

E-News

STAFF

CEO Welcome

Dear Colleagues

I am pleased to bring you the autumn edition of our dedicated staff magazine – SVUH E-News.



This edition represents one of the first expressions of our hospital's refreshed brand identity – which you will also be able to see on our new and

very dynamic website www.stvincents.ie. The brand refresh – which will be rolled out across all hospitals within the Group – has been designed to make the patient and visitor experience as consistent and informative as possible as well as arming you with the templates and guidelines to bring the brand to life across all touchpoints.

The MDT in Carew House recently celebrated the service's 20th anniversary with a special event which included patients of the service and former colleagues including Dr. Denis Keating, founder of Carew House.

The National Patient Experience (NPE) Survey was live during the month of May and we have now received all up to date survey results. Quality improvement plans are being drafted by the Quality Department for implementation in 2018 in response to the findings unique to our hospital.

Finally, I wish to congratulate Ms. Stefanie O'Brien on her recent appointment as director of finance. I am sure you will join with me in wishing her well in her new role.

Yours sincerely,

Michael Keane

Carew House 20th Anniversary Celebratory Event

Ms. Mary Mitchell O'Connor TD, Minister for Higher Education pictured with Ms. Sarah Cosgrave, Candidate Advanced Nurse Practitioner in Carew House with patients.

On the 24th October last, the MDT at Carew House celebrated the Day Hospital's 20th Anniversary with a special afternoon tea style gathering to mark the occasion. Service users and their families along with staff and local Minister Mary Mitchell-O'Connor TD were invited to attend the special celebration.

Dr. Diarmuid O'Shea, Consultant Geriatrician and Ms. Sarah Cosgrave, CNM2 in Carew House led proceedings with speeches regarding the services they provide to the patients, interlinking with the community care teams and other integrated services.

Minister Mary Mitchell-O'Connor TD thanked the staff for the work that they do on a daily basis. She highlighted the importance of services for older persons and the relevance of the day hospital in connection with the community and the acute hospital to support patients and their families during times of need. She echoed Dr. Diarmuid O'Shea's sentiments regarding the staff's approach to delivering care to the older person; "care, compassion, communication and kindness".



Dr. Denis Keating, former Consultant Geriatrician and founder of Carew House also joined in the celebrations. He made an impromptu speech following on from the Minister's address, expressing his joy at being part of the special event to mark the progress that the Day Hospital at Carew House has made over the years since he initially founded the service.

The day hospital sees and treats patients over the age of 65. The majority of the patients are GP referrals. Patients are referred in for comprehensive geriatric assessment which is considered to be the gold standard assessment of older people.

The service runs daily with MDT clinics in the morning and specialist clinics in the afternoon. 650 new patients are referred to the service each year. The service also treats over 950 return patients per annum.

Ms. Sarah Cosgrave

Candidate Advanced Nurse Practitioner and CNM 2

Carew House Celebratory Event



Staff and the Minister at the event



The Carew House MDT pictured during the recent 20th anniversary celebratory event.



Minister Mitchell O'Connor TD pictured with Dr. Denis Keating, Founder of Carew House



L – R: Ms. Geraldine Regan, Director of Nursing, Dr. Diarmuid O'Shea, Geriatric Consultant, Ms. Sarah Cosgrave, Candidate Advanced Nurse Practitioner in Carew House, Minister Mitchell O'Connor, Ms. Kay Connolly, COO and Dr. Shane O' Hanlon, Consultant Geriatrician.



Minister Mitchell O'Connor TD pictured with Ms. Lorraine Murray, Department of Medicine for the Older Person

Hospital Professional Awards 2017

Pharmacy Department Wins Four Awards at the Hospital Professional Awards 2017

On the 16th September 2017, the hospital's Pharmacy Department were successful in winning four categories at the prestigious Hospital Professional Awards which took place at the Clayton Hotel Burlington Road.

