



Into the Light...

Meet our Night Duty Management Team

Historically, Mercy University Hospital's Assistant Director of Nursing (ADON) at night was a lone manager carrying hospital wide responsibility. While this responsibility continues, the Night ADON is now supported by a Clinical Nurse Manager 2 (CNM2). The introduction of observation beds, the increased acuity, complexity and speciality of patients' needs, the heightened turnover of patients, and the escalating activity in the hospital contributed to the expansion of the night duty management team.

The Team manage a myriad of aspects of hospital life at night, including responsibility and safety for all patients, relatives and staff, nursing care, bed allocation, improving patient flow and effective and efficient use of all resources. "We support our colleagues from the varied disciplines who are essential to the smooth running of the MUH. Integral to this is that we act as an advocate for patients and staff.

From a nursing perspective our primary focus is the implementation of the fundamentals of patient centred nursing care. Our team ensures that care delivery aligns with the highest quality of research based care. We are passionate about basic nursing care. To this end the importance of the clinical care comfort round is one of the main priorities of each nurse at night. The essence of a clinical care comfort round is that a Nurse/Health Care Assistant/CNM2 attends to every patient ensuring that the patients physical, emotional and spiritual care needs are enhanced. It allows for a thorough assessment of each patient, and identifies their specific care needs for the night. The comfort round is audited and evaluated regularly to ensure the highest care standards are monitored and maintained.

Our role extends beyond the walls of Mercy University Hospital. We liaise with other hospitals and services in the South/South West Hospital Group, including transfer of patients between hospitals and sharing of clinical expertise and medical equipment as patient requirements demand.

We are in a very privileged position to care for our patients at night, as often this is the time that the ward activity is reduced, which allows patients and relatives the opportunity to talk and express their fears and concerns. There is a vast difference in hospital culture at night. One dominant factor is the reduced staffing levels in all departments. In 2013, the Multidisciplinary Team Clinical Handover was introduced to improve patient outcomes and enhanced communication. This has led to an improvement in cooperation and collaboration among Nursing and Medical staff.

The attendees include day and night Medical on call teams, the Night ADON and the CNM2 of the Emergency Department.

Patients of concern are identified and their care needs are prioritised for appropriate medical review. It has improved coordination of care and patient outcomes, as treatment pathways are streamlined. This has proved very beneficial to both medical and nursing personnel resulting in more cohesive teamwork which adds to patient and employee satisfaction.

We foster a culture of continuous improvement in our work. The ADON holds regular meetings to disseminate updates and important information to all Night staff. It is also a forum for discussion if any issues need to be raised. We lead, negotiate and facilitate onsite training to ensure the safest care for patients. When new equipment is introduced company representatives are invited to come on site to train staff. Clinical nurse specialists give updates when there are changes in care and policies. Our bi annual night duty study day is organised in conjunction with the Nurse Practice Development Unit.

The coordination and management of all activities and resources within the hospital is a significant part of the role of the Night duty management team, but the pivotal role remains patient centered -thereby ensuring safe and effective nursing care. We are committed to living the Core Values of the MUH which are central to our philosophy of care."



The MUH Night Duty Management Team: Back Row L-R: Catherine O'Sullivan, Annette Lavers, Ber O'Shea, Orla O'Sullivan and Siobhán Roche
Seated L-R: Rebecca O'Donovan and Kay Foley

Conversation with the Chairman!



In late May, Michael O'Sullivan stepped down as Chairman of the MUH Board of Directors as his tenure in that office came to an end. The hospital expressed its gratitude to Michael and was pleased with his agreement to continue as a member of the Board. We were also beginning the process of welcoming our newly appointed Chairman, Neil O'Carroll.

Neil joined the MUH Board in 2013 and has served as Chairman of the Finance Committee. Mercy Times extended its congratulations to the hospital's new Chairman of the Board of Directors and took the opportunity to sit down for a chat...

Tell us a little bit about you and your professional background?

"I was born in Dublin but both my parents are from Co. Cork. I graduated from University College Dublin as a Chemical Engineer and devoted my full career to the oil business working across sites in the UK and the US but always associated back to the Whitegate Oil Refinery.

On a personal note, I am married to Mairead, a nurse, who also hails from Dublin. We have 6 children, 2 based in Midleton, 2 in Dublin and 1 each in Scotland and Canada and 6 grandchildren."

How and why did you initially become involved in the hospital and choose to become involved in the Board? Why Mercy?

"One day, I was invited by Sr. Veronica (Mercy Provincial Team) to join her for a cup of coffee. I discovered she is very persuasive. The rest is history!"

What is your "Golden Rule"?

"Integrity is a critical value. I expect the same from all the teams I am associated with."

What do you see as MUH's greatest strength?

"The commitment of all MUH employees to ensuring the best outcomes for patients and their commitment to the continuity of the legacy and vision of the Mercy foundress Catherine McAuley."

What do you see as the components of an effective Board?

"Independent, competent, questioning, a good balance of backgrounds, committed to the best practice in running the hospital, with the patient at the core and to accept responsibility of what we do. The Board must work effectively with the CEO and her Leadership Team. We are very fortunate to have a strong Board of Directors here at Mercy"

As you look ahead in the next several years, what do you see as the priorities for the Board?

