



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Nuacht an Limistéar Lár Tíre MIDLAND AREA NEWS

MAY 2005

MINISTER FOR FINANCE OFFICIALLY OPENS NEW COMMUNITY CARE CENTRE IN BIRR

Mr Brian Cowen TD, Minister for Finance, officially opened the state of the art Community Care Centre in Birr. Speaking at the ceremony, Minister Cowen said the new facilities were already enhancing the quality of service for residents and those accessing community care services.

"The Birr Community Care Centre is a building of the highest standard which comprises a residential care unit of 90 beds arranged into three modules, in addition to a Rehabilitation Department, a Day Care Centre and a Health Centre. The project, including fees, construction, equipment and other costs was in the region of €23 million and, with my Minister for Finance hat on, I am delighted to say that it was completed on programme and within budget.

"The approach taken to provide a combination of complementary services on this site is one that I believe will genuinely enhance the community spirit in the town and the architectural design for the centre has cleverly integrated the requirements of the key strands of community healthcare under one roof.

"I was pleased to note in particular that while the main focus of the Rehabilitation department will be for individuals over 65, it will also provide such services for other age groups. Community groups are also involved with the Day Centre aspect of the

service here and the whole team based here will cover the full range of services from medical and nursing to physiotherapists, social workers, occupational therapists and other associated health professionals.

"Nowadays, and due in no small part to advances made right across the range of health care, older people are thankfully living longer, more active and healthier lives. At the turn of the century, it would have been unusual to have a life expectancy beyond 65 years of age. Today most of us can expect to live well into our 70's, and beyond.

"The positive contribution of our older citizens to Irish life in all its facets over the years cannot, and must not be underestimated. The growth in their number as a proportion of the population, however, equally presents both challenges and opportunities to all of us. We are all aware that the first choice for older people is to remain living at home for as long as possible with the support of their families and community support services, where

necessary. We all recognise, however, that as people move into their twilight years, some may need help and support in caring for themselves if their health deteriorates or their social circumstances warrant it.

"In keeping with the wishes of the vast majority of people, the cornerstone of our health and social policy in relation to the care of older people is care in the community, with the overall aim being to support older people in dignity to live in their own community for as long as possible.

Obviously, when this is no longer possible, it is important that older people have access to care, both short-stay and residential, whether it be in a general hospital for an acute admission or in a community care centre such as this.

"Whether young or old, one of our most basic needs, is contact with others in our day-to-day lives.

Another important function of the care centre here in Birr is to offer an opportunity for older people in the area to come and meet with their peers and also to provide them with a focus for social interaction. Older people can also avail of practical facilities such as meals, bath/shower facilities, medical room, hairdressing and other health



Mr. Brian Cowen T.D. cuts the ribbon at the official opening of the new Community Care Centre in Birr.

and recreational services. "Before I conclude I would like to acknowledge the role played by the Director of Nursing, Kay Kennedy, her staff and her predecessors in recent years, who deserve great credit for their efforts to deliver such a high quality service for the older residents of Birr and the surrounding area, despite the physical limitations often placed upon them in the old

District Hospital.

In concluding, Minister Cowen said that the Community Care Centre represents the most significant investment ever in Birr, and would be a credit to Irish health services with clients receiving a service "second to none".

Speaking on behalf of the HSE Midland Area, Assistant Chief Officer Community Services, Ms Breda Crehan-Roche said

the day was a very special one for the residents of the Community Nursing Unit, and for the staff of both the Nursing Unit and the Community Care Centre.

"The Staff in Birr have always provided excellent care and high quality services to the people of Birr and surrounding area, even when the facilities fell short of what we see here today."

AWARDS PROMOTING INNOVATION AND QUALITY LAUNCHED

Staff of the HSE Midland Area are being invited to submit entries for two Award programmes - The 2005 Health Services Innovation Awards, and the Quality in Healthcare Awards, run by the ISQSH.

The Innovation Awards were developed in 2003 by the former Eastern Regional Health Authority and are national for the first time this year. The Award scheme was established in memory of the late Derek Dockery who, in his long career in the Irish health service, was a champion of quality and excellence.

The awards are designed to reward innovation in the health services, and are sponsored by the Health Service National Partnership Forum. Among the stated aims of the Awards are to encourage continual improvement of treatment, care and rehabilitation services; encourage a partnership approach to development of client centred services; and recognise those who have developed and implemented innovations that are sustainable examples for improving health outcomes, support and independence.

There are four entry categories:

Community: innovations to promote health principals, ie equity, people-centredness, quality and accountability;

Health Facilities: innovations to promote health

principles

Equality promoting initiatives – innovations that have improved services for minority groups of clients or employees

There is a winner and project for special mention in each category and one overall winner who receives the perpetual trophy. The Derek Dockery Popular Choice Award will be awarded to the most popular entrant, as voted by other entrants.

The judging criteria involves

- Evidence of strong research and assessment of feasibility
- Effective leadership
- Strong planning and well coordinated implementation
- Effective management
- Evaluation and improvement to meet stakeholder needs
- Evidence of success and the ability to sustain results
- Potential for replication

The closing date for expressions of interest is May 27th. The next step will involve the judging panel asking a small number of applicants to complete the application form. From this, finalists will be selected. Finalists will be required to present their project of the judging

panel and thereafter at national workshops and set up displays at awards ceremony.

The winner will be announced at an Awards Ceremony in Dublin Castle on 18th October by Mary Harney TD, Tánaiste and Minister for Health and Children.

For further information, or to download an Expression of Interest form, staff can log on to www.erha.healthnet.ie and email entries to innovationawards@mailf.hse.ie. Alternatively, people can make contact by post to Jackie Irving, Corporate Services HSE Eastern Region, Mill Lane, Palmerstown, Dublin 20 or telephone 01 620 1809.

The Quality in Healthcare Awards aim to recognise innovation, identify best practice, promote sharing of best practice, reward and motivate, foster knowledge generation and support a multi-disciplinary approach.

Entries are requested in the following streams: Innovation in the quality of patient safety

Innovation in improving the quality of the patient journey

Innovation in the utilisation of information tools

Innovation in the promotion of patient participation in healthcare

Innovation in health service staff development

Entrants are requested to submit abstract

proposals by June 25th. Abstracts for oral and poster presentations are also being called for.

For further information about the awards, contact secretary@isqsh.ie. The Awards ceremony itself is to take place in late September.



Midland OT Wins National Award



Linda Welford Pictured with the Ann Beckett Memorial Award

Linda Welford, Senior Occupational Therapist with the HSE Midland Area, was presented with the Ann Beckett Memorial Award at the recent Association of Occupational Therapists in Ireland conference in Letterkenny.

The Award judged recent projects undertaken by OT's which are of a practical nature and which involve and empower clients.

Linda Welford, as part of her work as a paediatric occupational therapist in the Midland Health Board Area, developed a project called the "Otters" Programme. This is a joint initiative between the paediatric occupational therapy service and staff in Scoil Bhride, Portlaoise. It combines a sensory-motor training circuit with a perceptual pre-handwriting scheme. Children with Developmental Coordination Difficulties (DCD), irrespective of age, are grouped together to go through a circuit of "exercises" regularly. The objective is to avoid medical dependency, and to provide the children with peer group support, insight into their condition, and faith in their ability to learn and function with DCD.

Within three weeks (following the programme three times a week for 30 minutes), the schoolteachers reported remarkable improvement in handwriting, self-esteem and foundation skills.

As word of the success of the project in Scoil Bhride spread, Linda has been able to introduce it in other schools.

Linda is the inaugural winner of this annual award. She shared the award with the teaching support staff in the school who conducted the programme under her guidance, Christine Coughlan and Serena Young. Making the presentation, Helen McGuigan (a member of the Ann Beckett Memorial Award Committee), congratulated Linda for her outstanding project. The "Otters" Programme, she said, demonstrated the life-enhancing results of therapeutic activities that involve and empower clients, and as such was exactly the type of intervention that the Association, through Ann Beckett's Memorial Award, wished to celebrate. Ann Beckett was one of the first Occupational Therapists in Ireland.

She was devoted to people, nature, music, and her profession. Ann was an outstanding Occupational Therapist who through her work enriched many lives by her humanity, humour, and her practical approach to life, especially her own disability.

The purpose of the award is to celebrate Ann's life and her contribution to occupational therapy in Ireland, and to show-case practical interventions being made by O.T.s today.

The Ann Beckett Memorial Award is a commissioned bronze sculpture showing a flight of swallows taking off from a granite rock. The piece is called "Summer", and was created by Ian Pollock.

HSE Midland Area Assessment Commended

HSE Midland Area Staff have been praised nationally and locally for their response to the request by the HSA to assess risks in A&E units. The requirement that risk assessments are conducted routinely is a key component of the Midland Area's "Healthcare Risk Management Policy incorporating the Corporate Safety Statement" and associated Guidelines. Because of this, local medical, nursing and management personnel supported by Healthcare Risk Management personnel had already conducted much of the required risk assessment work even before they received the request to do so by the HSA in February. A multidisciplinary group supported by risk managers and including A&E consultants, nurses, hospital managers, bed managers, medical and surgical consultants, and community services representatives worked on providing the response to the HSA. Occupation Health Service, Clinical Audit, Fire Prevention and Safety, Accreditation

Managers. Quality of Work Life Projects Manager, Complaints Managers. Security Manager, Infection Control contributed to the process.

Local managers immediately implemented those measures that were instantly recognisable and easily put in place. For hazards that were not immediately manageable, action plans have been developed to – where possible – remove the risk, and where this is impossible, reduce the risk satisfactorily.

Complete details of the findings of this Risk Assessment process are documented in the Safety Statements in each of the A&E Departments. The final report was sent to the HSA on the 24th February. The response and feedback to the report – both national and local - has been extremely positive and we would like to take this opportunity to thank and commend all those staff that participated magnificently in the process.



Members of the A&E Risk Assessment Team at the Midland Regional Hospital at Portlaoise from L to R: Sheila Burke CNM1, Ann Kelly, Assistant Director of Nursing, Regional A/E Unit Administration, Norma Buckley CNM2, Eugene Hamm (Standing) Attendant/Aide A&E Portlaoise, Dr Ghulam A&E Consultant.

Ambulance Service Rapid Response Vehicle Unit



Pictured with the new vehicles are from l to r: Vincent Kelly, Ivan O'Grady, Damian Scally, Keith Hayes, Paddy Mooney, John Bulfin, Pat O'Dowd, Bernie Condon, Robert Morton, Noel Rigney, George McDermott and Tommy Maguire.

The Ambulance Service as part of the HSE's primary response to life threatening emergencies has developed a Rapid Response Vehicle (R.R.V) Team to respond efficiently and effectively to life threatening emergencies in outlying areas of the region. The development of the R.R.V. Team has required significant investment in two specially adapted vehicles, equipment, and

staff training.

The unit commenced operation on the 21st February 2005 last and has to date, responded to emergency calls as well as improving interaction with Primary Care providers. The RRV unit will patrol the Laois/Offaly and Longford/Westmeath areas on a daily basis and will provide a highly visible presence in the community.

Skills for Changing Health Behaviour

A two-day workshop for all health professionals working to promote healthy behaviours with clients is being organised for HSE Midland Area Staff.

The Rationale for the Workshop is that people are most receptive to health information when accessing health services. This places health professionals in the unique position of being able to promote healthy lifestyle behaviours.

The training will equip staff with the skills and strategies to increase a clients motivation to change their lifestyles or any behaviour. It focuses on motivational interviewing techniques for working with all clients but particularly those who are resistant to change. Discussions and activities will largely address the lifestyle topics of physical activity, healthy eating, stress management and smoking cessation.

The course is specifically designed for employees of the health service who communicate and meet with the public on a regular basis. This includes medical professionals, allied health professional and administrative staff. Workshops can also be delivered to entire departments where numbers are sufficient.

Advising and motivating clients to adopt a change in behaviour can be a long, tiring and frustrating process for staff. Using effective motivational strategies can reduce these feelings of frustration and make your efforts at trying to promote healthy behaviours more worthwhile.

Location	Time	Venue	Date	No. of Places
Tullamore, Co. Offaly	09:30-17:00	Bury Quay, Tullamore	Sept 6th + 7th (Tue/Wed)	20 places
Longford	09:30-17:00	Temperance Hall Longford Town	Oct 4th + 5th (Tue/Wed)	20 places
Mullingar, Co. Westmeath	09:30-17:00	Room 9, St. Lomans Hospital, Mullingar	Oct 25th + 26th (Tue/Wed)	20 places

To reserve your place please contact:

Barry Lambe in the Health Promotion Service at 0506-57800 or at Barry.lambe@mailq.hse.ie

Tánaiste announces Board of Interim Health Information and Quality Authority

The Tánaiste and Minister for Health & Children, Ms. Mary Harney TD, recently announced the membership of the Board of the interim Health, Information and Quality Authority (HIQA)

The Board will be responsible for preparing the administrative and organisational plans for the early establishment of the HIQA under primary legislation. The Tánaiste added that the announcement "represents an important step in the further development of a high-quality, safe and effective health care system which will provide a better service for patients."

HIQA is being established in response to a key aim of the National Health Strategy which is to deliver high-quality services based on evidence-supported best practice. HIQA will be responsible for developing health information, promoting and implementing quality assurance

programmes nationally and overseeing health technology assessment. The Board of HIQA

Mr. Pat McGrath
Chairman,
Interim HIQA & Chief
Executive, Project
Management Group

Dr. Ruth Barrington
Chief Executive,
Health Research Board

Dr. Michael Barry
Medical Director,
National Pharmacoeconomic
Centre and Consultant
Physician,
St. James's Hospital,
Dublin

Dr. Dan Byrne
Chairman,
Irish Health Services
Accreditation Board

Dr. Ian Callanan
President,
Irish Society for Quality
and Safety in Health Care

Prof. Muiris X Fitzgerald
Dean, Faculty of Medicine,
University College Dublin and
Consultant Respiratory and
General Physician,
St. Vincent's Hospital, Dublin

Ms. Anne Geraghty
Speech and Language
Therapy Services Manager,
Brothers of Charity, Galway

Dr. Elizabeth Keane
Chairman,
National Cancer Registry

Dr. Brian Meade
General Practitioner

Dr. Siobhán O'Halloran
Head of Nursing and Service,
Dundalk Institute of
Technology

Dr. David O'Hora
Director, Southern Marketing,
Advertising and
Communications Agency

Ms. Dolores Quinn
Key Account Manager,
Abbott Laboratories

Reform Briefs

The head office of the National Health Service Executive is Oak House, Limetree Avenue, Millennium Park, Naas, Co. Kildare. Tel: 045 880 4000

The HSE now has its own website. The Site has details of the HSE, information on careers, links to other sites, electronic versions of publications and the latest news updates. Log onto www.hse.ie for more...

