



IT Team in GUH

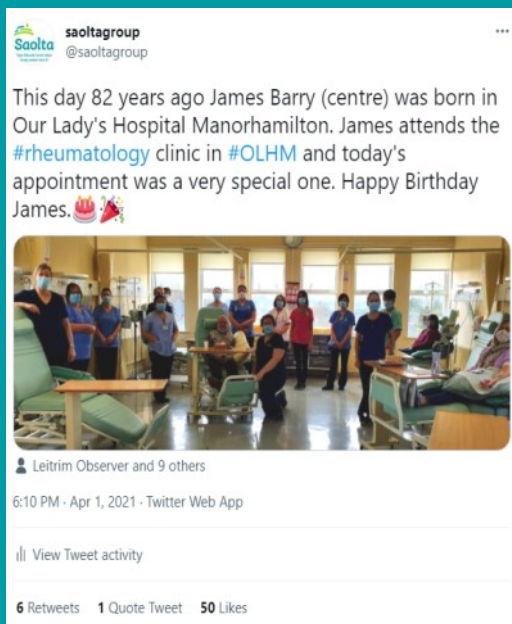
## Cyberattack - THANK YOU from HSE CEO



Click [here](#) to view the full message to Saolta staff from the HSE CEO

"I wanted to send a very special message of thanks to all of the staff in the Saolta Group of hospitals. I'm really aware it's been a horrendous 16 months for all of you who've worked in really challenging times as we've moved through various phases and waves of COVID. I'm equally conscious of the huge flexibility that you put in place between working long hours, extra shifts, flexibility between each other and covering each other, great innovation that's been put in place to protect people, protect patients and protect the public."

# Saolta Tweets



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# Chief Executive Officer

Saolta Group

Dear colleagues

After a very challenging start to the year, we have come through yet another difficult quarter. Just as we were emerging from the third wave of COVID-19, our health system was hit by a cyber attack which caused immense disruption to our services. I want to acknowledge the continued hard work and dedication of all our staff who worked tirelessly throughout this time.

The shutdown of our IT systems across the whole of the HSE had a really significant impact on patient care across the hospital group and resulted in the widespread cancellation of outpatient and elective activity including cancer treatments. It also resulted in long delays in our emergency departments for patients waiting to be seen and treated. More than two months after the cyber-attack shut down our system, we are still dealing with the fallout. I am conscious that many systems, and as a result services, continue to suffer the impact

I'm conscious that once again all our staff have had to adapt the way that they work in order to deal with this critical issue. Despite the many challenges, you have found workarounds and ways of ensuring that we continue to provide excellent patient care.

I want to thank you for your efforts in making that happen and I'm really conscious that you're doing this in the context of a very difficult year as well.

But despite the significant issues we have faced, there have been huge positives. The rollout of the COVID-19 Vaccination Programme has been a continued success, thanks in large part again to the response from our staff.

We are operating vaccination centres in Galway, Sligo, Letterkenny, Castlebar, Carrick-on-Shannon and Roscommon with satellite centres in Carndonagh and Clifden. All of our main centres have hit significant milestones. Collectively we have administered in excess of 409,000 doses of vaccines across the region to date and there is a rapidly growing proportion of the population who are fully vaccinated.

The vaccination programme has been a huge collective effort between ourselves in the Saolta Group, General Practitioners, the two Community Healthcare Organisations serving the region, the National Ambulance Service and now community pharmacists.

This year, above any other, I hope you avail of a good break over the summer.

Tony Canavan  
Chief Executive Officer



Tony Canavan, CEO

# Chief Operations Officer

Saolta Group

Dear colleagues

As we find ourselves half way through another difficult year, I want to take this opportunity to recognise your commitment and dedication to maintaining continuity of care for our patients. You have continued in your roles with resilience despite ongoing pressures from COVID-19 and the recent ransomware attack on our services.

Thank you for all your work on the ground in incredibly trying circumstances. On the morning that the cyber attack hit our services, staff on all of our hospital sites were outstanding, responding quickly and effectively to deal with the situation.

This same level of commitment to patients and keeping services going has been clearly evident in the weeks since, despite very frustrating and challenging circumstances. The level of care and support you have provided is a credit to each and every one of you.

