



Living Legacy

In 2017, staff of St. Therese's ward, attending a Mercy Values Pilot Programme were asked how they could bring to life the Mercy Mission and Values on their ward. There wasn't a moment's hesitation – staff quickly identified the need for a quiet space for patients and their families to have a private chat with their caregivers. St. Therese's is a busy ward and privacy in the day ward area is particularly limited.



The creation of the 'The Quiet Room' (named by the staff of St Therese's) was made possible by a generous donation by the Liam Miller Family Trust, provided by the MUH Foundation. Thus the room is dedicated to the memory of Liam Miller (RIP).

Construction of the room was carried out across the Easter period and was ready for use in May when the furniture arrived. The furniture was provided by funds raised by the annual Ger Kelly Memorial Walk which takes place each year around the Allihies Loop.

The room is used for, and by, the Oncology and Haematology Consultants to have family meetings or discussions with their patients regarding their treatment or prognosis. It is used for families of patients during end of life care. The nurses also use the Quiet Room to educate patients having chemotherapy and the room is also used by our inpatients to sit with their family or friends during their admission.

The Oncology Multi Disciplinary Team - Palliative Care, Dietetics and Social Work - also use the Quiet Room to review patients during their treatment in St Therese's Ward.

The Mercy Foundation also presented a beautiful painting by Cork artist Phillip Grey for the Quiet Room. This painting was the result of collaboration by Phillip Grey and visitors to the 96 FM Giving for Living Radiothon a few years ago.

Whilst Liam and Ger are no longer with us, their legacies will now provide a place of compassion, support and comfort for our patients and their loved ones, for which we are truly grateful.

There is more inside ...

- *Meet the Teams: Medical Records/St. John's Uro-oncology*
- *Celebrating Older Persons*
- *Mercy Moments*
- *Gone Ploughing!*
- *Mercy On Song*



A welcome from CNMII Valerie O'Mahony and CNS Haematology Avril Gleeson to the "Quiet Room"



Jean Rohan - A Tribute

It was with great sadness on July 8th last that staff of MUH learned that their dear colleague and friend Jean Rohan had died, after a short illness.

Jean was a part of the Mercy Family for 13 years and worked in the Occupational Health Department. In fact she was very often the first face a new employee met when they joined the hospital and attended for their pre-employment medical. It is here that they would have been met with a vibrant smile and gentle assurance that eased those first steps in joining a new organisation. During Flu Vaccine season, it was Jean who was leading the charge and putting her heart and soul into this campaign whilst allaying the fears of anyone who dreaded the needle!

Jean's positive disposition, a "can do – will do" attitude, wonderful sense of humour and huge heart are fondly remembered by all those who worked with her and met her. Jean was always looking out for others and in particular minding her younger colleagues and friends and ensuring everyone had a seat at the table when it came to a lunch/dinner event.

The high esteem Jean was held in was evidenced by the devoted care she received from her colleagues during her short illness and by all those who attended her funeral ceremonies and the many staff who wrote messages in her remembrance book.

At a special Remembrance Mass held on October 22nd which was shared with Jean's much beloved family, so many aspects of Jean's life and loves were recalled – her knitting, passion for DIY and her green fingers that kept many a plant alive when all else failed.

Grief comes from a place of love and so it can be expected to be felt as strong. Whilst we continue to grieve Jean her memory will be kept alive with love.

May she Rest in Peace.

To our friends and colleagues,

On behalf of the Rohan family I would like to thank you most sincerely for the wonderful Remembrance Mass for Jean. It was memorable for so many reasons and we deeply appreciate the time and effort put in by so many people in this regard. For fear of omitting anyone I won't mention names but thanks to all in Catering, Security, Nursing and Administration.

The thoughtfulness of the gifts brought to the Altar and the kind words by Oonagh and Father Marius captured Jean's spirit. I must acknowledge the choir for both the choice of music and the performance. They were truly magnificent. The food in the Drawing room was a lovely surprise and special thanks to Margo for looking after us so well.

There are no words to adequately express my profound gratitude to the staff of Occupational Health who were with me every step of the way during Jean's brief illness. A special word of thanks also to Carol Hunter and Margaret McKiernan for their enormous support during Jean's final days.

I think of the words of the great Banksy "They say that you die twice. Once when you stop breathing and a second time, a bit later, when somebody says your name for the last time" I feel Jean will be with us for a long time to come.

Kind regards,

Shirley Griffin

#Wellbeing – The Mercy Way

The second MUH Wellbeing Week of 2019 took place between October 7th and 11th with a full and fun schedule, packed with something for everyone.

Free healthy snacks (tasty treats) were available every morning on the Link Bridge for staff on the move! Important clinic dates were held for Flu Vaccine and an information session on the EAP Programme were facilitated by the Occupational Health Department. A vital Financial Wellness check was provided by John O'Driscoll of Blueprint Financial Planning who came on site to offer expert and impartial advice, whilst Dr. Kieran Rea, UCC, presented to staff on the "Role of Gastrointestinal Microbiota in Mental Health".

Building on the ongoing success of this annual event – the Department of Nursing organised and facilitated a "Tea and Talk" for all staff to attend to mark World Mental Health Day on October 10th.

It was a full house with plenty of services on site to share information and learning, including 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 and Aware, Healthy Minds and many more Entertainment was provided by the Mayfield Men's Shed. All the time, the MUH Gratitude Tree was "in bloom" for the week and dispensing Random Acts of Kindness for staff to act upon!



Spotlight on: St. John's Uro-Oncology Unit



Clinical Nurse Manager II, Jane O'Brien of St John's Urology Unit took Mercy Times on a tour of the work of the Units that make up St. John's and filled us in on a major initiative undertaken (Magnetic Stent Removal) which is hugely innovative for patients and the hospital.

St. John's Uro Oncology Unit

Who Are We?

