



MATER

Volume 5

No.2

NEWS

April 2009

UPDATE FROM THE CHIEF EXECUTIVE'S OFFICE...

Welcome to the April edition of the MaterNews.

Cost containment is the order of the day for the Mater hospital at the moment. We are faced with a major challenge on budget management this year in order to maintain our service at 2008 levels (ELS). Management is in discussion with staff representatives on a range of initiatives on pay and non-pay and revenue generation aimed at bridging the budgetary gap. I am looking to all staff for their support with these initiatives, some of which will affect current conditions and benefits. Departmental and Clinical Managers have been charged with the responsibility and authority to implement these changes.

The preservation of jobs and current levels of activity and quality patient care are top priority for the Board and Executive Management Committee this year. We will have to face the challenges of the external financial environment and meet these challenges head on.

We look forward to your support and working together to solve the current difficulties.

The Salaries Department are to be commended for playing a key role in keeping staff abreast of the impact of the new Pension Related Deduction on their personal income. I am conscious that this month's publication coincides with staff feeling the full impact of a reduced personal income.

Midst financial doom and gloom we continue to have good news stories to lift our spirits including:

- Our ongoing ability to win awards is highlighted in the article 'St Agnes's Ward Wins a Gold Standard Award'. Once again the dedication, work and commitment of staff ensures the provision of the highest standards of customer service. Well done and congratulations;
- Phase 2(a) of our interim Emergency Department upgrade is now complete. I would like to thank all staff for their co-operation;
- The Mater Nurse Prescribing Initiative has been a great success. Catch up on this initiative in Angela Chadwick's article;
- Our patient's feedback in regard to our service at the Mater Dorset Clinic shows that it meets and excels their expectations. Well done to all involved; and
- The Mater Campus Hospital Development's advanced preparatory works are underway on-site and will be completed this summer. The main building works will be completed at the start of 2012.

I would like to concur with Mairead's sentiments in her article 'Hospital Hygiene' that we all have a responsibility in maintaining hygiene standards within our departments and all public areas. Make sure you play your part.



News of the death of our ex-colleague Pat Bruen RIP was a source of great sadness to us all. Pat had worked in the Mater for over 30 years, prior to his retirement in 2000. We extend our sympathy to his family and friends.

The first quarter of 2009 saw us bade a fond farewell to 2 colleagues:

- In February 2009, Gerard Hurl, Head of Information Management Services, moved from the Mater, after 33 years of service (5th January, 1976) to take up a new and challenging post as National Director of Information and Communications Technology (ICT) in the HSE. As a result of the fundamental role he played in the development of computing facilities, we have made huge advancements in the area of information technology. We have received visitors from all over Ireland and abroad to view our computer systems. In 1979, he took an active role in setting up a multi-disciplinary Computer Users Sub-Committee. As Head of Information Management Services, Gerard led the hospital in 1993 and 1996 to win the Memorex Telex Computer Professionals of the Year Award. In 1996, Gerard initiated the setting up of the 'Healthcare Informatics Society of Ireland', to share and further develop people's knowledge and skills in the field of healthcare informatics. He acted as secretary of this group. For the past number of years he has been working in and with the HSE to further the development of the National ICT Strategy document; and
- After over 30 years of service to the Mater, Agnes Hackett, Switchboard Manager, retired on Friday 27th March 2009. To mark this special occasion a reception in her honour was held in the Pillar Room.

I would like to wish them both the best of luck in their new ventures and to thank them sincerely for their outstanding contribution to the hospital. We won't forget you and hopefully you won't forget the many friends you have in the Mater.

Brian Conlan Chief Executive



PARTNERSHIP

By Martin Igoe, Head of Non-Clinical Support & Joint Chair of the Partnership Committee



In this era of recession, and the seismic fracturing of the economic and financial system, it is now necessary more than ever for staff and management of the hospital to work in Partnership to achieve the twin aims of improved and more efficient services to our patients and at the same time providing a satisfactory, safe and work-friendly environment for our staff.

