

SHAREDNEWS

ISSUE 4 MARCH 2003



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6. Careers in Health – A new approach to recruitment with the introduction of a dedicated website www.careersinhealth.ie and freephone number.



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19. Daffodil Day – The Minister for Health and Children launches this year's Irish Cancer Society Daffodil Day. Find out how you can help.



22. Competitions – Win tickets to Disney on Ice and the St. Patrick's Day Parade. Plus the chance to win a Mobile Phone, and much, much more!



Seirbhísi Comhroinnte Sláinte an Oirthir Eastern Health Shared Services works with health agencies in the Eastern Region including:

- Eastern Regional Health Authority
- East Coast Area Health Board
- Northern Area Health Board
- South Western Area Health Board

The range of services provided include:

- Architectural Services
- Property Services
- Employee Services
- Financial Services
- Information Communication and Technology
- Procurement and Materials Management

eastern health
shared services

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If you wish to join the Health Services Staffs Credit Union you can have your contributions paid by way of payroll deduction.

For more details about the Credit Union and its services you can call our main office @ 6778648 or email us at info@hsscu.ie

Message from the Editor



Patricia Gill
Communications Manager

Welcome to the fourth edition of Shared News and the first for 2003.

We in Communications have reached our one year anniversary and hope to achieve as much in 2003 as we have in the last year. Articles in this edition include, a focus on some of the many projects in Information and Communications Technology Services at the moment including the reorganisation of the Directorate and the inaugural meeting of the ICT Functional Family. We also look at recruitment and the launch of the website www.careersinhealth.ie and freephone number 1800 400 350. Again we have a short feature on news from around the Area Health Boards, and a roundup of news from Planning and Operations.

As St. Patrick's Day is approaching we have an outline of the events that will be happening in Dublin during that week. We also have an article on the Smoking Cessation course which began in February 2003 for EHSS employees. The Irish Cancer Society have also written a feature for us on this year's Daffodil Day and details of how you can help out. As usual there are plenty of competitions including tickets to Disney on Ice, plus the chance to win a mobile phone, courtesy of Cellular World.

As always your input and feedback is essential to making this newsletter an interesting read. Your views, ideas and comments are always welcome. Finally I would like to thank everybody who contributed to this edition of Shared News for their support and I hope you enjoy the articles. If anybody has any articles that you feel might be of interest to your colleagues either in a work or social capacity please feel free to submit them to the Communications Department at the details below;



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Communications Department

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Michael Lyons appointed as Regional Chief Executive of the Eastern Regional Health Authority

Eastern Health Shared Services congratulates their Chairman on his recent appointment as Chief Executive of the Eastern Regional Health Authority.



Michael Lyons, C.E.O. of the E.R.H.A.

Mr. Michael Lyons has been appointed Regional Chief Executive of the Eastern Regional Health Authority and took his new post up during February. Mr. Lyons has been Chief Executive of the East Coast Area Health Board since its establishment in March 2000.

One of the country's most experienced health managers, he previously worked in the Department of Health & Children, where his responsibilities ranged from hospital care to finance, community health, value for money, public health and human resources.

He spent two years as a Counsellor and Ireland's Permanent Representative on Health to the EU in Brussels and is a previous Acting Senior Investigator at the Office of the Ombudsman.

He holds a B.Sc in Economics from the University of London and an M.Sc in Economics from Trinity College Dublin.

As Chairman of the Board of Eastern Health Shared Services Michael's contribution has been of enormous benefit to the development of our organisation and we wish him every success and look forward to working with our new Regional Chief Executive.



Interview

Patricia Gill, Communications Manager interviews Valerie Judge, Chief Officer, Eastern Health Shared Services

What has been the biggest achievement since setting up Eastern Health Shared Services?

What has really impressed me over the last couple of years has been the way the EHSS team has worked together, with our clients, to literally turn around some operations, which had legacy issues, compounded by transition itself. Consolidated processes are on the way forward and greater transparency is evident. What we sometimes forget is that we have not only made great progress but also fostered a culture of continuous improvement and measurement. Our recent review facilitated by Accenture/Prospectus review has paid many compliments to the management team and staff at EHSS in facing the challenges and difficulties along the way.

How does EHSS compare with other Shared Services organisations?

The review has reminded us that creating a shared services centre does not happen over night, it is a journey and we have made real progress on this journey.



Much of the work we have done in terms of SLA and process design would in other shared services organisations have been done before going live, for example the NHS in the UK have spent the last two years designing their shared services centre systems and structures and hope to go live with two centres, serving 45 trusts in April.

We are now poised to be in a position where we are compared with the best shared services organisations around. The functional Families are well established and negotiations of Service Level Agreements are now well under way.

What will be key for EHSS in coming months?

In the coming months our focus will be on the further development of the shared services model, much work has been done on the Accenture/Prospectus review and a finalised report will be available in the coming weeks. A number of projects have been identified over a six month period which will achieve key deliverables.

This process will be built upon a partnership approach with our own staff and Senior Management colleagues in the area boards. What we need to do this year is focus on our key processes and get the basics right consistently – “to deliver on time, first time, every time”.

The report acknowledges that we will in the future need to make greater use of technology.

A critical success factor has been the development of our

intranet and payroll helpdesk in particular in building customer interfaces.

What value do think the shared services model can bring to the health services?

The concept of shared services has been around for a long time in the private sector, enabling multinational companies to gain greater leverage on everything from human resource strategies to the implementation of new technologies. The Shared Services concept is centred on and driven by, the need to simplify organisational arrangements and achieve value for money and is based upon best practice internationally. The Deloitte and Touche Value for Money Report 2001 recommended that the concept of Shared Services should be pursued in the Irish Health Services. The shared services concept has been widely developed in the health services in Australia and Canada and more recently in the NHS in the UK.

The are a number of reports on various aspects of the health services due to be published shortly, where do you think EHSS will fit in the new scheme of things?

The organisation of the health services is very much in the news at the moment and it is very difficult to pre-empt what the outcome will be. I'd like to think that the EHSS team can play a key role in leading and building the future.

Retirement of ERHA, CEO, Donal O Shea

Mr. Donal O Shea, who retired from his post as Chief Executive of the Eastern Regional Health Authority at the end of 2002, served in that capacity from the establishment of the ERHA in March 2000.

Mr. O Shea was previously Chairman of the ERHA Task Force, which drew up the structures now in place in the eastern region. Mr. O Shea was also a Member of the Steering Group on the National Health Strategy.



Donal O Shea

For many years Mr. O Shea was Chairman of the GMS Payments Board and a member of the Postgraduate medical and Dental Board. He was also a member of the Board of the National Breast Screening Unit and a Member of the Board of the National Health Boards' Executive.

Mr. O Shea was former Chief Executive Officer of the North Western and North Eastern Health Boards before leading the Task Force. In addition Mr. O Shea was a former Chairman of the Health Education Bureau, former Chairman of Health Services Overseas Development, former Member of the National Hospitals Council and current Chairman of North West Radio.

He is a chartered Engineer and a member of FEANI. He is a former President and life member of the Association of Occupational Therapists of Ireland.

We wish Donal and his wife Barbara a long and happy retirement.

FINANCIAL SERVICES NEWS

2003 has kicked off on a very productive note. The first draft of the Annual Financial statement was completed in record time. This success is attributed to the close working relationship we have developed with our clients in ERHA and the three Area Boards. Well done to all the staff in financial services staff who contributed to this successful outcome.

