



# Welcoming Anne Coyle, CEO

**Mercy University Hospital is delighted to welcome Anne Coyle to the post of Chief Executive Officer (CEO). Anne commenced in post on April 3rd and brings to the role a wealth of knowledge and experience which will ensure and enhance the continuum of effective and excellent healthcare delivered by Mercy University Hospital to the people of Cork and beyond.**

Mercy Times took the opportunity to welcome Anne and to chat with her. By way of introduction, Anne shared some of her background and experience, why she chose Mercy and her vision for leading the hospital in future developments.



## ***There is more inside...***

- **Wellbeing #The Mercy Way**
- **Magnet4Europe**
- **Clinical Audit & Quality Research Day**
- **Remembrance, Recognition, Congratulations and Welcomes!**

## **Background**

"Prior to joining Mercy University Hospital, I worked at South Warwickshire University NHS Foundation Trust (SWFT) as Managing Director. SWFT is founding member of Foundation Group including Wye and George Elliott Hospital. The Trust provides healthcare services to half a million people in Warwickshire, employing 5,124 staff with an income of £362.4 million. I came to SWFT in 2013 from Walsall Healthcare NHS Trust where I had spent eight years, initially to a Head of Physiotherapy role, then Head of Physiotherapy and Podiatry, then Assistant Director of Provider services. It was this role which marked the beginning of my move into sub-Trust Board roles at Divisional Director levels. I have worked in the NHS since 1997, prior to 2005 I was working in clinical Physiotherapy roles or in Physiotherapy or Therapy services managerial roles."

## **Education**

"I came to the UK in 1996 following time in the USA working as a Physical Therapist, having worked in Cavan as a Physiotherapist postgraduation - BSc (Physiotherapy) - from Trinity College Dublin in 1993. To cement my clinical skills as a Physiotherapist, I undertook a post graduate Diploma at the Queen Margaret College University of London in Sports Physiotherapy which brought me to work in the NHS."

*Continued on page 2*



Anne Coyle, CEO

## Leadership

“In 1997, I moved into my first clinical leadership role as a Senior Physiotherapist, then into a Superintendent role in 1998 and from there into Physiotherapy Manager role. It was a rapid and steep learning curve supported by Leadership training completed as part of a leadership programme delivered by the Kings Fund for Professions Allied to Medicine in 1999/2000. I was fortunate to continue to have the opportunity during my career to strengthen clinical, leadership and managerial skills and I am particularly proud of my MSc research paper in which I explored patient experiences of their clinical management by Extended Scope Physiotherapists, which has been published in the International Journal of Patient Centred Medicine.”

## Why Mercy?

“There are three reasons why I wanted to come to Mercy University Hospital as your CEO. As a native of Monaghan, the initial reason for my interest was working in “My Place”, in Ireland. However, as I learned more about “the Mercy”

the second reason became clear, I was drawn to the ambition and direction of Healthcare in Cork, specifically through the development of the Mercy University Hospital Campus. Finally, the third reason is “Mercy Fit” as I can identify and connect with the Hospital’s Mission and Values of Compassion, Excellence, Justice, Respect and Team Spirit.”

## Vision

“I have already received a tremendous welcome from all staff during my first few months in Mercy and in Cork. It has been great to meet so many staff who are passionate and dedicated about the services and care provided to our patients. I have also seen at first hand the challenges everyone faces daily, and I am confident that together, we will make the changes necessary to improve. On that basis there are three areas of focus which have already emerged for me - patient and staff safety, access, and digital innovation. I enjoy meeting challenges building relationships and making broader connections with academic, civic, and political partners.

Achieving positive internal working relationships to advance Hospital goals is an important focus for me - knowing people, their drive, their ambition, whilst linking the hospital’s values with behaviours. There will be an opportunities in the coming months for all staff to be involved in a refresh of the Hospital’s Strategic Objectives and Plan and I hope that we will all play our part in shaping the next chapter of our Mercy story in the spirit of the generations of Mercy Sisters and lay colleagues that have served Mercy for over 160 years”.

On a personal level, when time allows, Anne enjoys yoga and the gym and finds exercise is a great way to relax. Anne has also worked closely with Hospices who are Charitable Organisations and more recently with Thomas Oken and Nicholas Eyffler Charity on enhanced care at home in Warwick.

**Welcome to “The Mercy” Anne.**

# Welcome On Board

**Mercy University Hospital is pleased to announce the appointment of two new members to its Board of Directors:**

## Ciaran Murphy



Ciaran Murphy is a native of Cork city and is Emeritus Professor of Business Information Systems and Emeritus Dean of Cork University Business School (CUBS), University College Cork (UCC). He is a graduate of UCC, Lancaster University and the University of Galway. In the early 1990’s he set up the Business Information Systems degree at UCC.

He founded and was the first Dean of Cork University Business School and developed the plan for the growth and expansion of the School to where it was the largest business school, in terms of student numbers, in the university system in Ireland.

He has served as Chairperson of the National Council for Education Awards (NCEA) and of the Higher

Education and Training Awards Council (HETAC). He has also served on the Higher Education Authority and on the Governing Body of UCC. He was a member of the secretariat of the NEW Ireland Forum in the 1980's which was the first all-Ireland initiative to bring peace to Ireland North and South.

He is an internationally recognized expert on decision support systems and on the role of information technology in large organisations and has held Directorships of several companies and has worked as a consultant to a number of international companies and organisations, including the Royal College of Physicians of Ireland. He is also a member of the Board of Trustees of the Honan Chapel.



### Edwina Nyhan

Edwina Nyhan is the Director of Strategy & Regulation in Gas Networks Ireland the semi-state organisation responsible for operating Ireland's €2.7bn, 14,664km national gas network, and ensuring the safe and reliable delivery of gas to more than 720,000 homes and businesses across the country. She is responsible for defining

Gas Networks Ireland's strategy, sustainability focus, regulatory affairs in addition to managing the organisation's stakeholder and policy environment.

