



Some members of MUH's dedicated, multi-disciplinary team.

“everyone of us plays a role in the patient's journey through the services we provide”

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the patient experience

A very important feature of the service provided by Mercy University Hospital (MUH) is the acknowledgement from patients of the high quality of care and treatment they receive while in our care. This is reflected in letters of thanks, phone calls, and even more importantly, their referral of MUH to families and friends.

I recently pointed out in a presentation to our line managers and heads of departments that each and every one of us plays a role in the patient's journey through the services we provide. There is a responsibility on each of us to develop our contribution so that the patient experience at Mercy University Hospital, not alone makes patients well again, but also enhances the role of the Hospital in improving the health and well-being of the individuals, families and communities we serve.

The contribution by staff towards the preparation of MUH for accreditation has focused our attention on aspects of care

which the Hospital is good at – and the list is impressive. By engaging in the accreditation process, MUH seeks to participate in an objective evaluation of patient care in the Hospital which will be measured against standards of excellence. We have identified many positive actions already taken, and others about to be undertaken, to meet these standards of excellence. The real measurement, however, will be the response of the patient; and I look forward to receiving many more compliments and acknowledgements from the public we serve.

Patrick Madden - Chief Executive Officer

cardiology at muh



Cardiac Health and Prevention Centre Staff.

L-R: Back Row: Dr. Tse Lian Ming, Dr. Martin Hudec, Dr. Richella Ryan, Catherine Chalmers, Dr. James Thottungal.

Middle Row: Dr. John O'Sullivan, Prof. David Kerins, Dr. Philip Botha, Fleur Dixon, Liz Lavers.

Front Row: Deirdre O'Connor, Caroline O'Grady, Cecelia Brickley, Mary Montgomery, Ann Daly, Dr. Carl Vaughan.

welcome

Welcome to the tenth edition of the Mercy Times.

We wish to express our thanks to everyone who submitted articles, information and/or photos for this edition. We welcome your comments and ideas, and would be delighted to consider for publication any article, photograph or other item of interest that you may have.

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

Staff may access previous issues of the newsletter electronically by accessing: the "H" drive, opening the Public Folder and opening the Mercy Times folder.

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	

Revised Patient Visiting Times:

General Areas: 2-4 pm and 6:30-8:30 pm

Children's Ward: 8:30 am-9 pm
(parents / guardians only)

Children under 12 years of age other than the patient's own children are not permitted.

Visiting hours may be extended for compassionate reasons. All exceptions and restrictions are at the direction of the nursing staff on duty.

opportunity knocks

We would like to take this opportunity to thank everyone for their cooperation during the Hospital's recent outbreak of Winter Vomiting.

This virus was first identified retrospectively, in 1972 from an outbreak of gastroenteritis in a school in the town of Norwalk, Ohio. The virus was originally called Norwalk Virus, later Noro Virus, but now more commonly known as *Winter Vomiting*.

It is appreciated that the necessary stringent precautions put in place were an inconvenience to all – particularly our visitors and patients. However, as this virus originates in the community, it is necessary that we reduce movement in so far as possible. As of today, the virus is still active in the community – *so, we need to retain our vigilance in an effort to prevent further outbreak.*

Consequently, we have taken the opportunity of reviewing our visiting times. On April 25th, the Executive Management Board adopted a revised Mercy University Hospital visiting policy.

The policy document outlines the responsibilities of staff, patients and visitors in implementing

the Health Service Executive (HSE) draft guidelines on visiting times. Mercy University Hospital revised visiting times will become operational from May 22, 2006.

Our patients deserve to be cared for in the optimum environment and adequate rest is an essential component for recovery. Therefore, all Mercy University Hospital staff are expected to work together in implementing and maintaining these visiting times. This, in turn, will facilitate clinical staff in delivering care in a timely and confidential manner.

An evaluation of this policy will be conducted in September 2006.

