



# ANNUAL REPORT 2022

**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 centred 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



## Chairperson's Address

I am pleased to present the 2022 Annual Report of the South Infirmary - Victoria University Hospital. The Hospital is predominantly an elective surgical Hospital and a tertiary referral centre for ear, nose and throat ("ENT"), Dermatology and Elective Orthopaedics.

During 2022, a total of 35,928 (2021: 33,404) inpatients and day patients were treated in our hospital (3,948 inpatients and 31,980 day patients). Our outpatient attendances totalled 70,393 (2021: 67,540) - new 24,537, return 45,856. There was a 5% increase in overall patient activity compared to 2021 as the hospital continues to return to pre-pandemic levels of service provision.

Our allocation of funds from the Health Service Executive to cover the net cost of operational services for the year was €72.5m (2021: €67.3m). There was an operating activities surplus of €126.2k in 2022 (2021 Surplus: €31k). We received a capital funding allocation of €2,008k during 2022 (2021: €4,104k) for facilities upgrade (€732k) and equipment replacement/additions (€1,276k).

### 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 €598,238, including a single donation of €564,000 to fund the purchase of specialised radiography equipment.

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 €102,943 from the fund was incurred during the year.

### 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.

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 as we emerge

from 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 project

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

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

# ABOUT THE HOSPITAL

The hospital was built in 1762. The South Infirmary Victoria University Hospital (SIVUH) Ltd. came into existence on 1st January 1988 as a result of the amalgamation of the South Charitable Infirmary 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 | 21,898 |
| Total Inpatient discharges    | 3,948  |
| Total day cases               | 31,980 |
| Total OPD attendances         | 70,393 |

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.

### National Inpatient Experience Survey 2022



In 2022 Ireland's fifth National Inpatient Experience Survey was carried out. Patients aged 16 years or older, who spent at least 24 hours in a public acute hospital and who were discharged from hospital during the month of May 2022, were invited to participate in the survey. There were 178 respondents from the South Infirmary i.e. a 60% participation rate.

93% of patients who were admitted to South Infirmary - Victoria University Hospital said they had a good to very good overall experience, compared to 82% nationally. This was similar to ratings in 2021.

### Lowest Scoring Areas



#### CARE ON THE WARD

8% of people (13 of 170) rated the hospital food as poor.

While acknowledging that we are an elective surgical hospital and many patients spend most of their stay fasting for or recovering after surgery, our goal is to ensure patients with special dietary requirements, including vegan, are offered appropriate food choices according to their preferences.

A vegan menu is now available on all ward kitchens should it be required. There are also picture menu resources for snacks for all the therapeutic diets available on all ward kitchens.



#### DISCHARGE OR TRANSFER

15% of people (21 of 137) said that they were not told about medication side effects, while 12% (12 of 97) said that their family or someone else close to them was not given all the information they needed to help care for them.



As a result of the above finding writing information made available to Patients/Family was improved on. Patients/Family receive all the information they need for their care prior to discharge/transfer.

## Quality Improvements

The HSE and individual hospitals respond to the survey results by developing hospital initiatives.



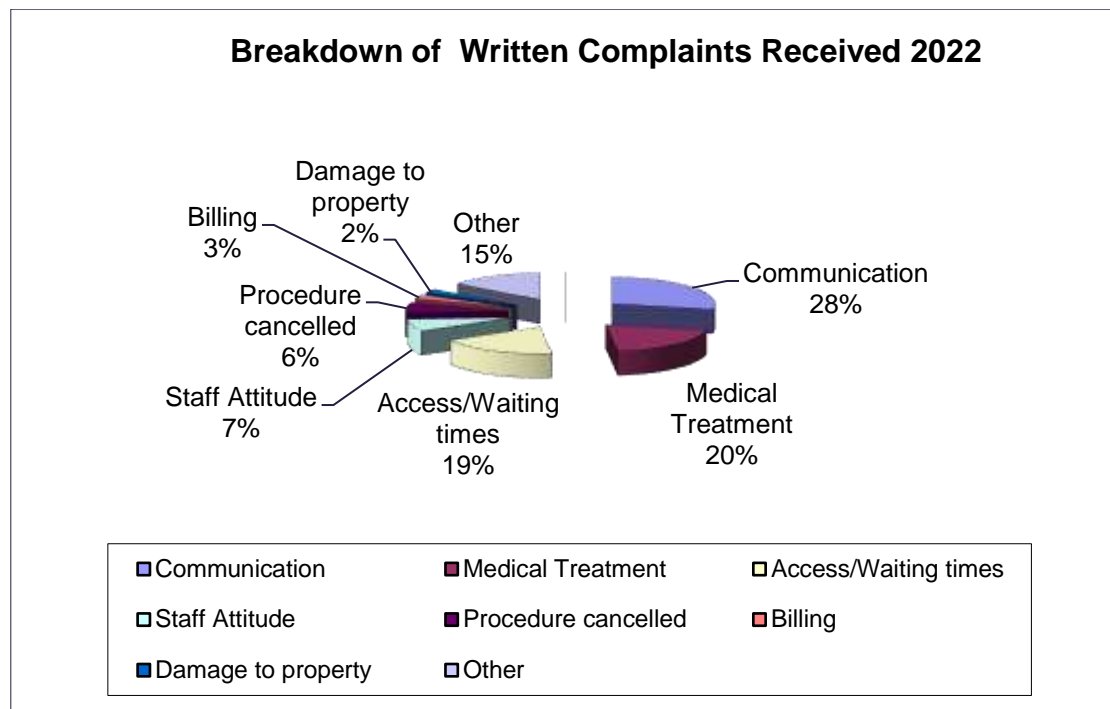
In the case of SIVUH these Quality Improvement Initiatives had a timeline of December 2022. [https://yourexperience.ie/wp-content/uploads/2022/12/SouthInfirmarvVictoriaUniversityHospital\\_QIP\\_2022.pdf](https://yourexperience.ie/wp-content/uploads/2022/12/SouthInfirmarvVictoriaUniversityHospital_QIP_2022.pdf)

## Complaints

At the SIVUH we welcome feedback, including complaints. The Complaints Coordinator oversees all complaints and feedback from patients and service users.

