



a message from our deputy ceo

I am very pleased to contribute the foreword to the second issue of the Mercy Times. The first issue was extremely well received and has proven the need for such a publication.

One of our objectives is to present Mercy University Hospital in its proper setting as a major hospital providing high quality, high volume, technically advanced services to the people of Cork City, the Cork & Kerry regions and indeed, even further afield.

Minister Micheál Martin recognised the important and historic role of the Mercy when he recently visited the Hospital to open new facilities (see article to the right).

One of the main features of Mercy University Hospital is its ability to do so much with so little. The Hospital remains desperately short of space and needs additional Consultants, yet we continue to provide first-class patient services to a very advanced and leading standard.

The Hospital's success is due to the efforts of its staff, who continue to give of themselves unstintingly in the interests of patients. We all seek to fulfill the Mission set for us by the Sisters of Mercy and long may it continue!

Jim Corbett
Deputy CEO

minister opens new facilities

On Friday, 6th February, the Minister of Health, Micheál Martin, visited Mercy University Hospital. The Hospital made the best use of his valuable time by asking him to open several new facilities on the same occasion!

Minister Martin first visited the newly refurbished Paediatric Ward (St. Anne's) and then moved on to the new Endoscopy Suite. Following a brisk walk through the refurbished Main Corridor/ Reception and the magnificently restored Mansion House, the Minister ended his tour by opening the new Hospital Library.

In his speech, the Minister praised the staff of Mercy University Hospital and told those attending (including the Deputy Lord Mayor) how much the community praised and valued the services provided by the Hospital. He also paid a heartfelt tribute to the contribution made by the Sisters of Mercy to the healthcare of the City and County spanning almost 150 years.



Micheál Martin, T.D., Minister for Health.



Staff and invited guests as they listen to Minister Martin's speech.



The New Reception Area. Standing: Marie Kelleher, Ann Corcoran, Liz O'Sullivan and Bernard Gould. Seated: Siobhán O'Mahony and John Meskil.

a donation from pfizer

Mercy University Hospital is delighted to have received a donation from Pfizer Healthcare Ireland to assist in the development of a new Andrology Service at the Hospital.

Andrology relates to men's sexual health; and the Service will be supervised by Mr. Eamonn Rogers and Mr. Paul Sweeney, Consultant Urologists. This represents a real 'first' for the region. Once again Mercy University Hospital leads the way!

L-R: Dave Shanahan – Managing Director, Pfizer Healthcare Ireland; David McCann – Pfizer Healthcare Sales Representative; Mr. Paul Sweeney and Mr. Eamonn Rogers – Consultant Urologists, Mercy University Hospital.



welcome

Welcome to the second edition of the 'Mercy Times' – this newsletter will be published on a quarterly basis. Our first edition received very positive reviews; and we thank everyone who sent kind words of congratulations to the Committee.

We also 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 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 4th June, 2004. 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

Therese Egan	Siobhán O'Mahony
Bernice Glavin	Tony O'Regan
Clare Horgan	Liz O'Sullivan
Seán O'Bulmáin	Donna Peyton (Editor)
Deirdre O'Connor	Mary Twohig

Members of the Committee would like to recognise and thank Tony O'Regan for very graciously filling the unofficial role of Mercy Times Photographer.

1st anniversary of MUH launch

In March 2003, the Mercy Hospital formally changed its status to become both a University Hospital and a company limited by guarantee.

Neither of these changes altered the Hospital's status as a charitable public voluntary hospital, but they do lay detailed governance obligations upon the Board of Governors and managers. 'Mercy University Hospital, Cork Limited' was adopted as the new formal name of the Hospital; however, the shortened form of 'Mercy University Hospital' was also approved for everyday use.

your good health

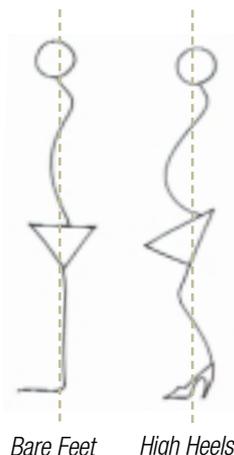
WHAT IS THE KEY TO GOOD POSTURE?

