Darina, Noírín, Sean and Niall. We also hold in thoughts and prayers our MUH Foundation colleagues at this time. ***May he Rest in Peace.***



Foundation Features

Organisers of the 'Make Your Mark on Cancer' charity walk, which took place on Sunday, July 14th, dedicated this year's event to Micheál Sheridan.

This year's walk marked a very special milestone in the history of the event, as the Mercy Cancer CARE Centre, which was a long term ambition of the organising committee, opened its doors earlier this year. To mark this, the organising committee felt it was fitting to honour Micheál this year, as he was instrumental in bringing the Mercy Cancer CARE Centre to fruition.

Since the first 'Make Your Mark on Cancer' walk took place in 2013, in memory of Bandon man Mark Prendergast, who passed away from testicular cancer, the enduringly popular walk and supporting events have raised over €500,000 for the Mercy Cancer Appeal, and in particular the Mercy Cancer CARE Centre.

This year's walk saw the largest turnout to date, with 380 walkers taking to the road for the 22km walk from The Viaduct to the Town Hall in Bandon.

Damien Prendergast, Chairman of the **'Make Your Mark on Cancer' committee** *said "We first started organising this event to honour and remember my brother Mark; but this year we dedicated it to the memory of Micheál Sheridan, who did so much to advance cancer care at 'The Mercy'. Little did we know back in 2013 the impact that the event would have on other families who would find themselves in a similar situation to ours, facing a tough cancer journey. The new Cancer CARE Centre is, and will be, a tremendous resource and source of support to the many families who are in the midst of a cancer journey, be it their own or a loved ones. We are so proud to see the project come to fruition and open its doors."*

Clinical Audit Day

We had a very successful 6th Clinical Audit & Quality Improvement Day in the Mercy University Hospital on 27th June 2024. The day celebrates and recognises all the excellent work done in maintaining and improving services across the hospital. An impressive 63 projects were submitted varying from Clinical Audit, Patient Centred Care, Improvement to Services and the Use of Resources.



The event was organised by **Prof. David Kerins** (Executive Clinical Director), **Maria Connolly** (Quality, Risk and Patient Safety Director), **Cassie Willis** (Complaints Officer), **Maria O'Keeffe** (PA to Executive Clinical Director) and **Ann McCarthy** (Quality Co-ordinator).



We were also delighted to welcome back previous winners of our 2023 Clinical Audit Day to this event to discuss their winning projects and how they have progressed. Along with a guest speaker, Prof. Oscar Traynor, Director of International Surgical Training Programmes, RCSI who discussed Clinical Governance for Patient Safety.



Mr Derek Hennessey *Consultant Urological Surgeon*

Presenting 2023 Improving Patient Experience winning project titled: "You happy enough with it doctor?": learning from missed opportunities for communication that takes place during health care professionals and patients.



Sarah Power *Discharge Co-Ordinator*

Presenting 2023 Clinical Audit winning project titled: Audit of "Patient Discharge Plan" Checklist for Older Adults in the acute setting.



Dr William Jones *Geriatric Medicine*

Presenting 2023 Improved Use of Resources winning project: An Analysis of suspected urinary tract infections in older adults: Time to Stop the Dip!!



Mary Hayes & Dr Megan Alcock *Older Person Services*

Overall winner of 2023 Sr. Laurentia perpetual award for the overall achievement of excellence winning project: Managing the End of Life Needs of Frail, Older Adults in the Community: The Role of a Hospital Based Community Outreach Team for Older People

We wish to express our enormous gratitude to our judges of this year's Clinical Audit & Quality Improvement Day. We acknowledge the time and effort put in to review all 63 abstracts/posters in advance of the day and the difficult task of choosing a winner.

The prize winner for the 2024 Annual Mercy University Hospital Clinical Audit & Quality Improvement Day were as follows:

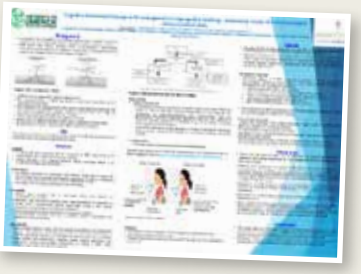
Overall Winner – Sr. Laurentia perpetual award for the overall achievement of excellence



Poster No: 25 -Cognitive-behavioural therapy in the management of supragastric belching – preliminary results of a GI physiologist delivered intervention.