The Rapid Access Unit, formally known as St. John's Men's Health Unit, sees all new referrals regarding queries of Urology cancers. Historically these patients would have been referred to OPD/ Rooms. With the increasing number of referrals being received, St John's Uro Oncology Unit continues to make a tremendous positive impact on the patient care within the Mercy University Hospital due to its rapid access.

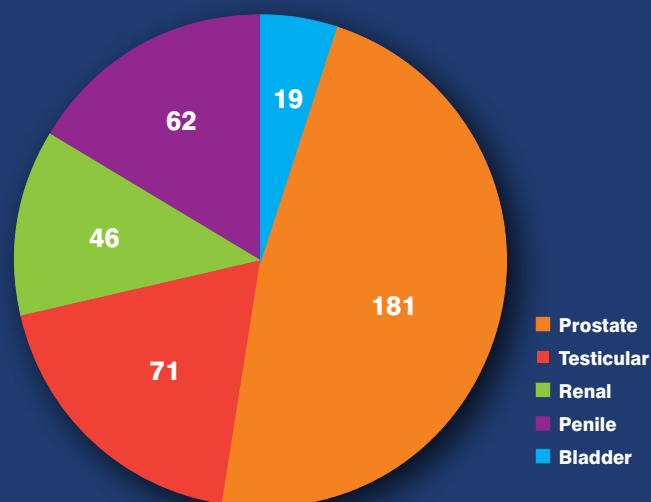
Rapid Access PSA Clinic 2018

• Patient Assessed	788
• Transrectal prostate biopsies performed	409
• Prostate cancers diagnosed	246

This is an increase of 38% of patients seen in the period 2016 – 2018 but only an increase of 16% of cancers diagnosed. As per the Key Performance Indicators (KPIs) from the NCCP in 2018, St John's Uro Oncology Unit saw 71% of patients within the accepted timeframe (this timeframe is from receipt of referral to appointment offer given to patient i.e. 20 days)

Any patient seen in this unit are followed up by Clinical Nurse Specialist and Clerical Team, i.e. scans, histology results, MDTs, appointments, surgery dates, and liaising with BMU.

2018 - Cancer Cases



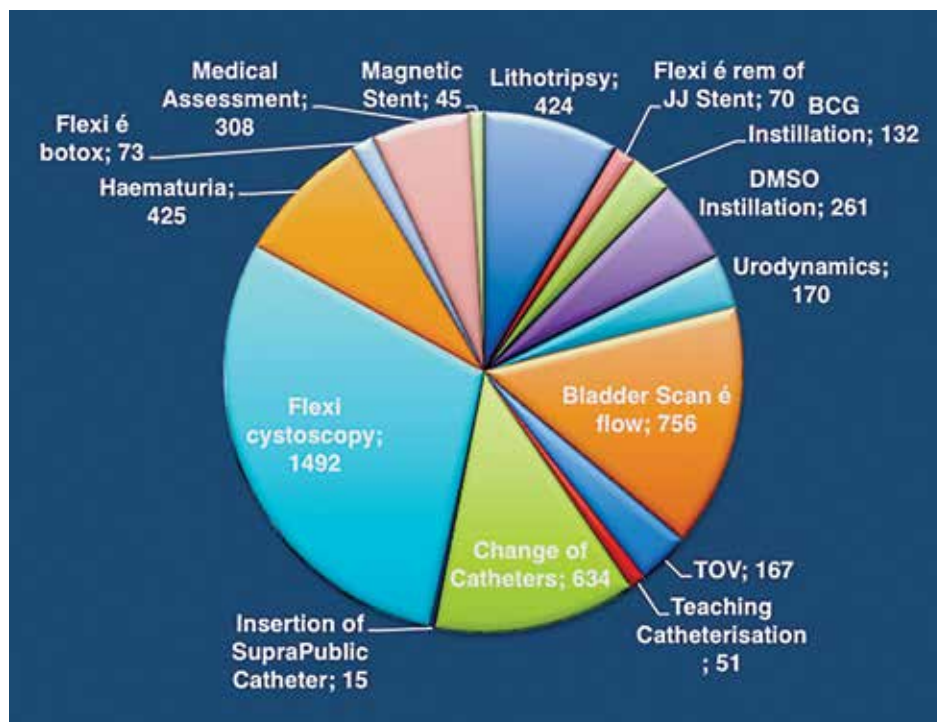
In 2018, The Uro Oncology Unit saw 379 cancer cases, please see the breakdown of these cases above.

St. John's Urology Unit

Who Are We?

St. John's is a Urology Day Unit and is primarily an ambulatory day case procedure unit. The care provided, both nursing and medical, is individual - assessing, examining and investigating, offering treatment options and providing follow-up care.

Breakdown of those procedures provided by St John's Urology Unit in 2018



Procedures carried out in this unit are as follows:

Consultant and NCHD (Non-Consultant Hospital Doctor) led:

- Flexible cystoscopy
- Stent removal
- Injection of botulinum toxin
- Fulguration of bladder tumours
- Insertion of supra-pubic catheters
- Lithotripsy
- Uroflowmetry studies.
- Trial of voiding without catheters
- Urodynamics

Nurse-led:

- Catheter clinic (urethral and supra-pubic)
- Bladder instillations
- Teaching of intermittent self catheterisation
- Magnetic stent removal

Magnetic Stent Removal – Nurse Led Service

This initiative commenced in St John's in April 2018.
To date (September 2019) 89 patients have attended for this procedure.

Background

- Ureteric stents are frequently inserted during urological procedures.
- Historically the removal of a ureteric stents requires a 2nd procedure for the patient, i.e. cystoscopy which may be under local/general anaesthetic.
- The 2nd interventional procedure involves further risk to the patient. It is also time consuming and costly for the healthcare providers.
- The use of magnetic stents and subsequent removal using a retrieval device offers benefits for both the patient and the healthcare provider.