Think of your body parts as building blocks, setting one on top of the other, with ligaments, tendons and muscles serving as wires to keep the amazing structure of the spine from toppling over. When sections of the body are in perfect balance, each one rests solidly on the one beneath and the body can relax while still maintaining its erect position. This may be referred to as good alignment. Alignment is essential to good posture. However, if we let our shoulders round and slump, other body parts have to rearrange themselves to compensate for the malalignment.

This is what happens when a woman wears high heeled shoes for example. To counteract

the tilt; the pelvis and stomach are thrust forward, the knees bend and the low back muscles tighten up. This creates strain, general fatigue and eventually physical unease in the back. In contrast however, if good alignment is retained, the body feels buoyant and uses its energy more efficiently.

Seán O Bulmáin,
Physiotherapy Department



how safe is your food?

What is HACCP? Hazard Analysis and Critical Control Point is a systematic approach to identifying and controlling hazards (for example: microbiological, chemical or physical) that could pose a danger to the preparation of safe food.

HACCP involves identifying what can go wrong and planning to prevent it. In simple terms, we control the safety of supplies and ingredients coming into the Mercy University Hospital kitchen; and we control its preparation and delivery to patients / staff using a food safety management system.

All of the following also come under the umbrella of HACCP.

- Non-compliance notifications sent to suppliers
- Supplier site visits
- Internal and external training
- Cleaning
- Maintenance
- Pest control
- Structure of premises
- Equipment
- Water
- Waste management
- Zoning

In summary, the main benefits of HACCP to Mercy University Hospital are:

- S**aves our business in the long run
- A**voids us causing illness to a patient or member of staff
- F**ood safety standards increase
- E**nsures we are compliant with the law
- F**ood quality standards increase
- O**rganises our process to produce safe food
- O**rganises ourselves promoting teamwork and efficiency
- D**ue diligence defense in court

Michael Mulry, *Catering Manager*



Since 2002, the Catering Department has had a system in place that complies with the basic principles of HACCP. There are currently 24 monitoring sheets (35 weekly records and 4 daily records) in operation. These monitoring sheets are updated regularly.

Credit must be given to all kitchen cooks, chefs, catering staff and catering officers who do the daily duties and fill in these records to ensure there is transparency and accountability for the flow of food through the preparation areas in the Hospital.



generous george

George O'Callaghan, Cork City Football Club Star, received a flat screen TV from Maddens TV & HiFi, which he then presented to St. Anne's Children's Ward & Leukaemia Unit.

L-R: David Madden, Maddens TV & HiFi; George O'Callaghan, Cork City Football Club and Seán O Bulmáin, Mercy University Hospital.

it's a dog's life



Spot with his new owner, Denis, and friends Lee, George and Kieran.

One cold January day, a stray and undernourished puppy wandered into the right hospital! His plight was immediately recognised by Siobhán O'Mahony from Reception, and at least two staff members offered to share their homes. Now named 'Spot,' the puppy enjoys carefree days in a rural setting with Denis Cronin, Maintenance Department.

On this particular day, Mercy University Hospital not only provided for the care of 'MAN' but also for his 'BEST FRIEND.'

a multi-cultural community

wandering, one gathers honey

It was beyond my wildest imagination that I would be working in Ireland. It took about 20-25 days from the idea to its materialisation and finally the departure from New Delhi in India. An innocent web surfing led to the application for my first job in Ireland. Video conferencing came next, followed by the result and a starting date, which were e-mailed to me in about 48 hours.

Events were happening very quickly and the adrenaline started flowing. My excitement heightened with the thought of my first foreign travel to a distant land, where I knew no one and had absolutely no friends or relatives.

