



MATER

Volume 8 No.1

NEWS

February 2012

UPDATE FROM THE CHIEF EXECUTIVE'S OFFICE

Welcome to the first edition of the MaterNews in 2012.

Once again this year we face major budgetary and cash challenges and cost containment and reconfiguration is the order of the day for the Mater hospital. The preservation of jobs, our current level of activity and quality patient care continue to be top priorities. The Board and senior management team look forward to your support and together we can meet these challenges head on. Read more about the challenging financial year ahead in Caroline's update.

Since 2007 the Mater, St Vincent's and UCD have been developing a framework that will enable the deployment of resources and shared services across the 3 institutions to improve clinical patient care, medical education and biomedical research in Ireland. The proposals envisage a single governance and operational structure, called the Dublin Academic Medical Centre (DAMC). The future of voluntarism in the Irish health system needs to be protected and we believe the DAMC development will strengthen St Vincent's and our hospital's position as Voluntary hospitals going forward. Update yourself about the DAMC development in this publication.

I am delighted to report that the implementation of the National Integrated Medical Imaging System (NIMIS) into our hospital was successfully completed in September 2011. Sincere thanks to Mandy Lewis and all the Mater staff involved and our partners in this venture. While we are aware that there are some teething problems this team continue to work in collaboration with HSE and McKesson teams to enhance the product to suit our requirements.

Since our last publication the organising committee and speakers in attendance at a conference titled 'New Frontiers, New Challenges' held in October showcased that quality and patient safety is a priority in our hospital. This well attended seminar demonstrated that we continually facilitate staff to improve the quality of care delivered. Check out Catherine's article.

In October I was delighted to welcome Dr James Reilly Minister of Health to our hospital to officially open the 'Maurice Neligan Congenital Heart Clinic'. This initiative is very important to the Mater and would not be possible without the expertise and input of our Adult Congenital Heart Disease team. I would also like to express the hospital's gratitude to Heart Children Ireland for their practical support. This event was particularly poignant as members of Mr Neligan's family were in attendance alongside Mater staff, Heart Children Ireland and patient representatives. The article titled 'Mater's Congenital Heart Clinic Officially Opened' will give you further insight.

The Q- Pulse Quality Management Information System (QMIS) went live in October. Adherence to the GO LIVE date was achieved due to the tenacity of Anne Horgan Q-Pulse Project Manager, Colette Denham Q-Pulse Project Administrator and Information Management Services Department and to Mater staff for their support and attendance at training days. Read Anne's comprehensive update to find out more.

In the lead up to the closure of our 150th celebrations a symposium titled 'Contemporary Issues in Hospital Practice Mater Hospital 150 years – Home and Abroad' took place.



The programme open to all staff was celebratory of the hospital and Mercy Sisters' contribution to medicine and healthcare in Ireland and abroad and looked to our future Eccles Street close liaison with the new National Children's Hospital. Congratulations and well done to all involved.

As part of our ongoing commitment to improve patient safety we continually strive to improve hand hygiene compliance by all staff. Hand hygiene compliance by all staff is our top priority. Last November we scored 73.4% in the 2nd national hand hygiene compliance audit. This is still not matching the National target of 85% compliance for 2012. Have your staff attended their annual mandatory hand hygiene session?

In December our anniversary celebrations finally closed appropriately with a thanksgiving mass in the Mater chapel. Thank you to everyone for ensuring our anniversary celebrations were so memorable.

Also In December Mater staff organized a mass to commemorate the victims of the devastating floods to hit the southern Philippines in the hospital chapel and organized contributions from staff to the relief effort.

We kick started 2012 with our usual aplomb securing a place in the final 14 of 109 strong nominations in Astellas 'Changing Tomorrow Awards 2011' for improvements we are making in End-Of-Life care. Our Pharmacy Department became the first Pharmacy Department in an acute teaching hospital in the Republic Ireland to form a strategic teaching and research partnership with a School of Pharmacy. Find out more about this exciting collaboration in Ciaran's article. Since February two information officers from the Citizens Information Service provide a service to patients, families and Mater staff in the concourse area on a fortnightly basis (trial period of 6 months).

This publication in addition to senior manager updates includes an overview from Ciaran Meegan about an E-learning package supporting best practice, Dr Carton and Serena give us an insight into how cutting edge technology is saving lives plus Mr Bartosik highlights innovative thoracic services. Labradors raising thousands of euros! Read the Clones Retriever Club feature to learn more. Ciara covers the success of the Synge unit while Ruth celebrates and motivates us to continue our smoke free campus status. Did you know the new hospital opens in 2 phases read Dara's article to find out more. I would like to reiterate Mary Moorhead's request in her article encouraging all staff to direct donations of any kind through the Mater Foundation. Enjoy!

