

Rotunda *Delivery*



The Official Newsletter of The Rotunda Hospital

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New-Look Rotunda Website Goes Live

In keeping with the 2017 - 2021 Strategic Plan, Rotunda.ie will be one of the cornerstones of the Knowledge Platform that makes the Rotunda the go-to place for mothers, parents, families and healthcare professionals for reliable and trustworthy information related to pre-conception, pregnancy, women's health and healthy lifestyle choices.

The new look Rotunda.ie is designed from the perspective of a woman who is pregnant or hoping to be pregnant in the near future. The website redesign aims to use the information that was on the previous website, and in the maternity information pack, and structure it in a way that is more accessible to patients.

The new website aims to look more modern and inviting and the content inside is intuitive, easily navigable and fully optimised for the patient experience, especially on mobile.

The website is undergoing a 'soft launch', which means it will be monitored for any quirks

and quibbles in the coming weeks. One of the main advantages of the new site is that the Hospital has more control of the content and the layout than ever before. So, if you spot a typo or some outdated information, email news@rotunda.ie and it can be fixed immediately.

As part of the 'soft launch' there will also be a process of updating and re-evaluating the information on the site, focussing on how the information is presented and structured.

Are there clearer ways to communicate with patients and their families? Can more images or infographics be used? Is there knowledge and information gaps that can be filled with different techniques? What do the web-analytics say about how people use and navigate the site? How do the Hospital's patients feel about the new look?

Over the coming months, the Communications Committee will be in touch with various departments and groups to make sure the women the Hospital help are getting the best information in the best way.





Message From the Editor

Welcome to the Autumn edition of *Rotunda Delivery*. It's hard to believe that the summer is nearly at an end and we are heading into another Autumn. Since our summer edition quite a lot has taken place and we hope in this edition to highlight some of those key events and activities. We continue to have a dedicated e-mail address at newsletter@rotunda.ie whereby staff can forward articles they wish to have included in the newsletter, this is in addition to the current system where articles can be sent to any member of the editorial committee.

Our front page focuses on the development and improvement of the Rotunda Hospital website. The Hospital, over the past few months has been reviewing our website with a view to making it more user friendly.

In our news section we focus on the Rotunda Choir. In December 2016 the choir was part of a group of choirs that came together and performed for charity.

The Executive Management Team provide us with an update on the many on-going initiatives within the Hospital including the Maternal Neonatal Clinical Management System which is due to go live in November, and the relocation project to Connolly Hospital

The Rotunda Foundation keep us updated in the various funding raising activities and initiatives they are involved in, on behalf of the Rotunda Hospital over the course of the summer months and into the autumn.

In this edition in the "Over To You" section we focus on the catering department. Our newly appointed executive Chef Ms Joyce Timmins provides us with great overview of her career within the catering industry. Yoichi Hoashi, Catering Manager, sets out the catering departments key objectives.

In our Staff Development section, Cathy Ryan, Deputy HR Manager, explains the background to the "Hello My Name Is" initiative which will be launched in the Rotunda in October 2017.

Remember this is your newsletter and the Editorial Team always look forward to your suggestions on how to improve its content. Finally, I hope you enjoy the 2017 autumn edition and as always, find it both interesting and informative.

Kieran Slevin
Editor

Letters to the Editor

If you'd like to send a letter to the Editor, suggest a subject to be covered in our next issue or even write an article for us, please contact Kieran Slevin at kslevin@rotunda.ie or at ext 1777 or email newsletter@rotunda.ie

News

Health Voices Choir

By Sarah Morris
Rotunda Choir

The Health Voices Choir in November 2016 choirs from all across health services in Ireland came together to form the Health Voices Choir and recorded two songs for a charity Christmas single. The charity chosen was Pieta House. The two songs, *He Ain't Heavy (He's My Brother)* and *The Carol of the Bells* immediately went to the top of the download charts when released on iTunes. December 8th saw the launch of the Health Voices Choir CD at the *National Patient Safety Conference* in Dublin Castle where a number of the choir members performed for the conference attendees.

To celebrate International Women's Day, the Health Voices Choir came together again to perform *He Ain't Heavy* at the Royal College of Physicians in Ireland. In June a cheque for €17,000 was presented to Pieta House by representatives of the INMO, HSE and Health Voices Choir. The funds raised will go a long way towards sustaining services that help those who self-harm, are suicidal and those bereaved by suicide. The Rotunda Choir was one of thirty choirs to participate in the Health Voices Choir and we feel very proud to be part of such a wonderful project.

