



a farewell message from John A. Murphy

It is with very mixed feelings that I am writing my farewell for this edition of the Mercy Times. It gives me great pleasure to see both how the Hospital has grown and the amount of progress that has been made since I was appointed Secretary/Manager in June 1982. We have grown from a small hospital to the 349-bed University Hospital we are today. However, my words are also tinged with sadness as I come to the end of my career with the Hospital and bid farewell to you all.

The 1980's were not a very good time to be working in the healthcare sector, however the Hospital managed to survive and come through those tough times. Today, the Hospital is still facing many challenges once again in a very difficult environment. There are many changes happening both nationally and locally which the Hospital has to face. I am confident that once again it will meet these challenges successfully.

I have always said that the Hospital's greatest assets are its staff and nothing over the past 23 years has caused me to change my mind. It has been a privilege to have worked with you all and to each and every one of you I say thank you for all your support, commitment and hard work. You have helped to make the Hospital what it is today.

I cannot finish without mentioning the Sisters of Mercy without whom there would not be a Hospital. I would like to express my gratitude to them for giving me the opportunity of being Chief Executive Officer of this great organisation. I would also like to thank the Sisters, the Board of Governors, the members of the Executive Management Board and Operational Management Group, for all their support and cooperation over the years.

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first official function

Patrick Madden, newly appointed Chief Executive Officer of Mercy University Hospital, together with Lord Mayor Cllr. Deirdre Clune launched the Cork Heritage Open Day on 10th September 2005. The Open Day involved a selection of nearly 30 of Cork's most fascinating buildings; and the historical link between our Mansion House and its original function as the Mayoralty Residence was highlighted. The aim of the event was to allow the people of Cork the opportunity to explore some of the City's hidden treasures.



Cllr. Maureen Quill, Patrick Madden, Lord Mayor of Cork Cllr. Deirdre Clune and Sr. Laurentia Roche.

A number of months ago, when the City Council invited Mercy University Hospital to partake in this event, we were delighted to have our historic building included. A 'heritage team' was formed and their hard work and detailed research proved a big success. It was with a great sense of pride that we welcomed the Lord Mayor and the many other dignitaries, who viewed the presentations and accompanied her on the tour of this historic part of our Hospital.

Thanks to staff members, Siobhán O'Mahony, Joe Murphy, Deirdre O'Connor and Tony O'Regan, all the Sisters of Mercy (especially Sr. Laurentia Roche) and some outside expertise from Mona Hallinan and Fiona O'Mahony, for the professional approach and the huge effort they put into the project. Thanks must also be given to the Catering Department staff for the delicious refreshments provided. It was a real team effort and well done to everyone involved.

a brief message from our new ceo

I feel very privileged to work with all of you in Mercy University Hospital and to be part of the exemplary patient care you deliver, alongside the best in academic medicine, extraordinary research and fine teaching. There are many things we can be proud of in this Hospital.

My initial focus will be to nurture and maintain the Mercy's core value of high quality patient care and to further develop the facilities to enable us to continue to deliver a level of care that reflects our desire to be excellent in compassion in accordance with our mission and ethos.

There are challenging times ahead. However, I am confident that the strong work ethic and the real sense of loyalty and dedication developed under my predecessor, Mr. John Murphy, will enable us to turn these challenges into opportunities. I am sure that I can depend on your continued commitment 'so that we can together' set an example of what a unique hospital like ours means for this Region.

Patrick Madden - Chief Executive Officer

welcome

Welcome to the eighth 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) 4935009

Email: dpeyton@muh.ie

Please clearly label all submissions – "NEWSLETTER". The deadline for the next edition is **16th December 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	

Special thanks to our Committee Photographer and several members of staff who provided photographs for this edition.

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a farewell message from John A. Murphy

Finally, I would like to wish the Mercy University Hospital "team" all the best for the future and especially your new Chief Executive Officer, Mr. Patrick Madden. I am confident that you will all support him as you have supported me and that the Hospital will go from strength to strength, continuing to expand and providing an excellent service to the people of Cork and beyond.