Visiting Committee members:

Mary Dunning (Chair), Nellie Bambury, Kevin Burke, Mary Burns, Yvonne Callanan, Margaret Dennehy, Michael Higgins, Carol Hunter, Tracey Martin, Tony O'Regan, Jean O'Sullivan, Carmel Walsh.
Administrative support: Siobhan Kenny.

Mary Dunning - Director of Nursing



Some members of the Visiting Committee. L-R: Mary Dunning, Carmel Walsh, Kevin Burke, Carol Hunter, Nellie Bambury and Tony O'Regan – complete membership listing above. Our thanks to every member of the Visiting Committee for a job well done!

national infection control and cleaning standards

Hospital hygiene was emphasised as a priority with the introduction of the National Hospitals Office (NHO). The NHO directed that a Hygiene and Cleaning Audit be carried out in each of the publicly funded acute hospitals, 54 hospitals in total. MUH underwent its first audit in July 2005 and scored well. It is working toward improving it's already good practices for future audits.

On the 10th of November 2005, MUH established an Infection Control and Cleaning Standards Multi-Disciplinary Steering Group to manage the recommendations made by the NHO.

The work carried out to date by this Group is as follows:

1. Developed short, medium and long-term cleaning and hygiene strategies.
2. Held hospital-wide information sessions for all staff on the national infection control and cleaning standard's audit.
3. Reviewed the 2005 audit findings, identified specific issues and acted on them.
4. Carried out research in relation to the cleaning process / hours in hospitals that scored higher in the audit.

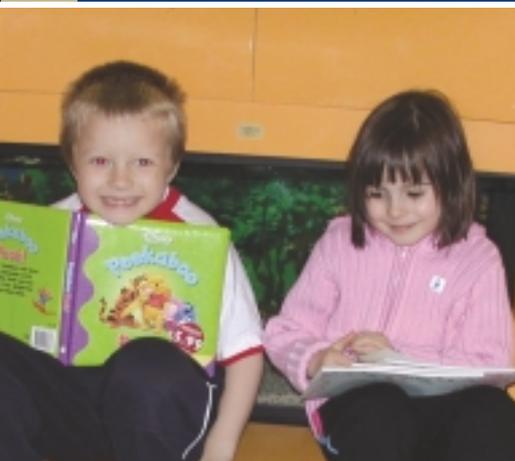
5. Introduced hospital internal audits – all wards have been audited and feedback on audits given to Department Managers.

6. Developed an audit review sheet.

7. Group members attended a question and answer session held by the NHO on the national infection control and national cleaning standards audits.

The Mercy underwent its second Hygiene and Cleaning Audit in March 2006 and is awaiting its results.

Mary Murphy - Hotel Services Manager



L-R: Wade Lambert and Elise Ireland.

books for hospitals

World Book Day took place on March 2, 2006 – its ninth year and the biggest annual celebration of books and reading in the world. Through a publicity and poster campaign, people were asked to purchase a book in their local bookshop for donation to their local hospital. The Mercy would like to thank World Book Day, Ltd. and Easons & Sons, Ltd, Cork for facilitating the donation of children's books to St. Anne's Ward.

Submitted by Maria O'Keeffe - Office of DCEO



L-R: Hugo O'Connor presenting the raffle prize to Francis Galwey.

Easter 2006

C.A.S.A. (Caring and Sharing Association) is a charitable voluntary organisation that supports people with physical and mental needs.

The annual MUH Easter fundraiser for C.A.S.A. amounted to €210. Hugo O'Connor, organiser, would like to thank everyone who supported this event.

cardiology at muh

continued from page 1

The Cardiology service at Mercy University Hospital has been in development over the last few years and is now established. The Department gratefully acknowledges the dedication of Dr. Niall Colwell who laid many of the foundation stones upon which the current department has been established. The Cardiology Department welcomes the recent appointment of Professor David Kerins.



Coronary Care Unit (CCU) Staff.

L-R: Deirdre O'Connor, Prof. David Kerins, Teresa Hynes, Khodee Densing, Dr. Carl Vaughan, Mary O'Brien, Emma Taninas.