An electronic version of the Health Act 2004 is available on the intranet – see Health Service Reform Programme, under publications.

Community Care Areas can now be referred to as Community Services.

Members of the HSE Midland Area Senior Management Team offered new positions within the HSE:



John Bulfin



John Cregan



Breda Crehan Roche



Pat O'Dowd

John Bulfin: Hospital Network Manager Midland Area

John Cregan: Regional Director, Dublin/Mid-Leinster Region

Breda Crehan Roche:
National Care Manager for Social Inclusion (PCCC)

Pat O'Dowd: Assistant Director PCCC (contracts)

They are expected to take up
their new positions in the near future.

RESPONDING TO CULTURAL DIVERSITY IN AN EMERGENCY

"Positively Diverse", a Multi-Lingual Emergency Phrase Book Developed

The HSE Midland Area Ambulance Service has launched a new phrase book to assist E.M.T.s in communicating with patients from diverse cultural backgrounds. The booklet is titled "Positively Diverse", a Multi-Lingual Emergency Phrase Book.

The Booklet was developed by the Ambulance Service with the support of Partnership and Barbara Uí Theighneáin, Irish Officer HSE Midland Area. It has been issued to every Emergency Medical Technician within the service and is included in the Induction Pack for student E.M.T.s.

It is designed to facilitate communications with patients/clients who do not speak English or have a disability. Its main features include a language identification card, questions to help with patient diagnosis and basic communication methods for people with hearing / visual impairment.

The booklet covers twenty-one important questions in thirty-one different languages including sign language, and is now in daily use.

Following discussions with other disciplines throughout the Midland area, it is envisaged that this booklet will be rolled out to other areas to alleviate the language barriers that exist.



Pictured with the Multilingual Emergency Phrase Book, Positively Diverse, are from l to r: Vincent Kelly, Operations Officer, HSE Midland Area Ambulance Service, Oliver Smith, Partnership, Bairbre Uí Theighneáin, Irish officer, HSE Midland Area and Robert Morton, Chief Ambulance Officer, HSE Midland Area.

TELEPHONE NUMBER CHANGES

A new telephone numbering system will be introduced in a number of sites including acute hospital and health centres, St Fintan's, St Loman's and Riada House in Portlaoise, Mullingar and Tullamore and Central Office over the summer months.

The advantages of the new system include free calls between HSE Midland Area sites, telephone numbers such as in hospital departments will be in sequence and every extension will have direct inward dial.

The changes will commence in Tullamore with a new numbering system for the hospital, health Centre, Central Office and Riada House. It is proposed to carry out this changeover on the weekend of 11th June.

The main numbers 0506 21501 Hospital, 0506 21868 Central Office and 0506 41301 Health Centre will not be changing.

However, all direct inward dial numbers will change. A full directory of the new numbers will be placed on the Intranet Site under the Contact Us section.

For further information, please contact
ann.phelan@mailq.hse.ie.

Workshop on National Framework for Complaints Handling held in HSE Midland Area

More than 100 people took part in a facilitated workshop arranged by the Health Service Executive Corporate Affairs Directorate in the Heritage Hotel, Portlaoise on Monday, 9th May 2005. It was the second in a series of sessions of a consultative process by which a national framework for handling complaints in the health service is being developed. The group comprised mainly of frontline staff and managers from each of the four HSE regions plus representatives from the voluntary hospitals and voluntary groups.

The day was a great success making a valuable contribution to the drafting of a final framework and policy. The workshop was developed in partnership with the Health Services National Partnership Forum and Partnership facilitators assisted delegates in three workshops.

The first asked delegates to review what the HSE Areas currently 'do well' in handling complaints. The second workshop looked at what 'we don't do well', and the final workshop asked delegates for their suggestions on 'What do we need to do to improve the experience for staff and for complainants'?

The main points from each workshop were listed so that all delegates could then vote on the items they thought most accurately reflected the current situation.

The top five for each of the workshops were as follows:

Do well

- Resolving complaints at a local level
- Accepting the patient's right to complain
- Having a procedure and information on how to deal with complaints
- Listening
- Responding positively to complaints and developing a 'no blame' culture

Don't do well

- Training and support for staff
- Learning from past mistakes
- Having a standardised system
- Lacking in accountability
- Communication

Improve the experience for staff and complainants

- Change the blame culture
- Learn from past mistakes
- Support and training for staff



Pictured at the HSE National Complaints Handling Workshop
From l to r: Rosalie Smith Lynch, Mary Culliton, Stephen McMahon, Director IPA, Breege Doherty, Alistair Graham, Helen Franklin and Peter Healy.

- Support for frontline staff
- Improve accountability

In addition to the workshops, delegates heard from three speakers.

Stephen McMahon, Director of the Irish Patient's Association (IPA) gave a presentation on the 'Patient's Perspective'.

Mr McMahon made the point that the majority of people who complain to the healthcare system have no interest or intention of litigation.

"Patients want to know why it happened and how it happened and to make sure it doesn't happen to anyone else," he said.

He also made the point that the system should not be relying on complaints to improve the system, but should have robust quality and safety systems in place.

"Complaints procedures are only one element of engagement with patients and their carers, but they are very necessary as they indicate gaps in a quality system and provide an opportunity for closure on any incidents that do occur," he explained.

On designing a complaints system, Mr McMahon asked that a number of areas be considered. Patients should know who to go to; they should be aware of their rights. Patients

need to trust the system; they do not want incomplete responses and while patients may be accepting of delays, constant contact needs to be maintained while an issue is being resolved.

Other topics addressed by Mr McMahon were the European Patient's Charter, the role of advocacy and the main work of the IPA.

Alistair Graham and Eilish McAuliffe gave an update on the consultation process so far.

Mr Graham is a consultant who works with the HSE East Area on developing its framework and policy on complaints handling – People Matter – Complaints Matter.

Mr Graham explained that People Matter – Complaints Matter was being used as a base document for developing the national framework as it was a document already widely consulted on in the East. He outlined some of the main points of the People Matter – Complaints Matter framework which included the pathway for complaints, roles and responsibilities in relation to complaints handling and the aims of a national framework.

Mr Graham spoke about the development of a culture of perfection in the west, which was making itself felt in Irish society. This development, he said, leads to an expectation

of perfection amongst patients and less tolerance of 'mishaps and mistakes'.

Eilish McAuliffe, a Senior Lecturer on Health Policy and Management at Trinity College, has been asked by the Department of Health and Children to consult with all stakeholders and prepare a submission prior to the development of the regulations on complaints handling.

Ms McAuliffe said there would be a series of workshops to which relevant stakeholders would be invited, and their input would be fed back to the DOHC for consideration.

Ms McAuliffe said the main considerations for any complaints system would be that it is fair, equitable and responsive.

The day was chaired by Mary Culliton, who is responsible for drafting the HSE National Complaints Framework. Other members of the committee include Dr Ian Callanan, President of Irish Society for Quality and Safety in Healthcare (ISQSH); John Dolan from the Disability Federation of Ireland; Breege Doherty, Senior Executive Officer, HSE Midland Area; Martin Devine, A/Chief Officer, Helen Franklin, National Health Services Partnership Forum; Annette Fitzpatrick, Communications HSE Midland Area; Peter Healy, Project Officer, Project Management Unit; Dara Purcell, HSE South East; Rosalie Smith Lynch, Customer Services Manager, HSE North East and Veronica Smollen, Assistant Staff Officer, HSE Midland Area.



Pictured at the HSE National Complaints Handling Workshop in Portlaoise were from l to r: Colm Dunne and Pat Lanagan, Health Centre Portlaoise and Joe Martin, General Manager, Acute Hospitals, HSE Midland Area

Roll out of "Train the Trainers" Training Programme for the Mental Health Act 2001 Mental Health Commission-HSE Midlands Region

In preparation for enactment for the remaining sections of the Mental Health Act 2001 including part two and other sections relating to the Mental Health Tribunal, the Mental Health Commission has recently commenced training throughout the country. Trainers were nominated from individual disciplines in the Mental Health Services nationally.

The training of trainers is intended to provide all stakeholders with a clear understanding of the provisions of the Mental Health Act 2001 and how it is intended to work.

Training programmes are being approached on a multidisciplinary basis with nominees from the HSE Midland Region representing Disability Services, Social Work, Nursing, Administration and Psychology. Training will be ongoing for trainers between May and the end

of June 2005.

On completion of the four-day training course, trainers will be required to run training programmes in their own Mental Health Area between September – December 2005. Other key stakeholders i.e. the Mental Health Tribunal Members, Consultant Psychiatrists and specific groups including Child Psychiatry will have training programmes tailored to their own needs designed by and delivered by the mental health commission in the near future.

The Mental Health Commission intends to develop and implement a quality framework for Mental Health Services in Ireland. This framework will provide the "road map" to facilitate continuous improvement in the quality of mental health services.

Progress continues to be made at a National level as the MHC continues to drive forward the new legislation. Interviews have concluded for both the chairperson and layperson for the Mental Health Tribunals.

Following the most recent workshop December 2004 for service providers, re consultation on the statutory forms that will be in use when the Mental Health Act 2001 is fully implemented. The Commission has produced a final draft of the forms comprised of colour coded forms, 18 in number.

The Mental Health Commission has put in place a computer system to record and monitor involuntary admissions and Mental Health Tribunals. This system is called the System for Involuntary Admissions and Tribunals (SIAT). The Commission's monthly census of

involuntary patients and activity continues at national level. It is hoped that the results of the census will help to predict the number of people that require Mental Health Tribunal. All census responses are logged by the mental health Commission and evaluated on an ongoing basis.

A grant of €50,000 has been made available by the Mental Health Commission to all health areas to assist with the purchase of equipment or renovation facilities in which to hold a Mental Health Tribunal.

When Part 2 of the Mental Health Act is implemented all involuntary patients will be entitled to legal aid. At present the Mental Health Commission is finalising a legal aid scheme, which will set out the administrative arrangements for this additional support to a person who has been involuntarily admitted.

Medical Assessment Unit Opens at MRH Mullingar

The first Medical Assessment Unit for an acute hospital in the HSE Midland Area opened recently at the Midland Regional Hospital at Mullingar.

The six-bedded Unit aims to improve efficiency and provide quality patient care for people with acute medical problems that are not immediately life-threatening, but who may require either in-patient admission or immediate specialist medical opinion. Patients with immediate acute life-threatening conditions continue to be referred to A&E.

Suitable patients are referred directly to the Unit by their GPs, thus by-passing outpatient waiting lists. Laboratory and other inpatient services can be fast-tracked, and patients admitted as required.

No walk in referrals are seen at the Unit as these continue to be routed through Accident and Emergency.

The unit opens from 9am to 6pm Monday to Friday, with 4.00pm being the cut off time for patients to be seen.

All proposed patient referrals to the Medical Assessment Unit are first discussed by the referring GP with the Medical Registrar of the Unit, Dr Muzammel Habib via a designated mobile phone. The Registrar then confirms if the patient will be accepted to the Unit and ensures that space

will be available for the patient on his or her arrival. If there is any query as to the suitability of a proposed referral, the on-call Consultant Physician can make the final decision.

The referring GP must complete an MAU referral form, which can be faxed ahead to the Unit, or the patient can bring it with them. Referral forms are available by contacting the MAU Ward Clerk.

Patients with what would normally be considered to have urgent OPD problems will be considered on a case by case basis.

Referred patients may be admitted or discharged and have required investigations done on the same day or else arranged for a later time. Follow up arrangements are indicated on the MAU Discharge Form, a copy of which is faxed to the referring GP as well as given to the patient.

"This is a new clinical service at the Midland Regional Hospital at Mullingar. It has the potential to contribute positively to our collective desire to provide high quality and responsive patient care," said Dr Sean Murphy, the Unit's Medical Director.

Dr Murphy explained the operation of the unit is aligned to others operating around the country, such as in the



Pictured at the new Medical Assessment Unit at the Midland Regional Hospital at Mullingar are from l to r: (back) Dr Muzammel Habib, Medical Registrar, Kathleen Tuite Moore, Ward Clerk, Dr Sean Murphy, Consultant Physician and Medical Director of the Unit. (front) Mary Kate McCallion, Staff nurse, Martina O'Toole, staff nurse, Dr Shaffcat, SHO and Rosemary Kennan, CNM2.

General Hospital in Kilkenny.

Reactions to the Unit have been extremely positive. To date, 60% of patients who arrive at the Unit have not had to be admitted as an inpatient at the hospital.

BULLYPROOF

To continue the successful roll out of the Bullyproof programme we are looking to recruit additional facilitators.

Aim:

To promote dignity and respect in the workplace. To ensure all employees are bullyproofed against the negative effects of bullying and to educate on the Dignity at Work Policy.

The role:

As a facilitator you will be charged with delivering the programme, in a positive manner and to be committed to the ethos of a quality working life.

Skills:

Training in the skills required will be provided.

Time Commitment:

9 delivery days per year
1 day annual workshop

Staff are advised to discuss their application with their managers and also to receive permission to take part from their line managers prior to applying.

How to apply:

Contact the Corporate Learning and Development Unit, Central Office, Arden Road by phone or email for an application form.

Vicki Willetts 0506 28979
Vicki.willetts@mailq.hse.ie

Closing Date: 27th May 05

For further information - Please contact the above .

Breast Check

Breastcheck is in the HSE Midland Area from April to September. All women aged between 50 and 64 years of age can avail of this free service.

