

# Midland Health Board NEWS

DECEMBER 2004

## HEALTH AND SAFETY AWARDS



*Birr Community Mental Health Centre was the overall winner of the 2004 Health and Safety Awards. Pictured are Liam O'Callaghan, General Manager Community Services Laois/Offaly with Fiona McGlynn, Veronica Higgins and Fidelma McEvoy.*

**The Community Mental Health Centre in Birr, Co. Offaly was the overall winner of the Board's 2004 Health and Safety Award.**

In presenting the award, Ms Mary Culliton, Director of Corporate Fitness said that what was most apparent about this site during European health and safety week was the emphasis on both staff and client safety, and the range of activities and level of staff involvement set this entrant apart.

"Although it was quite obvious that great effort was made by the staff at this site for European Health and Safety Week there is evidence that health and safety is considered a priority throughout the year."

Ms Culliton said.

Some of the events held at the site during the week were;

- Advice and demonstrations on posture and hand massages by Occupational Therapists;
- Healthy lunches and walks to local amenities for staff and clients;
- Meditation sessions facilitated by the Psychology department, and
- Videos on manual handling, stress management and ergonomics, among other topics.

Other Category Winners were;

Community Services Laois/Offaly  
**Riada House, Tullamore**

Community Services Westmeath/Offaly  
**St Mary's Care Centre, Mullingar**

Mental Health Services  
**Community Mental Health Centre, Athlone**

Management/Administrative Services  
**Finance Department, Sragh**

Acute Hospital Services  
**Midland Regional Hospital at Tullamore**

All winners received a perpetual plaque to display, a certificate for permanent display, a hotel break away for a management representative nominated by the Health and Safety Committee and a hotel break away for the health and Safety Representative at the site.

Other sites which received special mention were St Joseph's Longford, St Brigid's Shaen, Ofalia House, Edenderry and Central Office Tullamore. Thirty two sites participated in the European Health and Safety Awards Competition this year which was almost double the number of entrants on last year.

At the awards presentation ceremony held in Tullamore, a number of excellent presentations on health and safety issues were delivered

(full report see pages 8 and 9).

## CHRISTMAS GREETINGS



I would like to wish all members of staff and their families a peaceful and joyful Christmas and to thank you for your ongoing commitment to providing a quality service to the people we serve.

It has been a demanding year for many of us, providing increased services while maintaining the highest of standards. I thank you all for your efforts.

I would ask that we all be mindful of elderly neighbours or people living alone at this time of year, and help everyone to have a safe and enjoyable festive season.

I wish you all a prosperous and happy 2005.

Pat Gaughan,  
Chief Executive Officer



## Education Session on Accreditation Delivered

The Board's quest to have its three hospital sites accredited by the Irish Health Services Accreditation Board (IHSAB) progressed in October with the delivery of two Educational Sessions to staff.

The Sessions were given by Tiona Fortune, Director Client Services with IHSAB. Speaking at the start of the session, CEO Pat Gaughan, said he was delighted to see a good cross section of people working within the acute services present.

Mr Gaughan said he is a strong advocate of accreditation having viewed the benefits of the process first hand on a visit to Canada some years ago. "Accreditation is a process not taken up lightly. There is a lot of hard work to be done. However, it is very satisfy-

ing when you get to a standard and it is reassuring to the public when you attain an internationally recognised standard," the CEO said.

"Those who did a good job in the past, had no way of proving that they did a good job...Accreditation will help us to move away from that culture to where there is an independent standard and we can show that we are conforming to it."

The CEO went on to thank Moss McCormack and his team for their hard work in putting the Board's three acute hospital sites "on the road" to accreditation. In her presentation, Ms Fortune covered such topics as the background to accreditation, standards foundation and structure, quality

dimensions and standards examples, and guidance on evidence of compliance.

Nationally, 23 hospitals have applied for accreditation, including four multi-site hospitals of which the Board is one. In total, 32 hospitals are involved in the process.

Ms Fortune explained that all the hospitals who have undergone the first phase of accreditation have reapplied, underlining the benefits of the process.

Ms Fortune explained the three levels of accreditation and pre-accreditation, and said most hospitals achieve pre-accreditation level when they first apply, which helps them identify areas for improvement. Indeed, one of the key messages on the day was that accreditation is not about passing

or failing, but about a programme of continuous quality improvement. Currently Self Assessment Teams are being set up in the three hospital sites. Their assessments are due to be completed by April next year, with submission for accreditation due in June 2005. The Peer Review Survey is scheduled to take place in September 2005.

A further two Educational Sessions will be delivered by IHSAB. One covering the Self Assessment Process which will take place early next year, and another on mock interviews in preparation for peer assessment which will take place before the peer review process.

## New HPH Coordinator Takes Up Appointment

Ms. Kathleen McLoughlin has been appointed the Board's new Regional Health Promoting Hospitals Co-ordinator.

She will be responsible for leading health promotion within a hospital setting in the Board.

"In the short term, much of the role will involve assessing services in line with the World Health Organisation's Standards for Health Promotion in hospitals, these standards are being piloted in maternity in the acute hospitals in Mullingar and Portlaoise, and in orthopaedics in Tullamore," Ms McLoughlin explained. HPH is also involved in the Baby Friendly Hospital Initiative, Standards for Children in Hospital, Catering projects, Smoke Free Hospitals Initiative, the Quality of Working Life



project and the general promotion of health for staff and patients.

Kathleen is supported in HPH by Corla Bradley (Clerical Officer) and Sarah Gibbons (Clinical Audit/HPH, Mullingar), and works with Amelia Cox (Mental Health) and Patricia Carroll (Care of Older Persons) on projects throughout the Board. Kathleen graduated with a BA (Hons.) Psychology from the University of

Luton in 1998, when she moved to Shinrone in Co. Offaly. Following her move she worked for one year in St Anne's Service for People with Intellectual Disabilities, Roscrea and then joined the National Training and Development Institute in Portlaoise where she worked as the Fresh Start Facilitator for two years. Kathleen joined the Board in March 2001 as the Researcher for Mental Health, based in Clinical Audit and Research and took up post in HPH in October.

She is married with one son. Her interests include hurling and she is secretary of Shinrone GAA. We wish Kathleen every success in her new position.

She can be contacted on 0506 46242 or on email [kathleen.mcloughlin@mhb.ie](mailto:kathleen.mcloughlin@mhb.ie).

## GRADUATIONS



Above: Breege Doherty graduated with a 1st Class Honours Masters in Health Promotion from NUI, Galway on 30th November 2004.

Right: Maura Morgan, Occupational Therapist Manager, graduated from Ulster University with a 1st Class Honours Masters in Special Education Needs. She completed her thesis on Architectural Accessibility.



Above: Mr Larry Bane, Director of Human Resources, graduated with a Masters of Business Studies at AIT in association with Coventry University Business School.



# Hospital Watch launched at the Midland Regional Hospital at Portlaoise



Staff pictured at the launch of Hospital Watch (back) Eileen Kennedy Dunne, CNMII Coronary, Jennifer Lalor, CNMII ICU, Mary Fitzpatrick, A/Deputy Hospital Manager, Dermot Browne, Security, Joe Martin, A/General Manager Acute Hospitals, Maureen Nolan, Director of Nursing and Ger Ward Asst Hospital Manager. Front row: Superintendent Noel McCarthy, Mary O'Connor, Hospital Watch Coordinator, Chief Superintendent Peter Wheeler, and Geraldine Dunne, CNMII Medical.

Hospital Watch, a crime prevention programme in which An Garda Síochána and the Hospital Security enlist the voluntary co-operation of all staff at the hospital was launched recently at the Midland Regional Hospital at Portlaoise.

Working on the same principle as "Neighbourhood Watch" a member of the Gardai from Portlaoise Garda

Station, Garda Tom Walton, has been given special responsibility to liaise with the "Hospital Watch" scheme. The active participation of all the staff in the hospital is requested to ensure that the scheme is successful.

The Board was the first outside of the major capital centres to introduce this programme when it was launched at the Midland Regional Hospital at Tullamore in April last year.

Mr Dermot Browne, the Board's Security Advisor, said that the programme in Tullamore had been an enormous success.

"The past two years has seen a steady increase in reported security incidents, many of which come about due to inadequate precautions taken by ourselves. We must ensure that all reasonable steps are taken to making the hospital in Portlaoise a safer place," Mr Browne said.

The aims of the Hospital Watch Scheme are

- \* To provide a safe environment for patients, visitors and staff
- \* To promote crime prevention awareness amongst members of staff, patients and visitors
- \* To protect personal and hospital property against theft or damage.
- \* To open a formal line of communication between Midland Regional Hospital at Portlaoise and An Garda Síochána.
- \* To distribute advice, literature and property marking schemes.
- \* To liaise with Victim Support

Nurse Mary O'Connor is the coordinator for Hospital Watch in the hospital.

# Infection Control Awareness Days

Infection Control awareness days were held at the three acute hospital sites in October, organised by the Board's Infection Control Nurses, Paula McElligott, Longford/Westmeath, Michelle Bergin, Co. Offaly and Claire Dowling, Co. Laois. Marena Burd is the Regional Infection Control/Assistant Director of Nursing and Dr. Muriel Cawdery is the Consultant Microbiologist.

