

Mater Misericordiae University Hospital

# Conference on Compassion in Healthcare

12th & 13th May 2011



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#### Introduction

The principle of compassion is at the heart of all our Mercy ministries. In each of our Mercy Hospitals, our focus has always been on holistic care – a care which embraced all aspects of the human person. Committed as we are to our mission and ethos, and drawing on the inspiration of Catherine McAuley who said: "There are things which the poor treasure more highly than gold though they cost the donor nothing – the kind word, the gentle compassionate look and the patient hearing of their sorrows.", we continue to strive not only to meet our patients' needs by providing exemplary care, but endeavour in so far as is possible to exceed our patients' expectations. While each of our hospitals may have its own individual mission statement, each expressing the fundamental values it espouses, compassion as a value is integral to all.

Compassion has been variously defined as the human quality of understanding suffering in others and wanting to do something to alleviate it. When those who care for others live the value of compassion, they bear witness not only to their professional excellence, but manifest that inner wealth of humanity which is such an important element of healthcare.

When the Charter for Compassion was unveiled in Washington in November 2009, a call was made inviting everyone around the world to make a lifelong commitment to living a life of compassion, to putting oneself in the shoes of the other and to cultivating an informed empathy with the suffering of all human beings. Since then, groups and organisations have been coming together to learn, study, and celebrate the Charter for Compassion

We hope that by participating in our "Conference on Compassion in Healthcare", all attendees will have an opportunity to explore afresh the unique value and practical application of compassion in all aspects of their professional and personal lives and to make compassion a clearly palpable and dynamic feature of our Mercy ministries.

#### Sr. Margherita Rock

Director of Mission Effectiveness Mater Misericordiae University Hospital

"Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has."

Margaret Mead



# **Booking Details**

#### Who should attend?

This conference is open to all staff of: Mater Misericordiae University Hospital; Cappagh National Orthopaedic Hospital; Children's University Hospital, Temple Street; St. Paul's, Beaumont; The National Rehabilitation Hospital, Dun Laoghaire; The Mercy University Hospital, Cork; St. Vincent's University Hospital; and the Mater Private Hospital.

#### What will it cost?

Both days: €50\*

#### **Group Booking Discount**

Registrations for four or more people received at the same time with payment from a single source will be entitled to a 10% discount.

#### How do I pay?

Payment can be made in cash or by cheque/postal order payable to the Mission Effectiveness Office.

#### How do I apply?

Complete and send application form and fee to: Mission Effectiveness Office, Mater Misericordiae University Hospital, Eccles Street, Dublin 7

We wish to acknowledge the Post-Graduate Medical Centre and UCD, the Centre for Nurse Education, and Clinical Photography for all their assistance in facilitating the Mater Hospital Conference on Compassion in Healthcare.

\* This conference is subsidised by the Mission Effectiveness Office, Mater Hospital



Thursday	12th May 2011 Chair: Mr. Brian Conlan, CEO, Mater Hospital				
8.45 am	Registration (Tea & Coffee)				
9.30	Welcome & Opening Address Mr. John Morgan, Chairman, Board of Directors, Mater Hospital				
9.45	"The Compassionate Intentions of Illness" Dr. Tony Humpreys				
10.45	"Compassion and Caring in a Changing Healthcare Environment Prof. Mary Day				
11.15	Coffee Break				
11.30	"Compassion as a Value in the Care of Older Persons" Prof. Jan Dewing				
12.15 pm	"Compassion or Justice: Which do our Patients Need?" Dr. Austin O'Carroll				
1.00	Lunch				
2.00	"Spirituality and Compassion: Care of the Human Spirit" Prof. Philip Larkin, UCD				
2.45	Workshops – 4 running concurrently				
	"Mindfulness in Acute Healthcare" – Jonathan Egan				
	"Spiritual Care and Compassionate Listening" – Nuala Harmey				
	"Compassion and Pain Management" – Laserina O'Connor				
	"The Healing Power of Music" – Madeleine Doherty				
3.45	Close				



