



Mercy | times



new year message from the ceo

2007 was a special year for Mercy University Hospital as we celebrated the 150th Anniversary. Many special events were held throughout the year to celebrate the many strands of the role and achievements of the hospital in the care of patients, and in the life of Cork city. A big thank you to all who played a part in making 2007 a very special year.

The objective for 2008 will be to set a new and higher standard for quality and safety by finding ways to enhance our environment, systems and processes to ensure that our hospital is an ever-safer place for those receiving care as well as for those delivering and supporting that care.

In truth, this is much more than a resolution for 2008; it is a mandate for the years ahead.

Mercy University Hospital is embarking upon a journey toward new levels of quality and safety. We need to enlist the entire hospital - without exception - to understand, embrace and accept the challenges that lie before us. The demands on staff are already enormous as we strive to provide outstanding care to the thousands of people who come here seeking expertise, care and hope.

(continued on page 6)

150th anniversary gala ball



City Hall. Albert Quay.

As part of the 150th Anniversary celebrations a Gala Ball was held in Cork City Hall on November 2nd, 2007. This location has a very special resonance for the Mercy University Hospital because the main hospital building, the Mansion House, was once the residence of the Lord Mayor who now resides in office in the City Hall.

The glittering occasion began in the Millennium Hall with a champagne reception for over 500 guests and live entertainment from the appropriately named Millennium Band.

The Sisters of Mercy, guests of honour on the night, were then led into the dining hall by a piper along with Cllr. Mary Shields, Deputy Lord Mayor of Cork and Cllr. Tom Sheehan, Lord Mayor of Cork County. Mr Jim Corbett, Deputy CEO was Master of Ceremonies for the evening. Mr Pat Madden, CEO and Mr Des Murphy, Chairman of the Board of Governors, spoke to mark the occasion before the dinner commenced.

Before sitting down to a magnificent 5 course meal, which was catered by Brook Catering & Event

Management, each guest was presented with a special gift to mark the occasion. Some great spot prizes were donated by Shannonvale Foods, John F Supple Construction and Abbott Laboratories. Congratulations to Nuala Cotter from Switchboard who won the main prize on the night.

Following the meal, the guests danced the night away to the music of the wonderful Showstoppers Big Band. It was truly a memorable occasion.



ALSO INSIDE THIS ISSUE:

Falls Committee (page 3) Alumnus Award (page 6) Retirements (pages 5 & 6)



1857-2007

welcome

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.

Unfortunately, we cannot guarantee to publish or to return submitted items, but will do our very best.

Previous issues of the newsletter can be found at www.muh.ie.

Thank you,
'Mercy Times' Editorial Committee

editorial committee

Edel Coakley	Colin McKeon
Alice Conroy	Michael Mulry
Kieran Coughlan	Sean O'Bulmáin
Clare Horgan	Tony O'Regan (Photographer)
Bernice Glavin	Mary Twohig (Editor)
Catherine Leggett	

Welcome to our newest members, Edel Coakley, Alice Conroy and Colin McKeon. Thank you to Ros Donegan and Donna Peyton for their past contribution to the Editorial Committee.

thank you

After four years of exemplary service Donna Peyton has decided that she would like to take a break from the editorship of the Mercy Times.

Donna over the years has performed her tasks with great skill and grace.

We wish to express our sincere thanks to Donna for her role as Editor of one of the best produced and most successful Health Service Newsletters.

competition

Name the Mercy Sister who started as the first 'Mother Superior' in the hospital on March 17th 1857?

Answers must be placed in the Mercy Times Box in the Post Room. **Last date of entry is March 1st 2008**

Prize includes a €50 gift voucher for Curran's Restaurant and a piece of Aspen Crystal commemorating the 150th anniversary of MUH.

mercy hospital foundation

I am delighted to have this opportunity to address the staff and patients of The Mercy University Hospital and to introduce The Mercy University Hospital Foundation to you.

Having spent the past ten years working as a professional fundraiser, the last four of which were as Director of Fundraising with a well known national children's charity I am honoured to have been given the opportunity to take the Foundation forward and to help raise funds for this wonderful hospital.



Micheál Sheridan, Executive Director, Mercy University Hospital Foundation.

The Foundation will be working hard in the coming years within the community to secure funding. These funds will enable you and your colleagues to build on the levels of care that you are already providing to patients. We will use our funds to invest in leading-edge technology and equipment, to develop innovative services for patients and to build on existing services.

