



a message from our director of development

The Department of Development was established in May 2002. Its main objectives are to contribute to strategic development and planning, and to oversee and manage all current capital and service projects, with particular emphasis on the Hospital's development plan.

The past three years have been very exciting with numerous structural and service developments completed, culminating with the joint purchase of the Distillery Field (Irish Distillers Ltd., North Mall) with University College Cork. This acquisition will provide the catalyst for the Hospital's continuing growth and will allow us to play a leading role in fostering the implementation of the strategy adapted by the Acute Hospitals Planning Forum for the delivery of services in the region.

The development of a new wing on Prospect Row is currently the main priority from a strategic perspective, with emphasis on the provision of extra theatres, radiology services, and inpatient and day beds.

Additional challenges will face us in 2005 with the provision of: a new Emergency Department, Regional Centre of Nurse Education, Coronary Care Unit, roof extension and expansion of theatres, MRI Unit and the implementation of a PACS system (Picture Archiving and Communications System – Radiology & Imaging).

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muh joins accreditation scheme

Hospital accreditation is a framework for the continuous improvement of the quality and safety of patient or client-centred care. In November, Mercy University Hospital joined the Irish Hospitals Accreditation Scheme. This is a self-assessment process which we undertake ourselves through multi-disciplinary Self Assessment Teams.

The scheme is coordinated and supervised by the Irish Health Services Accreditation Board which has developed a tranche of standards and guidelines, with which we must comply. They are extremely detailed and challenging, but not impossible.

You can find a copy of the second edition of the Acute Care Accreditation Scheme Standards and Guidelines on the Hospital's computer system at H:\Hospital Accreditation\Accreditation Standards 2nd Edition.pdf and you can find out more about the Accreditation Board from its website at www.IHSAB.ie.

In April 2006 a peer group review will be performed by external assessors, following which a report and recommendation for an award might follow. This is a year away, however, we barely have enough time to prepare. Shortly, we will be announcing a compulsory half-day introductory training session for all Departmental Managers with

further training sessions to follow.

Above all else, the accreditation process is not something which other people do for us - but is something we must do for ourselves.

The compulsory areas for which we must set up self-assessment are :

- Leadership and Partnership
- Human Resources
- Environment and Facilities
- Information Management
- Care Groups

In the very near future, we will be announcing which care group teams will be established and how we intend to operate the whole accreditation process. In particular, we will be appointing a full-time Accreditation Coordinator to undertake the supervision and coordination of the project.

Jim Corbett - Deputy Chief Executive Officer

retirement celebrations after 40 years of service



(L-R): John Murphy, Eileen Keane, Michael Keane and Sr. Laurentia.

(see page 6 for article)

welcome

Welcome to the sixth edition of the 'Mercy Times' - this newsletter is published on a quarterly basis.

We wish to express our thanks to everyone who submitted articles, information and / or photos for this edition. This newsletter is yours and it is important that we cover items of interest to you. We welcome your comments and ideas, and would be delighted to consider for publication any article, photograph or other item of interest that you may have. We encourage you to submit items to one of the Editorial Committee members or to the following address / e-mail:

Ms. Donna Peyton

c/o Sheares Street Office, Mercy University Hospital, Grenville Place, Cork.
Tel: (021) 4271971 Ext: 5009
Email: dpeyton@muh.ie

Please clearly label all submissions – "NEWSLETTER". The deadline for the next edition is 10th June 2005. Unfortunately, we cannot guarantee to publish or to return submitted items, but will do our very best.

Thank you,

'Mercy Times' Editorial Committee

editorial committee

Bernice Glavin	Siobhán O'Mahony
Clare Horgan	Tony O'Regan
Jenny Murphy	Donna Peyton (Editor)
Seán O'Bulmáin	Mary Twohig
Deirdre O'Connor	

We would like to thank Therese Egan, who is currently on a career break, for her past contributions and to welcome Jenny Murphy to the Committee.

fool proof sticky pavlova

Ingredients:

1 Bag of Icing Sugar (500 gram bag)
6 Egg Whites

Method:

Add the icing sugar and egg whites into a bowl and mix for about 20 minutes or until the mixture is stiff. Line a tray with greased tin foil, as the mixture will sometimes stick. The pavlova can be served directly from the tin foil if preferred. Bake at gas mark 4 or 180-190°C for 50 minutes.