We must remember that it was out of the depths of the recession, of the late 1980's, that the Partnership concept was born. The government set up the Partnership Forum at a national level involving the government as an employer, other employers, the Congress of Trade Unions and other social partners, including representatives of the under privileged, farming and other sectors.

Many people ask 'What is Partnership about at the work level?' Their understanding is that there is a Partnership Committee between staff and management, who meet, discuss and propose initiatives. In the recent staff evaluation, Partnership was only recognised by 30% of staff. So in my view we have to change the concept of Partnership from just being a Partnership Committee to reinforcing that we can and must work in Partnership within every level of the organisation. At induction, I inform staff that we want them to bring new thinking and new skills to the Mater. We want them to be innovative, to work with their managers and staff in examining work issues, in looking at smarter ways of doing work and being more efficient and effective. My sentiments are equally valid for staff currently working in the hospital. Staff may have good ideas, new ways of thinking and new ways of delivering services and / or examining our current format of delivery. The most important aspect is bringing this to the fore through good communication.

Communication between managers and staff at every level must be effective. Communication has to be two way, staff may have suggestions and ideas for improvement and management need to consult with staff at an early and timely stage when seeking to make changes in work practices or delivery of services.

A very good example of co-operation at staff / management and partnership level is that recently Mr. Colm Tumbleton, hospital electrician, joined the Partnership Committee. He put forward a suggestion that we invest in energy efficient lighting thus saving 30% - 40% on our lighting cost. Capital funding has to be found for this initiative. I can assure Colm and all the staff that we will make this investment and this is an example of just how staff can make a difference and how partnership can work.

So I would ask each and every member of staff to consider their own work situations and even suggestions in other work areas as to how we can become more efficient and effective. Maybe we can do things smarter and with more flexibility and agility and perhaps we should adopt the slogan from the new President of the United States, 'YES WE CAN'.

Do you have an idea for a Partnership project or initiative? Do you have a vision of a better way for staff and management to work together? If so, we'd love to hear from you. No idea is too big or too small.

For more information please contact the Partnership Office. Telephone: 803 4174 Email: partnership@mater.ie MaterNet: <http://maternet/StaffResources/Partnership/>



ST AGNES'S WARD WINS A GOLD STANDARD AWARD

By Anne Dillon, Household Services Manager

The Irish Accommodation Services Institute (IASI) hosts Accommodation Awards, annually. The institute was initially set up to primarily focus on issues pertaining to the hotel industry. Over the years an increasing number of healthcare sector members have become involved. In 2000, the Mater's Household Services Department became an IASI member. The hospital sector has only actively participated in the 'Annual Accommodation Awards', since 2003.

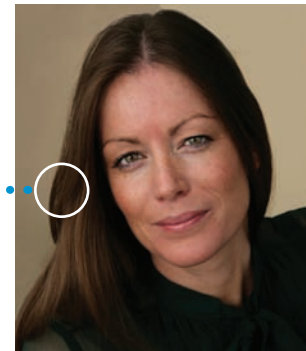
Mary Mulligan, Household Services Supervisor, was one of the people who pioneered our participation in the competition. In 2009, St. Agnes's ward achieved the Gold Standard Award in the hospital section. This award equates to a scoring of 98%. On Saturday 7th February 2009, Mary accepted the award on behalf of the hospital, at Dunboyne Castle Hotel.

This award would not be possible without the dedication, hard work and commitment of Mary Mulligan, Household Services Supervisor, all the staff in St. Agnes Ward and Noonan Services Group. Congratulations and well done!

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ROLE OF THE MEDICAL SOCIAL WORKER

By Yvonne O'Meara, Senior Practitioner Medical Social Worker



The Department of Medical Social Work is in its 4th decade in the Mater. During this time we have seen great advancements in medicine and in practice within the Allied Health Professionals (AHPs).