John A. Murphy

about our new ceo

Patrick Madden has come to Mercy University Hospital with considerable experience in managing health and social services under the Southern Health Board (SHB).

Pat was a member of the SHB Corporate Management Team and had particular responsibility for Kerry General Hospital, Bantry General Hospital, the Ambulance Service and a number of Community Services such as Disability and Mental Health Services, managing up to one-third of the Board's budget and staff resources.

Pat started his career as a Community Welfare Officer and became a Superintendent Community Welfare Officer administering health and social services to the people of the northside of Cork

City for 12 years. He took up the post of Programme Manager in 1990 and over the past 15 years he has had the opportunity of managing various portfolios which included SHB's hospitals, community and psychiatric services. Many initiatives started by him across Cork and Kerry continue to benefit the patients and clients to this day. Pat's academic qualifications include a BSc in Health Management and a Diploma in Administrative Science.

sincere appreciation (reprinted with permission)

27 June 2005

*The Chief Executive,
Mercy University Hospital,
Granville Place,
Cork.*

Dear Sir/Madam,

On behalf of my father Jim, brothers Brian and Kevin and also on my own behalf I would like to express our sincere appreciation for the wonderful kindness and medical care and attention extended to my mother Margaret (Peg) during her time as a patient of yours and most particularly during her recent illness and subsequent passing

My mother was first admitted to your hospital under Dr. G. O'Sullivan in October 1994 and was subsequently transferred to the care of Dr. M. Madden when she was diagnosed with Non-Hodgkins Lymphoma. I fully believe that the excellent quality of care and attention she received at the hands of your medical and nursing staff enhanced her wellbeing, added to her lifespan and the length of remission from this illness. Earlier this year she had a recurrence of cancer and with the appearance of a Carcinoma in the neck/throat area was transferred to the care of Dr. Seamus O'Reilly and the team in St. Therese's Oncology Unit. From 7th March to her death in your care on June 4th she received the most wonderful treatment both from the staff of St. Therese's and also from the staff of St. Catherine's Ward.

As a family watching a loved-one suffering from this crippling illness it was so reassuring to know that she was given the absolute best of care and it was great to walk out of the ward at night with a light heart in the knowledge that everything that could possibly be done to make her comfortable in a physical, emotional and spiritual way was the endeavour of all your staff.

Mam bore her illness with great courage, grace and strength and we are very comforted by the fact that her suffering has ended and there is no more pain. Many years ago I heard a saying that "Cancer takes the sting out of dying" which made perfect logical sense, now from experience, I can appreciate the true value of this philosophy with the knowledge that she is at last free of all the physical and emotional burdens this illness brings with it and that she can bask in the fragrance of roses forever and help us to come to terms with our loss.

In this present climate when the Health Services are getting so much negative press from the media and where we as a society expect so much and take everything for granted, I just wanted to take a few minutes of your time to say Thanks and to let you know that you are all doing a fantastic job – please keep up the good work.

Yours sincerely,

Nuala Rasmussen

*c.c. Dr. M. Madden,
Dr. Seamus O'Reilly*

theatre project update

The current Theatre project is an ambitious one, which is phased over two stages.



Phase I of the project commenced in July 2005 and it will see an additional level sited on the roof of the existing building. A new link bridge was lifted into place during the course of the works and now joins the new fifth floor to the Sheares Street Block. This new fifth floor will be totally dedicated to the provision of facilities for Theatre staff and the anticipated occupation date is early November.



Photos courtesy of John Sisk & Sons Ltd., Building Contractors

Phase II of the project includes the refurbishment of part of the existing Theatre complex, including Recovery and also for the provision of a new Theatre where the current staff facilities and accommodation are located.

All going well, this second phase will be completed by the end of the year. Staff cooperation, as always, is very much appreciated (and in particular from Theatre staff).

a very special welcome



We would like to welcome the first group of Internationally-recruited nurses (from India and the Philippines) to Mercy University Hospital. Upon their arrival in September, the nurses underwent a one-week period of induction before commencing work on the wards.

