

# ANNUAL REPORT 2021

**South Infirmary – Victoria  
University Hospital**

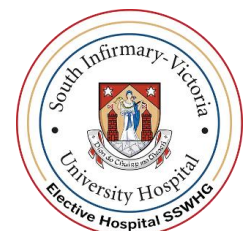
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# MISSION & VALUES

## Our Mission

We at the South Infirmary-Victoria University Hospital are committed to providing the highest quality service to all our patients in a friendly, safe and caring environment. We endeavour to provide an effective, efficient service in a timely manner with equal access for all our patients. We aim to provide individual patient centered care to each patient and their families and promote patient participation in their care. We encourage good interpersonal relationships. We promote staff and service development through education, motivation and encouragement. We are committed to providing an effective learning environment for future health service staff.

## Our Values

Responsibility	Dignity & Respect	Communication
Caring	Clinical Excellence	Efficiency
Patient Engagement	Accountability	Support

## Chairperson's Address

I am pleased to introduce the 2021 Annual Report for the South Infirmary Victoria University Hospital.

The onset of the Covid-19 global pandemic has had a significant impact on the Irish health service during 2021. Our hospital has continued to provide essential services in line with public health guidelines while also supporting other hospitals in the South/South West Hospital Group.

During 2021, a total of 33,404 (2020: 31,311) inpatients and day patients were treated in our hospital (3,786 inpatients and 29,618 day patients). Our outpatient attendances totalled 67,540 (2020: 64,560) - new 23,118, return 44,422. Hospital activities were impacted due to public health restrictions. Additional costs were incurred as well as a reduction in patient income.

Our allocation of funds from the Health Service Executive to cover the net cost of operational services for the year was €67.3m (2020: €62.5m). There was an operating activities surplus of €31k in 2021 (2020 Surplus: €34k). We received a capital funding allocation of €4,104k during 2021 (2020: €5,178k) for facilities upgrade (€317k) and medical/ICT equipment replacement/additions (€3,787k).

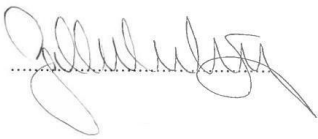
### Fundraising:

I wish to thank all those associated with our ongoing fundraising campaigns and the very generous support received from our friends and supporters during the financial year. Income received was €23,483. The income raised is ring-fenced, recorded in a separate bank account and used exclusively for hospital development purposes as approved by the Trustees of the Charity. Expenditure of €26,287 from the fund was incurred during the year. The balance of restricted funds from fundraising on hand at 31 December 2021 is €101,500.

### Conclusion:

I would like to thank my fellow Board members for the giving of their time and experience, especially those on a voluntary basis, in ensuring the successful running and development of the Hospital. It is indeed an honour to be elected as Chairperson of the Board. I would like to thank the outgoing Chairperson, Mr Michael Hall and I look forward to working with him in his role as Vice Chairperson. As an elective hospital we are uniquely positioned to make a significant contribution to the evolution of healthcare in the region. We are actively committed to working with the South/South West Hospital Group and the Department of Health towards the development of a new elective hospital for the region. I would like to

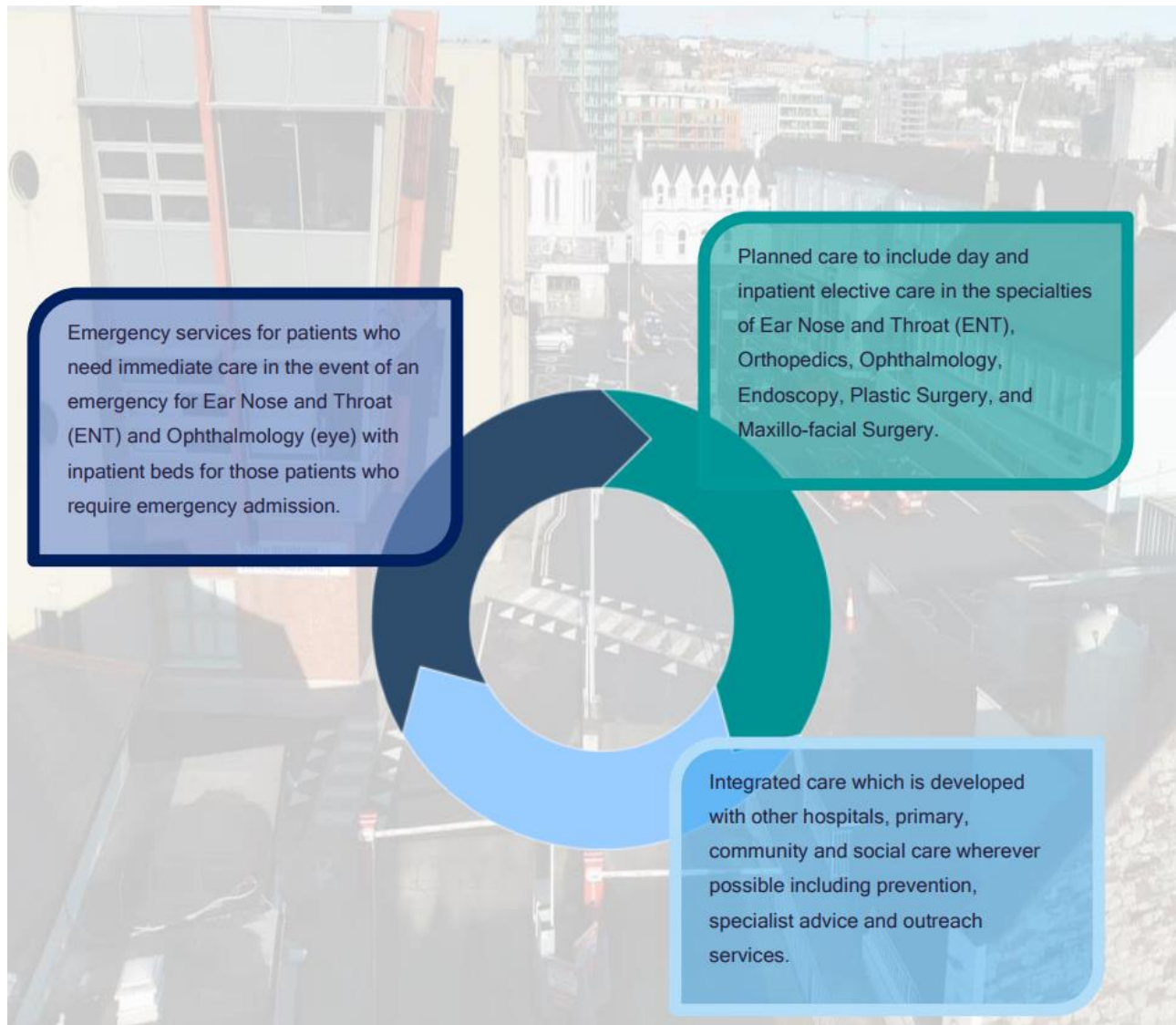
acknowledge our Chief Executive, Management Team and the Hospital's Executive Management Board for their management of patient services throughout a very difficult period for the Irish health service. I would also like to acknowledge the immense contribution of all our frontline workers during this global pandemic. I would like to express my thanks to the General Practitioners for continuing to refer their patients to us, to our visiting medical consultants and to our chaplains for the continued support and attention that they give to our patients. I wish to conclude by expressing thanks to the Minister for Health, his officials and the South/South West Hospital Group for their financial support during the year, both in respect of revenue and capital projects.

A handwritten signature in black ink, appearing to read 'Gillian Keating', written over a horizontal dotted line.

**Ms Gillian Keating**  
**Chairperson**

# ABOUT THE HOSPITAL

The hospital was built in 1762. The South Infirmity Victoria University Hospital (SIVUH) Ltd. came into existence on 1st January 1988 as a result of the amalgamation of the South Charitable Infirmity and the Victoria Hospital. We are a unique public teaching hospital that has been providing a full range of hospital services to the people of the Cork, Munster and beyond for over 260 years. We pride ourselves on the excellence of the care provided to our patients in conjunction with a commitment to clinical teaching and research.



## Our Patients

SIVUH treats approximately 130,000 patients every year. It has a visitor footfall of approximately 50,000 people per annum.

Measure	Total
Total inpatient bed days used	21,560
Total Inpatient discharges	3,786
Total day cases	29,618
Total OPD attendances	67,540

Catchment population of  
approximately

**900,000**

Across Cork, Kerry, Waterford,  
South Tipperary

SIVUH provides services to approximately 900,000 people (19% of the population of the State), with the majority of patients from the counties of Cork, Kerry, Waterford and South Tipperary. Patients from neighbouring regions are routinely admitted for specialty areas such as ENT and plastic surgery.

Catchment population  
by 2025

**1.25m**



## Client Experience & Complaints

A link between organisational objectives and values is patient engagement. Feedback from patients in the National Patient Experience Survey 2021 was again very positive, particularly so in relation to care received during the Pandemic.

	SIVUH	National
Care during the Pandemic	8.8	7.5
If you had worries or fears about COVID-19 while you were in hospital, did you find someone on the hospital staff to talk to?	7.6	5.6
Did staff help you keep in touch with your family or someone else close to you during your stay in hospital?	8.4	6.8

“Everything was very, very good. Doctors, nurses and staff. 10 out of 10”.

“Everybody was very kind and caring”

“All the staff were very kind and caring towards me. I did not feel anxious or worried about the operation and I felt that I was in good hands”.

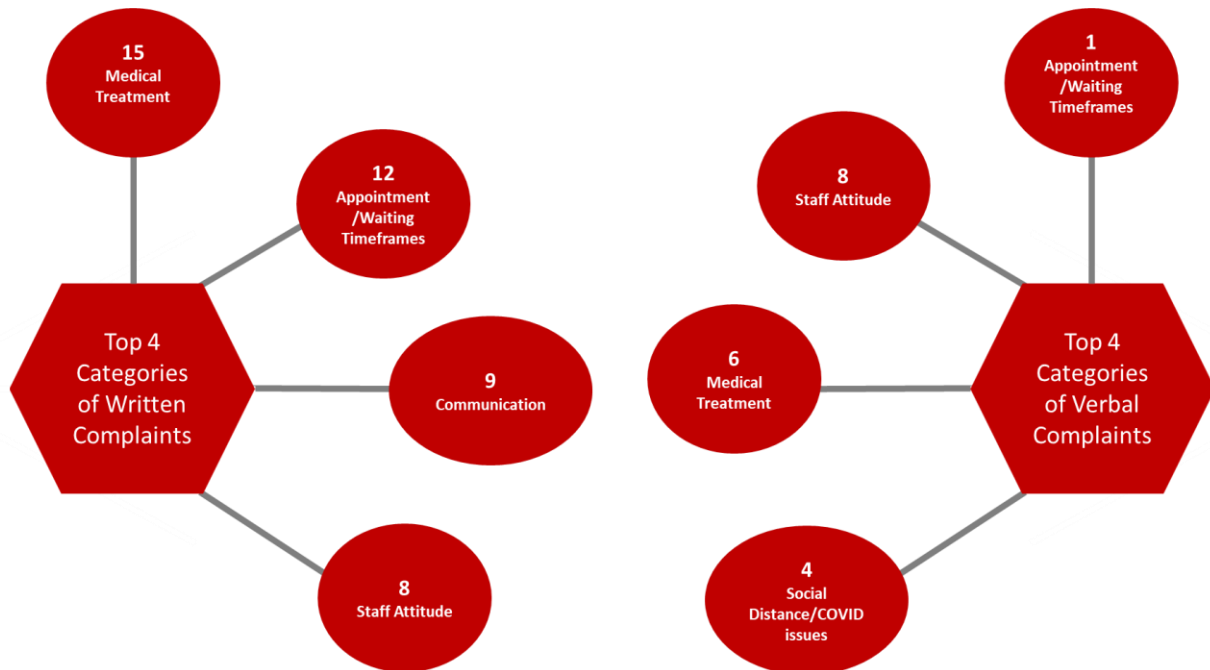
“All main nursing & support staff & medical staff were very pleasant and reassuring”. Admin staff on ward were

“Surgery team were excellent and explained everything before procedure. All nurses were also excellent”.