Not only did we get to sing with over 200 colleagues from across the country, we also raised vital funds for Pieta House. The Rotunda Choir will return from its summer break in the 14th of September. Practice is at 5pm every Thursday in the HR Meeting Room. New members are always welcome!



Photo Credit: Aiveen Ahern, INMO

Hospital Updates

Welcome to the Autumn 2017 edition of the Rotunda Delivery Newsletter.

Maternal Neonatal - Clinical Management System

Work continues on the MN/CMS project with a revised tentative "go-live" date on the 18th November 2017. Train-the-Trainer preparation is complete to ensure key staff have the relevant skills and knowledge to competently train and support other users on MN-CMS. Super Users have been identified as champions to support staff with the new system. Integration testing and migration work is continuing and we recognise the huge effort and commitment to date of all staff to the major change project.

Rotunda Relocation Project

The Connolly Hospital Development Control planning is in progress and we look forward to having the site option for the Rotunda identified. The EMT will keep staff updated on any other further developments in relation to this project over the coming months and into 2018.

Rotunda Campus Improvements

Planning permission has been received for the three-storey modular build, which will incorporate an extension to the Assessment and Emergency Unit, a new recovery area in Theatre, and an upgraded emergency obstetric theatre attached to the Delivery Suite.

It is expected that tendering documents for the modular build will be sent in the coming weeks with a start date for work to commence in the first half of 2018. Included in the above tendering documents is the refurbishment of the delivery suite.

There is also a plan to upgrade Room 19 in pre-natal on the 2nd floor which will allow FAU expansion into this area. This work will provide space for the relocation of four beds from the current 13 bedded facility in the



NICU into the back of the current FAU with resultant improvement in spatial capacity of the unit. It is anticipated work will commence in the 3rd or 4th quarter of 2017. Essential maintenance work also needs to be undertaken in the main NICU and once the tenders have been received a programme of work will be then be planned.

Quality and Safety

A HIQA Announced Medication Safety Audit report indicates that the hospital had a well-established medication safety programme in place and that medication safety was prioritised with clear leadership and support from the Management and staff at the hospital.

INAB Inspection


As reported in the previous edition, the Rotunda Laboratory underwent an INAB inspection in May and the feedback from the assessors, indicated excellent quality in all areas of the Laboratory. We are awaiting their preliminary report.

HR Matters

Work continues to recruit midwifery and nursing staff to support the clinical areas in the hospital. We extend a very warm welcome to the nurses who have recently taken up posts in the NICU and Theatre in addition to the midwives who have joined the staff in 2017. We also look forward to our new graduate midwives joining the team in September. This ongoing recruitment has had a very positive impact on patient care and staff morale.

Finance/Funding

The HSE funding allocated for 2017 represents a significant increase on the final 2016 allocation, and we continue to work with the RCSI Hospitals Group to ensure adequate funding is available to support a safe and high quality service to all our patients. Although the Rotunda received an increase in its allocation in 2017 it is expected that the Hospital will have a deficit by year end and we are exploring options with the RCSI Hospitals Group on resolving this. The deficit relates to underfunding for our base costs.


Prof Fergal Malone
Master


Ms Margaret Philbin
Director of Midwifery/Nursing


Ms Pauline Treanor
Secretary/Group General Manager

Rotunda Chapel Visitors

The Rotunda Foundation has now taken over the administration of Rotunda Chapel visits. Visitors will be asked to make a €5 donation for their admission as part of new fundraising efforts in support of the Rotunda's Social Work Services. On a recent visit, Sue O'Keefe recounted:

We Australians have become inveterate genealogical detectives, tracking down our ancestors all over the world. Fortunately for me, Ireland holds treasures on both my parents' sides - O'Keefe and Johnson - which I continue to discover.