What is involved?

- The magnetic stent is inserted in theatre department under general anaesthetic.
- The patient attends St John's 2-3 weeks later where a retrieval device is inserted urethrally under aseptic conditions and the magnetic stent is removed by the nurse in the Unit.



Benefits of this service include

- Less invasive for the patient.
- Less time spent in the hospital for the patient.
- Eliminates need for cystoscopy services (traditionally all removal of stents required a cystoscopy).
- Eliminates need for access to day case beds if removal of stent is required in theatre.
- Benefit to the hospital - no need for cystoscopy
- Decreased length of stay in hospital

Welcome to “The Mercy”: Mr. Derek Hennessey



Mr Derek Hennessey, Consultant Urologist in Stone Disease, recently joined the Urology Team at MUH. Mr. Hennessey graduated from University College Dublin (UCD) in 2006 and interned in the Mater Misericordiae University Hospital. He completed his basic surgical training (BST) in St Vincent’s University Hospital and was awarded his membership of the Royal College of Surgeons in Ireland (MRCSI) in 2009. He then went on to obtain a Medical Doctorate (MD) in 2011 from Trinity College Dublin for research carried out in St. James’s University Hospital. Mr Hennessey was also conferred with post-graduate diplomas in medical education and management that year.

Mr Hennessey then moved to Northern Ireland to begin specialist training (SPR) in Urology. During this time Mr Hennessey was made a fellow of the Royal College of Surgeons in Ireland (FRCSI) in Urology and a fellow of the European Board of Urology (FEBU). Mr Hennessey then moved to Australia to complete a fellowship in Endourology and minimally invasive surgery at the Austin Hospital in Melbourne. After this fellowship, Mr Hennessey returned to Northern Ireland, where he worked as a locum consultant before returning to Ireland to take up his post here at Mercy University Hospital.

Mr Hennessey has an interest in complex renal stone disease, laparoscopy and bladder outlet obstruction surgery. He is a keen researcher and has published nearly 70 scientific papers. He has also supervised several higher degrees and has been a lecturer and examiner for Queen’s University Belfast and the University of Melbourne. Outside work, Mr Hennessey enjoys spending time with his family, watching rugby, travelling and fishing.

Taking Control!



To mark World Physiotherapy Day on September 5th, Marie Kelly, Senior Musculoskeletal Physiotherapist and Eimear Sheehy, Clinical Specialist Physiotherapist facilitated a dedicated Physiotherapy Pain Management Session – “Taking Control of Chronic Pain” – for staff. The session was hosted within the Department and was in keeping with this year’s theme which was Physiotherapy and Chronic Pain.

Physiotherapy helps people with chronic pain develop the skills they need to manage and take control of their condition, increase their activity and improve their quality of life. Topics covered during the session included pain neuroscience education, pacing, exercise and mindfulness.



There was a great turnout of staff and participation in the group discussions. The feedback was very positive.

To Infinity and Beyond!

The sky is now the limit at Mercy University Hospital with the latest addition to our team - Buzz Lightyear! Buzz, representing leadership, problem solution skills and critical thinking, was awarded from the National Thrombectomy Service to Ines Saramago (Stroke Clinical Nurse Specialist) and Dr. Catherine O'Sullivan (Consultant Geriatrician) for the presentation of their Quality Improvement Poster: *Act FAST and show stroke no MERCY at the Mercy University Hospital.*

Mercy Times checked in with Ines to get some background on this award winning multidisciplinary initiative to enhance acute stroke care at MUH.....

"In April of this year, together with the MUH Consultant Geriatricians, I attended the Stroke Munster Conference, organized by CUH, where we met with Ms. Roisin Walsh (Clinical Service Development Manager) who works with the National Thrombectomy Service and the RSCI. Roisin presented a Quality Initiative project called "Door to Decision in under 30" which had been running during 2018 in CUH, UHL etc. and was now running for a second year in Kerry, Bantry etc.

Patients with Acute Ischaemic Stroke and the aim is that any patient presenting to any hospital in Ireland with Acute Ischaemic Stroke will have rapid clinical and radiological assessment with a view to a decision within 30 minutes of arrival in the hospital. The reality is that the faster a stroke patient receives treatment; the better the outcomes.

Mercy on Board

Cognizant of the positive impact this project would have, we approached Roisin and enquired if the Mercy could take this project on board. Supported by MUH's Clinical Director, Dr. Kieran O'Connor, we were welcomed by the National Thrombectomy Service to participate in the remaining sessions of that QI project.

To bring the project to life back at base, we established a local Steering Group which included the Emergency Department (multidisciplinary), Radiology, Portering Department, Bed Management, Stroke Team and Paramedics.

Since the inception of the project, there is a significant improvement in acute stroke patients admitted to ED and there is a notable improvement in Inter departmental communication also.

Recognition

On October 9th, I attended a QI conference from the National Thrombectomy Service where we presented our poster about



our improvements and changes and the Mercy was awarded with a Buzz Lightyear award representing leadership, problem solution skills and critical thinking.

This project required time, commitment and effort, across several departments, in striving for a common goal for better acute stroke care at MUH. Thank you everyone who has made this possible."



Ines Saramago being presented with Buzz at the RCSI

The project is a National Quality Improvement Project for the care of



Foundation Features

Mercy Hospital Heroes

We would like to say a big Thank You to all Hospital Staff who took part in our 2019 Mercy Heroes Day on Friday, October 18th! By joining in the Hospital Dress-Down Day or supporting the annual Canteen Coffee Morning, you have raised an incredible €1,428 for the POONS service connected to St. Bernadette's Ward to help children at MUH through their cancer journey.

The MUH Catering Department were out in force supporting Mercy Heroes.