“Very safe and clean environment. Very nice and helpful staff”



At the SIVUH we understand that complaints matter. The Complaints Coordinator oversees all complaints and feedback from patients and service users. Complaints are recorded and categorised to help the organisation identify themes and trends and identify improvement actions in response to the findings.



In 2021 a total of 81 written and 39 verbal complaints were received.

All complaints are Risk Rated. This was highlighted as a positive feature of the complaints process in SIVUH by the HCI Quality and Risk review. Quality Improvement Plans are put in place where required following receipt of a complaint. Overall 15 Quality Improvement Plans were implemented in 2021 as a result of complaints received.

## Single Service Multiple Sites

SIVUH is committed to the provision of a single service across multiple sites as part of the HSE South South West Hospital Group requirements, with for example a cross city Rheumatology service, our Trauma Rehabilitation Service for patients who underwent Orthopaedic Surgery in Cork University Hospital and our Dermatology Service providing outreach clinics in various locations in the region including Bantry and Tralee. Elective non-complex Gynaecology Surgery is provided as part of an inter-hospital service with Cork University Maternity Hospital. Our ENT has an outreach service in Mallow General Hospital and Cork University Hospital.

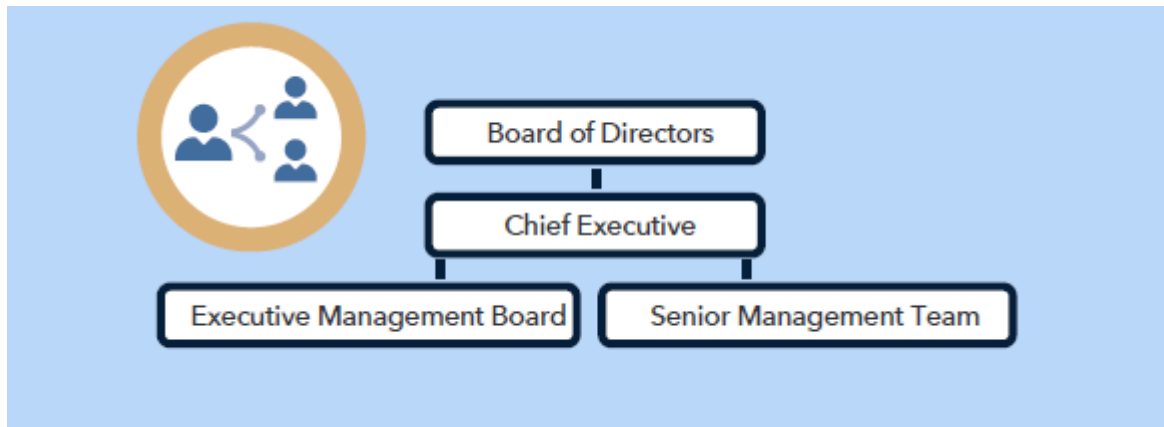
## Our Staff

SIVUH has a workforce of over 900 staff providing complex diagnostic, medical and surgical services at local, regional and national levels. SIVUH is affiliated to University College Cork (UCC) and we provide premier medical training facilities for medical, nursing and health & social care students. UCC has also formally invested in our hospital with the provision of the Education Centre and a Research Library for students and staff. SIVUH also has close links with the Munster technological University (MTU) and we provide placements to students from the Business School in MTU. SIVUH have also provided student placements for other universities including Trinity College Dublin and University of Limerick.

SIVUH has established a staff award scheme known as the Quality Awards to support, recognise and reward staff that have achieved substantial improvements in quality of care or service in the hospital. Winning initiatives include a cross disciplinary project to reduce waiting times for ENT services, the Audiology Waiting List initiative.

## Our Governance

The hospital is a registered charity and a limited company. It is not for profit but relies heavily on state funding, income from private health insurers and generous public donations through the Committee of the Friends of the South Infirmary. The affairs of the company are managed by a Board of Directors. SIVUH is a member of the South/South West Hospital Group (SSWHG) along with eight other hospitals in the region and is committed to ensuring that patients across the SSWHG receive the highest standard of care. SIVUH has established robust and effective governance structures as a mechanism to ensure the hospital is accountable for all of its actions. The Board is responsible for the safe running of the hospital and has delegated responsibility for the management of the hospital to the Chief Executive Officer (CEO) and the Executive Management Board as shown.



The competencies board members bring are varied, as members come from clinical, patient advocacy, business, legal, accounting and information technology backgrounds. The Board is also responsible for ensuring compliance with the hospitals obligations to HSE service arrangement; HSE requirements for internal audit function, compliance with charities code of governance and compliance as directed by the Compliance Unit of the HSE.

## Board of Directors

### Record of Attendance 2021

Name	Expected number of meetings to attend	Number of meetings attended
Mr. Michael Hall, Chairman	10	9
Dr. Bernard Creedon, Vice-Chairman	10	10
Mr. Robin Newenham	10	10
Dr. John Sheehan	10	10
Dr. Mark Phelan	10	10
Mr. John Jermyn	10	8
Prof. Deirdre Murray	10	3
Ms. Gillian Keating	10	7
Mr. Stephen Teap	10	10
Ms. Catherine Desmond	10	10
Mr Colm Burke	10	10

## Senior Management Team

### Membership

#### **Liam Thompson Chief Financial Officer:**

Financial Accounting | Management Accounting | Treasury | Payroll | Finance Systems  
Policies and Procedures | Financial Policy Compliance | HIPE | Accounts Receivable |

#### **Anita Regan Human Resources Manager:**

Recruitment | Staff Relations | Medical Admin and Management | Superannuation | Personal  
and Organisational Development | Workforce Planning and Control | Absenteeism | Policy  
Compliance | Workforce Systems, Policies and Procedures | Credentialing Learning and  
Development | Ethics in Public Office |

#### **Ronan O'Connell ICT Manager:**

Enterprise Resource Planning (Business Systems) | Telephony - Multi Media  
(PACS/Teleconf) | Info Systems and Reports | Innovation |

#### **Dr. Ruth Lernihán Director of Nursing:**

Nursing Standards | Nursing Practice/Professional Development | Nursing and Allied  
Education Development |

#### **Jean O'Sullivan Operations Manager:**

Operations Oversight/Responsibility and Assurance | Service Planning | Operations  
Systems, Policies and Procedures | Business Continuity | Minor Capital |

#### **Kieran Murphy Quality and Risk Manager to November 2021 and Eunice Buttimer to year**

**end 2021:** Development of all Hospital QSRM Policies and Procedures | Risk  
Management | Risk Register | Monitor/Assure Implementation of all QSRM Policies |  
Implement National QSRM Policies | Licensing and Regulation | Compliance and  
Assurance | Safety and Health at Work |

# LEGAL AND FINANCIAL

COMPANY SECRETARY	L&P Trustee Services Limited 75 St. Stephen's Green Dublin 2
INDEPENDENT AUDITOR	Deloitte Ireland LLP Chartered Accountants and Statutory Audit Firm No. 6 Lapp's Quay Cork
BANKER	Allied Irish Banks plc 66 South Mall Cork
SOLICITORS	Ronan Daly Jermyn 2 Park Place City Gate Park Mahon Point Cork
REGISTERED OFFICE	Old Blackrock Road Cork T12 X23H
REGISTERED NO. OF INCORPORATION	129505
REGISTERED CHARITY NUMBER	20027025
CHARITY NUMBER (CHY NO.)	10543
COUNTRY OF INCORPORATION	Ireland

## Profit & Loss Account

SOUTH INFIRMARY-VICTORIA UNIVERSITY HOSPITAL  
|  
PROFIT AND LOSS ACCOUNT  
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2021

	Notes	Operating activities 2021 €	Restricted funds 2021 €	Total 2021 €	Total 2020 €
<b>INCOME - continuing operations</b>					
Patient receipts		9,496,428	-	9,496,428	9,040,714
Health Service Executive Determination	4	67,294,342	-	67,294,342	62,537,236
Pension contributions and levy		2,959,466	-	2,959,466	3,108,899
Other receipts		7,951,608	-	7,951,608	2,368,565
Fundraising income		-	23,483	23,483	45,140
		87,701,844	23,483	87,725,327	77,100,554
<b>EXPENDITURE</b>					
Staff costs	5	(58,301,126)	-	(58,301,126)	(54,405,700)
Other operating expenses		(29,354,761)	-	(29,354,761)	(22,602,172)
Utilisation of fundraising income		-	(26,287)	(26,287)	(107,626)
		(87,655,887)	(26,287)	(87,682,174)	(77,115,498)
<b>OPERATING SURPLUS/(DEFICIT) - continuing operations</b>					
		45,957	(2,804)	43,153	(14,944)
Interest payable and similar charges	7	(14,866)	-	(14,866)	(13,797)
<b>SURPLUS/(DEFICIT) BEFORE TAXATION</b>					
	8	31,091	(2,804)	28,287	(28,741)
Taxation on surplus/(deficit)	9	-	-	-	-
<b>SURPLUS/(DEFICIT) AFTER TAXATION</b>					
		<u>31,091</u>	<u>(2,804)</u>	<u>28,287</u>	<u>(28,741)</u>

## Balance Sheet

### SOUTH INFIRMARY-VICTORIA UNIVERSITY HOSPITAL

#### BALANCE SHEET AS AT 31 DECEMBER 2021

	Notes	2021 €	2020 €
<b>FIXED ASSETS</b>			
Tangible fixed assets	10	<u>37,955,362</u>	<u>36,478,777</u>
<b>CURRENT ASSETS</b>			
Stocks	11	2,125,493	2,048,665
Allocations receivable	12	7,211,595	6,591,687
Debtors	13	5,912,724	4,114,772
Cash at bank and in hand	14	<u>3,595,039</u>	<u>5,590,824</u>
		18,844,851	18,345,948
<b>CREDITORS</b> (Amounts falling due within one financial year)	15	<u>(13,582,457)</u>	<u>(13,111,841)</u>
<b>NET CURRENT ASSETS</b>		<u>5,262,394</u>	<u>5,234,107</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		43,217,756	41,712,884
<b>CAPITAL GRANTS</b>	16	<u>(37,955,362)</u>	<u>(36,478,777)</u>
<b>NET ASSETS</b>		<u>5,262,394</u>	<u>5,234,107</u>
<b>REPRESENTED BY:</b>			
Retained earnings	17	5,160,894	5,129,803
Restricted funds	24	<u>101,500</u>	<u>104,304</u>
		<u>5,262,394</u>	<u>5,234,107</u>



## Chief Executive Officer Address

It is with great pleasure that I welcome you to the South Infirmery - Victoria University Hospital Annual Report. The challenges posed by the Covid-19 pandemic continued to be felt in 2021. In addition, the Cyber-attack in May 2021 was yet another unanticipated event which had the potential to threaten the ongoing delivery of patient services.

