



Former President of Ireland Mary McAleese officially opens new facilities in Roscommon University Hospital

Opening of refurbished mortuary viewing room - Mary Garvey, GM, RUH; Tina Vaughan, Assistant Director of Nursing, RUH; Professor Mary McAleese; Maurice Power, CEO, Saolta University Health Care Group; Sharon Foley, CEO, Irish Hospice Foundation; Geraldine Keane, Clinical Nurse Specialist, Palliative Care, RUH and Martin McAleese.

Former President of Ireland, Professor Mary McAleese visited Roscommon University Hospital on Monday, 25 September to officially open the Design and Dignity Family Room and Refurbished Mortuary Viewing Room.

The refurbishment of the family room and mortuary viewing room was funded under the Design and Dignity Grant Fund which is operated and co-funded by the Irish Hospice Foundation (IHF). To date, the Design and Dignity Project has supported 34 projects around Ireland enabling hospitals to create relaxing spacious family

rooms and upgraded mortuaries and ensure these facilities are welcoming, respectful environments.

Roscommon University Hospital is one of over 48 hospitals in Ireland linked to the Hospice Friendly Hospitals (HFH) Programme. The HFH Programme is an initiative of the Irish Hospice Foundation. It seeks to ensure that palliative, end of life and bereavement care are central to the everyday business of hospitals.

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NEXT ISSUE WINTER 2017

The next feature Hospital: Portlincula University Hospital

For feedback, comments and suggestions, please email newsletter@saolta.ie

Welcome to the autumn 2017 edition of the Saolta Group newsletter.

In this month's issue, we feature Roscommon University Hospital and highlight some of the recent projects and developments taking place there.

Former President Mary McAleese recently visited the hospital to open a new family room and you can read all about her visit in this edition.

It's flu vaccine time of the year and this edition features the different initiatives that are underway across the group to encourage staff to get the flu vaccine.

As always we could love to hear from you and we encourage you to send us your feedback on this edition.

If you have any other comments, queries or stories you would like featured, please get in contact with us at newsletter@saolta.ie.

We would also remind to you regularly check the Group's website www.saolta.ie and follow the Group on twitter @saoltagroup for updates on news across the Group.

Kind regards,
Saolta Newsletter Team

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Top Tweets for August

Aug 2017 · 31 days

TWEET HIGHLIGHTS

Top Tweet earned 6,762 impressions

Congratulations to Jennifer Byrne this years **#RoseOfTralee** from the management and staff at University Hospital Galway
pic.twitter.com/uWToPEFat7



43 24 10 55

Top media Tweet earned 3,794 impressions

Well done to our two Roses Niamh Elwood and Jennifer Byrne. Wishing you both all the very best in the **#RoseOfTralee** final.
pic.twitter.com/kaIzc0GDII



43 7 10 35

Top Tweets for September

Sep 2017 · 30 days

TWEET HIGHLIGHTS

Top Tweet earned 4,776 impressions

Free Patient Education Evening for Adults with Type 1 Diabetes Tuesday 19th September @CroIHeartStroke Centre - bit.ly/2eFKwTc pic.twitter.com/qgT2vzklbz

- Education Evening

Type 1 Diabetes
- All you need to know

Topics include:
• **Exercise**



46 2 13 11 10 6

Top media Tweet earned 2,884 impressions

Well done to Roscommon University Hospital who raised €2,353 at their **#coffeemorning** in aid of @MayoRosHospice @IrishHospice
pic.twitter.com/Wq6JmISDul



43 7 10 23

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ResearchGate

Chief Executive Officer

Dear colleagues,

Welcome to the autumn 2017 issue of the Saolta newsletter. I hope you had an opportunity to take a well-deserved break with family and friends over the summer period.

As we look towards the end of 2017 activity across all our hospitals overall continues to grow and with the winter months approaching, demand will continue to increase on our all services across the group, many of which are already operating at or above 100% capacity.

Our winter planning process is well underway and our senior clinicians and managers are currently liaising and negotiating with both the Department of Health and the HSE nationally in an effort to seek additional funding to allow us implement a number of measures. These include opening and staffing additional beds, which is particularly critical to alleviate the pressure in our Emergency Departments.

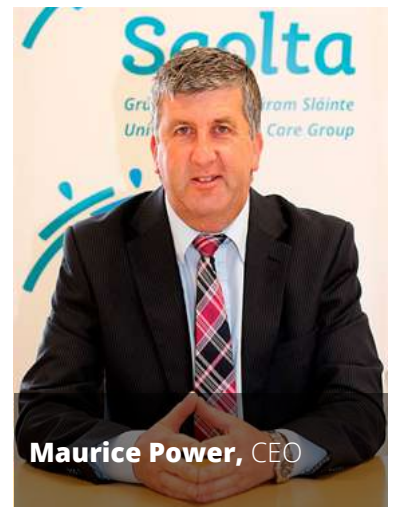
Significant work is underway this year in the area of patient flow in Galway University Hospitals in conjunction with GE Healthcare Fintona. The patient flow teams have focused on immediate and longer term improvements using the multi-disciplinary approach to delivering patient care. Through the process of Work Out and using a Kaizen approach, a significant number of positive initiatives have been implemented which have improved the flow of patients through the hospital. I know there is significant interest in rolling the learning and kaizen improvement approach to all hospitals in the group and we are working with the national team to make this possible. There is obviously interest from other hospitals groups also so we will keep advocating to keep the programme within Saolta.

We are currently finalising the Group Clinical Strategy, across Saolta group hospitals, led by Dr Pat Nash. The completion of the strategy is a key priority for the remainder of 2017 and into early 2018. The process of developing individual speciality clinical strategies across 40 clinical specialities is well underway. This involves setting out the current service provision (or the "as is") for each speciality across all Saolta hospitals and analysing best practice and future demands. The Group Clinical Strategy and Corporate Operational Strategy, once combined will form the Saolta Group Strategy (2018-2023).

We will shortly be undertaking a series of Employment Engagement Road shows across the Group as we have done in previous years. Members of the executive team will visit each hospital over the coming months to communicate the many developments, opportunities as well as challenges that lie ahead of us. I look forward to meeting you all in person during these site visits and hope these are interactive sessions. I would encourage you to attend and ask questions. It is very important that your voice is heard.

As you are aware, the Group Staff Achievement Awards take place in November. This year's event takes place in Galway and I have no doubt will be as successful as our last event which took place in Sligo in 2015. I am delighted to report that we have received in excess of one hundred nominations under various categories. The high quality of these awards is indicative of the calibre of all our skilled and compassionate employees who deliver care to our patients. I know that many of you have also submitted your projects and initiatives to the HSE's Excellence Awards which provides a national platform to highlight the excellent work underway across the Group. I wish you well in your submissions.

We recently launched the 2017/2018 flu vaccine campaign and this year the Saolta Group and NUI Galway are partnering with UNICEF. For every flu vaccine given to staff, 10 polio vaccines will be donated to UNICEF. UNICEF is committed to the eradication of polio and through this promotional campaign staff and students can support this valuable initiative. As we enter flu season, we are particularly requesting health care workers to get the vaccine to protect themselves, their families and their patients. Vaccination of healthcare workers has been shown to reduce flu-related deaths by 40% and for the next number of months we will have a number of clinics available at each hospital site to make it easier for our staff to avail of the vaccine. We have also trained a number of staff as Peer Vaccinators who go directly to wards to provide the vaccine to their colleagues. I would urge you all to make every effort to get the vaccine to protect yourselves, your families and our patients.



Maurice Power, CEO

Mr. Maurice Power
Group CEO

Group Chief Operations Officer

Dear colleagues

We are now well into autumn and as we look towards the end of 2017 activity across almost all areas in our hospitals continues to grow. To the end of August this year, when compared to the same period last year ED presentations are up over 2% and ED admissions are up almost 6% which indicates the acuity of patients attending our Emergency Departments. UHG in particular has been extremely busy over the last number of weeks with on average 200 patients attending the ED daily. Inpatients and outpatients are up by almost 1.5% and almost 2% respectively.

Our efforts to reduce the numbers of patients who wait for hospital appointments across the Group remains a key priority. The Group are working hard to meet the targets set by the Minister in relation to those patients waiting longer than 15 months by the 31st of October 2017 for inpatient/day case procedures.

In relation to implementation of our ICT Action Plan, approval was recently received to proceed with the implementation of a group PAS system and work on the governance structure and a project initiation document is currently underway in consultation with our colleagues in the community. This is a significant project for the Saolta Group and the Community Health Care Organizations CHO1 and CHO2.

Many of you may be aware we have a number of Patient Administration systems across the Group. The implementation of a single group-wide PAS will replace the existing hospital PAS solutions across the group with a single solution.

The new system will enable a single identifier across the Group which is fundamental to sharing patient information and will facilitate:

- a single outpatient visit warehouse
- a single waiting list for all specialties
- a single view across Hospitals for Clinical Directorates, for example for waiting list activity, bed availability or patient lists

All patients will have their single patient identity number across all hospital sites within the Saolta Group. This will facilitate faster access to patient information by healthcare professionals, reduced duplication and streamlined registration.

Fiona McHugh has been appointed as interim Business Implementation Lead with responsibility for aligning the Group Wide PAS system to the Group's objectives and will work closely with staff in the hospitals to enable this.

Contracts have been signed and work is progressing in relation to the implementation of the Evolve System in GUH i.e. Electronic Document Management System.

NIMIS has gone live in LUH and in the supporting community hospitals in September 2017.

