



# SHAREDNEWS

ISSUE 10 Winter 2004



eastern health  
shared services



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## SHAREDNEWS ... *Your News*



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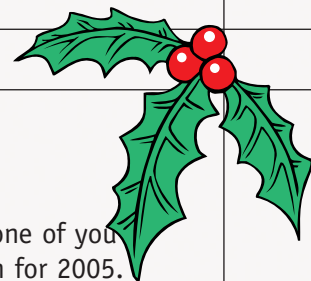
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## Christmas Message from Chief Officer



Valerie Judge.  
Chief Officer.

On behalf of the Management Team and myself, I would like to wish each one of you and your families a very happy and peaceful Christmas and every good wish for 2005.

Everyone has worked so very hard throughout the year, making sure that EHSS deliver a professional, efficient service to our customers. Without your commitment and dedication this would not have been possible and management team and I thank you for your efforts.

I hope you enjoy this Christmas edition of Shared News as we approach another year in Shared Services existence.

Merry Christmas to you all.

Valerie Judge.  
Chief Officer.

## Message from the Editor



Carmel Cullen.  
Organisation Development  
& Change.

Welcome to the Winter edition of Shared News. It is hard to believe that Christmas is upon us and we are approaching another new year.

In our winter edition we have really exciting news from the various Directorates, which we hope you, will enjoy.

As is usual in Shared News, we have some competitions for you, so put those thinking caps on and get your answers in to us as soon as possible – you know if you are not in, you can't win!! We have the results of our Autumn competition and many thanks to all those who participated.

Your input and feedback is always welcomed and is an essential part of making this newsletter **your** newsletter. Your views and comments are always welcomed. Please forward your contribution to the Communications Department:

Communications Department, Eastern Health Shared Services, Parkgate Street  
Business Campus, Parkgate Street, Dublin 8.

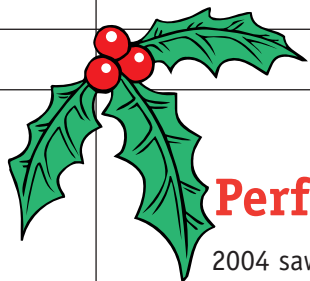
Email: [communications@ehss.ie](mailto:communications@ehss.ie) or [carmel.cullen@ehss.ie](mailto:carmel.cullen@ehss.ie)

I would like to take this opportunity to wish all our readers and their families a very happy and peaceful Christmas and prosperous New Year.

Happy Reading...

Carmel Cullen.  
Organisation Development & Change.





## Performance Management Update – December 2004

2004 saw the introduction of a team based Performance Management System in the Health Service. Performance Management was introduced to promote, enhance team working and to ensure that the services being provided are properly planned, while being subject to regular review.

As the year draws to a close here is the update on Performance Management in EHSS.

Eleven teams piloted the programme nationally, with four teams from EHSS – Training and Development, Receipts, Customer Relationship Management (ICT) and Vaccine Logistics (Procurement and Materials Management). The Team Leaders were: Declan Hynes, Paula Hynes, Tom Gordon and Philip Browne.

The HSEA commissioned an independent initial evaluation of the process in April 2004 and monitored progress throughout the year. EHSS, as part of its support process provided independent training and facilitation including feedback sessions in September 2004 for all participants.

Nationally there has been a very positive response, indicating that planning and organising work on a team basis is really making a difference. Some difficulties have been experienced in the initial time investment required in the front line critical areas but the benefits accruing more than make up for this.

Those involved in the pilot in EHSS have said that;

- "Performance Management has made us more aware and more conscious of getting things done. It has made the Department more efficient. Initially we were very apprehensive as we are a very busy section. However it wasn't as bad as we thought and has actually helped with our work."
- "It's great to be actively involved in the whole process. You get a broader perspective on work."
- "The pilot is working well. It has improved team communications and focused the mind on productivity."
- "The sessions with the external trainer provided

a good focus and got us moving. Everyone is involved and we are all getting on with it. Performance Management related to the work we are doing already so the knowledge base is there."

A number of areas have been highlighted for improvement:

- Links to service plans
- Access to wider expertise
- Implementation difficulties in acute hospitals
- Clearer documentation
- The need for a consistent approach to training
- Links with other processes eg. Personal development plans.

Performance Management is now being rolled out further by the Health Services Employers Agency (HSEA) on a phased basis. More teams from each directorate in EHSS are getting involved.

These are:

Organisation Development and Change – Human Resources & Facilities Management, Superannuation, Regional Library, ICT Advocates Group, ICT Call Centre/Desktop Support, Accounts Payable, Property and Capital Projects and Materials Management, with additional sites currently being identified.

If you're involved in the process you will have the opportunity to identify your key objectives for the coming year and the mechanisms available to reach them. Teams will review their progress under the leadership of the team leader every quarter. In addition those who have participated in 2004 will be available as an additional resource for the new pilots.

Each person involved will be invited to contribute ideas and suggestions to their team and work with them to achieve shared objectives.

### Next Steps

Training is currently being identified for the new sites and will be delivered early in 2005. Training will be provided for team leaders and members to provide the skills essential to participate fully.

Amanda Pathe  
Human Resources  
Organisation Development and Change



## New Email addresses in January - to reflect HSE

Almost everyone has an email address within business these days, and the health services are no different. The email address also identifies where we work and as from January 2005 all employees of the health services will be working for the same organisation – Health Service Executive – it is important that our email addresses should reflect this change.

ICT Services within EHSS have been working very hard on this project. Pat Thornton and Eoin Darcy and their teams have managed this process for the HSE. This has been a huge task. Starting in October this year, many meetings were undertaken with other email Administrators throughout the Boards. All users of email had to be identified with first names, second names and surnames to be confirmed for all employees.

ICT were charged with finding both a technical and business solution for generating new email addresses for every employee within the Health Service



which did not reference their current board or agency and which was unique across the health service.

