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**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | Clinical Nurse Manager 1 – Haemodialysis UnitGrade Code: 2127 |
| **Campaign Reference** | G10301 |
| **Closing Date** | 10:00am Wednesday 14th May 2025 via Rezoomo  |
| **Proposed Interview Date (s)** | Interviews will be held as soon as possible after the closing date. Candidates will normally be given at least one week’s notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Remuneration** | The salary scale for the post as of 01/03/2025 is: 56,081 57,098 58,533 59,992 61,443 62,903 64,529 66,045New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Taking up Appointment** | To be agreed at job offer stage |
| **Organisational Area** | HSE West & North West Region |
| **Location of Post** | **Merlin Park University Hospital, HSE West and North West*** There is **permanent, whole-time** CNM1 position available in the Haemodialysis Unit in Galway University Hospitals. Flexibility is required to support the Haemodialysis Unit requirements in UHG & MPUH.

Initial assignment will be to Galway University Hospital. The successful candidate may be required to work in any service area within the vicinity as the need arises. A panel may be formed for **Galway University Hospital** from which current and future permanent and specified purpose vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | Imelda Mathews, Assistant Director of Nursing, Nursing Admin, MPUHPhone: 091 775645 Email: Imelda.mathews@hse.ie  |
| **Details of Service** | The West and North West region provides acute and specialist hospital and community services to the West and North West of Ireland – counties Galway, Mayo, Roscommon, Sligo, Leitrim, Donegal and adjoining counties.The region comprises of 7 hospitals across 8 sites:* [Letterkenny University Hospital (LUH)](https://saolta.ie/hospital/letterkenny-university-hospital)
* [Mayo University Hospital (MUH)](https://saolta.ie/hospital/mayo-university-hospital)
* [Portiuncula University Hospital (PUH)](https://saolta.ie/hospital/portiuncula-university-hospital)
* [Roscommon University Hospital (RUH)](https://saolta.ie/hospital/Roscommon%20University%20Hospital)
* [Sligo University Hospital (SUH)](https://saolta.ie/hospital/sligo-university-hospital) incorporating Our Lady’s Hospital Manorhamilton (OLHM)
* Galway University Hospitals (GUH) incorporating [University Hospital Galway (UHG)](https://saolta.ie/hospital/university-hospital-galway) and Merlin Park University Hospital

The region’s Academic Partner is University of Galway.The region covers one third of the land mass of Ireland, it provides health care to a population of 830,000, employs over 20,000 staff **Vision**Our vision is to be a leading academic Hospital providing excellent integrated patient-centred care delivered by skilled caring staff.**Guiding Principles**Care - Compassion - Trust – LearningOur guiding principles are to work in partnership with patients and other healthcare providers across the continuum of care to:* Deliver high quality, safe, timely and equitable patient care by developing and ensuring sustainable clinical services to meet the needs of our population.
* Deliver integrated services across the Hospitals and communities, with clear lines of responsibility, accountability and authority, whilst maintaining individual hospital site integrity.
* Continue to develop and improve our clinical services supported by education, research and innovation, in partnership with NUI Galway and other academic partners.