Most of our sites have had HIQA audits in relation to Medication Safety and Infection Prevention and Control.

We will shortly begin our series of employee engagement road-shows across the Group. I am looking forward to participating in these and to get an opportunity to meet staff at hospital level.

They provide us with a valuable opportunity to hear first-hand the issues and concerns of staff and allow us the chance to update staff on the developments at both hospital and group level currently underway. I look forward to meeting some of you at these events over the coming weeks.

Work continues on a number of significant capital projects across the Group. The Radiology re-build project at LUH will commence later this year, we have gone to tender in Mayo University Hospital for design service to work on the HSSD, pharmacy isolator, mortuary and fire upgrade projects. In Galway, the tendering process of the appointment of a design team for the new ED is completed and we expect the design team to be appointed within the next month. The design for the replacement cath labs in UHG is also complete and will be going to tender in the coming weeks. We hope to have the two new labs operational by autumn 2018. The ward block project in PUH is ready to move to tender stage and in Sligo the Diabetic Day Centre and Surgical block projects are progressing through the approvals process. In Roscommon the Specialist Rehab Unit is ready to go to tender for the appointment of a design team.

We recently launched the flu vaccine campaign in the Saolta Group with the help of Galway All-Ireland Hurling Champion Joe Canning. I would like to remind all our staff to avail of the vaccine. Healthcare workers are at a greater risk of getting the flu and it is important staff avail of the vaccine to protect themselves, their patients and their families.

I would like to acknowledge the on-going work and commitment of all staff across the Group who deliver such a broad range of services to our patients, often in very challenging circumstances. I know that staff remain focused and committed to providing a high quality service to their patients.

Ann Cosgrove
Chief Operations Officer



Group Chief Financial Officer



Tony Baynes, AV Group Chief Financial Officer

FINANCIAL PERFORMANCE

At the end of August the total expenditure for the Group was €501.5m, this is an overspend of €24.6m on budget. Expenditure in 2017 has increased by €25.0m compared to the same period last year.

The Group's payroll costs have increased by €15.3m on last year, this is due to the recruitment of 187 additional staff in the last 12 months. This is in an effort to fill critical posts to cater for increased ED pressures, to staff additional services provided across our hospitals and various report recommendations on patient safety.

Non-pay expenditure has increased by €15.7m when compared to the same period last year with a range of categories showing variances. These increases are patient driven and include drugs and medicines, medical and surgical supplies and diagnostics.

On a positive note the Group income has increased by €6.0m on last year.

ACTIVITY BASED FUNDING

We are currently working with Power Health Solutions to review the quality of the data being used to drive costs for each patient care area and at overall hospital level and to make visible options that are available to improve the data quality.

By identifying sites where there are examples of gold standard data sources we can connect hospitals and move them away from operating in isolation where poor data sources become embedded and repeated.

ICT STRATEGY

Letterkenny went live on NIMIS (National Radiology) Project on 26th September 2017 which means that four of six Saolta sites are now on NIMIS. This required major effort from all and a huge congrats to all involved.

The Electronic Medical Record Project at GUH has finally kicked off and going forward we will call this project Evolve. This will result in moving from a paper based medical records to an electronic model. The project will take 40 weeks to reach the first department and full rollout will take a number of years.

The Group PAS has been approved and a plan to progress this is being worked on. There are a number of other key projects such as Medical Oncology Clinical Information System in the pipeline which will need resourcing which is now the big challenge. These will be discussed at the ICT Steering Committee meeting.

Tony Baynes

AV Group Chief Financial Officer

Group Director of Human Resources

Flu Vaccine

We are approaching the time of year when the dreaded 'flu rears its head again. Every year, the 'flu vaccine is offered to health care workers to protect themselves and their families and prevent the spread of the virus to vulnerable patients, colleagues and members of the public. We strongly urge all staff to take the vaccine every year.

The national target uptake for the 'flu vaccine among health care workers is 40%. In 2016/2017 24.5% of Saolta staff availed of it, a good increase on the 2015/2016 figure of 14.5%. The Saolta Flu Vaccination Implementation Group aim to build on this further by implementing a plan which incorporates a special emphasis on 'flu education sessions, the provision of incentives to staff members, improved access to the vaccine with the addition of more Peer Vaccination clinics to support the existing occupational health service and increased managerial support to enable staff to avail of the free vaccine.

Peer Vaccinators

A number of registered nurses and midwives have been trained as Peer Vaccinators to administer the vaccine to their colleagues on all hospital sites. This will facilitate access to staff while working on the wards when the Peer Vaccinators can visit and hold clinics at different times for the convenience of those working shifts. The Peer clinics are in addition to the existing vaccination clinics provided by Occupational Health Departments.

UNICEF

Saolta has decided to partner with UNICEF this year in an initiative which provides life-changing medical assistance to children in third world countries. We have decided to commit some of our incentive funding to a 'Get a Jab, Give a Jab' project which was initiated in Birmingham Children's Hospital. For every 'flu vaccine given there, 10 tetanus vaccines were donated to UNICEF by the hospital. 95.2% of the staff in Birmingham's Children's Hospital took the vaccine!

We are working with UNICEF to donate polio vaccines under their Global Polio Eradication Initiative. UNICEF and its partners support immunization programmes in 100 countries and it is the world's largest buyer of vaccines, reaching 43% of the world's children. Please take the vaccine this year – each staff member who does will make a huge contribution to the health of 10 children who face a lifetime of pain and suffering if they are affected by polio. If half of our staff take the vaccine,

we will be helping over 50,000 children avoid illness – this is surely another compelling reason to 'get a jab' this winter. Our Academic Partner, NUI Galway is also contributing a sum to this initiative in the School of Medicine, Nursing and Health Sciences.

Details of when the vaccines are available will be communicated soon across the Group.



John Shaughnessy,
Group Director of Human
Resources

Employee Engagement Roadshows

The 2017 Roadshows are coming up soon - the dates and times for each site will be communicated locally as soon as they are finalised. This year, there will be information on the Group Integration and the Programme for Service Improvement within Saolta. A number of projects are underway and in particular, there is a strong focus on the creation of the Cancer Clinical Business Unit and the development of Clinical Strategies for the next 5 years. The Roadshows give staff an opportunity to learn more about, and offer their views on, this major change programme. If you can, try to attend and offer your inputs.

Healthy Ireland

A lot of excellent work continues to take place across the Group in relation to the national Healthy Ireland policy. While most of this is 'on the ground', the team have been busy improving access to information via the Saolta website.

One particularly useful publication which has recently been launched is the Saolta Healthy Ireland Health and Wellbeing Training Programme which includes information on a very wide range of health promotion initiatives that are accessible to all of our staff but which may not be known about by many. This excellent guide is available on:

www.saolta.ie/news/saolta-launches-first-staff-health-and-wellbeing-training-plan.

John Shaughnessy

Group Director of Human Resources

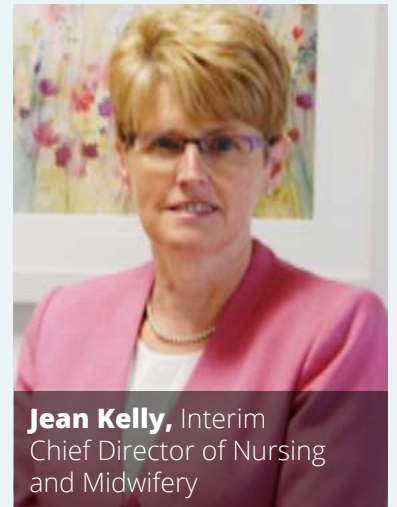
Group Director of Nursing and Midwifery

Autumn is always a busy time as it is the time when many of our nurses and midwives commence post graduate education. Nursing and Midwifery staff are in a privileged position regarding funding for continuous professional development. All the funding comes from the Office of the Nursing and Midwifery Services Director through the local Nursing/Midwifery Planning and Development Unit. Last year over €1.5 million was spent on Nurse/Midwifery Education across the Saolta Group. Without the support of Mary Frances O'Reilly, Director of the NMPDU HSE West/Mid West and Anne Gallen, Director NMPDU North West this would not be possible. I am aware that due to the crisis in the NHS the first cuts made were in funding for Post Graduate Education. We are also fortunate to have NUI Galway as our academic partner and I urge Nurses and Midwives to take the opportunity to pursue further education in their area of expertise.

In late July the Department of Health announced the allocation of 120 new Advanced Nurse Practitioner posts across the HSE. Saolta submitted a very detailed application based on our clinical strategies and applied for over 50 posts. We were awarded 23 posts across the group in chronic disease management and unscheduled care. The new candidates will commence their studies in October in NUI Galway. We hope there will be another 130 posts advertised in early 2018. This allocation of funds to develop over 700 ANP posts in the HSE over five years is recognition of the important contribution nursing and midwifery to the management of chronic disease and unscheduled care.

I am delighted to announce that the the third Saolta Staff Recognition Awards will take place on the 3rd of November in the Ardilaun Hotel Galway. I hope many of you have applied and I look forward to seeing you on the night.

The National Patient Experience Survey took place in May and the official report will be launched by Minister Harris in December. I am very pleased to say that the preliminary results show that Saolta has done



Jean Kelly, Interim
Chief Director of Nursing
and Midwifery

exceptionally well in all domains. All sites have access to the dashboard where they can download the results for their hospital. Well done to everyone who worked so hard to ensure we had over 50% response rate.

The Schwartz Rounds continue to go from strength to strength with 12 rounds now under our belt. Portiuncula University Hospital and Mayo University Hospital were supported to launch the rounds in their hospitals in the autumn and we look forward to extending the Schwartz community. I urge all staff to make every effort to attend a round to experience it for themselves.