In relation to the impacts of the cyber attack, the Office of the Chief Information Officer is assisting in the recovery; while most of the systems are restored, significant integration issues and issues in relation to remote access to systems remain. This work will continue for some time.

We have been significantly impacted by both COVID-19 and the cyber attack, which has caused a serious deficit in scheduled care capacity and reduced patient access. It has impacted on the number of patients we can see and treat on an ongoing basis. Every possible action is being taken across the hospital sites to recover the loss in activity which will be an ongoing focus through 2021/22.

We will use external capacity funded through the National Treatment Purchase fund and Acute Hospitals for elective care access. Specific SLAs have been drawn up to continue some limited access to private hospital capacity throughout the rest of 2021.

Capital approvals have been received to progress projects including the Emergency Department /Acute Medical Assessment Unit at MUH, the temporary ED and the SATU at UHG and an outpatient facility at MPUH. The Orthopaedic Theatres in MPUH and the extension of the ICU Unit at SUH are due to be completed by end of year.

In relation to ICT, we will be progressing the recruitment of an Ehealth Director and Ehealth team. This was approved as part of the 2021 Service plan and is very timely.

I am conscious you are operating in extremely difficult circumstances with Emergency Departments across our sites experiencing winter levels of attendance. Thank you for your continued work and I hope you get some time off over the summer.

Ann Cosgrove  
Chief Operations Officer



Ann Cosgrove, COO

# Women's and Children's Managed Clinical and Academic Network (MCAN)

We are very aware in the Women's and Children's Managed Clinical and Academic Network (W&C MCAN) that the recent months have been particularly difficult. This was due to the COVID pandemic followed by the cyber attack at the end of May. We are very grateful for all the hard work and dedication shown by the staff in providing clinical care during these circumstances. It has been more challenging than most can remember for many years.

With COVID hospital rates in Women's and Children's wards very low at the moment, the main emphasis is on vaccination of our maternity population.

As regards the Cyber attack the majority of IT systems relevant to services in the Women's and Children's MCAN are now functioning. There are some more general IT issues within Saolta which remain to be addressed.

Good progress continues in rolling out the COVID-19 Mass Vaccination programme for HSE staff and members of the public. Our hospital sites remain challenged with providing full services to all our cohort of patients and are making the necessary changes, under the HSE guidance, to restore activity and to protect our patients as new versions of the coronavirus are emerging in countries around the world.

The MCAN is supporting the sites in the roll out of these changes which include the provision of a vaccination programme for expectant mothers who wish to avail of the vaccine. Each maternity hospital will arrange a COVID-19 vaccine for its pregnant women. We continue to keep the visiting arrangements under review and aligned with National guidance.

Due to the COVID-19 pandemic changes to paediatric services at site level had a direct result on the assessment and evaluation of children who fulfilled the criteria for suspected COVID-19 in ED areas. We have carried out a risk assessment with the sites and efforts are being made to return unscheduled care children to the ED.

The past number of months have been extremely difficult on staff working against all of the recent challenges and I would like to thank you for all of your efforts during the waves of COVID-19 and levels of lockdown and the further effect of the ransom cyber attack on the HSE.

The Women's and Children's Managed Clinical and Academic Network (MCAN) has been working to strengthen its strategic activity framework by hosting workshops in Q1 and Q2 2021 supported by the Saolta Project Management Office. The focus is on placing integrated workings for our services as well as implementing the recommendations as set out in the National and Saolta Strategies.

## Paediatrics

We have established the Saolta Senior Children's Nursing Group (SSCNG) in May of this year. The aim of this new group is to provide a strong united voice in children's nursing and to positively influence the direction and delivery of children's healthcare in Saolta.

Work continues with the development of a Saolta Integrated Paediatric Strategy and site visits have taken place thus building, developing and strengthening our relationships with stakeholders across the Group and with National Colleagues. We submitted a business case in March to the national commissioner for paediatric services, this business case outlined the resources required to develop GUH as a regional paediatric centre and we are working with the local sites in providing services as outlined in the model of care.

## Waiting Lists

Due to events of the last 15 months, we are concerned about the waiting list numbers in Gynaecology in all of the 5 hospital sites in Saolta. While measures are in place to address these waiting lists, it is important that these initiative will be expanded and continue. The advent of ambulatory gynaecology to some sites will assist with this process.