The role of the medical social worker has changed significantly over this time. While our core values remain the same, developments in theories of human behaviours and social systems have enhanced our therapeutic practice in line with the needs of our patients. In addition to our role in facilitating discharge, we have a key role in assessing and exploring the psychological and social impact of an illness with patients and their families.

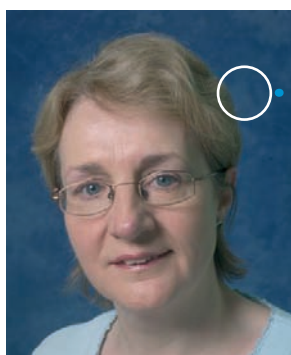


Restaurant staff present a cheque, following a Christmas dinner fundraiser, to St. Vincent's Ward.

The Social Work Department has the advantage of having a specialist practitioner post. As current incumbent of this post I hope to develop an understanding of medical social work through an information / educational programme within our hospital.

In preparation for this, I am currently developing a hospital wide survey about staff expectations and understanding of medical social work. Any AHP, nurse and doctor can refer a patient to the social work department. Referrals therefore remain high for our department and continue to increase. The aim of the research and information programme is to improve the appropriateness of referrals thus providing our patients and the hospital with a more effective and streamlined service. Staff will be kept updated on this upcoming information programme.

For further information contact Yvonne O'Meara, Senior Practitioner Medical Social Worker. Telephone: 803 2493 Email: omearay@mater.ie



TRAINING COURSE

By Edna Hoare, Deputy Head of Human Resources

A training course for managers and supervisors is currently being developed. This course will consider all aspects of attendance management. In particular it will concentrate on the interactions between managers / supervisors and staff during return to work interviews and how attendance might progress to a more serious issue.

The objectives of the course are as follows:

- To develop managerial skills;
- To give managers and supervisors confidence in dealing with attendance issues;
- To ensure a consistent approach across the hospital; and
- To deal with real scenarios through discussion and group work.

This training course will commence shortly. You will be notified of the dates and times at a later date.

It is intended that additional courses, which will expand and develop people management skills in the hospital, will follow this initial course.

If you would like further information please contact Edna Hoare, Deputy Head of Human Resources.

Telephone: 803 2652 Email: ehoare@mater.ie



Fashion Committee present a cheque in aid of the Patient Comfort Fund to Sister Gerard. Fashion show CDs are still available at €10 each from Regina Prenderville Academic Programme Manager Telephone: 803 2636 Email: rprenderville@mater.ie

TRAVELWAYS

By Barry McKenna, Travelways Commuter Centre Manager.



Physical Activity Day

Travelways and the Health Promotion Department recently hosted a 'Physical Activity Day' designed to provide staff, patients and visitors with a comprehensive view of the activities available at work and in the local area.

Physical activity has a positive effect on both our physical and mental health. Regular physical activity can reduce your risk of heart disease, stroke, obesity, diabetes and high blood pressure and reduce the effects of stress. With a "smoothie bike" on hand staff and visitors had great fun pedalling their own smoothies.

What better way to get physically active than becoming an active commuter?



Anne Halliday Busy Making A Smoothie At Our Physical Activity Day

Active commuting involves commuting by means of human power such as cycling or walking. It also involves combining modes such as walking and public transport. Walking or cycling part or all of the way of your daily commute can be an effective way of increasing your daily physical activity. Regular walking and cycling are ideal physical activities to promote your health and both activities:

- Can be done by most people;
- Are relatively cheap;
- Can be done without the use of special facilities; and
- Can be done by any age group.

For more information please contact Barry McKenna, Travelways Commuter Centre Manager. Telephone: 803 2607 Email: travelways@mater.ie

CYCLE 100K IN AID OF THE NEW CENTRE FOR LUNG HEALTH SUNDAY 7TH JUNE 2009

By Sinead Doherty, Chief Executive, Centre For Lung Health

Why not join the new Centre for Lung Health for a fun filled challenge and cycle 100km through the Wicklow Mountains!

The cycle is an annual event organised by the Irish Veteran Cyclist Association and attracts over 1000 cyclists each year from many different countries.