I am immensely proud of the dedication of our staff in rising to the challenges presented.

In response to the Covid-19 pandemic, our staff adapted ways of working to ensure that our patients receive the care they require.

The Cyber-attack meant we were instantly without the ability to access electronic patient records and diagnostic tools, highlighting how dependant advancements in healthcare have become on technology. Our staff immediately responded and adjusted ways of working. Manual systems of tracking patient records/information were revisited/devised to ensure that patient care could continue to be delivered as efficiently and safely as possible.

In addition, the SIVUH administered 25,000 Covid-19 vaccinations to frontline staff in the SIVUH Regional Vaccination Centre. A team of staff from across the SIVUH, working both on the frontline and behind the scenes, were involved in the vaccination clinic.

During 2021, a total of 33,404 (2020: 31,311) inpatients and day patients were treated in our hospital (3,786 inpatients and 29,618 day patients). Our outpatient attendances totalled 67,540 (2020: 64,560) - new 23,118, return 44,422. The demand for patient services increased in 2021 as evidenced by an increase of 15.1% (4,471) in referrals received. Despite increases in the numbers of patients seen and treated there was an increase of 4% (901) in the number of patients added to out-patient waiting lists in 2021.

We continue to focus on delivering safe and effective patient care, resulting in better patient outcomes. Corporate and Clinical Governance, Quality and Patient Safety are at the forefront of the delivery of patient services. We continued to build on a culture of learning and the application of those learnings in our day to day operations.

I would like to place on the record my sincere gratitude to the outgoing Chair of the Board of Directors, Mr Michael Hall. I also welcome Ms Gillian Keating as incoming Chair of the Board.

My sincere appreciation to the entire Board of Directors for their ongoing commitment to the South Infirmary.

Finally, I would also like to acknowledge the work of the Executive Management Board and the Senior Management Team for their unstinting commitment to the hospital and our patients.

A handwritten signature in black ink, appearing to read "Helen Donovan". The signature is fluid and cursive, with a horizontal line underlining the name.

Helen Donovan  
Chief Executive Office

# OUR SERVICES

## Dermatology Regional Service

The department is the Regional Centre for Dermatology Services. Out-reach clinics are held in the Cork University Hospital, Bantry General Hospital and Kerry General Hospital. The department provides undergraduate and postgraduate teaching and is involved in clinical research.

The Dermatology Services include:

- Weekly contact Dermatitis Clinic
- Comprehensive Melanoma service in conjunction with Department of Plastic Surgery SIVUH.
- Specialised Mohs Micrographic Surgery for removing certain types of skin cancer.
- Day Care Centre where both in-patients and out-patients receive treatment
- Nurse-led Phototherapy Service

### 2021 Outpatient Activity:

- New patients seen - 6,509
- Return patients seen - 8,502

### 2021 Inpatient Activity

- In-patients - 60
- Day Cases - 6,828

## Pain Medicine - Regional Centre

The primary role of the Chronic Pain Service is to provide safe and effective pain management to patients. The service is led by three Pain Medicine Consultants and supported by Clinical Nurse Specialists. Patients have varying levels of pain, and may require different techniques to help manage their pain. Our aim is to provide good pain control with minimal side effects to help speed patients recovery.

### 2021 Outpatient Activity:

- New patients seen - 489
- Return patients seen - 2,030

### 2021 Inpatient Activity

- In-patients - 16
- Day Cases - 3,273

## Oncology Service

Oncology services are provided under the care of a Consultant Oncologist and offer our patients the highest possible quality of life and symptom control throughout their treatment. Our Infusion Unit is a Day Unit for administration of chemotherapy.

### 2021 Outpatient Activity:

- New patients seen - 190
- Return patients seen - 2,638

### 2021 Inpatient Activity

- In- patients - 1
- Day Cases - 2,499

## Gynaecology Surgery

Elective non-complex Gynaecology Surgery is provided as part of an inter-hospital service with Cork University Maternity Hospital and the SIVUH. This includes mainly day surgery, diagnostics including colposcopy, hysteroscopy, cystoscopy/urodynamic and ultrasound and advanced laparoscopic surgery. The Gynaecology Outpatients are also concentrated at SIVUH, establishing a Gynaecological "one-stop shop".

### 2021 Outpatient Activity:

- New patients seen - 511
- Return patients seen - 926

### 2021 Inpatient Activity

- In- patients - 64
- Day Cases - 593

### General Surgery/Endoscopy

Our General Surgery teams evaluate and treat a full range of general surgery conditions and perform a range of open and, more commonly, laparoscopic procedures. Our General Surgeons have special interests including colorectal and upper gastrointestinal surgery. Our General Consultant Surgeons collaborate with other departments in the hospital including the Endoscopy and Gastrointestinal Department. The Endoscopy Unit provides a service for day patients and in-patients undergoing endoscopy procedures.

#### 2021 Outpatient Activity:

- New patients seen - 1,873
- Return patients seen - 3,611

#### 2021 Inpatient Activity

- In-patients - 197
- Day Cases - 3,890

### Orthopaedic Services

The Department of Orthopaedic Surgery provides a comprehensive service for elective Orthopaedic surgery offering a range of simple and complex inpatient and day care procedures. The department of Orthopaedic Surgery in SIVUH provides a general Orthopaedic elective service (out-patients and inpatients), which includes care in the following areas;

- Hip and knee replacements, plus complex revision surgeries
- Spinal Surgeries
- Special Interest in Paediatric
- Special interest in hand and upper limb surgeries
- Relating to bony and soft tissue Orthopaedic problems
- Knee and sports hip and knee injuries
- Foot and ankle problems

The Orthopaedic services have a robust Pre-Admission Assessment Clinic which encompasses nursing, medical and health and social care professional input.

#### 2021 Outpatient Activity:

- New patients seen - 2,892
- Return patients seen - 6,447

#### 2021 Inpatient Activity

- In-patients - 1,313
- Day Cases - 1,485

### Maxillofacial Surgery

The Department of Oral and Maxillofacial Surgery offers a comprehensive service relating to conditions of the face, mouth and jaws. Our Maxillofacial Consultants treat a range of conditions, including facial injuries, head and neck cancers, salivary gland diseases, facial deformities, facial pain, impacted teeth, cysts and tumors of the jaws, as well as mouth ulcers and infections. The specialty is unique, requiring a dual qualification in medicine and dentistry.

#### 2021 Outpatient Activity:

- New patients seen - 421
- Return patients seen - 651

#### 2021 Inpatient Activity

- In- patients - 88
- Day Cases - 637

### Orthopaedic Trauma Rehabilitation Services

SIVUH provides a complete range of rehabilitation services following Trauma Orthopaedic Surgery in the Cork University Hospital. Every patient has the benefit of a skilled and caring Multidisciplinary clinical rehabilitation team to offer help and support whatever the individual circumstances. The service is comprehensively supported by experienced nurses, physiotherapists, occupational therapists, social workers, discharge coordinators and an Ortho Geriatrician Consultant.

### Rheumatology

Rheumatology is the medical specialty caring for patients with musculoskeletal disease. Rheumatology services are essentially ambulatory and out-patient based with small numbers of beds required for acute rheumatic diseases and for patients requiring intensive periods of rehabilitation. The Rheumatology Department is led with a commitment to general internal medicine.

#### 2021 Outpatient Activity:

- New patients seen - 973
- Return patients seen - 1,529

#### 2021 Inpatient Activity

- In- patients - 1
- Day Cases - 680

#### 2021 Outpat

- New patient
- Return patient

### Anesthesiology

The Department of Anesthesiology has five full time consultants. The Hospital is accredited for training on the Specialist Anesthesia Training (SAT) Programme (Years 1 to 3). Three of our posts are on approved COA training schemes. The Department of Anesthesiology provides clinical care in general and regional Anesthesia to both children and adults and has an academic programme that includes postgraduate education, undergraduate teaching and clinical research. The hospital performs over 10,000 general or regional anesthetics per year in 9 operating theatres, of which over 1,500 are in children aged from 3 months to 15 years of age

### Plastic Surgery

Plastic surgery provides a wide range of surgical services in its own right and works collaboratively with other specialties e.g. Head and Neck Otorhinolaryngology, Orthopedics, Maxillo-Facial surgery and Dermatology. Much of the Plastic surgery elective work lends itself to day surgery. Seven consultant plastic surgeons currently work in the SIVUH. We are one of the largest plastic surgery departments in Ireland and our service covers;

1. General plastic surgery,
2. Hand trauma and soft tissue injuries,
3. Reconstruction following head & neck and skin cancers,
4. Paediatric plastic surgery
5. Collaborative surgeries with other specialty

#### 2021 Outpatient Activity:

- New patients seen - 1,020
- Return patients seen - 5,131

#### 2021 Inpatient Activity

- In- patients - 368
- Day Cases - 3,034

### Radiology

Radiology Services are provided under the direction of five Consultant Radiologists and include General X-rays, CT scans, Ultrasound scans, Fluoroscopy & Bone Density scans. The service also covers imaging for pain management and operating theatres.

#### Modality

#### Number of Exams

- |                                |          |
|--------------------------------|----------|
| • X-Rays                       | • 19,519 |
| • CT Scans                     | • 3,420  |
| • Ultrasound                   | • 3,499  |
| • Theatre/Pain Medicine        | • 2,816  |
| • Fluoroscopy (Barium Studies) | • 590    |

### Sexual Assault Treatment Unit

The unit provides a comprehensive and coordinated forensic and medical aftercare service to both males and females of 14 years and upwards, who have experienced rape or sexual assault. It is a free and confidential service and can be accessed via the Gardaí, General Practitioner, Rape Crisis Centre, Emergency Department or self-referral. There is no time restriction for clients attending the unit and they can attend with or without Garda involvement

#### 2021 Activity

- New attendances - 148
- Return attendances - 208

### Endocrinology Service

The SIVUH delivers high quality care for patients with endocrine and diabetic long-term conditions. The service, led by one Consultant Endocrinologist aims to provide a dynamic, innovative, forward-thinking and multi-disciplinary approach to the treatment and the management of diabetes.

#### 2021 Outpatient Activity:

- New patients seen - 229
- Return patients seen - 2,205

#### 2021 Inpatient Activity

- In-patients - 0
- Day Cases - 286

### Otorhinolaryngology (Ear, Nose and Throat) Services - Regional Centre

SIVUH is a regional centre for Otorhinolaryngology surgery and the second largest Head & Neck Surgical Cancer centre in Ireland. The SIVUH is a tertiary referral centre for Ear, Nose and Throat (ENT) services and is staffed by six Consultant Otolaryngology Surgeons. The Department of Otorhinolaryngology/Head and Neck Surgery assesses pathology relating to diseases of the ears, nose and throat, and head and neck. This includes infective and inflammatory conditions of the upper airways and cancer of the head and neck. The SIVUH Head and Neck Cancer Centre offers a comprehensive specialist service for the diagnosis, treatment and care of head and neck cancers include tumours of the mouth, jaw, throat and neck.

