



historically speaking Sr. Laurentia Roche

Mercy University Hospital is comprised of several structures, with the Mansion House being of historical significance. I have resided adjacent to the Mansion House for over half a century and have witnessed many minor changes to the interior of the building, while the exterior has remained virtually intact. A major programme, however, was undertaken in latter years to restore the building to its original beauty, while at the same time complying with safety regulations. I am delighted to say that the most recent refurbishment, which included the Mansion House stairwells, landings and reception areas, won the Royal Institute of Architects of Ireland (RIAI), Southern Region Award, 2005.

The Mansion House was built as a residence for the Mayor of Cork in 1767, a time when the City was part of the British Empire and a thriving mercantile port. The building was used for lavish functions, receptions and grand balls; however, a downturn in the economy of the City in the 19th Century meant that the upkeep of the Mansion House was too expensive for the City Corporation to maintain. The Mansion House had been the official residence of the Mayor for less than eighty years when it was vacated.

In 1857, the Order of the Sisters of Mercy opened the doors of the Mansion House as the new Mercy Hospital for the sick and poor of the City. The Mansion House was now opened to all citizens of Cork; and patients were nursed back to health in surroundings previously used as a ballroom and dining room, under ceilings decorated with elaborate stucco and with idyllic river views through Venetian windows.

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minister visits muh



L-R: John Murphy - CEO, Michael Conlon - Vice Chairman, Mary Dunion - Director of Nursing, Mary Harney, T.D. - Tánaiste and Minister for Health and Children, Des Murphy - Chairman and Jim Corbett - Deputy CEO.

Mary Harney, Tánaiste and Minister for Health and Children, paid an unofficial visit to Mercy University Hospital on May 9th.

The Minister met with the Chairman and representatives from the Board of Governors and the Executive Management Board. Further to being presented with a broad overview of Mercy University Hospital, Ms. Harney then went on a "walkabout", meeting and greeting staff.

palliative care service

Palliative Care is the active total care of patients and their families, at a time when the medical expectation is no longer cure. It's aim is to enhance the quality of living, and relationships for the patient and their family for whatever time is left.

The first goal of care has to be symptom control – relief of pain and other symptoms associated with advanced illness. This is undertaken in collaboration with Oncology, Radiotherapy, Surgical, Anaesthetic, and Radiological procedures, where necessary. As our aim is to maximize a patient's potential at any stage in their illness we work in close association with Physiotherapy and Occupational Therapy services. Psycho-social support for the patient and family is an essential part of our role and can be quite challenging at times.

The first hospital Palliative Care service was established at St. Thomas's Hospital, London in 1976; and the size and discipline mix of current hospital support teams varies according to local resources. For many years, Dr. Anthony O'Brien has single-handedly provided a consultancy service in Palliative Care to Mercy University Hospital. In 2003, Sheila Kelly was appointed as the first Clinical Nurse Specialist (CNS) and since March of this year, designated Consultant

sessions have been provided at the Mercy with the establishment of a new Consultant post in Palliative Medicine shared between Marymount Hospice, Mercy University Hospital and the South Infirmary / Victoria Hospital. All patient referrals must have the permission of the medical team involved in their care.

As well as providing Palliative Care to inpatients, our role is also to liaise with other Palliative Care services and community supports. The specialist Palliative Care team works alongside other hospital teams complementing their work rather than taking over care of the patient. As not all patients may access Palliative Care services, an important part of our role is to educate and empower other health professionals to deliver a high standard of Palliative Care to all those for whom it is required. We are an evolving service and can be contacted by bleeping CNS, Sheila Kelly on bleep 6650.

Dr. Marie Murphy
Consultant Physician in Palliative Medicine

welcome

Welcome to the seventh 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 16th September 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 (Photographer)
Jenny Murphy	Donna Peyton (Editor)
Seán O'Bulmáin	Mary Twohig
Deirdre O'Connor	

on the ball

Two teams, comprised of several members of staff who were up for the challenge, entered the Rushbrooke Interfirm Tennis tournament in May 2005.

The tournament was held at Rushbrooke Lawn Tennis and Croquet Club, Cobh with one team participating at Novice Grade and the other at Grade IV. Those who took part were: Laura Ahern, Niall Ahern, Fiona Brennan, Joe Coughlan, Claire Glavin, Vincent O'Donoghue, Christine O'Neill-Buckley, Peg O'Riordain and Dan Wyatt.