This month I am happy to announce three new appointments to the Senior Nurse/Midwifery Team.

- Ms Helen Murphy, Director of Midwifery in GUH
- Dr. Pdraig O'Lúanaigh, Director of Nursing in MUH
- Ms Siobhan Canny, Group Director of Midwifery for the Saolta Group

I look forward to working with them and wish them all the best in their new roles.

I would like to thank everyone for their continued hard work and dedication to enhancing our patients' experience.

Jean Kelly

Interim Chief Director of Nursing and Midwifery

Launch of Flu Vaccine Campaign



Dr Yvonne Finn NUI Galway, Joe Canning, Galway Hurler and UNICEF Ambassador; Dr Aine McNamara Public Health, David Muldoon UNICEF, Ann Cosgrove Saolta COO, Jean Kelly Saolta DONM and John Shaughnessy Saolta Director of HR

The Saolta University Health Care Group and HSE Community Healthcare Organisation CHO2 (Galway, Mayo and Roscommon) together with the College of Medicine, Nursing and Health Sciences NUI Galway, recently launched the flu vaccine campaign at University Hospital Galway.

This year the Saolta Group and NUI Galway are partnering with UNICEF. For every flu vaccine given to staff, 10 polio vaccines will be donated to UNICEF. UNICEF is committed to the eradication of polio and through this promotional campaign staff and students can support this valuable initiative.

Commenting John Shaughnessy Saolta Group Director of HR said, "As we enter flu season, we are particularly requesting health care workers to get the vaccine to protect themselves, their families and their patients. Vaccination of healthcare workers has been shown to reduce flu-related deaths by 40% and for the next number of months we will have a number of clinics available at each hospital site to make it easier for our staff to avail of the vaccine. We have also trained a number of staff as Peer Vaccinators who go directly to wards and units to provide the vaccine to their colleagues.

We are particularly glad to partner with UNICEF this year and support them in their efforts to eradicate polio. Our staff can know that as well as protecting themselves and those around them, they are also making an important contribution to UNICEF's work."

Mr Tony Canavan Chief Officer Community Health Organisation Area 2 (Galway, Mayo & Roscommon) outlined that the promotion of the flu vaccine for all staff is of vital importance. The majority of community based HSE staff are the amongst the highest risk groups, being 10 times more likely to get the flu. It is hoped that this approach to the promotion of the flu vaccine will lead to increased uptake levels this year.

Dr Aine McNamara, Consultant in Public Health Medicine with the HSE in the West added, "The flu vaccine is the best defence against flu. Flu is responsible for between 200 and 500 deaths each year in Ireland. In a severe season it can cause up to 1000 deaths. "The vaccine reduces infection and associated illnesses and hospitalisation. Flu is very infectious and can cause potentially serious illnesses especially for older people, those who have a chronic illness, those with weakened immune systems and pregnant women. The flu vaccine is a safe, effective way to help prevent flu infection, avoid hospitalisation and reduce flu related deaths and illnesses."



Selfie Time: Pictured at the launch of the Flu Campaign in University Hospital Galway were Peer Vaccinators Siobhan Keane and Lorraine Courtney with Galway Hurler and UNICEF Ambassador Joe Canning.

Dr. Yvonne Finn, Vice-Dean for Internationalisation at the College of Medicine, Nursing and Health Sciences at NUI Galway said: "The College of Medicine, Nursing and Health Sciences at NUI Galway are delighted to partner with Saolta and UNICEF in this year's flu vaccine promotion: "Get a vaccine, give a vaccine". By receiving the flu vaccine our students and staff, alongside Saolta staff, will protect themselves and their patients. Furthermore students and staff can do so in the knowledge that this will provide valuable polio vaccines to UNICEF in the fight to eradicate polio."

Professor Timothy O'Brien, Dean of the College of Medicine, Nursing and Health Sciences added: "This collaborative partnership between our college of Medicine, Nursing and Health Sciences and our colleagues in Saolta is an example of our commitment to working together to promote best practice in healthcare and patient safety. Through this campaign our students at NUI Galway will support UNICEF's initiative to eradicate polio in the developing world."

Peter Power, Executive Director of UNICEF Ireland said: "I welcome the incredibly innovative approach the HSE, Saolta and NUI Galway are taking to the flu vaccine campaign this year. Thanks to the creative thinking of these valued UNICEF partners, some of the most vulnerable children in the world will receive the polio vaccination, helping them to survive and thrive. That is a central part of UNICEF's mission, and we are glad to support this initiative."



Lorraine Courtney, Peer Vaccinator, UHG; Pamela Normoyle, Flu Lead, SAOLTA Group; Lorna Quinn, Peer Vaccinator, UHG; Siobhan Keane, Peer Vaccinator, UHG and Joe Canning, Galway Hurler and UNICEF ambassador.

UNICEF Ambassador Joe Canning added: "I am thrilled to support this campaign. Its simplicity makes it a winning strategy for children in greatest need. I have seen for myself the life-changing impact simple medical interventions like this can bring to children in the countries where UNICEF works. Staff at the HSE and Saolta and students at NUI Galway are making a real team effort, and the impact on children's lives will be enormous."

Flu vaccine 2017 - 2018

Every year flu vaccine is offered to health care workers to prevent the spread of flu to vulnerable patients and to staff. Health care workers should get the flu vaccine to protect themselves, their families and their patients.

The national target of flu vaccine uptake among health care workers is 40% . In 2016/2017 the uptake of flu vaccine for Saolta staff was 24.5%, an increase on 2015/2016 figures of 14.5%. The Saolta Flu Vaccination Implementation group aim to build on this success by implementing a plan which incorporates special emphasis on flu education sessions, provision of incentives to staff members to increase uptake, improved access to

the vaccine with the addition of peer vaccination clinics to support the existing occupational health service and increased managerial support across all sectors of healthcare workers to avail of the free vaccine.

A number of registered nurses and midwives have been identified and trained as peer vaccinators who will administer the flu vaccine to their colleagues on all hospital sites within the Saolta Group. This will allow staff get the vaccine more easily as the vaccinators will visit the wards and hold clinics at times best suited to staff working shifts. Peer vaccination clinics will be facilitated on all hospital sites in addition to the existing flu vaccination clinics provided by Occupational Health Departments.

FLU MYTH BUSTER

MYTH The flu vaccine gives you flu

FACT It is impossible to get flu from the flu vaccine because the vaccine doesn't contain live viruses.

GET YOUR FLU VACCINE NOW. IT'S A LIFESAVER
www.immunisation.ie

FLU MYTH BUSTER

MYTH I've had the flu already. I don't need the vaccine.

FACT As flu is caused by several viruses, the immunity you naturally develop will only protect you from one of them – you could go on to catch another strain, so it's recommended you have the vaccine even if you've previously had flu

GET YOUR FLU VACCINE NOW. IT'S A LIFESAVER
www.immunisation.ie

FLU MYTH BUSTER

MYTH The flu vaccine isn't effective

FACT The flu vaccine provides good protection for 70-90% of healthy people who get the vaccine. For the remaining people it can reduce the severity of illness and make complications from it less likely

GET YOUR FLU VACCINE NOW. IT'S A LIFESAVER
www.immunisation.ie

FLU MYTH BUSTER

MYTH "I am not at risk of getting the flu"

FACT If you work in a healthcare environment it is 10 times more likely that you may get the flu compared to other people in the community.

GET YOUR FLU VACCINE NOW. IT'S A LIFESAVER
www.immunisation.ie

FLU MYTH BUSTER

MYTH I am healthy. I don't need the flu vaccine.

FACT Anyone can catch the flu and up to 1 in 4 healthcare workers develop the flu each year.

GET YOUR FLU VACCINE NOW. IT'S A LIFESAVER
www.immunisation.ie

FLU MYTH BUSTER

MYTH Having flu is just like having a heavy cold

FACT A serious dose of flu is much worse than a heavy cold. Even young and healthy people may take two weeks or more to fully recover from the flu. It's also important to remember that complications from the flu can be life threatening.

GET YOUR FLU VACCINE NOW. IT'S A LIFESAVER
www.immunisation.ie

Promoting the Flu Vaccine Campaign across the Saolta Group



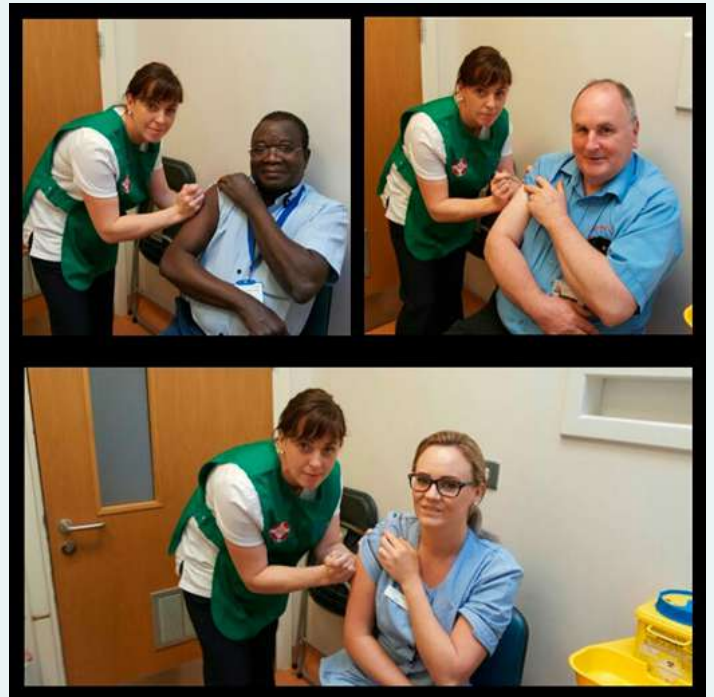
Catherine Donohoe, General Manager, Mayo University Hospital with Andy Moran, Mayo Footballer and GAA All-Star at the launch of the Flu vaccine campaign for staff in Mayo University Hospital



Midwives Claire Larkin and Mary Reilly post vaccination with Andy Moran, Mayo Footballer and GAA All-Star at the launch of the Flu vaccine campaign for staff in Mayo University Hospital



Mary Garvey, General Manager, Roscommon University Hospital receiving the flu vaccine from staff nurse, Sharon O'Rourke



Mr Bello Musa, Frank Kilroe and Nicole Crogan receiving their flu vaccine from staff nurse Sharon O'Rourke.