The solution found was to indicate each board with a letter from the alphabet. This means that each employee within EHSS will have a new email address for example: [eoin.darcy@mailk.hse.ie](mailto:eoin.darcy@mailk.hse.ie). With the new conventions, every email address across the Health Service Executive will have the same structure and be unique.

## Calling all Children of EHSS Employees

Well children if you were wondering what to do over your Christmas Holidays – why not get your creative hat on and draw or paint a picture not greater than A4 size, of

### A Christmas Scene

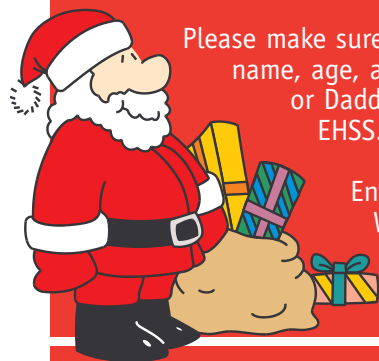
You will be in with the chance of winning two cinema tickets for Blanchardstown.

Please send your entries to: Communications Department, (Childrens Competition), EHSS, 3rd Floor, Parkgate Street Business Centre, Dublin 8.

Please make sure you let us know your name, age, address and your Mammy or Daddy's name that works in EHSS.

Entries should reach us by:  
Wed 19th January, 2005.

Merry Christmas.



## Win a €100 Shopping Voucher

Fancy a €100.00 voucher for Liffey Valley Shopping Centre?



Why not enter our competition!!

Simply forward a photograph, or painting that represents the

### New Year for you

Send your entries to:  
Communications Department, (Adult Competition), EHSS, 3rd Floor, Parkgate Street Business Centre, Dublin 8.

Entries should reach us by: Wed 19th January, 2005.

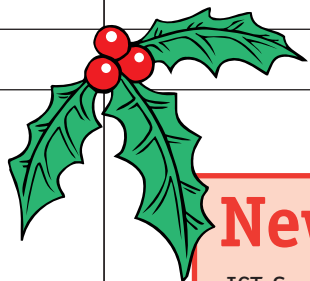
Winners of the Autumn Competitions were:

Children: Robert O' Leary Up to 7 years of age  
Keeva Farrelly 7 – 12 years of age

Adults: Susan Furness & Mary Mc Camley

Many thanks to all who entered, and congratulations to those who won.





## News from ICT – training

ICT Service's have recently initiated a programme to up skill staff to support our Microsoft environment. Under this scheme ten staff from Operations & Support have commenced intensive training to obtain the Microsoft Certified Systems Engineer (MCSE) and the Microsoft Certified Professional (MCP) qualifications. In addition to this initiative ICTS has made significant progress in rolling out the ICS Skills Cert programme to all staff. These qualifications have become the "gold standard" for many public and private sector organisations and represent a significant step forward for EHSS ICT

in moving towards its goal of establishing a highly skilled workforce that can compete with the "best in class".



## BS 7799 / ISO 17799

As part of the PACE initiative for 2004 , ICT Services has undertaken a major project to develop and implement an Information Security Management System ( ISMS) that is in line with the British Standard 7799 (BS 7799) and the International standard (ISO 17799).

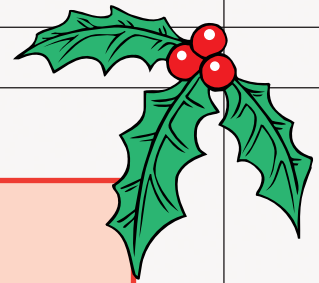
Both BS 7799 and ISO 17799 are the two foremost internationally recognised standards for Information security. Both standards are comprised of 127 controls and best practices, which are organised into ten major sections, each covering a different topic or area. The ten sections are:

1. Security policy
2. Organisational security
3. Asset classification and control
4. Personnel security
5. Physical and Environmental security
6. Communications and Operational management
7. Access Control
8. Systems development and maintenance



9. Business Continuity management
10. Compliance

The development of an Information Security Management System will help us ensure the confidentiality, integrity and availability of all the electronic information that is used and stored throughout the Eastern Health Shared Services.



## IT Infrastructure Library (ITIL)

Recently ICT Services have commissioned a third party consultancy to undertake a GAP analysis of our current IT services against ITIL, which is the accepted industry benchmark. This work was carried as part of the PACE initiative for 2004.

The IT Infrastructure Library (ITIL) is a comprehensive set of "best Practice" guidelines from around the world, covering all the aspects of IT Service Management and Delivery. ITIL promotes a quality approach to achieving business effectiveness and efficiency in the use of Information systems. All the ITIL processes are intended to be implemented so that they underpin, but do not dictate the business processes of an organisation. ITIL consists of seven core modules, which makeup the ITIL Framework. These seven modules are as follows:

- Service Delivery
- Service Support
- ICT Infrastructure Management (ICT IM)
- Planning to implement Service Management
- Application Management
- The business Perspective
- Security Management

The adoption of ITIL will lead to a high quality of IT Service Delivery, Consistency of Service and better Business IT alignment.



## New Babies

Congratulations to Susan Grainger and her partner Larry on the birth of their baby daughter Sophie, a little sister for Graham.



## Congratulations

Congratulations to Robert Cooke, ICT Services on receiving his Masters of Science in Health Informatics, awarded by Trinity College.





## Update from Procurement and Materials Management

**Eastern Health Shared Services Awards the First Contract in the Health Sector for the Supply of Packaging Materials for the Transportation of Infectious and Diagnostic Specimens.**

The Carriage of Dangerous Goods Regulations is effective from the 1st January 2000. This Act means to supersede all previous Irish dangerous goods transport legislation. The Act implements the EC ADR Framework Directive.

The Directives aim to harmonise all EU Member States' control on the movement of dangerous goods within national boundaries in addition to trans-boundary movement

The Carriage of Dangerous Goods Regulations is effective from the 1st January 2000. This Act

and unloading of the dangerous goods in relation to their carriage.