SVUH were finalists in seven categories and went on to receive the following awards;

- Hospital Pharmacy Team of the Year
- Innovation in Aseptic Compounding
- Hospital Pharmacist of the Year (Ms. Caroline Gallagher, Senior Pharmacist)
- Excellence in Respiratory Care Initiative (CF).

The Pharmacy Department team at SVUH provides a wide range of pharmacy services across a number of specialties. These services include; dispensary, aseptic compounding, clinical pharmacy, education and formulary, medication safety and medicines information. The team comprises pharmacists, pharmacy technicians, pharmacy aides, porters and administrative support.



Pictured receiving the Innovation in Aseptic Compounding Award are (from L to R) Deanna Roche, Maeve Moran, Fiona Begley, Orla O'Shea and Ailbhe Manning (Pharmacy Department, SVUH)



Pictured receiving the Hospital Pharmacy Team of the Year Award (Pharmacy Department, SVUH)



SVUH MDT winners of the Excellence in Respiratory Care Initiative (CF) Award



Pictured receiving the Hospital Pharmacist of the Year Award is Caroline Gallagher (Pharmacy Department, SVUH)

National VTE Collaborative

A multidisciplinary team from SVUH took part in the first national Medication Safety Collaborative. The collaborative, run in conjunction with the Quality Improvement Division of the HSE looked at Preventing Venous Thromboembolism (VTE) in hospitals.

The SVUH project team included Lisa Murphy, NPD, Emily Bury, ANP Acute Medicine, Lorna Dillion, Pharmacist, Qasim Ishaq, AMU Registrar, Eilis Kearney, Acting Medication Safety Co-ordinator and Tara Nolan, Quality Co-ordinator.

The aim of the SVUH project was to improve rates of appropriate prescribing of venous thromboembolism (VTE) prophylaxis in AMU. The study took place over one year from September 2016 to September 2017 and involved bi weekly data collection in AMU and a number of quality improvement initiatives.

The overall rate of appropriate pharmacological VTE prophylaxis was found to be 81% over the entire year. This rose to 100% on introduction of a dedicated prescription for VTE prophylaxis which was trialed in both ED and AMU.

The SVUH team, represented by Lisa Murphy and Eilis Kearney, were chosen to present their work at finale of the collaborative in the Pillar Room in the Rotunda Hospital. The picture attached shows Lisa Murphy receiving the certificate of completion from Philip Crowley Director of the QI Division of the HSE on behalf of the SVUH Team.

**Ms. Eilis Kearney
Acting Medication Safety Coordinator,
Pharmacy Department**



Pictured above: SVUH staff with members of the HSE QI Division



*Pictured L – R: Mr. Philip Crowley
Director of the QI Division of the
HSE and Ms. Lisa Murphy, NPD,
SVUH*

We're here to help!



Some of the areas we cover:

Personal crisis

- Caring for relatives
- Family friction
- Relationship challenges
- Unplanned pregnancy
- Legal issues
- Divorce or separation
- Infertility

Health & illness

- Stress
- Nutrition
- Smoking & drinking
- Life stages
- Emotional health
- Depression

Babies & children

- Pregnancy & childcare
- Juggling work & home
- Difficult teenagers
- Post natal depression

Managing money

- Budgeting
- Credit cards
- Pensions
- Banking

Work issues

- Promotion
- Training
- Dealing with conflict
- Career progression
- Maternity leave

Employee Assistance Programme (EAP) is a confidential counselling service available to you 24 hours a day, 365 days a year. It provides professional support and information on a wide range of topics.

So if there's an issue that's been bothering you, a simple phone call or email could set you on the path to a solution and ultimately help change your life for the better.

Call and see how we can help.

FREE PHONE 1800 995 955
EMAIL eap@vhics.ie

Vhi Corporate Solutions

We're here to help 24 hours a day, 365 days a year

Dignity at Work Policy For the Health Service

Anti-Bullying, Harassment and Sexual Harassment
Policy and Procedure

The HR Directorate recently held a number of briefing sessions to provide an update on the Hospital's Dignity at Work Policy.