The following activities were held:

- Hand hygiene technique using Fluorescent Cabinets – Clean hands demonstration
- Sharps Injury awareness posters
- Infection Control awareness posters/manuals/information leaflets
- Lectures based on the revised and some new Infection Control Guidelines, released in Feb. 2004 (21 guidelines)
- Quiz based on the Infection Control Guidelines
- Waste Management Quiz
- Sharps Safety Slogan competition
- Sharps Disposal Display stand hosted by "Sharps Containers Ltd."
- Cleaning products "Soludoz" hosted by "Servisan Ltd."

The hand hygiene demonstration stands proved very popular in each of the sites. There was an excellent response from all

health care workers and members of the public, visiting the hospitals, who were eager to participate and evaluate their hand hygiene technique.

Approximately 500 staff members participated in the hand hygiene demonstrations. The demonstrations involved the application of a fluorescent hand rub using the Ayliffe hand hygiene technique and then viewing hands in the fluorescent cabinet to ensure that all areas of the hands had been covered with the hand rub. Poor coverage of all surfaces of the hands indicates poor hand hygiene technique, consequently hands may harbour micro-organisms.

It is internationally recognised that good hand hygiene practice by health care workers is the single most important measure in preventing the spread of infection. Compliance can be low, so education and demonstrations are always high on the agenda of the Infection Control Nurses in order to reduce the risk of hospital acquired infection (HAI). Recent guidelines for hand hygiene in health-care settings outline the role of alcohol-based hand gels/rubs in improving hand hygiene compliance, which in turn reduces HAI and the emergence of resistant organisms.

Alcohol-based hand gel/rub is a waterless skin antiseptic for use on the "visibly" clean hands are being introduced throughout the health board.



Staff members in MRHM who enjoyed and won prizes in the Infection Control Awareness competitions.

The rationale for these products is that they are an alternative to hand washing, therefore, one may either hand wash or use the alcohol gel on the visibly clean hands.

The benefits of using alcohol-based hand gel/rub include:

- Rapidly acting anti-microbial, effective against a broad spectrum of bacteria, fungi and viruses, clinically tested.
- Accessibility of product (each bedside) leads to ease of use and saves time, this improves compliance.
- Skin tolerance – emollients reduce drying of skin, this in turn promotes compliance.
- Reduced hospital acquired infection

- Reduced antibiotic usage
- Reduced hospital stay of patient

Prevention of sharps injuries through good practice and the use of safety devices were highlighted through posters, lectures and company representation from sharps disposal containers.

The incidence of needle /sharps injuries by health care workers remains at an unacceptable high level. It is essential to prevent sharps and exposure incidents, therefore, prevention is better than cure.

The importance of appropriate Waste Management was emphasised through formal education sessions, quizzes and the use of the National Waste Poster.

The importance of hospital cleaning with correctly measured detergent solutions and when indicated appropriate disinfection was highlighted.

Infection Control Quiz winners were

Marion Whitney (1<sup>st</sup> prize) and Sinead Connell (2<sup>nd</sup> prize), MRHM:

Jacinta Summers (1<sup>st</sup> prize), Lorraine Lalor and Emma Delaney (joined 2<sup>nd</sup> prize), MRHP:

Isabella Clancy (1<sup>st</sup> prize), Pauline Byrne (2<sup>nd</sup> prize), MRHT.



## New Staff Members for Community Nutrition and Dietetic Service

Over the last year, the Community Nutrition and Dietetic Service have been joined by four new staff members - Sharon Kennelly, Pauline Dunne, Liz Grogan and Amanda Rhynehart.

They are pictured here with their colleagues:

(From left to right) Marie Murtagh, Sharon Kennelly, Pauline Dunne, Liz Grogan, Amanda Rhynehart, Rose Keegan, Niamh O'Keefe, Grainne Flanagan, Emary Purtill, Corina Glennon (Service Manager), Cara Cunningham and Charlotte Johnson.

# Midland Health Board

## Quality of Working Life Programme

### Progress 2004

The Board's *Quality of Working Life Programme*, introduced in 2002, aims to create a working environment where people feel valued, recognised, healthy and safe. The test of this programme will be whether it makes a difference to the quality of working life of the Board's staff. A five-year action plan is being developed in which the Board will address the needs and priorities identified in the survey which was carried out in 2003. The *Quality of Working Life Programme* is driven through the health services Partnership infrastructure and is based on multisectoral and multi-disciplinary co-operation and can be only successful if everyone is committed to it.

The programme was recently highlighted in the National Centre for Partnership Performance report titled Promoting Innovation and High Performance - the Impact of Partnership Approaches to change in the Irish Health Service. The Programme was one of a small number nationally used as an example of how the partnership approach leads to improved service delivery.

#### PRIORITIES 2004

Based on the results of the survey six important projects were prioritised in 2004 including:

- 1) **Info-Link** aims to improve communications among staff
- 2) **Bullyproof**-designed to address workplace bullying
- 3) **Training programme for Managers in "managing people"**
- 4) **A Moving and handling strategy**
- 5) **An equality and diversity action plan**
- 6) **Work-life balance initiatives**

#### INFO LINK TEAMS

Info-link teams were set up in the three Acute hospitals and up to 17 other locations throughout the region. The purpose of info-link is to improve communications at local level. To set up an info-link programme in your workplace

Contact: Dymphna Bracken,  
Dir. of Communications,  
Corporate Fitness, 0506-46100

#### PROMOTE AND SUPPORT DIGNITY AND RESPECT IN THE WORKPLACE

##### *Bullyproof Programme*

The Bullyproof Project Team, which has been established under the Quality of Working Life Programme, will be evaluating the Bullyproof Programme as one of its objectives for 2004.

#### What does Bullyproof mean?

Bullyproof means protecting yourself from both bullying and being bullied. The aim of bullying is to separate you from your sense of dignity and respect. Bullies should be

held responsible for their own actions, confronted and the behaviour must change. The Bullyproof Programme is being facilitated by a group of staff committed to raising awareness of what is unacceptable behaviour and also to empower staff to protect themselves in the workplace.

The Dignity at Work Policy for the Health Service, which covers sexual harassment and harassment as outlawed by the Employment Equality Act 1998 has been adopted by the Board.

It has a strong preventative focus and emphasises that every staff member has a duty to maintain a working environment in which the dignity of everyone is respected.

Under the Dignity at Work Policy a network of Support Contact Persons is being established within the Board's area. The function of the Support Contact Person is to explain the definitions of bullying/harassment, the various elements of the procedure and assist the employee to make an informed choice about what action, if any, he or she may wish to take.

#### Sample feedback from Staff and Managers who have attended the programme:

*"It has increased my awareness of bullying in the workplace"*

*"I now feel able to deal with the issue if it occurs"*

*"I have a better understanding of how my actions can affect others"*

*"There is a need for more support structures"*

#### Case Study – Workplace Bullying:

Robert and Brian are two Claim Specialists working for John. Robert is not meeting his targets and feels under a lot of stress at work, has difficulty sleeping and cannot concentrate. His colleague Brian is continuously jeering and pestering him. Brian keeps referring to the fact that he is not married and is making all kinds of innuendo and jokes. He uses foul language, continually sneers and criticises him in public. Robert feels isolated from the rest of his colleagues, has developed irritable bowel syndrome, has a fear of going to work and is absent on a regular basis. John is aware there are backlogs in the department and approaches Robert.

#### Effects on the Employee:

Difficulty sleeping, stressed, loss of concentration, ill health, fears going to work and feels isolated.

#### Effects on the Organisation:

Backlogs, targets not met, low morale and high absenteeism.

#### Responsibility of the Manager:

Health and Safety of his staff which includes the psychological and emotional safety, dignity and respect of

staff towards each other, and also to coach and assist staff members to deal with the situation. These are some of the effects of bullying in the workplace if complaints of bullying/harassment are not dealt with and "nipped in the bud".

Bullyproof Programme – for further information contact: Corporate Learning & Development Unit at (0506) 28979 / Board's Intranet Site.

#### Work Life Balance Steering Group

*Recommendations from the Consultations with Midland Health Board Staff*



Kathryn Meade

Mrs. Kathryn Meade of NUIG was commissioned by the Work Life Balance Steering Group to carry out an extensive qualitative research project to help clarify the stress management needs of staff. In the Quality of Life survey 71% of respondents indicated a desire for stress management programmes.

Her research used focus groups and individual interviews carried out across the four counties. Kathryn's study recommended the training of the facilitators included the following: Awareness of stress, signs and symptoms and the need for work-life balance and health enhancing behaviours.

- Time management
- Relaxation training
- Breathing techniques
- Assertiveness training
- Addressing practical environmental and interpersonal stressors

The steering group would like to extend its gratitude to Kathryn for her work in producing this valuable research.

#### Peer Support

There was a great response to the advertisement for the Peer Supporter role and many thanks extended to same. Training of the peer supporters will take place in early 2005.