Serve with whipped cream and summer fruits. For an extra touch, break up a flake and sprinkle it over the cream and fresh fruit.

Submitted by: **Pamela Dumigan** (Dietetics) and **Caroline Byrne** (Patient Accounts)

pulmonary function laboratory

The Pulmonary Function Laboratory opened in 1987 with the appointment of Dr. Neil Brennan as Consultant in Respiratory Medicine. The Laboratory was initially staffed by Ann O'Mahony (staff nurse) and Eileen O'Brien (secretary) and was located opposite the Intensive Care Unit. It provided a pulmonary function testing (PFT) service, in addition to skin allergy testing, stress testing and bronchoscopy. It also provided a rapid assessment service for patients attending the two respiratory outpatient clinics.



(L to R) Back Row: Dr. Terry O'Connor, Rita Greene, Eileen O'Brien and Dr. Neil Brennan. Front Row: Aisling Donnelly and Ann O'Mahony.

In 2001, the Laboratory began sleep apnoea studies and provided non-invasive ventilation services – while stress testing was taken over by the Clinical Pharmacology Department, and Endoscopy nurses now assist the Respiratory Consultants with bronchoscopies. At first, sleep studies were carried out on the wards, but the following year a dedicated room for these studies was provided in the Lee View block, and the Pulmonary Function Laboratory moved to its current site on the second floor. With the recent appointments of Dr. Terry O'Connor (Consultant Respiratory Physician), Aisling Donnelly (respiratory technician) and Rita Green (secretary), a wider range of patient services is now being provided. Dr. O'Connor has a special interest in tuberculosis, asthma and pulmonary rehabilitation. Aisling Donnelly has taken over the main responsibility for PFT, methacholine challenge testing and sleep studies, while Ann O'Mahony has responsibility for the non-invasive ventilation service, skin allergy testing, two respiratory clinics and the recently established specialised sleep apnoea clinic. She also provides education and training on asthma, COPD (Chronic Obstructive Airways

Disease) and related subjects to patients and staff.

In addition to the investigations mentioned above, the Laboratory provides a comprehensive PFT service for Mercy University Hospital patients and also for the South Infirmary-Victoria, Mallow and Shanakiel hospitals. The PFT's that are available include spirometry, lung volume measurement, CO (Carbon Monoxide) transfer factors, exercise and methacholine challenges. The sleep laboratory provides a full polysomnography assessment, overnight oximetry and CPAP (Continuous Positive Airway Pressure) titration for patients with sleep apnoea.

Following the purchase of state-of-the-art equipment in April, cardiopulmonary exercise testing will become available. A pulmonary rehabilitation service will also begin, in collaboration with the departments of Physiotherapy, Dietetics and Occupational Therapy.

Ann O'Mahony

Respiratory Clinical Nurse Specialist



st. patrick's day – 148 years ago

The Mercy Hospital – Ireland's first – which was opened on St. Patrick's Day in 1857, was the first hospital in Cork to be placed in the charge of [a] Religious [order]. A week before its opening the Sisters of Mercy had the following notice published in the *Cork Constitution*:

The Sisters of Mercy beg to inform the charitable public that they have opened a hospital for the relief of the sick poor of the city... a most eligible building, the former Mansion House of the City has been secured... with a number of small reserved wards where... persons who... may be unprovided with a home or are destitute of friends may in time of sickness be admitted on the payment of a small weekly sum where they will have the advantages of the care of the nuns, a sufficient number of whom will reside at the hospital to conduct the work...

In memory of Sr. M. Angela Bolster, PhD - Sister of Mercy, St. Maries of the Isle (1925–2005).
Reference: *Mercy in Cork*, Tower Books, Cork - 1987.

Submitted by Siobhán O'Mahony - Reception

In honour of Pope John Paul II



Security Officers Mary O'Sullivan and Tom Hurley fly the Papal Flag at half mast over Mercy University Hospital.

a multi-cultural community

“saubona”– hello from south africa

A smile says more than a bunch of words ever could . . .