The Dignity at Work policy recognises the right of all employees to be treated with dignity and respect and SVUH is committed to ensuring that all employees are provided with an environment which is free from all forms of bullying, sexual harassment and harassment.

Speaking at the briefing sessions, Mr John Harraghy, Interim Deputy Director of Human Resources said; "This policy obliges all employees to maintain an environment in which the dignity of everyone is respected." Mr Harraghy also emphasised that this policy not only applies to the hospital but also to all hospital related activities both on site and off site. He made a specific reference to a recent Workplace Relations decision which upheld the dismissal of an employee by a company after that employee made derogatory remarks at leaving party was fair and he quoted from the decision which said that the company had no choice but to dismiss the employee if the Dignity at Work policy was to mean anything.

The Dignity at Work policy is available on Q-Pulse.

Your Group Scheme website is provided for you as an employee benefit. The scheme gives you the opportunity to save money with hundreds of well-known brands and companies. This means you have access to a wide range of savings on day-to-day items.



SVUH Medication Safety Seminar 18th January 2018

The SVUH Medication Safety Seminar will take place in the ERC Thursday morning the 18th of January 2018.

Be sure to make a place in your diary for what promises to be a very informative and enjoyable morning with speakers from near and far. Further details over coming weeks.

Ms. Eilis Kearney
Acting Medication Safety Coordinator, Pharmacy Department

Preventive Medicine Department Update

Step Challenge 2017

The Step Challenge is nationally co-ordinated by the Smarter Travel division of the National Transport Authority and locally by the Department of Preventive Medicine and Health Promotion.

It is a fun, free, workplace- walking challenge aimed at making us all a little bit more aware of our walking and increasing our daily steps over a four week period. This year the challenge ran from the 4th September to the 1st of October 2017. There were nearly 70 organisations and more than 4,500 employees throughout Ireland who took part. This year saw more St. Vincent's University Hospital employees take part than ever before with over 250 staff in more than 50 teams. Well done to everyone who took part! The overall winning team "*Team D 4*" (586,388 steps) followed by the *Red Hot Chilli Steppers* (535,850 steps) and the desk-based winning team were *Willing Walkers* and the *Filing Factory* (524,487 steps), followed by *Will Run for Wine* (423,635 steps). While we admire the commitment, dedication and determination of the winning teams, the challenge has also been about setting and reaching individual stepping goals and getting a bit more active, for that reason there were nine further sport prizes awarded to individual participants, these winners were randomly selected from those that logged steps each week of the challenge. Congratulations to all the SVUH steppers from the Department of Preventive Medicine and Health Promotion!

Dr. Ailsa Lyons, Head of Preventive Medicine and Health Promotion

National Patient Experience Survey Update

The National Patient Experience (NPE) Survey was administered by post to all patients who had a minimum of a 24 hour stay in a public acute hospital in Ireland during the month of May this year, provided they were over 18 and have a postal address in Ireland. The question bank for the NPE Survey was taken from the Library of the Picker Institute Europe, which allows SVUH the opportunity to benchmark our patients' experience internationally as well as with other Irish acute hospitals of a similar size.



The closing date for the survey was the 26th July and SVUH now has access to the finalised data. The NPE Survey team, with HIQA as the lead partner, will be publishing the overall national results for the survey in Q4 of 2017 and the results for all 6 hospital groups and 39 participating hospitals will be published in Q1 of 2018 and will include a number of QIPs.

SVUH performed very well nationally, receiving a 51% response rate (40% was the national target). Over 746 patients in total responded.

Survey feedback indicated that we scored very highly in our overall treatment of patients with regards to; privacy, respect and dignity. Some areas were highlighted as areas for improvement and these included; communication on medication management, information at point of discharge including information on possible side effects.

The Quality and Patient Safety Department are currently analysing all of the results and will identify themes and areas for quality improvement projects.

The team (Quality Coordinators and Patient Advice & Support) will communicate with relevant stakeholders over the coming months to progress quality improvement projects based on our hospital's results.