They impose duties on the consignor and the carrier of the dangerous goods and also on the driver of the vehicle carrying those goods. They contain requirements for the vehicle, tanks, containers, receptacles and packages containing the dangerous goods during their carriage. They require that the drivers and others, involved in the carriage of the dangerous goods by road (including their loading and unloading) are adequately trained and, in the case of drivers,



means to supersede all previous Irish dangerous goods transport legislation. The Act implements the EC ADR Framework Directive.

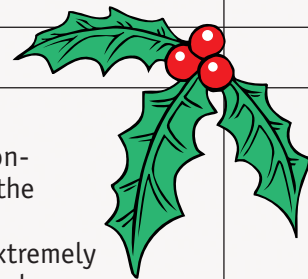
- SI No. 492 of 2001 – Carriage of Dangerous Goods by Road Regulations 2001
- SI No. 493 of 2001 – Carriage of Dangerous Goods by Road Act 1998 (Appointment of Competent Authorities) Order 2001
- SI No. 494 of 2001 – Carriage of Dangerous Goods by Road (Fees) Regulations 2001
- SI No. 495 of 2001 – Carriage of Dangerous Goods by Road Act 1998 (Commencement) Order 2001.

The Carriage of Dangerous Goods by Road Regulations (SI No. 492 of 2001) apply to the carriage, both in Bulk and in Packages, of dangerous goods by road, including the loading

hold certificates of such training. They also contain provision on an EC harmonised approach to the road aspect of their enforcement.

The main purpose of the dangerous goods regulations is to protect drivers, crew members, the public in general, property and the environment, from any risk that may be posed by goods with potential to create danger in transportation. The introduction of this legislation now places a responsibility on all parties involved in the transport of potentially hazardous material to comply with the legislation in full.

This new legislation is more far reaching than previous laws. It covers the full extent of the supply chain from loading and transportation to unloading. All staff along the way from consignors through to drivers and materials handlers at both the beginning and end of the journey in question must be trained in the



correct procedures. They are also obliged to ensure that all packaging is fully compliant and carries all requisite data including name and address of sender and details of what is being carried. All drivers must have relevant documentation available for inspection by Health and Safety Authority or other enforcement officials or be liable to on-the-spot fines.

The legislation has created significant additional costs for affected organisations in other countries within the EU where it has been in effect for some time. For example, with regard to the despatch and transportation of specimens from hospitals in the UK, and particularly if they are sent as “infectious”, the cost increased from around 50p to well over Stg£7.00. There would also be an additional transport cost. Currently, in

a result of non-conformance through non-disclosure or any other failure to meet the requirements of the legislation. The ramifications of non-conformance are extremely serious for both companies and individuals alike. The cost increases come through the provision of staff training and in meeting the various vehicle requirements.

Given the vast range of potential risks to public and employees alike during the transportation of dangerous or hazardous goods, there is no doubt that it is in everybody's interest to adapt a “best practice” approach to the issue and ensure that staff are fully trained in all relevant procedures. It is also vital that only industry-recognised standard packaging that confirms to regulations is used and that all-vehicular



the Eastern Regional Health Authority Areas the transportation of specimens is costly approximately €18.00 per collection. These collections have to be made by courier/transport companies who meet the new requirements laid down under the legislation.

There is no doubt that the new legislation will result in a significant increase in costs for all parties involved. Consignors will be obliged to pay more for packaging and transport due to more stringent specifications e.g. from a jiffy bag to a triple pack for the transport of blood products. Transport companies will charge more because they are now obliged to ensure that relevant staff are fully haz-chem trained and that in some cases clearly marked dedicated vehicles are used where required.

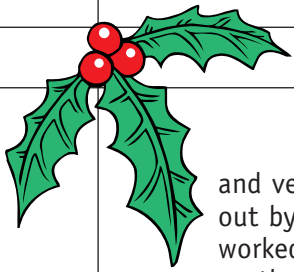
Any business or individual whose activities come under this legislation will be affected by it and will face increased fines or even imprisonment as

requirements are met. While this will obviously impact on costs in the short term, it will contribute to a safer environment for all in the long run.

Health agencies and Transport companies will also have to avail of the services of a Dangerous Goods Safety Advisor (DGSA) to analyse the potential risks involved and implement training and other programmes, to ensure that they are fully compliant.

Procurement and Materials Management Eastern Health Service acting as agents for the Health Boards in the Eastern Region and the Mid Western Health Board undertook a tendering process in April 2004 and a contract was awarded to MEGA-PACK Limited in the U.K. for this packaging. Prior to going to tender Procurement and Materials Management had to learn about the compliance procedures to instigate a training programme for our clients





and vendors. As part of the research carried out by Procurement and Materials we worked closely with our DGSA Mr. Willie Roban on the following:

The Regulations imposed certain obligations on both our client organisations and service providers which included the provision of specialist packaging and transportation requirements.

Procurement had to undertake research to establish what packaging was available on the market that was compliant with the legislation.

As part of our research we encountered problems with the Laboratories in that they have limited space and would be restricted in

These trials and testing took up to six months in some circumstances, as this was an area nobody had ever been involved in before.

The initial packaging selected was deemed not good enough but the concept we developed worked perfectly. We then had to source improved packaging to work with the concept we developed to enable us to develop a specification for the tender.

In August this year Procurement and Materials Management was requested by the Northern Area Health Board to implement a tender process for medical courier service for GP's in the Northern Area for specimen collection and delivery to laboratories. The tender process commenced on the 25<sup>th</sup> August 2004 and was completed on the 11<sup>th</sup> October 2004. A contract was awarded to



the type and amount of packaging they accept from the GP'S and the Aids and Drug Services.

Procurement set about developing a packaging system that would meet the requirements of all our clients and the Laboratories.