#### Stress Management Programme

The Work Life Balance Steering Group will be tendering for a training provider who will train facilitators in providing stress management interventions for staff in mid December. We will then be looking to you again for motivated people who would like to get involved. The Steering group would like to wish Caroline Whelan great good fortune in her move to the Cheshire Foundation. Best of luck, Caroline!



At the Equality Workshop from l to r: Tara Coogan, Equality Authority; Liz Doherty, NWHB, Caoimhe Gleeson, NWHB; Larry Bane, Director of Human Resources, Breege Doherty and June Boulger.

### Equality Group

The Equality working group have met throughout 2004. The group was convened by Gerri Quinn and Breege Doherty has now replaced Gerri as the chairperson of the group. To date the group have organised an Equality Seminar which was held in the Board Room in central office in November. The seminar was well attended and feedback has been positive.

The work of this group has been guided by the Equality Authority, and we are very grateful to Tara Coogan for her support and guidance and to Neil Crowley who presented at the Equality seminar. The seminar afforded us the opportunity to learn from the experience of Caoimhe Gleeson who has been working as Equality Officer in the North Western Health Board. Insight into developments in the Northwest was also provided by Liz Doherty.

The project group has taken on the equality remit and a key action is to increase awareness among staff and develop an action plan in relation to equality, diversity and anti-racism in the workplace. The Equality working group have been guided throughout by the equality legislation, namely:

#### 1. EMPLOYMENT EQUALITY ACT, 1998:

The Employment Equality Act, 1998, is designed to promote equality of opportunity in employment between employed persons by making discrimination and harassment in employment unlawful on the following grounds:

- Marital Status
- Family Status
- Race
- Religion
- Age
- Disability

- Sexual Orientation
- Gender
- Membership of the Traveller Community

The Employment Equality Act, 1998 allows positive action in relation to certain groups, i.e. gender, membership of the Traveller community, people over the age of 50 and people with disabilities.

#### 2. EQUAL STATUS ACT, 2000:

The Equal Status Act 2000, aims to promote equality and prohibit discrimination and harassment and related behaviour in connection with the provision of goods and services, property and other opportunities to which the public generally or a section of the public has access, on similar grounds as those contained in the Employment Equality Act, 1998.

The working group will now embark on the process of developing an action plan to promote equality within the workplace. The group are mindful that they are not working from a zero baseline and that good work has been carried out to date to ensure equality within our workplace.

We do however need to audit where we are at in relation to equality to develop a picture of where we are performing well and improvements that can be made in the short, medium and long-term. In essence we need to have a planned and systematic approach to equality.

We have a number of dedicated staff who have developed resources within their areas of expertise and these should now be pooled to ensure that this good practice is embedded in the organisations core functioning.

It is essential that the learning to date is translated into action in our workplace.

# MOVING AND HANDLING

## IMPORTANT INFORMATION ABOUT BACK CARE

### Free Stepometres Giveaway

#### WHO GETS BACK PAIN?

Most of us, four out of every 5 people will get back pain at some stage. Fortunately back pain is not usually due to any serious disease and most low back pain can be prevented or cured.

Your back is designed for movement. Our increasingly sedentary lifestyle means that the backs soft tissues and joints are simply not as active as they need to be to stay healthy and strong. Mostly the pain comes from the spine's muscles, ligaments and joints as they are not moving and working as they should.

In order to keep your back healthy and painfree try these tips on posture:

- Try to maintain a good posture while sitting by sitting back against the backrest and if necessary place a rolled towel in the small of your back. Don't slouch. Get up and stretch at regular intervals.
- Check the suitability of your mattress and pillow. Your spine needs support when lying down also.
- When standing try putting one foot on a low stool, box or shelf to alter the weight and have your work surface at a comfortable height.

Moving and handling tip for the busy Christmas period – always lift and carry close to your body (that includes the wheelie bin full of extra rubbish and even the dirty party child)

As part of the Midland Health Boards Strategy to promote back care at work we are giving away **three hundred free stepometres** to promote active living and health at work.

Contact Clodagh Armitage, Health Promotion Service, for your free stepometre and walking for health information pack. 0506-57824. For further details on back care contact: Carole Murphy, Moving and Handling Co-ordinator 0506-57844.



# Health and Safety

Mr Pat Gaughan, CEO opened the 2004 Health and Safety Awards Presentation Ceremony and Seminar.

“Last year, I was impressed by the commitment, dedication, resilience, resourcefulness, and hard work of many individuals, teams and staff/management partnerships culminating in concrete improvements in safety, health and welfare. This year, I think that progress has been significantly improved upon,” Mr. Gaughan said.

Mr Gaughan said the Board’s commitment to health and safety was evidenced by the allocation of resources to the area, particularly with the appointment of three new staff to health and safety, in spite of a strict employment ceiling.

“This year we have recruited an Assistant Fire Prevention and Safety Officer, three additional risk managers and a fulltime moving and handling coordinator and advisor. I would like to take this opportunity to welcome these new staff members. I am confident that their presence is being felt in the shape of enhanced fire safety systems support, consolidation of the safe moving and handling work of the Board and support for the local risk management process,” he said.

Mr Gaughan pointed out that the Board secured and allocated €1.3million for once off funding of health and safety items throughout the Board.

Healthcare Risk Management received submission for funding for 330 health and safety items, and the funding was allocated to priorities based on the findings of risk assessments, recommendations from incident reviews and from health and safety authority inspections.

Mr Gaughan thanked Paul Fay and the Department of Health and Children for their support. He also welcomed Dr Ailish Quinlan, Head of the Clinical Indemnity Scheme, to the event. Dr Quinlan chaired the afternoon session.

Mr Gaughan spoke of the relevance of this year’s European Health and Safety Week theme, Building in Safety to the Midland Health Board. He also pointed out that one particular idea highlighted during the week was the integration of clinical and non-clinical risk management



Healthcare Risk Management Staff pictured with speakers from l to r (back) Alan Murphy, Paul McNally (Health & Safety Authority), Cora McCaughan, General Manager, Healthcare Risk Management; Dr Sheelagh O’Brien, Mary Dwyer, Employee Assistance Service; Dr Ailish Quinlan, Head of Clinical Indemnity Scheme; Dr Murial Cawdry, Consultant Microbiologist. Front (l to r) Majella Robinson, Clinical Audit Manager; Dr Rachel Crowley and Dr Fidelma Fitzpatrick, Registrars, Beaumont Hospital and Mary Culliton, Director Corporate Fitness.

“This is a key principle underlying the Boards’ safety, health and welfare management system.

“The systems for managing clinical and non-clinical risks are identical. Separating these areas of safety management can result in overlaps and omissions, and generally ineffective safety and risk management.

“Research shows that there is a link between the environment healthcare staff work in and the errors that occur resulting in clinical incidents,” Mr Gaughan explained. Mr Gaughan took the opportunity to thank everyone involved in organising the activities of European Health and Safety Week and the Awards Ceremony. Attendees at the event were then given a number of presentations on health and safety issues. Themes covered included the

European Working Time Directive, Overuse of Antibiotics, Patient Consent and progress on Quality of Working Life. Dermot Browne, the Board’s non-emergency fleet manager and security advisor, told delegates about the Board’s progress in developing a policy on violence in the workplace.

A working group has been set up to look at issues such as education and training, response to attack alarms, lone workers, risk assessment and reporting and follow up. Mr Browne said a policy document was expected in the very near future.

Following on from this, Ms Mary O’Dwyer, Manager of the Board’s Employee Assistance Service, gave a presentation on the normal responses to crises and critical incidents and



MIDLAND REGIONAL HOSPITAL AT TULLAMORE - ACUTE HOSPITAL WINNER  
John Bulfin, Assistant CEO Midland Health Board presents a Health and Safety award to staff of the Midland Regional Hospital at Tullamore. From left John Bulfin, Sinead Reidy O’Connor, Peter Waters (hospital manager), Fiona McMahon, Bernie Mann and Liam Bermingham.



FINANCE DEPARTMENT - SRAGH - WINNER ADMINISTRATION CATEGORY.  
Breda Crehan Roche, Asst. CEO Community Services presents the Finance Department with a Health and Safety Award. From left Breda Crehan Roche, Marie Leogue, Geraldine Martin and Mary Culliton, Director of Corporate Fitness.

# Awards Seminar

the management of staff reactions, particular as they relate to violent incidents in the workplace. Ms O'Dwyer spoke of the importance of demobilisation following a critical incident, and said that training in demobilisation for managers had commenced. A booklet titled *Coping in Crisis* was also available for all staff.

Dr Sheelagh O'Brien, the Board's Occupational Health Physician, spoke about the resurgence of Tuberculosis (TB), and the implications of this for the healthcare worker. Dr O'Brien said that it was important that all healthcare workers know the risks associated with TB and how to manage those risks.

Paul McNally, an Inspector with the Health and Safety Authority then gave a presentation on Construction Safety.

He pointed out that in safety terms construction covered everything from installing a computer or a new telephone line, to a major building project, and that one of the key ways to manage construction safety was to ensure all projects at a given location are well coordinated.