Another key component in service delivery is at completion stage. Electronic Funds Transfer application in Payments section, will go live March/April (date to be confirmed). Much work was done on this project in early 2002 and it is pleasing to now have approval to move to a restricted “Go live” for our clients.

The Finance Functional Family is now well established and we are continuing to address the operations of key functional areas. The mechanism is proving effective and we in Financial services are committed to the process of continuous improvement and effective communications with our clients.

We recently presented a full Accounts Payable policies and procedures manual to our clients which documents fully for the first time, all aspects of Accounts Payable operations. This significant body of work was led by a project Team from within Financial services. The policies have been formulated according to “Best Practice” in the industry generally. Whilst

this is a draft document for review by each AHB, ERHA and Internal Audit, it has been agreed that EHSS will immediately adopt it in advance of any modifications that may take place in the coming months.

A draft Service Level Agreement for Financial services has been tabled as a means to fast track negotiations on SLA. The process of agreeing service levels is intended to clarify the relationships between EHSS Financial services and our client organisations including the definition of roles and responsibilities.

As the EHSS strategy review nears completion, a key element of this work detailing a draft programme of action for each department has been compiled by the senior management team/Accenture.

This draft document is being discussed with clients prior to finalisation and will be communicated to EHSS staff in due course. Many of the actions outlined are currently being advanced, however the programme of action emphasises the need for accelerated completion and that translates into another busy year!

Financial services provide Financial/ Management accounting and customer administration support services to our client organisations. In addition, centres of expertise will continue to be developed in strategic areas such as Financial Systems Development and end to end business processes in the coming year.



Pictured with the Irish Times Cedar Award on behalf of all in Recruitment were (L-r) AnnMarie Kearney and Melanie McManus

Recruitment scoop Cedar Award

EHSS and TMP Worldwide won an Irish Times Cedar Award in December last year. This is the first time that a healthcare campaign has won. The award for creativity in recruitment advertising arose from the Ballydowd recruitment campaign which took place this year.

The award was accepted on behalf of EHSS by Melanie McManus and AnnMarie Kearney pictured here, at a ceremony hosted by the Irish Times. John Smith Director of Employee Services, EHSS said "The success of any recruitment campaign depends on its ability to attract appropriate staff for the client. This campaign hit the target market and generated lots of interest."

Miriam Keegan Recruitment Manager, EHSS was keen to say "It is great when the hard work of the team is recognised by such a prestigious award. We are striving towards a unique and eye catching brand of advertising for all of our clients."

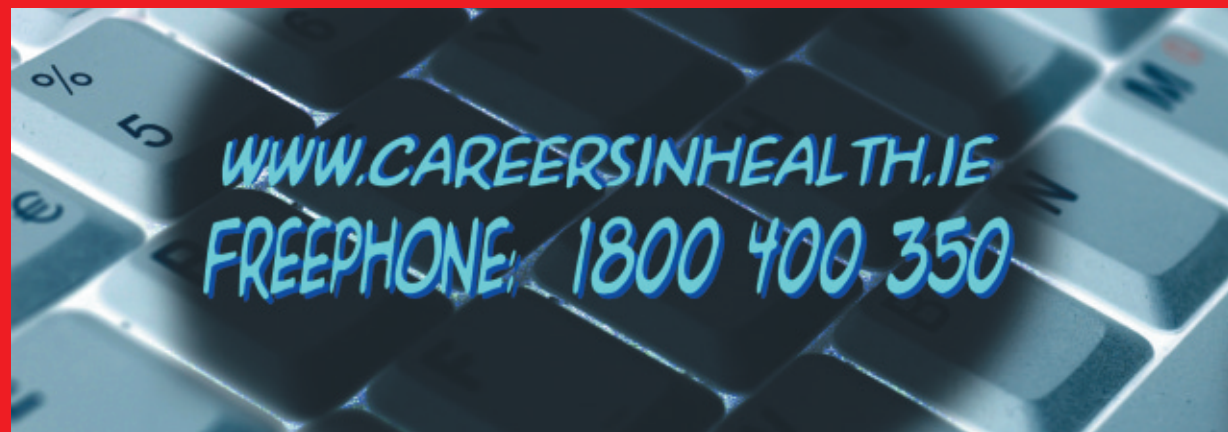
Ballydowd Special Care Unit is a purpose built secure Residential Childcare facility and had been experiencing ongoing difficulty recruiting staff. The recruitment team launched an extensive campaign in partnership with the South Western Area Health Board and TMP. EHSS Childcare recruitment team pulled out all the stops on this campaign and their efforts have been acknowledged with thanks from South Western Area Health Board Chief Executive and the Management team at Ballydowd.

EHSS cut costs with new approach – www.careersinhealth.ie

Eastern Health Shared Services launched a new development in its approach to recruitment: www.careersinhealth.ie, a centralised website advertising all positions on offer across our client base and the 'careersinhealth' recruitment freephone number 1800 400 350. Prospective candidates can access details and initiate applications using these two newly launched avenues of access.

Traditionally, recruitment advertising used a lot of costly print media space and could have the potential for a significant level of duplication in terms of the information to be delivered to the applicant. This new concept utilises current technologies and is user / applicant friendly, with the added benefit of providing greater value for money. These initiatives will reduce advertising costs significantly. The central website holds extensive information about the prospective employers, positions available and can help the applicant make an informed decision on a 24 / 7 basis.

John Smith – Director of Employee Services with EHSS reports " EHSS Recruitment Services processed 3,500 appointments on behalf of our clients in the Eastern Region in 2002. Our aim is always focused upon the importance of selecting the best person for the job whilst continually ensuring we achieve value for money in the recruitment process on behalf of our client base."



Regional Library & Information Service & Library Management System Officially Launched

On 18th December 2002, Valerie Judge, Chief Officer, EHSS officially launched the Regional Library & Information Service and the Library Management System.

The aim of the Regional Library & Information Service is to deliver high quality health information service to satisfy the needs of service providers, administrators and consumers in the region. The Regional Library & Information Service Eastern Health Shared Services in partnership with the Area Health Boards and the Eastern Regional Health Authority provides a network of information services accessible to all staff in the region.

The Service was originally set up in 1998. At that time four libraries were in existence. Due to increased demand services were expanded and new libraries set up and there are now eight library service points in the region:

- St. Collumcille's Hospital Library
- James Connolly Memorial Hospital Medical Library
- St. Ita's Hospital Library
- James Connolly Memorial Hospital Nursing Library
- St. Brendan's Hospital Library
- ERHA Corporate Library
- Naas General Hospital Library
- EHSS Library

Ms. Bennery Rickard, Regional Librarian, gave a presentation on the Past – Present – Future of the Regional Library & Information Service outlining developments to date. Ms. Aoife Lawton, Systems Librarian, gave a presentation on the Library Management System Project including a demonstration of the UNICORN System. The UNICORN System not only automates library processes but provides a web-based catalogue, which is accessible via EHSS, ERHA and Area Health Board Intranet sites. It is envisaged that when fully implemented, the system will combine the holdings of all eight libraries.