Mercy Stars

Congratulations to all MUH Staff members who received awards at this year's Mercy Stars for the incredible work undertaken every day. Thank you to everyone who attended the awards on Friday, September 27th and helped make it a great night. **Congratulations...**



Ward Team of the Year 2019
Emergency Department



Support Services Team of the Year 2019
Human Resources Department



Lifetime Achievement Award
Noreen Brickley



Clinical Team of the Year 2019
Occupational Therapy Department



Hospital Services Team of the Year
Friends of the Mercy Volunteers

Giving Back to the Mercy

This year, the annual Make Your Mark on Cancer Walk raised a phenomenal €50,000 for the Mercy Cancer CARE Centre.

The Make Your Mark on Cancer Committee of Eoin and Damien Prendergast, Fiona Curran and Carol Crean have now raised over €300,000 for the Mercy Cancer Appeal since 2012. After Mark Prendergast, brother of Eoin and Damien and husband to Fiona, passed away after a battle with testicular cancer in 2012, his family and friends decided to start a charity walk from the Viaduct to Bandon to commemorate Mark and raise funds for the Mercy University Hospital. The walk has gone from strength to strength each year and will help make the Mercy Cancer CARE Centre on Dyke Parade a reality in the coming months.



Foundation Features

Grateful Patients

Over the past nine years the Foundation has, through donated funds provided €8,600 each year to fund a place for a St. Therese's nurse on the Graduate Diploma in Nursing at UCD.

These funds came from general Cancer Appeal donations and as a result, were naturally subject to the availability of funds. We are delighted to announce that in recent weeks we were introduced to a family who were grateful for their care in St. Therese's and as a way of expressing their gratitude have donated €52,000. This is enough funding to support one St. Therese's nurse to attend this course for the next six years.

Celebrating Older Persons

MUH Positive Ageing Week (PAW)

'Ageing in Place' was the theme for this year's Positive Ageing Week, which means the creation of age-friendly environments including the provision of support services locally which enable people to have a choice to remain in their homes and communities for longer. The week commenced with International Older Person's Day which is an annual event that first started in 1990. This year it was celebrated on October 1st with the theme - **Age Equality**.

Team Spirit

Throughout the week many disciplines from across the hospital came together to celebrate and educate. Information leaflets and booklets as well as several project presentations were displayed across the hospital and information was available to patients, relatives, members of the public and staff on a number of subjects relating to the week's theme while also embracing the five steps to well-being:

Be Active - Connect - Take Notice - Give - Keep Learning.



Time for Tea in St. Mary's Ward

Celebration

An afternoon tea party held in St. Mary's Ward (Care of the Older Person) brought together patients, their families, staff and the

Friends of the Mercy (Volunteers) who are involved in the Buddy Walking System. Hugo (Therapy Dog), a now very familiar face at MUH, popped in as well as he comes to visit patients with dementia in MUH on a weekly basis. Patients, relatives and staff had lots of fun keeping their brain power stimulated and active during the week with a quiz and brainteasers that were also displayed along the link bridges.



MUH Multidisciplinary Team promoting Positive Ageing Week across the Link Bridge

"Ageing is not lost youth but a new stage of opportunity and strength" Betty Friedan.

Ageing is inevitable and a process we cannot control. Thanks to advances in public health, more of us than ever aren't just getting older; we are living longer into old age, too. Having a positive mindset helps you maintain a feeling of control and quality of life as you face another part of your life cycle. The more positive you are about getting older, the easier and more enjoyable the transition will be.

With the dedicated teamwork of our Older Persons Service, we continue to strive for excellence, compassion, justice and respect for our older adults being admitted to the MUH. A big thank you to everyone who participated in recent events.

Conference Call!

Two Conferences, hosted by MUH, took centre stage recently with a pantheon of expert speakers both from within MUH and from expert fields locally and nationally.

National Study Day

The Emergency Department facilitated a National Study Day for Advanced Nurse Practitioners (ANPs) and Emergency Department Staff on September 5th in the Metropole Hotel, Cork.

The theme of the day was 'Acute Pain Management in the Emergency Department'. Nursing and medical staff attended from Cork, together with ANP's from hospitals in all regions.

An expert panel of multidisciplinary speakers including Dr. Jason van der Velde, (Pre hospital Emergency Medicine and Critical Care Retrieval Physician Clinical Lead MEDICO Cork, Emergency Department, CUH), Dr. Adrian Murphy, (Consultant in Emergency Medicine and Pre hospital Emergency Care) and Dr. Rory O'Brien, Consultant in Adult and Paediatric Emergency Medicine (CUH) plus speakers working across the Mercy and Cork University Hospitals, (ED, pain service, rheumatology, radiology and pre hospital) and the community/ sports world, ensured a stimulating and interactive day for the audience.



L-R: Dr. Jason van der Velde, ANP Anne O'Keeffe, Asst. Director of Nursing MUH Martina Hughes, ANP Sile O'Grady, Dr. Rory O'Brien and Dr. Adrian Murphy

Neurology Conference

On October 23rd, the MUH Centre of Nurse Education was the venue for the Neurology Conference. The morning sessions focused on the Management of a Patient following stroke, discharge, rehabilitation, physiotherapy etc. Stroke survivor Lucy Martin presented on the psychological adjustment following stroke.

The focus of the afternoon was Multiple Sclerosis including a presentation by Aoife Kirwan, Information, Advocacy and Research Officer, Multiple Sclerosis Ireland.

MUH was particularly delighted to welcome Dr. Sabina Brennan, Research Professor, Trinity College and author of "100 Days to a Younger Brain". Plenty to ponder on after her talk on Brain Health and Resilience.



Back Row: L-R: Eleanor Crowley, Nurse Tutor, CNE, Kay O'Mahony ADON and Niamh McCarthy, CNS Neurology

Front Row: L-R: Marie Condon, Senior Physiotherapist CUH, Nan Kearney, Senior Occupational Therapist MUH, Dr. Sabina Brennan, Assoc. Prof Trinity College Dublin, Ines Saramago, CNS Stroke MUH, Lucy Martin, Patient Representative, Ann Cummins, Director, CNE and Dr. Marcia Ward, Neuropsychologist, Headway

Mercy on Song!