Pharmacy Success

The Annual Conference of the Hospital Pharmacists' Association, Ireland (HPAI) was held in Clontarf Castle recently. The workshop topics included: Medicines Management Issues in the Diabetic Patient, Medicines Information, and Joining the Critical Care Team: A Pharmacist's Approach. Presentations were also given on 'Developing a Hospital Pharmacy Practice Database', 'Surveillance of Antimicrobial Consumption in

Ireland' and 'Using Global Standards to deliver a Secure and Safe Pharmaceuticals Supply Chain'. Professor Tim O'Brien, Professor of Medicine NUIG and UCHG gave the keynote speech-'Prospects for Cell and Gene Therapy'. Ms. Marie Philbin, Senior Pharmacist MRHT won the Dr. Jacques Servier Research Award for her project 'Improving inpatient antibiotic prescribing'. This bursary, to a maximum of

€3,500 may be used to fund the research. Congratulations to Marie on her success. She will present the findings of her project at the 2006 conference. The Pharmacy department, MRHT demonstrated their work with posters entered into the pharmacist poster competition while Michelle Henshaw entered the Pharmaceutical technician poster competition with her poster entitled 'Pharmacy Folders for the Wards'.



Ms. Marie Philbin MRHT being congratulated on her win by Ms. Joan Peppard President Hospital Pharmacists' Association, Ireland.

Family Welfare Conference Service Introduced in Longford and Westmeath

A Family Welfare Conference Service has been introduced in the Longford Westmeath Sector since January. Based in the Primary Care Unit on St.Loman's campus, the service has been busy developing Standard Operating Procedures, Practice Guidelines and promoting the Service via a raft of in-house and inter-agency information sharing sessions with all the Statutory agency groups and other potential referring agencies and services. Family Welfare Conferencing is underpinned by the Children Act 2001 and Children First. Mo Smith, Family Conference Team Leader explains what the service is about:

What is a Family Welfare Conference?

A Family Welfare Conference is a meeting which allows for the equal participation of family members and professionals. The purpose of the meeting is to make a Family Plan which addresses concerns raised about the welfare and safety of the child or young person who is the subject of the FWC. The plan identifies relevant family and professional resources needed. The Family Plan should be unanimously agreed, as long as it does not place the child/ young person at further risk of harm and meets their needs. The FWC is held in a neutral setting; It is a friendly but business-like meeting, specifically structured to promote mutual respect, ownership of concerns and partnership between families and professionals.

Where does Family Welfare Conferencing fit?

We come under the remit of Family Support and are therefore open to a wide referral base.

What's in it for you?

This is a new statutory instrument which can effectively mobilise resources to target need and address concerns. The FWC model can work well to prevent further harm in early, mid term and later stages of family interventions. The process involves partnership in planning and decision-making between families and professionals; the process engenders clarity for families regarding the various roles and responsibilities of professionals involved and encourages families to take equal responsibility for and ownership of any concerns raised.

What do we mean by the FWC Model?

The FWC model is based on family strengths and is about problem-solving from a family led perspective. Other FWC Service evaluations and current research indicate that families can and do make safe plans for the welfare and safety of their children.

How does the FWC Model work?

Families need enough information and support to be enabled to
1) make sense of the problems they face and
2) to make a plan which both families and key professionals can unanimously agree in the best interests of the child or young person. The FWC Co-ordinator has time to prepare birth and extended family members, community-based and

professional networks over a period of four to six weeks pre-FWConference. This helps to inform all the participants and also builds bridges between service users and service providers – it can be a very empowering experience for families and professionals alike!

Most importantly, the children, young people and vulnerable adults involved are encouraged to identify their own support networks/advocates at the FWConference. This gives them a clear opportunity to have their views, wishes and feelings listened to and acted upon at the Conference. The fullest participation by family members and significant others in the making of a Family plan is another key component, which aims to build interpersonal trust between family members and professionals.

The FWC Service is Family Rights -based:

Of course, this way of working is not always successful – some families have few or no resources of their own to tap into. Others do not wish to 'expose' their difficulties within their own family group.

This is a matter of choice : families have the right to a Family Welfare Conference to try and work on problems if they so wish – they can also decide against!

What is most significant is that Family Welfare Conference Service gives them a choice with built in support.. FWC is a new, exciting and challenging practice in support of families. You can access our SOPs and the Referral Form to the FWC Service on the Intranet or contact :

Mo Smith ~Team Leader:
086 8511073
email: mo.smith@mailq.hse.ie



Introducing the FWC Service Team: Eamonn Farrell ~ Family Support Services Manager
Mo Smith~ Family Welfare Conference Team Leader
Annie Reilly ~ Family Welfare Conference Co-ordinator

HSE Midland Area EMPLOYEE ASSISTANCE SERVICE

Confidential Counselling, Support and Referral Service

If you are experiencing personal or work related difficulties, and you would like to speak to a counsellor in confidence, Please feel free to contact:

Tel: 0506 – 28033 Freephone: 1800 240 414 E-mail: employee.assistance@mhb.ie
Remember this is your service!

Opening Hours: Mon-Thurs: 09.00 - 17.00 Fri: 09.00-16.45 • Closed for Lunch: 13.00 - 14.00

Confidential Counselling services are provided regularly in Tullamore, Athlone, Longford, Mullingar and Portlaoise – contact the service for more information

To make an appointment Telephone: 1800 240414 or 0506 - 28033
Call in or write to our service at: O'Neill's Place, off High St., Tullamore, Co. Offaly
E-mail: employee.assistance@mailq.hse.ie Fax: 0506-28044

**N EMERGENCY APPOINTMENT CAN BE ARRANGED
BY CONTACTING MONICA AT 1800 240 414 OR 0506 – 28033**

External Counselling Services can also be accessed through the Employee Assistance Service – give us a call and we will give you the contact information – we don't need to know who you are.

TEN STEPS TO HEALTHY AGEING IMPLEMENTED IN RESIDENTIAL CARE CENTRES

The Health Promoting Residential Care Initiative is being implemented in residential care centres for older people in the HSE Midland Area.

The initiative was developed by an expert committee convened by the National Council on Ageing and Older People and chaired by the Nursing Policy Advisor for Care of the Older Person and Palliative Care, Department of Health & Children. In keeping with health promotion principles, a wide range of experts from the Irish HPH Network, health services organisations and relevant voluntary agencies contributed to the design of the initiative by the

committee. The initiative is intended as a quality improvement initiative in the residential care setting using primarily health promotion principle and practice. It is intended that this initiative will become a resource that supports residential facilities to achieve the standards.

The goals of the initiative are:

- To support residential care facilities in realising and acting upon their health promoting capacity.

- To assist residential care facilities to adopt a health promotion aspect to their daily work.

- To achieve the above through

supporting facilities in completion of the "Ten Steps to Healthy Ageing".

The key elements are;

- **Progress towards person-centred care,**
- **Creation of a positive working environment,**
- **Creation of a family-friendly environment.**

It proposes Ten Steps to the attainment of Healthy Ageing Status in residential care facilities; Consultation, Health Promotion Policy, Policy to Practice, Choice, Information Practices,

Personal Space & Belongings, Independence, Lifestyle, Healthy Staff, Family Friendly,

Progress to date

In the Midlands Area, the foundations for this Initiative were already laid through the involvement of all Residential Care Centres for Older people in Longford/Westmeath and Laois/ Offaly in other projects such as; Arts in Care, Music in Healthcare, Activity in Care Training.

To date much progress has been achieved with the Initiative; Preliminary meetings, Provision of awareness sessions, Consultations with residents,

Collation of data, Priorities identified, Implementation guide developed, Establishment of project groups, Self- appraisals completed, Action plans developed and implemented, Monitored and reviewed, Process continued.

For more information or details on the initiative, please contact Ms. Patricia Carroll, Project Co-ordinator, Services for Older People, HSE Midland Area, Unit 12, Lough Sheever Corporate Park, Mullingar.

HSE Midland Area Staff Receive Awards at Risk Management Conference

The HSE Midlands Area was well represented among the award winners at the National conference of the Healthcare Risk Managers Forum which took place recently.

Dr Crotty, Consultant Haematologist at MRH Tullamore, Kate Brickley, Risk Manager Acute Services and Kevin O'Malley, Risk Manager Mental Health Services were awarded certificates for their poster presentations winning three of the seven available awards. In all, seven of the 22 posters exhibited were presented by Midlands staff. There was a combination of International and National speakers at the event, including three eminent keynote speakers, Mr Jeffrey Mc Elwain, Dr Maree Bellamy and Ms Anne O'Brien.

Mr Jeffrey Mc Elwain is a Risk Management Consultant in

Merseyside who previously had a distinguished career as an Ear Nose and Throat surgeon started off the proceedings. His humorous presentation "Involving Clinicians in Risk Management at operational level" provided interesting insights into the difficulties encountered. He strongly believes that the future clinical activity of trained nurses, junior doctors and consultant is of paramount importance given the emergence of empowered patients. He concluded by proposing the path to success for all staff as 'Being involved, Being accountable, Being responsible, Being competent,



Dr. Gerard Crotty and Ms. Kate Brickley receiving their certificates for their winning poster presentations.



Identifying, analysing and Managing Risk because we all manage risk and patients. Throughout the day national speakers discussed a range of topics including Risk profiles, Incident/Near Miss Reporting and incorporating Risk Management in the governance structure. The second keynote speaker

was the world renowned Dr Maree Bellamy. Dr Bellamy is the Deputy Director of Clinical Governance at Hunter Healthcare, New South Wales, Australia. She previously held the position of Director of Health at Standards International, Editor of the Law in practice section of "Australian Doctor" and

Lecturer at Flinders University. Her presentation entitled "Integrated Risk Management - A Blueprint for Effective Governance, Patient Safety and Performance Improvement" looked at the emergence of patient safety issues in Australia. She discussed the formation of a Risk Culture in an organisation and concluded that the most successful organisations are those who can capture the hearts, minds and energy of the employees to work towards a common goal. This she said included influencing a risk consciousness in people while they conduct their daily activities. She emphasised the need for all organisations to move beyond blame and establish a culture that openly

and honestly talks about failures in the system. The day concluded with a lively and stimulating presentation from Ms Cora McCaughan Acting Director of Corporate Fitness, Ms Majella Robinson Clinical Audit Officer and Mr Moss Mc Cormack, Accreditation Manager. The presentation entitled "Conjoint working of Corporate Governance to improve Health Service Quality and Safety" looked at the successes, opportunities and limitations of the system in place in the Midlands Area. This presentation was very well received. Special thanks to all our attendees who have cascaded the information learned at the conference to all the staff in their area.

Clinical Audit and Research News

Here is an update on some recent projects carried out by the Clinical Audit and Research Department of the HSE Midland Area.

MRHT Laboratory

A retrospective audit of laboratory request forms took place over a four -day period in December 2004. The objectives of the audit included the recording of the number of incomplete laboratory request forms received, where request forms originated and to ensure 100% compliance with the standard of having the request form fully completed before a test is performed.

Radiology Department

A similar retrospective audit of radiology request forms was carried out in January to look at compliance with the standard of having the request form fully completed before an x-ray is performed. The audit also catalogued the number of incomplete x-ray request forms received x-ray department, and the departments they originated from. Overall the findings of this audit are good with three areas highlighted for improvement: Recording the patients date of birth, address and hospital consultant. Other than these criteria, the findings were positive, as there was almost 100% compliance with the remainder of the standards.

Audit of the Australian Triage System

The objectives of this audit were to assess if the patients were triaged on arrival to the A&E department. Also to assess if the triage documentation was adequate to assess the appropriateness of the triage, to assess if the category to which the patients were assigned was appropriate to the patient's physiological status and assess waiting time. A random

sample of 30 charts per month from October to December 2004 were taken from the A&E filing system. The results are currently being presented to staff.

MRHM Evaluation of Rooming-In Practices

An evaluation of Rooming In practices was carried out in the maternity unit in the in October 2004. Rooming-In is a Baby Friendly Hospital Initiative action that encourages the mother to be with her baby at all times. The questionnaires were completed by mothers and midwives and analysed by the Clinical Audit and Research Department. The results were fed back to staff on the maternity unit and recommendations have been put in place to improve rooming-in practices on the maternity unit.

A Clinical Audit of DNA's in Radiology's Ultrasound Department.

A Clinical Audit of DNAs in the ultrasound department was carried out last August. The objective of the audit was to examine the reasons why patients were not arriving for their ultrasound appointment. The report is now complete and staff are addressing improvements on the topic.

Clinical Audit of IV Cannula Insertion

A Clinical Audit of IV cannula insertion was carried out in A&E. The objective of the audit was to assess the current procedures utilised by the doctors and nurses while inserting a peripheral venous cannula. Doctors and nurses who work in the A&E

department completed the questionnaires. Data collection is complete and the findings will be available shortly.

Childcare, Children & Families

In the Childcare, Children and Families area several projects are taking place and planned for this year as follows:

Assistance with an audit of 7-9 month developmental screening in the Longford/Westmeath area was recently completed.

An evaluation of the newly implemented structure and format of the Ante-Post Natal Record Book in the Laois/Offaly area is underway. An Audit of Community Care Plans for Older People at each health centre and community rehabilitation team location is underway.

An audit of the PKU procedure is being planned for the Longford/Westmeath area.

An evaluation of the role of the Acute Paediatric Link Nurse within paediatric services for chronically ill children and children with high dependency needs on the health services within Laois/Offaly is planned for this year.

Assistance with Phase II of the Childcare Residential Needs Assessment Study. This research consults with all stakeholders in relation to childcare residential services. It aims to identify childcare needs and inform the development of future childcare residential services. Ethical approval has recently been sought and it is hoped the project will commence shortly.

Mental Health

An audit of Nursing Care Plans in the Mental Health Services

was recently carried out, during which the views of staff working in this area were sought. The results of the audit showed that there were deficiencies in some aspects of documenting nursing care and that staff require further education in relation to care planning.