Martina Hughes - Assistant Director of Nursing / Clinical Nurse Practice Development Coordinator

you're a winner

Congratulations to Tina O'Reilly, ICU, who was the winner of the Mercy Times Spot-the-Ball Competition which was featured in the July 2005 issue. The correct coordinates were H-13.



L-R: Kathleen Sugrue, Stephen Daly, Anne O'Regan, Nellie Bambury, Christina O'Neill, Karen Howard and Rosemary Downey.

istanbul bound

Bon voyage and congratulations to Anne O'Regan (CNM2), St. Oliver's Ward. As a result of a recent competition sponsored by Pfizer Ireland Pharmaceuticals, Anne was one of ten lucky winners of a three-day trip to Istanbul, to attend the International Federation Infection Control Conference. The competition was open to nurses and one winner was selected from each participating hospital.

Competitors were asked to furnish an innovation to promote infection control. Anne's idea centred around the winning hospitals National Healthy Hospitals Award Programme similar to a "Tidy Towns" competition, suggesting that the winning hospitals be publicly acknowledged. This acknowledgement would provide the public with a very clear picture as to which hospitals are striving to achieve the highest standards and thus ensuring continuous quality improvement. It would also pave the way for other hospitals to enter. In addition, as we have now entered the era of National Hygiene Audits and Accreditation Programmes, the idea certainly deserves merit.

The Infection Control Department would like to extend its thanks to Pfizer Ireland Pharmaceuticals for their generous sponsorship; and on behalf of Pfizer and Infection Control, we would like to thank all staff for their participation in the competition.

Go neiri an bothar leat a Áine

Nellie Bambury and Christina O'Neill
Infection Control Department



Mr. Patrick Ledwidge Director of Services Community and Enterprise, Cork City Council and Yu Qing Zhu, Foreign Affairs Office, Shanghai Municipal People's Government visited Mercy University Hospital.

Cork City is 'twinning' with Shanghai. Part of this development is to explore opportunities for cross cultural growth, employment and education. A tour of the Hospital was conducted and information shared on nursing in Ireland and employment opportunities.



Congratulations to the Catering Department who achieved the Hygiene Mark award in April 2005 - for the second year! This accreditation process entailed a detailed audit by Excellent Ireland Quality Association followed by a surveillance audit on our food management / hygiene systems. Credit must be given to kitchen cooks / chefs, catering assistants, catering officers and all other departments involved in the preparation process.



A number of Mercy staff and their family and friends took part in the Ladies Mini Marathon on Sunday, 18th September 2005.

They represented a number of different charities.

For example, Cork Brain Tumour Support Group, Children's Leukaemia Association, Cork Cancer Research and the Intensive Care Unit, MUH. Well done to all who participated!



Over €1,000 raised from the MUH Hospital Coffee Morning for St. Patrick's Marymount Hospice. A special thanks to our Baker and all the Canteen staff.



L-R: Monica Roche (sister of Eileen), Dr. Colm Henry, Anthony Whelan (son of Eileen), Aine O'Sullivan and Catherine Quane - Chaplain.

Recent donations in memory of Eileen Whelan were presented to Dr. Colm Henry - Consultant Geriatrician, St. Mary's Ward and to Aine O'Sullivan representing the Intensive Care Unit.



The Voices of Cork, a diverse group of thirty-three men and women (with a love and appreciation of music and song) performed at the Mercy in August as part of a fundraising exercise throughout Cork City.

Our thanks to everyone who so generously supported the performance.



Cork Hurling Hero, Joe Deane, brought 'Liam McCarthy' on a visit to the many Cork supporters in St. Anne's Children's Ward.



Presentation of 24-hour Ambulatory Blood Pressure Monitors to Cardiology Department by A. Menarini Pharmaceuticals Ireland Ltd.

L-R: Jim Corbett, Mary Dunnion, Angela Gillian (Rep), Dr. N. Colwell, Joan Healy, Eunice O'Regan, Anne Ryan (Rep) and Dr. C. Vaughan.