Edwina has extensive experience in the energy industry, is a Fellow of the institute of Chartered Accountants Ireland and is the executive sponsor of Gas Networks Ireland's Diversity and Inclusion Programme. Prior to being appointed to her current role, Edwina held a number of senior Finance positions in the Ervia group. She is also a former Executive Director on the Board of Gas Networks Ireland. Edwina is the chair of the Finance Committee for Cork Opera House and she is in the process of being appointed to the Board of the Opera House.

## Life Savers - New Instructors (ACLS and BLS)

**Three new instructors have been trained to, ACLS (Advanced Cardiac Life Support) instructor level in the MUH in 2022 and 2023.**

Expanding the ACLS instructor pool increases on-the-ground expertise and ensures more support for staff during Cardiac Arrests or Medical Emergencies. They can also enhance staff with preparation and education for ACLS Provider course training and ultimately this ensures better care for our patients when faced with a life-threatening situation or emergency.



Left to Right: Bernie McGee (Resuscitation CNS), Dr Roisin Cannon (SpR ED), Siobhan Roche (ADON Nights), Dr Kanti Dasari (Consultant ED), Dr Nora McCarthy (Medical Educator UCC and MUH)

Six new instructors have also been trained to, BLS (Basic Life Support) instructor level in the MUH in 2022.

Having new instructors, facilitates the delivery of more training in high quality BLS skills to MUH staff. This is vital to ensuring, high quality BLS occurs during Cardiac Arrests or Medical Emergencies therefore providing the best chance of survival for MUH patients. Good BLS skills are the cornerstone to running ACLS and ultimately to the patient being given the best chance of survival.



Left to Right: Back Row: Rachel Long (CNM3 CNE), Carol O'Leary (CNM1 ED), Siobhan Buckley (Nurses Tutor CNE); Front Row: Shona Fitzgerald (CNS Upper GI), Angela Beck (NPDU CNM), Bernie McGee (Resuscitation CNS), Anne Healy (Clinical Facilitator ED)



# Together in Sympathy

**Mercy University Hospital (MUH) strives to ensure the best end-of-life and bereavement care is provided for our patients and their loved ones.**

The appointment of a dedicated End-of Life Care Co-ordinator, Edel O'Neill has enhanced this care. Mercy Times, chatted with Edel about the recent booklet launch and Paediatric End of Life Study Day, hosted in the MUH Centre of Nurse Education (CNE).

On Monday, May 29th, the End Of Life Information Morning was the perfect occasion to launch the specially designed Mercy Together in Sympathy Booklet. On the morning, there was representation from the Social Work Department, Palliative Care, Occupational Health, Patient Liaison Officer, Pastoral Care, the Island Crematorium, Funeral Directors from Fordes and O'Connors Coburg Street, Mortuary MUH and education representatives.

The Together in Sympathy booklet was developed with the aim to have a standardised resource for staff where patient deaths are recorded ensuring end of life care is central to the care we provide. A book that records those that have died enables us to document each sympathy card sent to all bereaved families thus continuing our commitment to deliver compassionate care to the families following the death of a loved one. Using imaginative and inspirational quotes and imagery throughout the book, the aim is to evoke gratitude and promote the importance of self-care for staff.



Winners of the End-of-Life Information Morning Quiz, Ellen Cronin Nursing Intern St. Josephs ward and Beatrice Lyons from the Social Work Department

The successful launch of the booklet was followed up by the first Paediatric End of Life Study Day which was held in the MUH CNE on the 14th of June. There was widespread representation from all areas involved in Paediatric End of Life and presentations included communication, bereavement, Paediatric End of Life in an Emergency situation, Palliative care, introductions to Anam Cara, Fairy Footprints and a special focus on practicing self-care for wellbeing. The day was very well attended with over 50 attendees on the day.



Edel and organisers with Lynda Redmond and Carol Gorey from Fairy Footprints who shared with us their personal journey on the rebuilding of life, after a child passes away and an introduction to Fairy Footprints on the day.



L-R – Noreen Lavin, CNM2, Mary Woods, Chaplain, Edel O'Neill, End of Life Care Co-ordinator and Lisa Casey, Ward Clerk

# Mercy Moments

## Outstanding Achievement Award - Margaret Lynch

Congratulations to Assistant Director of Nursing Margaret Lynch for receiving an Outstanding Achievement Award – Innovation and Entrepreneurship – from the Cork University Business School (UCC). Margaret is presently completing and MBS HR in University College Cork.



*Thia Hennessy, Dean, Cork University Business School, presenting the Award to Margaret.*



*L-R: Mick McGarry, Con Cadogan, Janice Lyons, Damian Harrington, Mick O'Connell, and Peter O'Riordan*

## Enterprise Risk Network Recognition Award 2023

Mercy University Hospital (MUH) was honoured to be nominated as a finalist at the Enterprise Risk Network Recognition Awards 2023 (State Claims Agency) under the **Collaborative Category** for the work of MUH Hospital Watch – Proactive crime prevention programme in partnership with An Garda Síochána.

More than 101 submissions across the 7 categories were received, making this occasion the biggest Enterprise Risk Network Recognition Awards so far. The Awards Ceremony took place on 11th May 2023 in No. 6 Kildare Street.

## Waiting List Management Course

In 2022 the National Waiting List Protocol for Management of OPD Waiting lists was released, which followed on from the introduction of National Waiting List Protocol for Inpatients and Day case in 2017. Both these protocols have been adapted and modified to be operational here in Mercy University Hospital which means the hospital has end of year targets to meet in relation to all 3 waiting lists.