Ms. Emma Taaffe, Patient Advice & Support Team
Quality & Patient Safety Department

Centre for Colorectal Disease, International meeting 2017

On the 8th September, the Centre for Colorectal Disease at SVUH hosted their 24th international meeting. This event was organised in conjunction with the School of Medicine in UCD. The theme for this year's meeting was "Challenges in managing inflammatory bowel disease in 2017".

The programme provided a succinct overview of recent advances in multidisciplinary management of IBD. The state of the art lecture was delivered by Dr. Bo Shen from the Cleveland Clinic, Cleveland, Ohio. Other invited guest speakers included; Professor Antonio Spinelli, Chief of Colon and Rectal Surgery Unit at Humanities Research Hospital, Milan, Professor Robert Ridell and Professor Ravi Kiran, Professor of Surgery (in Epidemiology) in Columbia University. A number of associated clinical and research sessions of interest included a research session and a stoma care workshop.

Some of the presentations delivered at the international meeting included;

- Tips and tricks for optimal pouch construction
- Dysplasia in IBD
- Pathology of Dysplasia in IBD
- Challenges in Crohn's disease.



L – R; Prof. Bo Shen, Prof. Ravi Kiran and Mr. Sean Martin



L – R; Prof. Kieran Sheahan, Dr. Hala El Zimaity and Prof. Robert Ridell



Members of the Centre for Colorectal Disease and guest speakers

Annual International Respiratory Meeting 2017

St. Vincent's University Hospital held their Eighth International Respiratory Meeting on Friday 6th October in the Education & Research Centre.

It was once again a very successful event with over one hundred delegates in attendance, most of whom were consultants. The international meeting was organised by Prof. Michael Keane, Acting CEO and Dr. Marcus Butler. Many thanks to the faculty and speakers who contributed towards a very successful day and a special thanks to the pharmaceutical Industry who sponsored this event.

Ms. Elaine Gough, Postgraduate Administrator, ERC



L – R: Dr. Lorcan McGarvey – Queens University Belfast, Dr. James Chalmers – University of Dundee, Prof. Michael Keane – SVUH, Prof. Ed McKone – SVUH & Prof. Barry Plant – CUH



L – R: Ms. Patricia Jones and Ms. Lindsay Brown – SVUH

Annual SVHG Clinical Audit Study Day 2017



L – R: Dr. Ian Callanan, SVHG Clinical Audit Facilitator, Prof. Tim Coats, Leicester and Prof. Nick McDonald from Trinity College

The 12th Annual Clinical Audit Master Class took place on October 5th in the Education and Research Centre. Prof. Tim Coats from Leicester spoke of the collective experience of the Trauma Audit Research Network (TARN),

Dr. Gunter Jonitz talked about the German experience of safety in healthcare and Prof. Nick McDonald from Trinity College spoke about the concepts of change in organisations. Along with our visitors, Paul Tighe, Head of Pharmacy at SVUH and Eimear Bairead, Quality Co-ordinator, gave fantastic accounts of in-house experiences of clinical audit and improvement to an audience of hospital staff and visitors from other organisations across the country. Audit projects from across the group were displayed on 44 posters (which were then displayed on the 1st floor of the ADCC for staff and patients to review) and from the feedback forms, the three local audits that were presented showed how effective and interesting local initiatives can be. The prize for the most popular poster was split between Siobhan Leonard from St. Michael's Hospital (SMH) (Falls risk management) and Sue Markey from SVUH (Early Warning Scores) and the technical prize, judged by Prof. Tim Coats, was divided three ways (Lisa Murphy, CNM NPD / Carolyn Donohoe, ADON NPD) for an audit on transfer letters, Dr. Luke Sheeran Purcell for an audit on meropenem prescribing and Cormac Everard for an audit on fasting and glucose loading in St. Vincent's Private Hospital (SVPH).

**Dr. Ian Callanan MB FRCSI MBA
Group Lead for Clinical Audit
St. Vincent's Healthcare Group**

World Physiotherapy Day 2017

On Friday September 8th, physiotherapists at SVUH pooled their efforts to promote exercise and align with the WHO Global Action Plan on Physical Activity.