Majella Robinson, Clinical Audit Manager with the Board presented an update on the draft guidelines on obtaining patient/client consent and the re-audit of the patient consent form at the Midland Regional Hospital at Portlaoise.

While full details could not be given on the re-audit, Ms Robinson said that significant improvements were demonstrated in all areas since the introduction of the guideline and revised patient consent form.

Dr Rachel Crowley and Dr Fidelma Fitzpatrick from Beaumont Hospital gave an excellent presentation on a clinical audit on the administration of Vancomycin at the hospital, and the problems and challenges faced in changing practices regarding the administration of the antibiotic.

The Board's Consultant Microbiologist, Dr Muriel Cawdery then gave an enlightening overview on the use and abuse of antibiotics, stating that as much as 50% of antibiotics used in hospitals and the community are inappropriately prescribed.

Dr Marena Burd, Assistant Director of Nursing/Infection Control at the Midland Regional Hospital at Tullamore spoke of the challenges of infection control.

She gave details of some of the main causes for concern in infection, including MRSA, Norovirus and Clostridium Difficile, as well as some of the main culprits in the spread of infection.

John Bulfin, Assistant CEO, gave an update on the implementation of the European Working Time Directive, and told delegates that the impetus for the Directive was safety, both for doctors and staff.

June Boulger presented a progress report on the committees

formed to implement the recommendations from the Quality of Working Life survey. The event was closed by Denis Doherty, Chairman of HeBE.

Mr O'Doherty said he was struck by how the Healthcare Risk Management service had evolved in the Board.

"From modest beginnings, it has grown from a few people to an integral part of how the Midland Health Board does its business."

He congratulated the award winners, saying he hoped others would emulate what they had achieved, and service users will reap the benefits.



*Pictured receiving the award from Assistant CEO Community Services, Breda Crehan-Roche (far left) and Dorrie Mangan, Community Care Manager Longford/Westmeath (far right) were Catherine Donnelly, Assistant Director of Nursing; Mairead Campbell, Director of Nursing and Fran Caplin, Senior Staff Nurse at St. Mary's.*



*Breda Crehan Roche, Asst. CEO Community Services and Dorrie Mangan, General Manager Community Care Longford/Westmeath present the Athlone Mental Health Centre with a Health and Safety Award. From left Breda Crehan Roche, Anthony Coyne, Anne Corcoran and Dorrie Mangan.*



*RIADA HOUSE - COMMUNITY CARE LAOIS/OFFALY WINNER  
Liam O'Callaghan, General Manager Community Care Laois/Offaly presents Riada House with a Health and Safety Award from left Liam O'Callaghan, Mary Hooper, Director of Nursing Markie Walsh and Marie Barry.*

# COMPUTER HELPDESK

## INFORMATION SYSTEMS AND SERVICES.

Congratulations to **Ann Curran, Portlaoise** who has won a HP Deskjet 5150 Black/Colour Inkjet Printer. This printer was kindly sponsored by Ergo Limited. This Dublin company are the Main suppliers of printers for users within the Midland Health Board.

## ISS HELPDESK

ISS Helpdesk support and administer the IT requirements of 3000 users in 74 locations across four counties over a combination of Wireless LAN's/DSL/Leased Lines/ ISDN and analogue dialups, using WIN 95/98/ XP, Citrix, VMS, LINUX and numerous bespoke applications and databases as well as off the shelf software bundles. There are currently 5 staff supporting all Helpdesk calls within the Board and Hebe.

## Call details

Calls to date total	
Nov03 – Oct04	<b>8345</b>
Average calls per month	<b>700</b>
<b>Top ten Call types</b>	
Microsoft Software	
Faults/Queries/Installs	<b>1182</b>
PAS/RIS/	
Notify Requests/Faults	<b>857</b>
Printers Faults /	
Queries / Requests	<b>785</b>
ISTS Connection	
Problem/General Faults	<b>740</b>
Email requests –	
New Accounts/Transfers/	
Reactivation/Queries	<b>617</b>
Network Faults/	
Configurations/Requests	<b>489</b>
Desktop Hardware Faults	<b>463</b>
PC / Laptop purchase	
requests	<b>378</b>
General user Query /	
Request	<b>373</b>
New Domain Account Users	<b>267</b>

## Contacting ISS helpdesk WHAT WE DO ?

The ISS department are responsible for the provision of ICT related services. In the past some user groups have raised and progressed ICT requirements with departments other than ISS which has resulted in advice and solutions which may not fit into the overall ICT supported services.

Please ensure to engage with and address any requests for the following requirements to the ISS Department in the first instance;

- Changes and additions to the existing ISS supported ICT systems
- Changes and additions to the computer cabling environment

- Planning of new offices, buildings and locations which may have an ICT dependency.
- Planning and moving of offices or groups of users.
- Advice on new or additional IT requirements

This will assist in providing ISS with sufficient time for evaluation, planning and implementation of ICT services.

It must be recognised that ISS are not in a position to fulfil all requests, but, can provide advice and direction on options appropriate to the MHB IT environment.

If you have any queries, please contact: -  
ISS Helpdesk at  
MSD.Helpdesk@MHB.ie  
0506 57999

Review ICT support information and procedures on the MHB Intranet  
<http://10.1.2.50/mhbint/OurServices/InformationSystemsServices/>

(Note: ICT = Information and Communications Technology - i.e. Computer Systems)  
Email – [Help.Desk@mhb.ie](mailto:Help.Desk@mhb.ie)  
Phone – 0506 57999

## Cost of PC/Software/Installation.

Computer Model:	
Fujitsu-Siemens Scenic E300	
i865v	
<b>Hardware Details</b>	
Intel Pentium4 HT 2.8/512Kb	
512MB DDR 333	
FDD 1.44Mb	
Standard Keyboard	
Win XP Prof	
Monitor 17"	<b>€1000.67</b>
Upgrade to	
Monitor LCD 15"	<b>€300.38</b>
Upgrade from CD Rom to	
Combo CD/RW – DVD	<b>€28.23</b>
<b>Software Licences</b>	
Windows 2003 Cal (allows connection to Mhb Network)	<b>€26.17</b>
Exchange 2003 Cal (allows use of Mhb e-mail System)	<b>€60.62</b>
Office XP Licences (includes Word, Excel, Powerpoint & Outlook)	<b>€413.71</b>
Netop Remote Control (allows ISS remotely access PC to troubleshoot)	<b>€43.02</b>
trend Office Scan Virus (desktop Anti-virus software)	<b>€59.32</b>
<b>Printer</b>	
Brother HL5150 (including 3 year on site warranty)	<b>€495.00</b> €250 per day

## How to Save Money !!!!

A new printer is not required for every PC. If a printer is already located in your Office, you can request to be networked to that printer.

**How to apply for a PC, Laptop, Printer, Peripherals, Software**  
Application forms for all the above can be found at the following location:-  
<http://intranet/mhbint/OurServices/InformationSystemsServices/Forms/>

## I.T TRAINING WITHIN THE MIDLAND HEALTH BOARD

From the 1<sup>st</sup> June 2003 responsibility for booking and processing payments for I.T Training has been devolved to each Line Manager, All users must book through the Companies listed below:

These companies have been approved by the Information Systems and Services Department.

Application forms and details of courses for the 2 regions can be found on the Intranet at the following location:-  
<http://intranet/mhbint/OurServices/InformationSystemsServices/ITTraining/>  
**Total Cost €2351**

## MAILBOX MANAGEMENT

- Personal Email folders allow one to store and manage emails and attachments off-line from the central Email Server. Personal Folders will look and feel exactly like your Server email folders.
- Personal Email folders should be created on your local PC hard disk.
- Unless the folder is one that is used for Business Critical data it should **not** be stored on the network. The business critical data stored in network based folders should not be used for archiving attachments or for storage of static data.
- Storing data unnecessarily on the network results in increased backups times and greatly restricts the recovery of data in the event of network failure.

**Good Housekeeping Practice:**  
If you keep to the following simple housekeeping practices for your mailbox on a regular basis you will speed-up/increase the performance of your email and optimise your mailbox size:

- For mails that do not have immediate business relevance - either delete them or store them on a local personal folder on your hard drive. One email with a large attachment can be equivalent to a thousand normal emails.....

## REMEMBER

IF YOU HAVE ANY "I.T." RELATED PROBLEM OR QUERY, PLEASE CONTACT THE HELPDESK SO THAT WE CAN HELP YOU - THAT'S WHAT WE ARE HERE FOR! (0506) 57999 or email your problem to MSD.HELPDESK

- Check your 'sent items' and 'Inbox' regularly - you will find that most of these mails can be deleted.
- Store attachments on your local disk.
- Empty "Deleted Items" folder, this IS NOT a storage area, its name indicates its purpose. Normally this is automatically cleaned down by the email system every 5 days.
- Do not send unnecessary attachments as this adds to the size of your email.
- Viewing the size of emails and attachments

To view which mails are taking up the most space in each folder, you will have to add the size field to your view as follows:

- Highlight the folder
- Go to the View Menu
- Select 'Show Fields'
- From the list on the left highlight "size" and click the add button
- Click ok.