A going away party was organised for Sr. Mary Hegarty when she left St. Anne's Ward to work as a volunteer in Kenya.



Staff having 'GREAT' fun at the MUH Summer BBQ, which raised €1,100 and was divided between the Children's Leukaemia Fund at MUH and the Sri Kanaga Thurkkai Ammam Orphanage in Sri Lanka.

achievements *congratulations to:*

Paul Ahern and Marion Hickey of St. John's Urology Ward for having achieved a Higher Diploma in Urology from University College Dublin.

Ann Deasy, Cardiac Rehabilitation Nurse, for having achieved an MSC in Cardiac Rehabilitation from Trinity College, Dublin.



ten little fingers

National Guidelines for Hand Hygiene have recently been published (following consultation with a range of professional and non-professional groups) by the HSE, Health Protection Surveillance Centre (HPSC), as part of its remit under SARI (Strategy for the Control of Antimicrobial Resistance in Ireland). These Guidelines have now officially been launched by Ms. Mary Harney, Minister for Health and Children.

Our Chief Executive Officer, Mr. Patrick Madden, together with Mercy University Hospital's Executive Management Board, has given full support for implementation of these guidelines in addition to current good practice. The aim of the Guidelines is to highlight the importance of hand hygiene in preventing transmission of infection, and to promote the successful implementation of hand hygiene practices by healthcare workers, patients and the public.

Clear lines of responsibility and accountability are incorporated in these guidelines –

- Hand hygiene will become a standard of quality care in health care institutions. It has been promoted as an integral part of the quality of patient care, and is included in the standards for hospital accreditation and, is recognised as the single most important procedure for preventing infection.
- Each and every health care worker has a responsibility to prevent transmission of infection.
- Senior Health Care Workers such as medical consultants, nurse managers and managers in the allied professional groups, catering, domestic and technical services will act as role models and actively promote hand hygiene.
- Recommendations have been made that breaches in adherence to hand hygiene procedures should be addressed.

Nellie Bambury - Infection Control

children first

'All organisations providing services to children have an overall corporate duty and responsibility to safeguard children'

Children First National Guidelines.

Children First is the set of guidelines which have been provided by the Department of Health and Children to help ensure the protection and welfare of children. They apply to all organisations which come into contact with children, including those which primarily provide a service to adults. This is a very wide remit and in the case of Mercy University Hospital includes, for example, not only children admitted to St. Anne's Ward but also children visiting their ill grandparent in a general medical or surgical ward. It also includes unseen children of a patient attending the Emergency Department following an episode of deliberate self harm.

To meet its responsibilities under Children First, a Mercy University Hospital Child Protection and Welfare Committee has been established. It is chaired by the Deputy CEO and consists of senior Consultant, Nursing, Human Resource and Support Services staff. A detailed nursing and medical protocol has been agreed and will be distributed through medical and nursing management. A more general staff information leaflet is in preparation.

Ms. Karen O'Mahony - Implementation Officer and Ms. Sinead Twomey - Information Officer with the Health Service Executive, have provided briefing sessions to the Heads of Department meeting and to groups of staff throughout the Hospital during September. The aim of these briefing sessions is to raise awareness among all staff, clarify roles and responsibilities and outline reporting procedures if any member of staff has a child



protection or welfare concern relating to a child known to the Hospital.

Further briefing sessions are being arranged and all staff are welcome and encouraged to attend.

Colman Rutherford - Principal Social Worker

cpi training programme

CRISIS PREVENTION INSTITUTE (CPI) TRAINING PROGRAMME

Mercy University Hospital has committed to becoming a CPI Non-Violent Crisis Intervention Training Programme Hospital.

The programme – Non-Violent Crisis Intervention Training, is a safe and non-harmful behaviour management system designed to help professionals provide for the best possible care, welfare, safety and security of disruptive, assaultive and out-of-control individuals even during their most violent moments.