As the departure date neared, excitement changed to nervousness. My knowledge about Ireland was limited to a few printouts taken from the World Wide Web two to three days prior to departure. According to the printout, my destination was an island of 70,000 square miles, with 3.2 million people who are quite friendly, easy going and welcoming. They love complaining about their weather and almost everyone has a relative in the United States. Ireland has a rich history, distinct culture, breathtaking countryside and is full of pubs and castles. It has made rapid strides since joining the European Union in 1973. Its economy has shifted from being primarily agricultural to manufacturing and there was a Celtic tiger roaming the Country, which every foreign worker was expected to help in taming.

I landed in Dublin on a Bank Holiday – October 28th, 2002 and started work the following day. I rang home the next day to tell them that Ireland is almost uninhabited! With 1,232 million people in India and 13.3 million in New Delhi (quite a high population density), my thoughts were honest and justified.

My first introduction to pub 'craic' was in December 2002. Fortunately or unfortunately, it was Christmas time and I rang home the next morning to enlighten my family that if anyone on this planet can drink, it is the Irish. A series of shocks and surprises continued, some small and some big. Initially, even pronouncing names like Aoife, Siobhán or Niamh was beyond me and it took some time before I came to terms with expressions such as: not too bad . . . kissing the Blarney Stone . . . banjaxed; and complicated ones like: being vaccinated with the gramophone needle!

Gradually, I am adjusting to my second job in Ireland here at MUH, the culture, people, food and language. The experiences have been very mixed. It still takes some thought before I react to situations – ones which could be considered quite funny in India but not here and vice versa. Now I feel that travelling or going to a new place is not all about rushing through it – but it is more about liking, understanding, feeling and immersing oneself in the new culture without losing one's own identity.

Someone has rightly said – Wandering, One Gathers Honey. One sure does. What matters is that one be wise enough to not mind all the small bee stings that come along the way.

Saurabh Kaushik, Physiotherapy Department

retirement after 30 years of service

Maria Hanafin, Radiographer, has retired after 30 years of service.

Maria's colleagues would say that she is a charismatic person, who is kind, caring, full of character and highly respected by all who had the pleasure of her company. We extend our good wishes for a long and happy retirement to Maria.



L-R: Eddie Fitzgerald, Mary Dunion, Maria Hanafin, Jim Corbett, John Murphy and Fiona Kevane.

human resources department news

new appointments

Congratulations to the following staff who recently joined Mercy University Hospital.

December 2003	
Josephine Broderick	Temporary Dual Qualified Staff Nurse
Marguerite O'Flynn	Temporary Staff Nurse
Yvonne Quinn	Locum Clerical Officer Grade III
Denis Conroy	Locum Chef II
Paul O'Leary	Permanent Ward Attendant
Demelaz Hodnett	Temporary Ward Attendant
Orla Farrell	Permanent Ward Attendant
Niamh Gorman	Permanent Ward Attendant
Geraldine Crowley	Permanent Ward Attendant
Norman Bolster	Permanent Ward Porter
Jennifer Power	Permanent Ward Attendant
Mary Imelda Burke	Permanent Ward Attendant
Sarah Moore	Temporary Ward Attendant
Donna Duane	Temporary Ward Attendant
Gary Cantwell	Temporary Ward Attendant
Lyndsey Kinevane	Temporary Ward Attendant
Aoife Murphy	Locum Ward Attendant
Tadhg Deasy	Locum Ward Attendant/Porter
Marion O'Mahony	Temporary Staff Nurse
Elaine O'Riordan	Permanent Staff Nurse

January 2004	
Justin Sim	Locum Basic Grade Physiotherapist
Sr. Catherine Quaine	Hospital Chaplain
Mary Day	Locum Basic Grade Dietician
Robert O'Farrell	Permanent Basic Grade Physiotherapist
Patricia O'Sullivan	Locum Basic Grade Dietician
Rita McKenna	Permanent Job Share Clinical Specialist Radiographer (Ultrasound)
Ann Conway	Locum Clerical Officer Grade III
Jovita Lyons	Locum Clerical Officer Grade III
Eileen Fitzpatrick	Permanent Ward Clerk (Clerical Officer Grade III)
Frank Stockley	Temporary Staff Nurse
Niamh Heffernan	Permanent Staff Nurse
Fiona Kanezler	Permanent Staff Nurse (Job Share)