"The continuation of the legacy of the Mercy Sisters who set up the hospital. To work collaboratively with the South/South West Hospital Group (SSWHG) and the HSE and support the Leadership Team and all staff in the running of the hospital. Have a vision for the creation of a new enlarged state of the art hospital for Cork across the Mercy's 16 acre city centre site and to develop a clinical strategy integrating Primary, Community and Social Care."

If you had an opportunity to deliver a message to Government – what would that be?

"Recognise the contribution of Mercy University Hospital to the wellbeing of the people of Cork and recognise the dedication of the Mercy Team in ensuring exceptional standards of healthcare. This hospital is positioned to deliver a major upgrade and expansion of services for the people of Cork and Munster together with the HSE/SSWHG and its plans for the improved health service in line with the recently launched Slaintecare implementation strategy."

Editorial Team

You may notice that our Mercy Times has had a minor facelift! In August, Chairperson Mary Twohig and Graphic Designer, David Hegarty decided to retire from the Mercy Times Committee and their collective service of 20 years is gratefully acknowledged. Following their departure, the remaining members decided to revisit our way of working and thus re-engineered the Committee into an Editorial Team with more focus on our contributors – you!

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

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

Meet your Mercy Times Editorial Team



Edel Coakley:
Edel is a HR Business Partner – ext 5481



Cleo Davies:
Cleo is the Personal Assistant to the Director of Nursing - ext 5344



Siobhán Kenny (Editor):
Siobhán is the Values & Culture Lead for MUH – ext 5653



Colin McKeon
Colin is an ICT Technician – ext 5628



Tony O'Regan (Photographer)
Tony is the Security Manager for MUH– ext 5310

Our contributors for this edition: Thank you!

Dr. Megan Alcock, Emily Burns (MUH Foundation), Dr. Evelyn Flanagan, Kay Foley, Josephine Griffin, Anna Higgins, Martina Hughes, Teresa Marshall, Dr. Kieran O'Connor, Dr. Niall O'Mara, Cathal O'Regan, Prof. Micheál O'Riordain, Catherine O'Sullivan, Donna Peyton, Sini Roy and Mary Twohig

Mercy Movements!

Mercy University Hospital has been embracing some changes and new faces within its corporate and departmental management structures during 2018....

In January, 2018, **Maurice Spillane** assumed the role of Deputy Chief Executive Officer (DCEO). Maurice joined Mercy University Hospital as Chief Financial Officer (CFO), taking on a new role which included managing the Finance, Procurement and ICT departments in August 2011. This role was expanded in 2014 to encompass responsibility for a number of operational services within the hospital.

Prior to this, Maurice spent 23 years working for Logitech where he spent a number of years in Switzerland as European Controller. He assumed the role of General Manager of Logitech's Irish subsidiary in 1996 and held that position until joining Mercy University Hospital. Maurice retains his role as CFO together with his duties as DCEO.



In May of this year **Carol Hunter** was successful in securing the role of Operations Director. Carol has been part of the Mercy Family since 1983 where she began her career as a Registered Nurse. Further to a small hiatus to complete her midwifery at the National Maternity Hospital, Carol returned in 1986 and continued her work in Mercy as a Staff Nurse until 1994. In 1994, Carol changed direction into a Nurse Management role as Nursing Support Services Manager until 2005 when she was appointed Assistant Director of Nursing. As Operations Director, Carol has responsibility for the Allied Health Group, Catering, Porters and Administration. She is also the Lead for Unscheduled Care.

Also in May of this year, the MUH Department of Nursing had some changes in personnel at Assistant Director of Nursing level with the appointments of Margaret Lynch and Celia Lane to the team....

Prior to starting at MUH **Margaret Lynch** worked as the Quality and Risk Manager in the South Infirmary/Victoria University Hospital (SIVUH) overseeing Quality, Risk, Patient Liaison, Freedom of Information and Health and Safety. Her

nursing career spanned a number of roles including Assistant Director of Nursing, Clinical Nurse Manager II, Practice Manager and Staff Nurse (Emergency Department and ICU). Margaret's interest in nursing started in her early teens when she spent time in St. Anne's (Children's Ward) as a patient under the watchful eye of Sister Fidelma. She can remember nights in a room that is now the Theatre storage room (old CSSD).

Celia Lane joined the Mercy family in May 2004. Although Celia trained in Limerick University Hospital she is a Corkonian who has travelled and worked in a number of hospitals both nationally and internationally. Finally the heart won over the head and Celia moved back to Cork where she worked in the Mercy Theatre department for over seven years. Through her prominent experience in perioperative care, Celia developed a link to the Pre Assessment Clinic (PAC) which led to her joining their team in late 2011. Since her commencement in Mercy University hospital she has immersed herself in developing efficiencies in the surgical patient's pathway, utilising her previous experience and knowledge.

Each of you is wished the best of luck in your new roles



MUH Annual Report 2017

Mercy University Hospital recently published its Annual Report for 2017.

The Report reflects on the hospital's highlights of 2017, quality key performance indicators and activity rates together with individual reports from the Board of Directors and Executive Management members.

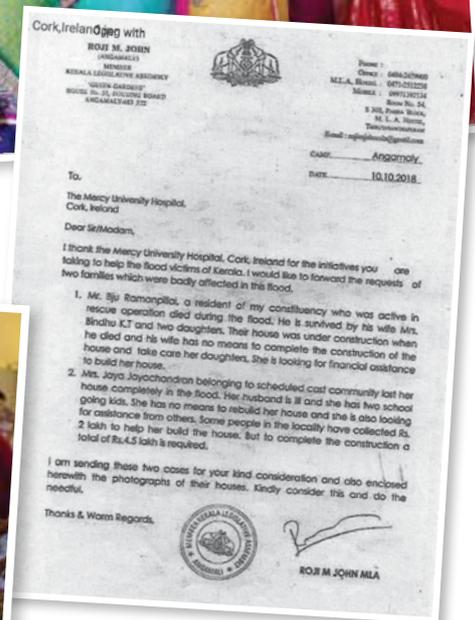
The Report is available to view on the MUH Website.