Well done and fair dues to all who engaged in this lively sport. Team members will be sought for future tournaments - so, if any staff member is interested in playing, please contact Laura Ahern, Clerical Officer - Emergency Department.

emergency department & ward clerks

Our Emergency Department and Ward Clerks provide an essential service to Mercy University Hospital. There has been an increase in the number of staff in this area over the last number of years; and at the moment, we have 13 Ward Clerks providing full-time clerical support on all wards and 9 Emergency Department Clerks who provide 24-hour cover, 7 days a week.



Pictured: Some of our Dedicated Ward Clerks. Back Row L-R: Mary Love, Liz O'Gorman, Mary Callanan, Paula Holland, Laura Ahern, Ann Conway, Catherine Leggett, Majella Crowley, Andrea Murphy and Anthony Byrne. Front Row L-R: Carol Daly, Clare Brennan, Olive Mongan and Suzanne Sheehan.

The duties of a Ward Clerk are varied and include admitting patients, sourcing diagnostic reports for medical staff, ensuring that a patient's chart is available to the ward, updating ward census while at all times ensuring records and information are strictly confidential and kept in safe custody so that unauthorized persons cannot obtain access to them. A Ward Clerk's cooperation and communication with staff within their own department and with allied departments is paramount in order to achieve an excellent

service to patients and a strong team spirit.

Mercy University Hospital's profile and reputation as a centre of excellence and friendliness is continually enhanced through the work of both Emergency Department and Ward Clerks.

I would like to take this opportunity to thank all staff for their support and commitment.

Liz O'Gorman
Ward Clerk Supervisor

your good health

Tennis elbow is medically referred to as "Lateral Epicondylitis." It occurs at the elbow joint, which is a hinge joint complex made up of three bones: the Humerus, Radius and Ulna. The elbow produces great freedom of movement in the upper limb allowing stability for effective use of the hands.

Tennis elbow is characterised by pain and tenderness on the outside of the elbow and usually results from overuse or repetitive stress of the wrist. The reasons it may occur include – incorrect holding technique in sport, repeated twisting movements (i.e. excessive use of manual screwdriver), carrying heavy loads or unaccustomed activities (i.e. taking up gardening). It may affect males and females equally; and the most affected age groups are between 30 and 60 years of age. Tennis elbow features pain which gradually comes on after activities similar to those listed above. The pain usually reduces with rest but remains easy to aggravate. It sometimes

refers to the wrist area and can weaken grip strength, gradually limiting the available range of movement in the elbow, wrist and hand. This in turn creates stiffness at these joints -- stiffness causes more pain and a pain cycle begins.

Early stage treatment (0-7 days) may include rest, ice, elimination or correction of the cause and maintenance of movement to minimise stiffness (scar formation). Later stage treatment may include physiotherapy modalities / techniques and / or corticosteroid injections.

Séan O Bulmáin
Physiotherapy Department



trip to euro disney

On May 16-19, seven patients of St. Anne's Children Ward, accompanied by four staff members from the Ward, went to Euro Disney in Paris as part of a city-wide hospital trip (funded by the Children's Fund, Cork University Hospital). The group consisted of 42 children in total and 30 adult carers.

Great fun was had by all. The children really enjoyed themselves and brought the adults on each and every ride - especially the fastest, and most dangerous. It was a trip of a lifetime for these children and it was an honour to be part of it.

Ruth B. Holland
Paediatric Social Worker

music to our ears

Bernard Hallihane and Margaret Harrington, who both live in Cobh with strong family connections in Bere Island in Beara, put together a CD titled 'Up Cloughland.' The proceeds of €3,000 from this CD have been donated to St. Therese's Ward by friend and patient, Joan Regan.



Back Row L-R: Dominica Owens, Anne Marie Carroll, Dr. Brian Bird, Maire O'Sullivan and Linda Sheehy. Front Row L-R: Nicola Collins, Joan Regan and Margaret Harrington.

medical teacher of the year

Mercy University Hospital has a long and proud tradition of providing clinical teaching for University College Cork (UCC) medical students. To mark the enormous contribution of Non-Consultant Hospital Doctors (NCHD's) to the undergraduate teaching of medicine in the Hospital, it was decided to establish an annual Mercy University Hospital Medical Teacher of the Year award.