We currently provide a comprehensive range of services to patients locally and a regional service to patients with niche cardiovascular disorders and to those with specialised cardiac imaging requirements. There have been a number of recent developments that have greatly enhanced the level of care and service that we can deliver to our patients. The Cardiology Department is active with both acute patient care and a growing outpatient assessment and diagnostic service.

Coronary Care Unit (CCU)

The CCU opened in January 2006 and is embedded into St. Finbarr's Ward on the second floor of the Lee View Block. It is a four-bedded unit with telemetry and full invasive haemodynamic monitoring capacity. The presence of a dedicated CCU is a key development in the appropriate management of patients with acute coronary syndromes and other potentially life-threatening disorders of cardiac rhythm. Patients who have undergone coronary interventions, those requiring temporary cardiac pacing or those in need of invasive haemodynamic monitoring are also cared for in the CCU. In addition, the CCU has the capacity to manage patients with acute decompensated heart failure. We are proud to have the wonderful skill and dedication of Ms. Teresa Hynes, CNM 2 at the helm of the CCU and the terrific team of nursing colleagues who work with her.

Diagnostic Studies

The Department offers a wide range of diagnostic studies including:

- stress testing,
- 24-hour Holter monitoring,
- prolonged arrhythmia detection (event monitoring),
- 24-hour ambulatory blood pressure assessment,
- cardiac echocardiography,
- transoesophageal echocardiography, and
- cardiac catheterization and intervention.

Up to recently, the activities of the Department have been orchestrated by Ms. Aine O'Sullivan, Cardiac Nurse Coordinator. Ms. Mary Montgomery has since taken over this role.

Echocardiography Laboratory

The echocardiography laboratory has been growing considerably over the last two years. We currently provide a service for transthoracic echocardiography where the heart is imaged from the chest wall with an ultrasound probe. In addition, we offer a service for exercise stress echocardiography, dobutamine stress echocardiography (for patients with orthopaedic or related issues that preclude exercise) and contrast echocardiography. Mrs. Orla Murray, Senior Cardiac Physiologist, runs the echocardiography laboratory and has particular expertise in many of the echo-based imaging studies outlined above including contrast echocardiography and dobutamine stress echocardiography.

Transoesophageal Echocardiography

We provide a regional service in the area of transoesophageal echocardiography. We provide this service to our sister hospitals in Cork and Kerry. This is an important technique where the heart is imaged from the oesophagus which runs behind the heart in the chest. The patient is sedated in a similar fashion to an endoscopy and the probe is passed into the oesophagus where very detailed pictures of the heart are obtained. This technique is very useful in the management of patients with suspected infections of heart valves, artificial heart valves, congenital heart defects, cardiac tumours and in patients who present with certain types of stroke. (Figure 1: Transoesophageal echocardiogram)

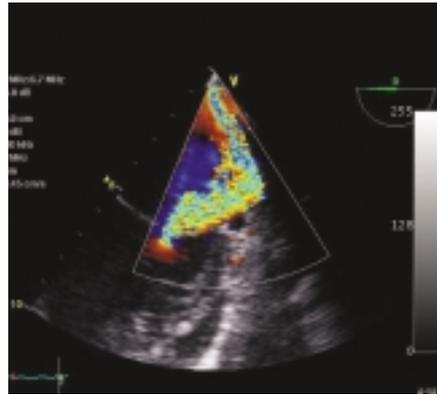


Figure 1: Transoesophageal echocardiogram.

Cardiac Catheterisation

In collaboration with our Cardiology colleagues in the city we are developing a strategy to perform direct angioplasty for patients with acute heart attacks. Angioplasty is a technique where the 'blocked' blood vessel is opened with a small balloon passed into the patient's coronary artery through a catheter inserted from the patient's groin or wrist. Most patients will also have a coronary stent deployed to keep the artery open. In addition, we perform cardiac catheterisation for a wide range of patients with angina, heart failure and valve disease. (Figure 2: Coronary angiogram)



Figure 2: Coronary angiogram.

subjects who are referred with a suspicion of such a disorder. There is considerable interest in screening young patients for conditions that may predispose to sudden death, in particular in the context of their participation in competitive sport. We hope to expand our imaging capacity at MUH to meet this growing and important clinical need.