New Electronic Communications Policy released

A new Electronic Communications Policy has been agreed for Eastern Health Shared Services, the Northern Area Health Board, the South Western Area Health Board, the East Coast Area Health Board and the Eastern Regional Health Authority. The purpose of the policy is to define the way in which computer usage and electronic communications are managed in Eastern Health Shared Services, ERHA and three AHB's and the rights and responsibilities of managers and employees. The policy applies to all employees of EHSS, ERHA, ECAHB, NAHB and SWAHB. It covers computer, Internet and e-mail usage, the rules regarding Information & Communication Technology Services (ICTS) systems and EHSS's right to monitor such activity.



Aoife Lawton, Valerie Judge and Bennery Rickard who all spoke at the launch of the Regional Library and Information System



(L-r) Mary McMahon, Dolores Kennedy, Bennery Rickard, Yvonne Milner and Ann Moore at the launch of the Regional Library and Information System

Ms. Judge acknowledged the great deal of development that has taken place in library services over recent years and viewed the launch as an important vehicle to highlight the extent of services being provided in the region.

Contact Details:
Regional Library & Information Service
Dr. Steevens Hospital, Dublin 8
Tel: (01) 6352558 Fax: (01) 6352557
Email: ehsslbrary@ehss.ie

The policy outlines procedures in relation to the usage of computer hardware, software and access to PC; internet and email content and usage; harassment; virus protection; legal implications; security; disclaimers; confidentiality; monitoring; abuse and the disciplinary procedure and violations to the policy.

At all times employees must behave with integrity and respect the rights of others in relation to electronic communication and information and it is the responsibility of each member of staff to ensure that they are aware of and comply with the contents of the policy.

The policy can be found on the EHSS Intranet <http://dshins:480/> under the left Staff navigation button and click on Policies.

Planning & Operations Activities

Planning and Operations was developed within Eastern Health Shared Services in 2001 to provide business support within our organisation. The services provided with Planning and Operations are, Business Process Review, Financial Control, Human Resources, Client Relationship Management and Communications. This structure is standard in Shared Services organisations. We have outlined below some of the current projects in BPR, CRM and Financial Control within Planning and Operations below. Planning & Operations is currently located on the 3rd Floor, Parkgate Street Business Centre and if you have any further queries relating to our services please contact us on the details at the end of this article.

Business Process Re-engineering (BPR)

EHSS and the Irish health care services are entering a period of great change. We will face challenges that will test our know-ledge and resolve. We, as the owners of our processes, possess the skills and expertise that will enable EHSS to establish it as a customer focused, value for money and professional organisation. BPR is about the fundamental rethinking and radical redesign of business processes to bring about dramatic improvements in performance. These changes will lead to reduced costs, increases in speed and accuracy. Considerable work to date has been done in the Accounts Payable and Superannuation sections of EHSS. Staff were challenged to look at their own work environment, to question how EHSS performs and to streamline processes. The success of these projects has to be attributed to the commitment of all staff involved.

Client Relationship Management (CRM)

Significant progress has been made in developing SLAs with clients. Both Financial and ICT Services have produced draft SLAs, which are currently under negotiations with client organisations through the Functional Families. Mary Brodie, EHSS Client Relationship Manager is currently developing the template for application in our other service areas. The main purpose of a SLA is to provide clarity of understanding around the levels of services and volumes expected from the investment, the quality standards and performance measures by which it is to be monitored. It is also the key to understanding where the boundaries of responsibilities lie for operational delivery of services and the dependence of EHSS on the client organisation.

Finance Controller

On a strategic level the Financial Controller's role is to develop and implement a relevant costing and charge-out basis for EHSS services, which is acceptable to all stakeholders. Antoinette O'Leary, the Financial Controller is currently involved in a number of key operational tasks in order to control costs within EHSS. These include financial accounting tasks such as cash management involving the monitoring of control accounts and reconciliation of same, she is also involved in Capital Accounting and Fixed Asset management and AFS preparation with the assistance of the Financial Accountant's office. In addition the Finance Controller's role involves Management Accounting aspects such as producing regular and ad-hoc reports and financial advice and assistance to the management team as and when required, preparation of IMR commentary & variance analysis, co-ordination advice and assistance in the annual budgetary process.

Developing procedures and policies as well as providing assistance, training, and support to EHSS budget holders is another key area for the Financial Controller. The overall objective is to facilitate accountability and greater understanding and control of Finance issues thus making it easier for the service providers and managers throughout EHSS to do business.

For further information on any aspect of Planning and Operations please contact us at the details below;
Planning and Operations: (01) 635 2878
Email: david.allen@ehss.ie

Communications

Looking back it is hard to believe that this edition of **SharedNews** actually marks our first birthday! It has developed and grown throughout the year, the last edition received 46,000 hits on our intranet from across the eastern region. **SharedNews** is now widely distributed across our client organisations. Again I would like to encourage you to frequently contribute to the content and give feedback to Communications@ehss.ie.

It has been a very busy time establishing communications for EHSS. The process of agreeing and implementing a formal plan of action for the year ahead is complete. Many of you may have seen and been briefed by your line manager at this stage. Further detail is available on the Communications page on the intranet.

In addition the Communications Department have developed Communications Standards and Policies for telephone, email etc. This standard approach will assist us to develop enhanced communications within EHSS, with our client organisations and the public. These policies need your input and a pilot focus group with representatives from each directorate is facilitating this process. As some of the initiatives are rolled out, a random selection of people across EHSS and our client organisations will be approached to give feedback.

There are a great deal of good news stories in EHSS and in 2003 we will continue to be proactive in getting these stories out to our customers and in to the public domain. At this point in the development of EHSS it is vitally important to heighten awareness of our service. To achieve this objective we need to you to keep us informed of any developments, projects or achievements in your area. Building our image and identity is the responsibility of everyone throughout the organisation and a pivotal role is played by the sharing of news and information.

Our EHSS Intranet has developed and improved at a steady rate over the past couple of months and is due for a facelift in the near future so keep your eyes peeled. The home page is now a hive of activity, thanks in no small way to the content sent through from EHSS staff and the work of Alyssa Tiernan and Dave Shaw in ICT services.

Thanks again to everyone who has participated and shown interest in the development of the communications process. Please feel free to contact us through communications@ehss.ie with news, opinion or ideas.

Procurement and Materials Management Policy

Eastern Health Shared Services Procurement and Materials Management monitor purchasing policies and practices. Our Prime focus is to secure best value for our clients and ensure that goods and services are delivered by suppliers in a manner which maximises economies of scale and meets individual need. Through the central purchasing of goods and services Eastern Health Shared Services can leverage its purchasing power to secure cost advantage and quality supply processes. Very often we work with the other directorates within EHSS on projects from the Purchasing point of view. This is an example of synergies that come naturally from the Shared Services model. Within EHSS each Directorate can offer advice and expertise which positively impacts on service delivery.

In keeping with the overall aim of providing a top quality and cost efficient service to the customer, the health boards nationally have come together under the auspices of to develop a purchasing and materials management policy and code of practice for the sector. It is responsible for implementing policy and setting performance targets in healthcare procurement and materials management. Its primary objectives are to ensure that :

- materials management is developed in line with best practice
- procurement practices comply fully with statutory regulations
- savings and performance targets are met

This policy ensures a common approach to procurement for all healthcare agencies. Customer-focused, it clearly defines the roles and responsibilities of everyone involved in the procurement process to ensure best value for taxpayers' money. It also enables all health boards to operate their purchasing and materials management functions in an open, transparent and non-discriminatory manner.