We are Family...

On August 15th, Kerala, the southern state of India was hit by the worst floods in a century. Of the 14 districts, of the beautiful scenic Kerala, 13 were now under water due to this extraordinary monsoon season.

A total of 33 dams were opened to relieve the stress and 44 rivers flooded their banks. As a result there was significant loss of life, loss of agricultural livestock and land, ruination of roads and transportation networks and destruction of homes and properties. Over 480 people died and approximately 1 million were displaced. Property damage of €2.2 million was estimated. The army, navy and National Disaster Relief Force worked together with the people in the areas to get them to safety. This was a tragedy that touched Mercy - MUH has 83 Indian Nurses in its employ, many of whom got terrifying phone calls from their parents at home about their vulnerable situation.



In the aftermath of the floods, the “Mercy Family” rallied with our colleagues and sought a way to aid those affected by this terrible disaster. On September 21st, with the assistance of the MUH Foundation, MUH was delighted to host a “Taste of India” where our Indian colleagues cooked and served a feast of Indian delicacies and delights, whilst providing an insight into Indian culture – traditional dress, rituals etc. The response and generosity of staff was phenomenal with a total of €1,186 raised.

So how did your donation help?

Requests were received from charity organisations, Kerala Government officials and the staff of the Mercy Hospital. The funds were given to eight families out of that list and here is just a sample of how the monies were spent

Mr. Roji M. John (Member of Legislative Assembly, Angamaly)

Mr. Roji M. John M.L.A has sent a letter of gratitude to the Mercy University Hospital. (Attached same)

Mrs. Bindhu K.T lost her husband, Mr. Biju Ramanpillai, during the floods. He actively participated in rescue operations. They have two school-going daughters and their house was under construction when he died. They had no means to finish building their house. Mrs. Bindhu and her daughters are extremely thankful to the Mercy University Hospital for helping them.

Mr Givin Pullimpallil [President of Watermanz Charity Organisation, Kadapra]

Mrs Pushpa Vijayan, Mr Madhu P.K used the money we sent to fix the damage to their houses. Ms Anumol K.K lost her mother’s wheelchair during the floods. Due to this, her money was spent on a new wheelchair. All of them are thankful to Mercy University Hospital.

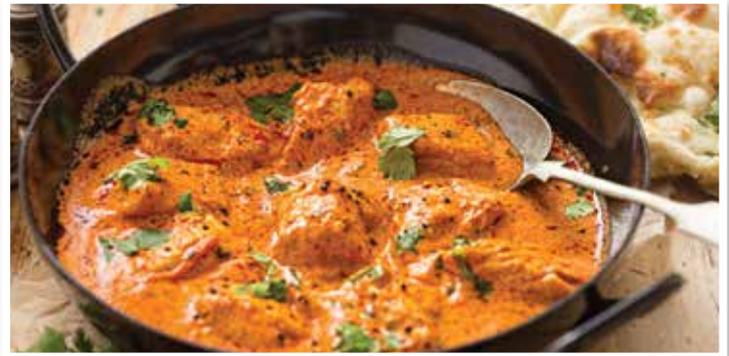
MUH staff from the affected areas submitted requests for their neighbours who had partial damages to their houses during the flood and €300 was forwarded to each of the three affected families.

Mrs. Valsa Devassy, Mr. Shaji Philip and Mrs. Beena Joshy Tharammel are all extremely grateful to Mercy University Hospital.

A Taste of India - Butter Chicken

Further to the spectacular fundraising event in aid of Kerala (please see page 4) there was one dish that got resounding thumbs up from MUH staff - the Butter Chicken. Sini Roy has kindly shared the recipe

“Butter chicken is a delicious Indian dish that can be served with rice or naan bread. This classic Indian dish will take around 50 mins to prepare and cook but is best made in advance, so the chicken has plenty of time to marinate in the homemade butter-based curry sauce. This butter chicken recipe is great for sharing with friends and family, especially on a Friday after a busy week so you can catch up over a delicious meal. This butter chicken recipe is also the perfect takeaway alternative and much healthier too. It's much healthier than your average takeaway and you can control how spicy or non-spicy you want it. The chicken is so tender in this recipe and works wonders with the tomato infused sauce.”



Ingredients to marinate chicken:

- 500 grams chicken breast cut into small cubes
- 1 tsp red chilli powder
- ¼ tsp turmeric powder
- Salt to taste
- 1 tsp ginger garlic paste (Can be bought pre- made. If using fresh, add 3 garlic cloves and 2 cm ginger and make a paste with water.)
- Marinate chicken cubes with the ingredients.
- Either fry this chicken in oil in a frying pan
OR
- Cook the marinated chicken in oven for 30 minutes at 180 Degree Celsius. (Healthier option)
- While the chicken is in the oven, prepare the gravy.