The recipient of the award for the 2004-2005 academic year, as chosen by the final year medical students, was Dr. Paul Gallagher, Specialist Registrar in Geriatric Medicine (pictured right). The award was presented to Dr. Gallagher at the recent UCC Graduates Dinner.

Congratulations to Dr. Gallagher and sincere thanks to all the NCHD's who contributed to undergraduate teaching in the past year.

Dr. Martin Buckley
Gastroenterologist / Consultant Physician



historically speaking

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We are blessed to have such a grand building; and in order to celebrate Cork's year as the European Capital of Culture, the doors of the Mansion House will be open to the public in remembrance of it as Cork City Lord Mayor's Mansion House. There will be guided tours and an exhibition taking us back in time to 1767. Information will be available on the original function of the building, its construction, what the City was like at the time, and how the building has changed over the years.

I invite you to take a step back in time and join us for **Cork City Region Heritage Open Day on 10th September.**

Sr. Laurentia Roche

thought for the day

SEED OF HOPE

*What seemed to be the end,
proved to be the beginning.
What seemed to be a cause for fear,
proved to be a cause for courage.
What seemed to be defeat,
proved to be victory, and
what seemed to be the basis for despair,
proved to be the basis for hope.
Suddenly a wall becomes a gate, and
although we are not able to say
with much clarity or precision
what lies beyond the gate,
the tone of all that we do and say
on our way to the gate changes drastically.*

Submitted by the Palliative Care Team

diploma in pain medicine examinations

The Diploma in Pain Medicine Examinations were held at Mercy University Hospital on the 16th and 17th June. This is the first time that the Diploma Examinations in Pain Medicine were held outside Dublin and were organised by Dr. Liam Conroy, Consultant Anaesthetist and Specialist in Pain Medicine - Mercy University Hospital.

It was a great privilege and honour for Mercy University Hospital to host the Diploma in Pain Medicine of the College of Anaesthetists at RCSI (Royal College of Surgeons in Ireland). It is an indication of the esteem in which Pain Medicine at the Mercy is held by the Council of the College of Anaesthetists. The External Examiner this year was Dr. Santhanam Suresh. Dr. Suresh is a member of the Examination Committee of the American Board's examinations both in Anaesthesia and Pain Medicine. He is a Consultant Anaesthetist and Pain Specialist in the Sick Children's Hospital in Chicago. The other external examiner was Dr. George Ghaly from Birmingham. The examination was conducted in St. Oliver's Ward and in the library of our Hospital -- a

very fitting venue.

Dr. Conroy would like to thank all the members of staff who contributed so much to making this a very successful event for our Hospital. These include Margaret Geary, Joe Murphy, Anne O'Regan, Anne Sheehan and Mary Twohig. Dr. Conroy would also like to thank the Catering staff of Mercy University Hospital who, as always, were courteous and obliging at all times.

In his report, Dr. Suresh complimented both the venue and the members of staff involved.

Dr. Conroy hopes that the College Council will see fit to continue to invite Mercy University Hospital to host this examination in future years.

human resources department news

welcome new appointments

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

April	
Mary Banim	Clerical Officer
Nuala Coakley	Clerical Officer
Alan Collins	Porter
Lorraine Dennehy	Clerical Officer
Patricia Higgins-Noonan	Social Worker
Theresa Kearney	Staff Nurse
Eileen McCarthy	Medical Laboratory Aide
Maeve McGinn	Clerical Officer
Emma O'Connell	Clerical Officer
Caroline O'Grady	Clerical Officer
Sandra Sullivan	Clerical Officer
Claire Walsh	Clerical Officer

May	
Sinead Ahearn	Ward Attendant
Ita Curtin	Clerical Officer
Diarmuid Duggan	Dietician
Stephanie O'Donnell	Household Operative
Anne Glavin	Ward Attendant
Karen Gleeson	Ward Attendant
Ellen Harrington	Ward Attendant
Claire Hegarty	Clerical Officer
Emer Leonard	Ward Attendant
James McCarthy	Porter
Sinead Morris	Staff Nurse
Audrey O'Leary	Ward Attendant
Siobhan O'Malley	Staff Nurse
Melissa O'Shea	Ward Attendant