Now in the email folder you are viewing, at the top right, next to "subject, date, etc", click on the size field bar to arrange mails in order of size. You will find that the large emails are mainly those with attachments - either save the mails to your local disk/or a personal folder.

**Setting up a personal folder**  
To Create a New Personal Folders File

- On the Outlook menu, click **Tools and Services**.
- On the Services tab, click **Add**.
- In the **Available Information Services** list, click **Personal Folders**, and then click **OK**.
- In **Create/Open Personal Folders File**, FIRST select a directory on your local hard disk, Management Services recommend everyone should use a standard directory (ie. C:\DATA\email or D:\DATA\email), this ensures a common area to either backup or copy data from if moving/fixing a PC. NEXT type a name for your new Personal Folders file with a .pst extension, and then click **Open**.
- Click **OK, OK**, to return to your email. The personal folders will now appear beside your normal email folders. You can drag and drop/move emails to the personal folder file to store emails permanently on your local PC disk thus reducing the size of your centrally stored email files.

**NOTE a PST/emails can be stored on a CD or other form of disk/tape for historical requirements/storage.**

## WINNERS FIRE PREVENTION AND SAFETY SERVICE COMPETITION

The four lucky winners of the Fire Prevention and Safety Service Competition for a home Fire Safety Pack are as follows:

**Kevin Gardner**,  
ReNua, St. Vincent's Hospital, Athlone, Co. Westmeath.  
**Theresa Lanham**,  
Reception, MRH Portlaoise, Co. Laois.  
**Ailish Smyth**,  
Dental Department, Health Centre, Mullingar, Co. Westmeath.  
**Ciara Hurley**,  
Biochemistry Laboratory, MRH Tullamore, Co. Offaly.

Here are the answers to the questions:

**Question 1** Heat, Oxygen & Fuel.

**Question 2** D: All of the above.

**Question 3** Water, Foam, Carbon Dioxide & Powder extinguisher.

**Question 4**

Water extinguisher can be used on an A class fire.

Foam extinguisher can be used on an A & B class fire.

Carbon Dioxide extinguisher can be used on a B and Electrical fire.

Powder extinguisher can be used on an A, B, C, & Electrical fire.

**Question 5**

P Pull

A Aim

S Squeeze

S Sweep

We received a very large response to this article & competition and I wish to thank you all who entered and for your interest shown.

Thank you,

Mark McGoldrick, Fire Prevention and Safety Officer.



## Library Expansion at the Midland Regional Hospital, Portlaoise



The Library at the Midland Regional Hospital at Portlaoise, located in the Administration Building, has been recently expanded and refurbished to reflect the growing demand for library services in the hospital and also in the community.

Library space has increased to double its size and has been redesigned to incorporate designated IT, collection and reading areas. A new book room is available to library users to view the collection on open shelves. The former locked glass cabinets have been removed and replaced with additional journal shelving.

The expansion of the library reflects the growing education and training needs of staff in the area:-

- The recent move of acute psychiatric services from St. Fintan's Hospital to the Midland Regional Hospital at Portlaoise.
- The increased demand of delivery of information services to healthcare staff located in the hospital and community setting within the Laois area.
- The increased demand on library services by staff and students due to the rapid expansion of e-learning delivery of educational programmes.

Call to view the refurbished space and speak to Mary Thompson about services available. Telephone: 0502-78160 or email: ghplib@mhb.ie

### Extended Library Opening Hours

From 6 December 2004 the Library will open throughout lunchtime. This will increase library opening hours to 10.00-17.00 Monday to Friday without interruption.

### Newsflash! Library Service Athens

The reopening of the library at the Midland Regional Hospital at Portlaoise coincides with the availability of a new library service to all staff of the Board. Athens is new software that the library is using to manage access to its electronic databases. The advantage of registering with the Library Service to access Athens is that the library's databases and electronic journals are accessible through one website using one password and can be accessed from any PC connected to the Internet. Contact any of our libraries for further information on how to access Athens.

LIS, Midland Regional Hospital, Mullingar  
Telephone: 044-39272

LIS, Midland Regional Hospital, Portlaoise  
Telephone: 0502-78160

LIS, Midland Regional Hospital, Tullamore  
Telephone: 0506-46170

Or visit:

<http://intranet/mhbint/OurServices/LibraryInformationService/>

## Workshop to explore opportunities for developing CNS/CMS and ANP/AMP roles

The Board recently hosted a one-day Consultation Workshop with staff and other key stakeholders within the Board to explore opportunities for the development of Specialist and Advance Practice posts within Nursing and Midwifery.

The workshop was attended by 145 delegates representing nurses, midwives, allied health care professionals, partnership, consumer panels and other non-statutory organisations within the region.

It was an opportunity for all present to contribute and collate their ideas on which areas of service would benefit from the skills of Specialist and Advanced Practice Nurses and Midwives.

Ms. Breda Crehan-Roche, Assistant CEO, officially opened the workshop and highlighted the central role nurses and midwives play in the health system. Ms. Crehan-Roche emphasised the considerable scope for harnessing the potential of experienced, competent nurses/midwives to support and direct the entire health care team.

Mr. Patrick Glackin, Director of the Nursing & Midwifery, Planning and Development Unit (NMPDU), said the Board had the lowest number of CNS/CMS posts of all of the Health Boards. There are 67 CNS/CMS posts approved in the Board, which represents one for every 3,366 head of population. The national average is one CNS/CMS per 2,584 head of population.

Dr. Kathleen MacLellan, Head of Continuing Education & Professional Development, National Council for the Professional Development of Nursing & Midwifery, gave a comprehensive presentation on the development to date of the roles of Specialist and Advanced Practice Nurses



Staff of the Nursing and Midwifery Planning and Development Unit  
(standing l to r) Elaine Fallon, Bernie Kerry, Mary Manning, Paula Phelan and Eilish Croke.  
(Seated l to r) Ann Devitt, Marian Wyr, Margaret Daly and Kathleen Griffin.

and Midwives in the Irish Health Service

A Clinical Nurse/Midwife Specialist was defined as 'a nurse (or midwife in the case of a CMS) in clinical practice, who has undertaken formal recognised post-registration education relevant to their area of specialist practice at higher diploma level'. The area of speciality is a defined area of nursing or midwifery practice that requires application of specially focused knowledge and skills, which are both in demand and required to improve the quality of client/patient care.

The specialist practice encompasses a major clinical focus, which comprises assessment, planning, delivery and evaluation of care given to patients/clients and their families in hospital, community and outpatient settings. They work closely with medical and para-medical colleagues and may make alterations in prescribed clinical options along agreed protocol driven guidelines. They also participate in both research and audit, and act as a consultant in education and clinical practice to colleagues, clients and the wider multidisciplinary teams.

In her presentation Dr. MacLellan defined

Advanced Nurse/Midwife Practitioners (ANPs/AMPs) as 'autonomous, experienced practitioners, who are competent, accountable and responsible for their own practice'.

ANPs/AMPs were defined as being highly experienced in clinical practice and are educated to masters degree level (or higher). The post-graduate programme must be in nursing/midwifery or an area which is highly relevant to the specialist field of practice (educational preparation must include a substantial clinical modular component(s) pertaining to the relevant area of specialist practice).

ANPs/AMPs promote wellness, offer healthcare interventions and advocate healthy lifestyle choices for patients/clients, their families and carers. This is carried out in a wide variety of settings in collaboration with other healthcare professionals, according to agreed scope of practice guidelines. They utilise sophisticated clinical nursing/midwifery knowledge and critical thinking skills to independently provide optimum patient/client care through caseload management of acute and/or chronic illness. Advanced nursing/midwifery practice is grounded in the theory and practice of nursing/mid-

wifery. It also embraces other related research, management and leadership theories and skills in order to encourage a collegiate multidisciplinary approach to quality patient/client care. ANP/AMP roles are developed in response to patient/client need and healthcare service requirements at local, national and international level.

Throughout the day, delegates at the workshop worked in groups to explore areas of the service that would benefit from the expertise of a CNS/CMS and ANP/AMP. All areas of the service were covered, including Acute Hospitals, Older Person Services, Community, Primary Care, Disabilities, Mental Health, Midwifery, Neonatal and Children Services.

Mr. Glackin informed the delegates that a composite document would be developed from the information generated at the workshop and circulated to all present for further comments and feedback.

Further information on the workshop and the role of Clinical Nurse/Midwife Specialist or Advanced Nurse/Midwife Practitioner posts can be sought from the NMPDU. Tel: (0506) 57866

# LABHAIR GAEILGE LIOM!

## Speak Irish to me!

Bail ó Dhia oraibh go léir!