Friday	13th May 2011 Chair: Prof. Mary Day, Director of Nursing / Head of Operations, Mater Hosp	
8.45 am	Registration (Tea & Coffee)	
9.00	Guided Meditation Ms. Madeleine Doherty	
9.15	"Is Compassionate Care Fundamentally at Odds with Modern Healthcare?" Dr. Karen Ryan	
10.15	"Compassionate Self-Care" Dr. Susan Delaney	
10.45	Coffee Break	
11.15	"The Humanisation of Healthcare" Fr. Frank Monks	
12.00 noon	"Compassion: The Patient's Perspective" Prof. Conor Ward/ Ms. Mary Vasegghi	
12.45 pm	Lunch	
2.00	"Compassion: Tender Courage and Unfailing Solidarity" Sr. Helena O'Donoghue	
2.45	Conference Conclusion Mr. John Morgan	
3.00	Conference Closes	



## **Biographies**

#### **Dr. Tony Humphreys**

Dr. Tony Humphreys is a Consultant Clinical Psychologist, Author and National and International Speaker. He began his career as a Clinical Psychologist in State Psychiatric and Psychological Services in England and Ireland and since 1990 has been working in private practice in Ireland. He has become Ireland's most influential psychologist, working with individuals, couples, families, schools, local communities and the business community. He is the Director of three National University of Ireland courses which are run in University College Cork and All Hallows College, Drumcondra, Dublin

He is regularly sought for his expertise and views on radio and television shows and writes a weekly column for one of Ireland's primary newspapers, the Irish Examiner. He is the author of many best-selling books of which the best known are: "The Power of 'Negative'Thinking"; "Self-Esteem: the Key to Your Child's Future"; "Work and Worth, Take Back Your Life"; "Myself, My Partner"; "Leaving The Nest"; "Whose Life Are You Living"; "All About Children"; "The Mature Manager". "The Compassionate Intentions of Illness" and "Relationship, Relationship, Relationship: The Heart of a Mature Society" have recently been published. His books are currently translated into 15 languages and are available in 28 countries. He has recorded CD's on Adult Self-Esteem, Raising Children's Self-Esteem and Self and Work.

His varied earlier careers encompassing theology, education and business add breadth and depth to his unique understanding of human behaviour. His ideas are challenging, sometimes controversial, yet they are always presented in the safety of understanding and compassion. It is indicative of the ethos he creates that he is in constant demand for lectures, workshops, seminars and conferences from a very wide range of audiences which cross different social strata, different age groups and different social sectors.

#### **Professor Mary Day**

Mary Day joined the Mater Misericordiae University Hospital in 2008 as Director of Nursing and assumed the concomitant function of Head of Operations in 2011. Mary was appointed as an Adjunct Associate Professor at the UCD School of Nursing, Midwifery and Health Systems in December 2010.

Mary's professional career includes a two-year term in the Department of Health & Children as Nurse Advisor in Professional/Practice Development, being responsible for supporting the Nursing Policy Division and advising the Department on all aspects of policy affecting nursing and midwifery education and healthcare services. Mary continues to be instrumental in policy and practice development in Ireland.

Mary was formerly the Directorate Nurse Manager (ADON) in St James's Hospital for Haematology/Oncology which incorporated the functions of operational management, strategic management, financial management, change management, training & education and quality assurance. Subsequent to this position, Mary's previous experience traversed diverse roles in oncology/haematology in the UK. Mary's professional and academic qualifications include a BSc (Hons) in Cancer Nursing (1999) and an MSc in Health Service Management (2004).

#### **Professor Jan Dewing**

In her current role Jan works between East Sussex Community Health NHS and Canterbury Christchurch University focusing on mutually beneficial ways of working that bring desired outcomes for both organisations and ultimately for the patient 's experience of care and patient safety. She holds a Visiting Professorship in Australia with the University of Wollongong and is a Visiting Professor with the University of Ulster.