Over the last 10-15 years, I believe a new country has been born. South Africa offers the amazing table mountain, brilliant safaris, fantastic shopping, diamonds, wine and very few places can beat its summer weather. For all those soccer fans, plans are underway for South Africa to host the 2010 Soccer World Cup; and if South Africa was considered a great tourist destination before I left, it is now that much better.

It is a wonder that we get any work done in South Africa as the order of the day is clear blue skies! Theatres and orchestras are not a popular pastime back home, instead it is the beach that beckons. Admittedly, Ireland provides a nice change; and I love the accessibility of live plays. Another huge difference for me includes the roads and especially the roundabouts. I never saw a roundabout before – in South Africa we have small traffic circles, which are not as intimidating as the Irish roundabouts.

Already I feel like I have been in Ireland for ages, taking every day (as cold as it may be) as a new learning experience, culturally and professionally. I am delighted with every minute in this great peaceful country. We were told back home that the Irish are a crowd of fun-loving easy-going lads, and as of yet no one has proven that wrong.



Thank you to all who always have a ready smile on their faces, because in this ever-changing world – a smile says more than a bunch of words ever could.

Shivanie Naidoo - Radiographer

multi-cultural awareness

Multi-cultural awareness sessions were held in January and March; and attendees represented a variety of departments and raised diverse issues for discussion.



The information gathered at these sessions and e-mailed to us from those unable to attend is much appreciated and will guide us in providing more culturally congruent care.

Coordinated by Nurse Practice Development staff - **Martina Hughes** and **Anna Buckley**.

human resources department news

welcome new appointments

We wish to welcome the following staff, who recently joined Mercy University Hospital.

January	
Jonathan Adewuyi	Medical Lab. Scientist
Johanna Barrett	Ward Attendant
Gillian Burke	Clerical Officer
Siobhan Canning	Clerical Officer
Mary Duane	Ward Attendant
Katrina Falvey	Staff Nurse
Grainne Kennedy	Clerical Officer
Ciara McCarthy	Ward Attendant
Brid McGrath	Ward Attendant
Anne McNulty	Staff Nurse
Sinead O'Brien	Clerical Officer
Emily O'Connell	Ward Attendant
Mary O'Donoghue	Staff Nurse
Yvonne O'Keeffe	Ward Attendant
Ina O'Sullivan	Clerical Officer
Elena Paleckiene	Ward Attendant
Carolann Power	Catering Assistant
Ana Maria Simon	Ward Attendant
February	
John Cotter	Pharmaceutical Technician
Mary de la Cour	Clerical Officer
Teresa Hynes	Clinical Nurse Manager 2

February - continued	
Una McAuliffe	Staff Nurse
Siobhan Ward	Clerical Officer
March	
Jackie Cogan	Staff Nurse
Linda Connolly	Clerical Officer
Cleo Davies	Clerical Officer
Noelle Delaney	Catering Assistant
Caroline Dunne	Catering Assistant
Jason McCarthy	Porter
Caroline Murphy	Catering Assistant
Brian O'Leary	Catering Porter
Elizabeth O'Leary-Fresh	Staff Nurse
Cathal O'Regan	Catering Porter
Sinead Sheehan	Clerical Officer

retirement

Mercy University Hospital would like to thank the following employee for his service over the years and wish him a long and happy retirement.

Michael Keane Hospital Porter

all about HIPE & CASEMIX

HIPE (Hospital In-Patient Enquiry) is a computer-based health information system which collects clinical and administrative data on every hospital discharge, including day cases and deaths. HIPE is the primary source of acute hospital activity for the health services and over 60 acute public hospitals currently participate in it.

The HIPE Unit within the Economic and Social Research Institute (ESRI) manages the national HIPE database on behalf of the Department of Health and Children. Clinical coders at each hospital collect HIPE data which is validated using specialised software. The coded data (excluding the patient's name) is transferred each month to the ESRI's HIPE Unit.

HIPE data includes demographic data such as age, sex, marital status and area of residence, while administrative data includes date of admission or discharge, admitting consultant, admitting source, dates of procedures and discharge destination. Clinical data is recorded, such as the principle diagnosis and up to nine secondary diagnoses (a total of ten procedures can be recorded).