As the legislation required that specimens that were covered by the legislation had to be packaged in three types of packaging i.e. primary, secondary and outer. We developed a concept on one system that would suit the different requirements of all the services and the Laboratories.

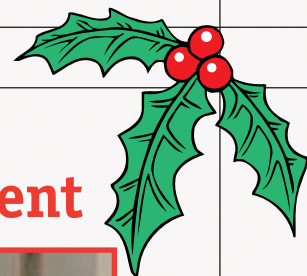
The stages outlined above took a considerable amount of time to develop with meetings with various groups, vendors and trials and testing in the three Area Health Boards to be carried out to eventually arrive at the system of packaging selected.

First Direct Medical Courier Services and the contract is due to commence shortly.

As part of the contract the successful company was obliged to provide Awareness Training for Health Board staff on the Transport of Infectious/Diagnostic Substance and this commenced in November in the Northern Area with GP's and staff attending a number of sessions in various locations in the Board.

The Boards now have a fully compliant packaging system that meets all their requirements and this has been contracted for at a competitive price.

Jim Kearney  
Procurement and Contracts Manager  
Procurement and Materials Management  
EHSS



## Update from employee services – Recruitment

Recruitment Services continues to respond to the needs of their client organisations in line with their mission statement. Activity has increased significantly in this year particularly in the Management and Admin, and Nursing areas. They have demonstrated the ability to re-act positively to demands on the service.

A Nurse Recruitment campaign commenced in February 2004 and is continuing. This campaign involved an intensive advertising campaign and is concentrating on the local market. The original advertisement won an Independent Newspapers Advertising Standards Award. The campaign has resulted in 77 nurses being recruited and 90 in progress, for our client organisations to date.

Recruitment Services was nominated nationally to be the central applications centre for the 2004 intake for sponsorship of Student Public Health Nurses. This was a new initiative which proved to be a huge success. This task was successfully completed on behalf of all health boards and they have been asked to undertake this process again.

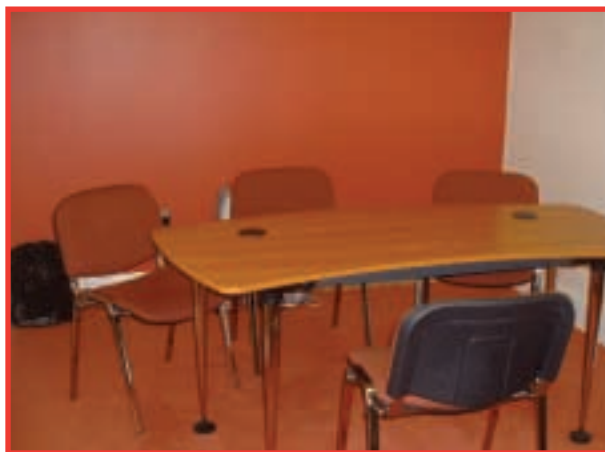
The Evaluation of Selection Methods has continued with a final report with recommendations to be published in late 2004.

The review of recruitment policies and procedures have proved very beneficial ensuring an improved quality of service.

A candidate charter formalising Recruitment's commitment to the candidate has been finalised and will be sent to all candidates.

A Service Level Agreement was agreed with client organisations and Recruitment Services strive to ensure all timeframes are adhered to.

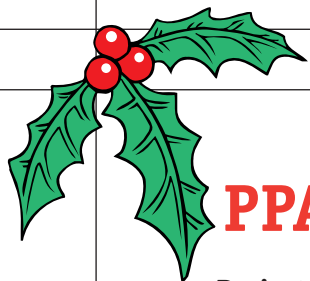
The development of the interview suite in Dr Steevens' Hospital that commenced in late 2003 was completed and has been in full use since March 2004. This has been hugely beneficial in promoting



Recruitment Services and its client organisations as well as improving the quality of the service provided.

We have continued to work on the development of a national e-recruitment system. While we continue to strive to improve the quality of our services we are hopeful that this system will facilitate further process improvements and enhance the quality of the information available to management. This system will be available in 2005.





# PPARS

## Project Background

PPARS stands for Personnel, Payroll And Related Systems.

PPARS uses the SAP HR software package, which is an enterprise resource planning (ERP) system. An ERP system is a software system that links different operational activities, such as HR and Finance. PPARS is the largest SAP HR implementation in Ireland.

## The PPARS Vision

To develop a fully integrated Human Resource system inclusive of Payroll and attendance / absence management, which would meet the requirements of a modern dynamic Human Resources function.

## Key Changes for You

### New Time Recording Process

A new process for recording actual time worked by all employees will be put in place also. The national agreed strategy for PPARS is to delegate the recording of actual time to the lowest possible level e.g., at unit/ward level.

### New Payslip

A new payslip will be introduced as a result of the implementation of SAP HR under PPARS Phase II. Details of the new payslip will be communicated in more detail at a later stage of the project.

### New Forms & Processes

#### **Time**

Phase II will introduce a new SAP time returns form. The new SAP Time Form will be pre-populated with relevant employee names, personal numbers, grades, and rosters, and will be completed by a Time Recorder/Local Manager on a weekly basis. This form will replace the Blue Time Returns when PPARS goes live.

#### **PA/OM**

A number of PA and OM forms & processes have also been updated as a result of the PPARS implementation. All changes will be communicated in detail at the appropriate time.

#### **Expenses**

A new summary level expense form has been devised in line with the changes associated with the implementation of PPARS. This form is structured in a way that optimises the input of information into SAP.

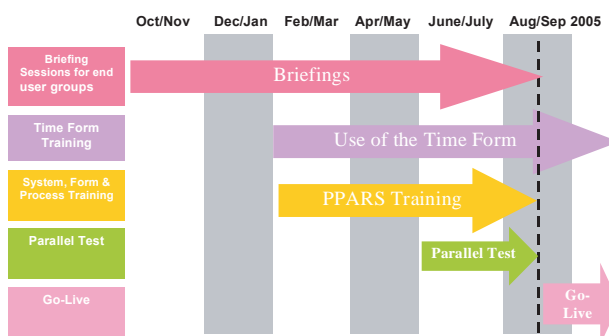
## In-house Payroll Function

The management of the payroll function will be managed within the EHSS, without the need of a third party.