Department of Gastroenterology and Department of Clinical Health Psychology

Project team: Lucy Quinlivan, Dr. Martin Buckley, Prof. Dónal G Fortune, Julie O'Neill, Renu Singh, Fiona Buckley, Prof. Helen L Richards





Clinical Audit Category

Poster No: 6 - Timing of PPI administration

Surgery Department

Project team: Dr Dr. Kristali Ylli, Dr. Mar Cotter, Ms. Wala ElJack





Improvements in Effective Care & Support Category

Poster No: 62 - Introducing a Falls Prevention Package in The Emergency Department

Emergency Department

Project team: Emma Murphy, Orla McGovern,Vipin Mathew, Anne Healy



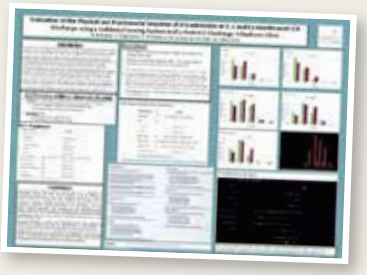


Improving Patient Experience Category

Poster No: 58 - Evaluation of the Physical and Psychosocial Sequalae of ICU admission at 3, 6 and 12 months post ICU Discharge using a Validated Scoring System and a Post-ICU Discharge Telephone Clinic

Department of Anaesthesiology

Project team: Dr. Bianca Nicholls, Dr. Roisin McCarthy, Dr. Michelle O'Mahony



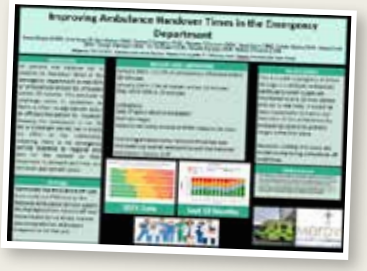


Improved Use of Resources

Poster No: 29 - Improving Ambulance Turnaround Times

Emergency Department

Project team: Emma Murphy, Anne Healy, Vipin Mathew, Yvonne O'Donoghue, Rosanne O'Donovan, Susie Quinn, Collette Walshe, Helena Curtin, Clodagh Harrington, Parvathy Panicker, Barbara O'Donnell



We Value your Feedback!

Patient experience' is what the process of receiving care feels like for the patient, their family and carers. It is a key element of quality, alongside providing clinical excellence and safer care. The way that our hospital delivers its care and support services – from the way the phone is answered, to the way our patient is examined or the explanation of what is happening – has an impact on the experience that every person has, who comes through our door. If safe care and clinical excellence are the 'what' of healthcare, then experience is the 'how'. In each lifetime, a person's experience starts from their very first contact with the healthcare system, right through to their last, which may be years after their first treatment, and can include end-of-life care.





Therefore, by consistently asking patients whether they are receiving the care they need listening to those needs and then improving things on the basis of what they tell you result in an environment where individual patients feel cared for and supported.

In 2023, following our HIQA inspection, the Complaints Officer, Patient Liaison Officer and Values and Culture Lead were tasked with reviewing our then feedback processes and making it more accessible, particularly from point of care, for patients and carers. Following that review, and as per information sessions provided at our Senior Leaders, Microsoft Teams, and individual department sessions, we are delighted to announce the launch of the new Mercy University Hospital Feedback, Compliments and Complaints process.

What changes will you see?

- Newly branded and updated Comment cards and business cards available at ward and department level that can be provided to patients/carers for feedback. Patients and carers can fill in the Comment Cards or use the QR code provided on the Comment Card, to give their feedback.
- A3 posters visible in each ward and department encouraging patients and carers to provide feedback using the QR code enabling feedback from point of care i.e wards, diagnostic units, satellite departments - this system is now live
- New feedback stations will be provided in public areas in the main hospital and satellite departments where Comment Cards, pens and desk surface will be available for those who want to provide their feedback in this way (Q3-Q4 2024)

What does this mean?

- Service users can now submit their Feedback, Compliments and Complaints online using the QR code available on the poster/comment cards.
- MUH comment cards have also been updated in line with the launch of the electronic form.

What will this information be used for?

- Help identify service improvement.
- Promote learning and identify training needs.
- Engage and include staff in the Feedback process.
- Communicate appreciation to staff from patients and their families.
- Monitor trends and act on same appropriately.

Posters have been placed throughout the hospital. If you require comment cards, business cards and pens for your service area please do not hesitate to contact Cassie Willis at **cwillis@muh.ie**

Welcome to Mercy University Hospital

Mercy University Hospital (MUH) was delighted to welcome a range of visitors over the last few months, including:

Salve Regina University

Mercy University Hospital welcomed a visiting delegation from the Salve Regina University (Rhode Island) on May 29th. Founded in 1934 by the Sisters of Mercy, Salve Regina's visit to MUH formed part of their Mercy Heritage Site Visit with a particular focus on nursing practices in Ireland.