February 2004	
Claire Treacy	Locum Medical Secretary (Clerical Officer Grade II)
Ita Griffin	Permanent Staff Nurse
Louise Moran	Temporary Staff Nurse
Sinead Kelly	Temporary Staff Nurse
Margaret Twomey	Temporary Staff Nurse
Maeve Cronin	Temporary Staff Nurse
Jean O'Donovan	Temporary Staff Nurse
Antoinette O'Keeffe	Temporary Staff Nurse
Dr. Elaine Walsh	SHO – Accident and Emergency

March 2004	
Miriam Hurley	Locum Clerical Officer III
Pamela Walsh	Locum Clerical Officer III
Claire Watson	Temporary Staff Nurse
Louise Wayenburg	Permanent Clinical Nurse Manager II
Dr. Victor Kocha	Registrar – Cardiology
Dr. Kevin O'Connor	SHO – Urology
Dr. El Rasheed Osman	Registrar – Surgery
Tracey Nolan	Permanent Clerical Officer III (Job Share)
Catherine Gleeson	Locum Clerical Officer III
Margaret Owens	Temporary Part-Time Staff Nurse
Joanne Liston	Permanent Staff Nurse

consultant appointment

Welcome to the following Consultant who recently joined Mercy University Hospital.

Dr. Martin O'Driscoll *Consultant Radiologist*

retirement

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

Maria Hanafin *Senior Radiographer*



Denise Chute, Susan Collins, Dr. Peter MacEaney and Maria Buckley.

new scanners for ultrasound department

The Ultrasound Department purchased three new scanners late last year from General Electric: Logic 9, Logic 5 and the Logic Book.

These additions have greatly enhanced the quality and scope of vascular and general imaging services and have helped to greatly reduce patient waiting times.

phonefacts

Mobile phones are **not** to be used in the Hospital under any circumstances.

Public Telephones

Public card and coin telephones are available throughout the Hospital. Telephone call cards can be purchased at the Hospital shop.*

Private Room Telephones

Telephones are now being operated with a pre-paid card system. To make a telephone call from the telephone beside your bed, you must purchase a call card (available for €10) from the Hospital shop* – or from the shop trolley, which visits each Ward daily. Any remaining credit on the call card can be used on any telephone outside the Hospital by dialing the free-phone number on the back of the card.

Free-Phone Taxi Service

A free-phone taxi service is available from within the Hospital. The phones are located in the front hall just outside Main Reception.

* Hospital shop: located opposite the main lifts, on the second floor of the Main Hospital in the Catherine McAuley Block.

safetymatters

Fires may still occur, in spite of good fire prevention measures. Therefore, all staff need to be well prepared for such an event and are required to receive basic fire training. This basic training will facilitate staff in taking swift action and minimising damage in the event of a fire.

BASIC FIRE TRAINING

Attendance at Fire Training is mandatory and staff are obliged to attend annually. During the one-hour Basic Fire Safety Training, staff will receive instruction and training in relation to the following:

- Causes of fire.
- Sources of ignition.
- Fire prevention.
- Fire extinguishers.
- Fire signage.
- Role of fire doors and fire control techniques.
- Location of fire alarm call points and fire fighting equipment.
- What to do in case of fire.
- What to do if the alarm sounds.
- Arrangements for evacuation.



Staff member, Liam Gallagher – St. Anthony's Ward, participating in a Basic Fire Training Session.

- Closing windows and doors to inhibit fire spread.
- Shutting off electricity and fuel supplies – where appropriate.

Basic Fire Training takes place on Tuesdays at 11.30am and Fridays at 2.30pm in the Lecture Room on the first floor of the Sheares Street Block of the Hospital.

To book a place or for further information, please contact Trudy Caffrey, Health and Safety Officer, on ext. 5585 or by e-mail: tcaffrey@muh.ie.