■ **Taighde ar Eagraíochtaí Gaeilge**  
Bhí ról lárnach ag eagraíochtaí Gaeilge i mbunú an Stáit agus áit ar leith i bpobal na hÉireann ó shin i leith. D'ainneoin sin, níl mórán taighde déanta (as Gaeilge nó as Béarla), go dtí seo, ar na heagraíochtaí céanna. Chun dul i ngleic leis an easnamh, sheol an Dr. John Hegarty, Propast ar Choláiste na Tríonóide, tuarascáil dar teideal Comhsheasmhacht agus Dianseasmhacht/ Consistence and Persistence, ar an 19 Deireadh Fómhair 2004 in áras na Comhdhála ar Sráid Chill Dara. Tuarascáil taighde chomhpháirteach atá ann, a dhéanann mionscrúdú ar rólanna, ar chomhchaidrimh agus ar acmhainní na nEagraíochtaí Deonacha Gaeilge, foilsithe ag Comhdháil Náisiúnta na Gaeilge agus an tIonad um Bhainistíocht Neamh-bhrabaigh, Coláiste na Tríonóide, Baile Átha Cliath, agus maoinithe go fial flaithiúil ag Foras na Gaeilge. Irish language organisations played a central role in the foundation of the state and they have occupied a prominent position in Irish society since then. Yet, to date, little research has been conducted or published on these organisations in Irish

or in English. Addressing that gap, a report Comhsheasmhacht agus Dianseasmhacht /Consistence and Persistence, was launched on 19 October 2004 on the premises of Comhdháil Náisiúnta na Gaeilge, by the Provost of Trinity College, Dr John Hegarty. The report, published jointly by Comhdháil Náisiúnta na Gaeilge and the Centre for Nonprofit Management at Trinity College Dublin, and generously funded by Foras na Gaeilge, examines the roles, relationships and resources of Irish language voluntary organisations. For more information about this see: <http://www.gaelport.com/newsview.asp?article=500009037> TUILLEADH EOLAIS | MORE INFO: Roseanne Smith Comhdháil Náisiúnta na Gaeilge <mailto:roseanne@comhdhail.ie>

### ■ Oíche Gaeilge sa Tulach Mhór

Tá Adrian Ó Raghnaill ag eagrú Oíche Comhrá Gaeilge go coicisiúil sa Tulach Mhór. Beidh an Oíche Comhrá Gaeilge ar siúl, Dé Luain, ar 6ú lá de Mheán Fómhair, agus ansin, coicisiúil ón a naoi a chlog. Tar isteach go dtí an Heritage Bar, Bury Quay sa Tulach Mhór, Uíbh Fhailí agus cleachtadh do chuid Gaeilge!

Buailfaidh tú le daoine eile leis an suim céanna agus ná bí buartha faoi do chaighdeán Gaeilge, beidh fáilte roimh gach duine agus gach caighdeán! Tabhair leat gléas ceoil más mian leat. Má theastaíonn a thuilleadh eolais, cuir gaoch ar Heritage Bar (0506 – 60570).

Adrian Reynolds is organising a fortnightly Irish conversation night in Tullamore. If you are an Irish speaker, or maybe you have forgotten every word you ever knew, but would like to try and pick it up again? Then come along to the Comhrá Gaeilge in the Heritage Centre, Bury Quay, Tullamore, Co. Offaly, and practice your Irish! It starts from 9 pm, Monday 6th September and will continue every fortnight. You will meet other people with the same interest in Irish and don't worry about your standard of conversational Irish, everyone is welcome! Instruments are welcome as well. If you would like more information, you can call the Heritage Bar at (0506 – 60570).

### Volunteers wanted!

Volunteer staff are required to pilot a new Language Awareness Training Session which is being prepared for use nationally. It is being piloted in

the NEHB, WHB, SHB and the MHB. The course/session is still in draft stage and piloting will facilitate improvement before going to print. The booklet and training session are designed with non-Irish speakers in mind in order to improve their understanding of the needs of clients whose first language is Irish. A Language Awareness Training session will enable staff to:

- Understand why the organisation wants to provide a bilingual service.
- Understand the context and background to the Language Act.
- Be informed about how these changes will affect work practices.
- Promote language awareness and provide quality customer care in our organisation.

It is expected that the session will run for two hours. Perhaps a group in your work area might be interested in having this session as part of the monthly staff briefing? If you are interested contact the Irish Officer at the address below.

### Abair Amhrán

Tá an Nollaig buailte linn. Tá an cheol agaibh cheana féin do na carúil seo. Ar aghaidh libh!

### Bualadh Bos/Jingle Bells

Tá an Nollaig buailte linn, tá áthas ins an aer, Tá sneachta ar an dtalamh, tá réalta ins an spéir, Tá muid ag dul a chodladh is tá ár stocaí réidh, Tá Daidí na Nollag ag teacht chugainn anuas an similéir. Ag bualadh bos, ag bualadh bos go réidh, Tá Daidí na Nollag ag teacht chugainn anuas an similéir, Ag bualadh bos, ag bualadh bos, ag bualadh bos go réidh, Tá Daidí na Nollag ag teacht chugainn anuas an similéir.

### Oíche Chiúin/Silent Night

Oíche chiúin, oíche Mhic Dé. Cách 'na suan, dis araon. Dis is dílse, 'faire le spéis, naíon beag gnaoigheal ceannantais caomh. Críost 'na chodladh go séimh, Críost 'na chodladh go séimh.

Oíche Chiúin, Oíche Mhic Dé, aoirí ar dús chuala 'n scéal; Alleluia aingeal ag gaoch, contain suairc i ngar is i gcéin, Críost ár Slánaitheoir féin, Críost ár Slánaitheoir féin.

### Cluineadh Ceol

Angels we have heard on high Cluineadh ceol ó chór aingil, siamsa ceoil go glórach binn; Bhí gach aird, gach má, gach sliabh, líonta lán de gháirdeas Chríost. Glória in excelsis Deo.

### Tagaidh a fhiréana

O come all ye faithful O tagaidh a fhiréana, tagaidh lán de gháirdeachas, Tagaidh, deifrigi go Bethlehem; Féachaid an Mac-sa, rí na n-aingeal nglórmhar, Ó tagaidh agus ádhraimís, tagaidh agus ádhraimís, Tagaidh agus ádhraimís an Tiarna, an Rí.

### Suíomh idirlín dhuit:

Websites for you to check out:

[www.smaointe.com](http://www.smaointe.com)

Tá an Nollaig buailte linn arís! An bhfuil tú ag smaoinéamh ar chártaí Nollaig a sheoladh as Gaeilge i mbliana? Má tá, is áis iontach é an suíomh seo. Christmas Cards available in Irish on this site.

[www.irishcorner.com](http://www.irishcorner.com) free e-cards to send to friends around the world.

[www.namenerds.com/irish/](http://www.namenerds.com/irish/) Traditional Irish names of saints, names from history and myths.

[www.mobileIrish.com](http://www.mobileIrish.com) SMS Irish/English and English/Irish dictionary system. Cheap and easy using your mobile phone.

## BASIC CONVERSATIONAL IRISH BAIN TRIAIL AS CÚPLA FOCAL!

Continuing from where we left off in the last issue - more Irish at work...

Pace-maker	.....Séadaire
Parallel bars	.....Barraí comhthreomhara
Safety standards	.....Caighdeán sábháilteachta
Screen	.....Scáthán
Community Care Administrator	.....Riarthóir Cúraim Phobail
Finance Officer	.....Oifigeach Airgeadais
Head of Service	.....Ceannasaí Seirbhíse
Health Promotion Officer	.....Oifigeach Cothaithe Sláinte
Hospital Administrator	.....Riarthóir Ospidéal
Hospital Manager	.....Bainisteoir Ospidéal
Library Assistant	.....Cúntóir Leabharlainne
Management Services Officer	.....Oifigeach Seirbhíse Bainistíochta
Personnel Officer	.....Oifigeach Pearsanra
Planning and Evaluation Officer	.....Oifigeach Pleanála agus Luachála
Programme Manager - Community Care	.....Clár bainisteoir - Cúram Pobail
Receptionist	.....Fáilteoir
Revenue Collector	.....Bailitheoir Ioncaim
Safety Advisor	.....Comhairleoir Sábháilteachta
Section Officer	.....Oifigeach Rannóige
Senior Executive Architect	.....Ailtire Sinsearach Feidhmiúcháin
Senior Executive Engineer	.....Innealtóir Sinsearach Feidhmiúcháin
Senior Executive Officer	.....Feidhmeannach Sinsearach
Senior Staff Officer	.....Oifigeach Sinsearach Foirne
Social Worker	.....Oibrí Sóisialta
Staff Officer	.....Oifigeach Foirne
Department of Health	.....An Roinn Sláinte
Financial Allocation	.....Leithroinnt Airgeadais
National Health Strategy	.....An Straitéis Náisiúnta Sláinte
Review Group	.....Grúpa Athbhreithnithe
Secretary, Department of Health	.....An Rúnaí, An Roinn Sláinte
Health Board	.....Bord Sláinte
Action Plan	.....Plean Gníomhaíochta
Address (of Welcome)	.....Aitheasc (Fáilithe)
Adjourned Meeting	.....Cruinniú ar Athló
Annual Report	.....An Tuarascáil Bhliantúil
Emergency	.....Éigeandáil
Emergency Plan	.....Plean Éigeandála
False alarm	.....Breágrabhadh
Intensive Care	.....Dianchúram
Laboratory	.....Saotharlann
Maintenance Department	.....An Roinn Cothabhála

### SEANFHOCLA

#### Is fada siar an rud a chuirfeadh Dia aniar.

Nothing is impossible in the sight of God.