May continued	
Ricky O'Sullivan	Ward Attendant
Bee Rooney	Clerical Officer
Mary Twomey	Ward Attendant
Jacqueline Whittaker	Clerical Officer

June	
Marie Buckley	Social Worker
Mary Buwalda	Social Worker
Niamh Comber	Medical Laboratory Scientist
Yvonne Cronin	Medical Laboratory Assistant
Siobhan Crowley	Occupational Therapist
Daragh Devane	CNM1
Barbara Gannon	Clerical Officer
Sheila Lucey	Catering Assistant
Lucy McCarthy	Catering Assistant
Noirin McCarthy	Clerical Officer
David O'Brien	General Operative
Sinead Ring	Medical Laboratory Assistant
Micheal Roche	Catering Assistant
Aoife Ryan	Dietician
Samson Sotomi	Clerical Officer
Christina Stack	Staff Nurse

consultant appointment

Welcome to Dr. Marie Murphy, Consultant in Palliative Medicine, who recently joined Mercy University Hospital.



L-R: Audrey Barnes, Mary Dunnion, Ron Barnes and Sr. Laurentia.

ron returns

On 24 April 1955, 20-year old Ron Barnes was taken off a sailing vessel, the SS Manchester Spinner, and admitted with peritonitis to our Hospital - known then as Mercy Hospital. Far from family and friends, Ron underwent emergency, life-saving surgery and spent two weeks in the care of the Hospital.

Ron acknowledges that the experience had a very profound effect on him, even inducing him to become a blood donor. One of his wishes was to return to visit Cork, and especially Mercy University Hospital, to express his gratitude for the care and consideration he received while here. He also wanted to make a donation - as he stated himself "in part repayment."

And so 50 years later, on 25 April 2005, Ron and his wife Audrey, who reside in Manchester, paid that much promised visit. Ron's vivid and humorous recollections were a fascinating trip down memory lane (the ward that treated Ron now forms the Pharmacy corridor).

Ron's visit and fond remembrance of our Hospital, after all this time, is a true testament to how individual's within these walls have been touched and continue to be touched on a daily basis, by simple deeds and words of kindness and comfort.

Submitted by Siobhán Kenny, Office of the Director of Nursing

how to manage your time better

Get up 15 minutes earlier. It will take a lot of pressure off you and give you time to relax before starting your day.

Organise your hours. Get a good wall calendar and fill it in as far ahead as possible. Mark down jobs to do, occasions, holidays and so on. Lists are useful too. Have a "things I must do today" list and also one for the following week. Record everything from calling the Electrician to writing that important letter. Cross things off as you achieve them, this will give you a feeling of control and accomplishment.

Learn to say "no". It is one of the shortest words but is often the hardest to say. Saying "no" is your best defense against overloading yourself. Offer to help on another occasion when you are less busy.

Don't rely on your memory. Unburden your mind by writing down tasks, addresses, directions and telephone numbers. You will save valuable mental energy.

Avoid cluttering up your home. Sort through the post you receive each day and throw out anything unimportant. Have a policy regarding junk mail – put it straight into the recycling bin.

Break tasks into segments. Break overwhelming projects into small manageable tasks. It will be easier to manage this way. Always try to finish a job

-- valuable time is lost picking up the threads of yesterday's unfinished work.

Work rapidly. Once you have set yourself something to do, work rapidly and intensively so that you will finish it in a set time. It is important to only work on one thing at a time.

Fight procrastination. Most of us are guilty of putting off doing things until the last minute, especially jobs we don't like. Overcome this habit by setting priorities and planning your day.

Set goals. Set targets for each day, week and month. Goals can give a sense of direction and keep you focused.

Eat sensibly. It is tempting to skip eating when you are up to your eyes in work, but taking a break is important and will leave you feeling refreshed. Opt for a healthy meal if possible.

Make good use of your leisure. Leisure periods are important to help us unwind. Their value is greatest if you can direct your full attention to whatever you are doing during your free time. If you are having a 15 minute coffee break, do not ruin it by worrying or thinking too far ahead.

Submitted by Deirdre O'Connor, Patient Accounts Supervisor

changing address?