MaterNews publications are fully sponsored with articles written for you by your colleagues in collaboration with the editor. We hope features continue to inform and engage you. If you wish to contribute please contact Nóirín Bannon, Internal Communications Manager.

Brian Conlan,
Chief Executive



TRANSITIONAL QUALITY CARE IN A NON ACUTE SETTING

By Ciara Dowling, CNM2

Last December patients, relatives and staff celebrated the official blessing of the Synge Interim Care Unit.

This 25-bedded unit, located off campus in Fairview Community Unit, opened as a new initiative in August 2011.

It is primarily a nurse led unit, providing quality patient care away from the acute hospital setting while focusing on early discharge to the most appropriate community setting.

Our philosophy is to provide a more homely environment for our patients by encouraging:

- Independence with activities of daily living;
- A daily routine;
- Flexible visiting hours;
- The wearing of day clothes;
- An array of activities and walks around the gardens;
- Socialisation (eating of meals in the dining room); and
- Weekly visits by 'Vasco' a therapy dog.

We would like to extend our gratitude to Peata a voluntary association (established in 1996) that bring 'Vasco' on his weekly visits. We are all only too aware of the benefit people derive from pets and the strong relationship between people and pets. Other activities include weekly mass and a hairdressing service.

Thanks to the energy, hard work and dedication of a wonderful team (Siobhan McBride CNM1, staff nurses, healthcare assistants, Catherine O Riordain and Emma Phoenix catering assistants and

Marie Connolly cleaning operative) our unit to date has been exceptionally busy (134 admissions and 111 discharges).

How Do I Refer Patients To This Unit?

Medical teams in association with nursing staff can refer patients to our Synge Unit. Download referral forms on MaterNet.

For further information contact Ciara Dowling, CNM2

Email: cdowling@mater.ie Telephone: 01 8842820



From Left To Right: Brian Conlan (CEO), Mary Day (Director of Nursing and Head Of Operations) and Gerard Gilligan (Assistant Director of Nursing Psychiatry) in attendance at the official blessing of the Synge Interim Care Unit

E-LEARNING PACKAGE SUPPORTS BEST PRACTICE

By Ciaran Meegan, Head Of Pharmacy Services

A bespoke E-learning package titled 'A Guide to High Risk Drugs' aimed at doctors, nurses and pharmacists involved in the use of medicines was developed by our pharmacy department.

It provides training on 10 high-risk drug categories; lack of knowledge of which has been linked to deaths and patient misadventure worldwide. It teaches what and how things go wrong and their consequences. It details best practice guidance to reduce risk when using these medicines.

The learning objectives are to:

- Know the top 10 high risk drug categories that can cause harm;
- Understand how medication errors occur with these drugs;
- Know how to avoid medication errors; and
- Understand the importance of reporting medication errors.

The module conveys visual human gestures, speech bubbles, photographs of commonplace hospital equipment and medications, with which every healthcare worker can readily identify. Michelle McGuirk, Maria Creed and I developed the module in partnership with Learning Industries Ltd and Pfizer Healthcare Ireland (project sponsors).

This new E-learning module is completed by all our clinical staff at induction and is available on MaterNet as a learning resource at all times. Check out <http://maternet/elearning/log/login.asp> If you are accessing this module for the first time click on the 'click here to set up your unique password' then enter your HIS / Patient centre username.

In conclusion our department was the first Pharmacy Department in an acute teaching hospital in the Republic Ireland to form a strategic teaching and research partnership with a School of Pharmacy.

In January relevant stakeholders signed an agreed 'Memorandum Of Understanding' between the School of Pharmacy Royal College of Surgeons in Ireland (RCSI) and ourselves. This 'Memorandum of Understanding' will act as a platform, in time and resources permitting to establish joint teacher / practitioner roles between the School of Pharmacy, RCSI and our Pharmacy Department. This exciting collaboration marks a new chapter in the education of pharmacy students and the conduct of pharmacy practice research in the State. The project will be cost neutral, facilitate efficiency savings and have no independent budget.



MATER'S CONGENITAL HEART CLINIC OFFICIALLY OPENS

In October, Dr James Reilly TD, Minister for Health officially opened the 'Maurice Neligan Congenital Heart Clinic' (located off the Sacred Heart Ward on the 7th floor) named after our colleague and leading surgeon in congenital heart disease the late Mr. Maurice Neligan.