Launch of flu vaccine campaign at Letterkenny University Hospital by Mayor Jimmy Kavanagh.

Update from the Saolta Programme Management Office

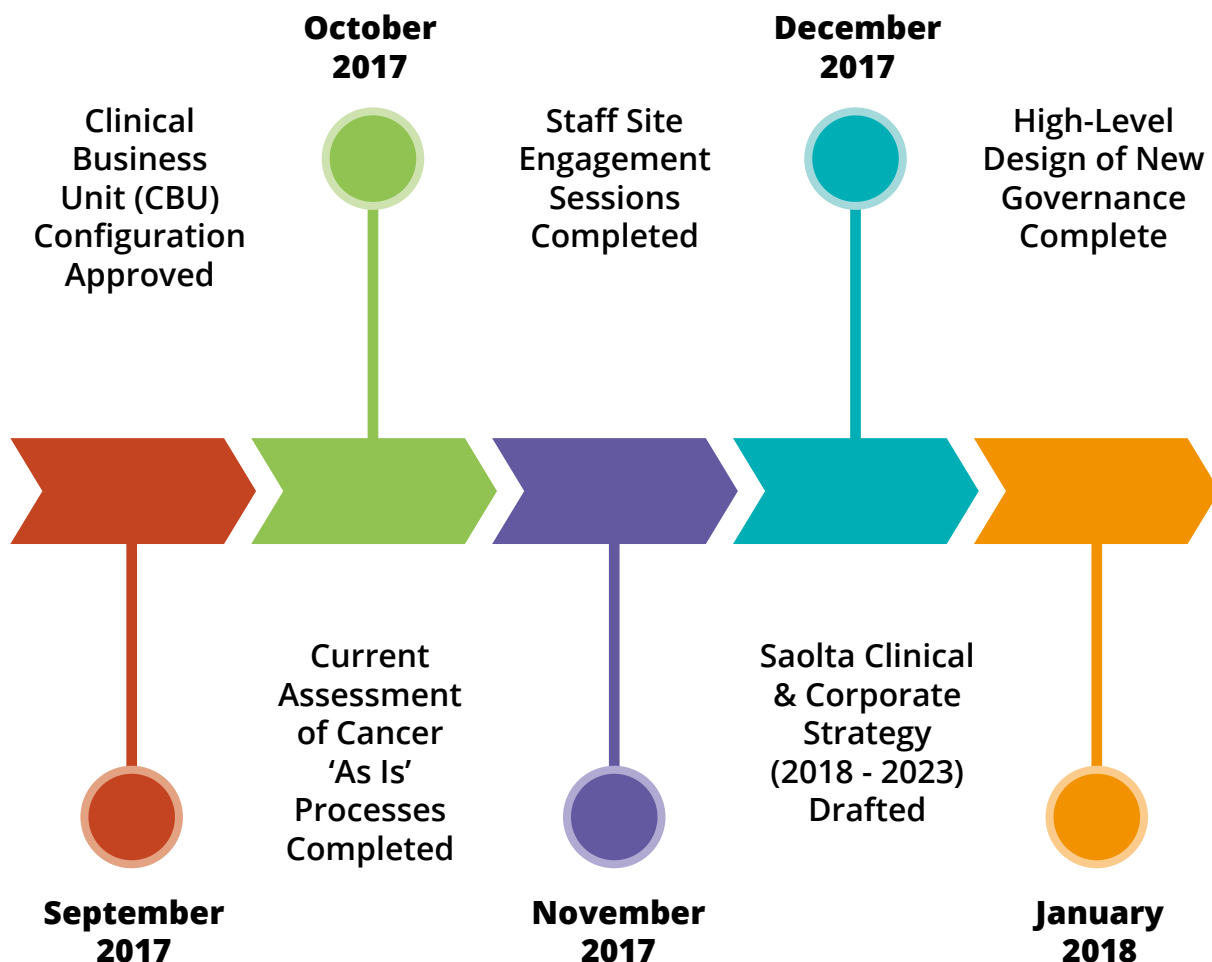
The work of the Saolta Programme Management Office continues under our key priorities which include the Integrated Governance Project, the development of a group wide strategy 2018-2023, and other key service improvement projects, including the Emergency Medicine Project and the Haematology Review.

Over the last few months the PMO has been finalising the implementation plan for the Integrated Governance Project. This plan was approved by Saolta Executive Council in July 2017. Some of the high-level critical milestones are shown below. To successfully move towards a fully integrated and clinically led governance structure our operating model (the structures, systems and processes used in carrying out our service to patients) needs to change. Two working groups have been established in Cancer, and Women's & Children's, to

gather this information to better inform decisions around the composition of these services within their respective Clinical Business Units when they go live in 2018.

A new vision for Saolta (Saolta Strategy 2018-2023) will be developed over the coming months that sets out the group's ultimate goal and highlights the priorities for the next five years. Many of you have been involved in the development of individual clinical strategies to feed into this process.

We look forward to ongoing engagement with you during the Staff Site Engagement sessions scheduled in November. We also welcome your views on this and on the programme of work at any time by contacting us @ PMO.Saolta@hse.ie



North West Stabilisation Project

The HSE is in the process of implementing a new Finance system in the North West Area (NW) to replace the Smartstream Finance system. This is part of a longer term national project to create a single finance system for the HSE (Integrated Financial Management System – IFMS for short) which will enable standardised best practice in financial processing, reporting and management on a national basis. The project is known as Stabilisation.

SAP SYSTEM

- The Stabilisation Project will replace the existing legacy Smartstream Finance and Purchasing system in the former HSE North-West region with the HSE's Stabilisation SAP system (SAP ERP 6.0).
- This system is already in operation in the HSE Mid-West Area
- HR & Payroll system will not be impacted by this project except for reporting purposes

The Go Live date for the new SAP system is 1st November 2017. There will be no financial processing or reporting on Smartstream after 1st Nov 2017 though information retrieval will still be possible. Staff currently



using the Smartstream system will carry out their daily operations on the new SAP system from 1st Nov 2017. The introduction of this new Finance and Purchasing system will result in some changes to business processes for the HSE NW. All finance system users will be provided with comprehensive training on the new system.

NEXT STEPS

You should receive a further briefing on the stabilisation project from your line management

You will be invited to training on the new system in the near future. Training will take place throughout October 2017. Support and continuing training will be available after go live on the new system

Further information is available in relation to the Stabilisation project on the HSE intranet here http://hsenet.hse.ie/Finance_Transformation_Projects/stabilisationproject/North-West%20Stabilisation%20Project.html which includes a high level process overview document in relation to your finance systems role.

Group Quality & Safety Project Manager in Policies, Protocols, Procedures and Guidelines (PPPGs)

Richard Holmes was appointed Group Quality & Safety Project Manager in Policies, Protocols, Procedures and Guidelines (PPPGs) for the Saolta University Health Care Group in February this year. Richard's role is to define and implement a process for managing PPPGs throughout the group, to review existing PPPGs against an agreed standard and oversee a process for redrafting, amalgamation and deletion of outdated policies as needed.

GOVERNANCE

In 2015, the National Clinical Effectiveness Committee (NCEC) developed National Standards for Clinical Practice Guidance and in 2016 the HSE National Framework for developing Policies, Procedures, Protocols and Guidelines (PPPGs) was published and aligned these standards with the stages in the PPPG development cycle.



The PPPG framework is applicable to all HSE services. The standards in the framework apply to both clinical and non-clinical PPPGs and will ensure robust PPPGs are in place to deliver quality and safe care.

The Saolta Group hospitals have a responsibility to ensure PPPGs are consistent with the framework standards. Work is in progress to put in place clear structures and processes to support the Saolta Hospitals to comply with the PPPG standards and to ensure implementation of the framework.

EDUCATION

A comprehensive education and training programme is required for the Saolta Group to support staff in meeting the required standards for PPPGs. There is currently no formal training available in the Saolta Hospitals which focuses on supporting staff and groups to develop robust PPPGs.

The HSE National Quality Improvement Division (QID), is currently developing education and learning to assist HSE staff on the use of the PPPG framework. The Saolta group is represented on a focus group to establish what specific education and training is required. Training will begin at the end of this year.

AUDIT

The first audit against the standards in the National Framework for Developing PPPGs is underway across the Saolta Group. The purpose of the initial audit is to establish a baseline of compliance so that appropriate action plans can be prepared, implemented and supported in individual hospitals.



Richard Holmes

INFORMATION MANAGEMENT

The Saolta Group uses Q Pulse, a Quality Information Management System (QIMS) to support document control, audit and incident and complaint management systems.