Comprising 17 students and 2 group leaders, the group were welcomed with the traditional Mercy comfortable cup of tea, followed by a presentation by Values & Culture Lead, Siobhán Kenny, on the history of Mercy in Cork and the history, legacy and ongoing work of the hospital. Assistant Director of Nursing (Nurse Practice Development Unit), Martina Hughes, together with her colleagues provided a comprehensive overview of the Department of Nursing and all the nurse led initiatives in train and facilitated a Q&A session for our visitors which included participation by our current Nursing Students. The visit was hugely positive for all involved and it was agreed that such visits enable greater shared learning experiences, opportunities and connections for the hospital with our wider Mercy family and global healthcare and education systems.



UCC Summer School – Approaches to Comparative European Healthcare History



On August 1st, MUH welcomed a visiting group of 25 PhD students from across the globe participating in the UCC Summer School - Approaches to Comparative European Healthcare History.

This advanced summer school in comparative healthcare history will equip early career researchers with methods, sources and frameworks for understanding healthcare in Europe at a national, international and transnational level. It will explore historical approaches to analysing healthcare across European countries with a particular focus on financing and control of health.

Dr Sean Lucey, Research Manager, College of Business and Law University College Cork, together with Prof Barry Doyle (University of Manchester), organised the session with a specific focus on the voluntary status of Mercy University Hospital and its place in Irish Healthcare. Values & Culture Lead, Siobhán Kenny presented on the history of Mercy University Hospital and how it has sustained its voluntary status across the decades, whilst Chief Financial Officer, Brendan Doyle spoke to the group on the governance and financial structures of a voluntary hospital within the wide healthcare structure.

Delivery on Waiting List Targets

Scheduled Care in the Mercy University Hospital

Everyone has a right to timely and transparent access to high-quality scheduled care, where and when they need it, in line with Sláintecare reforms. The Department of Health works closely with the Health Service Executive (HSE) and the National Treatment Purchase Fund (NTPF) in developing Waiting List Action Plans to achieve targeted Key Performance Indicators (KPIs). Mercy University Hospital OPD and Bed Management clerical staff have been instrumental in achieving these results

Outpatient Department (OPD) Waiting List

The Mercy University Hospital saw a reduction in our New OPD Waiting List for new appointments from 6,868 to 5,866 from December 22 to December 23. Achieving 14% of reduction which supersedes National target requested of 10% .OPD KPIs was 15 months in 2023 and is now 12 months in 2024.

OPD 90% Compliance < (less than)15 months ↑ from 70.01% in December 2022 to 86.2% in December 2023. 2,894 outsourcing offers were received in 2023 from National Treatment Purchase Fund (NTPF) and agreements under Access to Care for outsourcing. NTPF assist in OPD in Validation support which is conducted on a 3-month cycle. Over 10,723 patients from new OPD Waiting lists validated in total and 1,551 patients were removed last year. Due to ever increasing demand for our OPD service NTPF provide support to outsourcing patients to other hospitals to be seen sooner.

Inpatients Waiting list

Key Performance Indicators (KPI) is < 9 months, In December 22 we had 52 patients waiting > 9 months for inpatient procedure whilst in Dec 23 it was ↓ to 25. (52% reduction to achieving KPI of < 9 months). Reduction of inpatients waiting list from 48+ to 24 months. There was a ↓ in patients waiting > 24 months in Dec 22 of 14 to 0 in Dec 23

Day Case Waiting list

In Dec 22, 162 patients waiting > 9 months whilst in Dec 23 it was ↓ to 140. (14% reduction to achieve KPI of < 9 months) . ↓of day case waiting list from 48+ to 24 months. Daycase 90% Compliance < 15 months increased from 77.1.% in December 2022 to 83.2% in December 2023.

Gastro Intestinal GI Waiting Lists

There are no P1 Urgent Endoscopy patients breaching. P2 Routine waiting list 246 breaching at end of 2023. GI 95% Compliance < 9 months ↓ from 99% in December 2022 to 89.7% in December 2023. GI 100% Compliance < 13 weeks ↓ from 66.1% in December 2022 to 44.9% in December 2023. Through foscusing and utilising Insourcing and outscouring initiatives for 2024 it will enable further recution in these breaches.