Jan is a Registered Nurse and has worked in nursing for many years building a portfolio as a clinical academic. Her previous experiences range from working with clinical nursing and practice development units, lecturer-practitioner roles, senior management, education and research. Most of Jan's posts have been joint posts between health service providers and academic organisations. She has also worked with the Royal College of Nursing and held a national post in dementia care.

Jan's areas of interest are in person-centred practice, effective workplaces, teams and leaders, skilled facilitation, evaluation and workplace learning. She also has expertise in re enablement and gerontological practice including dementia care. Her consultancy work has centred on staff development initiatives for early career academics and early career researchers, funded research in inter-professional teaching and learning, and research capacity building in health and education settings including knowledge translation, evaluation of services and practices, workplace culture and patient experience.

Jan has a wide range of clinical and research supervision experience. She is also interested in aspects of dementia care especially wandering and getting lost and other behaviours of concern. Jan has contributed to research and ethics work relevant to older people, for a number of different universities both in the UK and other countries and sits on advisory groups of several major research projects. She publishes regularly and presents at a variety of national and international peer reviewed conferences. She is editor of the International Journal of Practice Development to be launched in 2011.

"The whole idea of compassion is based on a keen awareness of the interdependence of all living beings which are part of one another and all involved with one another."

Thomas Merton



#### Dr. Austin O'Carroll

Dr Austin O Carroll has worked as a GP in an inner-city practice since 1997. The Mountjoy St Family Practice (Dublin) specialises in providing primary care to excluded groups including homeless people, immigrant groups and drug users. He founded Safetynet, a networking organisation for health professionals providing primary care services to homeless people. He has won an award from the African Refugee Network for his work with immigrants. He has published research in the area of health inequalities. Dr. O'Carroll is presently completing a doctorate investigating the barriers to accessing healthcare faced by homeless people. He is a trained relationship counsellor. He teaches GP trainnees and in 2010 set up a new GP Training Programme specifically designed to train GP's to work in disadvantaged areas. He specialises in communication skills and personal development and has used the Arts (film, literature and drama) extensively in his teaching.

#### **Professor Philip Larkin**

Philip Larkin was appointed Professor of Clinical Nursing (Palliative Care) at University College Dublin and Our Lady's Hospice and Care Service, Harold's Cross, Dublin, in 2008. He was Head of Education at Our Lady's Hospice, Harold's Cross, Dublin, from 1998 - 2001. He was Regional Co-ordinator for Palliative Nursing Services in the West of Ireland. Subsequently, he moved into full-time academic teaching at NUI Galway. He is a Registered Nurse, Paediatric Nurse and Community Nurse Specialist with Clinical experience in adult and paediatric oncology. He has specialised in palliative care since 1990, and has worked in palliative care (specifically home care) in Ireland since 1992.

He was a member of the National Council for Palliative Care in Ireland with specific responsibility for palliative care education. He was Vice President of the European Association for Palliative Care (EAPC) until 2007. Philip was conferred with his PhD from the Catholic University of Louvain, Belgium. He holds an MSc in Health Professional Education and BSc in Community Nursing and Public Health. He has been awarded the Lifetime Achievement Award by Macmillan Cancer Support.

Phil's research interests include: understanding compassion in end-of-life care; the needs of marginalized populations at end of life; the assessment and management of opioid-induced constipation; curriculum development and multi-lingual qualitative research.

In December 2010, Phil was appointed as Chairperson of the IAPC Board of Directors.

#### Dr. Karen Ryan

Dr Karen Ryan graduated from University College Cork in 1997. She completed specialty certification in Palliative Medicine in 2005 and was subsequently awarded a Health Research Board Fellowship which allowed her to research the palliative care needs of people with intellectual disabilities. Dr Ryan serves as Consultant in Palliative Medicine in St Francis Hospice, the Mater Misericordiae University Hospital and Connolly Hospital. She was appointed Clinical Lead in Palliative Care, Directorate of Quality and Clinical Care in 2010.