An Eating Disorder Service is currently being set up in St. Vincent's Hospital, Athlone. In order to determine the effectiveness of this service an evaluation will be carried out. This will consist of pre-service assessment and a post-service assessment. A patient/client satisfaction survey will also be carried out at a later stage.

There are also a number of client satisfaction surveys being carried out within the Mental Health Services.

Primary Care

An evaluation of the *Midland Crisis Pregnancy Counselling Service* was carried out in February. During 2004, 1702 phone calls were logged with the service, 80 appointments were made and 47 hours of counselling provided. The majority of clients attending the service were Irish (94%). Client's age ranged from 15 to 39 years (mean = 24 years). Clients gave very positive feedback about the service.

An evaluation of the out-of-hours MIDOC service in Athlone and Mullingar is currently being undertaken. The aim of this evaluation is to assess the efficiency of the service, to establish the level of satisfaction/dissatisfaction with the service and to establish how and where improvements can be made.

Questionnaires were sent to a random selection of clients in both areas and are currently being analysed. Analyses are also being carried out on questionnaires completed by 'walk-in' clients. The evaluation report will be available in June.

Monitoring and Evaluation of the Portarlington Primary Care Health Team is ongoing.

The evaluation reports on the Child Safety Awareness Programme (CSAP) and Point of Care testing are now available. The CSAP report was presented in poster format at the recent Healthcare Risk Management Forum in Dublin. The Point of Care report was presented in poster format at the Integrated Care Conference in Dublin Castle in February.

Health Promotion

Health Promotion Research in recent months has been concentrating primarily on the evaluation of the Playground Markings project and the Irish Family Planning Association Theory and Skills Course in Family Planning.

In relation to the evaluation of the playground markings project, ethical approval has been granted and we have just completed our pre-observation exercises using SOPLAY: SOPLAY was designed to counter the problems of assessing physical activity in 'open' environments, such as recreational and leisure settings (McKenzie 2000). Our post observations are scheduled for early June. We hope to have the final report available in July.

The evaluation of the theory and skills course in family

planning has just been completed, and with a response rate of 66%, the results have proved very informative. A full report will be made available at the end of the month.

Staff News:

We would like to welcome the following new members of staff:

Lia Evans who is the Clinical Audit Facilitator for the Midland Regional Hospital in Tullamore. Lia has moved from the Occupational health team in Tallaght hospital.

Rachel McEvoy is now supporting research in the field of Health Promotion. Rachel came from the Institute for Public Health in Ireland. Petrina Duff has joined us to cover research and audit in the area of Childcare Services and Children and Families. She previously worked as a research consultant with the Work Research Centre in Dublin. Denise McCarthy is covering Mental Health research and audit. She had previously worked in the Western Health Board. Our most recent researcher to join is Jo O'Keeffe who joins us from the NorthWestern Health Board.

The variety of research and audit skills and experience they offer will greatly enhance the work of the department.

Some of you may have already be working with them but should you need to contact them or any of our staff our office number is (0506) 27924. Full contact details for the team are available on the intranet under our services, Corporate Fitness, Clinical Audit and Research.

FOCUS ON

Twenty-Seven Graduate from the Midland School of Nursing

Twenty-seven graduating nurses from the Midland Regional School of Nursing received their diplomas from the Assistant Chief Officer of the HSE Midland Area, Mr John Bulfin, at a graduation ceremony in Tullamore.

The majority of the new graduates are continuing to work in the HSE Midland Area hospitals.

The nurses are the fourth and final class to graduate from the Midland School of Nursing, as all future nurses will graduate from the Degree programme at the Athlone Institute of Technology. The General Nursing Registration/Diploma course was conducted as a partnership between the Midland Health Board and the Institute of Technology, Athlone. In all, 118 nurses have graduated from the Midland School of Nursing since it was established in 1998.

Guest speaker at the graduation ceremony was Kathleen MacLellan who is head of professional development and continuing education with the National Council for the Professional Development of Nursing and Midwifery.

Kathleen outlined to the graduates the wide range of choices available to them in developing their careers, such as roles as Clinical Nurse Managers and Advanced

Nursing and Midwifery Posts. She urged the graduates to commit themselves to a journey of life-long learning.

Orlaith O'Brien, Director of Nursing at the Midland Regional Hospital at Tullamore congratulated the graduates on behalf of the Directors of Nursing at the Midland Health Board three acute hospital sites.

"It is an exciting and challenging time for you. Some of you may travel, others I hope will stay closer to home, but wherever you go, you will have the skills to carry out your work to the highest standard," Ms O'Brien said. Brendan Power spoke on behalf of the students thanking everyone who supported the students and contributed to their training from administration staff, library staff, and tutors, to medical and clinical staff in the three acute hospital sites. "We have many memories from our first blood pressure, our first injection, our first time in uniform and our first placement, these will always be special memories for us," Brendan said. "No matter where we go, we will always wear the HSE Midland Area badge with pride".

The students then presented their tutors and directors of nursing with bouquets of flowers to show their appreciation.

The students also thanked Seamus Doyle who designed their certificates.

In closing, Assistant Chief Officer of the HSE Midland Area, John Bulfin said it was a 'fantastic day for the graduates, their partners and their parents.'

"You have come through a competitive selection process, and an intensive training course to get to where you are today. You should be extremely proud of yourselves," Mr Bulfin said.

He also spoke of the changes in nurse practice, and developments such as the European Working Time Directive, which would mean their profession would continue to evolve, and ensure they had an even bigger role in the delivery of health services.

Finally, Mr Bulfin urged the graduates not to lose their caring attitude.

"When people are vulnerable, a caring attitude is what they want most. Never lose it," he concluded.

Two prizes were awarded to students during the ceremony. Ann Marie Ward of Portllington received the Directors' of Nursing Award and Frances Mahon of Castlerea, Co. Roscommon received the School of Nursing Award.

HSE Midland Area Hosts Nursing Home Conference

The Nursing and Midwifery Planning and Development Unit (NMPDU) hosted the 2nd annual Nursing Home Conference in Tullamore in April. A regional practice development group, with representatives from the private sector and the Regional Practice Development Facilitator for Older People, has been established. The main aim of this group has been to support practice development and education and training within the private nursing home group. The annual conference has become an important part of this initiative. This year's conference, entitled, **Sharing Knowledge to Improve how we Care for our Older People** was very well attended, with representation from nursing homes, within the HSE Midland area. Presentations throughout the day developed on this theme. Among the presentations was that of

Demeleza Dooner, Diabetic Nurse Specialist who gave a very comprehensive overview of caring for the older person with diabetes, with the focus on how we can adopt a holistic approach to the care given. Other presentations on the day included a very practical and informative presentation from Pauline Dunne Community Dietitian on nutrition and the older person and from Stacey Rigoll, Speech and Language Therapist on swallowing difficulties and best feeding practice. Paula Phelan, Regional Documentation Officer, highlighted the use of assessment tools in enhancing the delivery of care to patients. This was reiterated by several of the speakers during the day. Maura Byrne, Clinical Nurse Specialist, Activation Therapy stressed the importance of creating stimulation and social interaction for residents. The

challenge for the care staff is to work towards creating an atmosphere that is meaningful, creative and interactive. She gave a very practical demonstration to the group on activities which could be used in the residential settings which are inexpensive and easy to do. Eddie Green, Community Psychiatric Nurse from the Laois/Offaly region spoke about depression in the older person. It was a very interesting and stimulating presentation, highlighting the need for carrying out a comprehensive assessment involving the patient, family and relevant services when caring for the mental health care needs of the older person. It proved to be a very enjoyable and rewarding day. The participants used the opportunity to network with their colleagues from the other nursing homes and the HSE Midland Area.



Pictured at the Nursing Home Conference were from l to r: Mary Manning, Regional Practice Development Facilitator for Older People NMPDU; Rosemary Suzin, Nurse Manager, Laurel Lodge Nursing Home Longford; Sharon Hennessey, Nurse Manager, Our Lady's Manor Edgeworthstown; Ester Brennan, Nurse Manager, Ballard Lodge, Portlaoise; Stacey Rigoll, Speech & Language Therapist; Pauline Dunne, Community Dietitian and Joe Gilligan Nurse Manager, Retreat Nursing Home, Athlone.



The graduating nurses pictured with front row l to r: Des Cawley, AIT, Kathleen MacLellan, National Council for Professional Development of Nursing & Midwifery, John Bulfin, Asst. Chief Officer HSE Midland Area, Pauline Coughlan, Director, Midland School of Nursing, Larry Bane, Director Human Resources, HSE Midland Area, Orlaith O'Brien, Director of Nursing, Midland Regional Hospital at Tullamore, Patrick Glackin, Director Nursing & Midwifery Planning and Development Unit, HSE Midland Area.

The graduating nurses were;

Josephine Bergin-Dwyer	Tullamore, Co. Offaly
Niamh Coffey	Mullingar, Co. Westmeath
Orla Corrigan	Tullamore, Co. Offaly
Anna Marie Davis	Tullamore, Co. Offaly
Ann Doyle	Birr, Co. Offaly
Carole Dunne	Ballymahon, Co. Longford
Karen Dunne	Tullamore, Co. Offaly
Paula Dunne	Kilcormack, Co. Offaly
Jacinta Egan	Athlone, Co. Westmeath
Annette Fallon	Athlone, Co. Westmeath
Ursula Gorman	Geishall, Co. Offaly
Elizabeth Kennan	Edenderry, Co. Tullamore
Frances Mahon	Castlerea, Co. Roscommon
Teresa Mullally	Roscrea, Co. Tipperary
Ann Mullen	Ballahadreen, Co. Roscommon
Louise McDowell	Tullamore, Co. Offaly
Eimear McEvoy	Mullingar, Co. Westmeath
Ellen O'Donnell	Kells, Co. Kilkenny
Sharon O'Rourke	Strokestown, Co. Roscommon
Brendan Power	Loughrea, Co. Galway
Paula Reade	Malahide, Co. Dublin
Padraig Shryane	Ballymot, Co. Sligo
Denis Sullivan	Carbury, Co. Kildare
Martin Teehan	Thurles, Co. Tipperary
Anne Marie Ward	Portllington, Co. Offaly

NURSING

REGIONAL NURSING & MIDWIFERY CONFERENCE

The Nursing & Midwifery, Planning and Development Unit (NMPDU) hosted its third Annual Regional Conference in March attended by over 200 delegates.

The theme of the conference was 'Empowerment – Enabling Innovation and Change'.

The appropriateness of the theme was accentuated by the recent publication of the 'Final Report of the Empowerment of Nurses and Midwives Steering Group – An Agenda for Change' (2004).

In her opening address, Ms. Anne Judge, Management and Organisation Development Specialist, The Office for Health Management stated that "without empowerment there cannot be innovation and change".

Ms. Judge proceeded to inform delegates of her role and experience in contributing to the development of the empowerment report. But warned "that when one group of staff is empowered, another group is not disempowered".

Mr. Patrick Glackin, Director of the NMPDU, gave an overview of the major projects and initiatives which are being led or facilitated by the unit at national and regional level.

Projects of a national priority include the development of a recruitment and retention strategy for nurses and midwives, and addressing the skill mix agenda.

At regional level, the NMPDU is facilitating a quality initiative to develop Patient Centred Practices in two locations for Older Person Services. This project is unique to the Republic of Ireland, and is co-

ordinated by Professor Brendan McCormack, University of Ulster.

The mid-morning session of the conference was chaired by Ms. Eleanor Dowling, Director of Public Health Nursing, HSE, Midland Area.

Ms. Lynn Young, Primary Health Care Advisor, Royal College of Nursing (RCN) gave a presentation on the U.K. experience of empowerment.

She stated "empowered people need training, psychological preparation and shared values, but none of this will work unless we have absolute integrity, wisdom and proper leadership".

Ms. Margaret Gordon, Executive Director of Nursing and Quality in Causeway Health and Social Services Trust, gave a comprehensive presentation on nurse led rapid response teams, who deliver a range of managed complex home healthcare solutions in partnership with all existing services.

The afternoon chairperson was Mr. Gerry Raleigh, Acting General Manager, Disability Services, HSE, Midland Area.

Ms. Eileen Kelly, Nurse Practice Development Co-ordinator, St. Joseph's Intellectual Disability Service, Portrane, gave a presentation on collaborative action research within the field of Intellectual Disabilities.

This was followed by concurrent sessions for the rest of the afternoon, which provided an opportunity to showcase local innovations and initiatives in health care. The following topics were presented:



Staff of the Nursing & Midwifery Planning and Development Unit pictured at the third annual Regional Nursing and Midwifery Conference. From l to r: (seated) Mary Redmond and Ann Devitt. (standing) Kathleen Griffin, Paula Phelan, Bernadette Kerry, Elaine Fallon, Patrick Glackin, Marian Wyer, Mary Manning and Eilish Croke.

Acute Care:

Pre-assessment Clinic Initiative

Ms. Lillian Kenny, Staff Nurse, Surgical Ward, MRH, Tullamore

Primary Care:

Primary Care Team Pilot – Progress

Ms. Carol McCann, Practice Manager, PCT, Portlaoise

Mental Health:

Psycho – Social Interventions

Mr. Michael Hyland, CNM3, St. Loman's Hospital, Mullingar

Midwifery:

Midwifery Led Service

Ms. Marie Corbett, CNM2, Labour Ward, MRH, Mullingar

Care of Older Person:

Dementia: An awareness programme in Person-Centred Care

Ms. Deirdre Ryan, CNM2, St. Mary's Centre, Mullingar

Intellectual Disability:

Person-Centred Planning

Mr. P.J. Jacob, CNM2 & Ms. Sandra Masterson, CNM1,

Lough Sheeever Centre, Mullingar

Paediatrics:

Role of Paediatric Link Nurse

Ms. Elaine O'Brien-Doyle, Paediatric Link Nurse, MRH, Portlaoise

Public Health Nursing:

Role of Public Health Nurse in the Portlaoise Primary Care Team

Ms. Geraldine Delaney, Public Health Nurse

Prison Service:

Development of Nursing Practice – Prison Service

Ms. Mary Keavens, Nurse Officer, Midland Prison Service

Mr. Pat O'Dowd, Assistant CEO, HSE, Midland Area, in his closing remarks complimented all of the

speakers, poster presenters, sponsors and organising committee on the success of the conference.