I know that 'The Mercy' has always had a special place in the hearts and minds of the people of Cork and Munster. It is my belief that by working together we will greatly improve the landscape of healthcare in Cork and more importantly the lives of patients and their families.

The role of the Foundation is to act as the official fundraising arm of the Hospital. It is our responsibility to raise, manage and allocate funds for projects that are identified as being in urgent need of funding or that make a measurable difference to the treatment of patients.

Recent policy changes have been made by the Hospital which means that from now on, funds raised for 'good causes' or any donation received from individuals, corporate entities, a patient or their family should be channelled through The Foundation.

That doesn't mean that you lose control of, or access to your funds, it simply means that all funds will now sit in a centralised Foundation bank account. We will maintain itemised accounts for individual departments and any money in your fund will still be available for you when required. Your department will simply need to submit a written request to release funds and we can make those funds available within five working days. We will also be responsible for acknowledging

donations and thanking donors. We will work with our donors to build long term relationships and partnerships that will ultimately lead to more funding being made available for investment into the Hospital.

Following a lengthy consultation with many of you, we recently developed two major funding appeals that we will focus on until 2010, or until we achieve our funding targets. These are:

Radiology Appeal

Mercy Hospital Foundation

- **The Radiology Appeal** – We are aiming to raise €2.5 million to enable the Hospital to purchase a new '64 slice' CT scanner and to update the existing Radiology Intervention Suite.

Men's health prostate cancer fund

Mercy Hospital Foundation

- **The Men's Health & Prostate Cancer Fund**
We want to raise over €2.2 million over the next three years to establish a specialised 'Men's Health Clinic' on St. John's Ward. This clinic will provide treatment, support and counselling to male patients who have been diagnosed with cancer and in particular Prostate and Testicular cancer.

Mercy Kids Fund

Mercy Hospital Foundation

We are also hoping to raise funds for The Mercy Kids' Fund and many other funds within the Hospital including The Pastoral Care Fund, The ICU Fund and The St. Mary's Medical Fund for the Elderly amongst others.

I am looking forward to working with each and every one of you to try to do whatever we can to raise as much money as possible for 'The Mercy'.

If you would like to organise/take part in a fundraising event, or if you can think of any way to support the Foundation's efforts please drop over to the office on Henry Street (in the old Consulting Rooms), call me on (021) 493 5479 or e-mail me on msherdan@muh.ie.

Please visit our website
www.mercyhospitalfoundation.ie

Micheál Sheridan
Mercy University Hospital Foundation.



On Wednesday 26th September, 2007 Fred Caruso and friends called to our hospital. They were here to commemorate the 45th anniversary of the evacuation of 17 Flying Tiger air crash survivors to the Mercy University Hospital. Mr Caruso who survived the crash has written a book about his experience called 'Born Again Irish'.

bubblegum club trip to fota



Children on their way to see Santa at Fota use the boardroom table to write their letters to Santa.

kitchen upgrade

During 2007, phase 3 development of the kitchen was completed.

This entailed the completion of the main cooking island, replacement of walk-in cold rooms, safety flooring, hygienic wall cladding and the addition of extra ventilation. This modern work environment aids the kitchen team to produce up to 1000 hot meals to patients and hospital staff each day.

We want to thank the Kitchen team who 'worked around' this development with the minimum curtailment of services. We also thank the project development team, maintenance department and all those who helped us during this project-upgrade.

M Mulry, Catering Manager.



Kitchen staff at home in new facilities.

official opening of Fidelma House



Family of Sr. Fidelma O'Sullivan (RIP) attend opening of Fidelma House. (L to R): Joe O'Sullivan, (brother), Minister Micheál Martin TD, Patricia Kennedy (sister), An Taoiseach Bertie Ahern TD, Eileen O'Connell (sister) and Councillor Donal Counihan, Lord Mayor.

On Friday 23rd November, 2007, An Taoiseach, Mr. Bertie Ahern T.D., officially launched Fidelma House.

Fidelma House is a holistic, home-from-home accommodation which the Children's Leukaemia Association offers to families of children who are cared for in the Children's Leukaemia Unit. Fidelma House was purchased from the proceeds of the Evening Echo Christmas Appeal. To date over 10 families have availed of this wonderful facility and find it of immeasurable benefit during a difficult time in their lives.

muh falls committee

Hospitals are associated with an increased risk of falling in older people. Acute illness, balance-affecting medication and muscle weakness significantly increase a person's risk of falling. On admission to hospital, these factors often occur and the patient has the additional falls risk factor of a new strange environment.