In 2019 the Otorhinolaryngology Service included: Out-Patients • New patients seen- 8213 • Return patients seen- 9391 • ENT ED New patients seen- 1988 • ENT ED Return patients seen- 879

#### 2021 Outpatient Activity:

- New patients seen - 6,747
- Return patients seen - 10,347
- ENT ED New patients seen - 1,254
- ENT ED Return seen - 404

#### 2021 Inpatient Activity

- In-patients - 1,223
- Day Cases - 1,508

### Ophthalmology

The Department of Ophthalmology deals with the structure, functions and diseases of the eye. Cork University Hospital provides a regional tertiary referral ophthalmic service for the South-South West region including an Emergency Eye Trauma Service. Access to inpatient services for Ophthalmology is via the South Infirmary Victoria University Hospital (SIVUH).

#### 2021 Outpatient Activity:

- New patients seen - 10
- Return patients seen - 1

#### 2021 Inpatient Activity

- In-patients - 455
- Day Cases - 4,905

# OUR DEPARTMENTS

## Audiology

The Audiology department provides a comprehensive hearing care service to both adults and children and a unique vestibular assessment service for patients with vertigo and balance issues.

The Audiology Department provides:

- On-site audiological support for patients attending the ENT OPD/ED at SIVUH and ENT OPDs in CUH and Mallow General Hospital.
- A direct referral system for ototoxicity management and other specialised services from all hospitals in the group including complex paediatric assessment and electrophysiological measures such as auditory evoked potentials
- A regional service for bone anchored hearing aid (BAHA) assessment and management with a geographical area covering the entire south and southeast of the country.
- A clinical placement site for Audiology MSc. students and gives unique insight to acute hospital audiology services.
- Continued support to our educational partner in UCC providing lectures for the MSc. in Audiology programme as well as the new in MSc. in Hearing, Balance and Communication with staff holding Adjunct Clinical Lectureships in the College of Medicine and Health

### Key achievements 2021

- A new Audiology test booth and diagnostic equipment was secured for the OPD in Mallow General Hospital. SIVUH Audiology staff commenced an Audiology led ENT clinic and provided Audiology on-site in MGH supporting Ms. Ann O'Connor and her team for the large catchment areas of North Cork, South Limerick, Kerry and West Waterford. This decreased the necessity for patients attending MGH to travel to SIVUH for audiological assessment and management.
- Having worked with the Scheduled Care Transformation Programme nationally, and with the support of SIVUH and SSWHG, we were able to roll-out a new initiative targeted at ENT long-waiters with vertigo and imbalance. These novel Audiology/Physio led ENT clinics provide more timely access to audiovestibular diagnostics and rehabilitation for patients and have a positive effect on ENT waiting lists.
- 2021 has seen a continuation of the Audiology led ENT Waiting List Initiative which has seen patients access Audiology and ENT services in a more efficient way. This model has been audited and approved by the Scheduled Care Transformation Programme is has been rolled out nationally with 11 clinical audiology posts approved across the country based on the SIVUH experience.
- We have again seen an increase in patients attending for vestibular assessment in 2021 compared with 2020. This is a vital service for the ever increasing number of patients complaining of vertigo, balance problems and falls. Our vestibular assessment unit is the only such unit outside of Dublin and is now the busiest in the country.
- The department continues to provide audiological support for over 200 patients with surgically implanted bone anchored hearing aids with new trials and assessments being performed throughout the year. The bone anchored hearing aid MDT is very successful with input from Audiology, ENT and Nursing to support this growing patient cohort.

## Administration Services

The Administration Service Department (ASD) has a total of 134 staff aligned to the department and plays a pivotal role in facilitating the patient's journey through the SIVUH from both an Outpatient, Inpatient and Day case perspective.

In 2021 the SIVUH delivery of care from an Outpatient perspective continued with a mix of both face-to-face and virtually delivered service, depending on the fluctuating nature of the pandemic. The process as to how clinics were run required ongoing consultation with Consultants, Senior Management and staff on the ground as well as keeping our patients advised of what was happening.

While 2020 brought sudden and unanticipated changes, 2021 also came with some new and unanticipated changes such as the Cyber-attack. Again we were tasked with coming up with new and innovative ways of being able to identify and treat patients without having access to the IT systems which we all had grown familiar with.

In 2021 we received a total of 34,008 referrals and saw a total of 67,541 patients in our Outpatient Departments. 23,118 were new patients and 44,423 were return patients.

Chart retrievals for all inpatient, day case and outpatient activity were as follows:

2020 - 93,350  
 2021 - 100,955

**The following service enhancements were also facilitated throughout the year:**

We continued to roll out the Digital Dictation system to further specialities with the volume of digital dictations increasing by 125% from the previous year. 2020: 21,850 - 2021: 49,107

The eClinic Manager System (virtual video clinic solution) continued to be available to all specialities with the following services availing of same, Outpatient clinic sessions, Physiotherapists, Speech & Language Services and Dietetics.

Pain Physio pilot continued for new patients. Due to the backlog of return patients aligned to one of the PMU Consultants a further initiative was establish with the Physiotherapy Department towards the end of the year to review and treat return PMU patients under the governance of the Consultant.

Continued with Insourcing & Outsourcing Initiatives from a waiting list management perspective.  
 Insourcing: 2020 - 1,891, 2021 - 1,503.

Outsourcing: 2021 - 1,124, 2021 - 1,621

Continued with the Validation of Patient on Outpatient Waiting Lists with both the number being validated and being removed increasing year on year.



A very challenging but also rewarding year which again showed Staff aligned to the ASD continued to demonstrate their resilience and stalwart determination to support the services we provide to our patients, delivering high quality administration which promotes better care for our patients. This trojan work is all carried out behind the scenes. We also continued with some of the changes which were made to facilitate the running of services during the pandemic as they have proven very successful and as a result will continue to form part of our service delivery for years to come.



## Booking & Validation Department

### Management and scheduling of patients on Inpatient, Day Case and Planned Procedure (IDPP)

The protocols which govern management & scheduling are undertaken by the South/South West Hospital Group working in line the National Treatment Purchase Fund (NTPF) - commissioned by the Department of Health.

These protocols provide guidance to ensure that there is a consistent and standardised user friendly approach.

**“The protocols purpose is to ensure the safe, timely and effective access and treatment of patients in a fair and equitable manner in line with National Waiting list management Policy”.**

- Clear Scheduled care governance and reporting
- Trained waiting list management staff
- Implementation of Standard Operating Procedures
- Audit and quality assurance.
- Currently we book approx. 50 consultant lists covering 10 operating theatres & Infusion Unit

During the early start of 2021 the SIVUH established the Vaccination Centre, the B&V Department supervised the scheduling of approx. 25000 during January to August 2021

### Validation of Patients

The function of validation process is to ensure each patient’s details are correct when adding to the IPDC waiting list such as Private/Private Cash paying patient, Public/Medical card and demographics.

Booking forms are received from a variety of areas and methods such as internally generated OPD/Wards to external hospitals, Rooms and direct GP referral.

Each Public patient is validated either medical card or public cash which now enables the hospital to accept payment on the date of admission.

Each Private patient is validated to ensure that:

- a) Their Private Health Insurance will cover their procedure in the SIVUH or
- b) The patient is made aware of the charges associated with electing to be a Private Cash Paying (as confirmed with Admission & Accounts Department)

### Covid-19 Swabbing

During 2020 a programme to enable SIVUH patients to be screened Pre-Admission for Covid-19 was established using St. Mary’s Health Campus & Kerry. Booking & Validation Department supervised the scheduling of approx. 9100 in 2021

### Achievements during 2021

**Booking forms Validated and added to waiting list**

	Day case	Inpatient	Total
<b>2020</b>	25,284	2,186	<b>27,470</b>
<b>2021</b>	28,189	2,039	<b>30,228</b>

Admissions/Bookings	2020	2021
<b>Inpatient Admission</b>	3945	3792
<b>ADT Daycase Admission</b>	9033	9627
<b>Daycase Admission</b>	18329	19991
<b>Total</b>	<b>31307</b>	<b>33410</b>

### Theatre Management

Allocation and issuing of all Theatre Schedules now under remit of B&V Department.

Responsible for maximisation of all Theatre activity

### Endoscopy

Zero breach's in the NTPF 28 day target for urgent scopes

## Catering

The Catering and Household department is staffed by over 80 staff members who provide food services for both staff and patients in the hospital. In addition to food services, the catering and household department also provide the household services for the Victoria complex, UCC buildings, administration building, oncology and ancillary areas. We also oversee the laundry for the hospital.

The key focus of 2021 was the continuation of service provision during the Covid-19 pandemic.

- Extensive training of staff in PPE donning and doffing, cleaning and isolation precautions, upskilling staff assigned to the kitchen to cover additional roles.
- Management of a volatile supply chain to ensure the delivery of fresh produce.
- Restructuring the staff canteen to ensure social distancing, changing menu to provide take away services.
- Restructuring job descriptions to minimise the spread of Covid-19.
- Coffee doc opened replacing the visitors' canteen.
- Establishing access rights to the scrubbox system for all staff members. Management of the scrub supply and scrubbox machine due to increased demand during isolation precautions.
- Roll out of vaccination for staff and wider community. We ensured catering services were available to the vaccine recipients.
- Received the Irish Heart Foundation Gold Award for health promotion in a healthcare setting following a virtual audit and submission of evidence.

## Dietetics and Nutrition

### Total Activity by Patient Contacts 2021

	New Contacts	Review Contacts	Total Contacts
Inpatient	266	1409	1675
Outpatient	153	1548	1701
<b>Total Activity</b>	<b>419</b>	<b>2957</b>	<b>3376</b>

#### **Inpatient Activity**

ENT 84%, Ortho Rehab 7%, Oncology 4%, Max Fax 2%, Surgery 2%, Elective Rehab 1%

#### **Outpatient Activity**

ENT 70%, Endocrinology 24%, Home Parenteral Nutrition 3%, Surgery 2%, Orthopaedics 1%

**Staffing:** Staffing shortfalls due to retirements, statutory leave, and recruitment challenges had a significant effect on department activity throughout 2021.

#### **SPECIALIST AREAS**

**ENT/ Head & Neck Oncology** Inpatient and outpatient service provided to this complex patient group with a high requirement for oral and enteral nutrition support in the following settings:

- Multidisciplinary Head and Neck Oncology meeting,
- Ward MDT weekly meetings,
- MDT Consultant Clinics,
- Contribute to ANP clinics on request
- Combined clinics with SLT - pre and post treatment for swallow rehabilitation.
- Gastrostomy specific clinics
- Continued participation in the roll out of the MDT pre assessment/ education of patients for major head and neck surgery through 2021 including contribution to the finalised MDT assessment booklet.

#### **Gastrostomy Tube management**

Dietitians lead on the education for home on gastrostomy tube aftercare, and are the main contact for gastrostomy tube complications/ issues (unplanned presentations) and management of tube changes. Training to replace skill set loss through retirement and statutory leave in 2021.

37 gastrostomy tubes were placed in this patient group in 2021

### Endocrinology/ Diabetes Centre

Dietitians work as a member of the MDT in the Diabetes Centre at SIVUH. As per the national diabetes cycle of care for diabetes the following complex patient types attend the Diabetes Centre:

- Type 1 Diabetes (including pump therapy, increasing use of sensor/ continuous glucose monitoring (CGM) technology through 2021)
- Complex Type 2 Diabetes (education and transition to injectable agents and insulin)
- Type 3c Diabetes (Diabetes secondary to pancreatic disease- transfers from MUH for outpatient management, usually requiring insulin therapy)
- Pregnancy planning and management. (Patients with type 1 and type 2 diabetes already attending SIVUH service)
- Group structured education (on hold, due to Covid 19 restrictions)

Activity was limited through 2021 due to decreased staffing and Department prioritisation of acute ENT caseload. Increased time burden per patient when interpreting and educating data from CGM

As staffing improved, gradual transition through the year to revert from mainly virtual contacts (secondary to Covid-19) to increased face to face consultations. The option of virtual contact retained as per individual patient preference/ convenience.