The Cardiology Department would like to express its appreciation to all our colleagues at MUH for their support and we look forward to working with you in the years ahead.

Dr. Carl Vaughan - Consultant Cardiologist

Cardiac Health and Prevention Centre

This centre opened in January 2006 and provides a central location in Cork for the assessment and management of patients who have suffered a heart attack or undergone open heart surgery. This centre provides phase III cardiac rehabilitation and is located near MUH at Lancaster Hall. This venture epitomizes the co-operative approach to patient care and is excellently organised by the Cardiac Rehabilitation Nurse Coordinators, Ms. Ann Deasy - MUH and Ms. Valerie O'Sullivan - CUH.

Prior to enrolment, patients undergo an exercise stress test and a full assessment of their cardiac risk factor profile. During cardiac rehabilitation patients undergo a graded exercise programme in a monitored setting and under the care of a multi-disciplinary medical team of cardiac rehabilitation nurse, physiotherapist, dietician and doctor. This service helps patients get back on their feet, instills the confidence to exercise and builds up the strength of the cardiopulmonary system after a major illness. This resource also provides an immeasurable psychological benefit to patients who often feel isolated, depressed and debilitated after major cardiac events 'reshape' their lives. In addition, patients are educated on heart healthy lifestyles and the importance of their prescribed medications.

Research

The Department is actively involved in a number of clinical studies exploring novel therapies for conditions such as hypertension, dyslipidaemia, heart failure and obesity.

The research activities are coordinated by Ms. Ann Daly, Cardiac Rehabilitation Nurse.

Cardiomyopathy and Dyslipidaemia Clinics

Currently, we are developing clinics that manage patients with genetic disorders of the cardiovascular system. Many cholesterol disorders are inherited and we have a special interest in caring for such patients. Currently, we also care for a majority of patients with genetic cardiomyopathies and screen many young



Treadmill Station in the Cardiac Rehabilitation Centre, Lancaster Hall. L-R: Ann Deasy, Robert O'Farrell and patient.

MUH ID Cards

Since the Hospital first introduced identity cards for staff, the security situation has changed as follows:

- Post 9/11 and other emergencies – national and international sensitivity to the impact of major incidents has been greatly increased with the potential need to identify staff quickly and easily in emergency situations.
- Security incidents in hospitals in Ireland and the UK and preparations for possible pandemic influenzas make the use of access control systems via swipe cards inevitable.

These factors require the universal application of a policy that all staff should carry ID cards and it is proposed that very soon it will be necessary for all staff to produce a Mercy University Hospital ID card as follows:

- to gain access to staff rest areas,
- to utilise the canteen and to benefit from staff prices,
- to gain access to the canteen at night,
- to borrow from the Medical Library, and
- to collect a car park pass, petty cash or pay slip.

These changes will be introduced in the very near future, so it is vitally important that ALL staff obtain an ID Card as soon as possible. For the time being, cards will continue to be issued from the HR Department. However, it is important to make this process very quick and simple. For this reason, it is proposed that the issuing of cards be transferred to the Security Department, so that they can be provided from within the main Hospital block, potentially at any time on a daily basis if necessary.

Jim Corbett - Deputy Chief Executive Officer

human resources department news

welcome new appointments

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

January

Rosemary Crowley	Clerical Officer
Seona Curran	Staff Nurse
Denise Dorney	Medical Scientist
Pamela Dunlea	Clerical Officer
Rachel Edwards	Social Worker
Grace Gregan	Staff Nurse
Cora Griffin	Physiotherapist
Siobhan Healy	Staff Nurse
Valerie Kirby	Clerical Officer
Miriam Leetch	Staff Nurse
Deborah O'Connell	Clerical Officer
Sean Peyton	Catering Assistant
Denis Spillane	Student Social Worker
Jason Thornton	Catering Assistant

February

Grace Bolster	Pharmaceutical Technician
Marie Gleeson	Clerical Officer
Spencer Turvey	Physiotherapy Manager