The Multidisciplinary Falls Committee

Falls account for at least 40% of all clinical incidents in acute hospitals. The adverse patient outcomes associated with patient falls are among the most serious risk management issues a hospital faces. In Mercy University Hospital this care concern is the remit of the Falls Committee which convened two years ago in response to the need to provide the optimum clinical environment. A Multidisciplinary Falls Committee was established which set about developing a Falls Prevention Programme. The committee has worked with the goal of promoting independence and rehabilitation for those at risk of falls. Many falls can be prevented but a complete risk-averse approach to falls in the older person is not appropriate.

There was an initial focus on staff education and increasing awareness of falls risk factors across the entire hospital. In addition, an audit of environmental risk factors was conducted especially in relation to toilet and bathing facilities highlighting required safety features for existing and future developments.

During the past year the Falls Committee conducted a research project which involved the piloting of a Multidisciplinary Falls Pathway on two acute general wards (St. Finbarr's and St. Joseph's) between September 2006 and March 2007. The pathway

focused on patient assessment and interventions by nursing and physiotherapy staff with support from a wide range of other staff. The project highlighted that over one third of older patients admitted acutely to hospital were at risk of falling. Our approach was successful in reducing the incidents of in-patient falls. Not only that, but on discharge a significant proportion of those at risk of falling gained further improvements in balance at the newly established physiotherapy-led "balance class". The results of this research project were recently presented at both national and local scientific meetings.

A Falls Education Booklet has been developed and is now available for all patients at risk of falling and for their carers. 160 staff attended a "2-day education and awareness programme"

Many falls can be prevented. The Falls Committee will continue to provide evidence-based guidance and support to staff on Falls Prevention and Management. We hope to establish links with Primary, Community and Continuing care services and in particular the Primary care teams.

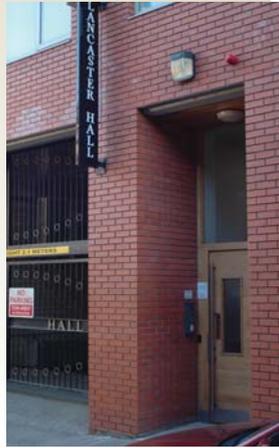
The Falls Committee wish to thank all staff who assisted with the research project.

new consultant room facilities in Lancaster Hall

Dr Liam Conroy and **Dr Donal Harney, Consultant Anaesthetists and Specialists in Pain Medicine** have moved their Offices/Rooms to Lancaster Hall, located on Little Hanover Street, between Sheares Street and Washington Street. Dr Harney's secretary can be contacted at (021) 4935137 and Dr Conroy's secretary can be contacted on (021) 4935136. The Fax number for both offices is (021) 4278428

The following Consultants now hold their 'Rooms' in Lancaster Hall:

Mr Kirtik A Patel , Consultant Surgeon	(021) 4935390
Dr Neil Brennan , Consultant Respiratory Physician	(021) 4935393
Dr Terry O'Connor , Consultant Respiratory Physician	(021) 4935325
Dr Deirdre Rafferty , Consultant Consultant Paediatrician	(021) 4935452
Dr Olivia O'Mahony , Consultant Paediatric Neurologist	(021) 4935650
Mr Paul Harte , Consultant Surgeon	(021) 4935391
Mr Ger McGreal , Consultant Vascular Surgeon	(021) 4935501
Mr Micheal O'Riordain , Consultant Lower GI Surgeon	(021) 4935336
Dr Michael Madden , Consultant Haematologist	(021) 4935747
Dr Nasir Kahn , Consultant Urologist	(021) 4935079
Mr Paul Sweeney , Consultant Urologist	(021) 4935392
Dr Hugh Harrington , Consultant Neurologist	(021) 4935435



Change of Contact Number:

Mr Christóir Ó Suilleabháin, Consultant Upper GI and Hepatobiliary Pancreatic Surgeon, No. 8, Sheares Street, Cork. **Direct Line: (021) 4273820 or 4273817**

soccer stars score for Cork Cancer Research Centre (CCRC)



The MUH team who defeated a Garda team 5-4 in a thrilling penalty shoot out at Turner's Cross. Wade Lambert was the MUH mascot and a total of €2,570 was raised for CCRC.

commemorative edition

Keep a look out for the Mercy Times - 150th Anniversary Commemorative Edition to be produced early this year!