The Adult Congenital Heart Disease (ACHD) service at our hospital is a national service providing specialist support to patients with complex congenital heart defects requiring lifelong care. Congenital heart disease accounts for the largest number of birth defects in Ireland, accounting for 1% of all live births per year. The adult service at our hospital was set up in response to this need with 1,400 patients currently availing of the service and approximately 250 new patients transferring each year. The service provides a comprehensive programme of care for this complex group of patients, most of who will need support and medical attention throughout their adult life.

"As a result of medical advances, adults with Congenital Heart Disease are a rapidly expanding patient population," commented Dr Walsh, Consultant Congenital Cardiologist at the launch. "They have specific problems and needs, many of which are currently unmet. We are very grateful to Heart Children Ireland for funding a Clinical Resource Room where patients and their carers can contact and meet our Clinical Nurse Specialists. This support will help to empower them with information about their condition and help them to lead productive and fulfilling lives. When problems arise they will have a point of contact to allow them to access clinical services in a timely fashion. I would like to acknowledge our dedicated ACHD team Consultant Cardiothoracic Surgeons Professor Mark Redmond, Mr Lars Nolke and Mr Jonathan McGuinness, Rhona Savage CNS and Esther Doran CNS Congenital Heart Disease and a wide variety of support staff."

Heart Children Ireland is a voluntary organisation charity that provides a support mechanism in Ireland for all who are affected by or living with congenital heart defects. For further information on Heart Children Ireland check out <http://www.heartchildren.ie/>



Below From Left To Right: Suzanne Treacy (Chairperson Heart Children Ireland), Lesley Osborne (Patient Representative), Brian Conlan (CEO), Dr James Reilly (Minister For Health)



RISING ABOVE THE ASHES... NEVER GOING BACK



By Ruth Buckley, Health Promotion Officer

In 2010 our hospital took the decision to become a smoke free campus to provide a healthy and safer environment for our patients, staff and visitors.

In September 2011 patients, staff and visitors were surveyed (a quarter smoked). Amazingly 91% of respondents said our policy created a cleaner, safer and healthier environment for everyone. Yes 91%!

Additionally, the support for our policy among staff rose from 78% prior to policy implementation to 86%.

Thanks for making it a success, but we need to keep this momentum going. In excess of 959 patients availed of our service in 2011. Some patients are still not aware so please keep informing patients about our service to support them to quit smoking.

Refer patients to the Mater's Stop Smoking Service (Monday to Friday 9am to 5pm) via PatientCentre or Telephone: 803 4021

(4)



WORKING RETRIEVER TEST SUCCESS

By Michael Corr, Clones Retriever Club

Last August Clones Retriever Club ran a working test with labradors at Blackrock Co Louth raising a staggering €10,000 for the Mater's oncology unit. Monies raised purchased an Orbis Scalp Cooler for use in the Mater's Oncology Day Unit.

I would like to extend my sincere thanks to all the sponsors and dog handlers who attended ensuring the phenomenal success of our Mater Hospital fundraising event. A special thank you must go to the Campbell family for allowing such an event to take place on their lands at Blackrock, which was an exceptional location in everyway for this type of event.

This initiative was initially sparked by the personal journey of a member of the Club in the Mater hospital where they experienced at first hand the dedication, innovation, skill and expertise of Dr John McCaffery, Consultant Medical Oncologist and Mater staff.

This donation is an expression of gratitude from Clones Retriever Club acknowledging the contributions and work of Mater staff where you all play a role in ensuring the Mater Hospital is a wonderful place to be cared for in - thank you!

PICTURED TOP From Left To Right Back Row: Gavin Haughey, Mary Reilly, Anthony Reilly, Gerard Reilly, Rita Corr, Michael Corr, Tom Fox, Edward Whelan and Barbara Barry (CNM2 Oncology Day Unit at time of photo now Acting Site Nurse Manager) From Left to Right Front Row: James and Rita Campbell

PICTURED RIGHT From Left To Right: James and Rita Campbell (with Orbis Scalp Cooler)



INNOVATION AND QUALITY CARE THRIVES

By Mary Day, Director of Nursing & Head Of Operations

Fiscal challenges very often generate an environment ripe for innovation. Our nursing department is aware of the critical importance of ensuring that budget measures take the realities of patient care into consideration and I am pleased to report that despite the many challenges faced by the hospital, patients continue to receive the highest quality nursing care. This has only been possible through staff's commitment towards innovative and creative approaches to the delivery of patient care and education programmes. In 2012, we aim to complete a Mater specific key performance indicator / metric nursing set. It is important that we continue to cultivate the professional skills and capabilities of our staff.