Ingredients for Gravy:

(all ingredients are available in Asian shops)

- 100 grams of Butter
- 10 cashew nuts
- 1 Tbsp kasoori methi (dried fenugreek leaves)
- ½ tsp cumin seeds
- 1 tsp ginger garlic paste
- 1 large onion diced
- 2 tomatoes diced
- 1 tsp red chilli powder
- ½ tsp coriander powder
- Salt to taste

Make the gravy

- Heat butter in a skillet in low flame. Add cumin seeds, cashew nuts, onion and ginger garlic paste. Sauté.
- Add chilli powder, coriander powder, fenugreek leaves and salt. Sauté for a minute.
- Add tomatoes, sauté.
- Add 150 ml water, cover the skillet with lid and cook for 2-4 minutes in medium flame until tomatoes are soft.
- Once cooked, set aside to cool.
- Once cooled, blend the mixture to make thick gravy. (Can add lukewarm water if needed while blending).

Final preparation

Add the cooked chicken to the gravy in the skillet and heat in low flame for 2-4 minutes. Once the chicken soaks the gravy in, turn off the heat.

Serving

Optional: Add 2-4 Tbsp fresh cream on top just before serving. Garnish with finely chopped fresh coriander leaves. Pilau rice is best with Butter chicken.

How to make pilau rice.

Ingredients:

- 1 Tbsp ghee (can use butter or oil instead)
- 1 tsp cumin seeds
- 4 cardamom pods
- 4 cloves
- 2 bay leaves
- 1 cinnamon stick broken
- 1 small onion chopped
- (¼ tsp turmeric powder and handful of finely chopped vegetables like carrots, beans, pepper) optional- these add colour to the rice)
- 2 cups basmati rice
- 3 cups water
- Salt to taste

Preparation

Wash and drain rice. Use a large pan which has tight- fitting lid. Heat ghee in the pan on a very low flame. Sprinkle cumin seeds, cardamom pods, cloves, cinnamon, bay leaves and chopped onion. (Add finely chopped vegetables and or turmeric powder with onion if using same). Sauté onion on a medium flame until it starts to soften. Add washed rice and stir briefly. Pour water and add salt if needed. Bring the mixture to boil, cover the pan and cook over a low heat for 10 -12 minutes until the water is absorbed.

Tip:

If you drizzle 2 tsp lemon juice just before boiling the rice, grains may not stick together. Decant to another container so that rice won't be over cooked in the heat from the pan.

Lifetime of Service

MUH recently had the honour of celebrating not one but three members of staff who reached 40 years of service to the hospital. The commitment and dedication of Marion Devine, Sarah Hornibrook and Martina Murphy was acknowledged with special presentations at the annual Mercy Stars event and in a special reception at the hospital.



Marion Devine, Nursing (centre) presented with her 40 year service award by Director of Nursing, Margaret McKiernan (left) and Operations Director Carol Hunter (right) at the Mercy Stars.



Martina Murphy, Catering, presented with her 40 year service award by Deputy CEO, Maurice Spillane.



Sarah Hornibrook, Catering, presented with her 40 year service award by Deputy CEO, Maurice Spillane.



The 2018 **Lifetime Achievement Award**, which is determined by the Executive Management Board, was awarded to, Donie Goulding (Maintenance – Electrician). MUH was delighted to share this occasion with Donie and his family at a special celebration in the hospital.

Mark Kane, Technical Services Officers presenting Donie with his Lifetime Achievement Award.

Mercy Moments

This is a new section in Mercy Times that we are hoping will be very popular for future editions! The myriad of achievements of our staff is not just confined to the day job. Mercy Moments will celebrate the big moments that happen for staff outside the work place too...



**Congratulations
Mr. Paul Sweeney**

MUH Consultant Urologist, Mr. Paul Sweeney was conferred as President of the Irish Society of Urology at their recent annual meeting in Roscommon.

The Irish Society of Urology was founded in 1973 to promote the specialty of Urology and its related medical sciences in Ireland, and to encourage and promote urological training and scientific research.



**Congratulations
Noreen O'Sullivan**

Assistant Director of Nursing, Noreen O'Sullivan recently won an All Ireland Silver Medal on the golf course. As a member of Macroom Golf Club, Noreen was part of the team who successfully battled against Ulster in the semi final to reach the Irish Ladies Golf Union Challenge Cup, Match Play final, which took place in Knightsbrook Golf Resort, Trim Co Meath. The team finally succumbed to very strong opposition from Smurfits of the K Club representing Leinster.



**Congratulations
Josephine Griffin**

Patient Liaison Officer Josephine Griffin was part of a multi disciplinary group of staff from across all hospitals in the Cork/Kerry region, who successfully completed the QQI level 3 in ISL (Irish Sign Language) programme. Josephine was presented with her certificate by Derek O'Gorman, Head of HR, Cork/Kerry Community Health Care and Anne Power, Equality Officer, in the HSE Offices on the Model Farm Road.

Communication Pilot Site

Mercy University Hospital is one of six pilot sites for the development of a National Healthcare Communications Skills Training Programme. The Programme is consequent on the National Patient Experience Survey of 2017.

Communication skills can have a profound impact on the experience of care for individuals and their families. Studies have shown that effective communication improves quality and safety of healthcare and leads to improved healthcare outcomes. In addition, good communication between staff encourages good working relationships and job satisfaction.

Developing communication skills is a lifelong task, while some staff may have a 'naturally' good approach to communication with patients and their families, all staff can improve their core skills which are recognised as essential for good communication and time efficient consultations.