## Performance Meetings

We have participated in Performance Meetings scheduled with the Saolta Group and the W&C MCAN. The aim of which is to assess against an Accountability and Performance Framework, assign decisions and actions under matters discussed. National Women and Infants Health Programme (NWIHP) Significant funding for services has been allocated from National Women and Infants Health Programme (NWIHP) and we are working with each of the sites to progress these development posts via the sites approval and recruitment process.

## The Neonatal Steering Group

The Neonatology Steering Group continues monthly with activity, guidelines, updates and site updates for discussion. Work is underway to standardise pathways and put in place actions to see safe delivery of care across model 1 and 2 sites.

## Women's and Children's MCAN Annual Clinical Report (2020)

It is expected the next Women's and Children's MCAN Annual Clinical Report (2020) will be completed over the coming months, with data collection providing the theme for trends across the Group.

## New appointments and best wishes ...

We have had a number of significant appointments across the sites and within the MCAN to support services and strengthen our units. We wish all those who have taken up recent appointments in the Women and Children's Units every success in their new role and we look forward to working with you.

I would like to acknowledge the work and commitment of all of our staff across the Group and I hope you all get the opportunity to take some well-earned time off over the summer months.

# Update from the Saolta Project Management Office



## Regional COVID-19 Vaccination Programme

The COVID Vaccination Programme continues the regional roll out, moving through the age groups. This hugely positive programme has to date seen over 400,000 vaccinations (1st and 2nd doses) between acute hospital clinics and COVID vaccination clinics (with a further >50,000 vaccinated within CHO1 and CH West).

COVID Vaccination centres remain fully operational across the region in Galway, Sligo, Donegal, Mayo, and Roscommon and are working on a 7 day basis with Carrick-On-Shannon operating approx. 2 days per week. Satellite centres are now operational in Carndonagh in Donegal and in Clifden, Galway will be commissioned in July. The PMO continues to provide support to the regional programme.

## Saolta Strategy 2019-2023



We are now more than half way through the term of the current Saolta Strategy timeline. While achieving the objectives has been challenged greatly over the past 18 months, there has been considerable progress on many fronts. A process to review the Saolta Strategy priority projects (and other projects listed on the Portfolio Dashboard) is underway. This is to ensure

that our organisational priorities are realigned to both local and national key priorities in the recovery phase post COVID-19.

## Saolta Integrated Governance Project (SIGP)

The challenges of COVID and ransomware have delayed the timelines for full implementation of the Managed Clinical and Academic Network (MCANs). However, the role of the Cancer and Womens' and Childrens' MCANs has been crucial in supporting specialities and hospitals in service delivery/ governance and recovery planning during recent challenging times. There are clear strategic and operational plans within both MCANs on further priorities across the group. Finance and HR dedicated support to the MCANs will be progressed during Q3 with a plan for formal evaluation of the project in Q1 2022.



## Sláintecare

As the majority of the Sláintecare projects are due to complete over the coming months, attention has moved to the process for evaluation/next steps. There are currently two national approaches to moving forward with the Sláintecare Integration Fund (SIF) projects:

1. Extensions being offered to end of year. This will allow time for national evaluation with a view to decision to include in the estimates process for Service Plan 2022.
2. Agreement to mainstream from July 2021 to Enhanced Community Services Programme.

Despite the impact of COVID-19 and ransomware, all of the SIF projects have been hugely positive to date in progressing integrated care for patients.

## Enhanced Community Services

The rollout of the national Enhanced Community Services Programme (through the introduction of Specialist Ambulatory Hubs) will include both the Older Persons Programme and Chronic Diseases (Cardiac, Respiratory and Endocrinology).

A Joint Steering Group has been established between CH West and Saolta to progress Phase 1 of the national programme. Programme workstreams are currently being agreed to include integrated pathways of care. Initial engagement is taking place with CHO1 (included as part of Phase 2 of the programme).





# Saolta Vaccination Centre Videos

## LYIT Letterkenny



Click [here](#) to view

## Breaffy Castlebar



Click [here](#) to view

## Carrick on Shannon



Click [here](#) to view

## Ballybrit Galway



Click [here](#) to view

## IT Sligo



Click [here](#) to view

## Carndonagh Donegal



Click [here](#) to view

## Abbey Hotel Roscommon



Click [here](#) to view

## Clifden Galway



Click [here](#) to view

Click [here](#) for Irish

# Thank you!

## Comments on our Social Media about the Vaccination Programme

A huge thanks for your fantastic service over the last few months. You quite literally are life savers. 🙏🙏🙏

Day is finally here, congratulations to all here @itsligo such an amazing and efficient system here in The Knocknarea Arena. Thank you to the amazing staff here @grainnemccannh1 @saoltagroup

Well done guys very professional delivery of your service out there keep up the good work.