**General Surgery** Our out-patient service has been suspended due to lack of staffing resources, and loss of specific skill set. All outpatient referrals are transferred to community dietetic services. We continue to provide a dietetic service for a home parenteral nutrition patient.

**Orthopaedic Rehab Unit** Although there is minimal assigned dietetic staffing to the orthopaedic rehabilitation unit, the Department recognises the requirement for dietetic management of this cohort.

A reduced staffing pathway which outlines actions for patients depending on MUST score (malnutrition risk), was rolled out and communicated to wards.

**Dietetic Student Practice Placements** New Student Coordinator Role 0.5 WTE.

UCC practice placements were introduced and supported in the Department in 2021

- Placement 1 - 2 Students
- Placement 2 - 4 Students

Student Placements facilitated for Trinity/ TU Dublin Undergraduate Nutrition and Dietetics Programme course

- Placement B - 2 Students

### Other Department Achievements in 2021

- Revision of PPPGs
- Introduction of online Dietetic referral form
- Audit of meal ordering system- QIP development and roll out of standardised EXCEL ward order sheet for all wards
- Menu review

## Facilities Department

**The functions and responsibilities of the Facilities Department include:**

- Develop and implement SOP and PPG's.
- Responsibility for the general maintenance and upkeep of all buildings within the SIVUH Complex.
- Liaise and contribute to Capital Group meetings and IAG. Coordinate a plan of works following same.
- Plan, schedule and Lead Hospital building/refurbishment Projects.
- Ensure robust communication plan is in place regarding Maintenance works/issues.
- Liaise and contribute to Capital Group meetings and IAG. Coordinate a plan of works following same.
- Interaction and consultation with multidisciplinary teams within SIVUH, SSWHG, HSE.
- Responsibility for Service and Maintenance Contracts across a variety of services, i.e. Electrical and Mechanical to ensure smooth operation of services across SIVUH
- Responsibility for procurement oversight within the Maintenance Department. Assist with Tender Process and carry out OGP Tenders
- Provide reports to Finance when required on Departmental spend.
- Proactively manage Legionella prevention, through newly developed program of cleaning, sterilization, testing and reporting.

- Manage and engage with third party contactors and companies on behalf of SIVUH.
- Collate, Interpret and contribute to architectural drawings on projects.
- Actively participate and manage large to medium and small scale developments within SIVUH.

#### Projects undertaken in 2021

- Decant - Refurbishment and/or redevelopment of 8 departments, 26 offices and the relocation of 60 staff, in order to create space for the building of 2 no. Ophthalmology Theatres and Day Care unit within SIVUH. (2021)
- Generator Replacement Project (2021)
- Pathology Department - Relocation and Redevelopment of new department (2021)
- Pharmacy Department - Complete Refurbishment (2021)
- Pharmacy IV Room - Refurbishment (2021)
- Legionella Management: Joint task force with Infection Control (2021/22)
- General Theatres 1 - 4: Refurbishment and AHU Installation Project in conjunction with ARUP (2021)
- Coffee Doc - Design and build in conjunction with Architects and contractors (2021)
- Hospital Street - Design and build in conjunction with Architects and Contractors (2021)
- Main Reception - Relocation and Design with Architects and Contractors (2021)
- New Admission Pods - Design and build in conjunction with Architects and Contractors (2021)
- General Outpatients Reception and Office - Complete Refurbishment (2021)
- Children's Ward upgrade and refurbishment (2021)
- X-Ray Department: Remedial Structural works and refurbishment and viewing room (2021 / 22)
- EOS Room - Design and build and installation (2022)

## Infection Prevention & Control/Hygiene

### Overview of Activities

The IPCT give expert advice to all staff and patients in relation to all aspects of Infection Prevention and Control & Hygiene ranging from Pest control, to outbreak management, to legionella control, to prevention, early identification and management of all Multi drug resistant (MRDOs).

Management of Covid-19 cases including suspected and confirmed cases, close contacts and Pre-Admission cancellations

Education sessions given to all disciplines of staff, patients and visitors on Infection Prevention and Control including:

- Weekly education sessions on Covid-19 update and wearing of PPE.
- Mandatory training weekly of Hand Hygiene to all staff disciplines.
- Global induction sessions on standard and transmission based precautions.
- *Aspergillus* and *Legionella* updates for in house Maintenance and contractors.
- Sepsis awareness sessions for all disciplines.
- Hygiene in service for HCAs
- Waste management updates.

### Health promotion days:

- Hand hygiene / five moments.
- Sepsis awareness days.
- Covid-19 asymptomatic carrier awareness day.

### Audits

The following audits were carried out throughout the year.

- PCHAI (point of care healthcare associated infections) weekly audits this looks at the cleanliness of the environment and equipment used by the patients.
- National hand hygiene audits completed in May and November.
- Alert organism audit to ensure all MDROs are alerted on IPMS.
- Flushing audits of water outlets these audits help us to ensure that the control measures in place for control of Legionella are being maintained.

- The correct wearing of PPE.
- Commode audit. The cleanliness of commodes is audited so as to ensure that cleaning of high risk equipment is completed correctly.

### Surveillance

- Active hospital surveillance continues on MRSA/VRE/ESBs CPE, C.diff, Norovirus, and miscellaneous microorganisms,  
This includes collating information; on all patients both newly diagnosed patients and patients with a previous history of MDROs, managing their placement on the wards and theatre list and organising decolonisation and rescreening where appropriate. Any patients who acquire a HCAI IN SIVUH have a system analysis completed to identify possible trends.
- 1497 MRSA patients were managed in SIVUH with **four** patients acquiring it in SIVUH which is **0.3%**.
  - Out of **1445** CPE screens we had **three** positive results all of these patients were screened on admission and transferred from another hospital **0.2%**.

### Surgical site infections surveillance (SSIS). Three surgical sites, were looked at throughout 2021.

- Thyroid/Parathyroid there was 150 surgeries with zero infections identified 0%.
- Hernia repair there was 198 surgeries with zero infections identified 0%.
- Total knee replacement (TKR) there was 250 surgeries with 1 infection identified 0.4%. There were lessons learned and a quality improvement plan put in place from surveillance data collated.

### Legionella

The management and control of Legionella was looked at and proactive measures were introduced such as scheduled cleaning of tanks and water testing to reduce the risk of contamination in the water supply.

### Aspergillus

The IPCT work with internal and external contractors to monitor the risks of Aspergillus on all internal and external works and air testing was completed as required.

### Risk assessments

- Infection prevention and control carried out risk assessments on all ward areas, with CNM2 to ensure that risks were managed where necessary. The results of the risk assessments were discussed at the Capital group for prioritisation of funding.

## IT & Management Services

The IT Department's mission is to provide an integrated information service through leadership in identifying the technological developments of potential benefit to the hospital and responding to changing needs while satisfying and supporting existing systems and requirements. Our primary responsibility is for business continuity and data security. Our focus is on supporting the delivery of hospital services efficiently and effectively to provide the best quality patient care. The department also delivers a Data Management and Business Intelligence Function for all directorates.

### 2021 at a glance

2021 proved another busy year, along with supporting existing ICT operations many new projects were completed and many more identified. With COVID 19 pandemic continuing into a second year, the ICT department worked closely with all departments to ensure safe work could be undertaken in different ways including providing a solution and supporting staff with remote working, multimedia conferences using Zoom, Web-ex and TEAMS, physical relocation of PCs and peripheral devices to comply with HSE directives for safe socially distanced working practices and to continue to set up and support virtual OPD clinics.

On 14th May 2021, the Irish Health system was hit with an unprecedented challenge, its IT systems were subjected to a Cyber-attack. This had a huge impact on all ICT services within the hospital and ICT services

aligned to SIVUH. The staff in ICT roles worked tirelessly to get the hospital operations back up and running after all HSE systems went off line. The hospital was a non-compromised site.

Day to day, we continue to provide hardware and software support for approximately 1,000 staff via helpdesk calls, email requests and "walk-in" requests. We manage 29 virtual and 17 physical servers and support 180 applications\interfaces and 700 email users. We deliver a data management and business intelligence reporting function, returning statistical activity to the BIU, submit weekly waiting list extracts to the NTPF, prepare and circulate reports on Consultant Public Private Mix Activity for management, report on Hospital Activity Details monthly and annually, as well as creating ad hoc reports on request. We file quarterly ICT Part3 expenditure returns.

Strong reporting systems are essential to business operations and corporate governance by enabling due diligence. Data quality checks on IPM are completed several times a month. A quarterly data reconciliation exercise is completed for the BIU. The integrity of the data is dependent on the quality of data, the IT & Management Services Department in the production of management information perform data quality checks, including investigation of anomalies and correction of errors.

#### **Projects:**

- Expansion of T-Pro into Pain Medicine and ENT.
- Softworks HR Project - New Softworks DB server, install Softworks components, enabling connectivity & works.
- Investigate a hardware\software solution for phase 2 of hospital WLAN.
- Secured funding to upgrade out of warranty Win7 PCs.
- Upgrade Microsoft office from 2010 to version 2016.
- Rollout of Rezoomo desktop shortcut to open in Chrome (32 bit and 64 bit).
- Rollout of Dupixent desktop shortcut ref: Dermatology. Enable LanSweeper estate sweeping post hardening.
- Upgraded NIMIS on 350 workstations.
- Assisted with Car Park Management System upgrade.
- Evaluated Heimdal patch management system.
- Created new DHCP scope for CAB12 - Ophthalmology.
- Expanded SAN LUNS for new WSUS 2016.
- Deployed 2016 Windows Server Update Services (WSUS)
- Built new server to migrate MSDIT folder off Winserver14.
- Restored daily backups on the Veeam Server and HP eStore Server MSL 2024 tape library.
- Ringmaster automated scheduled daily\weekly reports.
- Completed engineering survey of Dermatology dept. for new computer requests.
- Assisted and supported all ICT works with the setup and decommission of the hospital Covid Vaccination centre.
- Consolidation and rehousing of Connexus paging devices from old Reception to CAB2.
- Claimsure moved on to new server in DataCentre. PAAU July 2021 and move back in August 2021
- Relocation of admission pods to main reception foyer.
- Relocation of Main Reception - September 2021

## Nursing Administration

The Nursing Department in the South Infirmary-Victoria University Hospital is a dynamic and progressive Department consisting of Nursing Staff, Healthcare Assistants, HSSD & Theatre Operatives. The Department is led by Dr. Ruth Lernihán, Director of Nursing. Dr. Lernihán is supported by a management team of Assistant Directors of Nursing, Advanced Nurse Practitioners, Clinical Nurse Managers and Clinical Nurse Specialists. The Nursing Department plays a central role and is an active member of the Organisational team in the development, management and effective delivery of care and services. The Nursing Service is divided into two Patient Service Areas which are managed by Assistant Directors of Nursing. Shared governance, as a concept, is encouraged within the Nursing Department where nurses at all levels actively participate in decision-making and solution generating processes. The Clinical Nurse Managers work together with Staff Nurses, Student Nurses, Healthcare Assistants and HSSD / Theatre Operatives to ensure the provision of a high quality of nursing care to the patients across clinical services. The Director of Nursing is a member of the Executive Management Board and Nursing is also represented at the Board of Directors on the Clinical Governance Committee.