Designed both as a blueprint for health board purchasing staff and as a guide for potential vendors, the policy outlines procedures and ethics for every aspect of the procurement and materials management functions. This includes high, medium and low value purchases, contract evaluation and document management, together with tender design, negotiation and payment schedules. It also covers all health board and supplier requirements before any products/services can be delivered including the provision of up to date tax clearance and insurance certificates.

While the new policy document has already done much to promote transparency and consistency at all stages of the procurement process, it has also generated significant savings for the health service generally through increased efficiency and improved supplier management.

Shared Services Forum Launch Website

Eastern Health Shared Services in November last year showcased the Shared Services Forum Website at the IDA. The Forum was established in 1998 as a joint initiative between the IDA and Whirlpool and was recently joined by Eastern Health Shared Services. The Forum consists of various organisations including Oracle Corporation, Accenture, Novell, Whirlpool, Lucent, AIB, Glanbia and Kerry Foods. The Forum website is hosted by Eastern Health Shared Services .

The Shared Services Forum has become an important vehicle in bringing together shared services organisations more regularly to address a wide range of issues such as country migrations (managing local / central split), staff resourcing, ensuring compliance with European legislation, project management issues, process re-engineering and use of effective technology. The focus has been on sharing experiences without compromising the values or sensitivities unique to each member organisation. The IDA has been very supportive of the SSC Forum in Ireland and its existence is now considered a competitive advantage for the IDA in enticing new Shared Services investment into Ireland.

Eastern Health Shared Services agreed to host the Shared Services Forum Website as part of our own EHSS website. This site contains information about the Forum and will keep member Organisations up to date with ongoing developments.

The Objectives of the group are:

- Sharing knowledge and experiences of member organisations
- A central contact point for sourcing solutions to operational issues
- Providing updates on developments within industry
- Discussion and debate about issues that affect our competitiveness
- Networking

Check out the website on the following address:
www.ehss.ie/sscforum



Eoin Darcy, ICT with Valerie Judge, Chief Officer at the showcase of the Shared Services Centre Forum Website



Eastern Health Branch Welcomes Election of New Branch Committee and Officers

Following its 25th anniversary annual general meeting on 6th February, the incoming branch committee of IMPACT's Eastern Health branch had its first meeting of the new year on 13th February. The committee is looking forward to continuing the organisational developments and service to members as directed by the AGM.

The following are the officers and branch committee members. The units of the Eastern Regional Health Authority in which people work are listed too.

As the year progresses the members based on the sections of the branch in each of the area boards will be contacting members and developing the sections.

The branch can be contacted by writing to the officers at IMPACT, Nerney's Court, Dublin 1 or by telephoning representatives whose phone numbers will be circulated in the near future.

Branch Chair	Adrienne Byrne	SWAHB
Branch Vice-Chair	Denise Conneely	SWAHB
Branch Secretary	Pat Bolger	NAHB
Branch Treasurer	Barry White	EHSS
Health and Safety Officer	Rosemary Cooke	SWAHB
Equality Officer	Stella Griffin	SWAHB
Training Officer	Pat Quinn	NAHB

Branch committee in order of election

John Broe	ECAHB
Tom Pierse	EHSS
Deirdre Quinn	NAHB
Cathy Reilly	EHSS
Vivienne Toal	ECAHB
Margaret Coughlan	ECAHB
Phil Belton	NAHB
Doreen Bracken	NAHB
Carmel Cadden	ECAHB
Patrician McDermott	NAHB

Branch committee co-opted and voting

Liam Breen	SWAHB
Edward McManus	NAHB
Finán Gallagher	NAHB

Branch committee co-opted and non-voting

James Fletcher	SWAHB
Irene Plazewska	EVE
Philip Browne	SWAHB



Please complete this form and return it to Pat Bolger, Branch Secretary, Eastern Health Branch, IMPACT, Nerney's Court, Dublin 1 if you have had difficulty receiving mail or ballots. It is vital to provide the Branch with up to date mailing addresses.

Please update my mailing address

Surname : _____ First Name: _____

Address (in detail): _____

Unit of ERHA : _____ Grade _____

NB Unit of ERHA - Please indicate which Area Board/EHSS/ERHA HQ

News from the ECAHB

As you are all no doubt aware, Michael Lyons, the first CEO of the East Coast Area Health Board was recently appointed to the top post in the Eastern Regional Health Authority. Michael's unique style of management brought a mixture of vision, imagination, flexibility and invaluable experience to the difficult task of establishing the ECAHB and creating confidence in its structures. All in the ECAHB wish Michael well in his new job and look forward to working with him in his new role.

Wicklow District Hospital officially opened their new Physiotherapy Department on the 4th of February 2003. The Wicklow Patients Benefit Fund and the East Coast Area Health Board worked in partnership in developing the

facility. Cllr Andrew Doyle, Chairman of ECAHB, paid tribute to the commitment, compassion and hard work of all involved in the development. In particular he acknowledged the input of Nora Fitzgerald, Director of Nursing and Secretary to the Fund, who retired on the 10th of February.

Enable Ireland officially launched the SEAT (Supported Employment and Assistive Technology) Project on the 11th February. Tim O'Malley, Minister of State, who spoke at the event, remarked on the timeliness of the Project during the current European Year of People with Disabilities. Cllr Andrew Doyle, also speaking at the event, acknowledged the potential for employees and employers alike. ECAHB allocated a once-off capital grant of €317,425 for the purchase of equipment to support the project.

News from the SWAHB

ON THE MOVE!!!!

There has been great excitement with three new changes to the Management Team of the South Western Area Health Board. Congratulations to Ray Mitchell who is our new Assistant Chief Executive effective from the 2nd of February. Ray, who previously worked with the North Eastern Health Board, started with our Board in September 2000 as the Director of Communications and has played a significant role in developing the Board's image and the promotion of its services. We would also like to congratulate Declan Lyons and John Leech on their promotions within the Management Team. Declan and John are now A/Assistant Chief Executive and A/Director of Finance respectively. Declan took up the challenge on the resignation of Ms Brid Clarke, the previous Assistant Chief Executive, who is the new CEO of the Mental Health Commission and to whom we wish all the best. John Leech filled the void, which was then left in finance. John who is known by most has worked with the Board (& former EHB) since 1970 where he began his career as a clerical officer in St Loman's Hospital. John has worked in the Community, Mental, Acute Hospital and Financial Services

of the Board. We would like to take this opportunity to wish Ray, Declan and John all the best with their new appointments - keep up the good work!!! For further information on their respective responsibilities you can log onto our intranet site <http://dshins:180/> under Assistant Chief Executive Officers.



Ray Mitchell, Newly appointed Assistant Chief Executive Officer at SWAHB

News from the NAHB

Resource Manual Provides College Staff with Strategies for Mental Health Promotion and Suicide Prevention

A resource manual for mental health promotion and suicide prevention in third level institutions was launched on January 28, 2003. The publication is the result of the Mental Health Initiative, a pilot research project based in Trinity College. The research project, a partnership initiative between Trinity College and the Northern Area Health Board (NAHB), arose out of concern regarding the national increase in youth suicides, particularly among young men. Although the incidence of suicide among Irish college students is not significantly different to that of non-students, the third level setting provides an ideal opportunity in which to promote the mental health of young people. The resource manual,

including handouts and a training module, was developed for staff members at third level institutions. The materials can be adapted for use in other institutions to evaluate and implement best-practice methods and policy.