Physical activity, as part of day-to-day life, can improve cardiorespiratory fitness, muscular health and reduce the risk of many conditions including cardiovascular disease, colon cancer and type 2 diabetes.

The department offered an information stand with grip strength testing, a guided ten minute walk and a trial pilates class. Information stands offer a spontaneous opportunity to have your physical activity questions answered on the spot by a professional and are an important link to the public. Subjects fielded included; how to stay active when in a wheelchair, how to exercise with chronic disease, how to exercise with continence concerns and how mental health gains are associated with exercise. A few people were surprised at how much regular exercise they needed to do just to remain healthy and were happy to take leaflets on the recommended guidelines.

Plenty of staff were interested in the grip strength tests and how their result aligned with their age match norms and their colleagues results!

Grip strength correlates well with overall body strength. A number of employees made it to our ten minute walk. The low attendance added to our recognition that short work breaks make it difficult to get exercise, but nonetheless, we were still keen to put forward the idea. A number of staff were inspired by the introduction to Pilates.

Posting the message of #GetActiveToday at the stand at Centrepont had impact and served as a quick visual reminder of the importance of physical activity.

There was plenty of good humour with colleagues wishing us a 'Happy World Physiotherapy Day'.

The Irish Society of Chartered Physiotherapists centralised the day's activities nationally on twitter and counted 25000 impressions on the day.

Thanks to all participants to who took part on the day and to our colleagues in the Preventive Health Department.

**Ms. Catherine McLoughlin,
Physiotherapy Manager, SVUH**



Pictured above; members of SVUH Physiotherapy Department promoting Movement for Health

Hydration Week 2017

Nutrition and Hydration Week is an annual international campaign promoting nutrition and hydration. It aims to prevent malnutrition and improve health and wellbeing. It ran from the 13th to the 19th of March. The SVUH dietitians ran a successful four day campaign highlighting the importance of nutrition and hydration for both patients and staff. This article has been written to thank all the staff members who took part, congratulate the winners and to give a summary of the week.

Malnutrition

Malnutrition is a 'hidden problem' affecting one in four patients that are admitted to Irish hospitals. The majority of people's idea of malnutrition is of someone starving due to a lack of food. However this is often not the case and can result in a number of malnourished patients not being treated leading to significant problems. We know that identification of malnutrition by use of a nutritional screening tool e.g. MUST on admission and early dietetic intervention can reduce length of hospital stay by up to 2 days.

Malnutrition amongst patients was very much the main topic of the week. A stand was set up in Centre Point and outside the medical and surgical Grand Rounds. Dietitians wearing bright yellow t-shirts were available for questions and answers and facilitated a quiz for all staff and members of the public.

The stand and the quiz highlighted the risks of malnutrition including delayed recovery from illness, slower wound healing, increased risk of infection, falls and a longer length of stay in hospital. Costs are three times higher for a malnourished patient in hospital than a well-nourished patient. Overweight or obese patients may also be malnourished and can lose muscle mass and strength.

To help tackle malnutrition in St. Vincent's University Hospital the following strategies are in place:

- Malnutrition screening for all inpatients – using Malnutrition Universal Screening Tool (MUST)
- Red trays to identify patients who need assistance with their meals,
- Protected meal time (12.00 – 13.30)
- Routine nutritional supplements for elderly patients with hip fractures.



Psycho-oncology Study Day 2017

On the 10th October, the Psycho-oncology Department at SVUH hosted their third annual study day. Dr. Paul D'Alton, Head of the Psycho-oncology Department extended a personal invitation to Dr. Kelly Irwin, an instructor in psychiatry at Harvard Medical School to deliver the key note address on the day.

Ms. Kay Connolly, COO, was invited to deliver the opening address. She highlighted the importance of the Psycho-oncology Service for our cancer patients.