The Q Pulse document control module should allow for effective storage, control and management of PPPG documents by Quality and Patient Safety Department and management staff and the easy retrieval of documents by the end user. The document module in Q Pulse used by Saolta is currently being evaluated. A steering group will be established in late 2017 with the following objectives:

- To assess the document control module and establish if it is meeting the required standards
- To make recommendations for refinement and optimisation of the document control module to meet the needs of the Saolta Group

CO-OPERATION AND COLLABORATION

Standardised PPPGs aim to promote consistency of guidance across the country, avoid duplication and optimise value for money and make best use of staff time and expertise. It is not in the interests of patients, staff or safety for individual hospitals to develop or implement different guidance for similar circumstances.

A series of stakeholder meetings has taken place in individual hospitals to discuss co-operation and collaboration in regards to PPPG initiation and development. Group collaboration on a range of policies will commence in earnest later this year.

Further information: richard.holmes@hse.ie

Roscommon University Hospital - Featured News

- Presentation of Dermalite equipment
- Appointment of new General Manager to Roscommon University Hospital
- Children's First Awareness Day
- World Sepsis Day at Roscommon University Hospital
- "Teddies for Loving Care" donation
- Former President of Ireland Mary McAleese Officially Opens new Family Room and Refurbished Mortuary Viewing Room in Roscommon University Hospital
- Roscommon University Hospital awarded VTE Quality Improvement Collaboration Participation Certificate
- Future Leaders Programme Graduation Certificate

Former President of Ireland Mary McAleese Officially Opens new Family Room and Refurbished Mortuary Viewing Room in Roscommon University Hospital

CONTINUED FROM COVER PAGE.

Geraldine Keane, Clinical Nurse Specialist Palliative Care, Palliative Care, Roscommon University Hospital explains, "The family room was initially part of a palliative care room funded by the Mayo/Roscommon Hospice Foundation. The Design and Dignity Grant Funding has now enabled us to develop a purpose-designed family room, which provides family members with a peaceful and restful space. The room can accommodate up to eight people comfortably and can facilitate overnight stays. It has a recessed kitchenette, private shower and bathroom facilities.

"The refurbishment of the mortuary has created a much more inviting space for families to congregate following the death of their loved one. The availability of this improved facility ensures that relatives have space and dignity during a very difficult time in their lives. The refurbished area creates a respectful, non-clinical environment, with a calm and soothing atmosphere. It has bespoke furniture, complete with soft lighting and comfortable seating. The stained glass sliding panels provide privacy, along with subdued natural light and a calm aesthetic."





Mary Garvey, General Manager, Roscommon University Hospital said, "Families need a private dignified space during this most critical time. We are pleased to open two new facilities that will offer some comfort to families when they need it most. The completion of both projects,

along with ongoing support from Mayo Roscommon Hospice Foundation and the Irish Hospice Foundation, ensure that a culture of care and respect for the dying and their families is embedded in Roscommon University Hospital."



Appointment of new General Manager to Roscommon University Hospital

Saolta University Health Care Group has appointed Ms Mary Garvey to the role of General Manager at Roscommon University Hospital.

Ms Garvey, originally from Cappawhite, Co. Tipperary, and now living in Castlerea, Co. Roscommon since 2007, graduated with a Bachelor of Commerce Honours degree from University College Dublin in 2003, completed her training as a chartered accountant with Grant Thornton in Dublin in 2007 and is currently a member of Chartered Accountants Ireland.

She spent two years working as an accountant in the construction and hotel sectors, followed by three years in Roscommon and Sligo Local Authorities. In December 2012 she joined the HSE, with an initial role as management accountant at Roscommon University Hospital. Since then she has carried out combined roles as Saolta Group accountant and finance manager for Roscommon and Mayo University Hospitals. She has served as a member of the hospital management teams at both Roscommon and Mayo University Hospitals and has recently completed a Masters in Health Economics at NUI Galway.



Ms Garvey who took up her position as General Manager at Roscommon University Hospital in September said, "As the new General Manager I am delighted to lead the team at Roscommon University Hospital. I look forward to working with staff across all services to help them continue to deliver high quality services to the population of Roscommon and the surrounding areas."

Presentation of Dermalite equipment by Hospital Action Committee to Plastics Team at Roscommon University Hospital



The Plastics team at RUH with members of the Hospital Action Committee

Members of the Hospital Action Committee recently presented DermLite equipment to Dr. Deirdre Jones, Consultant Plastic Surgeon and her team at Roscommon University Hospital (RUH) to the value of €4,000. The DermLite Cam which functions in a similar way to an ordinary camera but has a built in magnifying lens that will allow the Consultant or Specialist Nurse to photograph and view skin lesions close up, assisting them in their decision making with regard to the best way of clinically treating the patient. A photographic image of the lesion can also be recorded and stored for reference purposes for the patient and if required comparisons made over a period of time in relation to the size, shape or changes of the lesion.

Dr. Deirdre Jones, Consultant Plastic Surgeon, Ms. Amanda O'Halloran, Registered Advanced Nurse Practitioner in Plastics and Ms. Bernie Finneran, Staff Nurse demonstrated to the members of the Hospital Action Committee how the equipment worked and cited

examples of instances when the use of this equipment patients could avoid surgery or more conservative treatments be considered. Dr Jones said, "This piece of equipment will further enhance the delivery of the Plastics Service at RUH and for this we are sincerely grateful to the Hospital Action Committee."

Marie Doorly, Patient Services, Roscommon University Hospital said, "I would like to take this opportunity to acknowledge the generosity of the Hospital Action Committee in sponsoring this new piece of equipment."

"The Plastics Service at RUH is in increasing demand and saw approximately 5000 patients last year. This year the Plastics team in RUH appointed the first Registered Advanced Nurse Practitioner in Plastics in Ireland and another staff member is currently pursuing further studies in order to bring a wider skill set to the team."

"The model of care and services available to patients in the Plastics Service and indeed across the hospital is of extremely high quality, patient focussed and delivered in a friendly and professional environment."

Staff from Roscommon University Hospital mark Children First Awareness Day



Staff from Roscommon University Hospital marking Children First Awareness Day

Let's Strike Before Stroke



"Let's Strike Before Stroke" awareness campaign focusing on stroke prevention among working age men and women at Roscommon University Hospital.

World Sepsis Day at Roscommon University Hospital



Caitriona Rayner, CNM 2 & Mairead Vesey, Staff Nurse marking World Sepsis Day at Roscommon University Hospital.

"Teddies for Loving Care" donation to Roscommon University Hospital



Pictured at the donation are: Dr Bello Musa; Franco Magliocco-Secretary of Roscommon lodge 248; Acting Clinical Nurse Manager 2, Siobhan Carthy; Nigel Foley-Fisher, Provincial Grand Master-South Connaught; Assistant Director of Nursing, Tina Vaughan and Staff Nurses, Mairead Vesey, Maeve Mullen and Fiona Hamrock.

Franco Magliocco of Lodge 248 Roscommon and Nigel Foley-Fisher, Provincial Grand Master-South Connaught (Freemasons of Ireland) recently donated teddies to the Urgent Care Centre, Roscommon University Hospital for staff to give to children who are anxious about being in hospital.

The "Teddies for Loving Care" is a national initiative by the Freemasons of Ireland which has so far donated in excess of 150,000 teddies to Hospitals throughout the country where children are treated. The teddies are sterilised and have been specifically sourced to be suitable for use in a hospital environment.

Roscommon University Hospital awarded VTE Quality Improvement Collaboration Participation



Ursula Morgan, Director of Nursing, Roscommon University Hospital receiving VTE certificate from Philip Crowley on behalf of Roscommon University Hospital.

RUH participated in the national VTE Quality Improvement Collaboration which was run by the Quality Improvement Division of the HSE. The aim of the collaboration was to improve venousthrombolysis prophylaxis through multidisciplinary working, risk assessment and guideline development and updating.

The quality improvement team in RUH was led by Dr. O'Mara, Ursula Morgan and Maura Keady, Senior Pharmacist. This year long project was underpinned by regular audit and involvement of all staff in VTE awareness.

The final day of the collaborative, held on 14th September, saw RUH present on the experience of the collaborative and presentation of certificates was made to all hospitals who participated, including colleagues in LUH and MUH.

Future Leaders Programme Graduation Certificate



Tina Vaughan, Assistant Director of Nursing, Roscommon University Hospital receiving her 'Future Leaders Programme Graduation Certificate' from Maurice Power, CEO, Saolta University Health Care Group



Women and Children's Directorate

Left to right- Ms Gillian Conway, WRDTF Ms Cynthia Silva, Psychology Mr. Emmet Major, WRDTF Ms Frances Burke, MUH Dr. Meabh Ni Bhuinneain, MUH Ms Maura McKenna, MUH Mr. Craig Allen, MUH Ms Sile Gill, MUH Mr. Pat Conway WRDTF

Women Urged to Stay Off Alcohol During Pregnancy

Alcohol and pregnancy just don't mix' is the message to mark the International Foetal Alcohol Spectrum Disorder (FASD) Awareness Day which took place in September.

Compelling evidence shows that no amount of alcohol is good for pregnant women if they want to give their babies the best possible start in life, according to Frances Burke, one of Mayo's leading childbirth educators.

"We have a much better knowledge now and understand much more about the damaging effects of alcohol on the developing child," Frances said.

She is a childbirth educator at Mayo University Hospital and has teamed up with the Western Region Drug and Alcohol Task Force (WRDATF) in highlighting this message to mark International FASD Awareness Day.