Contents of the resource manual include: an introduction to the issues of suicide prevention within the context of mental health; findings from the project, including recommendations, success factors and difficulties; templates for creating policies, protocols and training modules; and resources and contact details for information, support and research.

The research proposal was jointly developed and managed by Deirdre Flynn, Director, Student Counselling Service, Trinity College and Teresa Mason, Resource Officer for Suicide Prevention, NAHB. The Northern Area Health Board and the National Suicide Review Group (NSRG) provided funding for the project. Additionally, the Department of Health and Children, and the Department of Education and Science funded the printing and distribution of the resource manual.



ICT Planners/Advisors assigned to the Area Health Boards

As a result of an ongoing review process with its client organisations ICT Services have assigned an ICT Planner/Advisor to each of the three Area Health Boards. This initiative is aimed at developing strong working relationship with the Area Boards Management Team and functional family representatives. The initial focus for the advisors will be to plan and prioritise the ICT requirements for EHSS client organisations.

The key objectives of the posts are to :

- Identify and exploit opportunities offered by ICT to help support the overall aims and objectives of the client organisation in its pursuit of excellence.
- Align and focus Information Systems and ICT Strategies so as to best support and re-enforce the needs of the client.
- Advise the Area Board senior management team on internal and external ICT business-related investments, opportunities and initiatives.
- Ensure the co-ordination and processing of ICT requirements throughout the organisation and the inclusion of such requirements within the overall ICT budgetary process.
- Co-ordinate ICT services locally on behalf of EHSS.
- Assist in the development and implementation of ICT and related strategies.
- Represent EHSS ICT Services at client level and ensure the alignment of each organisation's respective strategies.
- Participate in, and where appropriate, develop and facilitate relevant ICT governance mechanisms.

One of the strategic objectives of ICT Services is to offer our clients a quality service and continue to develop a centre of excellence.

Mr. Aidan Plunkett will be the advisor to the South Western Area Health Board. Aidan has been working in the health sector for over 20 years and in 1993 he moved to Management Services to liaise between the mental health services and management services. As part of his work he was involved in a number of European research and development projects, namely ITHACA and SITYA. In 1997 Aidan was seconded to the Adelaide, Meath Hospitals incorporating the National Children's Hospital to work as a member of the Change Management Team prior to the opening of the hospital. Since



Aidan Plunkett,
ICT Planner assigned to SWAHB

@ttention

ICT Services launched the first Area Health Board Intranet in December last. The South Western Area Health Board intranet site can now be viewed from the Intranets page in the Internet along with EHSS and ERHA. This Intranet follows the same rough layout as the others but with its own personal characteristics to suit the South Western Area Health Board. This and the other Intranets can be viewed by all email users across the Eastern Region and Intranets for ECAHB and NAHB are also work in progress.

Another development in December 2002 for Information and Communications Technology Services was the completion of

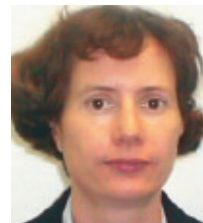
1999 Aidan has worked as a project manager in a number of areas in ICT Services. In 2001 he moved from these areas and worked as Senior Project Manager in the Health Care Division of ICT Services. He has worked in E-Services and both the Primary Care and Mental Health areas over the past two years.

Mr. Joe Lewis will be advisor to the East Coast Area Health Board. Joe has been involved in the IT industry in excess of 30 years. He was the Computer Services Manager in Guinness Dublin up to 1984. In 1988 he joined the Digital Ireland organisation as the Healthcare Account Manager. He represented Digital Ireland in its worldwide Healthcare strategic review team. He also was directly involved in major Hospital system implementation projects where Digital Ireland was the Prime Contractor. In 1996 he left Digital and set up his own Company and contracted almost solely to the Eastern Health Board, assuming the role of Project Manager for the Cardlink smartcard project on behalf of the Board. In 1999 he was contracted by the EHB to manage the non-IT aspects of the Y2K project. This was followed by his appointment as the Euro Changeover Manager for EHSS. In April 2002 Joe joined EHSS as a Grade VIII and assumed the task of setting up a Project Office in ICT Services. This initiative has been an important step in the strategic service ideals enunciated by ICT Services.



Joe Lewis,
ICT Planner assigned to ECAHB

Ms. Susan Donnelly will be advisor to the Northern Area Health Board. Susan has worked in Information Technology (IT) for over 10 years, having obtained an MSc in IT in 1998. She has particular experience of the application and use of IT solutions within a business setting. She has managed a broad variety of projects such as financial systems, customer service and support. Susan joined Eastern Health Shared Services in April 2002. Her current focus is corporate / 'back office' systems, including document management, which is currently being set up in ERHA. She is also managing the financial systems project for voluntary agencies such as NRH, who are about to start using the stock module. She previously worked with Gateway where she implemented a variety of strategic applications including Internet based sales ordering. Prior to that she worked with Price Waterhouse on a range of consultancy assignments including some in the public sector.



Susan Donnelly,
ICT Planner assigned to the NAHB

new email domains for the three Area Health Boards. Initially all ERHA, EHSS and Area Health Board users had an @erha email address, this changed last year when EHSS and SWAHB users personalised their address to include @ehss and @swahb. The inclusion of @ecahb and @nahb email addresses for all staff in those areas completes the branding process away from generic @erha addresses. Employees who previously held @erha addresses will continue to receive all mail sent to this address for at least six months. This re-direction will eventually be removed, however, so please let people know about your new address.

If you have any problems with email or the changes to your address then please contact support@ehss.ie or thomas.oconnor@ehss.ie and they will be happy to help.



Launching the PHN e-Link at the Mobility Solutions Seminar held by Rococo were (l-r) Eoin Darcy, ICTS, Ross O'Crowley, Rococo, Lorraine Gilmartin, ICTS, EHSS, Aidan Plunkett, ICTS, EHSS and Martin McNicholl, Accenture

Mobile Technologies for Healthcare

Eastern Health Shared Services Information, Communications and Technology services are piloting and developing mobile technology applications on behalf of our client organisations. One of these projects in partnership with Rococo, Accenture and Microsoft is the use of Pocket PCs and Personal Digital Assistants (PDA) for Public Health Nurses. The initiative stems from a strategy by EHSS to develop the practical application of technologies in the provision of health and social care.

It is envisaged that the introduction of this technology will benefit Public Health Nurses and General Practitioners working in the area of child health and development.

The pilot site for this project takes in an area that holds over 1,000 GP Practices and two Health Centres in the South County Dublin Area, Loughlinstown and Dalkey.

The system will facilitate the tracking of information, on newborn infants from hospital discharge right through to the GP/Child immunisation link.

It will assist the Public Health Nurses with practical, day to day management of a varied and vast caseload and will automatically update information on to the Regional Interactive Child Health System within 24 hours of the visit. By giving PHN's earlier notification of newborn children it will shortening the gap between discharge and first visit.