I was there Saturday. In and out in half an hour.

Replying to @saoltagroup and @fmpower

Had my first dose at the weekend in Breaffy. What a fantastic example of how to run a service efficiently and effectively, and with care. Thank you team, keep up the great work! #creditwhereitsdue

you are all so nice and should be proud. Thank you.

I have just had my first vaccine in Ballybrit Racecourse Galway. Well done to everyone it was so well organised & all staff very friendly @saoltagroup @HSELive @paulreiddublin

Very grateful to receive my vaccination today from @HSELive in @MayoVacCentre

Well done to everyone @saoltagroup working round the clock to ensure the vaccine rollout continues at pace.

@sligovaccinationcenter what an absolute exemplary example of superbly choreographed teamwork and my nurse, Bernadette had our HSE values in abundance. Thank you to all of you for what you do for everyone else. @paulreiddublin @GSGerShaw @NMPDUNorthWest @CNMESligo @DF\_Medics

Well done all. Proud of your achievement. Ye deserve a Gold Medal !

Great work. Very efficient and curious from start to finish 🙏🙏



# Marking Vaccination Milestones

## Abbey Hotel Roscommon



20,000 Vaccines Administered



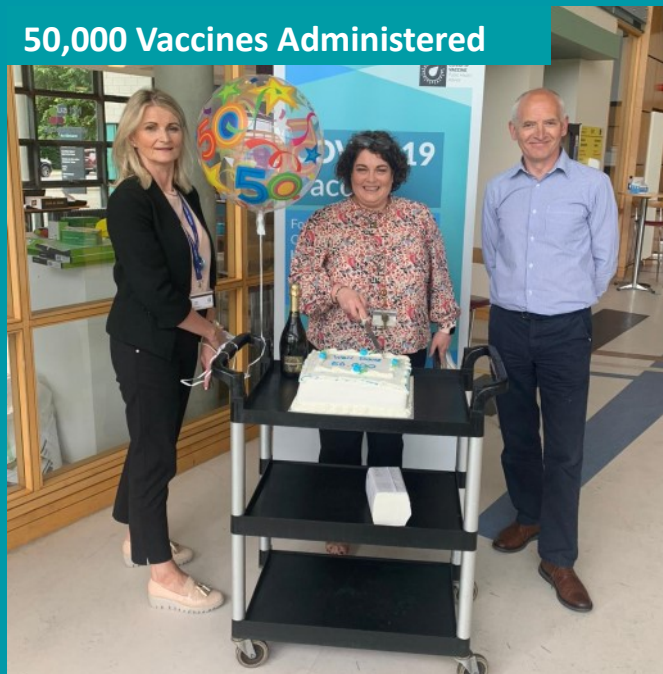
## Ballybrit Racecourse Galway

100,000 Vaccines Administered



## LYIT Letterkenny

50,000 Vaccines Administered





## Knocknarea Arena IT Sligo

50,000 Vaccines Administered



## Breaffy House Resort Castlebar

50,000 Vaccines Administered



## Mindfulness at Work for Staff at SUH

Sligo University Hospital has introduced a 'Mindfulness at Work' programme which involves training staff volunteers to become Mindfulness Champions who in turn pass on their learning to support their colleagues to bring balance and reduce stress at this difficult time.

The initiative is led by Dr Elizabeth Gethins, Consultant Psychiatrist with the Mental Health Liaison team and Teresa Donnelly, Assistant Director of Nursing with the Nursing Practice Development Unit. The hospital has partnered with Dr Paula Martin and Jared Gottlieb of BEO centre for Mindfulness and Integrated Health to provide the training to staff via zoom.

The Mindfulness Champions were selected from across the all departments, both clinical and non-clinical to ensure that every part of the hospital had the chance to be involved.

Dr Elizabeth Gethins, Consultant Psychiatrist said, "There is a wealth of evidence demonstrating the power of mindfulness in decreasing stress levels and burnout, which in turn improves patient care and experience.