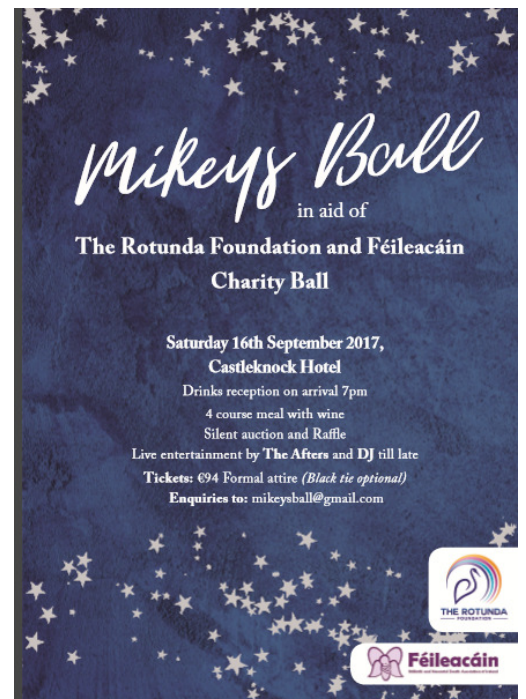
Following a lead concerning my great, great, great uncle Charles Johnson, I recently visited the Rotunda Hospital to look for more information about him. I am indebted to Sheila Thompson who responded at very short notice, and arranged a tour for me of the original Rotunda Lying in Hospital and Chapel. I can't describe the thrill of recognition in finding Charles's name on the board of Masters' names adjacent to the formal entrance to the hospital as Master of the Rotunda Hospital from 1840-47.

We know that Charles was born in about 1795, in Wexford to Zachariah Johnson and Charlotte Smyth. He attended Trinity College and after training to be a physician and surgeon became Professor of Midwifery at the College of Surgeons in Dublin and later the Master of the Rotunda Hospital. He also had a private practice catering to Dublin's well to do. Additionally we know that Charles's nephew, my great, great grandfather, Zachariah Johnson, who also studied Medicine at Trinity College, lived with his Uncle Charles in his home in Fitzwilliam Square during his studies.

We are fortunate to have a copy of a wonderful reference written by Charles for Zachariah. Like Charles, Zachariah became a medical practitioner and eventually moved to Kilkenny where he married a young governess from nearby Attanagh, Anne Margaret Percy. While we have not been able to locate any photos of Charles, we do have one of his nephew, Zachariah and of Anne Johnson (Percy) as an older woman.



Anne Johnson
(nee Percy),
Sue O'Keefe's
great, great
grandmother



A Day In The Life Of The Executive Chef

By Joyce Timmins
Executive Chef, Rotunda Restaurant

I started my Chef Career in DIT Cathal Brugha DIT where she qualified as a Chef. Following two placements in Mayo, and in Monaghan I realised my passion for pastry. After College, after a stint at the Conrad Dublin hotel, I knew I had more to learn and looked to the Michelin star Restaurants across the water to my all-time favourite Chef, Raymond Blanc.

I was successful in my "Stage" (work Experience) in Raymond Blanc kitchen and was offered a place on the Pastry Team under Benoit Blin who is the judge on *Crème de la Crème*. It was hard long tough hours but the experience I gained was huge. Dublin was calling me home after 18 months and was joined the famous Restaurant Patrick Guilbaud. This was great experience as there were not many Michelin Star restaurants in Dublin let alone with 2 Stars.

I then went to The Merrion Hotel next door where I worked under the fantastic Ed Cooney. This was followed by an 18 month stay at the Killarney Park Hotel as Head Pastry Chef. Again Dublin called and I came home and soon took the kitchen at the Espresso Bar Café in Ballsbridge where I was the Head Chef for nine years.

After nine years in Espresso I felt it was time for a change and start working for the first time in contract catering. I started as a Chef Manger and I was then promoted to Food Development Executive Chef. My role was to develop new concepts. From Street Feast in Dublin Airport to Pulse in UCD, which were became a success for the company.



I saw the advert for my current post and I decided to apply. Although I was entering an unknown, not having worked in healthcare before, I felt a maternity hospital where the majority of the patients are fit and hungry, meant that they would be looking for healthy fresh well prepared food. I hope to contribute to the fulfilment of the catering department's plans and objectives and to work with the team to make it a great department to work in!

Modernising the Rotunda Restaurant

By Yoichi Haoishi
Catering Manager, Rotunda Restaurant

Since taking over at the helm, I have been trying to modernise and improve our department, not only to be fit for purpose but to strive to be best in class among our peers. Our core areas of focus of improvements are as follows:

1. Offer a more user centric service to our patients. Improve menu choices and quality.
2. Plan to become a 24 hour service in line with other services in the hospital so that we can provide an effective "on demand" catering service
3. Provide a comfortable staff restaurant where our colleagues will want to use the area and to enhance their days. Extend the hours to facilitate colleagues better. Improve healthier offering and become a hub for colleagues

4. Provide an overall hotel style room service including "on demand" and flexible menu options for Private rooms

One of the keys to help achieve the goals is to combine the existing team with addition of suitably qualified and experienced leaders. And it was clear when I started that our kitchen had no leadership or structure.