Recruit, retain and develop highly-skilled multidisciplinary teams through support, engagement and empowerment. |
| **Mission Statement** | Patients are at the heart of everything we do. Our Mission is to provide high quality and equitable services for all by delivering care based on excellence in clinical practice, teaching, and research, grounded in kindness, compassion and respect, whilst developing our staff and becoming a model employer.**OUR GUIDING VALUES** **Respect** - We are an organisation where privacy, dignity, and individual needs are respected, where staff are valued, supported and involved in decision-making, and where diversity is celebrated, recognising that working in a respectful environment will enable us to achieve more. **Compassion** - we treat patients and family members with dignity, sensitivity and empathy.**Kindness** - whilst we develop our organisation as a business, we will remember it is a service, and treat our patients and each other with kindness and humanity. **Quality** – we seek continuous quality improvement in all we do, through creativity, innovation, education and research. **Learning** - we nurture and encourage lifelong learning and continuous improvement, attracting, developing and retaining high quality staff, enabling them to fulfil their potential. **Integrity** - through our governance arrangements and our value system, we will ensure all of our services are transparent, trustworthy and reliable and delivered to the highest ethical standards, taking responsibility and accountability for our actions. **Team working** – we engage and empower our staff, sharing best practice and strengthening relationships with our partners and patients to achieve our Mission. **Communication** - we communicate with patients, the public, our staff and stakeholders, empowering them to actively participate in all aspects of the service, encouraging inclusiveness, openness, and accountability.*These Values shape our strategy to create an organisational culture and ethos to deliver high quality and safe services for all we serve and that staff are rightly proud of.* |
| **Reporting Relationship** | Reports to CNM2 / CNM3. Accountable to the Assistant Director of Nursing Medical Specialty and Director of Nursing. |
| **Purpose of the Post**  | To be responsible for the management, care and treatment of service users, to ensure that the optimum standard of care is provided within the designated area(s) of responsibility.The primary role of the CNM 1 will be one of clinical and professional leadership and development in the nursing team, including the development of nursing staff by means of in-service training, orientation of new staff and arranging for clinical experience and supervision of student nurses where this is appropriate.  |
| **Principal Duties and Responsibilities** | * The post holder will support the principle that care of the patient comes first at all times and will approach their work with the flexibility and enthusiasm necessary to make this principle a reality for every patient to the greatest possible degree
* Maintain awareness of the primacy of the patient in relation to all hospital activities.
* Performance management systems are part of the role and you will be required to participate in the hospital performance management programme

**Professional / Clinical***The Clinical Nurse Manager 1 (Haemodialysis Unit)) will:** Be responsible for the co-ordination, assessment, planning, implementation and review of care for service users according to service standards.
* Provide safe, comprehensive nursing care to service users within the guidelines laid out by Nursing and Midwifery Board of Ireland (NMBI).
* The Manager will practice nursing according to:
* Professional Clinical Guidelines
* National and Area Health Service Executive (HSE) guidelines
* Local policies, protocols and guidelines
* Current legislation
* Manage own caseload in accordance with the needs of the post.
* Encourage evidence-based practice, using a care planning approach to nursing care.
* Participate in teams as appropriate, communicating and working in co-operation with other team members.
* Collaborate with service users, family, carers and other staff in treatment / care planning and in the provision of support and advice.
* Communicate verbally and / or in writing results of assessments, treatment / care programmes and recommendations to the team and relevant others in accordance with service policy.
* Plan discharge or transition of the service user between services as appropriate.
* Assist in providing staff leadership and motivation, which is conducive to good staff relations and work performance.
* Ensure that service users and others are treated with dignity and respect.
* Maintain nursing records in accordance with local service and professional standards.
* Contribute to the development and maintenance of nursing standards, protocols and guidelines consistent with the highest standards of patient care.
* Maintain professional standards in relation to confidentiality, ethics and legislation.
* In consultation with CNM2 and other disciplines, implement and assess quality management programmes.
* Participate in clinical audit as required.
* Devise and implement Health Promotion Programmes for service users as relevant to the post.
* Lead and implement change, with particular reference to recommendations of the Commission on Nursing and the health service reform programme.
* Operate within the Scope of Practice - seek advice and assistance from his / her manager with any cases or issues that prove to be beyond the scope of his / her professional competence in line with principles of best practice and clinical governance.

**Health and Safety***The Clinical Nurse Manager 1 (Haemodialysis Unit)) will:** Play a central role in maintaining a safe environment for service users, staff and visitors e.g., by contributing to risk assessment.
* Assist in observing and ensuring implementation and adherence to established policies and procedures e.g., health and safety, infection control, storage and use of controlled drugs etc.
* Observe, report and take appropriate action on any matter which may be detrimental to service user care or well-being / may be inhibiting the efficient provision of care.
* Ensure completion of incident / near miss forms.
* Adhere to department policies in relation to the care and safety of any equipment supplied for the fulfilment of duty.
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc and comply with associated HSE protocols for implementing and maintaining these standards.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Education and Training***The Clinical Nurse Manager 1 (Haemodialysis Unit) will:** Engage in continuing professional development by keeping up to date with nursing literature, recent nursing research and new developments in nursing management, education and practice and to attend staff study days as considered appropriate.
* Provide a high level of professional and clinical leadership.
* Provide supervision and assist in the development of knowledge, skills and attitudes of staff and assigned students.
* Be familiar with the curriculum training programme for student nurses and be aware of the clinical experience required to meet the needs of the programme.
* Participate in the assessment of student nurse proficiency in clinical nursing skills as part of his/her role as preceptor.
* Engage in performance review processes including personal development planning as appropriate.