Staff from across a number of key areas have completed the required on-line Waiting List Management Training Course. Extensive work has been put in place to educate staff and cleanse our waiting lists here in MUH. Well done to everyone involved.



## Mercy's Fittest Superstars

Cork's Fittest Superstars was held on Saturday 1st July in Kildorrery as part of a local fundraiser. Davy Fitzgerald (Team Leader for Ireland's Fittest Family) and his team were on hand to help coordinate all 44 teams on the day. The Mercy was well represented by Maria O'Keefe and Jovita Lyons of the MUH Administration Team (together with Vera and Damian) who completed the course and enjoyed the craic with Davy along the way! Congratulations Maria and Jovita.





# Mercy and Magnet4Europe Partnership Hospital Visit

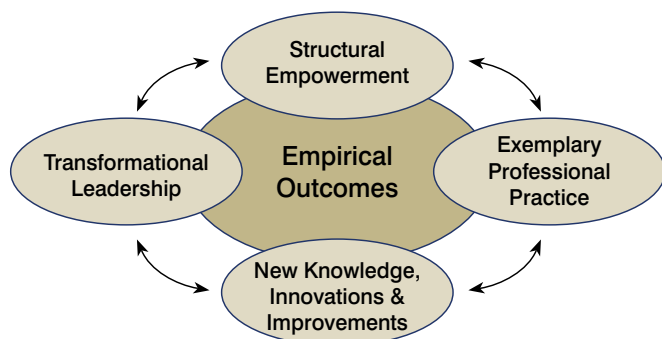
**Magnet4Europe is a four-year Horizon 2020 EU funded research project that aims to improve mental health and wellbeing among health professionals in Europe.**

## How does it work?

Magnet4Europe transfers, modifies, scales up and evaluates the evidence-based Magnet model of organisational redesign of clinical healthcare work environments. The Magnet model guides the transition of Magnet principles to focus healthcare organisations on achieving superior performance as evidenced by outcomes. Magnet is recognised worldwide as a designation of excellence in healthcare and is ANCC Accredited. Achieving Magnet accreditation demonstrates an organisational commitment to continuous improvement in quality patient care delivery.

In Ireland, Magnet4Europe is coordinated by The School of Nursing and Midwifery, University College Cork and there are a total of 15 hospitals (in 5 cities and 3 large towns) participating including Mercy University Hospital.

## Global Issues in Nursing & Health Care



## Twinned

As part of the research project, Mercy University Hospital (MUH) was twinned with North-western Medicine Lake Forest Hospital, 30 miles north of Chicago, Illinois. Lake Forest Hospital has 114 in-patient beds and 72 outpatient care spaces. They are a three-time ANCC Magnet



designated hospital and are nationally recognised for efforts to improve quality and patient safety.

A team of nurses from MUH have been working virtually with a similar team in Lake Forest Hospital using the Magnet self-assessment tool under each of the components above, as a gap analysis exercise to understand how far or close MUH is in terms of achieving Magnet accreditation.

The Department of Nursing submitted a joint collaboration as a poster presentation to a recent Magnet conference in Oslo comparing professional practice models and their effectiveness in both hospitals.

On June 12th and 13th Mercy University Hospital hosted its Magnet Partner Hospital Visit, welcoming Christina Somberg, Regional Nurse Researcher, David Chillicki and Amy Barnard. Throughout their time here, the visiting team focused on Structural Empowerment, Transformational Leadership and Exemplary Professional Practice. This took the form of focus groups with clinical nurse managers and staff nurses as well as benchmarking MUH care metrics, documentation, professional practice development and retention of staff, research and innovation against Magnet standards. Ward and Unit visits were also facilitated.

## Feedback and Report

The Lake Forest team will produce a summary report and revised gap analysis for our consideration in the coming weeks. However, verbally MUH were advised that we are in a position to commence the Magnet accreditation journey now and we were particularly commended on the nursing leadership structures, evidence of care delivery underpinned by our values and the commitment to supporting all nursing staff in terms of professional practice development.

**Congratulations to everyone involved.**

## Magnet Accreditation Requirements - Eligibility Requirements

### Eligibility

- A Healthcare organisation
- Compliant with all correspondent regulatory bodies
- One designated CNO within organisation
- Satisfy eligibility criteria of CNO and nurse manager grades

### Organisational overview

- Annual report (organisational/nursing)
- Strategic organisational planning
- Organisational, policies that address workplace advocacy initiatives
- Understanding of Magnet concepts (PPM, standards of practice, care delivery system, leadership support, organisational patient outcomes)
- Policies to support professional practice environment
- Policies regarding research

### Empirical Outcomes

- Empirical measurement of quality outcomes related to nursing leadership and clinical practice
- Quality Care Metrics
- HCAI
- Medication management
- Patient experience
- Recruitment and retention

### Transformational Leadership

- Nursing mission and vision align with organisational strategic priorities
- CNO influences organisation wide change beyond the scope of nursing
- Mentoring in place for nurses at all levels
- Clinical visibility

### Structural Empowerment

- Interprofessional decision making groups in organisation
- Continuing professional development
- Shared decision making structures
- Family and carer involvement in discharge planning/teaching
- Transition to registered practice programme
- Community linkages

### Exemplary Professional Practice

- Nurse sensitive indicators
- Patient centred care
- Equity of access
- Understanding population need
- Decreasing harm through incident management (eg Falls/Pressure Ulcers)
- Culture and Values

### New Knowledge and Innovations

- Organisational research strategy including nursing
- Research opportunities
- Evidence of quality improvement culture



# Safety First

## Know your Safety Representatives!

The MUH Health and Safety Committee has established a Safety Representative Forum/Working Group with the purpose of

- Enabling work representatives to meet regularly and work co-operatively to improve employee safety, reduce workplace risks and create better safer working conditions in line with MUH core values (Respect, Justice, Compassion, Excellence and Team Spirit).
- Facilitating employee participation on the steps taken to safeguard their safety, health, and welfare within the workplace.