Music is one of life's great levellers, companions and comfort. In a healthcare setting, music can calm anxiety, ease pain, and provide a pleasant diversion. MUH recognises the impact of music as a healer and its value to our patients and regularly welcomes and invites Choirs to pop in to entertain patients and staff.

Across Mercy Week and Wellbeing Week this year MUH was delighted to have the pleasure of not just one but two Choirs on site



The **Cork Prison Officers Choir** who performed on the Link Bridge as part of our Mercy Week celebrations.



The **Mayfield Men's Shed Choir** who entertained patients and staff during World Mental Health Day.

A huge **"Thank You"** to both Choirs who proved a great hit and we look forward to welcoming them back for some festive tunes!

Music & Culture Meet at Mercy!

SummerSING came to Mercy University Hospital in July providing entertainment for patients, staff and visitors and affording a chance for the children involved to learn a little more about the vibrant history of the Mansion House and the story of Mercy in Cork.

SummerSING is a week-long children's singing festival which ensures that children from Cork and around the world experience the rich history and culture of Cork City while nurturing their natural singing ability. Some 300 children, aged from 3 to 14 years participated this year. SummerSING welcomes and facilitates the participation of children and volunteer staff from diverse cultural backgrounds realized through extensive collaboration with targeted children's communities and charitable institutions.

The morning of July 18th saw some 300 SummerSINGERS moving in their smaller groups of 20 persons through Cork City as they engaged in open-air warm-ups, impromptu public performances and smaller rehearsals in more than twenty of Cork City's historic spaces and cultural venues as they made their way to a grand finale in Fitzgerald Park to mark 300 years of the Mardyke.

Mercy University Hospital was delighted to be part of their journey and welcomed two groups who performed in the Drawing Room and on the Link Bridge. HSE CEO, Paul Reid, who was also on site that day, met the children whilst on a tour of the hospital re-enforcing the collective commitment of MUH and the HSE to supporting community and social enterprises.



Patient Experience

A picture paints a thousand words and one of MUH's patients Brendan Cronin; a member of the Upper GI Support Group did just that at a session of the Group's Art Therapy session when he presented Upper GI Cancer CNS, Louise Buckley, with this remarkable drawing reflecting his experience of his own journey, his experience of Mercy and the Upper GI Support Group.

Brendan has also created a bigger version of the drawing which we intend to frame and exhibit in the hospital.

Thank you Brendan!



Flying the Flag

Not since the glory days of Italia 90 has an Irish football team made the last eight of a major tournament, but this year the Irish Medical Football Team managed it when they participated in the 25th World Medical Football Championship in Cancun Mexico.

Mercy University Hospital was more than capably represented by Dr. Ciaran Judge, Lead NCHD (former) who also earned himself a Man of the Match award (Congratulations Ciaran!).

The Tournament

The Doctors' World Cup features teams from 20 countries around the world. The games are an 11-a-side and follow a typical tournament format. A unique rule demands that two over 34 year old players and two over 40s are on the pitch at all times. All players must be doctors and over 25. There is also a separate Masters seven-a-side event for players aged over 45. With the busy lives of doctors the world over making an event like this exceptionally challenging to co-ordinate, the whole tournament is squeezed into a week which means six matches are played in seven days!

This year's tournament took place in and around Cancun in Mexico. Matches took place at 8 am and 10.30 am to avoid the worst of the sun's attention. The searing heat of 35 degrees wasn't the only obstacle – games were played in 80 per cent humidity and epic downpours of monsoon rains.

The Argentineans brought the Irish dream to an end in a thrilling game with a last minute goal that sealed Ireland's fate. Ironically, next year's championship takes place in Argentina so plenty time to settle the score!

Any physicians interested in playing, please contact Irishmedicalfootball@gmail.com



The Mercy Urgent Care Centre goes Ploughing

Mercy Times checked in with Clinical Nurse Manager III Nuala Coughlan who was the Mercy's Queen of the Plough this year representing M-UCC at the National Ploughing Championships 2019 as part of a national campaign to promote Injury Units!



"In 2018, as co-Chair of the National Injury Unit Group, I proposed that representation by the Injury Units (IU) would be made at the 88th National Ploughing Championships, to be held in Carlow in September 2019, to highlight the work of Injury Units throughout the country. The proposal was given the green light, and work commenced in registering for this event.

The Injury Units Stand was set on a three acre site where there were nineteen tents/stands representing various government departments/statutory bodies. Our location was in a prime area in the Health and Wellbeing Stand (Tent) almost adjacent to the National Ploughing headquarters. The 3 day event hosted 297,000 people. Media updates this year documented the highest attendance to the festival to date which was probably partly due to the great weather (Indian summer) that we had. These numbers proved highly opportunistic, and enabled staff from IU's to target a large audience group and educate on the role and work of Injuries Units nationally including our own Mercy Urgent Care Centre where approximately, 19,000 patients are seen and treated annually.

We were fortunate to meet service users that had attended M-UCC and they were delighted to have the opportunity to voice their gratitude for such a Unit in Cork.

As you will see from one of the photos some of the 4 legged clientele at the event, were not as receptive to our advances and turned their pretty little backs to our campaign efforts, but we took no offence!!!!

Over the three days, we were visited by Minister for Health Simon Harris, Minister of State for Mental Health and Older People, Jim Daly and Celebrity Fitness and Personal Trainer Karl Henry. We were also delighted to welcome HSE CEO Paul Reid who paid us a visit.

Dr. Gerard McCarthy, Consultant in Emergency Medicine, Clinical Lead for the Mercy Urgent Care Centre, National Director for Injury Units and for the Irish Emergency Medicine Program, was also on hand to lend support to the campaign, even donning an Injury Unit t-shirt for the occasion.