## Project Activity Timings

A number of milestone activities are planned over the coming months, leading into Parallel Test and Go-Live in Sept 2005.

The main activities are outlined below:



## What is happening now?

At the moment the PPARS project team are busy with a number of tasks in preparation for go-live.

- Our Business Analysts (BAs) are conducting visits to all areas across the Eastern Region validating a range of information.
- Our Local Change Team (LCT) members are gathering information relating to location and qualification allowances to automate payments.
- Our training team held a number of training pilots in November to trial the planned time form training course, which is one of the many training courses due to begin in early February 2005.

Look out for our Information Leaflet that will be distributed in the coming weeks.

## Contacts

If you have any further questions about PPARS, please contact the project team:

### **PPARS Project Manager**

Fionnuala O'Brien

01- 635 2843

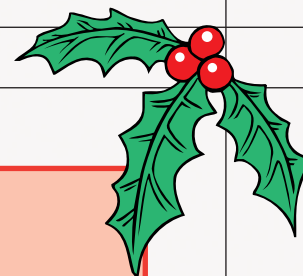
### **PPARS Change Lead**

Peggy Rose Craddock

01-635 2847

Also, check out the EHSS Intranet for more project information at  
<http://ehssnet/PPARSProject/>





## Training & Development

Training and Development, in partnership with The Mater and Beaumont Hospitals a number of employees from EHSS took part in a series of Outdoor Team Building Days in the Picturesque Wicklow hills in September. The initiative was part of an ongoing project funded by ERHA under the Action Plan For People Management (APPM), the blueprint for developing HR services with the Healthcare Sector.

The objectives of the programme are:

- To engender and strengthen the team spirit within the Department
- To give staff members a better understanding of 'Group Dynamics'.
- To demonstrate the positive attributes which individual temperaments bring to teamwork.
- To improve internal communications.
- To development the analytical skills of individuals & the team.

Following each exercise each team was asked to provide feedback on:

- What overall impression the exercise had on you.
- If you felt it was relevant in the context of team

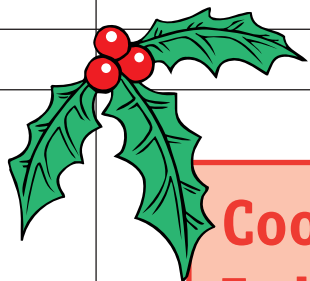
building and group dynamics.

- If all the objectives were achieved.
- What improvements could be made to improve the exercise as a training and development tool?

The programme was arranged and delivered by volunteers from all three agencies with particular input from Mr. Peter Murphy from the Mater Hospital. Peter has a military background which was further supported by the Training Consultancy firm "Thrive". The day consisted of a series of tasks and challenges based around working successfully as a group or team. The feedback was excellent with the responses been very encouraging to plan further series of events in the spring, watch this space.

Unfortunately we didn't have a camera on every occasion so a special thanks to our other volunteer group form Employee Services, Kim Hayes, Marguerite Beegan, Tommy Gorman, Jim Bolger, Chris Costello and Stephen Dunne. The photos below speak for themselves and it wasn't just the blind leading the blind, each exercise was evaluated with interesting results!!!!!!



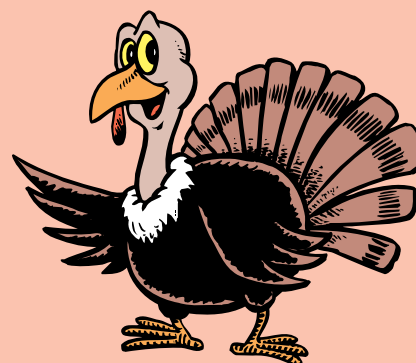


## Cooking Delights

### Turkey-Broccoli Pie

#### INGREDIENTS:

- 2 cups leftover dressing
- 1 (10oz) pkg frozen broccoli spears
- 2 tablespoons butter
- 2 tablespoons flour
- 1 1/2 cups milk
- 1/2 teaspoon salt
- 2 cups roast turkey, cubed
- 1/4 cup giblet gravy, optional
- 1 hard cooked egg, chopped
- 6 gingersnap cookies, crumbled



#### PREPARATION:

Line a 9-inch glass pie plate with dressing. Cook broccoli till barely tender. Place broccoli spears over dressing, spoke fashion, with heads resting on edge of plate. Split large spears to make uniform. Make white sauce of butter, flour, milk, and salt. Stir in turkey, gravy and egg. Carefully pour mixture over broccoli. Sprinkle crumbs over top. Bake at 350 degrees F. for 20 minutes. Yield: 6 servings.

## Turkey Pie

#### INGREDIENTS:

- 1/4 cup butter
- 1 1/2 pounds ground turkey, shaped into 1-inch balls
- 1 large onion, thinly sliced
- 8 ounces fresh sliced mushrooms
- 1/2 cup dry white wine
- 1 can (10 3/4 ounces) condensed cream of mushroom soup
- 1 1/2 cups frozen peas and carrots, thawed
- 1 egg yolk
- 1 tablespoon water
- purchased or homemade pie crusts for 2-crust pie

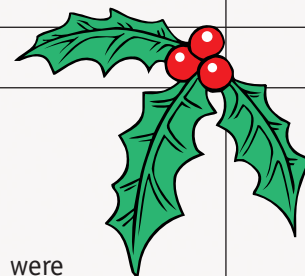


#### PREPARATION:

Melt butter in a large skillet over medium heat. Add ground turkey balls. Cook until lightly browned, gently shaking to brown all sides and keep balls round. Remove turkey to a bowl with a slotted spoon. Add onion to the pan drippings and sauté for 2 minutes. Add mushrooms and continue to cook until mushrooms are tender. Remove vegetables to a bowl. Add wine to the skillet and stir to loosen browned bits. Add soup; bring to a boil. Stir in peas, turkey, onions, and mushrooms. Remove from heat.