Operation of HIPE at the Hospital Level

- Medical staff complete a clinical summary upon a patient's discharge.
- Medical notes are sent to the coders.
- Coders translate the clinical summary into codes.
- Codes are entered into the HIPE system.
- The software reads the codes and assigns every discharge into a DRG*.
- Coded cases are exported monthly to the HIPE Unit, ESRI.
- ESRI review cases and may return queries.

*DRG = Diagnostic Related Group

The casemix of a hospital refers to the type and complexity of patients being treated.

It involves the classification of patients into discrete groups within which they share common clinical attributes and similar patterns of resource use. The classification system for casemix purposes used nationally is that of DRG's and the source of information used is HIPE.

The complexity or Casemix Index (CMI) for all casemix hospitals is established from the DRG'S. The higher the CMI – the more costly, complex, and time consuming the cases being treated. The casemix of cases treated and the efficiency in treating these cases is being used by the Department of Health and Children as a means of establishing funding. The principle of casemix measurement for budget purposes, is that hospitals are funded with reference to complexity and workload and not on the basis of historic costs. A portion of the Mercy University Hospital budget is allocated on this basis.

Jackie Naughton

HIPE / Casemix Coordinator



fetac training

The Department of Health and Children piloted a FETAC (Further Education and Training Awards Council) training course for healthcare assistants in 2003 with a future aim for all Health Service healthcare assistants to qualify with the Health Care Assistants FETAC Level 2 qualification.

The Nurse Education Centre at Cork University Hospital, at the behest of the Nursing and Midwifery Planning and Development Unit, facilitated this course in 2004 for the Cork region.

The course is provided over six months with five full weeks in block and the remaining time spent on work experience. The candidates have assignments and projects to complete on a monthly basis and also have to record a workbook assessment of their skills in the workplace. Some candidates find this quite challenging, as many have not undertaken formal education for many years.

On successful completion of the course, candidates attain a Level 2 FETAC qualification and can then decide to further study to Level 3 and potentially to degree level.

Mercy University Hospital is proud to have two candidates who have successfully completed the course in 2004, Noreen Kennedy and David Williamson. They received their certificates at the Nursing and Midwifery Planning and Development Unit in February and our sincere congratulations go out to them on their accomplishment!

The Mercy has a further two candidates who are pursuing this course at present.

Carol Hunter

Nursing Support Services Manager

“thumbs up” for the generous donation

I recently accepted a €4,000 cheque which was given to Mercy University Hospital from the “Welcome Inn” Vintage Club, Derrycool, Bandon. This donation was presented in memory of the late Sean Lynch who spent many months in St. Finbarr’s Ward. Sean was truly a remarkable gentleman, a very good friend and a character that touched and entertained the lives of many who crossed his path, both socially and during his stay at the Mercy.

Sean’s family expressed a desire to purchase some thermocontour mattresses for St. Finbarr’s Ward. This type of mattress is a high quality static mattress made of viscoelastic foam. It moulds around the patient and redistributes the pressure over a greater surface, thus reducing pressure on the patient. Undoubtedly, Sean himself would have given this venture the “thumbs up” (a familiar sign to all who knew him).

Our sincere thanks to the Vintage Club and to the proprietors and customers of the Welcome Inn for their tremendous endeavour.

Ar dheis De go raibh a anam. (God have mercy on his soul.)

Nellie Bambury - Infection Control Department



(L - R): Fiona Fleming, Nellie Bambury, Niamh McCarthy, Marie Byron, Bridie O’Sullivan, Claire Brennan and Suzanne Cotter.

our thanks to the richmond soccer club



The Richmond Soccer Club organised a soccer tournament on St. Stephen’s Day in aid of St. Therese’s Oncology Unit. The donation was greatly appreciated and will be put to good use. Pictured L-R: Dominic Twohig*, Màire O’Sullivan, Lynda Sheehy and Gerard O’Shea*. * (Club officers)

staff news

Congratulations and very best wishes to the following staff members:

engagements

Trudy Caffrey – Risk Management

Mary Crowley – Outpatients

Melissa McSweeney – Medical Secretaries

Niamh Murphy – St. Catherine’s Ward

Karen O’Leary – Outpatients

it’s a girl

Catherine Buttimer – ICU

Mary Deasy – Biochemistry

Sheila Kelly – Palliative Care

Susan Kelly Walsh – Dietetics

Orla Walsh – Biochemistry

Ann Williams – Radiology

it’s a boy

Yvonne O’Callaghan – PC

In each issue of the Mercy Times, we would like to include the names of staff members who recently: became engaged, got married, or welcomed a new addition to their family. If you or one of your colleagues has staff news to share, would you please contact the Editor or any Editorial Committee member.