The programme has been formally acknowledged by An Bord Altranais – The Irish Nursing Board – as Category One approved training and is also recognised by the Irish Office of Health Management. This mandatory programme will be rolled out to all Mercy University Hospital staff members and the Emergency Department has been selected as the first area to receive training.

It is envisaged that approximately 20 staff members will have completed the 'Train the Trainer Programme' by year-end 2005. These qualified Trainers will provide training for all

members of staff at Mercy University Hospital. Staff may obtain further information on the Mercy network H drive at: H:\CPI Information\Crisis Prevention Institute.

Submitted by CPI Committee



L-R: Tony O'Regan, Mary Twohig, Chris Sheehan - CPI Professional Staff Instructor, Adam Gothard and Liam Moroney (the first four Mercy CPI trainers).

human resources department news

welcome new appointments

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

July

Aideen Foley	Clerical Officer
Mairead Keating	Basic Grade Medical Scientist
Agnieszka Miskowska	Senior Pharmacist
Gemma O'Mahony	Clerical Officer
Orla O'Regan	Catering Assistant
Aoife O'Sullivan	Catering Assistant
Aisling Walsh	Clerical Officer
Catrina Walsh	Clerical Officer

August

Sylvia Condon	Ward Attendant – Housekeeper
Maureen O'Donnell	Basic Grade Medical Scientist
Claire O'Mahony	Claims Coordinator
Helen Sheehan	Ward Attendant – Housekeeper
Maeve White	Clerical Officer

September

Kate Dillane	Laboratory Student
Mairead Dorney	Laboratory Student
Criona Gavin	Laboratory Student
Mary Heanue	Student Social Worker
Dympna Looby	Laboratory Student

September - continued

Niamh O'Connell	Laboratory Student
Karen O'Connor	Clerical Officer
Valerie O'Sullivan	Basic Grade Medical Scientist
Sophia Quigley	Basic Grade Radiographer

CEO appointment

Welcome to Mr. Patrick Madden who recently joined Mercy University Hospital as Chief Executive Officer.

consultant appointment

Welcome to Dr. Philip Botha, Locum Consultant Physician, who recently joined Mercy University Hospital.

retirement

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

Helena Martin (Lena)	Chief Medical Scientist
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useful telephone numbers

These telephone lines will be covered between the hours of 9 am and 5 pm.

Direct Dial Telephone Numbers

Xray	493 5277
MRI Unit	493 5038
Outpatient Department	427 8511

Consultants Private Medical Secretaries

Dr. N. Brennan	Consultant Physician / Respiratory	493 5393
Dr. M. Buckley	Consultant Physician / Gastroenterology	493 5267
Dr. L. Conroy	Consultant Anaesthetist	493 5040
Dr. V. Fenton	Consultant Gynaecologist	493 5626
Dr. H. Harrington	Consultant Neurologist	493 5435
Dr. P. Harte	Consultant Surgeon / Vascular	493 5391
Dr. C. Henry	Consultant Geriatrician	493 5626
Mr. G. McGreal	Consultant Surgeon / Vascular	493 5501
Dr. L. Nobile	Consultant Oncologist	493 5362
Dr. T. O'Connor	Consultant Physician	493 5325
Dr. O. O'Mahony	Paediatric Neurologist	493 5650
Mr. M. O'Riordain	Consultant Surgeon / Gastroenterology	493 5336
Prof. G. O'Sullivan	Consultant Surgeon / Gastroenterology	493 5390
Dr. S. O'Reilly	Consultant Oncologist	493 5362
Dr. D. Rafferty	Consultant Paediatrician	493 5452
Mr. E. Rogers	Consultant Urologist	493 5392

For the following, ring the main hospital number 021-4271971 and ask for the extension

Dr. M. Madden	Consultant Haematologist	ext. 5747
Dr. P. Sweeney	Consultant Urologist	ext. 5710
Dr. C. Vaughan	Consultant Cardiologist	ext. 5774