A series of workshops will be facilitated for clinical staff over non-consecutive days to allow participants to do some on-the-job reflection on the communication skills that they want to develop and enhance.

MUH facilitated its first workshop in late October under the watchful eyes of Professor Paul Kinnersley, Chair, School of Medicine, Cardiff, Wales and Winifred Ryan, National Lead Patient & Service User Feedback HSE.



Zenith Global Healthcare Professional Awards 2018

Zenith Global Health recognise that many Healthcare and Allied Healthcare Professionals go beyond the call of duty to ensure delivery and sustenance of quality care for patients globally. Celebrating Excellence In Healthcare and rewarding Healthcare Professionals working at the 'Coal Face', the awards recognise, showcase and celebrate Healthcare Professionals who have excelled in their area of specialty through Management, Patient Care, Education, Research, and Innovation. The 3rd Global Healthcare Professional awards ceremony took place on Saturday 6th October, 2018 in the Grange City Hotel, London and MUH were proud to be recognised

The Excellence in Nursing & Midwifery category bestowed a Special Project Recognition Award on Teresa Marshall and the MUH Sepsis Committee. Teresa and the Committee were nominated by Rosarii Mannion, HSE HR Director. The award was based on immediate evidence outcome in implementation and is testament to the tremendous work by Teresa and the Committee. Teresa received the award on behalf of the team.

Congratulations to all...



The MUH Sepsis Committee with their Zenith Award – Special Project Recognition

We got the Flu Vaccine – Did you?

Healthcare workers prevent the spread of flu and save lives every year by getting vaccinated. The best way to protect yourself and patients is to get the vaccine and not the Flu! Information on the vaccine and FAQs are available from the MUH Occupational Health Department.

The CEO and members of the MUH Executive Management Board after receiving their Flu Vaccine from the MUH Occupational Health Department.



Pic: Back Row: L-R: Dr. Kieran O'Connor, Dr. Jennifer Whyte, Oonagh van Laren, Dr. Deirdre O'Brien
Front Row: L-R: Eileen Sykes, Sandra Daly and Ann Doocey

New Lanyards

Have you got yours?

The new MUH Lanyard was launched on Mercy Week and received a very enthusiastic response from all staff.



Victoria Collins, MUH Talent Acquisitions Specialist, showcasing the new lanyard

#Wellbeing - The Mercy Way

The fifth MUH Wellbeing Week (#Wellbeing – The Mercy Way) took place between October 8th and 12th with a full and fun schedule, packed with something for everyone. Free healthy snacks were distributed each day whilst important clinic dates were held for Flu Vaccine and Blood Pressure. On the gentler side, there was Body Scan meditations, Gait and Posture Analysis, Taster Spa treatments whilst Timothy Sweeney, the renowned practitioner trained by John Kabat-Zin led some mindfulness sessions. Talks on Pensions, Ergonomic Assessments and some nice treats from Elizabeth Arden rounded off an eventful week.

“Tea and Talk” World Mental Health Day 10th October 2018



MUH staff with the Gratitude Tree which was on display all week for staff to contribute to.

Following the tremendous success of last year's event – the Department of Nursing organised and facilitated a “Tea and Talk” for all staff to attend to mark World Mental Health Day

There was plenty to chat about and some of the external services and groups who supported MUH were

- Community Work Department HSE and Older Person's Directory, Pieta House, SHINE, Shine a Light Suicide and Mental Health Awareness, Cork Samaritans, Cork Mental Health and Housing Association, GROW, Aware, Healthy Minds and many more

We also had support from local Cork band The Bounty, who released their single “Tell Me” in conjunction with World Mental Health Day and played a few songs for us. Sean from The Bounty told us a little about the single and the band

“The Bounty is an alternative rock band from Cork who are raising

money for their single titled ‘Tell Me’ which is about mental health. The single, to raise awareness for mental health, was released on the 10th of October for World Mental Health Day.

The song is about a friend who is trying to be there for someone who is suffering from mental health issues. They are there to talk and to listen to the person who is suffering and to offer support.

We want to raise awareness for people who are suffering from mental health issues. We want people to not be afraid to talk to someone about how they are feeling or what they are thinking. We want people to know they are not isolated. There are services in place for people like Pieta House, to get in touch with people who are there to talk and help and also friends and family. We want to instil the fact that it is a positive thing to open up and to talk about what's going on with their mental health. It's a simple message but can help so effectively, just to talk and let others know that you are dealing with something or feeling a certain way.

We want to raise awareness for the fact that there should be no embarrassment or stigma attached to talking about mental health issues and that it is a healthy and positive thing to do.”

The song and any gigs that will be promoting the single will be used to raise awareness for mental health in Ireland raising funds for Pieta House. Pieta House are supporting the single.

The Bounty performing at MUH



Examination Time

Early in September, MUH was honoured to facilitate the Joint Colleges Intercollegiate Examination (JCIE). The clinical component of these examinations was held in the Outpatients Department of MUH. This is a very prestigious examination for Specialist Registrars (SpRs) at the end of their training. It is held three times per year, in either the UK or Ireland and comes to Ireland every 5 years or so. It was last held in Cork in 2003. Events such as this require tremendous pre planning and its success was testament to all those involved.