#### **Professor Susan Delaney**

Susan is a Clinical Psychologist who has worked in the area of loss and bereavement for the past 20 years. She is the Bereavement Services Manager at the Irish Hospice Foundation and teaches on both the Counselling Skills and Self-care modules of the IHF Post-Graduate Diploma in Bereavement Studies. Susan is particularly interested in the field of compassion fatigue and self-care and has presented on this topic to many audiences including the 2009 International Conference on Spiritual Care.

#### Fr. Frank Monks

Fr. Frank Monks is a native of Howth, Co. Dublin. He was educated at St. Camillus College in Westmeath, the Gregorian University in Rome, and the Catholic Communication Institute of Ireland. His specific areas of interest are the pastoral and spiritual sectors of healthcare. He has been President of the Association of Hospital Chaplains of Ireland, (two terms), President of Healthcare Commission of CORI (Conference of Religious of Ireland 1977-1983). He was responsible for introducing both CPE and the concept of Chaplaincy Departments to Ireland. He was Provincial of the Anglo-Irish Province of the Camillians (1977 – 86). He spent six years in Rome as Consultor to the General of the Order and a further six years as Superior General - the first Irishman to hold this position. At international level he has been President of the Health Commission of USG (Union Superiors General) - 2005-2007. He is a member of the Pontifical Commission for Health in Rome. Presently he is administrator of a Nursing Centre and Hospice in Ireland.

#### **Prof. Conor Ward**

Prof Ward was house physician to Dr ET Freeman in the Mater Hospital in 1947 and after seven years training in paediatrics and paediatric cardiology in Liverpool University he joined the staff of Our Lady's Hospital for Sick Children in 1956, becoming Professor of Paediatrics in UCD in 1972. He worked closely with Mr Maurice Neligan in the development of paediatric cardiac surgery, his wife Pauline also joining Mr Neligan's intensive care nursing team. In 1964 he identified the Long QT Syndrome as a cause of sudden death in children. In 1986 he published a report on the experiences of 100 families coping with a sudden infant death. Deficiencies were noted and measures were taken to improve the backup for bereaved families. Prof Ward has received a lifetime service award in the UK for his medical work for Down's Syndrome.

#### Ms. Mary Desmond Vasegghi

Mary has held a number of nursing and management positions, particularly in the community sector in the Irish, French and Iranian healthcare systems from the 80's to early 2000's. She then experienced the impact of medical error which drove her in a new direction of patient advocacy. She lost her mother to medical misdiagnosis in 2004 and her 18 year old son to sudden cardiac death in 2005. She is a "Patient for Patients Safety" champion (action programme of WHO patient safety) since 2007 and received a Social Entrepreneur Ireland award in 2009 for her work in the cardiac area. She works as a patient advocate in partnership with healthcare organisations and other key players in both the specific cardiac and wider patient safety areas, nationally and internationally.

#### Sr. Helena O'Donoghue, BA., H.Dip in Ed., BD

Sr. Helena O'Donoghue is a Sister of Mercy of the South Central Province and a former secondary school teacher and principal in St. Mary's, Nenagh. She has worked in community development, retreat work, spirituality and has written widely on religious topics. During her years of Leadership at Congregational and Provincial levels (1985-2007) Sr. Helena was engaged in significant re-organisation of School and Hospital ministries. She served as President of CORI from 1999-2002. Currently she is engaged with transition matters in healthcare and education as well as spirituality work and social action. Sr. Helena is a member of several not-for-profit Boards, including the Mater Campus Hospital Development Board (MCHD), Catholic Education an Irish Schools Trust (CEIST), Mercy Law Resource Centre (MLRC – a free legal aid service to homeless people), Social Housing Service (SOPHIA), and BAT KOL – an international Institute engaged with Christian/Jewish Studies based in Jerusalem.