The **Centre for Lung Health** has recently been established at a newly renovated Georgian House at No. 56 Eccles Street. The Centre will house the National Pulmonary Hypertension Unit, a new Smoking Cessation Unit, an Asthma Centre, the Mater Tuberculosis Centre, a Lung Cancer Rapid Access Clinic and an innovative Rapid Access Lung Treatment Unit (LTU), which will aim to manage acute lung disease in the community and reduce the need for hospital admissions.

We need your help!

To cycle for the Lung Health appeal and receive your sponsorship pack, register you / your team by completing a registration form and return it to us with a non-refundable fee of €100.

Places in the event are limited, so please register ASAP to ensure a space.

The fee includes entry to the event, a contribution to the team cycle shirt and regular training cycles with experienced cyclists and advice on nutrition and training. On registration, you will be provided with your sponsorship cards.

Remember, registering with us means you / your team are registered for the actual cycle.

For more information please contact Sinead Doherty, Chief Executive, Centre For Lung Health. Telephone: 803 4421 or Email: dohertysm@yahoo.ie



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HEALTH PROMOTION

By Ruth Buckley, Health Promotion Co-ordinator

To meet the needs of patients attending the Mater with Limited English Proficiency (LEP), the Mater became involved in the National Intercultural Hospitals Initiative. This initiative was established to improve the quality of LEP patient care.

As a result of this initiative a multilingual and illustrated communication phrasebook, for use by patients and staff, called 'Emergency Multilingual Aid', was developed. This multilingual tool assists staff in communicating more effectively with patients of limited English proficiency who present in acute / emergency situations, prior to requesting the services of an interpreter. It is not intended to replace an interpretation service. This multilingual tool is due to be launched by the HSE across all hospitals from May 2009.

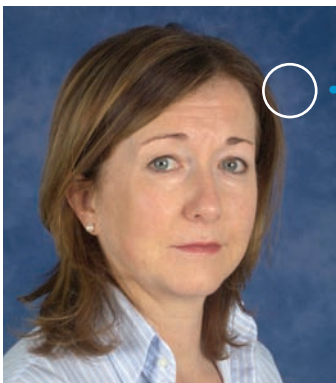
Another recent improvement made by the hospital in communicating more effectively with LEP patients is the installation of special 3-way telephones in high use areas to support telephone interpretation. Telephone interpretation enables a faster communication process thus ensuring a more efficient service for our patients.

**For further information contact Ruth Buckley, Health Promotion Co-ordinator. Telephone: 803 4509
Email: healthpromotion@mater.ie**



MATER FOUNDATION

.....By Mary Moorhead, Chief Executive



Wicklow 200 - 2008

The Mater Foundation and Professor Tim Lynch would like to thank everybody who took part in the 2008 Wicklow 200. We would also like to apologise to all those who have not been thanked to date. The reason for this is that we have been waiting on confirmation of all monies raised for the Mater from this event. A total of €5,319 was raised for the Mater Neurological Appeal, which has gone towards the refurbishment of the Institute. We understand over €19,000 was raised by the Irish Lung Fibrosis Association of which Professor Jim Egan is a Director (congratulations to Prof Egan for completing the full gruelling 200 kilometres). Once again thank you to all who took part and especially Dr Barry Kelly for all the organising.

The Flora Women's Mini Marathon

Registration has now opened for the Flora Women's Mini Marathon on 1st June. Should any ward or department wish to get a group together to raise funds for their own department please contact The Mater Foundation who will be happy to coordinate sponsorship cards and t-shirts for you on 01 830 3482.



Mater Special Days Appeal

The Mater Special Days Appeal has now been running for 6 months and has seen a great response. We are shortly going to be updating the calendar to a bigger more eye-catching structure. Due to the budget constraints of 2009 we need our Special Days Appeal to be even more successful than last year. All money raised from the appeal will go to areas in the hospital where it is needed most to fund patient comfort and care. For more information visit www.materspecialdays.ie

For more information contact the Mater Foundation. Telephone: 01- 8303482 Website: www.materfoundation.ie

MATER NURSE PRESCRIBING INITIATIVE

By Angela Chadwick, Prescribing Site Co-ordinator

Following legislative amendments in Ireland (May 2007) allowing nurses and midwives the authority to prescribe, 5 registered nurse prescribers are prescribing for patients in our hospital, since December 2008.