Inaugural Meeting of ICT Functional Family held

The first meeting of the Information and Communications Technology Services Functional Family took place early in 2003. The members of the ICTS Functional Family are;

Mr. Tony Carroll, Director of ICT Services, EHSS,
Ms. Laverne McGuinness, Director of Finance, NAHB,
Mr. Martin Gallagher, Assistant Chief Executive, ECAHB,
Mr. David Allen, Director of Planning & Operations, EHSS
and Mr. Dougie Beaton, Director of ICT, ERHA.

The functional family is an important mechanism to engage with our client organisations, and provides a forum to ensure that the ICT services are closely aligned to the business requirements of clients.

ICT services presented a brief overview of Service Level Agreements and draft agreements for each of the client organisations were brought to the table. It is envisaged that the next step towards agreeing the SLA will happen in

the near future. Client feedback was very positive, however, the importance of providing basic ICT services and products, for example, access to a PC, internet and email to all staff across the region is a key priority. The introduction of the Planners /Advisors to the client organisations was welcomed and will improve customer relationships.

Progress has been made in developing the ICT infrastructure to support the delivery of systems that are of value to our client organisations. Support calls had increased by 344% in 2002 and the number of email and desktop users had increased significantly.

ICT services involvement on a number of national projects, such as, the National Clinical Indemnity Scheme was commended.

Tony Carroll Director of ICT Services comments, "The functional family is vitally important in gaining insight from the client perspective. We are continually working at developing our processes, improving the quality of our service to our client organisations and benchmarking cost and quality metrics with best in class organisations".

CELEBRATE IRELAND!



Fireworks at last years 7-UP SkyFest

It's our national holiday and it's time to celebrate! From March 11th – 17th St. Patrick's Festival brings you a feast of entertainment with Dublin playing host to Ireland's biggest party. The programme has grown to six days this year so there's something for everyone.

Among the new events, don't miss Irish Visions, a stunning programme of visual art exhibitions. The Spoken Word Series celebrates the diversity of Irish theatre, poetry and readings. For music lovers, The Festival Music Village presents an eclectic range of Irish talent across classical, dance, folk and rock styles. Some of these events are ticketed, please see www.stpatricksfestival.ie for details.

And that's just the build up to a Festival weekend that is bursting with exciting free events. It's time to abandon your cares and your car and head into the city centre for carnival, music, street theatre and fireworks. Take your pick from the HB

Ice Cream Big Day Out, the 7UP Music Stage, 7UP Skyfest, the Denny Treasure Hunt, Lucozade Céilí Mór and the world famous Festival Parade. Or why not catch them all? For full event details see www.stpatricksfestival.ie.

The Music Village which will run from Wednesday 12th to Monday 17th March. This is a brand new feature of the St. Patrick's Festival programme, presenting music of some of Ireland's favourite musicians in a number of city centre venues which make up the Music Village. There is something for everyone - dance, rock, classical, traditional and roots. You can choose from 20 concerts which will take place over five days of the festival in five different city centre venues. For this event you need to buy your tickets in advance.

2003 will see an exciting departure in the St. Patrick's Festival programme with the introduction of the **Talking Irish Symposium**, to be held in Dublin Castle on March 11th. We are delighted to

have the Irish Times on board as media partner for this prestigious event. Around the world, Irish success stories can be found. Often these derive from a particular skill in crossing sectors, bridging divides, refusing to accept conventional limitations. Speakers include Professor Ciarán Benson, Professor of Psychology, UCD, Norah Casey, Chief Executive of Smurfit Communications, Geraldine Kennedy, Editor of The Irish Times, Fintan O'Toole, Columnist with the Irish times and Senator Feargal Quinn.

Fun Fair will this year take place in the Merrion Square West and Customs House Quay on Friday, Saturday and Sunday. A family favourite – the Funfair offers hours of amusement for kids and adults. Ireland's premier entertainment company set up their best rides in the city centre. Take in the sights of the city from the Big Wheel and enjoy the thrills of the Drop Zone. Please note - this is not a free event. There will be a charge for rides at the funfair.

Denny Treasure Hunt will kick off at 11am - 2pm on Saturday 15th March at City Hall following from the success of last year. Teams of families and friends worked together last year to solve the clues which brought them to places they had never been to before – museums, visitor attractions, parks and shops. The 2003 Treasure Hunt is set to be a day of excitement and family fun, with entertainment throughout the day and a chance to explore Dublin's hidden gems.

7UP Skyfest in association with 98 FM is set to take place again this year on Saturday 15th March at 8:00pm on both the North & South Quays. Best viewing in on the North Quays from the IFSC towards the Point. This is not to be missed! 7UP Skyfest has not failed to wow huge audiences over the last few years. People travel for miles to see Ireland's most spectacular fireworks display which takes place on the River Liffey. This is an enchanting experience made all the more magical by a special soundtrack which complements the theatre of fire.

HB Big Day Out in association with FM104 which takes place on Sunday 16th March and goes on from 12:00pm - 6:00pm in Merrion Square. Merrion Square will be closed to traffic and transformed into a playground for kids and adults! Enjoy top entertainment from Irish and European performers, kids games, face painting, the Silent Disco and Paddyoke. A perfect day out. Also on Sunday 16th March a welcome return for **12 Bells** in different locations around the city from 12 to 1 p.m. Bands from Europe and the US travel to Ireland in March to perform in the Festival Parade. 12 Bells is your chance to hear the music of these wonderful groups in more intimate surroundings.

7UP Music Stage in association with FM104 takes place on Merrion Square also on Sunday 16th from 12:00pm - 6:00pm. Ireland's favourite pop and rock bands perform a free concert in the city centre, just off Merrion Square. This year's line up features Darius with, Picturehouse, Fifth Ave, Wilt, The Woods Band, Luke Thomas, Turn and Mankind.

The Festival Parade will take place on Monday 17th March at 12pm. It's St. Patrick's Day and the world is Irish! What better place to be than Dublin for the best parade in the world. For an hour and a half you will be entertained by a fantastic array of colourful and creative pageants, marching bands, pomp, ceremony and celebration. The parade starts at 12pm from St Patrick St. It follows a route through Dublin's finest streets - Patrick Street, Dame Street, Westmoreland Street and O'Connell Street. We advise that you get there early in order to get a good view of the world famous parade. This year's parade is going to



be an incredible spectacle with an 80% increase in performers, from 1,970 last year to 3,500 this year. The theme of Voyages and Visions is the inspiration for a host of talented street theatre groups and bands who will take part. You can view the parade in the comfort of a covered grandstand on the parade route. Grandstand seats are available for sale from St. Patrick's Festival Office. Price: €55

Lucozade Céilí Mór will be on Monday 17th March from 2.30pm to 6pm in St. Stephen's Green, a much-loved part of the festival programme - a time to let your hair down and kick up your feet! Held on the afternoon of March 17th, following the Festival Parade, this event is a celebration of Irish music and dance for the many thousands of people attending. The best of Irish traditional music will compel you to join in the fun. The Line up will include Kilfenora Céilí Band, Galldubh and Gráda – dances are led by TG4 star – Hector Ó'hEochagáin.

Competition

Courtesy of the St. Patrick's Festival we are offering you the chance to win two grandstand seats for the Festival Parade and two concert tickets of your choice for any of the events in the Festival Music Village. You can enjoy the parade from the comfort of a sheltered seat with the added bonus of a running commentary on the wonderful entertainment by your very own Master of Ceremonies.

Tickets for grandstand seats can be purchased for €55 from www.stpatricksfestival.ie or by phoning 676 3205.