March

Rita Furlong	Clerical Officer
Michelle Herlihy	Household Operative
Janice Lyons	Clerical Officer
Maeve O'Connor	Radiographer

April

Ken Bishop	Medical Scientist
Cecelia Brickley	Clerical Officer
Pam Brown	Clerical Officer

April - continued

Aileen Carr	Medical Scientist
Breda Cleary	Clerical Officer
Carmel Daly	Ward Attendant
Evelyn Eze	Ward Attendant
Josephine Gbonda	Ward Attendant
Michelle Hodnett	Dietician
Deirdre Humphreys	Clerical Officer
Anthony Johnson	Ward Attendant
Diarmuid Keane	Porter
Mary O'Regan Mahony	Ward Attendant - Housekeeper
Pamela Moran	Medical Scientist
Donna Mullane	Ward Attendant
Gobnait Murphy	Ward Attendant
Martha O'Donoghue	Pharmaceutical Technician
Gillian O'Neill	Clerical Officer
Hope Orimolusi	Ward Attendant
Susan Otu	Ward Attendant
Nomsa Sibanda	Ward Attendant
Catriona Walsh	Ward Clerk

consultant appointments

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

Dr. Donal Harney	Consultant Anaesthetist <i>(special interest in Pain Medicine)</i>
Prof. David Kerins	Consultant Physician/Associate <i>Professor of Therapeutics</i>
Dr. Helen Richards	Senior Clinical Psychologist
Dr. Khalid Safi	Consultant Urologist



Congratulations and very best wishes to the following staff members:

engagements

- Maria Buckley** – X-ray
- Claire Coughlan** – St. Joseph's Ward
- Anna Marie Daly** – Nurse Practice Development
- Clare McCarthy** – St. Oliver's Ward
- Grace McSweeney** – Emergency Dept.

weddings

- Anna Buckley** – Nurse Practice Development
- Caroline Daly** – Nurse Training & Development
- Saurabh Kaushik** – Physiotherapy
- Vicky O'Connell** – St. Joseph's Ward

it's a girl

- Linda Dennehy** – St. Joseph's Ward
- Siobhan Fitzgibbon** – Bacteriology
- Eileen Galvin** – OPD
- Blake Ray** – Emergency Dept.

it's a boy

- Dr. C. Vaughan** – Consultant Cardiologist
- Mary Deasy** – Risk Management
- Ann-Marie Kane** – Children's Leukaemia Assoc.
- Samson Sotomi** – Non-Clinical Support Services

Despite our best efforts, there may be some omissions due to our inability to obtain timely approval.

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, please contact the Editor or any Editorial Committee member. Thank you.

best practice at muh

Our Emergency and ICT Departments have developed a website for clinical staff and patients. The Emergency Department Handbook is a collection of evidence-based, practical guidelines for those working in Emergency Medicine. Users can search keywords for clinical advice or browse to the relevant page. The list of topics covered is comprehensive. Pages have links to evidence-based publications relevant to each topic.

This website (the first we are aware of in Ireland) has been developed jointly by clinicians from many acute specialties and the ICT staff. Appropriate topics are prepared and endorsed by senior clinicians from relevant specialties and disciplines. Pages are signed off (electronically) ensuring document control.

Linked selected patient advice sheets are regularly prepared for patients. Patients being discharged from the Emergency Department are encouraged to visit the handbook website for further advice if necessary.

The website address is free to all with internet access. We have requested that ward staff be granted access to these important clinical guidelines.



For further information or comments, please contact Dr. Íomhar O'Sullivan (iosullivan@muh.ie) in the Emergency Department. Any feedback, positive or negative, is always welcome.

Internal Access:
<http://mercyserver/handbook/>

Internet Online Access:
<http://www.muh.ie/ed/handbook/>

cpi crisis prevention institute



Chris Sheehan (far right), CPI Professional Staff Instructor photographed above with a group of staff during his trainer support and standards review visit.

Also in photo are CPI instructors, Antoinette Riordan and Liam Moroney.