The Human Resources Department has requested that you notify them as soon as possible if you change address so that their information for every employee, both past and present, is correct.

The Human Resources Department can be contacted by e-mail: recruitment@muh.ie or alternatively by telephone: (021) 4271971 ext. 5550.

muh safety representatives

Name	Areas of Responsibility	Contact Information
Kay Foley <i>(CNM2 Night Duty)</i>	Night Duty Nursing and Para-Nursing, including ward attendants and ward porters	Bleep: 6595 Email: kfoley@muh.ie
Jennifer Barry <i>(St. Patrick's Night Duty)</i>	Night Duty Nursing and Para-Nursing, including ward attendants and ward porters	Ext: 5870 / 5871
Michelle O Sullivan <i>(PC)</i>	Day Duty Nursing and Para-Nursing, including ward attendants and ward porters	Ext: 5316 / 5306
Elaine Cronin <i>(Mr. Sweeney's Secretary)</i>	Administration, including Finance, Supplies, Medical Records, ICT, HR, Ward Clerks, Med. Secretaries	Ext: 5710 Email: ecronin@muh.ie
Denis Conroy <i>(Catering)</i>	Non-Clinical Support Services, including Maintenance, Laundry, Portering, Catering	Ext: 5343
Marian Manning <i>(Histology Lab)</i>	Clinical Support Services, including Labs, X-Ray, Physiotherapy, OT, Pharmacy	Ext: 5700 Email: mnmanning@muh.ie



L-R: Marion Manning, Elaine Cronin, Michelle O'Sullivan and Denis Conroy. (Absent from photo are night duty staff safety reps, Kay Foley and Jennifer Barry.)

Important: Please note that Safety Representatives will be attending training and will be available for consultation after 1st September 2005. Your Safety Representative should only be contacted after informing your Line Manager and Head of Department of a health and safety issue, thus allowing them the opportunity to resolve it.



Congratulations and very best wishes to the following staff members:

engagements

Katherine Burrows – Theatre
Margaret Normile – Supplies

weddings

Caroline Hannon – Outpatients
Gillian Lambe – Bed Management
Maria O'Leary – Theatre
Clare O'Mahony – Radiology
John O'Shea – Finance
Samantha Stanton – Radiology

it's a girl

Lorraine Corcoran – Admissions
Deirdre Fitzgerald – Outpatients
Mairead Murphy – Radiology

it's a boy

Kevin Burke – Physiotherapy
Fleur Dixon – Medical Secretaries
Barbara Goulding – Finance
Edel Lynch – Medical Records
Yvonne McEniry – Admissions
Olive O'Riordain – Oncology

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.

things hotting up in the kitchen

The Cork City Fire Department Recruit Class 2005 spent the 5th May on-site as part of the CCFD recruit training programme. Their visit and on-site training was facilitated by Tony O'Regan - Hospital Security Manager and Liam Moroney - Hospital Security Supervisor. The recruits were accompanied by officers Tom Croghan, Course Director and Declan O' Shea, Sub-Officer.



CCFD Recruit Class 2005 with members of the Catering Department in the Hospital kitchen.

destination Kenya

A big thank you to everyone who contributed to the recent draw for the Friends of Londiani; and a special thank you to Pharmacy and Stores for their generous donations which were shipped to Kenya at the end of May. Updates on the project will be posted at www.friendsoflondiani.com.

Laura Ahern
Clerical Officer – Emergency Department



Photo courtesy of M. O'Sullivan at www.dartsinireland.com

L-R: Proud Dad, Sean (Catering Department) with son, Shane and the Republic of Ireland Team Manager, Tommy Beirne.

bull's-eye

Shane Mullins - Purchasing Department, hit the bull's-eye on his international debut for the Republic of Ireland's Darts Team.

Shane was the star player in the Four Nations Youth Under-21 Tournament, which was held in Roscrea, Co. Tipperary in May. England won the title, with the Republic finishing in second place.

This was an excellent performance from Shane, who was also on the victorious Mixed Trebles Team. Congratulations!

golf news

June Priest - Wages Department wins Ladies' Captain's Prize in June at the Gold Coast Golf Club in County Waterford. Well done!