Pictured above are Safety Reps James Deasy (HSCP), Christopher Hawe (Technical Services Department), Tara Friel (HSCP), Lynda O'Neill (Support Services – Admin), Craig Clinton (Catering), Cait White (HSCP), Gordon McGregor (Portering) and Damian Harrington (Interim Head of Regulatory Services).

Safety Reps additional to the above are Audrey Finlay (HSCP), Chloe Ferris (HR), Clodagh Harrington (Nursing – ED), Donnacha Jordan (Nursing – Theatre) and Maria Carey (Support Services – Admin).

## First Point of Contact

The MUH Security Provider have changed their Hospital Security Officer attire. Their new look is more befitting the Mercy University Hospital (MUH) and to meet the Professional standards required by the MUH.

Hospital Security Officers are often the first point of contact for MUH Patients, Staff and Visitors and should always contribute to the positive image/reputation of the MUH.



# Spencer Turvey Bursary

Spencer Turvey, who passed away in 2020, was Physiotherapy Manager in MUH for many years before moving to work with Cork Kerry Community Healthcare. Throughout his career he was supportive and encouraging of staff professional development, and the enhancement and promotion of the physiotherapy profession.

To reflect this, and to honour Spencer's memory, the Spencer Turvey Memorial Bursary was established by Mercy University Hospital and Cork Kerry Community Healthcare/HSE to promote the physiotherapy profession, support individual physiotherapists in their continuing professional development, and develop the physiotherapy services provided by MUH and PCC Physiotherapy Departments to the people of Cork.

In 2022, Bursaries were awarded to two MUH staff - **Roy Hartigan** completed the MSc in Older Person Rehabilitation in UCC, and **John Healy** is completing the MSc in Sports and Exercise Medicine, also in UCC.

**Congratulations to both.**





# Farewell and Thank You



*Outstanding Service of the Year Award – Dr Tim Healy receiving his Award from Dr. Kieran O'Connor*

Mercy University Hospital, similar to all other hospitals, has that bittersweet moment in June/July of each year as the hospital celebrates and bids farewell to one group of NCHDs as they journey onwards, whilst welcoming the newest cohort of Interns and NCHDs for the year ahead. This year MUH returned to its traditional afternoon of celebration to mark the departure of this cohort of NCHDs and to thank them for their work and contribution to Mercy over the past year. Clinical Director, Dr Kieran O'Connor noted, "We are privileged to work with such kind, compassionate and excellent people". Congratulations to all the prize winners and best of luck to everyone as they journey onwards.

## Foundation Features

### Geriatric Chairs

We are delighted to announce that two new chairs, with high support comfort seating, have arrived in St. Mary's Ward (Care of the Older Person).

Some of our incredible staff in the hospital decided to fundraise for these chairs along with the Foundation, by running the Cork Mini Marathon and organising a coffee morning. We are so proud of Christina Cronin, Adrienne O'Driscoll, Maria Larkin, Ines Saramago, Louise Buckley, Betty Osinska, James Deasy for running the mini marathon and everyone who fundraised for to these chairs for the patients. A huge well done to you all!



*Senior Occupational Therapists Maria Larkin and James Deasy Senior Occupational Manager*

### Radiothon 2023

We are delighted to announce that Radiothon Giving for Living 2023 raised an incredible €429,597 over the three days of the event.

Radiothon is the biggest local radio fundraiser in Ireland. It returned May 25th, 26th and 27th 2023 to raise money to support cancer services provided by 5 Cork charities. All money raised stays in Cork and goes directly to those charities.

We want to say a huge thank you to all of our supporters who held a Coffee Morning, a Jersey Day or gathered some funds with our Change Collector Boxes. And of course to anyone who donated to Radiothon over the weekend. You all played your part to raise a phenomenal amount of money for us all.

We also want to give credit to the presenters on 96FM who did an incredible job over the weekend broadcasting our stories to you all in Cork.



*The Foundation Team on Jersey Day!*

# Mercy Sims Stars Success

**The Centre of Nurse Education (CNE) at Mercy University Hospital (MUH) has been placed second (out of 17 entries) in the prestigious Sim Stars Competition which took place on Tuesday 6th June.**

Mercy Times spoke with Ann Cummins, Director of the MUH CNE about this accolade:

*"A fantastic and inspiring Tuesday evening at Brookfield Health Sciences Complex and Assent centre, UCC, with Guest Speaker Professor Marion Traynor, Queens University Belfast. The real gem of Sim Simulation is linking and networking with colleagues who have similar interests and corresponding goals to improve patient safety and care. Tuesday evening was a true example of this.*

*Incredibly proud of CNE MUH simulation team defining dynamism, showcasing a very transferable integration of the VERA Framework: Validation, Emotion, Reassure and Activity, in front of a live audience. The VERA Communication framework is a validated communication tool that provides a step-by-step approach to aid effective communication in dementia care, underpinned by compassion and kindness. The VERA framework helps staff remember the core elements of person-centred communication and incorporate them into practice when interpreting and interacting with the person living with dementia.*

*Having started this journey in Autumn 2022, in terms of application and initial rounds, it was a fantastic achievement for the CNE MUH to be named runners up on Tuesday evening. It was a demonstration of teamwork and communication at its best. There were 5 exemplary finalists who took part and congratulations to all entrants and finalists, particularly CUH Stroke team who were the winners".*



Sharon Maher, Siobhan Buckley, Ann Cummins, Dr Paul Claffey and Elizabeth Myers

# Nutrition and Hydration Week 2023



Nutrition and Hydration Week 2023 took place from the 13th to 17th March. The Dietetics Department facilitated information stands on the link bridge each day, with a different topic each day including Myth-busting Monday, Tasty Tuesday, Work-out Wednesday and Thirsty Thursday. It proved to be a fun week - well done to all involved!