So with the support of the HR, Ray Philpott and the EMT, a new post of Executive Chef was approved earlier in the year. The recruitment process started in March this year and we hired Joyce who started in July.

Most readers will have seen her around the building, and the improvements in our food. We plan to continue to develop our services and enhance the user experience.

#hello



my name is...

By Cathy Ryan
Deputy Human Resources

The Rotunda is delighted to announce its implementation of hello my name is campaign. Kate Granger was the founder of the #hellomynameis campaign.

Kate was a doctor, but also a terminally ill cancer patient. During one of her hospital stays she observed that many staff looking after her did not introduce themselves before delivering care. She felt it was incredibly wrong that such a basic step in communication was missing.

In Kate's own words: "After ranting at my husband during one evening visiting time he encouraged me to "stop whinging and do something!"

Kate decided to start a campaign, primarily using social media initially, to encourage and remind healthcare staff about the importance of introductions in healthcare. The campaign is simple – it reminds staff to go back to basics and introduce themselves to patients properly and then to be as clear as possible when providing patients and families information about their health. These concepts are further explored in the Rotunda's bespoke in house training programme – *Improving the Patient Experience*.

After Kate's death in 2016, Kate's husband, Chris is keeping the campaign alive through conference talks across the world, book writing, presenting awards and social media. Kate's legacy lives on through #hellomynameis which continues to go from strength to strength improving patient's experience of healthcare.

The Rotunda Hospital is pleased to support in keeping Kate's legacy alive. Our official launch date is Friday, 29th September 2017. On launch day name badges will be distributed and briefing sessions held to educate Rotunda employees. We look forward to implementing a simple yet effective initiative that we know will be of benefit to our patients, family members and visitors.

For more information on the initiative please go to www.hellomynameis.org.uk

How can you assist in this important initiative?

- Please wear your hello my name is name badge at all times. Badges will be available from September 2017
- Remember to introduce yourself to your patient
- Attend awareness sessions/workshops
- Apply "Hello my name is" to email communications
- Introduce "Hello my name is" stickers to telephone sets to remind users to answer the phone with their name, location and any other relevant information.

THE ROTUNDA HOSPITAL
Employee Wellness Event 2017

26th - 28th SEPTEMBER 2017

Tuesday, 26th September 2017
Joyce Timmins
Executive Chef

Wednesday, 27th September 2017
Sadie's Kitchen
As seen on Dragon's Den

Thursday, 28th September 2017
Oliver McCabe
Chef

THE ROTUNDA HOSPITAL DUBLIN

hi Healthy Ireland

Infection Prevention & Control

An Update

By Marian Brennan
ADOM for Infection Prevention and Control

H IQA published updated standards on the prevention and control of healthcare associated infections (HCAI) in May. These infections can cause serious illness, prolonged hospital stay and sometimes death. Many of these infections are avoidable if effective processes are in place to manage potential risks and by staff working together to reduce their spread.

What's Different About The New Standards?

There are now 29 standards, which are based on the 8 themes for developing and sustaining a culture of quality and safety:

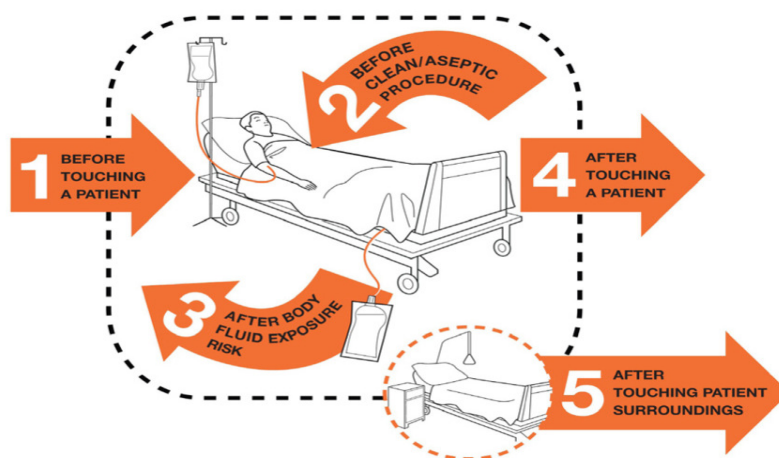
- Person centred care
- Effective care
- Safe care
- Better health and wellbeing
- Leadership, governance and management
- Workforce
- Use of resources, and
- Use of information

Will The HIQA Inspections Be Similar To Previous Years?