# Workshops

#### "Mindfulness in Acute Healthcare" Jonathan Egan

Dr. Jonathan Egan is the principal clinical psychologist in the Mater's cardiac rehabilitation department. He also works as a lecturer in clinical psychology in NUI Galway. He has a keen interest in the well-being of both staff and patients and is always eager to talk about how by being mindful of our behaviour and minute-to-minute being can have a profound effect on our self-care, but also that this inevitably spills-over into our patient care. Jonathan will discuss this in a lively and humorous manner, whilst also endeavouring to impart practical techniques to attendees for their practice.

#### "Spiritual Care and Compassionate Listening" Nuala Harmey

Nuala Harmey was a senior social worker in the Children's University Hospital Temple Street where she was responsible for the development of the bereavement service. She now acts as bereavement consultant to the hospital - training and supporting staff in this area. Nuala is also a special advisor to the Hospice Friendly Hospital project and teaches on the Irish Hospice Foundation courses on Children and Loss. She is the Chair of the HSE group working on a national code of practice for post mortems. In the workshop on "Spiritual Care – Compassionate Listening" it is hoped to focus on the power of listening in the context of healing. Listening is the essence of compassion and as such is deeply spiritual. In the area of bereavement, compassionate listening is the key element of truly compassionate care.

#### "Compassion and Pain Management" Laserina O'Connor

Laserina O'Connor is an Advanced Nurse Practitioner and a Registered Nurse Prescriber in the Mater Hospital's Pain Medicine Department. She is also a Senior Adjunct Lecturer in University College Dublin. Laserina believes that her passion, curiosity, commitment and integrity govern how she reacts with people in acute or chronic pain on a daily basis. Laserina will explore the complexity of resolution of pain in individuals, employing empathy, compassion and understanding from a privileged relationship between healthcare professionals and the patient in alleviating pain.

#### "The Healing Power of Music" Madeleine Doherty

Madeleine Doherty, the initiator of the Harps for Healing project, is a professional harpist, singer and composer with many years experience performing and teaching. She holds a diploma in Counselling Skills from NUI, is a licensed Civil Funeral Celebrant, and a member of the Institute of Civil Funerals. As a recording artist, she has worked with a diverse range of musicians and has released five albums of original music. In recent years her experiences of the healing aspect of the harp has changed the focus of her work. At the request of students and audiences she now divides her time between concerts and workshops on self-healing and meditation. Madeleine's approach is one of lightness and humour using practical tools for self-empowerment.

"Music is a vehicle to bring our pain to the surface, getting it back to that humble and tender spot where it can lose its anger and become compassionate again."

Paula Cole

### **Hospital Profiles**



#### Mater Misericordae Hospital

The Mater is a major voluntary teaching hospital, founded by the Sisters of Mercy, officially opened in 1861, serving the north inner city of Dublin. It aims to provide an excellent standard of care for its patients and, in association with University College Dublin, it facilitates the clinical training of members of the medical, nursing and allied health professions. In addition, it is linked with a number of post graduate colleges and faculties. Its teaching and research commitments range from diagnostic radiology, oncology, cardiology, and other clinical specialties to healthcare informatics. It engages extensively in clinical research with a view to promoting health and healthy living in our society.

The Mater is the national centre for: Cardiac Surgery; Heart and Lung Transplantation; Extra Corporeal Life Support (ECLS); National Spinal Injuries Centre; Pulmonary Hypertension; National Isolation Unit; and National Centre for BAHA (Bone Anchored Hearing Aid).