POSTER PRESENTATIONS

A total of 25 posters from across the HSE, Midland Area were on display at the conference.

The presentations featured innovations in practice, service delivery, role development and education for both practitioners and patients/clients.

The posters were judged by Ms. Eileen Kelly and Ms. Margaret Gordon, taking cognisance of the relevance to the theme of the conference, visual presentation and clarity of text.

BEST POSTER

The prize for best poster went

to Ms. Pauline Lee and Ms. Margaret Hyland, St. Joseph's Care Centre, Longford, for their presentation entitled 'Empowering staff through sharing knowledge and expertise'.

The two runner-up prizes were awarded to:

Ms. Elaine McGinn, Irish Prison Service, for her presentation 'Care versus Custody'.

Ms. Regina Reynolds, Athlone Community Mental Health team for her presentation 'Supported Employment in Mental Health – The Next Step?'

Congratulations and thank you to everyone who participated. We look forward to new displays of innovations and initiatives next year.

Developing Person-Centred Practices in Continuing Care/Rehabilitation Settings for Older People

The Person Centred Care Projects which were launched last year at the Community Nursing Unit in Birr and St Mary's Care Centre, Mullingar are already seeing systematic practice development integrated into the workplace.

Both sites have been working on developing and sharing a collective vision for what person-centred care will look like. As many staff and older people as possible contributed ideas on what aspects of care or day to day life could be changed in keeping with the vision, and this exercise produced a number of themes, each with distinct projects. Other indicators of progress are:

At Birr

- Being open to change – it was noted how welcoming the unit has been to the introduction of new forms of documentation
- There is an increasing awareness of and enthusiasm for the project work throughout the unit, with groups of staff looking to get more involved
- Being involved in the work is helping those involved to see 'the bigger picture' of how their work is contributing to better care for older people across the Midlands
- 'Bringing life to the task' – people involved in

the project are talking about how it can make day to day life in the unit more meaningful for all the people who live and work there.

At St Mary's

- Staff have become less task orientated and more client focused, Routine rituals are being questioned by nursing and non nursing staff some rituals are beginning to disappear.
- Staff are focusing on putting the patient at the centre of things, looking at care from 'The Patient Out'. In general staff are spending more time with the patients attending to their fundamental individual needs which are so important to them.
- The patients and relatives are becoming involved.
- Brainstorming sessions with some non nursing staff have been very positive and they are happy that they are being involved in the project.
- Staff want to claim ownership of Project and are beginning to realise that the processes used in practice development are as important as the outcomes.
- It is leading to a positive change in culture.

The Project was initiated by the Nursing and

Midwifery Planning and Development Unit (NMPDU) of the HSE Midland Area and the University of Ulster as a collaborative practice development programme with staff who work in services for older people.

The two year systematic practice development project is supported by a grant from the National Council. Across both sites, core participants meet every six weeks and are engaging in a range of project planning activities.



The Person Centred Care Project Team at St. Mary's Care Centre, Mullingar

COMPUTER HELPDESK

In this issue of the Midland Area News, we will cover MS Powerpoint, offering some helpful hints and tips for those who use this application.

There is also an outline of the current projects within the Hospital Systems Programme.

MICROSOFT POWERPOINT

Helpful Tips on Giving Better Presentations

For presentations intended to educate or persuade people in a professional setting or under other formal situations, it's a good idea to follow these tips:

Keep the number of slides to about six. State the problem, the solution, the alternatives rejected, the research to support the solution, the cost (budget/resources), and action items. Title slides and a last slide labelled "Questions" can be included in the slide deck, but the body of your talk should comprise about six slides, no more.

Try to keep each bullet point to one line in length, without text wrapping. Doing so aids readability and makes a list of bullets neat and scannable. Remove articles such as "a" and "the" if possible.

Choose an appealing design template that is professional and not too eye-catching after the first slide. You don't want the design to detract from your message.

Keep your slides accessible where possible. Use high contrast between background colour and text colour. For example, though a violet background with grey or white text is soft and approachable, you should avoid it, because people may have trouble reading it.

Keep your text simple. Effective slide text is not confusing and keeps people turning from each slide to you for more information. If you observe people focusing on your slides, the slides may contain too much data or be confusing or distracting in some other way.

Ask your audience to hold questions until the end. Questions are an excellent indicator that people are engaged by your subject matter and presentation skills. But if you save them until the end of the presentation, you will get through the material uninterrupted. Also, early questions are often answered by ensuing slides and commentary.

Stay on time! If your allotted time is 10 minutes, do not go over. If there's no time limit, take less time rather than more to ensure that people stay engaged.

HOW TO GO TO THE NEXT SLIDE WHILE PRESENTING

Use any of the following commands to navigate from one slide to the next while you're giving a slide show or reviewing a presentation in slide show view.

TO GO TO THE NEXT SLIDE

Click the mouse.
Press SPACEBAR or ENTER.
Right-click, and on the shortcut menu, click Next.

TO GO TO A SPECIFIC SLIDE

Type the slide number, and then press ENTER.
Right-click, point to Go to Slide on the shortcut menu, and then click the slide you want.

TO SEE A PREVIOUSLY VIEWED SLIDE

Right-click, and on the shortcut menu, click Last Viewed.

HOW TO GO TO A SPECIFIC SLIDE WHILE PRESENTING

Use the following commands to navigate to another slide you're giving a slide show or reviewing a presentation in slide show view.

To go to the previous slide

Press **BACKSPACE**.
Right-click, and on the shortcut menu, click **Previous**.

To go to a specific slide

Type the **slide number**, and then press **ENTER**.
Right-click, point to **Go to Slide** on the shortcut menu, and then click the slide you want.

To see a previously viewed slide

Right-click, and on the shortcut menu, click **Last Viewed**.

SET UP A PRESENTATION TO START AUTOMATICALLY

On the **File** menu, click **Save As**.
In the Save as type box, select **PowerPoint show (.pps)**.
In the File name box, enter a file name, and then click **Save**.

Notes To **start** the presentation, double-click the file name in Windows Explorer. To **advance** through the presentation, click anywhere on the screen. To **exit** the presentation before it is finished, press ESC.

ALWAYS SHOW THE POINTER DURING A SLIDE SHOW

Right-click, point to **Pointer Options**, and then click **Arrow**.

Note By default, the arrow is set at **Automatic**, which means it's hidden automatically after 3 seconds of inactivity. The arrow appears again when you move the mouse. To keep the arrow displayed all the time, right-click, point to **Pointer Options**, point to **Arrow Options**, and then click **Visible**.

REMEMBER

Calls logged via email to the Helpdesk using the ISS Helpdesk Call Logging Form receive a quicker response than calling the Helpdesk telephone.

IF YOU ARE NOT ON EMAIL, OR YOUR EMAIL IS DOWN, USE A COLLEAGUES EMAIL. YOU SHOULD ONLY PHONE THE HELPDESK AS A LAST RESORT.

Email – Help.desk@mailq.hse.ie

Alternatively, telephone the Helpdesk on (0506) 57999. Ensure to provide a detailed description of your problem including your PC Reference Number (MSD Number) and your phone number.

Please also refer to the IT Support and Helpdesk section of the ISS Department Intranet website.

CURRENT PROJECTS within the Hospital Systems Programme

There are four projects within the Hospital Systems Programme: the **HIS** (Hospital Information System Project), the **PARIS** (Picture Archiving Radiology Information System) project, the **LIS** (Laboratory Information Systems) Project, and the **HICT** (Hospital Information & Communication Technology) project.

The HIS Project is about the implementation of a national administration system which will drive all patient and clinical data in the hospitals in the region, on a phased basis.

The LIS Project is concerned with implementing a national Laboratory system for the HSE Midland Area.

The PARIS project is concerned with sourcing and implementing a combined PACS (digital radiology) and RIS (radiology administration system) for the new Midland Regional Hospital at Tullamore in the first instance, and subsequently the roll out of this system to the other sister hospitals in the region, on a phased basis.

The Hospital Infrastructure Project is concerned with providing an IT technical architecture for the new hospital in Tullamore, and also providing IT support for the other projects in the programme.

REMEMBER

Contacting ISS IT Helpdesk for IT support

If you encounter any problems or issues with your PC, Printer etc.. please contact our Helpdesk on email at Help.desk@mailq.hse.ie

Alternatively telephone (0506) 57999.

Ensure to provide a detailed description of your problem including your Management Services Department reference number (MSD number) and your phone number.

This information can be found in the Information Systems Services of the MHB Intranet.

UPDATE ON ARCS...



The Appliance Recycling Centre (ARCS) based in Petitswood Mullingar opened in May 2004. The aims of the centre were:

- To allow the recycling of aids and appliances returned from the community
- By providing cleansing and servicing
- To track appliances being recycled or purchased from new, using tracking module of SAP.
- To become more client centred in our provision of aids and appliances to those who require them in the community.
- To provide value for money
- To provide part-time employment to people with disabilities

The development of the recycling has been a learning curve and has been going from strength to strength.

Achievements 2004

- Availability of clean, serviced equipment for community care clients
- Equipment can now be collected and delivered to service users' homes.
- Centre is now open five days per week.
- Cleansing machine is fully operational with storage facilities off-site.
- Lo-call telephone number established: 1850 0200 776
- SAP tracking system with tagging became operational.

Aims 2005

- Initially, the service has been within the Longford/Westmeath sector, the service will now become available in Laois/Offaly.
- SAP tracking system will become available to relevant line managers and community staff. Staff will then be able to check if the item they require is in stock.
- Continue to improve the quality and efficiency of service.
- To increase awareness among HSE Midland Area staff about this service.
- To increase public awareness of this service.

The ARCS service is available to all HSE Midland Area staff who are aware of or have aids and appliances which are not in use. You can contact the service at 1850 0200 776 or by emailing Christy.Milmoe@mailq.hse.ie

Help make the best use of our resources and make them available when they are needed.

Type of Equipment: Beds, wheelchairs, chairs, hoists, personal appliances of daily living, pressure relief products.

for the latest from
the HSE log on to:

www.hse.ie

A PRACTICAL GUIDE FOR STAFF (FREEDOM OF INFORMATION ACTS, DATA PROTECTION ACTS & ADMINISTRATIVE ACCESS POLICY)

Prepared by the National FOI & DP Liaison Officers Group

In 2004, the National FOI & DP Liaison Officers Group prepared and published a guide for staff, to the Freedom of Information (FOI) Acts, the Data Protection (DP) Acts and the Administrative Access Policy. The guide provides information in relation to the main provisions of the legislation, particularly in relation to requests for access to personal health information.

This Guide has been circulated to all areas. Please contact Donal Devery FOI & DP Liaison Officer, if you require any further copies (donal.devery@mailq.hse.ie).

Administrative Access Policy

As a matter of policy, the HSE supports the right of a client to see what information is held about him or her within its service. Generally, subject to exceptions listed below, access to an individual's own health record should be provided administratively (the guide provides details on the process which should be followed).

However, if an officer designated to deal with such requests, believes that, after consultation with the FOI & DP Officer, access should not be provided to certain information contained in the health record, the application must be processed under the FOI Acts and the applicant should be notified accordingly. Particular care must be taken when health records contain sensitive matter, for example:

- Documents relating to suspected or actual child abuse.
- Documents revealing the involvement and deliberations of an investigation into alleged sexual abuse.
- Documents containing information in relation to testing for and/or treatment of HIV/AIDS. (including statements regarding HIV Status) or other notifiable diseases under the Health Acts.
- A deceased person's record.
- In circumstances where it is considered that access could be prejudicial to the physical or mental health or well being of the person.
- In circumstances where it is considered that the record contains matter about a third party or information received in confidence from a third party.
- Any other sensitive matter such as documents revealing confidential sources of information e.g. information given to the Gardai.
- Any application by an adoptee applying for access to birth-related information.

Freedom of Information

The Freedom of Information Acts, 1997 & 2003, confer on all persons the right to seek access to information held by public bodies, to the greatest extent possible, consistent with the public interest and the right to privacy. The Acts extend to both personal and non-personal records. The Acts apply only to scheduled public bodies.

The FOI Acts contain provisions (exemptions),

which allow the public body to refuse access to certain records. The Acts also provide appeal rights for requesters, who are dissatisfied with the decisions made by public bodies relating to requests received, as follows;

- Internal Review (Review within the public body by an officer more senior than the one who made the original decision).
- Independent Review by the Information Commissioner.
- Appeal to the High Court on a point of law.

Principles of FOI

The Freedom of Information legislation incorporates the following principles:

Records

Every individual (including staff of a public body) has the right:

- to seek access to records (both personal or non-personal) held by a public body, and
 - to have inaccurate or misleading personal information amended, corrected, or deleted,
- subject to specific exemptions, having regard to the public interest and the right to privacy.

Decisions

Individuals who are affected by decisions of public bodies have the right to know the criteria used in making those decisions.

Assistance to Clients

The Acts oblige the health agency to provide assistance to persons in exercising their rights under the Acts and to advise them of the right of appeal at each stage.

Records created by staff

All staff should be aware that any records prepared in the course of the performance of his or her functions are subject to a request under the FOI Acts. Staff should bear this in mind when creating records, as follows:

Report Writing

Staff compiling reports should ensure that reports are factual and that only relevant and objective details are recorded, and that the names of those attending case-conferences etc. are recorded for future information. (Training is provided, on request, to HSE Midland staff on report writing and minute taking by the FOI & DP office).

Decisions

All decisions made by a public body must be in accordance with relevant legislation, regulations, policies, procedures and guidelines, where applicable. Notification of such decisions should include reference to these, and be written in clear, precise language.

Record Keeping

Records must be kept accurately, legibly, correctly filed and archived in accordance with good practice and any record management/retention policy adopted by the public body.

Data Protection

Data Protection (DP) is the safeguarding of the privacy rights of individuals (including staff) in relation to the processing of their personal data.

The legal obligations of the DP Acts apply to both the private and public sectors. The Acts apply only to the personal information of living individuals.