# Research Corner - Artificial Intelligence and Ulcerative Colitis



The term Artificial Intelligence (AI) was coined in the 1950's. Since then, computational power has grown to the point of instant calculations and the ability evaluate new data, according to previously assessed data, in real time. Today, AI is integrated into our daily lives in many forms, such as personal assistants (Siri, Alexa, Google assistant etc.), automated mass transportation, aviation and computer gaming. More recently, AI has also begun to be incorporated into medicine to improve patient care by speeding up processes and achieving greater accuracy, opening the path to providing better healthcare overall. Research involving radiological images, pathology slides, and patients' electronic medical records are being evaluated by machine learning, aiding in the process of diagnosis and treatment of patients.

An international team of scientists led by Prof Marietta Iacucci, Professor of Gastroenterology UCC/MUH has developed an artificial intelligence (AI) computer-aided diagnosis

system that speeds up, simplifies, improves accuracy, and minimises errors in evaluating and predicting outcomes of Ulcerative Colitis (UC). This new AI based diagnostic system can change how clinicians evaluate biopsies with a faster, less expensive, and objective assessment tool while being adaptable for a wider field of tissue applications in pathology worldwide. Ulcerative colitis (UC) is a common chronic inflammatory bowel disease (IBD) that induces inflammation and ulcers in the digestive tract. It can lead to a range of complications, ill health and suffering and has no known cure, although several treatments can help alleviate symptoms and reduce or eliminate inflammation. Clinical assessments use histopathology as the most effective means of detecting and identifying inflammation and remission. Traditional UC assessment involving microscopic inflammation is typically complex, time and training intensive, expensive and subject to high interobserver variability.

In their analysis, the team used a sample of 535 biopsies drawn from 273 patients spread across 11 different international centres - providing the benefit of a large sample size and helping to optimise data fit and suitability for the computer model. Between 66%-75% of the biopsies were in histologic remission. The AI-based CAD system was used to analyse and detect UC disease presence, predicting endoscopic inflammation at levels of 80% accuracy. See full article here: <https://doi.org/10.1053/j.gastro.2023.02.031>

The tool's key and innovative feature is its ability to stratify and predict disease flare risk – a crucial assessment in UC observation - where it performed comparably to human pathologist assessments. Future directions for Prof Iacucci's research team are to include dysplasia detection and to combine histologic and endoscopic AI models into an integrated tool to further improve disease monitoring and prediction.



# Obituary | Rest In Peace

***“Selfless dedicated women whose contribution to healthcare in Cork should never be forgotten...”***

(Sympathiser, RIP.ie)

It was with great sadness, that the staff of Mercy University Hospital learned of the deaths of Sr. Laurentia Roche on January 31st, Sr. Felicitas O’Sullivan on February 22nd and Sr. Regina O’Donovan on March 23rd.

The proximity of the Sisters passing reverberated across the hospital whilst the poignancy of their passing was especially felt by staff (current and former) who had worked side by side with Sr. Laurentia, Sr. Felicitas and Sr. Regina and had the privilege of their knowledge and mentorship and had most importantly shared in friendship with them.

May they in Rest in Peace.

## Sr. Laurentia Roche

Sr. Laurentia Roche (Margaret Agnes) was born to Mary Anne and Michael Roche in Ballinamona, Kinsale, Cork. She entered religious life on September 8th, 1950, in St. Marie’s of the Isle. Following her first profession on April 12th, 1953, she commenced her General Nurse training at the Mercy Hospital. She made her final profession on April 12th, 1956, and in the same year she took up duty as a staff nurse in the hospital.

Throughout her career Sr. Laurentia completed her training as a Registered Midwife and worked in the general areas of medicine and surgery and the specialist areas of theatre, paediatrics and emergency nursing and worked across 10 various positions in the hospital. She remained as the Ward Sister of St. Catherine’s ward (Female Surgical) up until 1980. Following a time in London where Sr. Laurentia studied and successfully attained her qualifications in Health Services Management, she returned to the Mercy Hospital commencing her role as Matron (Director of Nursing) in April 1982. After 21 years of service in this role, Sr. Laurentia retired in 2003 but remained living in the Convent until 2018, when together with Sr. Concepta (RIP), she returned to St. Maries of the Isle.

In 1983 Sr. Laurentia was conferred as a Foundation Member of the Faculty of Nursing of the Royal College of Surgeons in Ireland. A further honour in 2003 for Sr. Laurentia was the Venerable Cross on behalf of the Church and Pope John Paul II for her contribution to the care of the sick. In recognition of her great commitment and devotion given during a truly remarkable career, which spanned half a century, Sr. Laurentia was conferred by University College Cork, with an honorary Masters Degree in Nursing on December 7th, 2010.

Compassion, graciousness, and Mercy were the hallmarks of Sr. Laurentia’s life. She took great pride in the Hospital and in its growth and development and most importantly its people. The Convent was the hub of peace and tranquillity in the



busy world of the hospital and long after their retirements, Srs Laurentia, Felicitas and Concepta (RIP), continued to offer their hospitality to their Hospital family.

## Sr. Felicitas O’Sullivan

Sr. Felicitas O’Sullivan (Ellen) was born to Margaret and John O’Sullivan in Enniskeane, Co. Cork. She trained as a General Nurse at the South Infirmary entering the Mercy Convent, St. Maries of the Isles on September 29th, 1954, making her first profession on April 23rd, 1957, and her final profession on April 23rd, 1960.