The Special Delivery Unit key areas of focus for 2012 include emergency department trolley waits, waiting list targets (with the introduction of a new 9-month target in September) and outpatients.

I would like to commend the Patient Services team for achieving

a 94% compliance rate for complaint key performance indicators in 2011.

In recognition of our continued commitment to improving End-Of-Life care I was delighted the Mater was shortlisted for the 2nd Annual Astellas Changing Tomorrow Awards 2011 (Leadership Category). This nomination recognises the work of Diarmuid Ó Coimín End-of-Life Care Coordinator, Mater Standing Committee On Dying, Death and Bereavement, working groups and all staff in ensuring people who die in our care die in comfort and dignity and their families are supported in their bereavement.

Finally, to all our nursing colleagues that retired in 2011, I would like to express my sincere gratitude and wish them all the best in their future endeavours.



ENDURING VALUES ARE MAINTAINED

By Sister Margherita Rock, Director Of Mission Effectiveness



An interesting detail in Catherine McAuley's life story was her concern at the end of her days as to whether she had done the right thing in doing what she did with her inheritance. However, she concluded that she had done only what she thought God was asking of her. What a difference her doing what she did has made to our people, to our country and especially to those who are ill.

approach the future with confidence. In due time, our legacy will be our steadfastness and commitment in the midst of many challenges while availing of the many opportunities which will come our way.

Having just celebrated the Mater's '150 Years Serving the Nation', we could wonder what life would have been like for so many people had Catherine not done what she did and if her followers had not fulfilled her desire to establish a hospital in Dublin under their care. As we reflect on the events of the past year, we feel truly grateful to those founding members and feel privileged to be part of our hospital's continuing growth and development.

In the previous 'MaterNews' publication Brian Conlan our CEO listed the many events organised to mark the 150th Anniversary. I would like to take this opportunity to acknowledge the commitment and creative enthusiasm of the organising committee who succeeded in making the celebrations truly memorable. An album of memories and memorabilia is already in preparation!

The celebrations certainly gave us many opportunities to remember the past with gratitude while encouraging us to

Meantime, the Mission Effectiveness Programme continues to evolve as we endeavour, under many changes and constraints, to ensure that the mission of the hospital with its enduring values are maintained.



THANKSGIVING MASS CLOSES 150TH CELEBRATIONS

In December the Mater's 150th anniversary celebrations closed with a Mass Of Thanksgiving celebrated by Bishop Raymond Field, Auxiliary Bishop in the Archdiocese of Dublin.....



.....an opportunity to thank God and to reflect once again on the heritage we have and treasure.



AN INTEGRATED APPROACH TO PATIENT SAFETY

By Catherine Holland, Risk Manager

Delivering the right care at the right time in the right setting is the core mission of all hospitals across the country. In our hospital, we are committed to safeguarding our mission and facilitating our staff to continually improve the quality of care delivered to our patients. In close collaboration with the Department of Health and Children, HSE, regulators and research agencies we in the Mater continually facilitate our staff to improve the quality of care delivered, within a policy driven environment. We were

delighted to be one of 2 pilot sites for the development of Open Disclosure.

In October, we held a very successful quality and patient safety conference titled 'New Frontiers, New Challenges'. The programme reinforced the need for all us to have robust risk management practices within our hospitals. The innovative addresses from key speakers updated and enthralled participants about important risk management issues for example medication safety, consent, nursing key performance indicators and the introduction of clinical care programme and data protection. We were delighted to extend a warm welcome to Mrs Loretta Evans, mother of Colin Evans (RIP) who spoke about her personal experience and interactions with our hospital. Attendees took the opportunity to share knowledge, ideas and discuss the practical application of quality and safety measures in all aspects of their professional lives therefore improving the patients' experience. The feedback was overwhelmingly positive.



From Left To Right: Dr Philip Crowley (National Director Of Quality & Patient Safety), Hilary Coates (Health Information & Quality Authority), Loretta Evans, Catherine Holland (Risk Manager) and Brian Conlan (CEO)

I would like to acknowledge and thank the multi-professional (medical, nursing, pharmacy and legal) speakers that attended and to personally acknowledge and thank the work of the Mater's risk governance, risk management, health & safety and drug safety committees for their continued work in the area of risk management and patient safety. Finally sincere thanks to my colleagues that helped me organise the event - our portering, photography, catering staff and event's committee members.