We intend to provide you with an in-depth review of all 150th Anniversary festivities taking place throughout the year.



cork city fc visit to muh

Cork City player Joe Gamble visits St. Anne's children's ward with FAI Cup

welcome

We would like to welcome **Mr Kirtik A Patel** as Locum Consultant Surgeon who has commenced employment with the Mercy University Hospital to replace Mr Mayilone Arugasamy and to provide cover for the duration of Professor Gerry O'Sullivan's term as President of the RCSI

nurses reunion

On September 15th, 2007, the Department of Nursing hosted a reunion for Nursing Staff who had trained and worked in the hospital. The organising team were amazed and delighted by the 400 lay, religious and some retired nursing staff that attended. People travelled from all over Ireland and as far afield as England, Finland and Canada.

Festivities commenced with Mass, the theme being friendship. St. Mary's Choir of Pope's Quay sang beautifully and everybody joined in the closing song – "Auld Lang Syne". The day resounded with chat, laughter and indeed some tears as they toured the hospital and reminisced whilst visiting their old haunts and hiding places!

That night a celebration dinner was held in Rochestown Park Hotel commencing at 8pm and continuing well into the early hours! A truly great day was had by all.



A group 'on tour' around the Mansion House.

support contact persons

The Support Contact Person role was introduced as part of the Dignity At Work policy adopted by MUH in 2007.

MUH has a team of six volunteers who have undergone training to assist them in providing support on an individual basis to anyone accessing the policy by outlining the procedure to be followed and the options available to all parties. Support Contact Persons are assigned to specific staff groups outside of their own area. Detailed information on both the policy and the role of Support Contact Persons is available on the H:\ODPublic Drive. Hard copies will be distributed to all staff shortly.



Group members who undertook training in July pictured above (left to right) are: Rob O'Farrell, Geraldine O'Leary, Deirdre Burns, Martina O'Sullivan and Paul Thornhill. Missing from photo: Anne O'Regan and Grainne Kennedy (Co-ordinator).



Congratulations and very best wishes to the following staff members:

engagements

Aisling Donnelly – Pulmonary Services

weddings

Tracey Dinneen – Household Services

Margaret Egan and Brendan Murray – PC and Portering

Anna Higgins – Physiotherapy

Riya Jose – St. Mary's

Teresa Marshall – ICU

Anne O'Donovan – Nursing Administration

Eileen O'Riordan – St. Anne's

Declan Reidy – ICT

Olivia Scott – Development

Kathleen Sugrue – St. Oliver's

it's a girl

Khodee Boyonas – CCU

Martin Buckley – Consultant Gastroenterologist

Olga Buckley – St. Anne's

Lorraine Cotter – Medical Records

Therese Crowley-Collins – Palliative Care

Fleur Dixon – Cardiology

Anne Doocey – Occupational Health

Niamh Heffernan – ICU

Brenda Kearney – Stores

Denis Kidney – Stores

Dawn McCarthy – Nursing Admin.

Laura McCarthy – Catering

Imelda McGinn – St. Finbarr's

Finola Murphy – St. Anne's

Kate O'Keeffe – St. Anne's

Spencer Turvey – Physiotherapy

it's a boy

Denise Chute – Radiography

Karen Lappin Mackay – Occupational Therapy

Mary O'Driscoll – St. Mary's

Eithne O'Flynn – Emergency Dept.

Eden Ybarola – ICU

Mini Markose – ICU

Maeve White – Catering

Donna Duane – CCU

Sean Minogue – Anaesthetics

Sharon Quinn – Emergency Dept.

Catrina Ryan – St. Joseph's

Imelda Philpott – St. Anne's

Shane Gerard – Theatre

it's twin girls

Geraldine Ahern – Dietetics

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

150th anniversary event



The Mercy Order Provincial Leadership Team held a meeting in the Mansion House. Pat Madden, CEO, presenting Sister Liz Murphy, Provincial Leader, with an 150th commemorative piece of Aspen Crystal. Also included are some members of the Mercy Order Leadership Team and 150th Organising Committee.

meena retires



Meena O'Dwyer retired in August 2007 from the nursing staff at the Mercy University Hospital. She was given a true "Mercy Hospital" send-off with delicious food prepared by the catering staff of the hospital. Meena was joined by her family and all her colleagues at this event.

Meena was a very popular figure on night duty over many years. Her continuous kindness, constant good humour and wonderful patient care made her a good friend to all who were privileged to meet her.