Dr. Kelly Irwin, an instructor in psychiatry at Harvard Medical School, outlined the inequities people with these difficulties face when they are diagnosed with cancer and highlight potential solutions. Dr. Paul D'Alton also explained how these inequities can be addressed in Ireland by establishing core Psycho-Oncology services, as set out in the National Cancer Strategy (2017-2026).

Both speakers highlighted the fact that people with difficulties such as; schizophrenia, bipolar disorder, and severe depression are dying between 15 and 30 years earlier than the general population.

Four out of five of these deaths are due to medical causes, and cancer is the second leading cause of death.

This year 40,000 people in Ireland will hear the words 'you have cancer' and six in ten of these patients will survive the disease for at least five years. However, people with significant mental health difficulties are two to four times more likely to die from breast, colorectal, head/neck, and lung cancers, partly due to delayed diagnosis, less access to treatment, and fewer referrals to palliative care.

Dr. Irwin also noted that this group of people is excluded from half of all clinical trials, yet with modified trial procedures they could be successfully participating in cancer trials.



L – R: Dr. Paul D'Alton, Head of Psycho-oncology, Ms. Kay Connolly, COO SVUH, Dr. Kelly Irwin, Harvard Medical School and Ms. Susan O'Flanagan, Psycho-oncology Department



Dr. Lizzy O'Reilly, Dr. Susan O'Flanagan, Dr. Paul D'Alton and Ms. Mary Moriarty, CNS (Psycho-oncology Department team)

Library News



Ms. Niamh Lucey, Head of Library Service, SVUH

The Library & Information Services website is now the central point of access to all things library related. From the home page you can:

- Link out to our E-Journals and Databases, from the hospital or from home
- Search our catalogue of books and manage your loans
- Download all our forms – request articles or literature searches, or register for services
- Access all our guides and helpsheets
- Check our opening hours and read general updates.

Check it out at <https://library.svhg.ie>

Earlier this year we launched our new “Wellbeing Collection” – this is a special collection of books specifically purchased to support hospital staff members in all aspects of their life. Topics include; financial management, parenting, study skills, bereavement, depression, personal development, mindfulness, and many more.

We are delighted to announce our recent subscription to the Royal Marsden Manual of Clinical Nursing Procedures Online, a very valuable resource which is already being widely used by Nurse Practice Development. It's available on our E-Resources page (via the Library website) or direct at www.rmmonline.co.uk

Finally, we are working in partnership with Dublin public librarians and UCD School of Nursing Midwifery & Health Systems on a pilot

project called HEAL (Health Education And Libraries) to support health literacy among the general public. We'd love to hear from any clinical staff with an interest in this area.

Please contact us if you'd like further information about any of the above.

libraryerc@svhg.ie or extension 4921.

**Ms. Niamh Lucey,
Head of Library Service, SVUH**



RTE Trauma Series



R – L: Dr. Nigel Salter, Emergency Medicine Consultant and Dr. David Menzies, Emergency Department Consultant

Independent Pictures created the recent RTE documentary series “Trauma”. The series was broadcasted over four weeks in October. Filming for the series took place in SVUH during the months of July and August this year.

A number of patient journey's through our hospital featured in each episode along with SVUH staff and teams from a number of departments including; the Emergency Department, Theatre, ICU and a number of wards.

This series gave viewers an unprecedented insight into the challenging, exciting and stressful world of medical trauma. The broadcast of this series featuring SVUH highlighted the important frontline and emergency services care that our hospital delivers 24 hours a day – 365 days a year.

Ms. Orlaith Mc Carthy, Communications Manager

Heart-Healthy Staff Canteen

SVUH is a health-promoting hospital. It has a deep commitment to the health and wellbeing of its staff. The food provided in the staff restaurant plays a large role in helping us to achieve a healthy lifestyle.

Irish Heart runs a long-standing “Happy Heart at Work Healthy Eating Award” for staff restaurants. Bronze, Silver and Gold awards are presented.

In a survey earlier this year, over 88% of staff supported the restaurant's goal of achieving a Happy Heart Award. Furthermore, 77% of staff supported the calorie information of foods being displayed in the restaurant.