Overall, a great three days of promotional work was carried out for the 11 Injury Units nationally, and I understand the venue and platform is going to be proposed for further years to build on this success.



Minister of State Jim Daly (centre) with members of the National Injury Units Group.

I would like to thank Director of Nursing, Margaret McKiernan and Assistant Director of Nursing, Martina Hughes for supporting my application to attend and promote M-UCC and Injury Units nationally at this premier event. Looking forward to flying the Mercy flag in representing our unit at this venue and event again next year."

We Are Mercy!



Special features of Mercy Week included:

Patient Initiative – Help Beat the Boredom

Boredom is highly prevalent among general hospital in-patients. MUH Patient Liaison Officer, Josephine Griffin, together with the MUH Occupational Therapy Department launched this year's Mercy Week Patient Initiative "Help Beat the Boredom" by asking staff and public alike to donate a variety of items including colouring books and pencils, crosswords and sudoku, playing cards, knitting needles and wool etc. The need was enthusiastically responded to and was supported by the MUH Foundation and externally by our neighbours Vibes & Scribes.



Mercy Week is a week dedicated to celebrating being Mercy – honouring the past, present and future and affording us, as a healthcare provider, the opportunity to reflect on our Mission and Values. In 1827, on September 24th, the foundress of the Mercy Order, Catherine McAuley dedicated the first house of Mercy (on Baggot Street) thus bringing to life the Mercy Way.

During this week we in MUH, together with our wider Mercy family, dedicate our time to honoring Catherine's vision and legacy. This year the chosen theme was **Family**. CEO, Sandra Daly in her Mercy Day address noted that *"In the first hospital survey conducted towards the end of last year 75% of staff agreed that "MUH is a personal place, it is like an extended family". 82% of staff said that they were proud to work for Mercy University Hospital. With such a strong foundation, it is not surprising that staff commented that there is a "family atmosphere amongst employees" and that "The hospital retains the sense of it being like a family and this translates to patients reporting that they feel cared for and are "more than just a number". All of this feedback received gives us the impetus to keep growing Mercy with passion and optimism for the future."*

A Cultural/Comfortable Cup of Tea

Holding true to the Mercy "Comfortable Cup of Tea", an afternoon tea was hosted in the hub of the hospital – the Canteen – and provided an opportunity for staff to gather in the spirit of the family theme. This year MUH staff contributed to the event by baking cakes native to their country/county of birth or cakes with a special family connection, a much beloved recipe handed through generations etc. A huge thank you to everyone who contributed.



Recognition

The presentation of PINS for **20 and 30 years** of service to Mercy is now a staple of the Mercy Week Calendar exemplifying the MUH Values of Compassion, Excellence, Justice, Respect and Team Spirit. Staff were acknowledged with a special celebration which was attended by colleagues and friends.

This year MUH had the unique privilege of honoring seven members of staff for **40 years** of service. Presentations were made at the Mercy Stars event (see Page 8) which rounded off Mercy Week.

Our Common Home

Building on the success of last year's reusable cup initiative launched on Mercy Week, MUH honoured its commitment to our Common Home by linking in with our environmental partner SEAI Ireland. An Energy Efficiency Day hosted by SEAI gave staff the opportunity to receive tips and handy hints on how to save energy not just in the workplace but in their own homes.



L-R: Norma Twomey, Marie Byron, Cathy O'Connor, Bernice Glavin, Evelyn O'Byrne, Noreen Brickley and Jean Moore O'Sullivan

Enjoy a Taste of Roasted Butternut Squash Quinoa Salad

Ingredients

For the roasted pumpkin

- Butternut squash (about 3 cups chopped)
- 1 red onion, cut in to small wedges
- 1 tsp ground coriander
- 1 tsp fennel seeds
- 1/2 tsp ground cumin
- 1 tbsp olive oil
- 2 tsp maple syrup

For the salad

- For the salad
- 1/2 cup quinoa
- 1 big handful mint
- 1 big handful coriander
- 1/2 tbsp olive oil
- 1/2 lemon, juiced, or to taste
- 1 tsp sumac

To garnish

- 2 tbsp pomegranate seeds
- 1 tbsp dry roasted pumpkin seeds
- 1 tbsp dry roasted hazelnuts, roughly chopped

Instructions

Preheat oven to 220 Degrees Celsius.

Cut squash into chunks and place on a lined baking tray with the onion. Add the remaining ingredients and toss to coat. Spread out in a single layer and roast for 25 minutes or until cooked through. Cooking time will vary depending on the size of your butternut squash chunks. Once cooked remove and set aside.

Wash the quinoa and add to a small saucepan with 3/4 cup of water. Cover and bring to the boil. Once boiling turn the heat to as low as possible - allow 10 minutes for cooking. Once cooked fluff with a fork and add to a large bowl. Set aside and cool slightly.

Finely chop the mint and coriander, add to the quinoa together with the olive oil, lemon juice, sumac and salt and pepper. Add the Squash and toss gently. Garnish with pumpkin seeds, pomegranates and hazelnuts and Serve.

Recipe Notes

To dry roast the pumpkin seeds and hazelnuts, add separately to a frying pan and cook over a medium heat until golden. Place the hazelnuts in a tea towel and rub with your hands to remove most of the skins. Then roughly chop.



Lukasz Dabrowski, Catering Head Chef



MUH celebrates Nutrition & Hydration Week

Mercy University Hospital celebrated Nutrition and Hydration Week with a showcase of work undertaken within the hospital by our Nutritional Science Students (pictured below). An Exhibition of Posters was presented on the Link Bridge which created a lot of interest as a competition to vote for your favorite poster ensured staff took a closer look!!

Georgina Fitzgerald was the eventual winner and earned herself an Afternoon Tea in Griffins Garden Centre Dripsey.