"In short, alcohol and pregnancy don't mix. In the past, women may have received mixed messages about safe alcohol levels. Women who may have had the odd drink when pregnant should not be worried. However, the evidence is absolutely clear-cut now that alcohol is a no-go area for pregnant women if they want to give the best start to their newborns.

Alcohol consumption can have a negative effect on the brain development of the baby growing in the womb. This occurs because we know now that alcohol crosses the placenta barrier. This damage can later show up in the form of behavioural, social, learning and attention

difficulties in childhood, adolescence and throughout adulthood."

While medical evidence points to a need to cut out alcohol completely in pregnancy, the majority of women in Ireland continue to drink. In a recent study, researchers concluded that alcohol use during pregnancy is highly prevalent and evidence shows that gestational alcohol exposure may occur in over 75% of pregnancies in Ireland. The number of pregnant women who drank heavily in three recent studies was small, but the researchers point out that "since most women who consume alcohol do so at lower levels where the offspring growth and development effects are less well understood (than at higher levels), the widespread consumption of even low levels of alcohol during pregnancy is a significant public health concern".

Pat Conway, Community Liaison Worker with the WRDATF, said "Given the harmful drinking patterns in Ireland and the propensity to binge drink, it is vital important that we highlight the message that no amount of alcohol during pregnancy is safe".

The WRDATF have been very active on this topic and have co-hosted a seminar titled Alcohol and Pregnancy - Exploring the issues before, during and after pregnancy. For more information on this seminar please visit www.wrdatf.ie.

For more information contact: Pat Conway – 087 7400011

Leadership Development Programme



Members of the Women's & Children's Directorate team with course leaders and sponsors at the HSE Saolta Clinical Directorate Team Leadership Development Programme Forum Day.

Standing: Ms Angela Hughes, Programme Manager, Clinical Director Programme, Quality Improvement Division, HSE; Ms Marie O'Haire, Manager CHO 1,2,3 and Saolta & UL Hospital Groups, HSE HR Leadership, Education, and Talent Development, HSE; Dr. Julie McCarthy, National Clinical Lead, Clinical Director Programme; Dr. Una Conway, Group Specialty Lead, Obstetrics & Gynaecology, and Associate Clinical Director, UHG; Ms Evelyn Smith, Director of Midwifery, LUH; Ms Andrea McGrail, Interim Director of Nursing & Midwifery, MUH; Ms Maeve Darcy, Senior Radiographer, PUH; Ms Siobhan Canny, Director of Midwifery, PUH; Ms Gemma Manning, Directorate Quality & Safety Coordinator; Ms Mary Hynes, Directorate HR Manager.

Seated: Ms Juliana Henry, Director of Midwifery, SUH; Dr. Hilary Greaney, Group Specialty Lead, Paediatrics, and Associate Clinical Director, SUH; Dr. Ethel Ryan, Clinical Director; Mr. Maurice Power, CEO, Saolta; Ms Tina Joyce, Programme Director, RCSI.

HSE National HR Recognition Awards



The inaugural HSE National HR Recognition Awards took place this year. A six-month national campaign took place to identify staff who demonstrated outstanding commitment to the HSE, during which hundreds of people were nominated. Awards were presented to the 13 staff members who received three individual nominations each. Among the award-winners was Ms Carmel Connolly, CMM2, Parent Education Services, UHG.

In Memory of Jane



Colleagues and the family of the late Jane Whiskey have planted an oak tree in front of the Maternity Unit at UHG to honour Jane's memory. Jane passed away after a short illness last year and the tree is a constant reminder of a colleague who is dearly missed. Staff at the maternity unit commented, "As we pass the tree on our way in and out of the hospital we remember her smiling face, her 'can do' attitude and her selfless care. We also remember all of the women and babies in her care as well as us, her colleagues. We continue to remember the fond times and take comfort in sharing our memories".



In Other News

Cancer Care West supports new hospital based Psycho-oncology Service at University Hospital Galway

Cancer Care West has recently commenced an oncology psychological support service for in-patients being treated for cancer in University Hospital Galway. UHG is now only the third hospital in Ireland with a recognized psycho-oncology service, the other two being St James' and St Vincent's in Dublin.

Commenting Richard Flaherty, Chief Executive of Cancer Care West said, "The psycho-oncology service was established in 2007 and initially provided support to radiotherapy patients who were resident in Inis Aoibhinn. Over time, this service expanded to offer psychological support to all cancer patients and their families. In tandem with this development, the service was extended to in-patients at University Hospital Galway. Since 2009, 1,021 patients have been seen 2,235 times. Cancer patients also have a link to psycho-oncology and support services at Cancer Care West on discharge."

Maurice Power, CEO, Saolta University Health Care Group added, "We have worked closely with Cancer Care West for many years and they provide tremendous support to cancer patients being treated at UHG. They have been providing psychology support to our patients based in Inis Aoibhinn and at their centre in Westside for many years, however the extension to a hospital based service is hugely important for our patients. There is an excellent working relationship between psycho-oncology services and hospital staff, including consultants, clinical nurse specialists and ward staff. As well as supporting patients, which is the primary aim of this service, the psycho-oncology service has also developed a three day psycho-oncology training course for nurses, doctors and allied health professionals. Since 2010, over 150 of our staff have attended these courses."

Dr. Helen Greally, Director of Psychology and Support Services Cancer Care West noted, "Many patients who receive a cancer diagnosis experience a range of complex emotions including numbness, shock, fear, anger, guilt or sadness. These emotions can be short-lived, or they can continue and worsen, leading to significant and severe depression or anxiety. The psycho-oncology service helps to respond to this distress, developing interventions to match patients' needs. The service also provides education and support to staff working directly with oncology patients to help them to respond to this distress by developing specific interventions. It also facilitates continuity of care between hospital and community; when a patient has already been seen in the hospital, they have already formed a therapeutic relationship with the psychologist, thereby offering a unique opportunity to continue professional support in the community. The psycho-oncology service offers debriefing to ward staff on occasions when the staff have been through a particularly traumatic experience."

Professor Paul Donnellan, Clinical Lead in Medical Oncology, Saolta University Health Care Group added, "The psychological impact of a cancer diagnosis, and its treatment, has a profound impact on a patient's quality of life, and outcome. Dr Helen Greally and her Colleagues from Cancer Care West have been helping our patients and their families cope for many years now. I am delighted that their support is being formally recognized by the Saolta Group."

For further information on this service please contact Cancer Care West on 091 540040.

Galway University Hospital sign contract to implement new electronic based patient record system



Pictured at the signing of the contract with Kainos Evolve are: Ann Cosgrove, Chief Operations Officer, Saolta; Seamus Butler, Delivery Director Acute Hospitals, HSE Office of CIOO; Paula Power, Medical Records Officer GUH; Chris Kane, General Manager, Galway University Hospitals; Anthony Dooher, Business Development Manager, Kainos; Martin Molloy IS Manager GUH; Dr Ramona McLoughlin, Associate Clinical Director, Medicine, GUH and Vincent Jordan, HSE Office of CIO.

A €2.5 million contract was signed between the HSE, the Saolta University Health Care Group, GUH and software company Kainos Evolve to implement a new electronic based patient record system in Galway University Hospitals. The contract includes software customisation and scanning over a five year period.

Commenting Ann Cosgrove, Chief Operations Officer Saolta University Health Care Group said, "Our hospitals have been largely dependent on paper based patient records which can be difficult to access efficiently on a round the clock basis and which incur significant maintenance and storage costs. This new system will provide for the transfer from a paper based to an electronic based system that will allow staff access patient records 24/7 directly at the point of care. The project will be based at GUH initially and we hope to extend it to other hospitals in the Group".

Dr Ramona McLoughlin, Consultant Gastroenterologist at GUH said "Having patient records available immediately when they access healthcare 24/7 will have a tremendous benefit on the quality of patient care. But this new system will allow so much more than that. It will enable us to optimise care pathways, to improve workflow, to facilitate multidisciplinary team involvement, to enhance disease specific management. It will impact on our ability to do audit and research allowing us to ensure patients

receive the best standard of care currently, and can avail of the latest treatments available".

Martin Molloy Information Services Manager at Galway University Hospitals added, "We have procured an IT portal-type solution that will allow us to develop a single view of electronic and paper based data using smart scanning technology. This new system will allow staff access patients' records quickly and easily and reduce the cost associated with storing vast amounts of paper records".

Brendan Mooney, CEO of Kainos Group, commented, "I'm delighted to announce this first contract win for Kainos Evolve in Ireland - this is testament to the quality of our offerings and the investment that we have in our healthcare platforms in recent years. With Evolve we are confident that Galway will be seen as a leader in healthcare IT transformation and will reap the benefits of efficient, effective patient care".

Richard Corbridge, CIO HSE, CEO eHealth Ireland said, "This is a great step forward in developing a digital fabric that will enable health care professionals to access patient records when needed and in doing so enhance patient care. This is another example of how digital can make an impact on improving processes and help enable us all in building a better health service".

Galway University Hospitals launch Bereavement and Post Mortem Information Booklets in Polish



Anne McKeown, Bereavement Officer/End of Life Care Committee, GUH; Annette McCabe, Services Department/ End of Life Care Committee, UHG; Raymond Gately, Pastoral Care, MPUH; Chris Kane, General Manager, UHG; Ger Kilkelly, Patient Advice Liaison Service/ End of Life Care Committee, UHG

The End of life Care Committee at Galway University Hospitals launched the translation of their Bereavement & Post Mortem Information Booklets in Polish.