L-R: Mr. John Smyth, Glasgow, Professor John McGregor, Glasgow, Staff Nurse Jennifer O’Keeffe, MUH, Professor Micheal O’Riordain, MUH, Mr. Graeme Couper, Edinburgh, CNM1, Kay O’Driscoll, MUH, Mr. Neil Welch, Nottingham, Ms. Claire Digance-Fischer, JCIE Secretariat, Edinburgh and Clinical Nurse Specialist Vivienne Curran, MUH.



Research Time

Mercy University Hospital, in partnership with the Health Research Board (HRB) Clinical Research Facility UCC, launched an Introduction to Research Course on the 25th of October for Non Consultant Hospital Doctors (NCHDs). The course will span a five week period and will provide an introduction to the scientific, statistical, and ethical aspects of clinical research. This innovative course will be delivered by Professor Joe Eustace and Dr Evelyn Flanagan.

The inaugural group with Prof Eustace and Dr. Flanagan



Education Time

“Clinical ethics support: what can it offer?” This was the question posed by Dr. Louise Campbell BA, MA, Ph.D. when she addressed a recent Grand Rounds at Mercy University Hospital. Dr. Campbell is a clinical ethicist with a postdoctoral qualification in clinical and organisational ethics from the University of Toronto. She is a lecturer in medical ethics in NUI Galway but also teaches in UCC and the RCSI. She is the research ethics lead for the Higher Specialist Training programme in the Royal College of Physicians. In 2009, she founded Clinical Ethics Ireland, which provides tailored education in clinical and research ethics to health professionals practicing in Ireland. Dr. Campbell is the ethical advisor to MUH.

Clinical Director, Dr. Kieran O’Connor with Dr. Louise Campbell prior to her presentation at the MUH Grand Rounds



World Physiotherapy Day 2018

On **Thursday 6th September** the Physiotherapy team invited staff and visitors to MUH to join them in celebrating “World Physiotherapy Day”. The theme of this year’s event was promoting the benefits of physical activity in improving mental health and well being.

Did you know?

- 1 in 4 people will experience a mental health issue of some sort during their lifetime
- People with mental health issues are more at risk of having poor physical health
- 70% of premature deaths in people with mental health issues are due to poor physical health

Exercise is an evidence-based treatment for people with mental health issues, and physiotherapists are ideally placed to assess fitness for physical activity and provided advice on activity participation.

We decided to mark the event by providing staff and visitors with free fitness tests including aerobic fitness, muscle strength and flexibility. Physiotherapy staff and students were on hand to answer questions and offer advice on starting the fitness journey.

The event was a great success and even sparked a highly competitive squat challenge amongst staff!



Mercy Week Celebrations

Mercy Week is a week dedicated to celebrating being Mercy – reflecting on and honouring the past, present and future. In 1827, on September 24th, the foundress of the Mercy Order, Catherine McAuley dedicated the first house of Mercy (on Baggot Street).

During this week we in MUH, together with our wider Mercy family, dedicate our time to honouring Catherine’s vision and legacy. This year the chosen theme was **Community**. MUH is borne out of a community and has continued in that spirit for the last 161 years. Staff were encouraged to embrace all the ways we as Mercy are a Community (Global, National and Local). The centrepiece of Mercy Week is Mercy Day Mass and it was once again a dignified and beautiful occasion. Mercy Day Mass is only possible with the support of all the staff who kindly agree to participate in readings, prayers, offertory procession and who are present to share in the celebration.

Special features of Mercy Week included:



Pyjama Plea

In consultation with the MUH Patient Liaison Officer, Josephine Griffin, a need was identified in respect of nightwear (and basic essentials) for patients who present to the hospital with no belongings. Not every hospital journey is planned and this campaign sought to ensure that the dignity of patients is preserved during difficult times. Upholding the dignity of all who come in contact with Mercy is core to the hospital’s values. The Pyjama Plea was launched one week prior to Mercy Week and the response was overwhelming. Over 100 Pyjamas, nightwear etc. were donated.



A Comfortable Cup of Tea

Afternoon Tea, holding true to the Mercy “Comfortable Cup of Tea” was hosted in the Drawing Room and provided an opportunity for staff to gather in the spirit of the community theme. MUH is proud of its relationship with its community partners and Staff were joined by representatives from Health Action Zone, Irish Therapy Dogs, Representatives of the Travelling Community, Edel House etc. This event reflected what the first House of Mercy was opened for in 1827. “We are the sum of our parts” - Staff had the opportunity to challenge themselves by actively engaging in the fun exercise of making the “Mercy Jigsaw”. Our colleagues in the Mercy Urgent Care Centre on St. Mary’s Health Campus completed their one – congratulations!



Stewardship of the Environment

The MUH/MUHF Reusable Coffee Cup was launched together with the plans of the Catering Department to “Go Compostable” in the coming months. Emily Fitzgerald from Down to Earth Materials provided information for staff about what can be expected to happen in the coming months. Congratulations to Brendan Brosnan, Catering, who led out on this initiative with Julie Harris in the Foundation. 40 cups a day were raffled off to staff – well done to all who won.

Recognition/Acknowledgement:

The presentation of 20 and 30 years of service to Mercy is now a staple of the Mercy Week Calendar and exemplifies Team Spirit. Staff were acknowledged with a special celebration.