Clinical Priority	Waiting List	KPIs
Urgent (P1)	Elective	< 28 days
Routine (P2	Elective	< 90 days
Surveillance	Planned	13 months up to 5 years
Routine Planned	Planned	< 12 months

Congratulations to everyone involved – We are Mercy



Endoscopy Public routine Waiting List Validation

CNM2 Endoscopy Validation role has enabled the validation of correct clinical prioritisation since its commencement in 2022. CNM2 highlights the longest waiting breachers to BMU to schedule chronological (longest waiter first). At year end there was 206 public Surveillance Diagnostic endoscopy patients. There were 24 patients waiting from 2022 which has now been cleared.

Public Surveillance Diagnostic W/L	2017	2018	2019	2020	2021	2022	2023	2024
Reviewed January **2022**	5	61	76	259	483	45		
Reviewed January **2024**	0	0	0	0	0	24	151	31

End of an Era

Transfer of Paediatric Services from Mercy University Hospital to Cork University Hospital

June 25th, 2024, marked the end of an era as Paediatric services at Mercy University Hospital, housed in St. Anne's Ward and the Safari Unit transferred to Cork University Hospital. This move meant all scheduled paediatric care, except for the paediatric out-patient department (OPD), and all unscheduled inpatient paediatric care transferred from MUH to CUH. Paediatric outpatient clinics will continue at the OPD MUH until further notice. All adult care, scheduled and unscheduled, will remain unchanged.

Centralised Service

The new Paediatric Department development located at CUH, [combining both MUH and CUH paediatric departments], will cater for a centralised paediatric service within one location in Cork. In preparation for this transition, a new paediatric clinical governance structure has been introduced and will be led by a Clinical Director. This new development will deliver high-quality care for children and will provide much-needed paediatric care consistent with the HSE's National Clinical Programme for Paediatrics and Clinical Care Pathways.

The 2010 HSE reconfiguration of Acute Hospital Services in Cork and Kerry recommended centralising paediatric hospital services in Cork City at CUH. CUH was designated as a regional centre in the 2016 Model of Care from the National Clinical Programme for Paediatrics and Neonatology, will now serve as the primary location for these services.



Presentation of Photos by An Garda Siochána of the "Garda for a Day" Programme in 2015

Service Increase

Following the transfer there will be an increase in services in the areas of Haematology/Oncology for children. There will also be a single unified general paediatric service with an increase in ward capacity of 12 additional beds.

Children attending CUH will have the advantage of a comprehensive paediatric care system. The Paediatric Emergency Department, which will be led by Paediatric Emergency Medicine Consultants and speciality nursing staff, is just the beginning. They will also have access to a wide range of paediatric subspecialty consultants/nurse specialists, including respiratory, cardiology, allergy, neurology, neuro disability, diabetes/endocrinology, paediatric surgical specialities, and paediatric radiology service, ensuring that all their medical needs are met under one roof.



Olympian Alex Wright paid a visit before Rio 2016

Thank You

A transfer of this magnitude required a coordinated and collaborative working relationship across the region and within the hospital itself whilst ensuring that our patients re mained the focus of all our endeavours. Various working groups including Operations, IT, Communications etc. enabled every element of the transfer and each and every person involved is thanked for their contribution.

The biggest thank you, however, is reserved for our Mercy colleagues who had to transfer in support of the expanded, centralised service. For many in Mercy, it was not just colleagues leaving but friends. We wish them all the very best of luck as they each continue to contribute to the care of our youngest patients.

Awareness of the Need!

In 1913, Mercy Hospital opened the first Children's Ward in the city. Recognising a need, in light of increased infant mortality rates, the Sisters of Mercy began a journey of addressing the health care needs of children and their families for over 100 years including the opening of the first dedicated Leukaemia Unit in Cork, followed in later years by the Paediatric Oncology Outreach Nursing Service, which was supported by the MUH Foundation. Mercy University Hospital has delivered exceptional care to the young people of the city and now it is time for the next stage. Ms Anne Coyle, CEO of Mercy University Hospital, said, *"The transfer of paediatric services to CUH represents a pivotal advancement in our healthcare*

Continued overleaf

delivery. While MUH has been proud to provide paediatric care over the years, this move allows us to focus resources and expertise to a more integrated paediatric service at CUH. Our commitment to the health and well-being of children remains unwavering, and we are confident that this consolidation will benefit young patients significantly."



Santa visited each year, brining toys donated by the Kinsale Lions Club



MUH Foundation CEO, Micheál Sheridan (RIP), celebrating 10 years of the Foundations Support for our Children's Ward

Memories

Over the years, our Paediatric Unit has brought us many memorable moments and these picture capture some of those moments…

Congratulations

Congratulations - Top of the Class

Congratulations to **MUH Chef, Chandan Dusa** who has not only completed his Level 6 Culinary Arts but graduated top of the class with Distinction!