Data Protection rights apply whether the personal data is held:

In electronic format, i.e., on computer
In a manual or paper based form.

The Eight Rules of the Data Protection Acts

Personal data must be:

- obtained and processed fairly
- kept only for one or more specified, explicit and lawful purposes
- used and disclosed only in ways compatible with these purposes
- kept safe and secure
- kept accurate, complete and up-to-date
- adequate, relevant and not excessive
- retained for no longer than is necessary
- available for access by an individual requesting their data

Principles of DP

All staff should be aware of Data Protection principles and should be in a position to explain to customers (and staff, where applicable) as to why this Executive holds their personal information.

All staff should ensure that personal information is used, and disclosed, only for the purpose(s) that it was collected.

Privacy Principles and security

All staff should practice basic privacy principles in relation to files containing personal information, both electronic and manual;

Each user should ensure that their system password is secure, i.e. known only to them, and is changed regularly.

If PCs or VDUs are left unattended, staff should ensure that no personal information might be observed or accessed by unauthorised staff or members of the public. The use of screen savers is advised to reduce the chance of casual observation. Computer screens in Emergency Departments, Admission and Outpatient Areas and other public areas should, where possible, be positioned so that they cannot be seen other than by the staff member entering the information.

Sensitive personal information should not generally be transmitted by fax. Where this cannot be avoided, the destination fax number should be checked and the recipient should be informed of the transmission to ensure prompt collection. Fax machines used for receiving sensitive personal information should be placed in secure areas.

Mail containing sensitive personal information should be marked clearly with "Strictly Private and Confidential". If proof of delivery is necessary, information of this nature should be sent by registered post.

Staff photocopying personal information should ensure that no copies are left on, or around, the photocopier when copying has been completed.

Rooms, cabinets, or drawers in which records containing personal information are stored, should be locked when unattended.

Staff should ensure that records containing personal information are not left on desks or workstations at times, i.e. overnight, when unauthorised access might take place.

Staff should not leave laptop computers, and/or files containing personal information of patients/staff in unattended cars. All files and portable equipment should be stored under lock and key when not actually being used. Staff should not take files containing personal information home with them. Where this cannot be avoided, procedures for safeguarding the information effectively should be agreed locally.

Staff should be aware that a policy on record retention was adopted by all Health Boards in 1999, which sets out minimum recommended retention periods for various types of records, including medical records.

Data Protection Commissioner

The DP Commissioner holds an independent office, and is responsible for ensuring that people's rights are respected, in accordance with the DP Acts, and that persons (businesses, employers etc.) who process personal information meet their legal obligations as set out in the Acts.

Any person may make a complaint to the DP Commissioner if they are of the opinion that there has been a breach of the DP Acts in relation to the processing of their personal information, or if they are not satisfied with a decision issued further to a request for access

GMIT ALUMNI ASSOCIATION

Graduates of the Galway-Mayo Institute of Technology (GMIT), formerly known as the Regional Technical College, Galway are invited to a reunion event to be held in Galway in November. The Alumni Association is particularly keen to hear from graduates of 1975, 1985 and 1995.

An Alumni event for graduates living on the east coast of the US is also planned for New York in October to coincide with the FBD Connaught Football Final replay between GMIT and NUI, Galway.

Membership of the GMIT Alumni Association is free and automatic to all graduates. Benefits include organisation of class reunions and other events, discounts, assistance with starting a business, etc.

Contact Michelle Healy, GMIT Alumni Relations Officers on michelle.healy@gmit.ie or telephone 091 742735.

LABHAIR GAEILGE LIOM! SPEAK IRISH TO ME!

Bail ó Dhia oraibh go léir! Nearth nuacht daoibh anseo. Lots of news for you in this issue. Read on!

European Language Certification
Ar mhaith leat teastas a bheith agat chun caighdeán do chuid Gaeilge a chur in iúl dod' fhostaitheoir? Ó mhí na Bealtaine 2005 ar aghaidh beidh scrúdú ar fáil ó Ollscoil na hÉireann Má Nuad ag dhá leibhéal: Bonnleibhéal 1 agus Bonnleibhéal 2. Maidir le hiarrthóir ar mian leo tabhairt faoi Bhonnleibhéal 1, moltar go mbeadh timpeall 80-100 uair an chloig caite acu ag déanamh staidéir ar an teanga / ag freastal ar ranganna. Maidir leo siúd ar mhaith leo Bonnleibhéal 2 a dhéanamh, moltar go mbeadh 80-100 uair an chloig breise caite acu ag déanamh staidéir ar an teanga / ag freastal ar ranganna.

Ar an suíomh idirlíon seo a leanas tá gach eolas faoin siollabus, páipéir scrúdú samplach, eolas faoi na scrúdaithe agus foirmeacha iarratais. www.nuim.ie/language/irishexams.html
Would you like to attain a qualification in Irish?
From May 2005 The Language Centre, NUI Maynooth, will be offering examinations at two levels: Bonnleibhéal 1 and Bonnleibhéal 2.

On this website you will find information about the syllabus, sample examination papers, information regarding the examinations and an application form. In general, it is advised that candidates undertaking Bonnleibhéal 1 should have completed approximately 80-100 hours of language study. Those candidates undertaking Bonnleibhéal 2 should expect to spend an additional 80-100 hours studying the language.

Irish Music CD

Is dlúthdhiosca le bhailiúcháin den scoth é SnaG '05 le ceoltóirí móra na hÉireann ag seinnt air as Gaeilge. Tá Paddy Casey, The Devlins, Liam Ó Maonlaí, Mundy, The Walls, The Frames agus neart ceoltóirí eile san áireamh. D'éirigh leis an dlúthdhiosca seo uimhir a ceathair a bhaint amach sna cairteanna ceoil go dtí seo. Má cheannaíonn níos mó daoine é b'fhéidir go n-eireoidh leis uimhir a h-aon a bhaint amach – éacht dáiríre! Tá gach brabús an dlúthdhiosca ag dul chuig CONCERN chun cabhrú le cúrsaí oideachais i Mosaimbíc.

SnaG '05 is a fantastic compilation of some of the best known Irish musicians singing in Irish. The

musicians include Paddy Casey, The Devlins, Liam Ó Maonlaí, Mundy, The Walls, The Frames and many more. This CD managed to reach number four in the charts so far. Perhaps if more people buy it, it will reach number one – what an achievement that would be! All profits from the CD will be donated to CONCERN to help with education in Mozambique.

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 Máirt, ar 24 Bealtaine, agus ansin, coicisiúil ón a naoi a chlog. Tar isteach go dtí an Heritage Bar, Bury Quay sa Tulach Mhór, Uíbh Fhailí agus bí ag 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 gloch ar Heritage Bar (0506 – 60570).

Adrian Reynolds is continuing 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, Tuesday 24th May 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)

Who won?

D'éirigh go maith le Seachtain na Gaeilge a bhí ar siúl ón 7 go dtí an 17 Márta i mbliana. Bhí Tráth na gCeist idir Comhairle Chontae Laoise agus Limistéar Lár Tíre d'Fheidhmeannacht na Seirbhíse Sláinte i Halla an Chontae i bPortlaoise. Bhí an bua ag an Chomhairle Chontae an bhliain seo! Ní raibh ach dhá phointe idir na foirne!!

Seachtain na Gaeilge was a success this year. The Quiz in Irish between the Laois County Council and HSE Midland Area resulted in the County Council winning this year! There were only two points between the teams!!

Abair Amhrán

Ólaim Puins is Ólaim Tae

Curfa

Ólaim puins is ólaim tae,
'san lá 'na dhéidh sin ólaim 'toddy';
Ní bhím ar meisc' ach uair sa ré,
mo ghrá-sa an déirc is an té a cheap í!

Lá má bhím le híota tréith,
Bím lá 'na dhéidh
a' gloch na gcannaí;
Lá le fíon's arís gan bhraon,
mo ghrá-sa 'n déirc
is an té a cheap í.

Curfa

Ar mo theacht a luí ar thréad,
an bhui san fhéith
's na héimh ag leanaí.
Báisteach is rinn
ar ghaoth ó táim le déirc
ní baol do m' gharraí!

Curfa

Is sámh a bhím i m' luí le gréin,
gan suim sa saol
ach scléip is starraíocht;
Gan cháin gan chíos ach
m'intinn saor nach
fearr í 'n déirc ná ceird is ealaín?

Curfa

Suíomh idirlín dhuit:
WEBSITES FOR YOU TO CHECK OUT:

www.gaelchultur.com

A bilingual site about promoting language and culture together.

www.rosnarun.com

A bilingual site for those who would like more information about the stars and storylines in the Gaeltacht soap.

BASIC CONVERSATIONAL IRISH - BAIN TRIAIL AS CÚPLA FOCAL!

Continuing from where we left off in the last issue - more Irish at work
(this time we try the x-ray dept and there is also some vocabulary for the Community)

Can you give a report on this patient?
An féidir leat tuairisc a thabhairt ar an othar seo?

The patient was short of breath.
Bhí gearranáil ar an othar.

Services Forbairt Seirbhísí Pobal-
bhunaithe

Where can I find the emergency box?
Cá bhfaighidh mé an bosca éigeandála?

The patient was drunk
and he/she wouldn't cooperate.
Bhí an t-othar ar meisce agus
ní dhéanfadh sé/sí comhoibriú linn.

Medical Card Cárta Liachta

Where is the on call room?
Cá bhfuil an glao-sheomra?

The patient is getting worse.
Tá an t-othar ag dul in olcas.

Disabled Persons Maintenance
Allowance Liúntas Cothabhála
Daoine Míchumasacha

Where is reception /the reception room?
Cá bhfuil fáiltiú/an seomra fáiltithe?

The patient is bleeding.
Tá an t-othar ag cur fola.

Health Promotion Cothú Sláinte

Where is the staff room?
Cá bhfuil an seomra foirne?

The patient is in shock.
Tá suaitheadh ar an othar.

Independent Néamhspleách

Where is the darkroom?
Cá bhfuil an seomra dorchá?

The patient has fainted.
Tá an t-othar tar éis titim i bhfanntais.

Information Booklet / Leaflets
Leabhrán / Bileoga Faisnéise

Where is the linen room?
Cá bhfuil an seomra línéadaigh?

The patient is drugged.
Tá an t-othar faoi dhrugaí.

Judgement Breithiúnas

Where can I find the new film
when the holder is empty?
Cá bhfaighidh mé an scannán
nua nuair atá an coimeádán folamh?

General Ginearálta

Legal Opinion Tuairim Díl

Legal Counsel Comhairle Díl

Bandages Bindealáin

Care of Elderly Cúram na Sean

Care of Travellers Cúram don Lucht Siúil

Case Conference Cáschruinniú
Case load Riar cásanna

Choice of Doctor Scheme
An Scéim Rogha Dochtúra
Clinical Referral Cur chuig clinic

Counselling Comhairliú

Court Case Cás Cúirte

Development of Community Based

SEANFHOCLA

Is fuar an rud clú gan cara.

Fame without friends is a cheerless thing.

**An té a chailleas a chlú,
cailleann sé a náire.**

*He who becomes lost to honour
becomes lost to shame.*

Cogadh carad caoi namhad.

*Disunity plays into the hands of the
enemy.*

**An té nach nglacann comhairle
glacfaidh sé comhrac.**

*He who will not yield to reason
will yield to compulsion.*

AN TOMHAIS - €100 mar dhuais/prize

Bhí an bua ag:

**Anne Tynan, Environmental Health Dept., Community Services,
Midland Area, Health Service Executive, Health Centre,
Dublin Road, Portlaoise, Co. Laois.
Comhgháirdeachas leat!**

Freagra:

Have you pain? = An bhfuil pian ort?
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 "Case Conference"?
What is the Irish for "Case Conference"?
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, Limistéar Lár Tíre,
Feidhmeannacht na Seirbhíse Sláinte, Bóthar Ardán,
An Tulach Mhór, Co. Uíbh Fhailí.
(0506 27746 / 086 8157342)



Bronnadh Diplóma sa Ghaeilge ar Sinéad Uí Chonchubhair,
Alex Ó Cearbhaill, Helen Uí Mhaoldomhnaigh, Eilís Uí
Chaonáin, Assumpta Nic an tSionnigh agus Áine Ní hAirt!
Comhgháirdeas leo!

HSE Midland Area Hosts International Conference on Integrated Care

The Integrated Care Project (ICON) developed by the HSE Midland Area was singled out for particular praise by the Tanaiste and Minister for Health Mary Harney TD when she officially opened the 6th International Conference on Integrated care, in Dublin Castle.

The ICON model, which has been developed over the past three years, by the HSE Midland Area, will facilitate multidisciplinary working, whereby all professionals providing services to the same clients will share information, avoiding duplication and multiple files. The outcomes for the individual will be improved and patient confidentiality will be maintained.

"I have knowledge of this project which is a very exciting project," the Tanaiste told over 200 delegates from many different parts of the world including New Zealand.

Referring to the benefits of an integrated system, the Tanaiste said that the value derived from people working

together could have huge benefits for patients as well as for resources.

"From the point of view of the management of various illness, the more people working together in an integrated way, the greater the quality of life for patients", claimed the Tanaiste.

She welcomed the fact that so many people had come together from different parts of the world to learn from each other.

"Systems of integrated care are now in their infancy but in 20 years time they will be the norm for everybody," concluded the Tanaiste.

As Dr Nick Goodwin, Chairman of the International Network of Integrated Care remarked "With over 200 delegates from more than 15 countries, this conference represents the best in forward thinking about integration and health care services. The international field of speakers and the enthusiasm shown for integrated care in the numbers of delegates

attending speaks volumes about the need for integrated care and the passion of the Irish in searching for best practice and better care for patients".

The conference was organised by the HSE Midland Area in conjunction with the Department of Health and Children and Igitur, Utrecht University Publishing and Archiving Services.

Speakers at the conference from the HSE Midland Area included Veronica Larkin, Project Manager and Helen Tucker who delivered a paper on the Impact Assessment of the ICON Model and Ms Marie Prendergast, Manager Occupational Health Services, Longford Westmeath.