#### Tá Dia láidir agus tá máthair mhaith aige.

God is strong and He has a good mother. (A powerful ally in distress)

#### Níor dhún Dia doras riamh nár oscail Sé ceann eile.

God never closed one door without opening another. (God never shuts out opportunity)

#### Cothú na doinne soinnne na hoíche. A calm night presages a storm.

#### Ní hé lá na báisti lá na bpáisti.

A wet day is not a day for children. (A play on words which sound similar)

#### Maireann croí éadrom i bhfad. A light heart lives longer.

### AN TOMHAIS - €100 mar dhuais/prize

Bhí an bua ag:

**Frances Maher,**  
**Ospidéal N. Uinsíonn,**  
**Móinteach Mílíc,**  
**Co. Laoise.**  
**Comhgháirdeachas leat!**

**Freagra:** Recovery Room = Seomra Téarnaimh Gabhaim míle buíochas le gach duine a ghlac páirt. Thankyou everybody who took part. Better luck next time!! Go n-eirí an t-ádh libh an t-am seo!!

### COMÓRTAS eile :

#### Céard é an Gaeilge ar "National Health Strategy"?

What is the Irish for "National Health Strategy"?

**Nod: (hint) Breathnaigh ar na nathanna cainte thuas.**

**Check in the Basic Conversational Irish on this page.**

Freagraí chuig: (answers to)

Bairbre Uí Theighneáin, Oifigeach Forbartha Gaeilge, Lár-Oifig, Bord Sláinte Lár Tíre, Bóthar Ardán, An Tulach Mhór, Co. Uíbh Fhailí. (0506 27746 / 086 8157342)

# APPOINTMENTS October 2004

## MANAGEMENT/ADMINISTRATION

Name	Grade	Location
Ms. Mo Smith	Family Welfare Conference Team Leader	L/W Area
Mr. Eamonn Farrell	Manager Family Support Services	L/W Area
Ms. Colette Anderson	Clerical Officer	Health Promotion
Ms. Siobhan Monaghan	Clerical Officer	MRH Mullingar
Ms. Brenda Clear	Clerical Officer	Communications Department
Ms. Corla Bradley	Clerical Officer	MRH Tullamore
Ms. Aisling Boland	Clerical Officer	L/W Community Care
Ms. Teresa Dolan	Clerical Officer	Resource Centre, Mullingar
Ms. Breda Brady	Clerical Officer	St. Joseph's Hospital, Longford
Ms. Jarlath Hoey	Clerical Officer	St. Joseph's Hospital, Longford
Ms. Carmel Caulfield	Clerical Officer	St. Loman's Hospital, Mullingar
Ms. Marie Reilly	Clerical Officer	L/W Community Care
Ms. Finola Moran	Supplies Officer (Grade C)	Materials Management
Mr. Frances Mollen	Supplies Manager (Grade VIII)	Tullamore Stores
Mr. Kevin O'Malley	Risk Manager	Risk Management
Mr. Michael Keogh	Asst. Fire & Safety Officer	Risk Management
Mr. Andrew Farrell	Senior Clinical Engineering Technician	MRH Mullingar
Ms. Elaine Mulvihill	Staff Officer	Regional Disability Services

## NURSING

Name	Grade	Location
Mr. Michael Bryant	Asst. Director of Nursing	CNU Birr
Ms. Carole Murphy	Reg. Co-ordinator & Advisor for Moving & Handling	Risk Management
Ms. Deirdre Casey	CNM II	L/W MHS
Ms. Ann Higgins	CNM I	CNU Birr
Ms. Elaine Dunne	PHN	Laois Comm. Care
Ms. Alice Camon	PHN	L/O Comm. Care
Ms. Nuala Brophy	Staff Nurse	MRH Portlaoise
Ms. Nuala Murphy	Staff Nurse	MRH Portlaoise
Ms. Tracey Wall	Cardiac Rehab Staff Nurse	MRH Portlaoise
Ms. Paula Moran-Doran	Staff Nurse	MRH Portlaoise
Ms. Mary Murphy	General Staff Nurse	MRH Portlaoise
Ms. Heidi Kruse	Staff Nurse	MRH Portlaoise
Ms. Evelyn Marrinan	Staff Nurse	MRH Portlaoise
Ms. Carmel Ann Kennedy	Staff Nurse	MRH Portlaoise
Ms. Jennifer Molloy	Staff Nurse CCU	MRH Tullamore
Ms. Marian O'Sullivan	Staff Nurse	MRH Tullamore
Ms. Margaret Rice	Staff Nurse	MRH Tullamore
Ms. Rosemary Taylor	Staff Nurse	MRH Tullamore
Mr. Ultan Allen	Staff Nurse CCU	MRH Tullamore
Ms. Patrice O'Connell	Staff Nurse	MRH Tullamore
Ms. Denise Kennedy	Staff Nurse	MRH Tullamore
Ms. Mary Cunniffe	Staff Nurse	Lough Sheever Mullingar
Ms. Esmé Cunningham	Staff Nurse – Midwives	MRH Mullingar
Ms. Sara O'Brien	Staff Nurse	MRH Mullingar
Ms. Mary Doran	Staff Nurse - Paediatrics	MRH Mullingar
Ms. Avril Bannon	Staff Nurse	MRH Mullingar
Ms. Eileen Byrne	Staff Nurse	MRH Mullingar
Ms. Sandra Flynn	Staff Nurse	MRH Mullingar
Ms. Sinead Reilly	Staff Nurse	MRH Mullingar
Ms. Una Clerkin	Staff Nurse	MRH Mullingar
Ms. Maria Martin	Staff Nurse	MRH Mullingar
Ms. Samantha Carroll	Staff Nurse	MRH Mullingar
Ms. Margaret Canavan	Staff Nurse	St. Joseph's Hospital, Longford
Ms. Deirdre O'Brien	Staff Nurse	St. Joseph's Hospital, Longford
Ms. Paula Murphy	Staff Nurse	St. Joseph's Hospital, Longford
Ms. Ceila Beirne	Staff Nurse	St. Joseph's Hospital, Longford
Ms. Margaret Beirne	Staff Nurse	St. Joseph's Hospital, Longford
Ms. Rosaleen Jones	Staff Nurse	St. Peters, Castlepollard

Ms. Carmel Maloney	Staff Nurse	L/W Comm. Care
Ms. Patricia Leogue	Staff Nurse	L/W Comm. Care
Ms. Anna Maria Mills	Staff Nurse	L/W Comm. Care
Ms. Imelda O'Keeffe	Staff Nurse	L/W Comm. Care
Ms. Sheila Mangan	Comm. RGN / Twilight	L/O Comm. Care
Ms. Mary Kiernan	Comm. RGN / Twilight	L/W Area
Ms. Carol Scott	Comm. RGN	L/O Area
Ms. Moyra Colfer	Comm. RGN	L/W Area
Ms. Mary O'Brien	Comm. RGN	L/W Area
Ms. Margaret O'Dowd	Comm. RGN	L/W Area
Ms. Brigid Britten	Triage Nurse	MIDOC Tullamore
Ms. Caroline Kearns	Psychiatric Nurse	L/W MHS
Ms. Marie Lennon	Psychiatric Nurse	L/W MHS
Ms. Rosemary Cole	Psychiatric Nurse	L/W MHS
Ms. Ciara Devine	Psychiatric Nurse	L/W MHS
Ms. Tracy Corrigan	Psychiatric Nurse	L/W MHS
Ms. Rose Cole	Psychiatric Nurse	L/W MHS

## NON - NURSING

Name	Grade	Location
Ms. Bridget Bennett	Attendant	MRH Tullamore
Ms. Anne-Marie O'Connor	Attendant	MRH Tullamore
Mr. Edward McGlinchy	Attendant	MRH Tullamore
Ms. Geraldine White	Attendant	MRH Tullamore
Mr. Barry Pidgeon	Attendant	MRH Tullamore
Ms. Evelyn Recks	Attendant	MRH Tullamore
Ms. Lisa Cowlin	Attendant	L/W MHS
Ms. Fiona Milton	Attendant	Athlone MHS
Ms. Helen Reynolds	Catering Attendant	CPU, MRH Mullingar
Ms. Margaret Hope	Catering Attendant	CPU, MRH Mullingar
Ms. Elizabeth Golden	Catering Attendant	CPU, MRH Mullingar
Ms. Martha Flynn	Catering Attendant	CPU, MRH Mullingar
Ms. Bridget Duffy	Catering Attendant	CPU, MRH Mullingar
Ms. Patricia Hannon-Kerrigan	Catering Attendant	CPU, MRH Mullingar
Ms. Pauline Merlehan	Catering Attendant	CPU, MRH Mullingar
Ms. Sandra Carey	Ward Attendant	St. Loman's Hospital
Mr. Eric Cahill	Ward Attendant	St. Loman's Hospital
Ms. Deborah Walsh	Attendant	St. Peters Castlepollard