It provides a wide range of acute tertiary services and specialties which include but are not limited to Cardiology, Ophthalmology, Haematology / Oncology, Nephrology, Urology, Infectious Diseases, Psychiatry, Ear, Nose and Throat, Rheumatology, Diabetes and Endocrinology, Neurology and Stroke Care, a multidisciplinary Breast Care Centre, Respiratory Medicine, Vascular Surgery, Interventional Radiology, Emergency and Intensive Care Medicine, Plastic Surgery, General and Colo-Rectal Surgery, Orthopaedics, Medicine for the Elderly, Pain and Palliative Care Medicine.

In addition, the Mater provides accident and emergency services to Dublin's north inner city. Its local catchment area is approximately 170,000. Approximately 16,000 patients including 9,500 emergencies are admitted annually. Over 48,000 people attend as day case patients and 48,000 patients attend the emergency department each year. Annual out-patient attendances exceed 200,000. Currently, it has a staff complement of approximately 2550 whole time equivalents.

Its 150 years' history of serving the sick has been gifted with many achievements and successes in medical treatments and new technologies which have benefited humanity nationally and internationally.





#### Children's University Hospital, Temple Street

Children's University Hospital, Temple Street has been providing Paediatric Healthcare to generations of children since it was founded in 1872. It is an acute paediatric hospital in Dublin's north inner city providing a secondary and tertiary referral and care service both regionally and nationally up to the eve of the child's 16th Birthday.

National Services include: Inherited Metabolic Disorders, Neonatal Screening Laboratory, Centre for Paediatric Ophthalmology, Craniofacial Centre, Airway Management Centre, Meningococcal Reference Laboratory, Renal replacement therapy and transplant, Paediatric Neurosurgery Genetics. The Sudden Infant Death Register is also located in the Hospital. Major specialities include Neonatal and Paediatric surgery, Nephrology, Neurology, Orthopaedics, ENT and Plastic Surgery, Respiratory, Dermatology, and Developmental Paediatrics. The Emergency Department with 48,000 attendances per annum is the largest paediatric emergency department in the country.

In addition to the full range of in-patient and out-patient services and paediatric critical and intensive care the hospital provides a full range of Health and Social Care Services including Physiotherapy, Medical Social Work Occupational Therapy, Clinical Nutrition and Dietetics, Chaplaincy as well as Radiology and Laboratory Services. St. Frances clinic provides services for Child and Adolescent Mental Health Psychology, Speech and Language, Psychiatric Social Work and Audiology, while St. Clare's Unit provides an assessment and treatment service for children suspected of having been sexually abused.



#### **Cappagh National Orthopaedic Hospital**

Cappagh National Orthopaedic Hospital is Ireland's major centre for elective orthopaedic surgery. Cappagh has been the pioneer of orthopaedic surgery in Ireland and is now the biggest dedicated elective orthopaedic hospital in the country. The hospital has links with Beaumont Hospital, Children's University Hospital, Temple Street, Connolly Hospital, Blanchardstown, Mater Misericordiae University Hospital, St. James's Hospital, St. Vincent's University Hospital, St. Michael's Hospital, Dun Lagahaire and St. Columcille's Hospital, Loughlinstown.

Cappagh National Orthopaedic Hospital is very patient focused and has been named as the cleanest hospital in Ireland from a hygiene perspective for the last two years. Cappagh Hospital holds full accreditation from CHKS in the UK and is the only hospital in Ireland to hold this award. Cappagh National Orthopaedic Hospital is a renowned centre of excellence for orthopaedics nationally and internationally.



#### **National Rehabilitation Hospital**

The National Rehabilitation Hospital (NRH) provides comprehensive in-patient and out-patient services to patients who, as a result of an accident, illness or Injury, have acquired a physical or cognitive disability and who require specialist medical rehabilitation.

Opened in 1961 and backed by 50 years experience, clinical expertise and a solid reputation for excellence, patients are given every opportunity to meet their rehabilitation goals through personalised treatment plans delivered by the Interdisciplinary Teams at NRH.