Procedures in the Case of Fire Alarm Activations and the Outbreak of Fire are Detailed in Department Fire Plans!

let's get to know...



Tara Friel

Speech and Language Therapy Manager

What was your place of birth?

Rotunda Hospital, Dublin.

What did you do before joining Mercy University Hospital?

I worked in community care in Cork, paediatric case and language class for children (5-8) with specific language impairments. Then an adult caseload with group work and on an individual basis.

When did you join?

September 2003.

What does your area of the Hospital offer to patients?

Assessment, diagnosis and treatment of patients with communication difficulties following stroke / head injury, etc. Degenerative diseases, geriatrics, clients with eating and swallowing difficulties (for example: dysphagia, dysphasia, dysarthria).

How do people avail of the service?

Via referral from the medical team.

Are you part of a team?

Yes! Along with Dietician, Occupational Therapist, Physiotherapist, etc.

What does your job entail?

Direct input with patients in treating their speech and language difficulties. Liaison with family members with regard to home and how they can help to facilitate communication. Assessment and management of patients with eating and drinking difficulties (for example: modifying the consistency of their diet). Liase with other team members with regard to any patient management strategies.

Describe your typical day?

Travel into work. At office, pick up referrals. Have a general look to see which is swallowing and which is for communication - then prioritise my caseload. Go up to the wards in between meetings with Dieticians and other teams. Topics may include: education with regard to modified consistencies in patient food, following up out-patients on recent discharges with onward referral to community speech and language therapy, if appropriate. Then home to go for a run and relax for the evening with friends.

What is the biggest challenge of your job?

The fact that it is a new service being provided by the Hospital. Education is a big role; working with families through process of change with regard to difficulties that the patient may have now in communicating or swallowing, etc.

What aspect of your job do you most enjoy?

The contact and support from other team members that exists in a hospital setting, which was lacking in the community setting due to pressure of caseload or unfilled posts, etc.

What are the main changes you have seen since you started here?

Physical building changes and the change to the Main Reception area. All for the better – as it's much brighter and more welcoming.

How do you relax outside of work?

Running. I was a gym-goer but hated being inside and preferred the outdoors! So, I took up running as it gives that freedom to go whenever, wherever. I started off doing short runs (1/2 mile or so) and built it up to 4 miles three or four times per week. Reading fiction and going with a friend to the cinema (I love the cinema and eating out). I also like relaxing for the evening with my boyfriend, who's an engineer and soon to be my husband. And finally, I like to go home to Dublin as regularly as possible.

What is your favourite song or piece of music?

'Half Past Two' by The Stunning.

What is your favourite film?

'Oh Brother, Where Art Thou' or anything by the Cohen Brothers.

What is your favourite book?

'Pride and Prejudice' – because I loved Mr. Darcy.

What person or event has been most influential in your life?

Travelling to Australia, because I went to work straight out of college and hadn't really met a variety of people, but felt it broadened my horizons.

What quality do you most admire in other people?

Organisational skills because I'm someone who needs to write lists and work through them. I've got post-it notes everywhere! But I'm getting better at it all the time.

Any message for staff, patients and visitors?

Since I've started, everyone has been very enthusiastic and welcoming in relation to the new service and that has helped me enormously in coping with the challenges...I'd just like to say, "Thanks to Everyone."



Ciaran Lahive picks up a few football tips from Manchester United stars Nicky Butt and Gary Neville.

manchester united stars visit children's ward

There was great excitement on Monday, 1st March when Gary Neville and Nicky Butt paid a visit to the Children's Ward.

Both players were very kind to all of the children and their parents, and very patient with the rows of female staff members pretending to be looking for an autograph for their younger brothers!

staff news

Congratulations and very best wishes to the following staff members:

engagements

Anne White – St. Oliver's Ward.

weddings

Tara Friel – Speech & Language Therapy.

Barbara Goulding – Development.

Maria Harrington – Accident & Emergency.

Helen Herbert – Medical Secretary.

Dawn McCarthy – Clinical Support Services.