**Personnel / Administrative***The Clinical Nurse Manager 1 (Haemodialysis Unit) will:** Exercise authority in the running of the assigned area(s) as deputised by the CNM2.
* Provide the necessary co-ordination and deployment of nursing and support staff in designated area(s) of responsibility, ensuring that skill mix takes account of fluctuating workloads and ensuring maximisation of available resources.
* Assess and monitor trends through collection and analysis of activity and data and keeping CNM2 and Senior Nursing Management informed of changing work patterns, which may require increased resource allocation.
* Collaborate with the CNM2 in preparing, implementing and evaluating budget and service plans for the clinical area.
* Co-operate in managing all resources - including nursing and non-nursing staff within an agreed budget.
* Promote a culture that values diversity and respect in the workplace.
* Assist in maintaining the necessary clinical and administrative records and reporting arrangements / contribute to quality assurance by assisting in data collection.
* Ensure that patient care equipment is maintained to an appropriate standard.
* Ensure compliance with legal requirements, policies and procedures affecting service users, staff and other hospital matters.
* Participate actively in the Nursing Management structure by ‘acting up’ when required.
* Engage in IT developments as they apply to service user and service administration.

**KPI’s*** The identification and development of Key Performance Indicators (KPIs) which are congruent with the Hospital’s service plan targets.
* The development of Action Plans to address KPI targets.
* Driving and promoting a Performance Management culture.
* In conjunction with line manager assist in the development of a Performance Management system for your profession.
* The management and delivery of KPIs as a routine and core business objective.

**PLEASE NOTE THE FOLLOWING GENERAL CONDITIONS:*** Employees must attend fire lectures periodically and must observe fire orders.
* All accidents within the Department must be reported immediately.
* Infection Control Policies must be adhered to.
* In line with the Safety, Health and Welfare at Work Acts 2005 and 2010 all staff must comply with all safety regulations and audits.
* In line with the Public Health (Tobacco) (Amendment) Act 2004, smoking within the Hospital Buildings is not permitted.
* Hospital uniform code must be adhered to.
* Provide information that meets the need of Senior Management.
* To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Risk Management, Infection Control, Hygiene Services and Health & Safety*** The management of Risk, Infection Control, Hygiene Services and Health & Safety is the responsibility of everyone and will be achieved within a progressive, honest and open environment.
* The post holder must be familiar with the necessary education, training and support to enable them to meet this responsibility.
* The post holder has a duty to familiarise themselves with the relevant Organisational Policies, Procedures & Standards and attend training as appropriate in the following areas:
	+ Continuous Quality Improvement Initiatives
	+ Document Control Information Management Systems
	+ Risk Management Strategy and Policies
	+ Hygiene Related Policies, Procedures and Standards
	+ Decontamination Code of Practice
	+ Infection Control Policies
	+ Safety Statement, Health & Safety Policies and Fire Procedure
	+ Data Protection and confidentiality Policies
* The post holder is responsible for ensuring that they become familiar with the requirements stated within the Risk Management Strategy and that they comply with the Region’s Risk Management Incident/Near miss reporting Policies and Procedures.
* The post holder is responsible for ensuring that they comply with hygiene services requirements in your area of responsibility. Hygiene Services incorporates environment and facilities, hand hygiene, catering, cleaning, the management of laundry, waste, sharps and equipment.
* The post holder must foster and support a quality improvement culture through-out your area of responsibility in relation to hygiene services.
* The post holders’ responsibility for Quality & Risk Management, Hygiene Services and Health & Safety will be clarified to you in the induction process and by your line manager.
* The post holder must take reasonable care for his or her own actions and the effect that these may have upon the safety of others.
* The post holder must cooperate with management, attend Health & Safety related training and not undertake any task for which they have not been authorised and adequately trained.
* The post holder is required to bring to the attention of a responsible person any perceived shortcoming in our safety arrangements or any defects in work equipment.
* It is the post holder’s responsibility to be aware of and comply with the HSE Health Care Records Management/Integrated Discharge Planning (HCRM / IDP) Code of Practice.