DUBLIN ACADEMIC MEDICAL CENTRE UPDATE

Since 2007, the Mater Misericordiae University Hospital, St Vincent's Healthcare Group and University College Dublin (UCD) have been developing a framework that will enable the deployment of resources and shared services across the three institutions to improve clinical patient care, medical education and biomedical research in Ireland.

The proposals envisage a single governance and operational structure, called the Dublin Academic Medical Centre (DAMC), across the two hospital sites at Eccles St, Dublin 7, and Elm Park, Dublin 4.

Based on successful international models, the mission of the DAMC will be to improve the health of patients and the general population, and to provide excellent training to healthcare professionals, by linking treatment, teaching and research capabilities.

The boards of the 2 hospitals have now agreed the high-level structure for the combined hospitals and from January 1, 2013 they will operate under a single governance structure supported by a strong alliance agreement with UCD.

Significant consultation has taken place on clinical integration and briefings and consultations are continuing across the hospitals. It will take a number of years for the new structure to be completed.

The DAMC will have a combined total of more than 250 hospital consultants, some 160 biomedical research scientists and more than 1,000 in-patient hospital beds.

It will facilitate rapid and effective transfer of research ideas into clinical practice and will apply the most up-to-date treatments and techniques in patient care. The DAMC will also enable the UCD School of Medicine & Medical Science to advance its translational medicine research priorities and to provide improved facilities for clinical training of its medical students.

The DAMC will remain sensitive to the needs of the local communities while meeting regional and national healthcare needs.

The Minister for Health and the HSE are being kept informed of ongoing progress.

PATHOLOGY FACES CHALLENGES AND CHANGE HEAD ON

By Barbara Cassidy, Acting Laboratory Manager



2011 was indeed significant for the Pathology Department seeing the fruition of a number of major projects (commenced in previous years) and the start of new and exciting developments.

The adaptability and professional commitment of our staff in the midst of major change and upheaval was exemplary. We had the retirement of esteemed colleagues, new appointments and the academic achievements of many staff. We continue to engage with clinical colleagues in many research studies and projects.

We faced the challenges posed when introducing new and innovative systems and ultimately achieved our original aims and objectives which included:

- Launching the merged biochemistry and diagnostic endocrinology service on the 1st fully integrated state of the art track system in the country;
- Upgrading the laboratory information system in 3 departments with 2 more to follow in 2012 - thanks to our IMS colleagues;
- Introducing a specimen reception / dispatch system and an automated sample sorting instrument;
- Implementing an extended day service (8am to 8pm);
- Maintaining our fully accredited status with successful Irish National Accreditation Board and Clinical Pathology Accreditation Ltd (UK) visits;
- Integration of a hospital wide point of care testing glucometer upgrade project (with full integration in 2012); and
- Developing our department as a major part of regional service provision within the national laboratory modernisation programme.

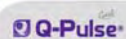


LOOK FOR THE PURPLE Q!

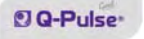
By Anne Horgan, Project Manager

In excess of 700 hospital policies, procedures and guidelines are stored on Q-Pulse (a central quality management information system), available to all staff across the organisation. Log in NOW!

From March 1st policy documents will only be accessible via



You have been circulated with your username and password - use it!

To access click  located to the left side of MaterNet homepage.

DON'T FORGET!

From February 29th **you will not be able** to view polices currently accessible on MaterNet policies section.

For further information or to set up an education session contact Anne Horgan, Q-Pulse Project Manager or Colette Denham Q-Pulse Project Administrator Telephone: 803 4114 (mornings only) Email: qpulse@mater.ie (Monday to Friday)

LOOKING AHEAD WITH OPTIMISM

By Martin Igoe, Head of Non Clinical Support Services

By any standard 2011 was a very difficult and challenging year for Non-Clinical Support Services, but the year will surely be remembered for the celebrations of the 150th Anniversary of the opening of the hospital in 1861.

This year promises to be equally challenging, with ever decreasing budgets continuing of the recruitment embargo and the pursuit of quality, standards and excellent service delivery.

However, we look ahead with optimism and expectation to the opening of our excellent new buildings in which we can further

enhance the quality of our service delivery in new state of the art facilities.

We will continue our pursuit of excellent hygiene standards and also focus on the areas of fire safety, accessibility for people with disabilities, safe handling and disposal of sharps and continuous upgrade of our service and facilities.

I would like to take this opportunity to thank all our staff for their dedication, hard work and resilience in these unprecedented times.