HIQA will undertake an unannounced inspection in all hospitals during 2017. We completed a self-assessment, which was returned to HIQA and will form the basis of the inspection.

Some elements of the inspection will be similar to previous years:

- Meet with a member of the Executive Management Team on arrival;
- Provide a list of documentation for review;
- Assessors will visit two clinical areas
- Check the general cleanliness of the environment, focusing especially on patient equipment;
- Review cleaning schedules and checklists; and
- Review local audit results of environmental and equipment cleanliness.



Hand Hygiene

The assessors will review hand hygiene training for the departments/wards and observe staff hand hygiene practices - both technique and time taken to complete. Remember, to effectively reduce the growth of germs on hands, hand rubbing must be performed for 20 - 30 seconds and by following all of the steps illustrated on the posters beside the sinks and hand gels. All staff are required to complete hand hygiene training every two years.

Care Bundles

This year, the assessors will also review the use and auditing of care bundles, which are a small set of evidence-based interventions for a defined patient group that, when implemented together will result in significantly better patient outcomes than when implemented individually. We currently use peripheral venous catheter and urinary catheter care bundles.

Peripheral Vascular Catheter (PVC) Bundle

1. Check the clinical indication why the peripheral vascular catheter is in situ - is it still required?

2. Remove if there is extravasation or inflammation.
 3. Check the peripheral vascular catheter dressing is intact.
- Check that the catheter insertion site has been visually inspected on every shift for evidence of complications.

Urinary Catheter Care Bundle

1. Check the clinical indication why the urinary catheter is in situ - is it still required?
2. Patient is attending to daily hygiene around the catheter, which may be performed by staff if the patient is unable to do so.
3. Check the catheter is continuously connected to the drainage system
4. Empty the catheter bag often into a clean container.
5. Hand hygiene is performed before & after the procedure - apron + gloves are worn.

Medication Safety

Another area of focus during the inspection will be in relation to safe medication practices - storage, preparation and administration.

Round Up

Retirements



Donough O'Reilly, HR Officer retired from the Rotunda Hospital on the 21st July 2017 on reaching that magical age of 65. Donough was a key member of the HR team for the past 18 years and his retirement was marked by a presentation held in the Rotunda Hospital main hall which was attended by his many colleagues and friends. We wish Donough and his family many happy and healthy years of retirement.

Marie Butler has retired from her position as Neonatal Midwife in the Unit and also from her position as Staff Midwife in the Weekend Bloodspot Clinic. She has given 28 years service to the Rotunda Hospital as fulltime, job sharer and then a part-time member of staff. Her quiet, friendly, patient, supportive and attentive manner to mothers, babies and colleagues will be very much missed. We wish Marie every happiness in her retirement.



On 4th August, the Patient Services Department said farewell to our colleague, **Ann Redmond**, after nearly 16 years dedicated service at in-patient ward level. Ann will be missed by her clerical and midwifery colleagues for her good humour, kindness and guidance. We wish Ann all the best for the next stage in her life.

Step Challenge

Due to the success of The Rotunda Hospitals inaugural Step Challenge, it is intended to hold a further step challenge in 2018. Please express your interest in this initiative to Ms Catherine Halloran, Healthy Ireland Lead on challoran@rotunda.ie.

Employee Assistance Programme

The Rotunda Hospital Employee Assistance Programme (EAP) provides you with access to a confidential counselling service, 24 hours a day, 365 days a year. Details of contact number/email are on staff noticeboards, the intranet, from managers and HR Department.

Staff Recognition

Current winners of the staff recognition quarterly award in PSD are the full team from the Scanning Department: Anita O'Reilly, Mary Maguire and Suzanne Larkin. Congratulations to each.



Marian Barron has retired as a CMM2 from the Paediatric Outpatients Department with 35 years service in the hospital. Marian loved her job and she contributed greatly towards the care of mothers and babies. Her dedication, knowledge, sense of humour, attention to detail and strong team approach shall be missed. We would like to wish Marian every happiness in her retirement.

WIN

To be in with a chance of winning a fabulous break in any **Irish Country Hotel** for two with an evening meal simply answer the following question:

Q: When is the #HelloMyNames initiative starting?

Send your answers to Kieran Slevin, HR Dept, Rotunda Hospital, Dublin 1. Closing date 31st October 2017. One entry per person. Terms & Conditions apply. www.irishcountryhotels.com

Answer: _____

Name: _____



Congratulations to
Shirley Meade, Patient Services Dept
Winner of the Summer Issue Competition