The Week is finally rounded off with the Mercy Stars ... see Page 13

Dr. Alan Quinn – A Tribute

The life and work of Dr. Alan Quinn was celebrated at the annual Non Consultant Hospital Doctors (NCHD) annual awards ceremony in June. Alan’s parents, Don and Mary, together with his two sisters, Avril and Clodagh attended the ceremony. Alan’s family was presented with a painting of the quays near the Mercy, below which an inscription that reads, “Dr. Alan Quinn, always cheerful, always kind.” Alan’s incredible life was honored with a moment of silence. Finally, it was an opportunity for those who had worked closely with Alan to share fond memories of Alan both as a doctor and a colleague with his family.

Alan grew up in Cobh, where he has a large extended family, which also includes his brother Don Jr. and his five cherished nephews. He graduated from Hewitt College in Cork and subsequently attended UCC School of Medicine where he completed his degree in Medicine with an intercalated MSc in Physiology. Alan was active in the UCC chapter of Medicines San Frontiers, which combined his interests in medicine and social justice. He graduated in 2014 and subsequently completed his internship, during which time he especially enjoyed his time as part of the Hepatobiliary Surgery team at the Mercy. He then completed a year as an SHO in Psychiatry,

after which he embarked on the Cork Basic Specialist Training Program in Medicine.

He was unfortunately diagnosed with melanoma in 2016 just as his BST program commenced. During this difficult time, Alan continued to work through his treatment. He enjoyed the culture of the Mercy, and worked as a part of the Geriatric, Rheumatology, Infectious Disease and Renal teams. He persevered and received his membership to the RCPI in April 2017.

Alan was a unique individual with many interests, including travel, music, politics and cooking. He was always a supportive work colleague and friend, even while he himself faced immense challenges as both a doctor and a patient.

Alan will be greatly missed by all who knew him. May he Rest in Peace.



Foundation Features

Mercy Stars

Another fantastic Mercy Week was brought to a close by this year's Mercy Stars Awards. The Clayton Hotel on Lapps Quay was the setting for the sixth annual awards night on Friday September 28th. The Mercy Stars is an opportunity to celebrate and recognise the incredible work carried out by fundraising volunteers and Hospital staff every year. Congratulations to all those who were nominated and won awards on the night.

There were many worthy nominees from within the hospital ... but we have to have just one winner.



Congratulations...

Clinical Team of the Year 2018
Physio Department

Ward Team of the Year 2018
St Catherine's Ward

Support Services Team of the Year 2018
Catering Department

Hospital Services Team of the Year 2018
Medical Records



Mercy Heroes

Heroes can be found in the Mercy University Hospital every day, from the patients and their families to the incredible staff. Therefore, MUH Foundation decided to challenge members of the public to become Mercy Heroes for the day, encouraging them to hold coffee mornings, dress up or dress down days in school or work or to simply donate to the MUH to help raise funds.

Secondary schools and communities came out in force for the day on Friday October 19th holding coffee mornings and street collections. The MUH Catering Department also very kindly held their own coffee morning again this year in both canteens and held a raffle to help raise funds which will go towards the MUH Paediatric Oncology Outreach Service (POONS).



Christmas Cards



“Psst...
have you ordered your Christmas cards from the Mercy yet? ”

Buy your cards at Hospital reception, Foundation Offices or online at www.mercyfundraising.ie



Volunteer Programme

“Remember, if there were a hundred regulations to be observed, the most important of these is Charity”

C. McAuley

Mercy University Hospital was delighted to welcome PWC on site during the summer as part of their volunteer programme. As more and more companies develop their corporate social responsibility programmes and recognise the value of “giving back” to their communities, the Mercy has been very fortunate to be the recipient of such generosity.

Volunteering in a hospital is particular precious as the smallest gesture means so much to patients and staff. When PWC visited they set about replanting the hanging baskets directly outside the hospital’s Acute Care of Older Adult Ward (St. Mary’s) and the beautiful burst of colours have transformed an ordinary space into an extraordinary place. The hospital endeavours to keep traditional flowers in this area so that our older patients can chat and reminisce about their own gardens.

There are so many benefits to volunteering for all parties – volunteer and recipient. It provides an insight into the unfamiliar thus enabling greater perspective and understanding of a person’s journey or the work of a community especially in a healthcare setting.

Mercy University Hospital is very grateful to all who volunteer their time to us.



Mercy Memories Made

Mercy Times was delighted to chat to Jennie Rabone about her experience working at Mercy University Hospital for the last year. Jennie’s travels have taken her onwards from Mercy now and we wish her all the very best.

“This year I have been lucky enough to have worked in Mercy University Hospital as a medical secretary while I have been living in Ireland on a one year Working Holiday visa. I am originally from New Zealand and have found the culture and environment very similar to that of back home. For the last 10 years I have worked in various hospitals and private clinics in New Zealand, London and now Ireland. I can say in all honesty that the Mercy is by far and away the most supportive and friendly place I have worked in when it comes to the staff. I’ve found that in any situation if I asked for help there would be four hands go up to offer assistance.



People smile and say hello in the corridors even if you don’t know them, perhaps this is part of why Cork has been voted the third friendliest city in the world! It can be a bit of a maze in the hospital but every staff member I have had to stop and ask for directions has gone out of their way to point me down the right path. I have loved that there is nearly always something happening, Wellness Week, Mercy Week etc which is very unique to the Mercy. I’ve never worked anywhere else where the hospital has events and treats available for all staff members. If given the opportunity I’d have to say I’d rather not leave Ireland. Thanks so very much to everyone who has made my time at the Mercy memorable and enjoyable.”