DEVELOPING MODERN THORACIC SERVICES

By Mr Waldemar Bartosik, Consultant Thoracic Surgeon

Last year was very important for our thoracic service with innovative minimally invasive and keyhole surgery services initiated for our patients.

Video Assisted Thoracic Surgery (VATS) lobectomy gained widespread acceptance by the thoracic society globally and is a less invasive approach to resecting lung cancer. The VATS lobectomy programme was initiated in our hospital in 2011 and is the first such programme in the country. Our initial experience shows excellent results with reduced morbidity and equivalent oncological outcomes when compared with open thoracotomy. The first minimally invasive thymectomy performed in Ireland took place in the Mater in 2011.

New developments in interventional bronchoscopy include tracheal and bronchial airway stenting and cryotherapy for palliative treatment of thoracic malignancies or benign airway stenosis.

In 2005 the first lung transplant procedure ever undertaken in the State took place in the Mater followed by the first double lung transplant in 2006. To date 38 lung transplants have been performed with excellent survival results compared to international data (0% in hospital mortality).

2012 will be another exciting year with the team planning to introduce the Ex Vivo Lung Perfusion Programme for lung transplantation, aiming to increase the number of transplanted patients. Watch out for more updates!

CALLING ON YOUR FULL SUPPORT

By Caroline Pigott, Director Of Finance

2011 was a financially challenging year, however your support has to be commended – thank you.

Implementation of cost containment and income generation projects reduced our net expenditure by almost €9 million (compared to 2010). This excludes savings from the non-replacement of staff that left the hospital under the VER / VES schemes (December 2010).

In 2012 against the backdrop of a reduced financial allocation, staff reductions and service requirements our key financial priorities include:

- Managing financial resources effectively, in line with revenue allocation and service plan. It is important to note our allocation for 2011 was €213.6 million and is expected to be in region of under €200 million in 2012 (awaiting HSE notification);
- Continuing the accelerated focus on income collection and cost containment throughout the hospital. We need to increase private bed occupancy, the target is 85% in 2012;

• Maximising cash resources by:

1. Completing private insurance claims within HSE target (14 days from date of patient discharge). Resources available to aid compliance include electronic claims processing system, Claimsure and use of external medical billing companies;
2. Improving turnaround of claims with insurers and converting into cash;
3. Continuing to hold reduced stock.

We bade a fond farewell to a number of colleagues from our department in 2011 I would like to wish them health and happiness in their retirements.

Finally I would like to extend my gratitude to my team for their support and continued efforts in working proactively with colleagues throughout the organisation to reduce our cost base and generate income.



MATER CAMPUS HOSPITAL DEVELOPMENT



By Dara Carroll, Arts and Environment Manager

Building work is nearing completion on the Mater Campus Hospital Development, a project that involves the rebuilding of key parts of the Mater hospital. This development will go a long way to addressing the need for modern buildings and equipment for existing services at the Mater and will provide significant additional capacity to service growing patient needs.

The opening of the new hospital will be in two phases:

- **Phase 1** - May 2012 - this will include the outpatients department, catering and technical services
- **Phase 2** - September 2012 - this will include the emergency department, operating theatres, intensive care unit, radiology and wards

For the past year, MCHD Ltd has been working with the Mater on a countdown plan for staff, patients, visitors and hospital suppliers prior to handover. A 'Soft Landing' steering group is leading a series of initiatives to ensure the smooth transfer of patients, staff and assets to the new hospital. The move to the new hospital provides an exciting opportunity to look at new system model for the whole hospital, in accordance with wider HSE plans and objectives.

The Railway Procurement Agency has commenced enabling works for the Metro station at the Mater Campus. The overall Metro North project is being postponed for consideration in advance of the next capital programme which will be drawn up in 2015. The Mater stop enabling works will conclude in May 2012 and will allow for the subsequent completion of the deferred elements of the MCHD project.





CUTTING EDGE TECHNOLOGY SAVES LIVES

By Dr Ed Carton, Consultant Intensivist, Medical Director of Mater ECLS Programme & Serena O'Brien, CNM3, ECLS Co-ordinator

The Mater Extracorporeal Life Support (ECLS also called ECMO) Programme provides comprehensive short-term support for adult patients with severe, acute, potentially reversible lung or heart failure that has not responded to maximal conventional therapy.

Since 1985, our cardiothoracic surgery and perfusion service has been able to provide short-term extracorporeal support for patients in persistent shock after heart surgery. Prior to 2009, there was no respiratory ECLS service available in Ireland consequently critically ill patients requiring ECLS had to be transferred to specialist centres across Europe.