Our 5 nurse prescribers are Eithne Mullen, Cora O' Connor, Paula McBrearty, Ciaran Conlon, all Advanced Nurse Practitioners (Ambulatory Clinic in the Emergency Department) and Laserina O' Connor, Clinical Nurse Manager (Pain Management Clinic).

In addition, 3 of our registered nurses have completed a six-month education programme in the Royal College of Surgeons. Rita Forde, Advanced Nurse Practitioner and Eilish Condon, Clinical Nurse Specialist (Diabetic Service) and Joyce Cousins, Clinical Nurse Specialist (Heart and Lung Transplant Service) are in the process of obtaining approval for prescribing within our hospital.

The initiative continues to expand in the following departments i.e. Emergency, Urodynamics, Chest Pain and Sexual Health, with candidates completing and commencing the education programme over the coming months.

All involved acknowledge the support and expertise of their collaborating consultants, medical mentors, Director of Nursing, Drugs and Therapeutics Committee, Pharmacy Department and all staff.

For further information contact Angela Chadwick, Prescribing Site Co-ordinator. Telephone: 803 2384 Email: achadwick@mater.ie



From Left to Right: Eilish Condon, Rita Forde, Angela Chadwick, Mary Day (Centre), Cora O' Connor, Eithne Mullen, Joyce Cousins.
Missing from the picture Paula Mc Brearty, Ciaran Conlon, Laserina O' Connor, Dr. Brian Marsh & Ciaran Meegan.



HOSPITAL HYGIENE

.....By Mairéad Mulhern, Hygiene Services Standards Co-ordinator

Substantial progress has been made across the board in the area of hygiene standards, as supported by the Health Information and Quality Authority (HIQA) 2008 National Hygiene Services Quality Review.

Ultimately our goal is to contribute to the reduction of healthcare associated infection by ensuring continuous improvements within our hygiene standard.

A clean environment provides the right setting for good patient care practice and good infection control. It is important for an efficient and effective healthcare. Cleanliness and infection control are closely linked in the public's mind.

We must remain focused and continue to strive towards excellence in our management of hygiene services and compliance against the standards. We must proactively work together, build on the progress achieved to

date and continue to address the challenges within our hygiene services.

We are all responsible and accountable for maintaining hygiene standards within our departments and all public areas.

If you have any queries or suggestions please contact Mairéad Mulhern, Hygiene Services Standards Co-ordinator. Telephone: 803 4196 Email: mmulhern@mater.ie



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MATER CLINIC DORSET STREET

By Therese O' Neill, Acting CNM2

In July 2008, over 50% of the Mater Outpatients Department moved to the Mater Clinic Dorset Street. We would like to thank all the staff that were involved in moving the Outpatients Department to this new location and for their assistance in getting the clinic up and running.