Poster presentations were given by Dr Lorcan Martin, Michael Byrne and Ryan O'Neill from Psychology Services, Pauline Dunne and Elmary Purtill from the Community Nutrition and Dietetic Service, and Eileen Dunphy from Clinical Audit.



Pictured at the International Integrated care Conference were from left to right: Eilish O'Neill; PHN Portllington, Jacinta Joyce; Asst. Director Public Health Nursing, Therese Kennedy; MIDOC Administrator, Liz Gorey; PHN Portllington.



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A new transporter to help ferry clients and patients of Birr Community Care Centre was presented to Key Kennedy and her staff by Birr Lions Club and Birr Credit Union recently. Pictured at the hand over of the vehicle were from l to r: Yvonne Claffey, Pat Connolly, Paul Darcy, Chairman Birr Credit Union, Kay Kennedy, Director of Nursing, Paul Boyd, President Birr Lions Club and Matt De Forge of Birr Credit Union.

Policies Procedures and Guidelines Available for Staff

Over the last year a tremendous amount of work and effort by many departments within the HSE Midland Area has resulted in the development of a substantial quantity of Policies / Procedures / Guidelines (PPGs), many of which have been published on the HSE - Midland Area Intranet.

There are a total of 325 PPGs already published to the site, with over 50 more waiting to be added. HSE Midland Area Accreditation office and Freedom of Information office are working jointly in the publication of the Standard

Operating Procedures (SOPs) onto the Intranet.

Approved PPGs can be viewed at <http://intranet/mhbint/OurServices/PoliciesProceduresGuidelines/>

"Our aim is to have a set of PPGs available for all departments which can be viewed on the intranet," explained William Harding, Developer of Standards and Quality.

"If you have any PPG's Written/Approved in your area of responsibility that have not been published, please submit them to the CQI office. We will then subject them to a

"quality check" and forward them for publication on the Intranet."

It is necessary when submitting current PPGs for review that they conform to the new PPG Template, which can be downloaded from the website.

For anyone unsure on how to start the process of writing PPGs in their area, a Process Flow Chart which outlines a step-by-step approach can be viewed at <http://intranet/mhbint/OurServices/PoliciesProceduresGuidelines/d7704.PDF>

Quality of Working Life Programme

Support Persons

The **Quality of Working Life "Dignity at Work (Bullyproof) Project Team"** has developed a network of **Support Contact Persons** who have been trained to undertake their role as provided for under the **Dignity at Work Policy**. The policy is designed to ensure a working environment where people feel valued, recognised and safe, and where their dignity is supported and respected at all times. Details of the role of the Support Contact Person are set out in the policy.

Support Contact Persons – The Role

The Support Contact Person will; Provide information in a confidential, non-judgmental and off-the-record discussion, to any employee who feels that s/he is being bullied/harassed or against whom a complaint of bullying/harassment has been made. Listen patiently and offer support and advice on issues relating to workplace bullying/harassment. The role does not extend to any other forms of workplace grievances or personal problems.

Employees will be provided with an opportunity to discuss what is troubling them, as very often this allows for a person to feel more confident about addressing the problem rather than letting it continue to fester.

Explain the definitions of bullying/harassment and explore how an issue might best be addressed by assisting the employee to make an informed choice about what action s/he may take to resolve the matter. The Contact Person will not make a judgement as to whether or not the employee was bullied/harassed. Discussions are completely confidential and Support Persons will not be requested to disclose information to a third party. The Contact Person will not retain any notes or records of these discussions. However, in a crisis situation of potential danger (e.g. assault or risk of suicide) the Human Resources Department should be contacted so that appropriate professional assistance can be sought.

SUPPORT CONTACT PERSONS

The following staff have been trained to undertake the role of Support Contact Persons:

Name	Discipline	Location	Telephone:
Sachin P. Sivanand	Radiography Service	Midland Regional Hospital Portlaoise	0502 78165
Liam Bermingham	Support Services	Midland Regional Hospital, Tullamore	0506 21501/Bleep 270
Grace O'Keeffe	Laboratory Service	Midland Regional Hospital, Tullamore	0506 46138
Betty Walsh	Nursing	Midland Regional Hospital, Tullamore	0506 21501/Ext. 6732
Nancy Bennett	Radiography Service	Midland Regional Hospital, Portlaoise	0502 78165
Padraig Murtagh	Maintenance	St. Loman's Hospital, Mullingar	044 84350
Mairead Hogan	Nursing	Midland Regional Hospital, Mullingar	044 40221/086 8157266
David Fitzgerald	Ambulance Service	MRH Portlaoise	0502 78131/087 8522381
Ailish Smyth	Administration	Dental Services, Health Centre Mullingar	044 39196
Rosaleen Heavin	Nursing	Athlone Mental Health Services	0906 492969
Elizabeth Carthy	Administration	Midland Regional Hospital, Tullamore	0506 21501/Ext 6722
Eileen Byrne	Nursing	Out Patient Department, MRH Tullamore	0506 21501/Ext 8995
Catherine Smyth	Public Health Nursing	Health Centre, Clara	0506 31375/086 3851018
Una Hegarty	Dental Service	St Vincent's Hospital, Athlone	09064 75301
Liz Sweeney	Administration	HR Specialist Office, Acute Hospital Services	0506 28913
Josephine Rigney	Administration	Regional Disability Services	0506 46277/086 8157850
Carmel Sheerin	Dental Service	Health Centre, Tullamore	0506 46159
Gerrita Russell	Social Work Service	Child & Family Centre, Portlaoise	0502 78236
Michelle Byrne	Support Service	Lough Sheever Centre, Mullingar	044 84362

If you require further information in relation to the role of the Support Contact Person please contact: Kay Slevin, Human Resources Department at 0506 46107– e-mail kay.slevin@mailq.hse.ie



Support Contact Persons

Peer Support Service Launched

The HSE Midland Area is proud to announce the launch of the Peer Support Service for Staff. This initiative, which is funded by Partnership, was developed by the Work Life Balance Project Group and is one of the key actions being undertaken to address the recommendations of the 'Quality of Working Life' Survey.

One of the findings of the Quality of Working Life Survey was that staff reported receiving a high level of social support from their colleagues and managers. The Peer Support initiative is designed to enhance the support systems that exist at present and to add a more formal level of support to the informal level that already exists.

How does the Peer Supporter System work?

The Peer Supporters are based throughout the region and can be accessed personally or by telephone. They have two specific functions:

To assist a staff member who may be experiencing distress.

Peer Supporters can provide one-on-one support to staff who are experiencing distress. This support is provided on a confidential basis and consists of a once-off

meeting to help alleviate the distress and to provide referral information if needed.

It is not counselling or psychotherapy, but a specific structured intervention designed to help the staff member to avail of immediate support and information.

To assist in supporting staff immediately following a critical incident in the workplace

Peer Supporter role is concerned with providing support and practical help to staff and managers immediately following a critical incident and to ensure that the necessary steps are followed in relation to staff welfare.

How can the Peer Support Service be accessed?

A list of Peer Supporters is set out below. This list is also available from the Employee Assistance Service and will be displayed in locations throughout the region.

This initiative provides staff supports in addition to those already available and accessible through the Employee Assistance Service including Counselling Services, Critical Incident Debriefing Services and Advice and Guidance for Managers and Staff on staff welfare issues.



Peer Support Group

Peer Supporters

Name	Discipline	Location	Telephone
Martina Bannon	Mgt/Admin	Midland Regional Hospital, Tullamore.	0506 46140
Kate Brickley	Healthcare Risk Mgt.	Clonminch, Tullamore. 0506 57943/	086 8157205
Mary Burke	Nursing	Community Nursing Unit, Birr.	0509 23200
Alberto Candeias	Maintenance	Midland Regional Hospital, Tullamore.	086 3922719
Paul Crowley	Laboratory Service	Midland Regional Hospital, Mullingar.	044 39155
Ciara Derry	Mgt/Admin	Midland Regional Hospital, Tullamore.	0506 27781
Edel Dunphy	Speech & Language	MRH, Portlaoise.	0502 78183
Jennifer Garry	ISS Department	Clonminch, Tullamore.	087 6460926
Don Gibney	Mgt/Admin	Primary Care Unit, Springfield, Portlaoise.	044 84427
Padraig Glynn	Ambulance Service	Portlaoise.	086 6595319
Majella Gorman	Mgt/Admin	Midland Regional Hospital, Tullamore.	0506 46147
Majella Heavin	Community Mental Health Nursing	Psychiatry of Old Age, Portlaoise.	0502 70245
Finola Henry	Mgt/Admin	Health Centre, Tullamore.	086 3650513
Lily Kavanagh	Community Health	Primary Health Care, Tullamore.	0506 24099
Michael Kearns	Maintenance	Midland Regional Hospital, Tullamore.	086 3872752
Margaret Lowney	Nursing	St Vincent's Hospital, Mountmellick.	0502 44785
Marie McCafferkey	Nursing	Midland Regional Hospital, Tullamore.	0506 46203
Brege McCarrick	Disability Services	Health Centre Mullingar	044 39177
Sarah McDonagh	Community Health	Primary Health Care, Tullamore.	0506 24099
Mary Meehan	Mgt/Admin	Child Care Unit, Clonminch, Tullamore.	0506 57837
Ethna Moran	Public Health Nursing	Health Centre, Tullamore.	0506 41301
Fiona Murtagh	Histopathology Department	Midland Regional Hospital, Tullamore.	0506 46135
Marie Nolan	Mgt/Admin	Primary Care Unit, Mullingar.	044 84429
Una O'Malley	Mgt/Admin	Health Promotion, Clonminch,	0506 57811
Evelyn Pyke	Support Services	Midland Regional Hospital, Tullamore.	0506 21150
Maura Quaine	Nursing	Midland Regional Hospital, Mullingar.	044 39125
Elizabeth Ryan	Haematology Department,	Midland Regional Hospital, Portlaoise.	0502 78149
Fiona Sherriff	Child Care Services	Aisling House, Edgeworthstown.	043 71236
Finola Shiel	Cardiac Rehab Services	Midland Regional Hospital, Portlaoise.	0502 21364
Cassie Staunton	Family Support	Social Work Department, Tullamore.	0506 22488
Liam Tierney	Nursing	Ashford House, Longford.	043 46779
Eddie Ward	Health Promotion Department,	Longford.	043 42031
Jean Wellwood	Microbiology Department	Midland Regional Hospital, Mullingar.	044 39157

If you require further information in relation to the role of Peer Supporter please contact: Mary Dwyer, Employee Assistance Manager, Employee Assistance Service 0506 28033– e-mail mary.dwyer2@mailq.hse.ie