During ECLS, deoxygenated venous blood is drained from the patient to a gas exchange device where it is enriched with oxygen and carbon dioxide is removed. The oxygenated blood is then returned to the patient's venous circulation for respiratory support or arterial circulation for cardiopulmonary support.

The Mater ECLS Programme is based in the Intensive Care Unit. The bedside care is provided by intensive care nurses with specific ECLS training, supported by intensivists and perfusionists.

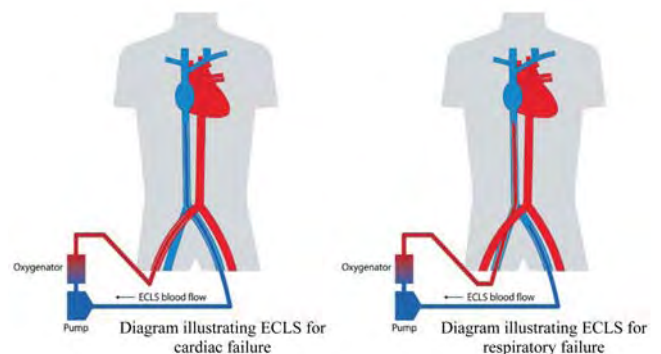
Since 2009, 27 patients have been supported on ECLS (16 respiratory and 11 cardiac). These critically ill patients were referred from all parts of Ireland, including one patient who was transferred on ECLS from Sweden because they could not accommodate him in their own unit. Considering that these patients had continued to deteriorate despite optimal conventional therapy, survival after ECLS (63%) in the Mater ECLS Programme has been reassuring and compares favourably to international results. The cost of supporting these patients in the Mater is a fraction of what it would have cost to transfer these patients to ECLS centres outside the State.

In May last year, we were delighted to welcome the Minister for Health, Dr James Reilly to view the Mater ECLS Programme. Dr Reilly met ICU staff and former ECLS patients Carmel O'Brien and Fiona Dolphin, both of whom have made an excellent recovery.



ABOVE - Patient Supported On ECLS (2010)

TOP OF PAGE: Dr James Reilly (Minister for Health) meets Fiona Dolphin (Left of Minister), Carmel O'Brien (Right of Minister) and staff



RETHINKING AND REDESIGNING THE WAY WE WORK

By Paul Burke, Director of Human Resources

Last year was one of the most challenging for staff, yet despite reducing staff numbers and increasing workload we continue to excel in the delivery of patient care.

Looking forward 2012 will be equally if not more challenging. We will be required to deliver even more with fewer resources. On the positive side there are great opportunities to utilise the Croke Park Agreement to its fullest extent, to put in place the structural changes required to keep the hospital as a leading healthcare provider, to implement more effective processes and to maximise the operational efficiencies in our new hospital development.

Clearly significant change is ongoing and increasing in intensity. It is understood and appreciated that changes may impact on our

staff to varying degrees. The hospital for its part will strive to minimise personal impact whenever possible and to improve on its current staff support mechanisms.

Finally, I should like to take this opportunity to thank you for your support in all that has been achieved thus far and for your continuing co-operation in the development and implementation of further hospital initiatives. I should also like to acknowledge the contribution of the human resources team and to thank them most sincerely for their ongoing invaluable effort and assistance in the delivery of human resources services to the Mater hospital.



GOOD NEWS FOR COMMUTERS IN 2012

By Barry McKenna, Travelways Commuter Centre Manager

In the coming weeks a large LCD screen in the concourse will be installed to display Real Time Passenger Information for Dublin Bus, Irish Rail, Luas and Bus Eireann services. The information provided allows staff and visitors to see when the next bus, train or Luas is due before they leave the hospital concourse. A very small number of these screens are being made available by the National Transport Authority.

Their support is an indication of the efforts of management and staff of this hospital to promote sustainable transport.



The Leap card is a new integrated ticketing system for public transport in Dublin that allows you to use the bus, train and Luas using one ticket. The Leap card is an easy to use, hassle free way to commute to work. Simply buy your Leap card and top it up with credit.



For those using public transport to commute to work the Taxsaver ticket scheme represents the best value. The scheme allows a member of staff to purchase a monthly or annual ticket from Travelways and save either 31% or 52% off the cost. Don't forget the cost of an annual ticket will be deducted over 6 months or alternatively deducted in full in one month.

If you are interested in cycling the Bike to Work Scheme similarly offers 31% or 52% off the cost of a new bike and accessories.