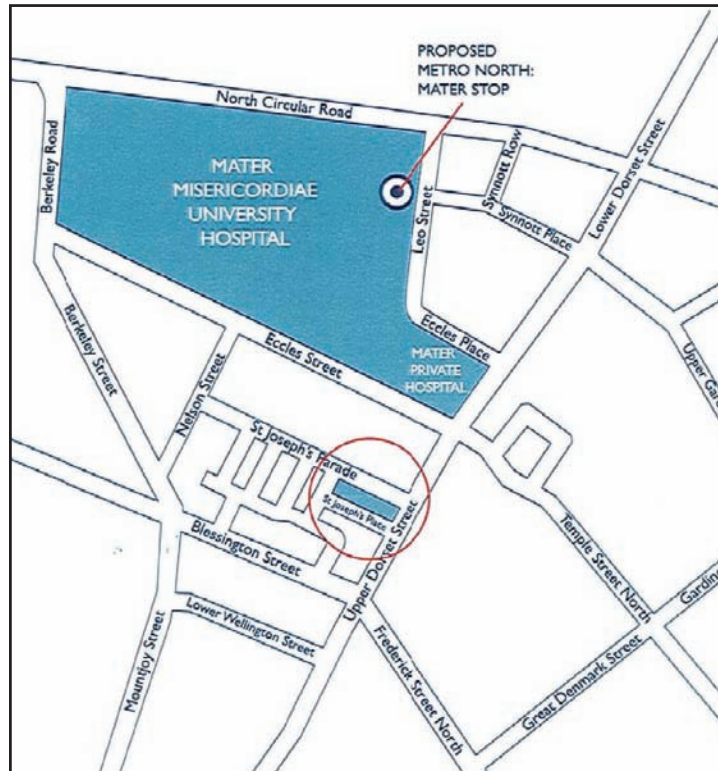
There have been many benefits associated with moving to these premises including but not limited to onsite ECG and ECHO facilities. A survey carried out in late 2008 noted that patients were very positive about the new facility. Cited below are some of the findings:

- 90% of respondents considered it easy to get through the main entrance and move around the department;
- 82% considered the facility to be very clean;
- 92% were happy with the facilities at the clinic;
- 90% said they were given enough privacy when discussing their condition;
- 86% said they were given enough privacy when being examined;
- 80% considered the department to be well organised;
- 82% felt they were treated with respect and dignity; and
- 72% rated their care to be excellent or very good.

Some comments expressed in the survey included:

- 'I found the staff to be very helpful and caring'*
- 'Reception staff were excellent and very helpful'*
- 'I always found the staff welcoming and patient'*
- 'This outpatients department is very good, I felt like I was in the Mater Private'*
- 'It would be helpful to have phlebotomy available on site'*
- 'It would be good if appointment times were adhered to as it's hard to know how much one should put in the parking meters'.*

The Mater Clinic Dorset Street is located on 81-84 Upper Dorset Street (entrance via St. Joseph's Place). Telephone: 01 - 8032131 Email: materclinicdorsetstreet@mater.ie



A FOND FAREWELL GERARD!



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MATER CAMPUS HOSPITAL DEVELOPMENT

By Dara Carroll, Arts and Environment Manager

Following a public tender process, John Sisk and Sons has been appointed to carry out the main Mater Campus Hospital Development (MCHD) construction works, as a design-build contract. These works will follow the advanced preparatory works that are currently underway on-site, which will be completed in summer 2009. The main building works will be completed at the start of 2012.

The MCHD project will go a long way to addressing the need for modern buildings and equipment for existing services at the Mater. It will provide significant additional capacity to service growing patient needs.

New facilities to be provided by the development will include:

- New Accident and Emergency Department;
- New Outpatients Department;
- 12 new theatres and ICU / HDU departments;
- New Radiology Department;
- 120 replacement beds, 60% of which will be single rooms;
- Expansion space with capacity for 70 single rooms;
- New CSSD, catering and waste management departments;
- New energy centre; and
- A new 444-space basement carpark on two levels.

The advanced preparatory works, which are critical to the progression of works, are underway on-site. They are on-schedule for completion in summer 2009. These advance works include the relocation of the service yard and demolition of the existing energy centre, which is essential for facilitating the construction of the Mater Metro station by the Railway Procurement Agency. The advance works also include construction of a boundary wall to the rear of Leo Street and site piling. Ultimately, a new energy centre will be located in the basement of the new hospital building.

A FOND FAREWELL AGNES!



YOUR VOICE

If you have a question, suggestion or issue that you would like to put to Brian Conlan CEO please email: yourvoice@mater.ie

When was the last time you checked the MaterNet 'Latest News' and 'This Month's Events' sections <http://maternet/>

Thank you to everyone who contributed to this edition of the MaterNews and the Photography Department.