## PARAMEDICAL

Name	Grade	Location
Ms. Claire Farrell	Child Care Worker	Child Residential Services
Ms. Helen Caffrey	Child Care Worker	Child Residential Services
Ms. Denise Kilkenny	Child Care Worker	Child Residential Services
Ms. Unathi Mdingi	Social Worker	L/O Area
Ms. Eimear O'Carroll	Social Worker	L/W Area
Ms. Sunera Ramcharan	Social Worker	L/W Area
Ms. Sandra Mannion	Social Worker	L/W & L/O Area

## PROMOTIONS

### MANAGEMENT/ADMINISTRATION

Name	Grade	Location
Mr. Vincent Kelly	Ambulance Officer – Operations	MRH Tullamore
Ms. Eileen Fletcher	Staff Officer	Internal Audit
Ms. Marie Keating	Staff Officer	Human Resources

## NURSING

Name	Grade	Location
Ms. Elizabeth Moore	Asst. Director of PHN	L/W Comm. Care
Ms. Helen Carton	CNM I	MRH Mullingar
Ms. Mary Keegan	CNM I	MRH Mullingar
Ms. Karen Crowley	CNM I	MRH Mullingar
Ms. Aine Corcoran	CNM III	MRH Tullamore
Mr. Michael Hyland	CNM III	L/W MHS
Ms. Margaret Claffey	CNM II	L/W MHS
Ms. Sian Rowe	CNM I	MIDOC
McCormack	CNM I	MIDOC
Ms. Mary Nooney	CNM I	MIDOC

## NON – NURSING

Name	Grade	Location
Ms. Marina Kenny Walsh	Chef Grade II	CNU Birr
Ms. Teresa Brophy Hogan	Outreach Worker	Autism Team Mullingar

## PARAMEDICAL

Name	Grade	Location
Ms. Roseline Spollen	Sen. Pharmaceutical Technician	MRH Tullamore
Ms. Miriam Fagan	Sen. Pharmaceutical Technician	MRH Mullingar

## RESIGNATIONS

### MANAGEMENT/ADMINISTRATION

Name	Grade	Location
Ms. Siobhan Monaghan	Clerical Officer	L/W MHS
Ms. Geraldine Quinn	Senior Health Promotion Officer	Health Promotion Services
Ms. Bernadette Leonard	Programmer Analyst	Health Promotion Services

## NURSING

Name	Grade	Location
Ms. Breda Cooley	Asst. Director of Nursing	St. Fintan's Hospital
Ms. Anne Delaney	CNM II	St. Bridget's Hosp. Shaen
Ms. Patricia Holland	CNM II	St. Vincent's Care Centre
Ms. Sheila Leonard	Staff Nurse	MRH Portlaoise
Ms. Alison McDonnell	Staff Nurse	St. Mary's Mullingar
Ms. Kay Coleman	Staff Nurse	MRH Portlaoise
Ms. Christine Ginnell	Staff Nurse	MRH Mullingar
Ms. Bernadette Hughes	Senior Staff Nurse	L/W MHS
Mr. Denis Brennan	Dual Qualified Nurse	L/O MHS
Ms. Pamela Ralph	Dual Qualified Nurse	MRH Tullamore
Mr. Michael Conroy	Psychiatric Nurse	Portlaoise MH Centre
Ms. Eilish Doolan	Staff Nurse	CNU Edenderry

## NON – NURSING

Name	Grade	Location
Ms. Bernadette Flanagan	Attendant	St. Vincents Mountmellick
Ms. Noreen Lalor	Attendant	MRH Portlaoise
Ms. Marie Higgins	Chef	CPU, MRH Mullingar

## PARAMEDICAL

Name	Grade	Location
Ms. Niamh Cleary	Pharmaceutical Technician	MRH Tullamore
Ms. Maureen Carmody	Psychologist	Westmeath Comm. Care
Ms. Gillian Brennan	Psychologist	L/O Comm. Care
Ms. Loretta Kelly	Senior Occupational Therapist	L/W Area

## RETIREMENTS

### MANAGEMENT/ADMINISTRATION

Name	Grade	Location
Mr. William Hoyer	CWO	L/W Comm. Care
Ms. Anne Lawless	Domestic Supervisor	MRH Tullamore

## NURSING

Name	Grade	Location
Ms. Mary Hyland	Staff Nurse	MRH Mullingar
Ms. Patricia Gilligan	Staff Nurse	MRH Tullamore
Ms. Assumpta Geraghty	Staff Nurse	MRH Tullamore
Ms. Angela Lynam	Staff Nurse	MRH Mullingar
Ms. Ann J Smyth	Staff Nurse	MRH Tullamore
Ms. Angela Brennan	CNM II	L/O Comm. Care
Ms. Anne Duignan	CNM III	MRH Tullamore

## NON – NURSING

Name	Grade	Location
Ms. Kathleen Doyle	Attendant	MRH Tullamore
Ms. Helena Donnelly	Attendant	St. Vincents Care Centre
Mr. Frank Finn	Attendant	St. Joseph's Hospital



**Graduates – NCI Diploma in Human Resource Management Graduation 21.10.04 National College of Ireland**

*Front Row L-R: Colm Dunne, Gearldine O'Keeffe, Monica Lee, Kay Slevin, Professor Joyce O'Connor, President NCI, Mary Finn, Michelle Cuddy, Jeannette Verdon, Vicki Willetts, Denise Ferry, Elizabeth Sweeney, Helen Moloney, Josephine Lowry, NCI Diploma in First Line Management, Larry Bane, Director of Human Resources Midland Health Board.  
Back Row L-R: Paul Hederman, Course Director NCI, Carmel McGrath, Joe Masterson, Employee Relations Manager Midland Health Board, Carmel Kelly, Karen Gallagher, Lisa Holloway, Marie Keating, Bernie Halley, Martina Egan, Majella Guinan, Siobhan Regan, Breege Cronin, Catriona Costigan, Tracey Downes, Padraic O'Riordan.*

## QUALITY SYSTEM FOR OCCUPATIONAL THERAPY SERVICES INTRODUCED

A quality occupational therapy system has been developed and implemented regionally and covers services to Acute Hospitals Services, Mental Health, Elderly Care, Childcare and Disability Services. The system incorporates policy of statement provision, standard operating procedures, process flow, quality model and monitoring system. The quality system developed on work carried out in the review of Occupational Therapy Service 1997 and embracing the hallmarks of the Board's quality strategy

The system was developed following agreement amongst service managers to review existing practices, standardise work practice at regional level and to establish review and monitor process to ensure best practice.

Working groups were established to develop, pilot and

finalise standard operating procedures. Initially five were developed with 12 being agreed regionally. The need to link with standard operating procedures, which have been developed regionally was borne in mind with copies and cross-referencing, to some incorporated within the system. The process of developing SOP's which were Specific, Measurable, Achievable, Realistic Timely (SMART) was challenging. Agreeing a common approach for such a diversity of care settings was reached following consultation.

The process of mapping out the pathway of service provision once a patient/client was referred to Occupational Therapy provided the key to joining all the SOP's together. It also highlighted diversity in processes and assisted in standardising service provision. The quality model was developed to highlight the client as the centre of all activ-

ity, who then receives various Occupational Therapy interventions. Structures that support service provision both locally and regionally such as human resources, risk management all have a vital role in supporting service provision. Ref figure 1. Model of Occupational Therapy Service.

The means of monitoring and evaluating the effectiveness is integral to the quality system. Each therapist will engage in a system of peer review and external audit to ensure standards are met.

This will also serve to evaluate appropriateness of standard operating procedures (SOP's). SOP's will be reviewed on annual basis to keep up to date with current and best practice. At this time of increasing changes the need to keep up to date with new developments e.g ICON is recognised by the service.

### Food Hygiene Certs to Athlone Staff



*Presentation of Certificates in the Principles and Practices of Food Hygiene to Staff in St Vincent's Care Centre, Athlone. Pictured from left to right, Standing: Grace Keenan, Olivia Hussey, Breda Murphy, Geraldine McAteer, Carmel Brett, Domestic Supervisor, Teresa Hurley, Carmel Carty, Denise Finneran and Liz Collins. Seated: Mary Carty, Catherine Kenny, Jim O'Dwyer, Director of Nursing, Assumpta Dempsey, and Deirdre Grennan. Missing from the picture: Regina Rock, Marie O'Rourke and Teresa Nevin.*

### PSYCHOLOGY GRADUATES FROM THE BOARD



*Pictured at the conferring ceremony of the Diploma in Professional Psychology at the Psychological Society of Ireland annual conference. The Board had six graduates this year which was the highest number in Ireland. (Back) Jonathan Egan, Linda Leonard, Alex Carroll, Eddie Murphy. (front) Fiona Murphy, Cathy O'Toole, Sheena Burke, Elaine Rogers, Lee Harlow.*