Preheat oven to 425°. Blend egg yolk and water in a small bowl. Prepare pie crust. Line a 9-inch pie plate with pastry, leaving about a 1-inch overhang. Fill pie with turkey mixture. Brush edge of pastry with egg yolk mixture. Arrange remaining pie crust over the filling. Press top and bottom crusts to seal and flute edge of crust. Brush edge with more egg yolk mixture. Bake 30 minutes, or until golden brown.

Serves 6.



## Operation Christmas Child 2004

EHSS Social Club organised 'Operation Christmas Child' on behalf of Goal of the organisation. It has been a huge success and exceeded all expectations, as explained in this short diary of events by Triona and Nell Marrinan of Financial Services, Parkgate Street.

'While chatting over coffee one morning this October, the topic of Operation Christmas Child came up; Nell was explaining that her daughter's school was collecting boxes. She explained that all boxes collected would be sent to children of all ages in poverty stricken countries such as Armenia, Azerbaijan, Belarus, Ukraine, Hungary, Romania, Serbia, Croatia and Mozambique. We were discussing getting some boxes organised to pass on to her when I suggested we circulate an email around the health board. Only expecting to receive about twenty replies, I asked Nell would she help me and she agreed. Little did we know then what we were letting ourselves in for!

We circulated the email throughout the Health Board and over the next two days were bombarded with e-mail's and phone calls, the response was unbelievable, individuals ringing wanting to take part, and groups emailing looking for more information, we were blown over by peoples excitement.

By the second day we had received emails from the ECAHB, NAHB, SWAHB, EHSS and ERHA. We were hearing from people of all age's shapes and

sizes. It was a little worrying because we were planning on storing all the boxes under our desks, and it looked like we were going to need a new office at this rate!

So Our deadline eventually arrived and we received two boxes before tea break, by lunch time my desk had disappeared, and by evening time we had relieved our porter Jim of his trolley, Quality Assurance of their stationary room, and had all the girls in the office checking for the €3.00 cover charge and wrapping any unwrapped boxes, it was a proper little Santa's Grotto.

**On our final count we had collected a total of 186 boxes, and €90.00 in Donations!**

As an experience, Operation Christmas Child was a challenge, but it was also a tribute to how willing people are to help other people in need. We cannot get over the generosity of everyone who took part.

Thank you all who got involved for your help and Generosity, thank you to everyone who sent in a box, thank you to all the girls in Finance who I'm sure are expert gift wrappers at this stage and finally thank you to all the porters who transported the boxes to Parkgate Street, we really appreciate the effort lads!'

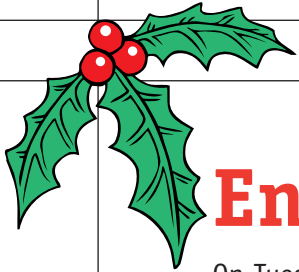
**Have a wonderful Christmas and a Great 2005!  
From Triona and Nell Marrinan**

## Partnership Competition Results



EHSS, Partnership Committee are happy to announce Susan Donnelly, ICT Services as the winner of our recent competition. Many thanks to all who submitted an entry to this competition. The committee hope you found the information on our partnership intranet page useful and we hope you will reference the page on a regular basis.

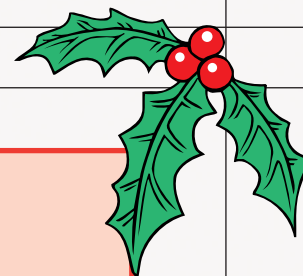




# End of Year Celebrations for EHSS

On Tuesday 14th December, EHSS had an end of year celebrations event. This was to mark the achievements of 2004 and to welcome the year ahead and was held in the Boardroom of Dr Steevens Hospital. Many thanks to all who attended the event as a good night was had by all.





# Networking Internationally

## South Africa

In November last, a delegate from South Africa's Health Shared Services visited EHSS to see how we as an organisation conduct business. This was the second delegate to visit from South Africa within the last two years.

Although the visit was relatively short, the knowledge sharing was of most benefit to both EHSS and our visitors.





## Derek Dockery Awards 2004

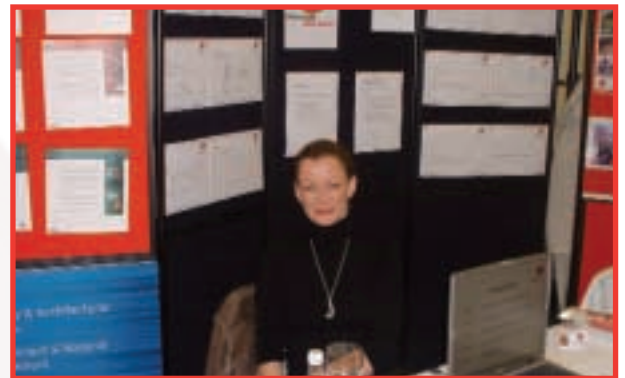
The Derek Dockery Innovation Awards were established in memory of the contribution to the health services of the late Derek Dockery. Derek who worked for the ERHA at the time of his death, was a former Chief Executive of the Children's Hospital, Harcourt Street and the Meath Hospital and also worked in a number of other voluntary hospitals as well as

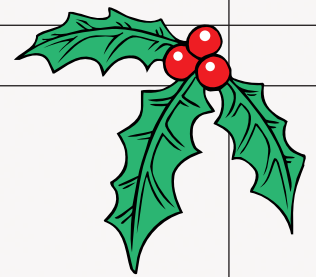
contributing extensively to the on-going education and development of staff in the health services.