Ger Kilkelly, Patient Advice Liaison Service (PALS)/ End of Life Care Committee said, "The booklets have been available in English for some time but in response to the growing diversity of families who have bereavements at the hospital, we looked at translating the booklets. The most commonly used interpreting service for GUH is Polish so this was the obvious language to start with. We hope that in the future with the continued support of hospital management we will translate the booklets into other commonly used languages. Even though we have the service of accredited interpreters we realised that there was a need for written information that the family can refer to in the weeks and months following a death."

Chris Kane, General Manager, University Hospital Galway said, "Providing information and support to families and carers following a death and during the grieving process is very important. It is a very emotional and stressful time overall and particularly difficult for relatives who are in a foreign country and the challenges they face with respect to language barriers. We hope that the booklet will help

bereaved families with the practicalities of dealing with a death in what is a very sad and difficult time."

Anne McKeown, Bereavement Liaison Officer/ End of Life Care Committee, Galway University Hospitals said, "The End of Life Committee promote quality end of life care for both the patient and family. Today we saw the launch of another development initiative of the End of Life Committee. I would like to thank Hospital Management for their continuous support of the Committee. I would also like to acknowledge the leadership of the Hospice Friendly Hospitals Programme and thank them for their support throughout the years and of course for the bursary towards this launch."

To coincide with the launch of the booklets a study day was held for Clinical Nurse Managers titled –End of life care for our patients –respecting diversity of culture, beliefs and values. Ms Cathy Quinn Nurse Consultant in Bereavement Care and Ms Ann Callanan Counsellor / Therapist with Employee Assistance and Counselling Services at Galway University Hospital facilitated the day.

During the course of the day a Schwartz Round was included where staff members reflected and shared their experiences.

Galway University Hospitals pilot successful system in conjunction with National Ambulance Service for non-emergency patient transfers

Staff based in Merlin Park University Hospital (MPUH) have been piloting a project in conjunction with the National Ambulance Service (NAS) for over two years. This was implemented in order to speed up a somewhat cumbersome booking process for routine discharges and transfers by ambulance and therefore makes more efficient use of staff time at ward level.

Currently all other hospitals request ambulances by phone though the NAS call centre which can be very busy with emergency calls from the public.

The ambulance booking system is connected by an online share drive system to the NAS in Dublin.

An initial request is sent from Galway University Hospitals on behalf of an inpatient who may be ready to return to home, nursing home or another hospital and who medically requires an ambulance to transfer

In the event that the NAS cannot provide transport for the patient from hospital at a suitable time, the local operator in MPUH can proceed in arranging the next available transport that is both responsive and cost effective.

The process is as follows:

- Ward staff request an ambulance via the online system – inputting all relevant medical and discharge information
- NAS review the request and update the system - either by accepting / declining the booking. If they accept the booking they update recording details of collection time for the wards to view.
- If declined the transport operator in MPUH will then immediately proceed to take charge of this booking. Other arrangements are made or if required a private ambulance to transfer the patient is processed. The system is then updated recording details of collection time and provider which ward staff have access to.

The process eliminated multiple phone calls between wards / NAS and transport office. The information is available for viewing by all disciplines of staff and out of hours.

It is noted that there has been an increase in the number of ambulance booked prior to the day of transfer which assists in the planning of timely transfers and therefore freeing up beds within GUH as early as possible in the day. It also allows GUH to have a written permanent record of transfer requests should there ever be a query regarding a patient transfer. When all bookings are on line suitable patients transport can be cohorted from different wards

An audit took place in August which showed very favourable results – 72% of NAS bookings recorded a pick up time on the on-line system and 95% of ambulances arrived within one hour of the requested pick up time.

Commenting on the initiative, Ms. Margaret O'Toole said “our system has resulted in significant cost savings and more efficient use of the ambulance resources. It's a priority that patients are transferred appropriately in accordance with their level of medical need. Our system allows for a consistent approach in operations. It facilitates monitoring and management of transport. It also allows for ownership and accountability. A special thanks to my colleague Roisin Rodgers who has worked very hard with myself and the NAS who have been very supportive during the pilot of this project.

Transport is an important part of the treatment process that needs to be managed as patients move on to their next stage of their care.

The NAS are always available at the end of the phone should the need ever arise to discuss any particular aspect of an online request, and we as a transport office have developed a great relationship with them over the past number of years”.

Collection of Poetry launched in UHG in aid of Breast Cancer Research



Eight women poets who live, or have lived, in Galway — Marie Cadden, Marion Cox, Mary Hanlon, Susan Lindsay, Mary Madec, Mari Maxwell, Robyn Rowland and Lorna Shaughnessy — and who have had experiences with breast cancer are being published in a collection of poems called *Bosom Pals*, which deals with their experiences of breast cancer.


This project is the brainchild of Spiddal-based Marie Cadden, the editor, who is also one of the poets in the anthology. She was inspired to put the collection together after realising so many of the women she knew in the Galway poetry scene also had experiences with breast cancer.

The anthology also includes a series of black and white sketches by Marie's daughter, Ruth Cadden.

The forward is written by Professor Michael Kerin, Director of the Lambe Institute for Translation Research at NUI Galway and the introduction is by RTE's Aine Lawlor, herself a breast cancer survivor.

Aosdana poet, Moya Cannon launched the anthology.

Proceeds from the sale of *Bosom Pals* will go to Galway-based charity Breast Cancer Research, who fund a comprehensive research programme at the Lambe Institute for Translational Research, NUI Galway



BOSOM PALS
Eight Poets Share Their Experiences of Breast Cancer
Edited by Marie Cadden

Foreword by Michael Kerin
Introduction by Aine Lawlor

Doire Press
is happy to invite you
to the launch of
BOSOM PALS
edited by Marie Cadden




Featuring poems by Marie Cadden,
Marion Cox, Mary Hanlon,
Susan Lindsay, Mary Madec,
Mari Maxwell, Robyn Rowland
& Lorna Shaughnessy

Artwork by Ruth Cadden

All proceeds go to Breast Cancer Research, Galway

Launch by Moya Cannon

Thursday September 14th, 5:00 PM
University Hospital Galway, Foyer

 www.doirepress.com  doirepress@gmail.com 

The anthology will be published by Connemara-based publisher Doire Press and CL Print, Casla, are printing all copies of the book free of charge, ensuring 100% of proceeds go to Breast Cancer Research.

'Head in the Hedgerow' opens at University Hospital Galway



'Head in the Hedgerow' by artist Hugh Barr opened at University Hospital, Galway on September 6th and continued until Monday October 16th. The exhibition features a series of paintings showing the diversity of plants and flowers found within the hedgerow.

Hugh Barr's paintings are inspired by the nature surrounding him, the small things that make up the bigger picture. Hugh states; "I began to see the plants and signs of animals. I noticed the seasonal changes and even saw how the plants reacted to the daily effects of weather and light. I always considered that I had been aware of these things before, but now I was taking a closer look. This enabled me to understand the diversity of life that is sustained by the hedgerows and the

important role that they play within the countryside."

Margaret Flannery, Arts Director said, "Galway University Hospitals Arts Trust is delighted to welcome this exhibition to UHG. 'Head in the Hedgerow', by artist Hugh Barr was shown in Roscommon University Hospital as their inaugural art exhibition last year and was positively received by patients and staff. Taking his inspiration from daily walks with his dogs, artist Hugh Barr portrays the local flora and our native hedgerows."

For further information on this exhibition visit www.headinthehedgerow.com. For information regarding the arts programme contact Galway University Hospital Arts Trust at 091-544979 or email guhartstrust@hse.ie

Medical Simulation Training Day in LUH



A multi disciplinary Medical Simulation Training Day took place in LUH recently. The training day was facilitated by Dr Eamonn Coyle, Director of Postgraduate Medical Education and delivered by Dr Dara Byrne, Director of Simulation at Galway University Hospital. Nursing staff, specialist registrars and hospital consultants from LUH attended the training day in addition to guests

from abroad. The training day took place in the recently refurbished simulation laboratory, which is part of the Postgraduate Medical Learning Centre. It is hoped to incorporate medical simulation in day to day teaching sessions across multiple disciplines within the hospital.

Sligo University Hospital in conjunction with IT Sligo host Sustainability Seminar



Sligo University Hospital in conjunction with the Institute of Technology Sligo and the National Health Sustainability Office held a Sustainability Seminar in Sligo recently which was open to all interested organisations and individuals.

Sligo University Hospital registered to join the An Taisce Green Campus Programme in early December, becoming only the second hospital campus nationally to register for the programme after Cork University Hospital. Affiliated with NUI Galway, Sligo University Hospital similar to other hospitals in the Saolta University Health Care Group features a medical academy on site. A Green Campus Committee of staff and students has been established on site to progress initiatives relevant to the programme. The programme primarily aims to ensure that members of a campus community can engage in a meaningful way to enhance sustainability on their campus.

Exhibitors who showcased stands during the day were, IT Sligo Green Team & Environmental Researchers, SUH Green (Campus Flag) Team, National Health Sustainability Hospital, Green Healthcare Programme, OPW Optimising Power @ Work, Sustainable Energy Authority Ireland

(SEAI), South West College (CREST), Kingspan Group, Manutec Ltd, Chain Driven Cycles Ltd, Calor Gas and Nissan Ireland and the speakers included Jim Murphy, National Lead, National Health Sustainability Office (NHSO), Deirdre O'Carroll, An Taisce, Aoife O'Connell, Cork University Hospital, Michelle O'Dowd Lohan, National University of Ireland, CEF Ireland and Mary Daly, Estates Manager, IT Letterkenny.