To win this exclusive competition answer the following question:

How many more performers will there be in this years parade compared to last year?

Answers must be returned to deirdre.oriordan@ehss.ie no later than 5.00 p.m. on Monday the 10th of March.

Profiles



Gillian Radburn,
Property Services

Name:
Gillian Radburn

Position/Area of responsibility:
Clerical Officer, Property Services.

What football team do you support?
I am a keen World Cup supporter

What is your favourite film?
A Beautiful Mind

What is your favourite TV programme?
Friends

What book are you reading at the moment?
Bridget Jones Diary

What is your pet hate?
Queuing

If you could invite any three people dead or alive to dinner who would they be?
My Boyfriend, Madonna and John Lennon

What is your favourite song of all time?
Hotel California by The Eagles



Attracta Harrison,
Personnel Administration

Name:
Attracta Harrison

Position/Area of responsibility:
Grade V, Personnel Administration

What football team do you support?
Kildare/Man. United

What is your favourite film?
Grease

What is your favourite TV programme?
Eastenders

What book are you reading at the moment?
Ulrika Johnsons Autobiography

What is your pet hate?
Queue Hopping in Heuston Station

If you could invite any three people dead or alive to dinner who would they be?
Graham Norton, David Beckham, Bill Clinton

What is your favourite song of all time?
Wonderful Tonight by Eric Clapton

Appointments

We would like to welcome the following staff who have recently joined Eastern Health Shared Services.



Mary Ryan-Kelly

Department:
Personnel Administration



Marie Kelly

Department:
Payroll



Laura Noone

Department:
Property Services



Pat Harrington

Department:
Property Services

Book Review

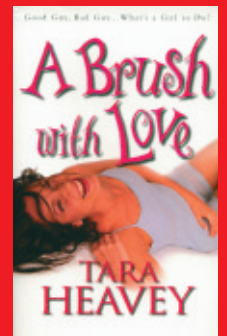
A BRUSH WITH LOVE
Tara Heavey

NO.1 ON BESTSELLERS LIST

A Brush with Love is a humorous novel charting the trials and tribulations of Fern a single, 26 year old legal secretary as she embarks on a voyage of optimistic but doomed quest for self-improvement. All in space of forty eight hours she gets the love of her life – dashing James Carver – loses the love of her life – rotten James Carver – and discovers that she is not Boland, Sharpe & Co.

material. Will she ever recover or will it take the love of a true artist, Sean (hint, hint!!!) to help her see her true path.

Tara Heavey's uncomplicated style of writing makes this book very easy to read. It is set in Dublin which enable the reader to identify with and visualise situations. It is the type of book that you will "just read a few more pages" and suddenly it is 1.00am in the morning!!!



Cinema Review

Films that will be hitting your screens in March



THE LIFE OF DAVID GALE

15PG

Running Time: 131 Minutes

Release Date: 14/03/2003

Starring: Kevin Spacey, Kate Winslet, Laura Linney

Director: Alan Parker

The film focuses on David Gale (Spacey) a University of Texas professor and extreme advocate against the death penalty. The film begins with Gale in prison, he has been sentenced to death for raping and killing his activist partner Constance Hallaway played by Laura Linney. Gale has sent for a young journalist named Bitsie Bloom (Kate Winslet) to record his story during his last three days before he's scheduled to be executed. The story is then told in flashbacks as we learn the details leading to the murder. This film is full of suspense and Parker has created a thought provoking drama/thriller. Spacey, Linney and Winslet all give good performances, but while Linney's character's motivations seem more clear, Winslet's Bitsie seemed unbelievable. Bitsie is forced to rush around to try and discover the truth behind the murder, but her intentions seem to be more of her trying to save Gale, rather than report the story. Her character is badly explored and we learn little about her other than that she doesn't reveal her sources. Despite these criticisms the film does manage to end on a strong note and viewers should be prepared to be blown away.



JUST MARRIED

15PG

Running Time: 128 Minutes

Release Date: 28/03/2003

Starring: Ashton Kutcher, Brittany Murphy, Christian Kane

Director: Shawn Levy

This is the story of a newly married couple who go on the "honeymoon from hell", as they like to put it - and lucky us, we get to go with them. Any marriage is going to have its ups and downs. But what if those "downs" start happening the minute you step off the altar? Such is the premise of Just Married as blue-collar radio traffic announcer Tom Leezak (Ashton Kutcher from Dude, Where's My Car? and Fox's That '70s Show) meets rich, free-spirited writer Sarah Mc Nerney (Brittany Murphy from Girl, Interrupted, Clueless and 8mile), and after a whirlwind romance, they decide to tie the knot. Their course to true love has several hurdles to climb, and the rest of the movie is spent figuring out if they are going to make it or not. Not least of these problems is Sarah's rich ex-boyfriend Peter (Christian Kane) who wants Sarah back. The nightmarish nature of several mishaps on the honeymoon in Italy add further strain to an already fragile relationship and this is where the majority of the comic relief is played out. Kutcher and Murphy do their best with a formulaic script and some painful-looking physical comedy added in for good measure. This film has clearly been targeted at the 16-24 age group and is broad and wacky, with very little substance. The best part of the movie is the very beginning, when the two newlyweds walk off the plane fuming and one-upping each other.

Congratulations

Congratulations to Fiona Flynn (recruitment) and Michael Foley (payroll) who got engaged on the 1st of February this year.

Congratulations to Amanda Pathe (HR, EHSS) and her husband Jerome who had a baby boy, Finn, on Monday 3rd February, a new brother for daughter Lilly. Best Wishes from everybody in Planning and Operations.

Congratulations to Sabina Battersby-Mooney (T.L.O ERHA Corporate) and Patrick on arrival of little Jasmin on Wednesday 11th December 2002.

Congrats to Mary Brodie who was conferred on 30/11/02 with a Bachelor of Healthcare management at Dublin Institute of Technology.



Sabina & Jasmin



Mary Brodie & Sons

Congratulations

Congratulations to Catriona Corcoran (Payroll Helpdesk) on her recent engagement to Peter Daly which took place over the festive season.

Congrats to Amanda Pathe Human Resources who was recently conferred with a Masters in Healthcare Management from Trinity College Dublin.

Congrats to Deirdre O' Riordan who was conferred on 11/12/02 with a Bachelor of Arts from University College Dublin.

Congratulations to Wendy McDonnell and her husband Pat who had a baby girl, Claire during February from everyone in Property Services.



Amanda Pathe



Deirdre O'Riordan

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Exclusive Corporate

Staff Offer

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Smoking Cessation in Eastern Health Shared Services

Maria Keatley talks to us about the success of the EHSS Smoking Cessation Course which began in January this year

A Smoking Cessation Course for Eastern Health Shared Services employees began in January this year run jointly by the Health and Safety Department, EHSS and Health Promotion, East Coast Area Health Board. This course was run over a 7 week period, consisting of an hour and a half session every Tuesday in Parkgate Street Business Centre. The Programme has proved to be very successful, with a high turn out and attendance, so much so that another programme has been arranged to commence on March 11th. On Ash Wednesday 5th March we will be in the canteen to provide information and get names of those interested in taking part. We will also provide Carbon Monoxide testing on the day.