Consultant led Rehabilitation Programmes at NRH are tailored to meet the individual needs of adult and paediatric patients in the following areas of specialty: Brain Injury (including traumatic and non-traumatic brain injury, stroke, and other neurological conditions); Spinal Cord System of Care (including traumatic and non-traumatic spinal cord injury); Prosthetic, Orthotic and Limb Absence Rehabilitation (POLAR); Paediatric Family-Centred Rehabilitation

The NRH is a fully publicly funded hospital and operates on the ethos of providing high quality care and treatment to patients irrespective of background or status, but on the basis of clinical need.





#### St. Paul's Hospital, Beaumont

Established in 1970 by the Sisters of Mercy, St. Paul's Hospital continues its unbroken service to children with Autism and their families in North Dublin. Affiliated to the Mater Misericordiae Hospital, it follows the ethos and governance of the Mater and all staff hold contracts with the Mater Hospital. St. Paul's is a public service funded by the HSE.

In 1971, St. Paul's Special School was opened and continues as a special school funded and governed by the Department of Education. It employs teaching and assistant staff for a roll now numbering 46 children in age range 4-18 years and is administered by the school board under the patronage of the Dublin Archdiocese. The clinical staff of St. Paul's Hospital offer support to this school which shares the same campus in Beaumont. Operating a multidisciplinary clinical module, the staff consists of Psychiatry, Psychology, Speech & Language Therapy, Social Work, Play Therapy and Administration. Residential care is provided by Care Staff and Nursing. Whereas most children attending St. Paul's are day students, there is also an in-patient facility on the main campus in addition to three community houses offering Junior Respite (4-11 years); Senior Respite (11-18) and a Social Training Unit. Each of these houses is situated in residential areas of Beaumont and Santry.

- St. Paul's Service offers a caring and nurturing atmosphere to children significantly affected by Autism many of whom also have a Learning Disability. The team utilises an eclectic approach and negotiates with parents individual educational and care programmes. Each child is provided with a wide variety of classroom and extracurricular activity with emphasis on social interaction, health and fitness and communication.
- St. Paul's has a proud and valued relationship with the Mater Hospital in both administration and philosophy, and warmly congratulates the contribution of the Sisters of Mercy to the health and well being of people of all ages during the last 150 years.

"The value of compassion cannot be overemphasised ... No greater burden can be borne by an individual than to know no one cares or understands." H Stainback



#### **Mercy University Hospital**

Mercy University Hospital celebrated its 150th anniversary four years ago, being the first hospital established by the Sisters of Mercy. Located in the busy centre of Cork City, it was founded in 1857 as a 40-bed hospital staffed by four Sisters. However, in the intervening years it has expanded rapidly both in terms of facilities and the provision of specialised services. Mercy University Hospital is a voluntary, general acute hospital catering for both public and private patients and is the second largest hospital in Cork. It is a teaching hospital renowned for the education and formation of skilled and committed medical, nursing and paramedical staff. It is also a centre for clinical and cancer research. Today the hospital has 350 beds and employs over 1,000 people.

Mercy University Hospital's remarkable history has been a story of compassionate care for all who come across its threshold. The hospital's ethos has been framed by the Sisters and their insistence, since the earliest days, on highest standards, still impacts on all aspects of patient care. The Hospital offers a wide range of specialties which provide in-patient, day patient, out-patient and emergency services. The hospital has developed a National and Regional reputation for the treatment of cancer and child Leukaemia, Upper and Lower Gastro-intestinal Surgery, Gastroenterology and Endoscopy, Respiratory, Urology, Vascular Surgery, Neurology, Paediatric Disability and non-invasive Clinical Cardiology.

The Mercy University Hospital is currently implementing a major strategic plan to shape the configuration of its range of acute and non acute patient services for the future.