This years prizes in each of the four categories of the competition and the overall award were presented by Mr Kevin Kelly, Chairman of the Interim Health Services Executive.

Category:	Winner:
1: General Innovations in the Community to promote Principles of the Health Strategy	Rotunda Hospital: Baleskin Outreach Clinic for Pregnant Asylum Seekers.
2: General innovations in health facilities to promote principles of the health strategy	St. James's Hospital Chest Pain Assessment Unit.
3: Equality Promoting Initiatives	Children's University Hospital, Temple Street-Celebrating Diversity.
4: Innovations in management and administration of services or support including innovative use of technology/communications	St. James's Hospital - Development Of A Hospital-Wide Performance Indicator Programme.

EHSS had a number of entrants to the awards: Introduction of Payroll Helpdesk, ICT Disaster Recovery Programme, Selection Methods and Recruitment Techniques Training, PACE Programme. Many thanks to all involved for their hard work on the submissions.





# Health Services Print & Design



When your department needs a new form designed, letterheads or compliments slips or a new leaflet to advertise a particular service, if a seminar or information meeting is organised and you need advertising material - We are here to assist you.

As the print and design "in-plant" service for the Eastern Regional Health Authority, we offer a complete service to users from the design stage, through the printing process to the finished product controlling all steps in-house.

Formerly EHB Print, set up in 1979 and originally situated in St. James's Street Hospital. Prior to this all printing was produced by the Government Stationery Office. In 1991 EHB Print was growing steadily and moved premises to the Westlink Industrial Estate, Kylemore Road, Dublin 10. We have the latest modern equipment operated by a skilled and enthusiastic work force to achieve the highest standards.

Our creative design team working with state-of-the-art equipment produce creative, objective driven corporate image solutions for any business requirement.

We specialise in single and full colour printing and offer a vast range of products to meet all your advertising needs. A list of our products can be found on the inside back page.

## **Service Include:**

Print & Design Advisory Service  
Design  
Printing  
Print Finishing

As part of EVE Ltd, we also provide supported work for people with disabilities. Eve is a subsidiary of the Eastern Regional Health Authority providing a range of person-centre services in the Eastern Region. EVE caters for about 1000 people, most of whom experience mental health difficulties. EVE comprises of 24 centres in Dublin, Kildare and Wicklow. They also provide services for people with intellectual difficulties, Asperger Syndrome, physical and sensory disabilities.

Our hard working print finishing team engage in collation, perforation, numbering, stitching, folding and drilling. Also our service users help out in administration and archiving duties. We organise regular outings with our service users as part of their rehabilitation.

We carefully monitor all new technological advancements in the printing industry and invest accordingly, providing hi-tech modern machinery. You can be confident that we will produce a top quality product at the lowest possible price and delivered to you on time with our recent expansion of our delivery service nationwide.

We would like to take this opportunity to wish all our customers a Merry Christmas and A Happy New Year.

Unit 13, Westlink Industrial Estate, Kylemore Road, Dublin 10  
Tel: (01) 626 3447/626 6726 Fax: 626 3159 email: [print.design@erha.ie](mailto:print.design@erha.ie)  
<<http://ehssnet/PrintService/HealthServicesPrintandDesign/>>





# The Bureau

The Bureau is an Occupational Service Centre set up in 1993 by EVE Ltd, situated on the Lower Ground Floor of Dr. Steevens' Hospital. EVE is a wholly owned subsidiary of the Eastern Regional Health Authority (ERHA) providing training to over 900 individuals in Dublin, Wicklow and Kildare.

Occupational Services offer individuals flexible and challenging opportunities to enhance both their personal and social development through a combination of structured occupational activities and support services which are both centre-based and community-focussed.

## **BUREAU MISSION TO FACILITATE PERSONAL DEVELOPMENT THROUGH THE PROVISION OF VALUED WORK OPPORTUNITIES IN AN INTEGRATED & SUPPORTED WORK ENVIRONMENT**

The Bureau has three main programmes (1) a work programme (2) a work experience programme and (3) a secretarial support programme.

### **WORK PROGRAMME**

The Bureau is responsible for the management of 16 placements for people with disabilities. Within this programme there are a number of integrated supports including the Person Centred Planning Process (PCP) and the assignment of a Keyworker which together assist the multidisciplinary teams support individuals in making informed choices. Multidisciplinary teams are drawn from psychologists, psychiatrists, GP's, house parents, family and friends, keyworkers, social workers and community psychiatric nurses. These teams support people in their placement and help them maintain good mental health throughout their time in The Bureau.

The Department of Health and Children under Shaping a Healthier Future, drafted a Code of Practice for Sheltered occupational services. In order to comply with requirements, it will necessary to enhance our existing programmes. With this in mind a pilot personal development (PD) project commenced in the later part of 2004. The PD project will be evaluated in January '05. The information from the evaluation will inform future developments in the Bureau.

### **WORK EXPERIENCE PROGRAMME**

A four-week work experience programme was

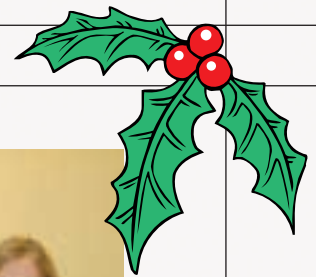
designed by The Bureau in 1995. In the last decade more than 80 people have come through this programme. Some have moved into supported or open employment, others have undertaken further training, but for those who choose to stay with us, The Bureau has become a journey in their personal development "I like the varied type of work, the friendly atmosphere, and being able to see the job right through. . . I like the fact that quality control is so important here because it gives us and the customers confidence in the work we do", David O'Neill, Team member.

The work experience programme is designed for people who wish to experience work in an integrated environment. It aims to increase independence, up-skill people in work related skills and introduce or re-introduce people to the work environment.