Pictured above: Georgina being presented with her Prize by Patient Liaison Officer, Josephine Griffin

In Case of Emergency

‘A Framework for Major Emergency Management’ describes the roles of the three Principal Response Agencies (PRA) – An Garda Síochána, the Health Service Executive and the Local Authority and details the high level coordination between them for planning and responding to major emergencies. It also defines a Major Emergency as: ‘any event which, usually with little or no warning, causes or threatens death or injury, serious disruption of essential services or damage to property, the environment or infrastructure beyond the normal capabilities of the principal emergency services in the area in which the event occurs, and requires the activation of specific additional procedures and the mobilisation of additional resources to ensure an effective, coordinated response.’



L-R: David O’Sullivan, Chief Emergency Management Officer - HSE South, Emergency Management Office, Deirdre O’Connor, Office Manager DCEO (MUH), Carol Hunter, Operations Director (MUH), Margaret McKiernan, Director of Nursing (MUH), Damian Harrington, Health and Safety Officer (MUH) and Cian O’Brien, Emergency Management Officer- HSE South, Emergency Management Office

In the event of a major emergency and/or crisis, the Executive Management Board (EMB) of Mercy University Hospital (MUH) will convene within forum/guise of the Hospital Emergency Control Team (HECT) as per the MUH Major Emergency Plan (HMEP). The MUH (HECT) will manage and coordinate the hospital’s response and recovery to such emergencies.

Cognisant of this commitment, the MUH Executive Management Board completed a very successful Major Emergency Management training day, in October, with the HSE Emergency Management Office (EMO).

This training day was organised by the HSE (EMO) in conjunction with the MUH Emergency Planning Committee and comprised of a tabletop exercise in order to learn, train, practice and gain further

competence and confidence within the context of Major Emergency Management.

This will be an ongoing process and further training days are currently being agreed for 2020 for the MUH Emergency Department and Heads of Departments.

Pictured above are members of the MUH Emergency Planning Committee and HSE Emergency Management Office (EMO).

Mercy Hill Walking Club

The Mercy Hill Walking Club headed to the Kingdom of Kerry this summer where they conquered Mangerton!

Photo: L-R Eithne Barden , Neasa Walsh, Jane O Brien and Kieran Coughlan



Mercy Moments

Family Fitness!

Move over Messi - three Mercy staff members who also happen to be members of the same family (sisters Joanne Sheehan and Tracey O'Donnell with their cousin Maria O'Keeffe) are showcasing their skills on the football pitch!

The Kildorrery Mothers and Others Gaelic Football Team train every Thursday evening in Kildorrery and have played in a non competitive blitz in Mallow and Newmarket. The training and games are all for fun with the added bonus of getting fit and meeting people. Joanne said "it's great to get back playing after a 20 year break and there is also a vital social side to it with nights out and a Christmas Party planned in the Thatch & Thyme Restaurant in Kildorrery at the end of November!"



Artist in Residence

Congratulations Teresa Marshall (CNMII, Care of the Deteriorating Patient) who had her painting exhibited at the 10" X 8" Art Show held in St. Patricks Woollen Mills Douglas on Culture Night (September 20 th). The show focused on local artists exhibiting original work.

The show was a tremendous success and Teresa's talent was justly rewarded with a red sticker and her first painting sold!

Team Mercy

The MUH Bed Management Unit led the charge this year in promoting the Ladies Mini Marathon under the banner "Team Mercy". Congratulations to everyone who took to the streets in aid of the MUH Foundation.



Meet the Team: Medical Records Department

Mercy University Hospital is comprised of approximately 30 Departments (broken down further into 70 dedicated areas) each carefully interlinked in accompanying patients and their families on their journey through our Hospital. Each edition of Mercy Times features a different Department/Area/Role (Meet the Team) and in this edition, Mary Twohig, Healthcare Records Manager introduces us to the MEDICAL RECORDS TEAM.

Context

The Health Information and Quality Authority (HIQA) and Health Service Executive have developed National Standards for the management of healthcare records. Patient records play a valuable role in providing quality patient care in modern healthcare. The information they contain and effective records management ensures that information is properly managed and that the health care record is available whenever and wherever it is required for the management of patient care.

Location

The Medical Records Department which was initially based in the main building of Mercy University Hospital was rehoused in 2010 to a nearby building. 16,000 patient records are filed here at any given time. Terminal digit colour coding was introduced in 1993 to assist with the archiving of our records.

iPMS

We have a multicampus 'Integrated Patient Management Systems (iPMS) that is shared across the South SouthWest Hospital Group including Wexford General Hospital & St Luke's Hospital, Kilkenny. There are shared policies as to how data is managed on iPMS and attention to detail is paramount. Some of the information recorded on iPMS is:

- Patient demographics
- Admissions & OutPatient waiting lists
- Patient appointments and attendances
- ED attendances
- Chart tracking

Duties of the Medical Records staff include:

- Sourcing Healthcare Records for inpatient (34,000 annually) and outpatient activity (33,500 annually) using iPMS Reports (created by our IT colleagues) which provide information on patients who will be attending on a particular day.
- Sourcing healthcare records for research & Audit (4,000 to 5,000 annually)
- Sourcing healthcare records for Bed Management for validation purposes as well as insourcing and outsourcing to other hospitals.
- Filing of inpatient laboratory reports as directed.
- Correlating of requests for healthcare records stored in our external archive site utilising the company's database.

- Management of the bleep for OPD requests for additional healthcare records required on a particular day for Walk-ins.
- Track charts on iPMS and file in the Medical Records Department
- Organise completion of death notifications by clinical teams and post to family. We would also be responsible for registering a death if next of kin cannot be located or none exist.
- Charts are culled weekly and sent to our external Archivers for storage purposes.