Domhnall McLoughlin, Deputy General Manager, Sligo University Hospital said, "The seminar represented a forum for 120 attendees to increase their knowledge in relation to sustainability development and also to share learning and good practice from other organisations. It was also an opportunity for the Institute of Technology and Sligo University Hospital to collaborate and work together and build relationships for future collaborations between the organisations."

Dr. John Bartlett, Head of Research at the Institute of Technology, Sligo said, "This seminar would not have taken place a few years ago and reflects the increasing awareness of sustainability in organisations and the wider community. The momentum is there now and we must all grasp it."

New visiting policy implemented at SUH maternity unit

Sligo University Hospital recently implemented a new visiting policy in its maternity unit.

Commenting Juliana Henry, Director of Midwifery Sligo University Hospital said, "Following feedback from our new mums at SUH, we restricted visiting at the maternity unit. From July 1st open visiting is available to partners only until 8.30pm. Grandparents and siblings of the newborn baby are permitted to visit between 6.30pm

and 8.30pm. Other visitors will only be permitted in exceptional circumstances. This will be at the discretion of the Clinical Midwifery Manager or Midwife in Charge.

The change in our maternity visiting policy was implemented to ensure that mothers have the time to recover and get as much rest as possible following the birth of their baby".

Sign Language training helps health staff to assist deaf and hard of hearing patients and clients



Pictured receiving their Irish Sign Language (ISL) Quality and Qualification Ireland (QQI) Level Three awards are: Back Row LtoR: Barry Hannagen, Denise Fahy, Mary Hynes, Frances Mannion, Caitriona Conroy, Michele Finn, and Tony Dolan (DeafHear) Front Row LtoR: Mona Eames, Tony Canavan (Chief Officer, CHO2), Linda Rabbitte, Anne Silke, Stephanie Cassol. Unable to be present: Gary McDonald and Geraldine McEleney.

Twelve health service staff recently completed sign language training to enable them to communicate better when working with deaf and hard of hearing patients, clients and colleagues.

The staff, who took time to learn how to sign, were presented with Irish Sign Language (ISL) Quality and Qualification Ireland (QQI) Level Three awards at special presentation held in Galway University Hospital, Merlin Park. It is fitting that the awards were presented during Irish Sign Awareness Language Week.

The 12 were among a group of 39 healthcare staff in Dublin, Galway, Letterkenny and Cork who received the qualification. The learners include therapists, audiologists, social workers, paramedics, nurses, doctors and staff working in customer services and administration.

The qualification gives staff a basic foundation in Sign Language to enable them to improve their experience when working with deaf/hard of hearing clients and customers as well as parents and family members who use ISL (Irish Sign Language).



The course and examination was facilitated by the Irish Deaf Society ISL Academy. The initiative is part of the HSE's commitment to supporting diversity for all HSE staff and service users. It has been led by the Diversity, Equality and Inclusion function within the HR division of HSE.

While the Level Three certificate will help staff to communicate better with deaf and hard of hearing clients and service users, it should be noted that it is not intended to substitute for the highly qualified ISL interpreter qualification gained via a TCD degree programme under the Centre for Deaf Studies.

Irish women three times as likely to check their smartphone in the morning as take a folic acid tablet

New campaign reminds women to take Folic Acid every morning

Young Irish women are three times as likely to check their smartphone in the morning as they are to take a folic acid tablet according to new research from safefood. This is part of its campaign reminding women to include folic acid as part of their morning routine. More than 80% of women who responded to the survey check their phone / social media as part of their morning routine yet only 25% of women take a folic acid tablet.

Safefood supported by the HSE is launching a new public awareness campaign encouraging all women who could conceive a baby to take a daily folic acid supplement (400 micrograms) regardless of whether or not they plan to become pregnant. The campaign is emphasising to women that even if they are taking contraception, it is not 100% effective and surprise babies can happen. In that case, it's better to be protected in so far as possible against neural tube defects (including spina bifida).

Margaret O'Neill the HSE's national dietetic advisor is encouraging female HSE staff who could conceive to develop a new habit of taking a folic acid supplement every day.

According to Margaret, "Whether or not you are planning a pregnancy and whether or not you are using contraception, if you are of an age where you can conceive a baby and are sexually active then surprises do happen! Taking a daily dose of 400 micrograms of folic acid prior to conceiving a baby could reduce your risk of having a baby with a neural tube defect by 70%. Most women in Ireland only start taking folic acid after they discover they are pregnant and this new campaign wishes to reverse that trend."

The focus of this year's campaign is targeted at women aged between 18 and 30 who are not currently planning a pregnancy and are taking contraception as a prevention. However, we know that no form of contraception is 100% effective against pregnancy.

The campaign is supported by a dedicated information hub and you can Meet Stella on www.safefood.eu/folicacid

Under professional resources you will find a helpful FAQ for those wishing to find out more for yourselves or to help spread the word to your patients and clients. You can download and view the materials by visiting: www.safefood.eu/Healthy-Eating/Folic-Acid/Folic-acid-resources.aspx

Spina bifida is a neural tube defect which affects about one in every 1,000 children born every year in Ireland and we have one of the highest incidences of spina bifida births in the world. Spina bifida is an incomplete closing of the backbone and membranes around the spinal cord. Problems associated with spina bifida include poor ability to walk, problems with bladder or bowel control, hydrocephalus and a tethered spinal cord.

A leaflet and poster will be available to order by healthcare professionals on healthpromotion.ie in due course and we will let you know when they are available.

World Sepsis Day at SUH



Sepsis is a severe infection affecting the whole body which can cause serious illness, and even death. More people die of sepsis than lung cancer, breast cancer and HIV/AIDS combined. It occurs when local infection, like pneumonia or a kidney infection, spreads throughout the body. It is becoming more common due to people living longer, the increased use of antibiotics leading to resistant bugs, and the number of people with weakened immune systems from chronic disease or from chemotherapy.

The World Sepsis day event held at Sligo University Hospital on September 13th was our third and the biggest to date. World Sepsis day is an initiative of the World Sepsis Alliance. The Alliance wants to ensure that the incidence of sepsis decreases globally by implementation of strategies to prevent sepsis. In addition it wants to ensure sepsis survival increases for children (including babies) and adults in all countries through the promotion and adoption of early recognition systems and standardised emergency treatment.

The foyer of the hospital was a colourful array of information stands, sepsis games and sepsis quizzes. The aim was to provide information leaflets and ensure the availability of face to face educators so that both staff members and the public had the opportunity learn about Sepsis definitions, recognition and treatments.

We held an event at lunchtime where teams of doctors and nurses competed against each other at managing a simulated scenario of a patient with sepsis. They were



judged by an expert panel who rated them against the gold standard treatment of sepsis. It was a fun way of increasing awareness and of teaching teams to work together under pressure when caring for a patient with sepsis. The deserving winners this year were the Obstetric team.

If you think that you, or someone close to you, has an infection and is experiencing some of the following signs, you are at risk of sepsis: slurred speech, confusion, fast heart rate, fast breathing, chills, skin mottling. If so, contact your GP or nearest Emergency Department.

If you would like further information please see www.hse.ie/sepsis

Funding granted for state of the art X-ray machines at Donegal Community Hospitals

Funding of €900,000 has recently been granted to upgrade x-ray equipment in four Donegal Community Hospitals; x-ray facilities in Donegal Town, Killybegs, Dungloe and Carndonagh Community Hospitals.

X-ray facilities are also now available at the Ballyshannon Health Campus. The community x-ray service was first developed over 30 years ago as part of a strategy to provide timely and accessible services to rural populations. The existing community x-ray facilities will now be upgraded with modern digital x-ray equipment which will be linked with Letterkenny and Sligo University Hospitals. It is envisaged that the new digital x-ray machines will improve patient throughput. In addition, the new equipment will produce higher quality X-ray images with a reduction in patient radiation exposure.

Mr. John Hayes, Chief Officer for HSE Community Healthcare Organisation Area 1 which covers Donegal, Sligo, Leitrim, Cavan and Monaghan said 'This new equipment will mean these rural communities will have access to the very latest x-ray equipment which will mean they don't have to travel to Letterkenny University Hospital or Sligo University Hospital for x-ray. The x-rays will be sent electronically to the hospitals where they will be read and reported on by Consultant Radiologists, the reports will then be sent back to the patient's GP.'

Killybegs Community Hospital will be the first hospital to have the new digital x-ray equipment installed. The space in the hospital for x-ray is being refurbished and reconfigured to accommodate the new equipment. A period of time is then required to remove the old equipment, install the new equipment and carry out its commissioning, testing and training.

Dr. Robin Singaroyan, Associate Clinical Director for the Radiology Department in Letterkenny University hospital said 'The radiology equipment upgrade at our community hospitals ushers in increased efficiency and safety. The new digital radiography equipment enables radiographers to work faster and safer. The new equipment also significantly reduces radiation dose to the patient with increased image quality '.

The further development of community based diagnostic services, results in improved patient access, efficiency and patient experience. Access to diagnostics in the community also means earlier detection of chronic disease. This forms part of an overarching Primary Care development strategy which will continue into the future.

Staff Engagement Day at MUH



Mayo University Hospital recently held a staff engagement day themed 'staff caring for staff'. It is part of the hospital's staff engagement policy and was organised by the MUH Staff Engagement Forum who were formed as part of MUH's commitment to quality improvement.

The team hope to identify what matters to staff and gather suggestions on how to improve staff engagement by building on existing approach and creating positive and effective communication between all staff.





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