In 1959, Sr. Felicitas began her nursing ministry in the Mercy Hospital and remained there until November 2017, when she returned to St. Maries of the Isle. She worked in the children’s ward at the Mercy Hospital before taking up duty as Ward Sister of St. Patrick’s Male Surgical Ward, a position she held for more than 40 years. It was during this time that Sr. Felicitas became renowned for her diligence to duty and devotion to her patients. She moved through her daily care of the sick with gentleness and total compassion – her healing hands, loving care and words of kindness and reassurance gave healing and hope to so many.

Sr. Felicitas was an excellent clinician in her field of male surgical nursing, often diagnosing by just looking at or placing a hand on the abdomen of her patient. She was a great teacher on the ward and was held in great esteem and regard by those who worked with her and for whom she was an example of what Mercy truly means. Many staff spoke about Sr. Felicitas’s unique empathy and countless patients and their families as well as staff benefited from Sr. Felicitas’s nursing experience, caring approach, and kindness.



## Sr. Regina O'Donovan

Sr Regina (Ellen Frances) was born to Mary and Jeremiah O'Donovan in Goleen, Co. Cork. She trained as a General Nurse in the South Infirmary, entering the Mercy Convent, St Maries of the Isle on February 2nd, 1954, where she made her first profession on September 12th, 1956, and her final profession on September 12th, 1959.

Sr. Regina dedicated her whole life to healthcare, commencing in 1956 as a Staff Nurse in the Mercy Hospital until 1960 when she moved to St. Finbarr's Hospital as Theatre Sister for a



period. After her tenure in St. Finbarr's Hospital Sr. Regina returned, to the Mercy Hospital where she worked as a ward sister for 5 years, and then took up the role of Theatre Superintendent until her retirement.

A wonderful, good natured and kind woman who ran her department like "a finely tuned orchestra" is how Sr. Regina is remembered. Her life was selflessly dedicated to the service of others in the Mercy Operating Theatre and her religious calling. To her staff, her leadership was always supportive, encouraging, and motivating in guiding them to provide the best of care to their patients. She had a compassionate interest in the lives of the staff and her integrity and sincere friendship was a source of comfort and support for many.

Following her retirement in 2002 Regina was appointed resident leader in St Columba's Convent Bishopstown where she also helped out in caring for the sisters in the Nursing Home and spent her final years in St Maries of the Isle.

## Legacy

Mercy University Hospital is living testament to the devotion of all the Mercy Sisters whose nursing service was dedicated, untiring and selfless. After a lifetime of service to Mercy University Hospital, Sr. Laurentia, Sr. Felicitas and Sr. Regina continued to be role models to all staff working in "The Mercy" - they were a nurse, educator, organiser, confidante, health care pioneer and a real champion for the nursing and medical professions and hospital services that the people of Cork and beyond enjoy today.

On the occasion of the hospital's 150th celebrations Sr. Laurentia was asked what her hopes for Mercy University Hospital would be in the future and she replied - ***"To keep that old connection of caring for all those who come to the Mercy for healing"***.

**Ar dheis Dé go raibh a hAnam Dílis**

# Mercy International Association – Heritage Room

The first House of Mercy, built by Catherine McAuley, opened its doors, on Baggot Street, in 1827 in response to the needs of the poor of Dublin. Today, it is the home to the Mercy family from all over the world. Catherine's House is a centre of hospitality, heritage, pilgrimage and renewal and is a wellspring of inspiration for those who continue Catherine's mission of looking after the most vulnerable and marginalised in our society.

Catherine's House recently renovated their Heritage Room and Mercy University Hospital is delighted to be included, together with our global Mercy family, in telling our unique story.



# Transition Year Programme at Mercy University Hospital

**Transition Year (TY) Programmes are a great opportunity for students to experience a career that they might be interested in.**



A hospital provides a wealth of such experiences with a multitude of career options with everything across a spectrum from Clinical to Catering.

Mercy University Hospital, through the Department of Nursing, has been facilitating a specially designed Transition Year Programme for the last number of years, with great success. Students are facilitated from late February to late March, but the work for Sinead Goggin, PA to the Director of Nursing and Ann Marie Daly, Clinical Placement Co-ordinator starts the previous Autumn as they begin to organise and put the programme together. In 2023, a total of 30 students participated.

Applications for the TY programme commences in September with offers being made in October. Successful students have to provide a CV, school insurance and Garda clearance.

The programme consists of 3 full days. On arrival to MUH, Group Packs are given to all students, a Meet and Greet follows with presentations from the Hemovigilance Service, Physiotherapy Team, Speech & Language Team, Dietetics, Pharmacy, Occupational Therapy, Medicine, Infection Control, Clinical Nurse Specialists.

The week proceeds with a General First Aid course from Anne O Keeffe ANP, a Sepsis Talk from Theresa Marshall and CPR Demonstration by Bernie McGee. Students will then visit the Wards for 1.5 hours (observational only) and are engaged in reflection and feedback discussion afterwards. A tour of the MUH Catering Department rounds off Day 2.

Day 3 is always the busiest day around the Hospital for the Students, as they are placed in three different locations around the hospital for the day. This enables the students to get a complete picture of the work of a hospital as Students are placed in Reception, Bed Management, Maintenance, Laboratories, Medical Records, Outpatients etc.

Mercy University Hospital will continue to develop the programme in 2024 and the continued support of all the Departments who participate is greatly appreciated.





# Values Award



*Alina receiving her Award from Director of Nursing Margaret McKiernan and Interim HR Director, Michael Hanrahan*



*Alina with her colleagues ADON Celia Lane and CNM2 Donnacha Jordan*

Congratulations **Alina Brylewska**, the eighth recipient of the **MUH Employee Choice Values Award**. Healthcare Assistant, Alina was nominated by her peers under the Core Value of **Compassion** – which calls us to empathize with the other as we try to understand their suffering. Alina demonstrated heartfelt compassion when acting as translator at a very difficult and life changing moment for a Mercy patient and their family. Alina's peers noted that she went above and beyond in her duty of care and considerably eased the suffering of another.