Chandan, who is from Hyderabad India, came to Ireland in 2012. Whilst qualified as a pharmacist, he soon realised that food was his passion and he embarked on a new career in Catering.

During his early career he worked in some of the finest restaurants in Southern Ireland, most notably Man Fridays in Kinsale, Cliff House in Ardmore and Sage Restaurant Midleton. He then moved to Il Padrinos, where he worked with Catering Officer, Lukasz Dabrowski and followed Lukasz to join the Catering Team here at the Mercy and began to obtain his level 6 Culinary Arts.



Congratulations – Publication


Radiography

Split-bolus single-phase versus single-bolus split-phase CT acquisition protocols for staging in patients with testicular cancer: A retrospective study

Congratulations to **MUH Clinical Specialist Radiographers in CT, Val O'Leary Caroline O'Regan, and Grainne O'Connor** on their recent publication in the journal Radiography.

It truly was a collaborative effort by all involved; but most of the extensive research, organisation, patient selection and data collection (not to mention the protocol design itself!) was from our radiographer colleagues in CT and their input was a definite key to the success of this project. Thank you to Rena also, our ex-colleague now in the school of Radiography UCC, for your help with getting this project over the line.

https://www.radiographyonline.com/action/showPdf?pii=S1078-8174%2824%2900033-6

Wellbeing Week

The first MUH Employee Wellbeing Week - #The Mercy Way of 2024 was held from May 20th to May 24th. All of the usual treats were back, and staff enjoyed a variety of lovely snacks and produce provided by our Catering Department. Keeping us all chilled - Freddie's Ice Cream Van made a welcome return and for staff wanting to improve their Cycling skills – there was lots of information on routes, levels etc. available all week.

MUH EMPLOYEE Wellbeing #The Mercy Way





There was lots of information for staff and a dedicated Information Morning which included talks and stands on Pension Planning, Health & Fitness, Dignity at Work, etc. We were delighted to welcome Mick Devine from Tabor Group who had a dedicated information stand on addiction and shared his valuable expertise. The MUH Occupational Health Department, once again facilitated vision screening and blood pressure readings throughout the week.

Time out for staff included mini facials and massages and this year there was also a "Minding Your Mind" session, exploring the benefits of mindfulness and how to reduce the chatter in our minds. The Irish Guide Dogs for the Blind paid a visit and were understandably very warmly welcomed!

On the sociable side, the MUH Foundation invited all hospital staff to visit the new Cancer Care Centre for a special Radiothon Coffee Morning and staff also donned their favorite team jersey on the day. A test of knowledge rounded off Wellbeing Week with a table quiz organized by the Mercy Social Club. Congratulations to the "Mercy Starz" aka the HR Department who took top prize on the evening.





Smoked Salmon Pesto Pasta with Sundried Tomatoes and Courgettes

Gary Costello, MUH Head Chef



INGREDIENTS: Pesto

- 50gr fresh Basil
- 15gr of chopped parsley
- 40 gr of pine nuts
- 25 grams of parmesan cheese
- 150mls of olive oil
- 4 cloves of Garlic Crushed

METHOD

- Toast pine nuts in a pan and leave to cool
- Once cooled Blend altogether in a food processor and refrigerate.

INGREDIENTS: Salmon Smoked Dish

- 100 Grams of Sliced Smoked Salmon
- 1 shallot finely diced.
- I courgette diced finely
- Pinch of garlic (half a clove)
- 15 grams chopped sundried tomatoes
- Glass of white wine
- 2tbls of cream cheese
- 2 tbls of Parmesan cheese
- 150mls of cream
- 2 tsp of fresh pesto
- Zest of 1 lemon
- 200 grams Fresh FUSSILI Pasta cooked in boiling water for 7 mins

METHOD

1. In a pan gently fry off your onions and courgettes with a pinch of garlic
2. Add sundried tomatoes.
3. Add white wine and reduce by half.
4. Add pes to and cheeses and lemon zest.
5. Then add cream.
6. Reduce slightly.
7. Now add you smoked salmon and allow to warm through.
7. Season with black pepper only Add hot and mix through and serve.

Serve with rocket and shaved parmesan with Balsamic Dressing

Editorial Team

Mercy Times has a wide audience that is continuing to grow across the health, corporate and political sectors and it is a wonderful opportunity to showcase all that is good and positive about MUH.

Join the Team ... if you have an article, photo, snippet, event ... let us know .... We are here for you!

Meet your Mercy Times Editorial Team for this Edition



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