In response to employee's opinions, calorie information will be launched, and the restaurant will commence its bid to achieve a Happy Heart Award. Heart-healthy options will be made available in the restaurant. Staff will be empowered to lead healthier lives in the workplace, and reduce their risk of heart disease and stroke. For more info visit www.IrishHeart.ie

Ms. Abigail Piklington, Dietetics Department



World Thrombosis Day

On the 9th October, SVUH, in conjunction with Thrombosis Ireland organised and hosted information sessions for both patients and staff as part of World Thrombosis Day 2017.

Dr. Karen Murphy, Consultant Haematologist, Bernie Collins, Counsellor (and Senior Medical Scientist at SVUH), Lorna Dillion, Clinical Pharmacist, Emily Bury, Advanced Nurse Practitioner and Ann Marie O'Neill, founder of Thrombosis Ireland, all spoke at the event.



The objectives were:

- To increase the awareness of both staff and patients of the significance, risk, signs and symptoms of thrombosis, specifically VTE and Atrial Fibrillation as an important cause of thromboembolic stroke.
- To empower patients to talk with their healthcare provider about their risk for thrombosis and appropriate prevention, including empowering individuals to seek immediate medical attention if they have signs and symptoms.
- To give support to patients and their families (particularly after receiving a diagnosis).

Many thanks to all the staff who attended on the day and congratulations to Dr. Rashid, Vascular Registrar, who won the €100 voucher for TJ O'Mahony's for answering all of the quiz questions correctly.

Ms. Tara Nolan, Quality Coordinator
Quality and Patient Safety Department

HR

Accredited Management Development Programmes

Once again nearly 50 eager (and nervous) participants began one of these highly sought after programmes in September 2016. These programmes have been very successful over the past number of years in helping our people, across the organisation, gain valuable management and leadership development skills both to enhance what they were already doing but to also enable them to take the next step on the career ladder when it becomes available.

Both programmes are modular in format with a variety of subject matter experts, from inside & outside the Hospital, delivering their sessions interactively with the participants. Because the programmes are accredited with our partner University College Dublin there is an assessment element which requires individuals to invest time in undertaking either a Quality Initiative Project or a Change Initiative Project. They are then expected to produce an assignment and deliver a presentation showcasing their work. So, not for the faint-hearted! The photo(s) show some of the participants who attended the Certificate Award Ceremony on Tuesday 19th September 2017 where they were each presented with their well-earned Certificate.



A number of SVUH staff members receiving their Certificate for the SVUH/ UCD Accredited Management Development Programmes



SVUH staff group at the presentation of certificates ceremony for the SVUH/ UCD Accredited Management Development Programmes

St. Vincent's University Hospital will be participating in the Great Places to Work Initiative in spring 2018. There is a team of 30 Ambassadors working on this together. Watch this space... more information in the next Newsletter and in Department/Team Meetings.

Ms. Siobhan Corcoran,
Head of Learning & Development



Farwell Gatherings & Retirements

Ms. Doreen Messitt, Our Lady's Ward



Ms. Doreen Messitt retired on 21st July this year, having worked as ward secretary on Our Lady's Ward for 10 years. She will be sadly missed for her dedicated service, her sense of humour and for her many seasonal costumes that have brought a smile to our faces and cheered our patients. The staff on Our Lady's Ward and the team of ward secretaries were joined by Doreen's family for a celebration of Doreen's service and to wish her well in her retirement.

Ms. Eileen Coridan former PA to Prof. Aongus Curran

Eileen began working with Prof. Curran shortly after he was appointed in July 2003 when he was beginning to develop the programme in ENT for the students and doing his utmost to establish St. Vincent's as a Centre of Excellence for Head & Neck Cancer. The hospital said a fond farewell to Eileen in September this year. She will be dearly missed by all who worked with her.