St. Vincent's University Hospital



#### St. Vincent's University Hospital

St. Vincent's University Hospital is an independent Voluntary hospital and is a member of St. Vincent's Healthcare Group hospitals (incorporating St. Vincent's University Hospital (554 beds), St. Michael's Hospital (140 beds) and St. Vincent's Private Hospital (236 beds)) and is one of the largest University teaching hospitals in the country. St. Vincent's Healthcare Group is a registered private company (not for profit) and has charitable status. The hospital provides a frontline trauma/emergency service and national/regional medical care at in-patient and out-patient level with in excess of 50 medical and surgical specialties. The hospital has 554 in-patient beds, incorporating 7-day,



5-day and day care options, including intensive care, high dependency and coronary care beds as well as medical, surgical, orthopaedic, care of the elderly and psychiatry beds.

The Group hospitals are affiliated with University College Dublin at undergraduate and post-graduate levels. The hospital is a health promoting hospital. Education (undergraduate and post-graduate), research and clinical care are the three core functions of the Group hospitals.



#### **Mater Private Hospital**

The Mater Private, Ireland's leading private hospital, has been providing world class healthcare to patients since it opened in 1986. It was founded by the Sisters of Mercy with the goal of freeing up beds in the Mater Misericordiae University Hospital for public patients, while attracting and retaining top tier consultants to treat public and private patients across the campus. The Mater Private has dedicated Heart and Cancer Centres where patients can avail of the best clinical care and the widest range of treatment options available in Ireland. As a full service hospital the Mater Private offers its patients the largest range of therapeutic specialists of any private hospital, backed up by 24 hour 365 day intensive care service. The Mater Private continues its tradition of pioneering advancements in healthcare with the opening of the country's most hightech Cardiac Cath Lab, scheduled for September 2011.



The vision, mission and ethos of the Mater Misericordiae University Hospital are an integral part of its treasured heritage. To this end, the hospital has developed a Mission Effectiveness Programme which aims to enable our staff to develop a strong sense of identity with and commitment to the core values which underpin its Mission Statement. In this context, a wide range of presentations, courses, workshops, staff health promotion days, etc, are a constant feature of the Mater's annual calendar.

For further information contact the Mission Effectiveness Office on Tel: (01) 8032207 or Email: srmrock@mater.ie

With its constant focus on excellence in every aspect of patient care, the Mater is always keen to respond to identified need and to develop new methodologies and approaches to help staff engage in ongoing learning. For example, the Centre for Post-Graduate Medical Education recently developed a **Graduate Certificate/Diploma** in Palliative Medicine. This programme (over half of which is delivered by distance learning and with an emphasis on interactive learning) aims to enable clinicians to develop the knowledge and skills necessary to provide a palliative care approach in clinical practice.

For further information contact Rita Marron in the Centre for Postgraduate Medical Education on Tel: (01) 803 4383 or Email: rmarron@mater.ie

In addition, an End-of-life Care Coordinator, funded by the Irish Hospice Foundation for a 2-year period, was recently appointed to support the work of the Hospice Friendly Hospitals Programme. Central to the mission of the hospital, this national programme aims to improve care at end of life for all patients and their families in hospital, regardless of whether the death was sudden or expected. It looks at all aspects of end-of-life care from diagnosis through to bereavement and works to build on the quality of care already provided by staff at this profound time in a person's life. Through the programme a number of supports have been developed to help staff provide the best possible care to patients at the end of life. These include communications training which is aimed at enhancing the quality of interactions between patients at end of life, their families and hospital staff. Other resources also developed and used throughout the hospital include the use of a multi-faith ward altar, end-of-life symbol and bereavement information leaflet. These resources aim to further enhance dignity and ritual at the time of death and meet the needs of bereaved family members and friends at an immensely personal time.

For more information on the Hospice Friendly Hospitals (HfH) Programme, visit their website at www.hospicefriendlyhospitals.net



Holes		

Notes



# Contact us

Mission Effectiveness Office Mater Misericordiae University Hospital Eccles Street Dublin 7 Ireland

Call us at **01 803 2207** 

Or find us at www.mater.ie