Mark

Colin

seeing double?

If you have ever been confused by these two handsome lads, its because they're the McKeon twins.

Mark is a University College Cork student of nursing and Colin is an ICT engineer here at the Mercy.

"We don't mean to ignore you at UCC or the Mercy or on the streets of Cork – it's just that we might not be the one you think you know!"

if time stood still

I wonder if time stood still one day,
Would children stand still and stop their play?
Would we smell the beautiful scent of flowers,
Would we listen to the fall of April showers.

Would we notice the colours all around,
Would we see the spider creep upon the ground,
Would we feel the heat of the day,
Would we watch the bird as he flew away.

Would we hear our breath go in an out,
Would a sense of calmness envelope all about,
Would we sense our heart as it gave a beat,
Would we appreciate the calmness if we sat immobile in our seat.

Then in a flash the world hurries on,
The smells and feelings once again gone,
The rat race runs faster than before,
With deadlines and timetables taking over once more.

Bernice Glavin – CNM1, ICU

RCSI national surgical training centre comes to muh mobile surgical skills unit



Mobile Surgical Skills Unit.



Surgical trainees attending a session in the Unit.

Following the introduction of a state-of-the-art mobile surgical skills unit to the grounds of Mercy University Hospital, frequent trips to the Royal College of Surgeons Ireland (RCSI) National Surgical Training Centre in Dublin by trainee surgeons for training and lectures are soon to be a distant memory. Previously, many of the trainees had to travel long distances to attend the Dublin-based National Surgical Training Centre in order to attend various training days. In addition, many surgeon-lecturers in other parts of the country also found it difficult to participate in teaching at the RCSI in Dublin.

The RCSI have introduced a new syllabus for operative surgery which is being delivered in modular fashion to peripheral hospitals outside Dublin, via the mobile surgical skills unit. This state-of-the-art facility is located in a purposely-designed articulated truck which mirrors the Surgical Training Centre as it is found in Dublin. Moreover, the unit features a high performance satellite dish on the roof of the mobile unit, which enables a television quality live link-up to be established with operating theatres around the world for teaching purposes.

The mobile surgical skills unit visits an off-site location of Mercy University Hospital where surgical trainees from each of the City's hospitals attend sessions of the Operative Surgical Skills Syllabus taught by local surgeon-lecturers. Mr. G. McGreal – Consultant Surgeon / Vascular and Mr. M. O'Riordáin – Consultant Gastrointestinal and General Surgeon, have supervised a number of teaching sessions with topics ranging from gastrointestinal endoscopy to acute trauma management.

The Director of the National Surgical Training Centre RCSI, Professor Oscar Traynor, has expressed the opinion that there has already been an enormous show of enthusiasm from the Consultant Surgeons in all parts of Ireland for this new approach.

The 'Mobile Surgical Skills Unit' has been in operation since January 2006, and during its initial six-month period will travel to the major teaching centres in Cork, Galway, Limerick and Waterford.

Submitted by Mr. Tom Murphy – SpR General Surgery and Siobhán O'Mahony - Reception



L-R: Mr. G. McGreal – Consultant Surgeon / Vascular and Dr. E. Fitzgerald – Consultant Radiologist, visiting the Unit.

cork cancer research centre

(based at Mercy University Hospital and UCC)

Upcoming Events:

The Kerry Way:

24 June – 2 July. A 234 km Way Marked Way walk of the scenic Kerry Way.

Trip of Hope:

8 – 18 July. A biannual event in aid of the Cork Cancer Research Centre. A horse drawn cart and tractor will navigate through the villages of Munster.

Ironman Canada:

27 August. A 2.4 mile swim, 112 mile cycle and a 26.2 mile run.

We are delighted that Mercy University Hospital staff member, Seán O'Bulmáin - Physiotherapy Department, is the only Irish competitor out of a field of over 2,000 tri-athletes scheduled to compete in this event.

For more information on how to participate in or support any of the above events, please contact Elga Ryan at 021-4901437 or e-mail elga@ccrc.ie.