Eileen pictured with Dr. Noreen Dowd Curran at the recent memorial conference for Prof. Aongus Curran

Ms. Linda Pototzki, Communications Administrator

The hospital bid a fond farewell to Ms. Linda Pototzki, Communications Administrator who worked alongside Orlaith Mc Carthy Communications Manager for almost two years. Linda played an instrumental role in supporting the overall communications function of the hospital particularly in relation the hospital's website re-development project. Linda enthusiastically supported all hospital events, seminars and conferences and was known by staff for her support in relation to planning events and corporate photography. We wish Linda well in her new endeavours in Perth, Australia.



Pictured at the SVUH International Nurses Day 2017, L - R: Ms. Orlaith Mc Carthy, Communications Manager, Ms. Melanie Morris, Editor in Chief, IMAGE Magazine, Ms. Kay Connolly, COO & Ms. Linda Pototzki, Communications Administrator

Ms. Adrena Keating, ICT PM

The ICT Department bid farewell to ICT Project Manager, Adrena Keating in July. Adrena worked in the ICT Department for over two years supporting both SVUH and SVPH on a number of ICT based projects. Most notably, Adrena worked on the re-development of the SVUH website and the roll out of the White Board project. Adrena has joined the HSE ICT team to work on a GP e-referral project.



L - R: Ms. Cecily Dawson, Head of Clinical Administration and Ms. Stephanie Watson, HPB Practice Manager

Ms. Stephanie Watson, Practice Manager, HPB

The hospital bid farewell to our dear colleague Ms. Stephanie Watson, HPB Practice Manager in October. Stephanie began her career in SVUH 10 years ago. She worked closely with Mary Duff and went onto work as the Practice Manager for the HPB MDT supporting the clinical administration arm of the hospital. She had many achievements during her time in SVUH including the successful establishment of the new National Pancreas Transplant Programme and the organisation of an international HPB Conference in June this year, which was hosted by SVUH. Stephanie will be dearly missed by her colleagues in HPB and in Clinical Administration. We wish her well in her new career.

Smart people know the flu vaccine saves Patients' lives

- The flu virus is responsible for between **200 and 500 deaths each year** in Ireland. In a severe season it can cause up to 1000 deaths.
- Our patients are up to **35 times more likely to acquire influenza** if exposed to infected healthcare workers or other patients.
- **Over 75%** of people infected with the flu virus **do not have symptoms**. Even if you have no symptoms, **you can still be contagious**.
- **We care for elderly and at risk patients** who respond less well to the flu vaccine. These vulnerable **patients rely on the immunity of healthcare workers** to keep them safe.
- **Vaccination** of healthcare workers has been shown to **reduce flu-related deaths** by 40%.
- The best way **to prevent the spread of flu** is to get the flu vaccine.



Staff Flu Vaccine
is Available in
Occupational Health

During the flu season

Mondays:
09.00-12.00hrs

Wednesdays:
11.00-12.30hrs

Fridays:
11.00-12.30hrs



Staff Christmas Day Lunch

It's that time
of year again!



The Staff Christmas Lunch will take
place on Wednesday 6th December 2017

Lunch will be free of charge for all SVUH
staff.

The staff cafeteria will not be open to
visitors during the lunch period and staff
members are asked to display some form
of identification. Visitors will be directed
to the additional catering facilities on the
hospital campus.

Staff Christmas Lunch service:
11.30-2.30pm

The cafeteria will re-open at 3pm.

Dress code: Christmas jumpers
(Best Christmas jumper wins a prize)

We look forward to seeing
you all on the 6th for an
enjoyable day!

From All your colleagues at the
Catering Department!



**St. Vincent's Foundation is the
fundraising arm of St. Vincent's
Healthcare Group**

*St. Vincent's Foundation is a voluntary
organisation and all donations and grants are
shown on our website.*

Through the Foundation many improvements are made to the patient
environment and patient outcomes. A large number of research projects and
staff education are supported to advance medical capacity.

St. Vincent's Foundation is able to assist in patient care because of the generous
contributions of donors and fundraisers. On behalf of our patients we are
grateful for all support.

**News and updates, check out our website on
www.stvincentsfoundation.ie**