The idea for a smoking cessation programme for EHSS employees stemmed from the success of the Open Day during European Week for Safety and Health at Work held in the Boardroom, Dr. Steevens' October last. During that week Mary Desmond, Health Promotion Advisor with the East Coast Area Health Board carried out Carbon Monoxide testing for employees who smoke. This is a simple test which measures the CO level in your blood by blowing into a hand-held machine. Smokers have higher CO levels because the gas replaces Oxygen in their blood-stream. Staff expressed a great interest in smoking cessation on that day.

It was decided that the programme should begin early in the New Year when peoples resolve would still be strong. To facilitate maximum possible attendance provisions were made for employees participating in this course to be allowed to attend the sessions during working hours.

From the first day those in the group showed great commitment to the programme and developed a good rapport, which was a credit to Mary Desmond an experienced facilitator who took the group through the 7 weeks. Mary who felt that it is important for the group members to realise that they are making a dramatic lifestyle change organised input from two of her co-workers in Health Promotion in ECAHB, Deirdre Walshe, Community Dietician and Jim Gorman, Physical Activities.

Each week the members of the group discussed topics such as their smoking habits, difficulties of trying to stop before, dealing with stress, cravings, weight gain and relapse to name a few. A great dynamic developed within the group with different members supporting each other and sharing their experiences. The success rate was well beyond our expectations with almost half of those who began the programme now non-smokers. Spurred on by our initial success and continued interest, as I have said, we intend running another 7 week programme starting March 11th 2003 and will be in the canteen On Ash Wednesday 5th March. The time and venue is intended to remain the same, so if you are interested or even thinking about stopping smoking please contact me, Maria Keatley at 6352786 or occupationalhealth@ehss.ie

We don't expect you to stop smoking the day you join the group. This programme is about your plan to quit smoking when it suits you!!!!

Irish Cancer Society

The Irish Cancer Society (ICS), established in 1962, is the national charity for cancer care in Ireland and is celebrating its 40th anniversary this year. The Society provides valuable patient care services including homecare nurses, night nurses, cancer liaison nurses and a support group network. The Society also provides patient and professional education and funds research.

Recent news from the Society includes Launch of Daffodil Day 2003. At a reception attended by over 350 ICS key volunteers, the Minister for Health and Children, Micheál Martin, launched the Society's 16th annual Daffodil Day on February 10th 2003.

Daffodil Day 2003 will be held nationwide on Friday March 21st. The day, centred around the sale of daffodils, is the Society's biggest fund-raising event. Funds raised through the campaign finance cancer nurse education, home care day and night nurses, psychological support nurses and a Cancer Helpline.

Speaking at the launch of Daffodil Day, Mr John McCormack Chief Executive Officer at the ICS said, "Cancer affects one in three Irish people in the course of their life-time and presents enormous physical, psychological and socio-economic burdens on patients and their families. To go some way towards alleviating this burden the Irish Cancer Society, primarily through Daffodil Day, will continue to work towards providing nationwide, evidence based, best practice cancer care."

Daffodil Day which was first introduced by the ICS in 1988 has raised in excess of €20 million over the last 16 years. Last year the Society raised €2.7 million and this year it hopes to exceed that figure.

The ICS is calling on the Irish public to support Daffodil Day, by 'buying a daff', by donating daffodils, holding a daffodil coffee morning or acting as a volunteer selling daffodils in the community or workplace. For further information please call the Daffodil Day office on CallSave 1850 60 60 60. The Irish Cancer Society thanks Bank of Ireland and 2FM unreservedly for their long-standing support of the Daffodil Day campaign.



Dr. John Armstrong, Consultant Radiation Oncologist, St. Luke's Hospital, Mr. Tom Finlay, Chairman, Irish Cancer Society, Mr. Micheál Martin TD, Minister for Health & Children and Mr. John McCormack, Chief Executive, Irish Cancer Society



EHSS SOCIAL CLUB

You will all be glad to know that we are still here and ready for a new year. Firstly we would like to thank all the Members for their support in 2002.

Below are some of the events we are organising in the forthcoming year:

GO KARTING

March 03

QUIZ NIGHT

April 03

5-A-SIDE FOOTBALL

will be starting in April/May 03

WEIGHT WATCHERS

is also starting in March 03 and all the details are available on the Intranet.

Please contact us any time with ideas or views on the Social Club. The Email address is socialclub@ehss.ie. As usual we welcome new members, application forms and deductions forms are available on the intranet under lifestyles/Social Club...



The last two events we enjoyed were the **Christmas Party** in the Aisling Hotel and the **Kiddies Party** on Christmas Eve. A big Thank You to everyone that helped with these. Especially Gerry Mescall for being Santa and Wendy Brown for organising the Christmas Party.

ENJOY THE EVIDENCE!



Survey

We are organising a survey in the coming month to help us arrange the events you are interested in. We would REALLY, REALLY appreciate if you could take ten minutes to fill this in as we need a little input from you to make the Social Club as fun as possible for the EHSS.

Photographs

Any pictures of your children taken on Christmas Eve are available to you from Aisling Regan, just mail aisling.regan@ehss.ie and we will arrange to get them to you.

Competitions

CALLING ALL CHILDREN OF EHSS EMPLOYEES!!

Get your drawings of a Shamrock to us and be in with a chance of winning Four Tickets to **Disney on Ice, Beauty and the Beast on Ice** at the Point Theatre, Dublin on Tuesday the 1st of April 2003 at 7.30 p.m.



Please send your entry to: Deirdre O'Riordan, Communications, Block D, Parkgate Street Business Centre, Parkgate Street, Dublin 8 by Monday 24th of March and a winner will be announced shortly after this date.

Win one years membership to Ireland.com



Question - Who is the editor of ireland.com.?

Competition entries before March 28th to; communications@ehss.ie or Communications Department, Park Gate Street Business Centre, Dublin 8.

A Weekend Away!

How would you like to spend the weekend in the luxurious Kilkenny Ormonde Hotel?

Win a €300 Voucher for the Kilkenny Ormonde Hotel by answering the following question.

Name the famous Cathedral in Kilkenny which was completed in 1285 and is the second longest cathedral in Ireland?

Send your answers to deirdre.oriordan@ehss.ie before

Celebrating 21yrs!

FIELDS OF DUBLIN - the name is synonymous with fine jewellery in beautiful designs, quality watches and giftware and above all unquestioning commitment to customer service. It is a reputation richly deserved, after all, Fields have been market leaders in jewellery retailing since 1979, celebrating 21 years in the 21st century.

To win a €100 voucher courtesy of Fields Jewellers in Dublin answer the following questions.

Name the seven locations in Dublin where Fields Jewellers can be found?

Email answers to deirdre.oriordan@ehss.ie by Monday March 31st and a winner will be picked out and

VERY SUSPECT!!



Name these two suspect gatecrashers at last years Christmas Party and be in with a chance of winning a Sharp GX-1 Mobile Phone courtesy of Cellular World Ireland.

The Sharp GX-1 is more than just a phone. The digital camera, with five exposure levels and a 2-stage zoom, will never let you miss that special moment again! Simply use the large colour screen as your viewfinder, point and shoot. With it's large memory, you can store up to 80 digital images on the phone, or download them to your PC. Or send them straight to your friends mobiles', using MMS.

Send the names to deirdre.oriordan@ehss.ie before Friday 21st of March and a winner will be picked and announced after the closing date.



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