Despite our best efforts, there may be some omissions due to our inability to obtain timely approval.

kind donation to oncology fund

A recent donation in memory of Kitty O’Donoghue was made to St. Therese’s Ward, and will be used to contribute to patient comfort in the Ward.



(L-R): Back Row: Annmarie O’Carroll, Brian Bird and Aileen Bowles. Front Row: Betty Kelly (Kitty’s daughter), Nicola Collins and Pat Cahill (family friend).



muh january 2005 golf outing

Winners were (L-R): Claire Cronin, Graham O'Reilly and Ann O'Donovan.

cúinne gaeilge (irish corner)

Níor bhris focal maith fiacail riamh.

A good word never broke a tooth.

(if you can't say something good, say nothing)

Is fearr beagáinín cabhrach ná mórán trua.

A little help is better than loads of sympathy.

Mol an óige agus tiocfaidh sí.

Praise the young and they'll flourish.

Bíonn buan tréan.

Persistence is strong.

Fan a chapail agus geobhair (geobhaidh tú) féar.

Wait, horse and you'll get grass.

(all things come to those who wait)

Bíonn blas ar an mbeagán.

A small quantity is tasty.

(the best of goods come in small parcels)

**Submitted by Dr. Garry Lee,
Consultant Histopathologist**

thought for the day

**"We Affect One Another
and So Affect the World"**

Author Unknown

michael keane retires

The occasion of Michael Keane's retirement as one of the longest serving staff members in the Hospital, was celebrated with a well-attended reception on 31st March. Michael was joined by his family, friends and colleagues both past and present.

Michael experienced many changes at the Hospital since he began working as Hospital Porter in 1965 and is happy to reminisce. He tells of a time when paging was a system of Morse Code, where a hand bell was rung to call staff, when trips to the blood bank were on foot and the blood was transported in glass bottles and wooden boxes under the arm of a porter.



Eileen and Michael Keane pictured at Michael's retirement party.

Michael also has fond memories of the legendary ladies Hospital football team, which he managed for a number of years - to great success in the 1980's (the team won the Triple, two cup finals and a shield).

Also to mark the occasion of Michael's retirement, the Hospital soccer teams Lee Rovers and Keano's Army played a testimonial match on 2nd April where fun was had by all. Sincere thanks go out to everyone who took part in any way.

We wish Michael well in his retirement - and a "coo coo" to you Michael!



Testimonial match - Michael shooting from the penalty spot and scoring the winning goal.

a message from our director of development

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In relation to service issues, it is hoped to appoint four new consultants before the end of the year:

- Consultant Physician in Geriatric Medicine.
- Consultant General Surgeon with a Special Interest in Upper Gastrointestinal Surgery.
- Consultant Physician / Associate Professor in Therapeutics.
- Consultant Anaesthetist with a Special Interest in Pain Medicine.

The Hospital's profile and reputation as a centre of excellence will continue to be enhanced with these ongoing developments.

I would like to take this opportunity to thank all staff for their support and commitment during this recent period of extraordinary growth. I also wish to acknowledge the contributions and support of all external stakeholders in the ongoing strategic development of Mercy University Hospital.

David Walsh

Director of Development

destination kenya

Laura Ahern - Clerical Officer (Emergency Department), will be one of 52 volunteers heading to Kenya over the summer months to work with Kenyans in a very poor and underdeveloped area north of Nairobi. Some of the many aims of the project include: building a medical centre, running HIV awareness classes, malaria education, organising a summer camp for local children, and bringing water to two villages.

Laura and all of the volunteers have participated in several training weekends over the last few months where they have planned and trained for the above tasks - doing things like learning Swahili, attending cultural awareness sessions, and even hands-on lessons in bricklaying! She has also been busy organising various fundraising events, which will directly support the project.

If you would like to learn more about this project, please visit the website www.friendsoflondiani.com or feel free to speak with Laura - she might even give you a few words of Swahili - *jambo* (welcome or hi).