There were **13 staff members**, across all disciplines, nominated by their peers for exemplifying the Mercy Values and Making Mercy Real in their daily encounters with patients and staff. Thank you to everyone who nominated their colleagues - the caliber of nominations was once again exceptional and inspiring. A commendation, in the form of a specially designed Certificate is awarded to the remaining nominees to acknowledge their nomination.

This peer-to-peer award moves beyond just rewarding top talent, recognising presence or acknowledging group success. This award system is an inclusive whole-organisation cultural commitment to encourage everyone's development. The specific focus of this Award is on the MUH Core Values of Respect, Compassion, Excellence, Justice and Team Spirit.

## Commendations

### Congratulations

**Sharon Cheriyan**

(Department of Nursing – St. Patrick's Ward)

**Linda Cronin**

(Department of Nursing - CCU)

**Sara De Rocha Pinto**

(Department of Nursing – HCA - St. Finbarr's Ward)

**Máire Fitzpatrick**

(Department of Nursing – Clinical Pharmacology)

**Sandra Kelleher**

(Administration – Ward Clerk – St. Francis Unit)

**Shannon Mason**

(Administration – Ward Clerk)

**Karen O'Hanlon**

(Department of Nursing – CNS - Vascular)

**Cathal O'Regan**

(Technical Services Department)

**Flor O'Sullivan**

(Technical Services Department)

**Susan Power**

(Administration – Emergency Department)

**Angela Quinn**

(Catering – Small Canteen)

**Aisling Walsh**

(Administration – Bed Management Unit)

# Shared Experiences | Welcome to Mercy University Hospital

***“Travel is fatal to prejudice, bigotry and narrow-mindedness. Broad, wholesome, charitable views cannot be acquired by vegetating in one little corner of the earth”***

Mark Twain



Mercy University Hospital was delighted to welcome some international guests recently, taking the opportunity to share learnings and experiences.

## University of Detroit Mercy

Mercy University Hospital welcomed a visiting delegation from the University of Detroit Mercy (the McAuley School of Nursing) on May 29th. The hospital was part of their Mercy Heritage Site Visit with a particular focus on nursing practices in Ireland.

The group were welcomed with the traditional Mercy comfortable cup of tea, followed by a presentation by Values & Culture Lead, Siobhán Kenny, on the history of Mercy in Cork and the history, legacy and ongoing work of the hospital. Director of nursing, Margaret McKiernan together with Assistant Director of Nursing (NPDU), Martina Hughes provided not only a comprehensive overview of the Department of Nursing and all the nurse led initiatives in train

but facilitated a Q&A session for our visitors and invited current Nursing Students at MUH to participate. The visit was hugely positive for all involved and it was agreed that such visits enable greater shared learning experiences, opportunities and connections for the hospital with our wider Mercy family and global healthcare and education systems.



## Travelling Surgical Society

On May 21st, Consultant Urologist, Mr Derek Hennessy welcomed the Travelling Surgical Society of Great Britain and Ireland to Mercy University Hospital. This Society comprises a group of surgeons from around the United Kingdom that travel to various hospitals and surgical departments around the world and in the UK to encourage educational and surgical exchanges.

The Travelling Surgical Society was founded in 1924 by a group of British surgeons who had worked in France

during the First World War in the Casualty Clearing Stations of the Royal Army Medical Corps. Meeting surgeons from elsewhere they realised that British surgery was somewhat isolated from that of other countries. To remedy this, they formed the Travelling Surgical Club, the object of which was to travel every year to a foreign country and meet colleagues with whom they could share knowledge and exchange opinions. This year, their journey brought them to Cork.

In true Mercy Spirit, the Group were welcomed by Values & Culture Lead, Siobhán Kenny who gave a presentation on the history of Mercy and the culture and values that sustain the Hospital today. Mr. Hennessy then took the Group on a hospital tour with a specific focus on the newly commissioned Theatre suite.



# Pioneering Spirit – Mercy Clinical Audit and Quality Improvement Day

**On June 29th, Mercy University Hospital hosted its 5th Annual Clinical Audit and Quality Improvement Day.**

The day proved, once again, to be a tremendous success with a record number of 64 posters presented showcasing initiatives and endeavours throughout the hospital and across many disciplines especially highlighting multidisciplinary collaboration in Clinical Audit, Patient Centred Care, Improvement to Services and the Use of Resources. There was considerable footfall across the day from staff, hospital wide and our community partners who came to view the posters and support colleagues.

Clinical Director, Dr. Kieran O'Connor, congratulated all participants and winners and was delighted to welcome back the winners of the 2022 Clinical Audit Day to discuss their winning projects and how they have progressed.



**Winner of the Best Clinical Audit Category 2022**

*William Ryan, updating attendees on his winning project, **Current management, and treatment of lateral ankle sprains in a Minor Injury Unit – Implementing Best Practice Guidelines***

## The prizes were awarded as follows:

### Overall Winner – Sr. Laurentia Perpetual Award for the Overall Achievement of Excellence

Managing the End of Life Needs of Frail, Older Adults in the Community: The Role of a Hospital Based Community Outreach Team for Older People

**Megan Alcock and Mary Hayes, Older Person Services**



### Clinical Audit Category

Audit of "Patient Discharge Plan" Checklist for Older Adults in the acute setting. - **Sarah Power, Bed Management Unit**

### Improving Patient Experience Category

"You happy enough with it doctor?": learning from missed opportunities for communication that takes place during health care professionals and patients.