**The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.**  |
| **Eligibility Criteria****Qualifications and/ or experience** | Candidates must on the closing date:1. **Statutory Registration, Professional Qualifications, Experience, etc**(a) Eligible applicants will be those who on the closing date for the competition:(i) Are registered in the relevant division of the Register of Nurses & Midwives maintained by the Nursing and Midwifery Board of Ireland [NMBI] (Bord Altranais agus Cnáimhseachais na hÉireann) or entitled to be so registered.And(ii) Have at least 3 years post registration fulltime experience (or an aggregate of 3 years post registration full time experience) of which 1 year post registration full time experience (or an aggregate of 1 year’s post registration full time experience) must be in the speciality or related area.And(iii) Have the clinical, managerial and administrative capacity to properly discharge the functions of the role.And(iv) Candidates must demonstrate evidence of Continuing Professional Development.2. **Annual registration**(i) On appointment, Practitioners must maintain live annual registration on the relevantdivision of the Register of Nurses and Midwives maintained by the Nursing andMidwifery Board of Ireland (Bord Altranais agus Cnáimhseachais na hÉireann).And(ii) Confirm annual registration with NMBI to the HSE by way of the annual PatientSafety Assurance Certificate (PSAC).3. **Health**Candidates for and any person holding the office must be fully competent and capable ofundertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.4. **Character**Candidates for and any person holding the office must be of good character. |
| **Post specific Requirements** | Demonstrate depth and breadth of post registration nursing experience in relation to the Haemodialysis Unit service. |
| **Other requirements specific to the post** | * A flexible approach to working hours is required.
* Ensure a quality Haemodialysis Unit service is provided to all clients availing of the Dialysis services
* As the Dialysis service is cross site between MPUH & UHG flexibility is required to cover the service requirements.
* Other requirements specific to the post will be included at expression of interest stage, if applicable.
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| **Skills, competencies and/or knowledge** | ***Candidates must:**** Demonstrate the ability to lead on clinical practice and service quality.
* Demonstrate promotion of evidence-based decision making.
* Demonstrate practitioner competence and professionalism.
* Demonstrate the ability to plan and organise effectively.
* Demonstrate the ability to build and lead a team.
* Demonstrate strong interpersonal skills including the ability to build and maintain relationships.
* Demonstrate strong communication and influencing skills.
* Demonstrate initiative and innovation in the delivery of service.
* Demonstrate resilience and composure.
* Demonstrate openness to change.
* Demonstrate integrity and ethical stance.
* Demonstrate a commitment to continuing professional development.
* Demonstrate the ability to relate nursing research to nursing practice.
* Demonstrate an awareness of HR policies and procedures including disciplinary procedures.
* Demonstrate an awareness of relevant legislation and policy e.g., health and safety, infection control etc.
* Demonstrate an awareness of current and emerging nursing strategies and policy in relation to the clinical / designated area.
* Demonstrate an awareness of the Health Service Transformation Programme.
* Demonstrate a willingness to develop IT skills relevant to the role.
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| **Campaign Specific Selection Process****Ranking/Shortlisting/ Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process. Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion**  | The HSE is an equal opportunities employer.Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience. The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long-term health condition. For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/>  |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).The CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.The CPSA Code of Practice can be accessed via <https://www.cpsa.ie/>. |
| The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. |



**Terms and Conditions of Employment**

**G10301 Clinical Nurse Manager 1 – Haemodialysis Unit**

**Galway University Hospitals**

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| **Tenure**  | The current vacancy available is pensionable **permanent and whole time.**A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled.Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointment) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Working Week** | The standard working week applying to the post is **37.5 hours.** HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave associated with the post will be confirmed at job offer stage |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004. |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.***\* Public Servants not affected by this legislation:***Public servants recruited between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants recruited since 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/). |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site-Specific Safety Statement (SSSS). Key responsibilities include:* Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work.
* Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection.
* Consulting and communicating with staff and safety representatives on OSH matters.
* Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.
* Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2).
* Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.
* Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.

Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.  |
| **Ethics in Public Office 1995 and 2001** | Positions remunerated at or above the minimum point of the Grade VIII salary scale are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below: A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year.B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer. C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission’s website <https://www.sipo.ie/>. |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://www2.healthservice.hse.ie/organisation/national-pppgs/writing-your-site-or-service-safety-statement/).

2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)