Mindfulness skills can be used by staff in their working and personal lives, and will be particularly helpful in the delivery of patient-centred care.

"Our second group of trainees have just started their journey, and we are hoping to train at least three, if not more groups in the future. Click [here](#) for more."



Front row from left: Dr Paula Martin; Jared Gottlieb; Anna Burke; Teresa Donnelly; Dr Elizabeth Gethins. Middle row from left: Michelle Moriarty; Emma O'Sullivan; Mark Boland. Last row from left: Karlene Kearns; Bronagh Kennedy; Joanne Kilfeather; Anne Marie McCaffrey.

## NICU donation from One Year Olds AJ and Dylan

AJ and Dylan's Galway NICU fundraiser was organised by Jessica Galligan and Tony Moran (AJ's parents) and Anne McLoughlin and Billy Browne (Dylan's parents) to raise money for a family room in the Galway Neonatal Intensive Care Unit.

Jessica Galligan said, "During the time we spent in the NICU in Galway, both myself and Anne recognised the need for a family room which would give parents a space to take much-needed respite during the long difficult days on the unit.

"This prompted us to organise the fundraiser and I'm delighted to be here today to make the presentation of €7,280 to Dr Johannes Letshwiti, Irene Glynn and Anne Duignan who work in the Neonatal and ICU."

Click [here](#) for more.



From left: AJ Moran with his mammy Jessica Galligan from Athenry; Dr Johannes Letshwiti, Consultant Neonatologist; Anne Duignan, Neonatology Physiotherapist; Irene Glynn, CNM2, NICU; and Dylan Browne with his mammy Anne McLoughlin from Salthill.



## Making Every Contact Count

The Making Every Contact Count Programme was established to support the prevention and management of chronic disease. For clinical healthcare professional, you are being asked to take a few moments during routine interactions with your patients, to talk with them about health behaviour change. To support you to implement this programme in our health service an innovative blended learning training programme has been developed. The training is designed to allow you to pace your learning and complete when it best suits you.

Once you have completed all of the online modules you can register to attend the online 'classroom' module - Enhancing your brief intervention skills workshop.

Making Every Contact Count E-Learning is

- Easy to Complete - One step registration
- Free to all healthcare professionals
- Recognised for Continuous Professional Development (CPD) by a range of professional bodies

For more information and to register go to

[www.makeeverycontactcount.ie](http://www.makeeverycontactcount.ie)

## Roscommon County Council visit Abby Vaccination Centre



At a recent visit to the Roscommon Vaccination Centre, from left: Frank Harburn, Saolta General Manager for the rollout of the regional vaccination programme in the West and North West; Breda Crehan Roche, Chief Officer, Community Healthcare West; Mary Loughnane, Operations Site Manager, Roscommon Vaccination Centre; Councillor Joe Murphy, Cathaoirleach of Roscommon County Council; Shane Tiernan, Director of Services, Roscommon County Council; and Eugene Cummins, Chief Executive of Roscommon County Council.

## A bird at my window and other stories



From left: Mary Scally, CNM1; Cecily Cassidy, CNM2; and Lisa Porter, Play Specialist in UHG.

As part of and Arts and Health project for Galway 2020, artists Sarah Fuller and Manuela Corbari responded to the ever-changing challenges presented by COVID-19 and the needs of the paediatric setting by designing a bespoke shadowbox theatre which is being shared with children in paediatric units in the Saolta Group including University Hospital Galway (UHG) along with Mayo University Hospital, Portlincula University Hospital, Sligo University Hospital and Letterkenny University Hospital.

The shadowbox theatre evolved from the artists' residency in UHG which began with participative art workshops where they supported young patients to make stop-motion animations and bedside performances incorporating puppetry, storytelling and shadow-play, to create immersive worlds and transform the clinical environment.

When COVID-19 meant that the artists were no longer able to work in the wards, they translated their experiences into a table top shadowbox theatre which is being shared with children in hospital for the month of April. Click [here](#) for more.

## Integrated Heart Failure Service for Donegal

Letterkenny University Hospital and Community Healthcare Organisation Area 1 have established a new Heart Failure Service which aims to support the diagnosis and treatment of people with heart failure living in Donegal.