Niamh Mullins – Human Resources.

it's a girl

Patricia Crowley – St. Catherine's Ward.

Bridget Jordan – St. Catherine's Ward.

it's a boy

Catherine O'Sullivan – Dietetics.

Nora Walsh (O'Callaghan) – ICU.

Rena Young – X-Ray.

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.



Noreen Buckley and Michael Keane

long service and more to come

Noreen Buckley, the Hospital seamstress, has been an employee for 46 years and Michael Keane, her long-time work colleague from the Portering Department reached 39 years of service on April 1st 2004.

When asked about the changes they have seen over the years, Noreen and Michael agreed that there have been too many to choose from. They did want to mention, however, the overriding principle that has been constant throughout all the changes, and that is – *‘the patient comes first attitude’* which has always been the trademark of Mercy University Hospital.

Both Michael and Noreen are current employees, and our congratulations goes out to them for a combined 85 years of service. Keep up the great work!

hurling star drops in for a visit



Ben O'Connor with Adam Cummins.

Cork & Newtown Shandrum Captain, Ben O'Connor, recently visited St. Anne's Children's Ward after accepting his award as 'player of the month' for February.

mercy university hospital golf outing

The January 2004 Mercy University Hospital golf outing took place at Harbour Point Golf Club.

All staff participating in the outing had a very enjoyable day. Despite the driving rain and high winds, all teams returned very high scores. A big thank you to the organisers: J.J. Cronin and Dave Walsh.

The next golf outing will be held in August and all staff are welcome. If you would like more information, please contact J.J. on bleep 6612 or Dave on ext. 5620.



The winning team, pictured L-R: Joe Coughlan, Dave Walsh, Brian Hartnett and Denis Conroy.

thought for the day

A Still Place in the Market –

“Be still and acknowledge that I am God”
(Psalm 46:10).

These are words to take with us in our busy lives. We may think about stillness in contrast to our noisy world. But perhaps we can go further and keep an inner stillness even while we carry on business, teach, work in construction, make music, or organize meetings.

It is important to keep a still place in the “marketplace.” This still place is where God can dwell and speak to us. It is also the place from which we can speak in a healing way to all the people we meet in our busy days. Without that still space we start spinning. We become driven people, running all over the place without much direction. But with that stillness God can be our gentle guide in everything we think, say or do.

By Henri J. M. Nouwen

Submitted by Sr. Laurentia Roche

wholemeal healthy brown bread

Ingredients:

2 cups wholemeal flour
1 cup bran
1 cup wheat germ
1 cup pinhead oatmeal
1 cup oatmeal flakes
1 cup all bran
2 spoons brown sugar
2 spoons honey
1 ½ teaspoon breadsoda
Vegetable oil – just to moisten dry ingredients
Buttermilk (until quite wet)

Method:

Add buttermilk until quite wet. Sprinkle sesame seeds and poppy seeds on top. Bake in greaseproof tin at 160°C for 40 – 45 minutes until firm to touch.

Cut the following day.

Submitted by Vera Griffin, Deputy Catering Manager

the pastoral centre

The PASTORAL CENTRE is located on the first floor of the main Hospital building (near the Oncology Unit). We invite staff, medical and para-medical, to use the Pastoral Centre when meeting with patients and/or their relatives.

Privacy is assured. Staff members are encouraged to use the Centre when dealing with sensitive and confidential issues. Security will open this room at any time – day or night, and there are tea and coffee facilities in the Centre.

holy week church services april 2004

Wednesday	7th April	Reconciliation Services	10am, 2pm & 7.30pm
Holy Thursday	8th April	Evening Mass of the Lord's Supper	5pm
Good Friday	9th April	Stations of the Cross & Liturgy of the Word	3pm
Holy Saturday	10th April	Easter Vigil Mass	7.15pm
Easter Sunday	11th April	Mass	10am

Standard Church Services:	Weekend Mass Times	Saturday	7.30pm (Vigil Mass)
<i>Please check the Chapel notice board for daily mass times.</i>		Sunday	10am