**Mr Derek Hennessey, Department of Urology**



### Improvements in Effective Care & Support Category

The Development of an online resource for OPAT patient education to enhance OPAT patient experience: a collaborative project with a local Third Level Education Institution - **Fiona Guidera, Nursing**

### Improved Use of Resources

An Analysis of suspected urinary tract infections in older adults: Time to Stop the Dip!! - **William Jones, Geriatric Medicine & UCC**

The event is organised annually by **Dr. Kieran O'Connor** (Clinical Director), **Maria Connolly** (Quality and Risk Manager), **Janice Cregan** (Risk Manager), **Maria O'Keeffe** (PA to Clinical Director), **Cassie Willis** (Administrative Assistant) and **Ann McCarthy** (Clerical Support)



# Operation Transformation at Mercy University Hospital

**The 2023 inaugural Operation Transformation MUH Staff Initiative was coordinated by the Occupational Health Department and proved a resounding success.**

A keen bunch of staff determined to change old habits and to improve health and wellness lifestyle goals began in January 2023 and finished the programme on the 2nd of March even more fired up to continue these ambitions. The Mercy Hospital Foundation were fully committed to acknowledging the importance of staff and the work they do. To support staff wellbeing in MUH they donated some fabulous prizes to the staff who achieved the biggest weight loss during this 8-week initiative.



**First Prize**  
**Siobhan Buckley**  
CNE.



**Second Prize**  
**Breda Cleary**  
Sleep Clinic



**Third Prize 3rd**  
**Jackie Naughton**  
HIPE Manager

## In Profile | Avril Ring

Avril Ring commenced her role as **Operations Support Manager** with Mercy University Hospital (MUH) in November 2022. Avril joins the Mercy with a varied range of experience from both the contract healthcare and hospitality sectors with her most recent posts being with University Hospital Waterford and Bons Secours Hospital Cork.

The Operations Support Manager has a key responsibility in strategically managing, coordinating, and developing the MUH environmental hygiene standards, Household Services and Portering. This role involves leading and supporting these senior teams, ensuring that standards of excellence are applied and maintained in all areas of Hygiene Services. This also includes responsibility for the planning, organising, controlling and directing of the non-clinical support services with Department Heads with respect to the hospital and statutory requirements, policies and standards.

Avril is responsible for ensuring that both the MUH's best practice cleaning standards, auditing policies and procedures, hygiene training programmes and reporting systems are applied in all areas with particular emphasis on the seven

elements of hygiene standards and is also required to ensure, through her management team, that contractual obligations as set out in the specification of requirements of the cleaning contract and the service level agreement between MUH and the contract cleaning company are in order and the cleaning standards throughout the MUH campus are maintained.

A critical part of Avril's role is responsibility for effectively promoting and communicating hygiene matters and engaging with multidisciplinary clinical and non-clinical teams. Greenway57 is also delighted to have Avril on board as an integral member of the Greenway57 Team which promotes and supports sustainable initiatives across the hospital.



# Wellbeing Week

The first MUH Employee Wellbeing Week - #The Mercy Way of 2023 was held from May 8th to May 12th. The Committee undertook some rebranding this year with the launch of a new logo and panels to make the week even brighter. All of the usual information stands and treats were back on the link bridge for staff to avail of the many lovely snacks and produce provided by our Catering Department. The Positivity Board made a return as did Freddie's Ice Cream Van and two MSc Human Nutrition and Dietetics students from UCC on Practice Placement 3 with us very kindly facilitated the "Guess the Fruit" Competition.

## The Two Norries

*"Captivating, authentic and inspiring"* – just some of the feedback on one of the highlights of the Wellbeing Week which was a talk for staff from James Leonard and Timmy Long who are better known as "The Two Norries".



# Thank You!

A team of eleven Interns, supported by Price Waterhouse Cooper Associate, Margaret Murphy, volunteered on June 28th to replant the Millerd Block and Mortuary yard areas of the hospital.

This corporate social responsibility relationship with PWC has been in place, very kindly, for some years now with the support of the Mercy University Hospital Foundation, for which we are very grateful. None of this would have been possible without our volunteer gardener Steven Griffin and the assistance of our own Denis Cronin, Maintenance. The Millerd Block area is directly outside the windows of St. Marys Ward, so for our patients to be able to see this work being done and the end results, was very satisfying for all involved.





# A Taste of Summer

## Pulled Pork Tacos with Summer Slaw and Baked Sweet Potatoes

**Gary Costello** *Senior Chef*



### INGREDIENTS

- 1.5 Kilo of pork neck or shoulder
- 2 carrots
- 2 onions
- 6 tbs of smoked Paprika
- 1 tsb garlic
- 25 mls cider vinegar
- 1 litre of apple juice
- 2 apples
- 100mls of ketchup
- 100 mls of brown sauce
- 500mls of vegetable stock

### Summer Slaw

- Red cabbage 500gr
- Carrots grated 75 gr
- Onions 25 gr diced
- Fennel grated 75 gr
- Spring onion sliced
- Zest of 1 lime and 1 orange
- 1 cup of creme fraiche

### METHOD

Marinate all ingredients for 48 hours then bake covered at 160 degrees for 2.2/3hrs.

Remove meat from the liquid and pull into shreds.

Then strain the cooking liquid and transfer back to the pot and reduce by half, then add meat back in to coat the meat.

Summer Slaw - Add all ingredients tighter and season with black pepper.

### To Assemble

Take taco shell and fill halfway with pulled pork then slaw and perhaps some pickled red onion.

Plenty of butter for the baked sweet potato.

## 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!**

**Meet your Mercy Times Editorial Team for this Edition**



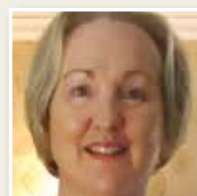
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### Sinead Goggin:

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### Siobhán Kenny (Editor):

Siobhán is the Values & Culture Lead for MUH – ext 5653



### Colin McKeon

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