### PATIENT CENTRED CARE

- Continuation of Patient Flow Project in GFS1 to improve patient experience
- General and Orthopaedic Outpatients - Ring Pessary OPD, New Plastics OPD Session
- Temporary transfer of Emergency Plastic Surgery Soft Tissue Trauma Assessment Clinic / CUH Trauma Orthopaedic to SIVUH during Covid-19 pandemic surge
- Development of Dermatology Biologics Ambulatory Treatment Service
- Development of Rheumatology Biologics Ambulatory Treatment Service to include temporary transfer of patients from Acute Hospital

### SAFER CARE

- Continuation of Pre-Assessment Department Project to develop criterion led assessment
- Continuation of Theatre Department process improvement
- Renewal of ventilator training for staff nurses on GFS3 Unit
- Re-establishment of Criteria based discharge group
- Endoscopy Triage - CNM2 appointed, await start date
- Oncology Infusion Unit - Staff skill mix review

### EFFECTIVE CARE

- Transfer of Ophthalmology OPD and ED to SIVUH - ongoing
- Elective Orthopaedic Inpatient Service - ongoing review of flow and activity
  - Level 1 South Observation Ward
  - Level 1 South Elective Ward - PDD, Weekend Discharges, Criteria Led Discharge
- Trauma Orthopaedic Inpatient Service
  - Ground Floor Victoria - PDD
  - Level 1 Victoria - PDD
- Head and Neck ANP - Clinics
- ENT ANP and cANP Clinics
- Assisted Quality & Risk Management Department with Medical Chart Reviews in preparation for Incident Review and Clinical Effectiveness meetings.
- NCCP site visit (nursing) November - all areas presented / 'Wish List' submitted to further enhance services

### WORKFORCE

- Development of a HCA orientation booklet and on-boarding process in conjunction with Nurse Practice Development Department (NPDD)
- Development and population of an easily accessible record of training for HCAs and audit of mandatory training completed in conjunction with NPDD
- Recruitment of 30.4 WTE staff nurses to specialist areas including Theatre and GFS3 to address staffing shortages and skill mix issues in these and other areas
- Extension of training of staff on L2S for Biometry and Pre-Assessment
- Orthopaedic Paediatric CNM2 appointed
- Oncology Infusion Unit - Risk Assessment
- Annual validation of all Nursing staff NMBI Registrations and ensuring they are all up-to-date for the coming year. NMBI is the statutory body which sets the standards for the education, registration, and professional conduct of nurses in Ireland.
- Monthly record of all additional hours and overtime completed by Nursing and HCA is collated to provide data on additional resources that may be required to maintain services in the SIVUH

### BETTER HEALTH AND WELLBEING

- Covid-19 Vaccination Clinic (Approximately 24,000 vaccines administered)
- Peer Vaccinators also contributing to wider community Vaccination roll out



## Occupational Health

Occupational Health (OH) examines the relationship between health and work. It looks at how work affects a person's health and how someone's health affects their work. The emphasis of the OH service in SIVUH is to promote optimum physical and mental health as well as the social wellbeing of all employees at work. It also seeks to protect employees from possible ill effects of work related activity. OH provides a confidential service to benefit both employees and employer by promoting a healthy workforce and reducing absenteeism.

### OH Service and Activity Overview 2021;

#### OH TEAM DIRECT CLINICAL WORK

Total OH Clinical Consultations 15,546  
 OH Nursing Consultations 15,024  
 OH Physician Consultations 522 at €53.00 pp  
 OH Physician Clinics x 48, costing €28,480

Covid19 HCW Consultations 6,649  
 3,098 Covid19 Clinical Consultations  
 Telephone advice 1,715  
 Covid19 manager advice 1,285  
 HSE Frontline HCW Vaccination Centre queries 1,952  
 Covid19 vulnerable HCW Risk Assessments 194  
 Vaccination/Screening 1,294  
 Pre Placement Health Assessments (PPHAs) 219  
 Fitness for Work reviews 697  
 Sickness Absence Advice 1,459  
 NCHD DIME PPHA's 1,026  
 HCW Counselling 47  
 Occupational Biological Exposures 29  
 Violent Incident Exposure 112  
 Health Surveillance 57  
 Exposure Prone Procedure Clearance 251  
 Work related injuries 74  
 OHD Influenza Vaccination Clinics x 21  
 174 or 31% of HCWs Vaccinated for flu in OHD

#### OH TEAM INDIRECT WORK

Audit Update; OH Clinical x 8, Non Clinical x 5  
 Update OH Intranet site & personal profiles

PPPG Review x 4  
 Committee / Meetings Attendance - 236  
 National Clinical Advisory Group 23  
 OH Team Meetings 4  
 OH / HR Meetings 24  
 Increased collaboration & accountability with IP&C / SMT on outbreak management

Training given by OH;	Attendees	Sessions
C-19 lead vaccinator training	49	24
Sharps Management Post OBE	187	11
NCHD / Intern Induction	54	4
Global Induction	29	2
In Service	21	6
PMLF	13	2
OHADON Debriefing	43	4
Suicide Alertness Training	11	1
Total OH Training Attendees		407
Total OH Training Sessions		54
Training attended by OH Team:		18

#### OH Team Key Achievements - 2021

- OH Team clinical activity increased to 15,546 recorded clinical consultations e.g., COVID19 Management, DIME, Vaccinations, and Manager Queries/Contacts etc.
- Response to COVID19 Pandemic, OH team upskilled in fast changing guidance, circulating accurate information, providing expert advice for HCWs and hospital management



- During COVID19 surges the OH team maintained core services including, PPHAs, management referrals, fitness for work reviews, vaccinations, OH Physician clinics etc. Nationally these roles were contracted externally to private OH providers at very significant cost and disturbance to hospital services
- OH ADON assigned role as COVID19 Vaccination Lead for SIVUH vaccinations and HSE Frontline HCW vaccination centre based in SIVUH
- OH ADON facilitated a crisis intervention debriefing session with the HCWs directly impacted in work related incident, provided a range of emotional support through OH
- OH team responded to HCWs requests for ongoing supports when involved in dignity at work, grievance or disciplinary issues
- In collaboration with the SMT/HR approval given for OH Physician Management Referral Form
- Approved regrading for CNM3 post to ADON grade - OHCNM3 successful at recruitment process
- Successful recruitment of OH CNM2 x 2, OH CNS x 1 & ASO x 1 positions
- OHD achieved 100% compliance in a departmental unannounced PCHAI audit
- OH team responded successfully to the HSE cyber-attack, maintained service and confidential paper records, transferred to COHORT software when advised
- Achieved above national average in NCHD DIME compliance >90%
- OH ADON continued to participate on the National OH Clinical Advisory Group

## Occupational Therapy

Occupational therapists are experts in the assessment and treatment of a person's ability to function within various situations taking into account any physical, cognitive or environmental hazards that impede these abilities. In the South Infirmary Victoria university hospital the occupational therapists have a varied workload in Orthopaedics, ENT, Rheumatology and Plastics and provide a service to all other departments on a priority referral basis.

In 2021 there were a total of 4671 patient contacts

1558 new patients seen at least once.

852 repeat appointments.

### **Virtual clinics**

A new virtual occupational therapy, rheumatology clinic, commenced in response to directives around vulnerable patients and healthcare workers attending the hospital during the larger surges of the COVID 19 pandemic.

Patients were contacted by phone to agree an appointment time and method of contacting them. They were then issued an appointment by post and then subsequently received a phone or video consultation.

There was no DNA's, and 100% satisfaction with this method from the patients perspective, however the therapists were not able to fabricate custom made splints for those that required them so this did delay the completion of these patients occupational therapy programmes. This method enabled the therapist work on the rheumatology waiting list.

In the winter months the SIVUH responded to the CUH capacity issue by providing assistance for trauma orthopaedics/ plastic as before; however, when the trauma services returned to CUH, occupational therapy pre hip surgery assessment converted to full time virtual pre assessments (March 2021).

### **Trauma hand therapy lead clinics**

Hand therapy lead clinics returned to SIVUH where occupational therapy and physiotherapy treated and discharged all hand surgery patients post trauma hand surgery; or managed them conservatively (splint/ exercise). This service was supported by wound management nurses also.

There was an overlap of elective and trauma hand therapy clinics for a number of weeks; however, the 97 trauma patients (88 plastics, 9 orthopaedic) were managed autonomously by the hand therapy team between January and May 2021.

**ENT**

A new post of 0.5WTE was approved and interviewed for in 2021. Occupational therapy was involved in preparing the occupational therapy component of the pre assessment booklet for complex head and neck surgeries. This was piloted in 2021 prior to the commencement of the senior occupational therapist in this area.

**Students**

On site student occupational therapy placements took place in conjunction with UCC where students experienced first-hand working with patients that developed COVID 19.

**Covid-19 response**

The occupational therapy department participated in the vaccination programme provided by SIVUH.

We provided care for in-patient trauma rehabilitation patients referred from CUH for surgery in SIVUH. We worked, when necessary, with patients diagnosed with COVID-19, in order to get them home in a timely fashion once their periods of isolation was over and they were medically fit for discharge.

## Pharmacy

**Pharmacy Department 2021****Vaccination Clinic:**

- The department played a key role in the success of the hospital's COVID-19 vaccination clinic for health care workers.
- A number of pharmacists and pharmacy technicians were trained to make-up the Comirnaty® vaccine prior to administration.
- Department staff were accountable for all stock received and administered. At least one pharmacist was situated in the vaccination clinic at all times.
- Pharmacists acted as a point of reference for vaccinators when queries or concerns arose.
- The overall contribution of the department assisted the clinic in providing 24,883 vaccine doses over the course of almost seven months.

Despite reduced staffing in the department caused by the vaccination clinic, the department still maintained services in the following areas:

- Anti-microbial clinical service
- Aseptic compounding and clinical oncology service
  - Almost 3,500 chemotherapeutic items and monoclonal antibodies screened
- Dispensary service
- Pre-admission assessment of patient's undergoing major elective orthopaedic surgery
  - Over 400 patients were pre-assessed by a pharmacist prior to surgery between June and December 2021
- Warfarin clinic service

The provision of a full clinical service is still a goal that the pharmacy department are working towards.

**Dispensary and Distribution Services:**

- The hospital's drug spend for 2021 was €6.27 million, compared to €6.62 million in 2020.
- 1625 different product lines were dispensed in 2021, with 50 of these lines accounting for 81% of the total drug spend.
- The department worked with several consultants to source and provide new medicinal products, which will help expand the services provided at SIVUH.
- Product shortages as a result of Brexit remain an issue for the department. The department has worked hard to source alternatives where possible to avoid interruption of services.

The rollout of a new closed system (also known as needle-free) for the preparation of sterile medicinal products took place in the department in 2021 after procurement was finalised in 2020. The system has reduced the risk of contamination and improved safety for both staff and patients alike. The system is now used for the compounding of monoclonal antibody infusions and injections for oncology and rheumatology, and eye drops for ophthalmology.

**National Cancer Information System (NCIS):**

- NCIS is a computerised system that records information about a patient's cancer case, diagnosis and treatment.
- SIVUH was selected as the first hospital in Cork, and 10<sup>th</sup> in Ireland, to implement the project with a projected 'Go Live' date in late 2022/early 2023.
- Pharmacist Katie Cooke started her role as project manager and lead pharmacist at the end of 2021.
- The project will be the first step towards electronic prescribing in SIVUH, an exciting advancement for all involved.