Staff

The Healthcare Records Manager has the overall responsibility for the service and for the staff assigned to the Medical Records Department. Key Functions are drawing up guidance for good records management, best practice and promoting compliance with the Healthcare Records policies. The Manager is supported by the Medical Records Supervisors who manage the day to day running of the department, including rosters, staff records as well as ensuring that the management of the healthcare records is carried out in accordance with HIQA and HSE recommended standards and practices. The Medical Records Supervisor is supported by a team of 12 staff or 10.4 WTE. Medical Records staff are also on a roster for work in the hospital's Admissions Office.

We are supported by the Portering Department and have 2 designated Porters assigned to assist with the transporting of our Healthcare Records to and from various wards and departments across the organisation. This is in addition to the records that are transported by medical records staff themselves on a daily basis. As we are based outside of the main hospital building the transportation of records has to be carried out in all weather conditions.

The Medical Record Team are always helpful and courteous in their approach to their duties. They take pride in their work and the service to our patients is uppermost in their minds.

Work Experience

Since 2009 we have offered an opportunity to Transition Year Students and other students looking for work experience to gain their experience in our department. We have broadened this

over the last 4 years to European Students looking to improve on their English. Our staff provide support and guidance to these students as well as an overview of hospital activity.

In conclusion a staff member once told me that she treats the patient's record as if it was the actual patient. This is true of all of our staff who strive each day by what they do to uphold the values of our organisation. I am very privileged to be their Manager.

Making History Leaside



The multidisciplinary MUH Gerontology Team who were integral to the successful organization and presentation of the recent 67th Annual and Scientific Meeting of the Irish Gerontological Society (IGS) in Cork

The 67th Annual and Scientific Meeting of the Irish Gerontological Society (IGS) was held in Cork between September 26th and 29th. Over 470 delegates participated in the meeting this year, making it the largest meeting the society has had to date.

Half a Century of Care

The IGS is one of the oldest and largest societies of its type in Europe and is an all-Ireland interdisciplinary professional organisation enabling research and education on ageing to translate into improved age-attuned practices and policies. The annual Autumn Scientific Meeting provides clinicians and researchers from Ireland, Europe and numerous countries around the world with a platform to translate their research into practice and to communicate their findings.

During the meeting in Cork, the IGS also celebrated 50 years of Geriatric Medicine in Cork City and County. In 1969, Dr Michael Hyland was appointed the first Consultant in Geriatric Medicine to St Finbarr's Hospital in Cork. It was only in 2002 that Geriatric Medicine was formally established in Mercy University Hospital (MUH) with the appointment of Dr Colm Henry and MUH was very well represented at the IGS this year in terms of delegates, presenters and organisers. Dr Kieran O'Connor and Dr Suzanne Timmons were part of the IGS scientific committee that organised the meeting.

Mercy Connections

Key note speakers covered topics as diverse as landscape architecture; medical ethics and defeating stereotypes around

ageing. Dr O'Connor chaired a symposium on "Improving Services in Chronic Disease Management for Older People" on the opening night which included a number of speakers connected to the MUH – Prof Colin Bradley (Professor of General Practice and member of the MUH Board of Directors); Dr Colm Henry (HSE Chief Clinical Officer and MUH consultant) and Ciara Hanrahan (MUH Senior Physiotherapist – COPD Outreach Team). Dr Suzanne Timmons chaired an innovative new symposium on "Gerotechnology" which was very positively received and sure to be a growing area of research presentations at future meetings.

There were a very broad range of posters and platform presentations across all areas of Gerontological research including clinical, social and psychological. MUH was well represented also in the prize giving, with an oral and a poster presentation prize received for a project led by Dr. Suzanne Timmons, with partners in the Tyndall Institute and the Cork branch of the Parkinson's Association of Ireland, on the use of wireless monitors for health monitoring.

Changing Horizons

The IGS welcomes members and delegates from any discipline or profession interested in research into ageing issues and look forward to seeing anyone interested in these issues next year at IGS 2020 in Kilkenny. The society's working theme for next year is "Changing Horizons in Gerontology, the Decade Ahead" www.irishgerontology.com - for more information.

Leading the Way!

Congratulations to our CEO, Sandra Daly who was invited as guest speaker to the Cork Chamber Leadership Forum on October 24th in the sumptuous surroundings of the Montenotte Hotel. Mercy University Hospital is an ongoing supporter of the work of Cork Chamber. Sandra was particularly delighted to take the opportunity to promote the hospital as a major employer and business partner and an integral part of the Cork city landscape.



MUH CEO Sandra Daly pictured with Paula Cogan, President Cork Chamber



Frank Giltinan, Deloitte together with CEO MUH Sandra Daly and DCEO MUH Maurice Spillane at the Cork Chamber Leadership Forum

In her speech, Sandra provided some insights into the complexity of healthcare today and the challenges and opportunities therein, *"A key challenge is for healthcare leaders to reinvent their relevance for the future of healthcare and I firmly believe this can only be achieved with a focus on ethical leadership. It is clear that we as healthcare leaders must call for explicit attention to patient rights, public responsibilities, partnerships, enhanced accountability and advocacy for better resources"*.

When focusing on the wider healthcare environment in Cork, Sandra stated that *"Like you I believe Cork has an opportunity to become an influential leading city region. Now is the time to invest ambitiously. The proviso of modern accessible and safe healthcare services is a key enabler when planning for 'people and place' and I would strongly advocate that it needs to be at the centre of any discussion in the Cork context."*



**Mercy
TIME OUT**

*A Circle expands forever
It covers all who wish to hold hands
And its size depends on each other*

*It is a vision of solidarity
It turns outwards to interact with the outside
And inward for self critique*

*A circle expands forever
It is a vision of accountability
It grows as the other is moved to grow*

*A circle must have a centre
But a single dot does not make a Circle
One tree does not make a forest*

A circle, a vision of cooperation, mutuality and care

— Mercy Amba Oduyoye

Editorial Team

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!

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