Submitted by Yvonne Callanan, Switch / Reception Supervisor



staff news

Congratulations and very best wishes to the following staff members:

engagements

Yvonne Moynihan – HIPE
Dolores O'Brien – St. Catherine's Ward
Olivia Scott – Development
Elizabeth (Liz) Tobin – Emergency Dept.
Mary Walsh – St. Joseph's Ward

weddings

Therese Collins – St. Catherine's Ward
Eileen Looney – St. Mary's Ward
Melissa McSweeney – Medical Secretaries
Eileen O'Donovan – Emergency Dept.

it's a girl

Ruth Fitzgerald – St. Anne's Ward
Niamh Glennon – Human Resources
Tracey Lynam – St. Mary's Ward
Catherine O'Sullivan – Nursing Administration
Carmel Quirke – Outpatients
Catrina Spillane – Outpatients

it's a boy

Tara Friel – Speech & Language Therapy
Marian Laverty – St. Anne's Ward
Jo Leahy – ICU
Paula O'Connell – Histology
Mary O'Driscoll – St. Mary's Ward
Tina O'Reilly – ICU

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.



onthebanks

Mercy University Hospital shares the banks of the River Lee with many species of wildlife, and if you look carefully you might spot a Heron.

A solitary bird, the Grey Heron can be seen on the riverbanks stalking prey. The tallest bird native to Ireland and a member of the Pelican family, it can live for up to 25 years. The Heron will eat almost anything that lives in or near the river – fish, small mammals, reptiles, insects, crabs and even small birds. Their enormous nests can be found on treetops as much as 80 feet above the ground.

Submitted by Siobhán O'Mahony – Reception

MRI service

We are pleased to announce that effective from the middle of July, Mercy University Hospital now has an on-site MRI scanning service utilising the latest Siemens scanner.

This further supports the Hospital's position as a teaching institution and major provider of tertiary level services in the Region.

thought for the day

'The person who finishes a race last is still ahead of those who never entered'



fond farewell to Lena

Lena Martin joined Mercy University Hospital in 1986. At that time the Laboratories were starting to develop in specialist areas and she was the first Haematology Technologist. Since then the Haematology Laboratory has consistently expanded and increased its range of services to the patients and staff. The workload and staff numbers have grown considerably. The provision of an on-call service and the commissioning of the new Haematology Laboratory in 1998 were significant developments and Lena was involved in all of these areas.



L-R: Olivia McDonough, Katherine Duggan, Lena Martin, Dr. Michael Madden, Colette Quaine, Fiona Coveney, Claire O'Connell, Eileen O'Donovan and Carol McIntyre.

Aside from her work in the Laboratory, she is a person of many talents and widespread interests. She has reared a family of five children and still found time to do an Arts and Law Degree.

Lena plans to travel in the years ahead and we would all like to wish her a long and happy retirement.

accreditation diary

The last few months have seen the MUH's Accreditation process begin in earnest. Each quarter we will keep you updated on what is happening via our Accreditation Diary.

TEAMS

Kieran Murphy has been appointed Accreditation Coordinator to oversee and supervise the project. The Coordination Team was completed in August with the appointments of Mary Barry and Siobhán Kenny, who will provide administrative support.

With the Coordination Team in place, focus then shifted to launching the crucial Self Assessment Teams. All of the Teams are now established, meeting weekly, setting up sub-groups and have already begun to compile data.

EDUCATION

The Irish Health Services Accreditation Board facilitated two in-house Education Sessions in early September for the Teams and the final Education Session is scheduled in October. Team members have found these sessions highly beneficial.

Information Sessions for staff were also held mid-September. As Accreditation is a process which will touch every level of our organisation, it is vital for staff to be as familiar as possible with the system.

EXTENSION

The good news for everybody is that our Peer Review date has been extended to **June 12, 2006!** While this will leave some breathing space, it doesn't mean we can rest easy – lots done but plenty more to do!

THANKS

Despite the arduous task ahead, Accreditation has been embraced and met with enthusiasm throughout the Mercy and we would like to take this opportunity to THANK everyone for their continuing support.

Siobhán Kenny - Accreditation Office