Heart failure is one of the major chronic diseases in Ireland and quality of life can be improved with appropriate medication and lifestyle changes. It affects around 2% of the general population but this rises to 10% to those over 70 and is the leading cause of admission to hospital in those aged over 65. It is one of the major chronic diseases in Ireland and quality of life can be improved with appropriate medication and lifestyle changes.

The new Donegal Heart Failure Service has developed as an integrated team to support earlier access to diagnosis and treatment through the provision of a cardiac physiologist to perform echocardiography in community settings along with a clinical nurse specialist, an advanced nurse practitioner and clerical support to support primary care and hospital teams.

Funding for the new service and a portable echocardiography machine was secured as part of Sláintecare Integration Funding.

Click [here](#) for more.



From left to right are Karen McCafferty, CNS, Heart Failure Integrated Care; Cathy Farrell, Heart Failure ANS and Eoin Sheehy, Chief Cardiac Physiologist, Heart Failure Integrated Care.

## WHO Hand Hygiene Day



Staff from UHG with DAVE the robot marking the WHO Hand Hygiene Day in May, from left: Dr Eithne McCarthy, Consultant Microbiologist; Chris Kane, General Manager; Katie Mc Cormack, CNM1, Critical Care Unit; Mary Alva, staff nurse, Neonatal Intensive Care Unit; Judith Davitt, Assistant Director of Nursing; Hilary Bradley, CNM2, St Michael's Ward; Marie Burns, Director of Nursing; and Prof Derek O'Keeffe Consultant Endocrinologist. The NICU, St Michael's Ward, the Coronary Care Unit in UHG and the Dialysis Unit in Merlin Park were presented with awards for best compliance with hand hygiene as per the WHO 5 moments of hand hygiene.

Click [here](#) for more.



## Tracheostomy Simulation Training at GUH

The first Hi-fidelity Tracheostomy Simulation Programme in Ireland was launched in GUH on 18 May in conjunction with the Irish Centre for Applied Patient Safety and Simulation Team at NUI Galway. The programme involves theory teaching in the morning and hi-fidelity simulation in the afternoon where real-life scenarios are presented to the learners to assess and deal with accordingly. Yvonne Fehily, ANP on the Critical Care Outreach Team and Clinical Lead for the Programme said, "Hi-fidelity simulation is a great way for healthcare workers to learn about the care of a patient with a tracheostomy and complications that can occur with tracheostomies as the hi-fi manikins can talk, cough, become short of breath and can develop respiratory distress. In addition, the manikin has breath sounds, a palpable pulse and mucus-like secretions, which can also be suctioned from the manikin. The patient's observations are on the monitor and can change or deteriorate according to the patient's condition. This is a fun, stimulating and interactive way to learn."

The programme will be running four times per year and is open to all Saolta Hospital Group staff. To book a place on the next programme, please contact the CNME office in Galway by emailing [cnme.guh@hse.ie](mailto:cnme.guh@hse.ie)



First participants in the Hi-fidelity Tracheostomy Simulation Programme at GUH in May.

## Croí Wins International Accreditation



With the accreditation from the European Association of Preventive Cardiology for its work in cardiovascular risk management and prevention, Croí team members, from left: Annie Costelloe, Patient and Community Engagement Manager; Prof Bill McEvoy, Consultant Cardiologist and Medical and Research Director; Irene Gibson, Nurse Specialist and Director of Programmes; Dr Lisa Hynes, Health Psychologist and Head of Health Programmes, Croí; Prof Jim Crowley, Consultant Cardiologist and Medical Director.

# MAKING EVERY CONTACT COUNT



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## What is Making Every Contact Count?

The Making Every Contact Count Programme was established to support the prevention and management of chronic disease. It is a key priority of the Healthy Ireland agenda, which aims to improve the health of the whole population.

As a healthcare professional, you are being asked to take a few moments during routine interactions with your patients, to talk with them about health behaviour change.

To support you to implement this programme in our health service an innovative blended learning training programme has been developed. The e-learning training consists of the following online modules each of 30 minutes duration:

- Introduction to Behaviour Change
- Tobacco Free
- Alcohol and Drug Use
- Get Ireland Active
- Healthy Food for Life
- Skills into Practice

The training is designed to allow you to pace your learning and complete when it best suits you. It means you can pick up where you left off and complete the modules in stages.

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