Photo courtesy of SBPhoto Digital Photography

L-R: Lady Captain, Helena Fitzgerald and June Priest, accepting her Waterford Crystal Trophy.

spot-the-ball competition

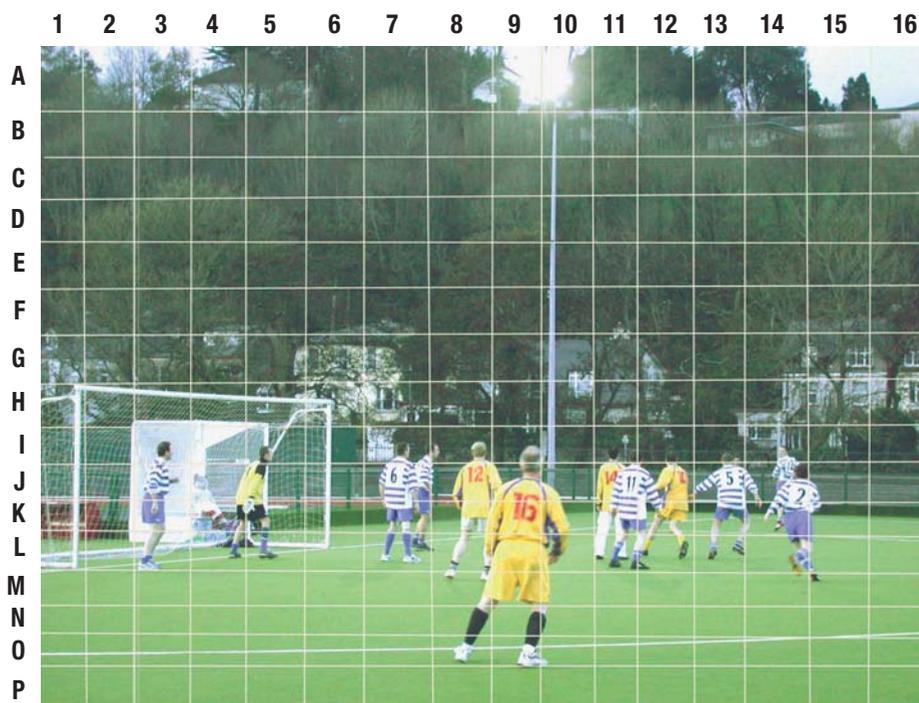
Correctly provide the two coordinates for the missing ball in this photograph and you could be the lucky winner of a dinner for two (kindly donated by Currans Restaurant - Adelaide Street, Cork) and a €50 shopping voucher.

Please submit your answer on a separate sheet of paper together with your name, department and extension or contact number and place your entry in the labelled box on the wall in the Post Room by 5pm on Friday, September 2nd. **One entry only per staff member please.** One winner will be drawn from all correct entries and the answer

displayed in the Post Room. Judge's decision is final. Best of luck and have some fun with it!

A very special thank you to our ICT Department for their help in preparing the photograph.

Mercy Times Editorial Committee



domestic violence

As the result of a joint initiative between Nursing staff in the Emergency Department and the Social Work Department, these cards are now available in the Emergency Department for men and women who present, following an episode of domestic violence.



- Medical Social Work Dept. Mercy University Hospital. 021-4271 971
- Eibhlin or Joan Social Workers - Domestic Violence 021-4921 728
- Garda Síochána 999
- Legal Aid Board 021-4551 686
021-4275 998
- Cuanlee Refuge 021-4277 698
- Mhá Feasa 021-4211 757
- One Stop Shop - Domestic Violence 021-4222 979
1800 497 497

car parking

Announcing the Hospital's Car Parking Group, a local working group which has recently been formed as a subcommittee of the Partnership Committee.

If any member of staff would like to submit an idea or suggestion regarding the improvement of the present car parking facilities provided by the Hospital, please contact any of the following Car Parking Group members.

Mary Barry Murphy - *Hotel Services Manager*
Jim Corbett - *Deputy CEO*
Audrey Finley - *Haematology Department*
Brea Fitzgerald - *Radiology Department*
Margaret Frahill - *Theatre Department*
Siobhan Glavin - *Assistant Director of Nursing*

Looking forward to receiving lots of suggestions for our next meeting!!

Margaret Frahill - Joint Chairperson, Partnership Committee