**Refurbishment of Pharmacy Department:**

- Plans were finalised for the total refurbishment of the pharmacy department this year.
- The department moved to the old pathology building as a temporary home in December 2021.
- An efficient, although reduced, service was maintained throughout the course of the move, which was a major challenge for the department.
- The refurbishment of the original pharmacy is expected to be complete in the first quarter of 2022.

### Scheduled Care

The Scheduled Care Department (SCD) is responsible for Inpatient, Daycase and Planned Procedure (IDPP) Waiting Lists (WL) management and associated National Treatment Purchase Fund (NTPF), HSE and other associated WL funding initiatives, encompassing all clinical specialities, from the time the patient is added to the WL to treatment and/or removal from the WL.

The fundamentals of managing the WL process are in accordance with the National IDPP WL Management Protocol 2017:

1. Clear Scheduled Care Governance and Reporting Framework
2. Trained, dedicated waiting list management staff
3. Implementation of Standard Operating Procedures
4. Quality reviewed and assured waiting list data and information
5. Capacity and Demand Planning
6. Risk Contingency Planning
7. Audit and Quality Assurance

**Summary of WL Activity 2021:**

Total number of WL entries: 29,803 episode of care entries, including Public and Private Patients were added to the Elective and Planned WL.

NTPF Commissioning Insourcing and Outsourcing initiatives: 1,529 Case Authorisation Numbers (CAN) were issued, 1327 for outsourcing (procured capacity in Private hospital) and 202 for insourcing (provision of additional capacity in-house).

HSE procured private hospital capacity: 89 Unique Authorisation Numbers (UAN) were issued under the HSE Safety Net Funding Initiative.

Validation activity: 3,090 Public Patients were validated under a monthly administrative validation process facilitated by the NTPF National Central Validation Unit (NCVU). Non-Responders (13%) and patients who requested removal from the WL (7%) were followed up with the Patient and/or GP to ensure removal from the WL in a safe manner with a clear, consistent, well documented audit trail to support the removal process. WL removal rate 10%.

Governance and Reporting Structure: SCD updated the multidisciplinary Scheduled Care Committee (SCC) on a monthly basis on WL information status, trends, challenges. Possible solutions were discussed and agreed, in accordance with the SCC Terms of Reference. In addition, a WL activity report was prepared the Performance Review meeting with the SSWHG.

Capacity and Demand Planning: Remained under continuous review to facilitate informed flexing of capacity, the identification of capacity deficits and remedial, sustainable proposed action plans. Capacity and Demand activity for full year 2021 was presented to multidisciplinary hospital staff.

### Social Work

The brief of the Medical Social Work Department is to provide psycho social assessments and interventions for patients of the SIVUH, their families and significant others. It is our role as part of the Multidisciplinary team to ameliorate the impact of an episode of ill health on people's social functioning, address social issues which may have precipitated it and which may impact negatively on their condition. We advocate for our clients with the variety of Statutory and Voluntary Agencies that they come in contact with. Our current staffing is: One Principal Social Worker (PSW) and 0.6WTE Senior Medical Social Worker (SMSW) specializing in Oncology and Palliative Care

- We lead and co-ordinate the hospitals response to Child Protection and Welfare concerns supporting staff with the assessment of concern in relation to children and their parents or adult carers, liaising with and referring to TUSLA as appropriate.
- We also lead and co-ordinate the assessment of concerns in relation to the Safeguarding of Vulnerable Adults in line with HSE Guidelines.
- We support people and families attending our oncology services particularly in the ENT area.
- We provide support and advice for people experiencing Domestic Violence, Homelessness, Addiction issues and other family crises.

261 Patients and Families were referred to Medial Social Work in 2021.

### Speech & Language Therapy

Speech and Language Therapists (SLT's) are specialists in the Assessment, diagnosis and treatment of communication and swallowing disorders. Our purpose is to enhance and support our client's communication and swallowing skills so as to optimize their quality of life.

As SIVUH is a regional ENT and Head & neck oncology center we offer a specialist service to this client group. In addition we provide a service to all other inpatient and outpatients within the hospital.

#### Activity 2021

A total of 4842 patient contacts/ appointments.

Inpatients 1612

Outpatients 3230

New 473

Returns 4369

Emergency unscheduled prosthesis changes 200

#### Key Achievements 2021

- A pilot Speech & Language Therapy Led Voice And swallow clinic for routine ENT referrals commenced in November 2021 in line with the national ENT clinical program for surgery. This model has been proven to reduce ENT waiting times and free up ORL-HNS capacity to see high priority referrals. 7clinics were held with 42 patients seen. 90% of patients removed from the ENT waitlist were managed solely by SLT.
- Development of Clinical specialist role in Head & Neck Oncology.
- Voice Waiting list validation project. Reducing length of waiting times to 2018.

#### Education

- Continued our role in training of both undergraduate SLT students in conjunction with UCC in line with COVID recommendations.
- Active lecturing roles in both undergraduate and master programs.
- PBL tutor role with UCC

**Quality initiatives -**

- Project to look at establishment of an ENT MDT Pre assessment clinic for surgical Head & neck oncology patients following on from 2020 pilot study. The aim being to improve Patients quality of life and facilitate reduced length of hospital stay.
- Development of voice banking service.
- Lean initiatives in SLT patient pathway process'.
- Stocktaking monitoring process.
- Mealtime Audit for modified diets.

## Consultant Medical Staff

Dr Anthony Hennessy	Consultant Anaesthesiologist
Dr Clare Murray	Consultant Anaesthesiologist
Dr Stephen Mannion	Consultant Anaesthesiologist
Dr Jawad Mustafa	Consultant Anaesthesiologist
Dr Michael O'Sullivan	Consultant Anaesthesiologist
Dr Richard Flynn	Locum Consultant Anaesthesiologist
Dr John Bourke	Consultant Dermatologist
Dr Michelle Murphy	Consultant Dermatologist
Dr Lesley Ann Murphy	Consultant Dermatologist
Dr Catherine Gleeson	Consultant Dermatologist
Dr Mary Bennett	Consultant Dermatologist
Dr Sally O'Shea	Consultant Dermatologist
Dr Catherine Quinlan	Consultant Dermatologist
Prof Patrick Sheahan	Consultant Otorhinolaryngologist
Mr Peter O'Sullivan	Consultant Otorhinolaryngologist
Mr Mohammad Habibullah Khan	Consultant Otorhinolaryngologist
Mr Andrew Dias	Consultant Otorhinolaryngologist
Ms Ann O'Connor	Consultant Otorhinolaryngologist
Mr Gerard Thong	Locum Consultant Otorhinolaryngologist
Dr Matthew Murphy Consultant	Endocrinologist
Dr Len Harty	Locum Consultant Rheumatologist
Dr Michael Regan	Consultant Rheumatologist
Dr Mark Phelan	Consultant Medical Physician
Dr Patrick McLaughlin	Consultant Radiologist
Dr Simon Blake	Consultant Radiologist
Dr Pauline Smiddy	Consultant Radiologist
Dr Elena Chiriac	Consultant Radiologist
Dr Alissa Connors	Consultant Radiologist (Breastcheck)*
Dr David Hill	Consultant Radiologist (Breastcheck)*
Mr Adrian Ireland	Consultant General Surgeon
Ms Deirdre O'Hanlon	Consultant General Surgeon
Mr Noel O'Brien	Consultant General Surgeon
Mr Fuad Aftab	Consultant General Surgeon*
Ms Sinead Fenton	Consultant Ophthalmic Surgeon
Mr Anthony Cullinane	Consultant Ophthalmic Surgeon
Ms Sarah Moran	Consultant Ophthalmic Surgeon
Mr Zubair Idrees	Consultant Ophthalmic Surgeon
Mr Eamonn O'Connell	Consultant Ophthalmic Surgeon
Ms Jemima Dorairaj	Consultant Plastic Surgeon
Mr Jason Kelly	Consultant Plastic Surgeon*
Mr Eoin O'Broin	Consultant Plastic Surgeon*
Mr Sean T. O'Sullivan	Consultant Plastic Surgeon*
Mr. Michael O'Shaughnessy	Consultant Plastic Surgeon*

Mr Jim Clover	Consultant Plastic Surgeon*
Mr Justin Chatterjee	Locum Consultant Plastic Surgeon*
Mr Chris Cotter	Consultant Oral & Maxillo Facial Surgeon*
Prof Conor Barry	Consultant Oral & Maxillo Facial Surgeon*
Mr Mark Dolan	Consultant Orthopaedic Surgeon*
Mr Pat Fleming	Consultant Orthopaedic Surgeon*
Mr Shane Guerin	Consultant Orthopaedic Surgeon*
Prof James Harty	Consultant Orthopaedic Surgeon*
Mr Padhraig O'Loughlin	Consultant Orthopaedic Surgeon*
Mr Declan Reidy	Consultant Orthopaedic Surgeon*
Mr Rehan Gul	Consultant Orthopaedic Surgeon*
Mr David Morrissey	Consultant Orthopaedic Surgeon *
Mr Colm Taylor	Consultant Orthopaedic Surgeon/Paediatrics*
Ms Sinead Boran	Consultant Orthopaedic Surgeon/Paediatrics*
Dr Emer Aherne	Consultant Orthogeriatrician*
Dr John Browne	Consultant in Pain Management/Anaesthetist*
Dr Damian Murphy	Consultant in Pain Management/Anaesthetist*
Dr Wei Lan O'Reilly	Consultant in Pain Management/Anaesthetist* Prof Seamus Consultant Medical Oncologist*
Dr Marie Murphy	Consultant Palliative Care*
Dr Terence O'Connor	Consultant Respiratory Physician*
Prof Mary Horgan	Consultant in Infectious Diseases*
Dr Arthur Jackson	Consultant Otorhinolaryngologist*
Mr Michael Harney	Consultant Otorhinolaryngologist*
Dr Derville O'Shea	Consultant Haematologist*
Dr Joan Power	Consultant Haematologist*
Dr Deirdre O'Brien	Consultant Microbiologist*
Dr John Coulter	Consultant Gynaecologist*
Dr Dan McKenna	Consultant Gynaecologist*
Dr Cathy Burke	Consultant Gynaecologist*
Dr Minna Geisler	Consultant Gynaecologist*
Dr Mudathir Abd Elmaboud	Consultant Gynaecologist*
Dr Moya McMenamin	Consultant Gynaecologist*
Dr Fergal McCarthy	Consultant Gynaecologist*
Dr Deirdre Ryan Hayes	Consultant Gynaecologist*

Visiting Consultants Prof John Gallagher Occupational Health Physician\*

\*Not directly employed by SIVUH

## Research and Publications

### **Nurses' Perspectives on the Management of Perioperative Anxiety in Children with autism Spectrum Disorders** 18.01.2021

Maria O'Shea, Nursing Lecturer in UCC, Claire Benson, Student

To identify the perspectives of perioperative nurses on the management of anxiety in children with autism spectrum disorders within an Irish healthcare context.

### **Specialist Healthcare Professionals' Perceptions of their Ability to Maintain the Palliative Ethos in the Context of a Global Pandemic COVID-19** 19.01.2021

Carmel Bradshaw Department of Nursing and Midwifery, UL, Zoe Coghlan, Palliative Care CNS, CUH

To explore and capture the experiences of specialist palliative healthcare professionals working in the acute sector in Co. Cork and Co. Kerry during the global pandemic COVID-19.