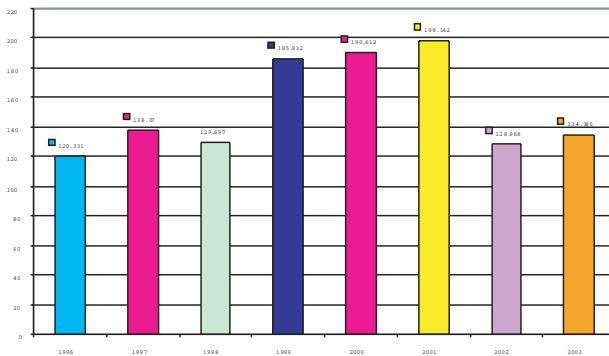
Referrals come from the EVE Advisory group, the Regional Training and Guidance officers in the NAHB, SWAHB and ECAHB and directly from Voluntary bodies e.g. NTDI, RehabCare, St. Vincents Hospital and Cara Chesire House. On completion of the programme, people receive a certificate and evaluation which can be used to identify capabilities for external employment. There is a waiting list for this programme at present.

### **SECRETARIAL SUPPORT PROGRAMME**

The Secretarial support service includes the provision of high quality, fast turnaround black and white and colour photocopying with print finishing including collating, stapling, binding, shrink wrapping, laminating and mail shots. We also manage a number of other contracts for Shared Services. Since 1996 production has increased considerably, reaching its peak in 2001 following the break up of the Eastern Health Board. (see graph below). The two most important elements of the secretarial support programme are (a) Quality Control and (b) a JIT Stock Control System. Our customer survey conducted in 1999 suggested that the service was "excellent and very professional" and "always reliable, predictable and of excellent quality", Following on from customer suggestions, a colour service was introduced in 2001. This has enhanced our capabilities and provided customers with more choice.



## Bureau Annual Sales 1996 – 2003



Bureau opening hours 9am – 4.30pm  
Monday – Thursday and 9am – 3.30 Friday. We  
close for lunch from 12.30 – 1.30 daily. A price list  
is available on the Intranet under Print Services or  
on request from The Bureau  
Tel: 635-2088, Fax: 6352083.  
e-mail address: bureau@ehss.ie  
Please note from January 1st at bureau@mailf.hse.ie  
EVE Ltd. website www.eve.ie

The following Team work in The Bureau  
**Manager** - Jacinta O'Reilly-Maloney

**Supervisors** - Eileen Allister, Caroline Kelly, and  
Lavina Cromer.

Peter Connolly  
Caroline Friel  
Anne Kelly  
Jacinta Loftus  
Thomas Leonard

Marie McKibbin  
Paul Newman  
David O'Neill  
Alan Ryan  
Anne Marie Roe  
Gary Tuffy

We would like take this opportunity  
to wish all our customers a very  
**Happy Christmas** and a  
**prosperous New Year.** Going forward,  
it is our desire to continue to serve  
our customers and team members  
throughout 2005 and beyond to  
their satisfaction!



Left to Right:  
Lavina Cromer - Supervisor  
Eileen Allister - Supervisor  
Caroline Kelly - Supervisor  
Jacinta O'Reilly Maloney - Manager

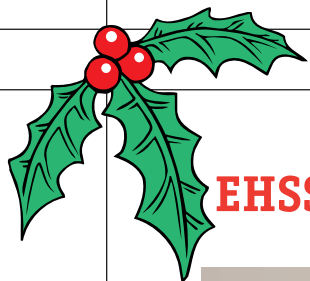


The whole team  
Jacinta O'Reilly Maloney - Manager  
Eileen Allister - Supervisor  
Lavina Cromer - Supervisor  
Thomas Leonard - Team Member  
Caroline Friel - Team Member  
Caroline Kelly - Supervisor  
Marie Mc Kibbin - Team Member  
Paul Newman - Team Member  
Jacinta Loftus - Team Member  
Anne Marie Roe - Team Member



Alan Ryan - Team Member





## EHSS Extends a Warm Welcome to our New Recruits



Breda Matthews      ICT Services



John Brophy      Health & Safety



Kieran English      ICT Services



Kieran Hayden      Training & Development



Nuala Flynn      Training & Development



Jim Bolger      Health & Safety

#### Advertising

Posters  
Flyers  
Brochures  
Newsletters  
Magazines  
Information Leaflets  
Reports

#### Stock Items

Liaison PHN Books  
Accounts Payable Vouchers  
Credit Vouchers  
Professional Fees Vouchers  
Telephone Message Pads  
Annual Leave Record Cards  
PHN Assessment Form  
Travel Expense Form  
Child Health Record Cards  
Confidential Nursing Folders

#### Cards

Appointment Cards  
Call Cards  
Time Tables  
PHN Cards  
Allowance Cards  
Occupational Therapy Cards  
Speech & Language Card  
Physiotherapy Cards

#### Forms

Fax Cover Sheet  
Hospital Charts  
Continuation Sheets  
SWA Forms  
Requisition Forms  
Invoices  
Application Forms for Sight  
Medical Card Application  
General Letters to Public

#### NCR Books

Duplicate/Triplicate/  
Quadruple Sets  
Admission Books  
Order Books  
Receipt Books

#### Envelopes

From A6 to A3 Size  
including freepost

#### Stationery

Letterheads  
Compliment Slips  
Business Cards  
Official Invitation Cards

# HEALTH SERVICES PRINT & DESIGN

Unit 13, Westlink Industrial Estate, Kylemore Road, Dublin 10  
Tel: (01) 626 3447/626 6726 Fax: 626 3159 email: [print.design@erha.ie](mailto:print.design@erha.ie)  
<<http://ehssnet/PrintService/HealthServicesPrintandDesign/>>

## The in-house printing service for the Area Health Boards

# A SERVICE WITHIN A SERVICE





**eastern health**  
**shared services**

**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:

- **Property & Capital Projects**
- **Employee Services**
- **Financial Services**
- **Information Communication and Technology**
- **Procurement and Materials Management**