APPOINTMENTS...APPOINTMENTS...APPOINTMENTS...APPOINTMENTS...APPOINTMENTS

MANAGEMENT/ADMINISTRATION		
Name	Grade	Location
Mr. William Harding	Staff Officer (Grade V)	Corporate Fitness
MEDICAL / NURSING		
Name	Grade	Location
Ms. Noeline Delahunty	Staff Nurse	Community Nursing Unit, Abbeyleix, Co. Laois
Ms. Catherine McNamara	Staff Nurse	MRH @ Mullingar
Ms. Lorna Bolland	Staff Nurse	MRH @ Mullingar
Ms. Fay Allen	Staff Nurse	MRH@Tullamore
Ms. Kerrie Martin	Staff Nurse	MRH @ Tullamore
Ms. Lucy Nugent	Staff Nurse	MRH @ Tullamore
Ms. Bernie Teehan	Staff Nurse	MRH @ Tullamore
Ms. Audrey O'Sullivan	Staff Nurse	MRH @ Tullamore
Ms. Carol Galvin	Staff Nurse	MRH @ Mullingar
Ms. Bernadette Duffy	Staff Nurse	MRH @ Portlaoise
Ms. Tracy Delea	Staff Nurse	MRH @ Portlaoise
Ms. Charlotte Deffew	Staff Nurse	MRH @ Portlaoise
Ms. Fiona McFarlane	Staff Nurse	MRH @ Tullamore
Ms. Elaine Guilfoyle	Staff Nurse	MRH @ Tullamore
Ms. Margaret O'Connor	Staff Nurse	MRH @ Tullamore
Ms. Niamh Mooney	Staff Nurse	MRH @ Tullamore
Ms. Siobhan Duffy	Staff Nurse	MRH @ Tullamore
Ms. Linda Sinnott	Staff Nurse	MRH @ Tullamore
Ms. Mairead Martin	Staff Nurse	MRH @ Tullamore
Ms. Louise North	Staff Nurse	MRH @ Tullamore
Ms. Fiona Cruise	Staff Nurse	MRH @ Tullamore
Ms. Ann Marie Cahill	Staff Nurse	MRH @ Tullamore
Ms. Patrice Patton	Staff Nurse	MRH @ Tullamore
Ms. Hilary Williamson	Staff Nurse	MRH @ Tullamore
Ms. Mary Brennan	Staff Nurse	MRH @ Portlaoise
Ms. Ann-Marie Fitzpatrick	Staff Nurse	MRH @ Portlaoise
Ms. Helen McEvoy	Staff Nurse	MRH @ Portlaoise
Ms. Elaine McGuinness	Staff Nurse	MRH @ Portlaoise
Ms. Gillian Roe	Staff Nurse	MRH @ Portlaoise
Ms. Mary Margaret Daly	Staff Nurse	MRH @ Portlaoise
Ms. Sandra Craig	Staff Nurse – Oncology	MRH @ Tullamore
Mrs. Barbara Cleary	Staff Nurse	MRH @ Mullingar
Mrs. Dolores O'Sullivan	Staff Nurse- Theatre	MRH @ Portlaoise
Ms. Eleanor Connolly	Staff Nurse – Paediatric	MRH @ Portlaoise
Ms. Catriona Brennan	Staff Nurse – Paediatric	MRH @ Portlaoise
Ms. Niamh Sheridan	Staff Nurse	MRH @ Tullamore
Ms. Pauline McWey	Staff Nurse	MRH @ Portlaoise
Ms. Eleanor Naughton	Staff Nurse	MRH @ Tullamore
Ms. Elaine Guinan	Staff Nurse	MRH @ Tullamore
Ms. Sabrina Coughlan	Staff Nurse	MRH @ Tullamore
Ms. Assumpta Casey	Staff Nurse	MRH @ Portlaoise
Ms. Olivia Foster	Staff Nurse	MRH @ Portlaoise
Ms. Martina Kilshaw	CNM II	MRH @ Portlaoise
Ms. Aisling Claffey	Staff Nurse	MRH @ Tullamore
Ms. Mary O'Meara-Whelan	Staff Nurse	MRH @ Tullamore
Ms. Cora Kinsella	Staff Nurse	MRH @ Tullamore
Ms. Gayle Metcalfe	Staff Nurse	MRH @ Portlaoise
Ms. Patricia O'Sullivan	Staff Nurse	MRH @ Portlaoise
Ms. Fiona McFarlane	Staff Nurse	MRH @ Portlaoise
Ms. Bernadette Duffy	Staff Nurse	MRH @ Tullamore
Ms. Linda Sinnott	Staff Nurse	MRH @ Tullamore
Ms. Claire Foley	Staff Nurse	MRH @ Tullamore
Ms. Audrey Gunning	Staff Nurse	MRH @ Mullingar
Mr. Matthew Lambden	Staff Nurse	Lough Sheever Centre, Mullingar.
Ms. Audrey Quinn	Staff Nurse	Riada House, Tullamore.
Ms. Ann Marie Hannon	Regional H.I.P.E. Co – Ordinator	Acute Hospital Services.
Mr. Emmet Conroy	Staff Nurse	St. Vincent's Hospital, Mountmellick.
Ms. Nicola McCormack	Staff Nurse	St. Vincent's Hospital, Mountmellick.
Ms. Mairéad Sheerin	CNM II	Lough Sheever Centre.
NON - NURSING		
Name	Grade	Location
Ms Margaret Gaffney	Ward Attendant	St Peters Care Centre
Ms Bernadette Noonan	Care Assistant	St Peters Care Centre
Ms Christina Lynch	Care Assistant	St Peters Care Centre
Ms Antoinette Sheridan	Child Care Worker	Longford/Westmeath
Ms Anne McFadden	Attendant	Birchwood Hse, T'more
Ms Noelle Goode	Attendant	St Fintans Hospital
Ms Patricia Carroll	Attendant	St Fintans Hospital
Ms Marie Healy	Attendant	St Fintans Hospital
Mr Joseph Mulhare	Attendant	St Fintans Hospital
Ms. Caitriona Feighery	Attendant	CNU, Birr, Co. Offaly
Ms. MADGE MURPHY	ATTENDANT	CNU, BIRR, Co. OFFALY
Ms. Maria O'Donoghue	Attendant	CNU, Birr, Co. Offaly
Ms. Michelle Mullins	Attendant	CNU, Birr, Co. Offaly
Ms. Caroline Corboy	Attendant	CNU, Birr, Co. Offaly
Ms. Anna Grennan	Attendant	CNU, Birr, Co. Offaly
Ms. Paula McGarry	Attendant	CNU, Birr, Co. Offaly
Ms. Aisling Burke	Social Worker	Laois/Offaly Area
Ms. Lisa Duffy	Social Worker	Laois/Offaly Area
Ms. Edel Kane	Care Assistant	Teach Solas
Ms. Carmel Gilliard	Community Rehab Assistant	Longford Leader House
Ms. Jackie Finglas	Attendant	St Marys Care Centre
Ms. Florence Dowling	Attendant	St Marys Care Centre
Ms. Deirdre Fivley Walsh	Attendant	St Marys Care Centre
Ms. Sarah O'Reilly	Attendant	St Marys Care Centre
Mr. Joseph McNally	Care Assistant	St Peters Care Centre
Ms. Shirley McLoughlin	Attendant	St Peters Care Centre
Ms. Petra Geraghty	Care Assistant	St Peters Care Centre
Ms. Mary Bardon	Care Assistant	St Peters Care Centre
Ms. Barbara Mills	Care Assistant	St Peters Care Centre
Ms. Omolola Olanrewaju	Attendant	St Marys Care Centre
Ms. Lynn Connor	Attendant	St Marys Care Centre
Ms. Bridget Harten	Attendant	St Marys Care Centre
Ms. Barbara Fitzpatrick	Attendant	Community Residence, Birr Sector.
Ms. Patricia Murtagh	Attendant	St Peters Care Centre
Ms. Catherine Lawlor	Attendant	St Fintans Hospital
Ms. Ann Kelly	Attendant	St Fintans Hospital
Ms. Joan Walsh	Attendant	St Fintans Hospital
Ms. Kathleen Ryan	Attendant	St Fintans Hospital
Mr. Edwin Ward	Health Promotion Worker(Grade V)	Health Promotion
Ms. Joan Tierney	Health Promotion Worker(Grade V)	Health Promotion
Ms. Bernadette O'Dowd	Attendant	St Josephs Hospital
Ms. Kathleen Mulvaney	Care Assistant	St Peters Care Centre
Ms. Loretta Grealley	Attendant	St Josephs Hospital
Ms. Mary Marley	Attendant	St Josephs Hospital
Ms. Marion Cunningham	Attendant	St Josephs Hospital
Mr. Noel Farrell	Attendant	St Josephs Hospital
Ms. Geraldine Coffey	Attendant	St Josephs Hospital
Ms. Brenda Lennon	Attendant	St Josephs Hospital
Ms. Kathleen Deegan	Attendant	St Fintans Hospital
Ms. Sharon McDonald	Attendant	CNU, Birr
Ms. Evelyn Bell	Attendant	CNU, Birr
Mr. James Wrafter	Carpenter	MRH @ Tullamore
Mr. Barry Lambe	Health Promotion Worker(Grade V)	Health Promotion
Ms. Grainne Monaghan	Health Promotion Worker(Grade V)	Health Promotion
Mr. Richard Walsh	Driver – Waste Collection	St. Lomans Mullingar

Name	Grade	Location
Ms. Mary Howe	Catering Attendant	MRH, Portlaoise
Ms. Jean Frances Greene	Catering Attendant	MRH, Portlaoise
Ms. Susan Carter	Catering Attendant	MRH, Portlaoise
Mr. Greg Keenan	Catering Attendant	MRH, Portlaoise
Ms. Lucy Kelly	Catering Attendant	MRH, Portlaoise
Ms. Margaret O'Keeffe	Catering Attendant	MRH, Portlaoise
Ms. Kathleen Bowe	Catering Attendant	MRH, Portlaoise
Ms. Esther Troy	Catering Attendant	MRH, Portlaoise
Ms. Geraldine Whelan	Catering Attendant	MRH, Portlaoise
Ms. Fiona Baldwin	Catering Attendant	MRH, Portlaoise
Ms. Marion McNamee	Catering Attendant	MRH, Portlaoise
Ms. Anastasia Madden	Attendant	Community Residence, Birr Sector.
Ms. Celina Casey	Child Care Worker	Child Residential Services
Ms. Clodagh Armitage	Health Promotion Worker	Health Promotion
Ms. Caroline Daly	Attendant	St Josephs Hospital
Ms. Margaret Fox	Attendant	St Josephs Hospital
Ms. Kathleen McNally	Attendant	St Josephs Hospital
Ms. Loretta Grealley	Attendant	St Josephs Hospital
Ms. Paula Mullen	Attendant	St Josephs Hospital
Ms. Angela O'Connor	Attendant	St Josephs Hospital
Ms. Caroline Daly	Attendant	St Josephs Hospital
Mr. Gerard Roache	General Operative	St Fintans Hospital
Ms. Karen Heavey	Health Promotion Worker	Health Promotion
Ms. Judith Sylvester	Child Care Worker	Child Residential Services
Ms. Mairead Shine	Child Care Worker	Child Residential Services
Ms. Olive Hynes	Child Care Worker	Child Residential Services.

PARAMEDICAL

Name	Grade	Location
Mr. Edward Casey	Basic Grade Medical Scientist	MRH @ Tullamore (Haematology)
Ms. Deirdre Holden	Basic Grade Psychologist	Laois Area
Ms. Lorraine Dooley	Professionally Qualified Social Worker	Laois/Offaly Area
Ms. Elaine Flynn	Basic Grade Pharmaceutical Technician	MRH@Tullamore
Ms. Grainne Rogers	Basic Grade Speech & Language Therapist	L/W Area
Ms. Aisling Harrington	Basic Grade Medical Scientist	MRH @ Tullamore
Mr. John Sugrue	Basic Grade Physiotherapist	St. Vincent's, Mountmellick.
Ms. Danielle Stenson	Senior Occupational Therapist	L/W Area
Ms. Susan O'Neill	Basic Grade Occupational Therapist	Acute Care, L/W Area
Ms. Cindy Padiachy	Senior Occupational Therapist	Child & Adolescent Psychiatry Portlaoise. Mr.
Michael Kevin Gardiner	Senior Occupational Therapist	Adult Mental Health.
Mr. Thomas Hesketh	Basic Grade Medical Scientist	MRH @ Mullingar
Ms. Emer Beirne	Basic Grade Medical Scientist	MRH @ Mullingar

PROMOTIONS

MANAGEMENT/ADMINISTRATION

Name	Grade	Location
Ms. Bernadette Williams-	Medical Secretary - Grade IV	MRH @ Portlaoise Devlin.
Mr Jonathan Egan	Director of Counselling	National Counselling Service
Mr. Robert Morton	Assistant Chief Ambulance Officer	Ambulance Headquarters

MEDICAL / NURSING

Name	Grade	Location
Ms. Louise Coward	CNM 1	MRH @ Mullingar
Ms. Ethel Murphy	CNM 1	MRH @ Tullamore
Ms. Rosaleen Lyons	CNMI	Lough Sheever Centre, Mullingar
Mrs. Anne Dunne	CNMII	St. Mary's Care Centre, Mullingar
Ms. Bernadette Gavin	Senior Public Health Nurse	L/W Community Care
Ms. Catherine Corcoran	CNM 1	Riada House, Tullamore
Ms. Maureen C. McLoughlin	CNM 1	Riada House, Tullamore
Ms. Mary Slattery	CNM III	MRH Tullamore
Ms. Deborah Ryan	CNM II	St. Vincent's Hospital, Mountmellick
Mrs. Mai Murphy	CNS-Palliative Care	L/O Community Care
Ms. Bernadette Parsons	CNM 1	MRH @ Portlaoise
Ms. Margaret Lowney	CNM 2	St. Vincent's Hospital, Mountmellick.
Ms. Teresa Coman	CNM 2	St. Vincent's Hospital, Mountmellick.
Ms. Therese Cotter	Lactation Clinical Nurse Specialist	MRH@Portlaoise

PARAMEDICAL

Name	Grade	Location
Ms. Amber Foley	Senior Occupational	Portarlington
Ms. Colette O'Hanlon	Primary Care, Therapist	LAOIS/OFFALY
Ms. MICHAELA DRUMMOND	Senior Occupational Paediatrics, THERAPIST	LAOIS/OFFALY
Ms. THERESA FOLEY	SENIOR OCCUPATIONAL THERAPIST	MRH @ TULLAMORE
Ms. MAIREAD CAREY	SENIOR DIETICIAN – RENAL DIALYSIS	EPISODIC CARE, TULLAMORE.
Ms. ANN CUNNINGHAM	SENIOR OCCUPATIONAL THERAPIST	MRH @ TULLAMORE
	CHIEF 1 CARDIAC TECHNICIAN	

NON - NURSING

RESIGNATIONS / RETIREMENTS

MANAGEMENT/ADMINISTRATION

Name	Grade	Location
Ms. Frances O'Grady	Clerical Officer	MRH @ Tullamore
Ms. Maureen Forde	Clerical Officer	MRH @ Portlaoise

PARAMEDICAL

Name	Grade	Location
Ms. Bridie Sheerin	Child Care Worker	Children Services

NURSING

Name	Grade	Location
Ms. Elizabeth O'Sullivan	Staff Nurse	MRH @ Tullamore
Ms. Ita Farrell	Psychiatric Nurse	Disability Serv. L/W
Ms. Ann Donnelly	Home Help	Community Services. Longford
Ms. Rita Quirke	Staff Nurse	CNU, Abbeyleix
Ms. Antoinette Dunne	Staff Nurse	CNU, Edenderry
Ms. Mary Fivley	Staff Nurse	St. Peter's Castlepollard
Ms. Rita Bennett	Staff Nurse	Lough Sheever, Mullingar
Ms. Teresa Feery	Staff Nurse	Health Centre, Tullamore
Ms. Mary B. Mitchell	Staff Nurse	St. Joseph's, Longford
Ms. Rose Lennon	Staff Nurse	St. Peter's, Castlepollard

MEDICAL

NON - NURSING

Name	Grade	Location
Mr. Damien Owens	Attendant	MRH @ Tullamore
Mr. Brendan O'Gorman	Craftsman	MRH @ Tullamore
Mr. Paddy Whelehan	Maintenance Supervisor	MRH @ Mullingar

COMMUNITY CARE CENTRE IN BIRR OFFICIAL OPENING

Mr Brian Cowen TD, Minister for Finance, officially opened the state of the art Community Care Centre in Birr. He is pictured here meeting with staff and clients of the Centre on the day.



Speaking on the day, Ms Breda Crehan Roche, A/Asst Chief Officer of the HSE Midland Area said the brief for the Community Care Centre project sought that the buildings should provide for:

- A quiet and restful atmosphere free from noise
- A stimulating and interactive environment for clients, particularly those in the Community Nursing Unit
- That Residents should be able to observe the daily "comings and goings", something that was not always possible in other centres
- And the need to provide for Natural lighting and ventilation

"The design team took this and many other factors on board. They consulted widely with staff, patients, clients and other interested parties. The result of their endeavours is this excellent facility standing on nine acres of land with a sloped green belt running down to the Camcur River. This property is valued at €20 million and it is a credit to all involved. It is a source of pride that something of this magnitude was accomplished on time and within budget.

"Today Minister Cowen, officially opens this Community Care Centre which provides 'State of the Art' Health and Personal Social Services, for the population of Birr and its environs."