We at the Mercy Times join all Meena's friends and colleagues in the Mercy Hospital in wishing Meena the very best on her retirement.

muh wedding bells



Margaret Egan and Brendan Murray who both work in the Mercy University Hospital were married on August 16th 2007 at St. Patrick's Church, Fermoy.

new year message from the ceo

(continued from page 1)

We are truly proud that Mercy University Hospital is a first-class health care resource where highly skilled staff and specialised treatments represent the last and best chance for some. We are proud of our talented staff who willingly give their all and do whatever it takes to offer the best care to each patient. We are not satisfied with anything less than the best. Yet to be the best we must also offer the safest care. Our patients and their families deserve nothing less.

Our Mission statement reflects this commitment: "In keeping with the philosophy of the Sisters of Mercy, our mission is to provide a high quality health care service in the spirit of Christian concern, in order to maintain and improve the health and well being of individuals, families and the community we serve. This we achieve by our caring and support for the sick, suffering and grieving without prejudice."

With that in mind, we will be taking some important steps early in 2008 by establishing a Quality and Patient Safety Department. We know we want to build on the existing culture of patient care at Mercy University Hospital that everyone understands and embraces. We want our hospital to be seen as a national leader in quality and safety. But most important, we want to take whatever action we can as soon as we can to ensure that we continue to deliver the best care to our patients within the resources available to us. The year ahead promises to be challenging – and we welcome it and all it may bring.

Best wishes for a happy, healthy, and safe New Year.

Patrick Madden

Chief Executive Officer.

achievements

We would like to congratulate the following staff members on their recent achievements:

Rob O'Farrell (Physiotherapy) who presented a poster on Pulmonary Rehabilitation at the European Respiratory Conference in Stockholm

Anne Deasy CNM2 (Cardiac Rehabilitation) who has co-written an article published in the European Journal of Cardiovascular Nursing. The article was titled 'Medication taking for Coronary Artery Disease – Patient Perspectives'.

Bridie O'Sullivan ADON who won the poster competition at UCC. The poster outlined the work undertaken by the Falls Committee in relation to 'Developing an In-Patient Falls Prevention Programme'.

John O'Connell retires



Mr. John O'Connell retired in September 2007 following 22 years of dedicated service to Mercy University Hospital. Pictured (L-R) are: Noreen O'Sullivan, John O'Connell, Carol Hunter and John's wife Kathleen with grandson Sam.

changing times for blood transfusion

In order to ensure a high level of human health protection and to prevent the transmission of diseases by blood components the EU directive 2002/98/EC was introduced. This was transposed into Irish law in November 2005 under the SI 360 and states that all blood banks and blood facilities (the latter is the case of the Mercy University Hospital) be compliant by November 2008.

The direct implications under this legislation for the Mercy University Hospital are to have:

- Quality system in place
- Full traceability of every blood component
- Personnel directly involved in the collection, storage, transport and administration of blood and blood components shall be qualified to perform those tasks and be provided with timely, relevant and regularly updated training.

Compliance with this legislation will be policed by Irish Medicines Board (IMB) and in the event of non-directive compliance: the IMB has the authority to

close a facility. The IMB inspected all hospitals earlier this year in relation to progress on implementation. There were a number of issues to be addressed. We have now dealt with these issues and are implementing a training programme for all personnel involved in the blood transfusion chain in the Mercy University Hospital over the next coming weeks. Full cooperation by all involved is required.

Quality Officer for Blood Transfusion – Valerie O'Sullivan

Haemovigilance Officer – Mary Pope

ucc alumnus achievement award

President of the Royal College of Surgeons in Ireland, Professor Gerald O'Sullivan was honoured with a UCC Alumnus Achievement Award. The 2007 Awards Ceremony took place on Friday 7th December, 2007 at UCC.

Professor O'Sullivan was honoured by the College of Medicine & Health as one of the great pioneering surgeons of modern Ireland who has dedicated his life work to the pursuit of excellence in clinical and scientific oncology. Gerry credits much of his success in his life's work to his wife Breda and family and to his education at UCC. He says 'To be recognised by your Alma Mater in this way is a huge honour and a great privilege for me. I am thankful for the many opportunities I have been given because of the great foundation in education I received at UCC. Thanks to everyone here for granting me this honour'.



President of UCC, Professor Michael Murphy presenting the award to Professor Gerald O'Sullivan.