### **Impact of COVID-19 on patients follow up response letter** 05.02.2021

Dr. Michelle Murphy, Consultant Dermatologist Dr. Eimear Gilhooley, Derm. SpR, Dr. John Bourke, Consultant Derm., Dr. Catriona Gallagher, Derm SpR, Dr. Garret O'Connell, Derm Reg., Dr. Lisa Kiley Derm. Reg.

To evaluate patients attitudes and behaviours in the context of receiving an immunosuppressive/immunomodulatory agent in the context of COVID 19.

### **Genotype-phenotype correlation in adults with cutaneous allergy** 09.01.2021

Dr. John Bourke, Consultant Dermatologist, Dr. Cathal O'Connor, Dr. Eilis Ni Dhonncha, Dr. Lisa Roche, Dr. Catherine Quinlan, Dr. Caitriona Gallagher

To establish the relationship between the characteristics and traits of patients with skin disease related to cutaneous allergy, e.g. allergic contact dermatitis and chronic spontaneous urticaria, and common genetic variants.

### **Retrospective review of pre-operative salivary gland fine needle aspiration (FNA) cytology according to Milan System and concordance to post-operative histology** 16.03.2021

Prof Patrick Sheahan, Adrinda Affendi, ENT SHO

Review of pre-operative fine needle aspiration (FNA) cytology of salivary gland excision according to the Milan System and concordance to final post-operative histology. The Milan System was introduced in 2015 to provide a standardized classification for pre-operative fine needle aspiration (FNA) of salivary glands to improve clarity on communication regarding cancer risk.

### **Investigation of Histopathological Prognosticators in Early-Stage Oral Cavity Squamous Cell Carcinoma** 16.03.2021

Prof Patrick Sheahan, Deirdre Callanan, ANP, SIVUH, Alia Al-Huneidy, ENT Research Assistant and Dr Shima Mohamed, Histopathology SpR, CUH.

Retrospective chart review, which will occur at SIVUH and review of pathology slides, which will be performed in CUH



**Comparison of outcome of margins in oral cancer using Royal College of Pathologists and College of American Pathologists definitions** 01.04.2021

Prof Patrick Sheahan, Dr Linda Feeley, Consultant Pathologist, Cork University Hospital Deirdre Callanan, ANP, SIVUH. Alia Al-Huneidy, ENT Research Assistant and Dr Shima Mohamed, Histopathology SpR, CUH, Dr Mohamed Al-Tawil, ENT Registrar, SIVUH

Retrospective chart review, which will occur at SIVUH and review of pathology slides, which will be performed in CUH

**Investigation of sensory defect and quality of life post-parotidectomy with regards to greater auricular nerve preservation status** 06.04.2021

Prof Patrick Sheahan, Mohammad Shdaifat

This research study aims to explore the sensory defect and quality of life post-parotidectomy with regards to greater auricular nerve preservation status.

**Management and Outcomes of Perioperative Care among European Diabetic Patients: (MOPED)**

17.03.2021

Dr Stephen Mannion, Dr Siddique Siddique

It is a prospective, observational, international cohort study on diabetic patients. The MOPED study (Management and Outcomes of Perioperative Care of European Diabetic Patients)

**The person behind the mask** 23.04.2021

Prof. Josephine Hegarty, UCC, Ciara O'Regan, IP&C CNM II

The aim of the descriptive qualitative study is to describe the account of the story of healthcare workers life during the Covid 19 pandemic in an elective Irish Hospital.

**AD REVEAL Part 1** 10.06.2021

Dr Michelle Murphy

ABBIEVIE- Prevalence of moderate and severe atopic dermatitis in Ireland: A cross-sectional, real world study of a secondary care population

**PARACAN study** 17.06.21

Prof Patrick Sheahan, Dr Linda Feeley, Consultant Pathologist, Cork University Hospital Dr. Grace Crilly, Histopathology SHO, CUH.

A retrospective cohort study in the form of a retrospective chart review of all patients with a diagnosis of parathyroid cancer and atypical adenoma (parathyroid tumour of uncertain malignant potential) (January 2015 - December 2019).

**An evaluation of virtual clinics for diabetes patients during Covid** 22.06.2021

Prof. Corina Naughton, UCC, Ms. Sinead Lillis, Diabetic Nurse

To examine the experiences and impact of people with diabetes mellitus switching from face-to-face outpatient clinics to 'virtual clinics' for routine care during COVID-19 pandemic

**Part One Synopsis** 22.06.2021

Dr Michelle Murphy

To estimate the prevalence of patients aged 12 years and over with moderate or severe AD within secondary care clinics in Ireland

**Telemedicine Satisfaction** 18.10.2021

Patrick Cotter, UCC, Leah Quinlan, ANPC ENT

To assess how patients who receive Telemedicine delivered care, in a Regional Otorhinolaryngology centre, view this healthcare delivery modality

**Perceptions of flu vaccine**

Emma O'Sullivan 03.12.2021

A study on the change in perception and willingness of healthcare workers to receive seasonal influenza vaccine in light of COVID 19 Pandemic

**GRASS The Global Registry of Alopecia Areata disease Severity and treatment Safety - Ireland** 03.12.21

Dr John Bourke

To establish an AA registry, which will enable clinicians to record long-term, real-world data. This data will be pivotal in informing clinical practice, monitoring safety of current and emerging therapies, promoting AA research and most importantly improving patient care. It will additionally provide an important source of information for future research

**A retrospective clinical audit regarding the management of cutaneous squamous cell carcinoma of the head, neck and face region via surgical excision** 23.02.2021

Mr. Chris Cotter Simon Treacy

A retrospective clinical audit on the adequacy of excision of cutaneous squamous cell carcinoma (cSCC) for all patients presenting to the Oral & Maxillofacial Surgery Outpatients Department SIVUH for the surgical excision of cSCC between the period of July 2015 to July 2019. The results will be compared to the British Association of Dermatologists: guidelines for the management of people with cutaneous squamous cell carcinoma 2020

**An audit on time difference between primary excision of malignant melanoma lesion and discussion at multidisciplinary team meeting amongst different clinics in 2019** 18.03.2021

Dr John Bourke, Julia O Mahoney

To assess whether a multidisciplinary team meeting occurred within 4 weeks of primary excision of malignant melanoma lesion. For this audit, I will be assessing the pigmented lesion clinic and general dermatology/ Surgery. I will be collecting data from all patients diagnosed with primary invasive cutaneous malignant melanoma in CUH Department of Pathology between 01/01/2019- 31/12/2019. Time to diagnosis is a key quality indicator in care of patients presenting with pigmented lesions where there is a suspicion of melanoma diagnosis.

**The prevalence of pseudo exfoliation in patients undergoing cataract surgery** 18.03.2021

Mr Cullinane, Jay Jun Lee

Looking at the prevalence of pseudo exfoliation in patients undergoing cataract surgery 2016-2020.

**Choroidal detachment post trabeculectomy** 28.03.21

Ms. Sinead Fenton, Emad Mahmoud

Evaluation of the incidence of choroidal detachment post glaucoma surgery

**An audit of the management and outcomes of patients with Complex Regional Pain Syndrome (CRPS) attending two pain clinics in Cork** 21.03.21

Dr Wei Lan, Alanna McMullin

Two sets of guidelines will be used in combination in order to achieve a more complete set of standards to audit against-Standards for the diagnosis and management of complex regional pain syndrome:-Results of a European Pain Federation task force. The Royal College of Physicians, United Kingdom, Complex regional pain syndrome in adults (2nd edition)

**Medial spindle with Lateral Tarsal strip for lower lid ectropion repair** 28.03.21

Ms. Sinead Fenton, Emad Mahmoud

Evaluation of the medial spindle procedure with lateral tarsal strip for the patient who have had lower lid ectropion repair in the last 3 years

**To explore the sensory defect and quality of life post-parotidectomy with regards to greater auricular nerve preservation status** 02.04.2021

Prof Patrick Sheahan, Mohammad Shdaifat

This project will give an insight at the association of compromising the GAN and the nature of dysesthesia. This project should also explore the effect on the quality of life which could be a useful indication for deciding whether the preservation of the GAN is surgically advisable.

**The Impact of Obesity on Perioperative Drug Dosages in Children** 25.05.2021

Dr Anthony Hennessy, Dylan Foley

This project will compare the dosages administered to children with and without obesity, undergoing general anaesthesia for surgery. The methods used for scaling drug dose and adherence to guidelines will be analysed for each drug.

**Outcomes of elective head and neck cancer surgery during the COVID-19 (COVID-Surg)** 11.05.21

Prof Patrick Sheahan Dr Lillien Huang, Head and Neck Fellow, Dr Ana Ionescu, ENT Registrar, Mr Andrew Dias, ENT Consultant, Ms Deirdre Callanan, Head and Neck ANP, Ms Alia Al-Huneidy, ENT Research Assistant

Retrospective and prospective data collection as part of multicentre audit of outcome of cancer surgery and treatment during COVID-19 pandemic- extended study from 2019

**Referral of Invasive melanoma to a Melanoma Multidisciplinary Team Meeting in Cork University Hospital in 2020 and 2021** 24.08.21

Dermatology Consultants, SIVUH, Tessa Daly, Dermatology Intern

To assess the compliance with the NCCP guideline advising that all malignant melanomas diagnosed pathologically should go on to discussion at MDT meeting, looking at the time period of July 2019- June 2020. We will also look at compliance based referring specialty and number of referrals from external institutions for second opinion.

**Performance of Direct Lumbar Infusion Patients (DLIF) 25.08.21**

Mr Mark Dolan, Nuala McAuley, SpR Orthopaedics

Audit of DLIF patients in terms of clinical and radiological outcomes from 2016-2021

**Audit of elective hip and knee arthroplasty patients and opiate and laxative use post-surgery 19.08.21**

Prof Harty, Dan McKenna, Orthopaedic Intern

Patients undergoing hip or knee arthroplasty are unilaterally commenced on opiate pain medications.

Opiates are associated with numerous side effects, not least constipation. Patients are commenced on regular laxatives. The type, dosage and start date of these laxatives are varied. Examining these parameters would provide insight into the current prescribing practices for orthopaedic patients in SIVUH.

**An audit of the management and outcomes of patients with Complex Regional Pain Syndrome (CRPS)**

28.11.2021

Dr Wei Lan, Mritunjay Marc Mukherjee, DEM 3 student

To identify common characteristics among CRPS patients, to determine how different presentations and patient variables influenced treatment choices, to surmise how patient variables affected outcomes, including the efficacy of treatments for pain relief, To assess the level of adherence to guidelines and how this affected treatment efficacy, To establish which treatments proved most effective overall

# FUTURE PROOFING

In May 2017 the Oireachtas Committee on Future of Healthcare published its final report, Slaintecare. A number of the recommendations from Slaintecare have implications for SIVUH including:

- Utilising population-based resource allocation and give greater regional autonomy in allocation of funds
- A number of hospitals to be designated as *elective only* within each Hospital Group
- Move towards universal healthcare on a phased basis by supporting a shift to community-based care

As a primarily elective hospital SIVUH strives to continue to improve length of stay and rates of conversion from inpatient to day case activity which contributes to the overall managing demand for acute care across the SSWHG.

The SIVUH aims to build an elective model of services that:

1

Sustains and expands the delivery of high quality safe services.

2

Demonstrates a robust corporate governance framework.

3

Ensures the patient is at the heart of our work.