GDPR

Ensuring Patient and Staff Identifiable Information is Protected and Secured

As we all know by now, the General Data Protection Regulation (GDPR) came into effect on May 25, 2018; and MUH has been engaged in the process of determining its existing level of compliance in accordance with the enhanced and new data protection regulations and legislation.

The hospital has established a GDPR Working Group reporting into the Information Governance Committee and, as hospitals are legally obliged to conduct a Data Privacy Impact Assessment (DPIA), the Working Group has been actively engaged in its completion. This assessment is a mechanism for identifying, quantifying and mitigating the risks associated with the processing of personal data.

MUH treats the privacy and the security of our patient and staff information very seriously and will take all reasonable steps to protect them.

The MUH Data Protection Coordinator - Donna Peyton, acts as the first point of contact for all data protection/GDPR queries; and the externally appointed MUH Data Protection Officer (DPO) is consulted as needed. They liaise with the Data Protection Commission when required. If you have any relevant queries, please e-mail: GDPR@muh.ie

If you are a patient and would like to know more, a special leaflet has been prepared for your information: Data Privacy Summary, and is available on our website (www.muh.ie) and in several hospital campus and off-site locations (e.g. Admissions, Emergency Department, Outpatient Department, Mercy Urgent Care Centre, St. Francis Unit). You may also ask any member of staff who will locate a copy for you.



Wikipedian in Residence

Mercy Times was delighted to catch up with Dr. Niall O'Mara who combines his duties as a Non Consultant Hospital Doctor (NCHD) with his work as a National Healthcare Wikipedian in Residence (WiR)

"In July of this year, I was appointed as the National Healthcare Wikipedian in Residence (WiR). This initiative, which I fulfil on a 0.2 full time basis, is a spin out for the Spark Innovation programme between the HSE National Doctors and Planning Office (NDTP) and the HSE National Healthcare Libraries and Knowledge Services (NHLKs). This is the first such project of its kind in the world, and its overarching aim is to promote open access to healthcare information on a National and International basis and in particular, focusing on healthcare topics of particular interest to the Irish population.

Wikipedia is an incredible resource, and the largest and most popular referencing website on the internet. Last year there were more than 4.8 billion views of healthcare topics on Wikipedia. In September 2018 there were in excess of 177 million unique views of various healthcare topics. It is also known that 50-70% of doctors, and about 90% of medical students use Wikipedia on a frequent basis as a reference. I think that this is perhaps a conservative estimate, and would anticipate a similar statistic among nurses and allied healthcare professions. Many of the suspicions and perceptions about its accuracy are actually

based upon experiences of when it first launched around 2004, in fact the accuracy of Wikipedia has improved tremendously since then. The accuracy is akin to that of Encyclopaedia Britannica, and the quantity of information is far greater. As of 2013, there was enough information on healthcare related topics to fill nearly 130 volumes!

Wikipedia is continuing to grow, and as a Wikipedian my role is to contribute towards and support the provision of well-structured knowledge, while proving educational outreach to colleagues across the HSE. There is a lot of work to do, and I am only really in the role a wet week. At the moment there are many projects running, one such project is the provision of information in relation to HPV in Ireland and the vaccine. This is particular important given the recent public health challenges faced on this front. Another project is a very exciting collaboration with colleagues at UCD which involves the creation of a data mining tool for various databases to produce evidence and knowledge summaries for specific clinical questions. This is something I am very excited about.

The support of the Mercy has been critical to the success of the WiR initiative and I am so grateful for this!"



Summer Party Time

The inaugural Middle Parish Summer Street Party was held on Saturday, August 25th. The party was held across Henry Street, Grattan Street and Fitzgerald’s Park as part of Cork City Council’s Heritage week celebrations. The hospital was delighted to contribute to the celebration of Cork’s Heritage Week and have the opportunity to promote the history of the Mansion House whilst acknowledging Mercy University Hospital’s unique contribution to the vast heritage inherent in the Middle Parish Community.



There was a great variety of children’s entertainment available on the day including a very popular Mercy Teddy Bear’s Hospital!! Face-painting was provided by MUH’s Sinead Sheehan and there were clowns, games and much more.

A very high standard of musical entertainment was provided throughout the day from Celtic Eddie & Son (with special thanks to Eamon Quinlan, one of our electrical maintenance contractors), The Scheming Catfish (with special thanks to Tom McSweeney from the MUH Procurement Department), The Roaring 40’s, The Bounty (local Middle Parish band) and “After all” that, the Frank & Walter’s closed out the days celebrations.

A special thanks to Kevin Holbrook who facilitated the walking tours of the historic Mansion House. Also thank you to Artist Pat

Horgan, formally of Grattan Street, who displayed his paintings in the Glass Room.

Thankfully the sun was shining throughout the day which added to the occasion. We would like to thank the organisers, volunteers, entertainment acts, Watkins Catering and MUH’s Catering Officer Brendan Brosnan who was on cheffing duty, Avril Allshire-Howe of Rosscarbery Recipes who supplied coeliac free food on the day, the MUH Foundation and all companies who donated spot prizes for the raffle. It was truly a community event!

The feedback we have received from the Lord Mayor’s Office, local residents, An Garda Siochana, staff members and patients was extremely positive and the Mercy is looking forward to playing its part in future events.

Competition Winner: Wordsearch

Thanks to everyone who submitted their entry for our Word search competition. Congratulations to Priya George who was drawn first out of the hat having correctly answered all the questions.

Photo Caption : Priya George receiving her prize from Mercy Times Team member Edel Coakley