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

IMPROVING SERVICES AND SUPPORT

By Deirdre Hyland, Head of Information Management Services

In 2011 the Information Management Services (IMS) Department was in the midst of many key and exciting developments. Working closely with the Health Records Department as well as the Library and Information Service, our expertise was extended to more locations, technology was further enhanced and services improved.

A synopsis of our highlights and achievements in collaboration with you our colleagues, is outlined below:

- Introduced a corporate standard desktop with organisational backup facility for PCs;
- Launched a new Mater Public Website www.mater.ie in March;
- Upgraded the hospital's pathology laboratory system (major revamp);
- Introduced advanced patient documents and document scanning within PatientCentre;
- Implemented the National Integrated Medical Imaging System (NIMIS) in September; and
- Went live with QPulse (document control and audit management system)

Preparations are well underway for the new hospital development. We successfully procured a new network infrastructure and continue to work with the Mater Campus

Hospital Development team to provide a full wireless network facility along with Internet Protocol Telephony. A major relocation of the existing data centre into the new hospital will take place, with the challenge to maintain our record of 'zero' unplanned downtime for critical systems. This move to the new development is our primary focus in 2012 with virtually all departments requiring IMS support or services of some kind.

As if that was not enough we also aspire to prioritise and ensure an efficient and better working environment for staff by:

- Relocating into a new data centre;
- Introducing a managed print service;
- Supporting all clinical care programmes;
- Implementing clinical systems e.g. a theatre management system; and
- Supporting Dublin Academic Medical Centre (DAMC) initiation.

Without the support and hard work of my wonderful team none of this would be a possible so sincere thanks to an innovative team.





MATER FOUNDATION DONATES OVER €18M TO THE HOSPITAL IN LAST TEN YEARS

By Mary Moorhead, Chief Executive

Did you know that the Mater Foundation has remitted €18,333,388 to the Mater Hospital since 2001?

This has not only gone to our 3 main appeals breast cancer, neurology and cardiology but supported a wide range of projects within the hospital.

In 2011 we funded a variety of projects awarding just over €900,000 in grants to various wards and departments throughout the hospital including:

- Funding a Motomed Letto device for the Physiotherapy Department to help circulation and reduce the risk of thrombosis for patients in the Intensive Care Unit; and
- Funding a patient standing aid enabling staff in St Agnes ward to manoeuvre patients safely and promote patient rehabilitation.

Did You Know?

Since 2005 all funds raised through fundraising, or any donations received from patients and their family members **must be channelled through the Mater Foundation** - the official fundraising body of the Mater Hospital. This policy has full Mater Hospital Board approval. The Mater Foundation has always and continues to pride ourselves on our accountability and transparency to our donors in where our funds go and how we steward our donors money.

What Do You Need To Do?

We would encourage all staff to direct donations of any kind through the Mater Foundation. This is to ensure that there is a

registered charity responsible for all donations to the hospital that the regulations of the law are followed and that donors are thanked and managed appropriately and in a timely fashion.

Going forward in 2012 this is as important as ever with the new regulation governing charities and fundraising, not to mention the reputation of both the hospital and the foundation.

For more information contact the Mater Foundation.
Telephone: 830 3482 Website: www.materfoundation.ie
Twitter: www.twitter.com/TheMaterFoundat
Facebook: www.facebook.com/materfoundation



A FOND FAREWELL

On behalf of the Board, Executive and staff, I would like to acknowledge and extend our good wishes to colleagues on their retirements. Thank you for your outstanding contributions to this hospital over the years. We wish you health and happiness in your retirement. **Brian Conlan, Chief Executive**

Mr. Rob Acheson
 Jane Bourke
 Dr Eamann Breatnach
 Thomas Byrne
 Maurice Casey
 Teresa Duncan
 Sr Anna Finnegan
 Professor Richard Firth
 Professor John Fitzpatrick
 Martin Flaherty
 Sr Mary Flynn
 Audrey Gregan
 Breda Holt

Margaret Keane
 Dr Brendan Keogh
 Clare McHugh
 Betty Moran
 Anne Morris
 Margaret O'Gara
 Una O'Mahony
 Katherine Plaisted
 Elizabeth Salter
 Dr John Stack
 Professor Michael Stephens
 Joan Whelan



Professor John Fitzpatrick



Martin Flaherty

YOUR VOICE...

If you have any news, views or issues you'd like to put to Brian Conlan CEO he'd love to hear from you 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 and the Photography Department.