In 2022 a total of 81 written and 53 verbal complaints were received.

All complaints are Risk rated and all formal complaints are logged on the Complaints Management System (CMS).



Complaints are recorded and categorised to help the organisation identify themes and trends and identify improvement actions in response to the findings. Overall 31 Quality Improvement Plans were implemented in 2022 as a result of complaints received.

In November 2022, a special event day was organised in the Conference Centre for the staff of the SIVUH with a focus on Complaints Management. 77 staff members participated in a quiz, the purpose of which was to test and reinforce the staff 's understanding of complaints management and related procedures.

The Complaints Co-ordinator delivered staff training, the aim of the training was to equip attendees with the knowledge and skills required to effectively handle complaints and address concerns of patients and their families.

In 2022 there were 19 letters of compliment received. This does not include the numerous thank you cards received throughout the various wards/departments.

## 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.

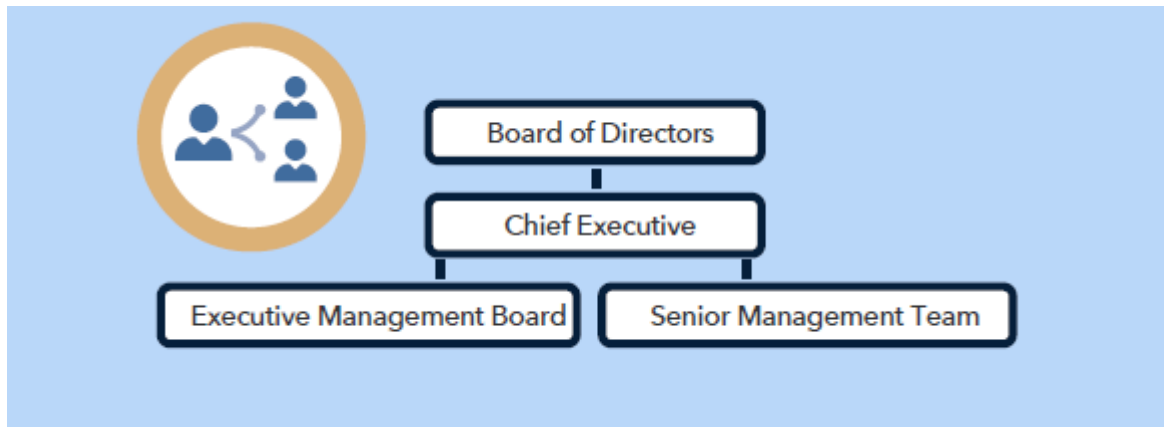
## Our Staff

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 2022

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

## 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 |

**Aileen Barry Quality and Risk Manager:** 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<br>75 St. Stephen's Green<br>Dublin 2                                  |
| INDEPENDENT AUDITOR             | Deloitte Ireland LLP<br>Chartered Accountants and Statutory Audit Firm<br>No. 6 Lapp's Quay<br>Cork |
| BANKER                          | Allied Irish Banks plc<br>66 South Mall<br>Cork   |
| SOLICITORS                      | Ronan Daly Jermyn<br>2 Park Place<br>City Gate Park<br>Mahon Point<br>Cork                          |
| REGISTERED OFFICE               | Old Blackrock Road<br>Cork<br>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 2022

|  | Notes | Operating<br>activities<br>2022<br>€ | Restricted<br>funds<br>2022<br>€ | Total<br>2022<br>€  | Total<br>2021<br>€  |
|--|-------|--------------------------------------|----------------------------------|---------------------|---------------------|
| <b>INCOME - continuing operations</b>            |       |                                      |                                  |                     |                     |
| Patient receipts                                 |       | 9,392,166                            | -                                | 9,392,166           | 9,496,428           |
| Health Service Executive Determination           | 4     | 72,472,744                           | -                                | 72,472,744          | 67,294,342          |
| Pension contributions and levy                   |       | 3,062,169                            | -                                | 3,062,169           | 2,959,466           |
| Other receipts                                   |       | 4,600,190                            | -                                | 4,600,190           | 7,951,608           |
| Fundraising income                               |       | -                                    | <u>598,238</u>                   | <u>598,238</u>      | <u>23,483</u>       |
|  |       | <u>89,527,269</u>                    | <u>598,238</u>                   | <u>90,125,507</u>   | <u>87,725,327</u>   |
| <b>EXPENDITURE</b>                               |       |                                      |                                  |                     |                     |
| Staff costs                                      | 5     | (63,545,620)                         | -                                | (63,545,620)        | (58,301,126)        |
| Other operating expenses                         |       | (25,833,887)                         | -                                | (25,833,887)        | (29,354,761)        |
| Utilisation of fundraising income                |       | -                                    | <u>(102,943)</u>                 | <u>(102,943)</u>    | <u>(26,287)</u>     |
|  |       | <u>(89,379,507)</u>                  | <u>(102,943)</u>                 | <u>(89,482,450)</u> | <u>(87,682,174)</u> |
| <b>OPERATING SURPLUS - continuing operations</b> |       |                                      |                                  |                     |                     |
|  |       | 147,762                              | 495,295                          | 643,057             | 43,153              |
| Interest payable and similar charges             | 7     | <u>(21,587)</u>                      | -                                | <u>(21,587)</u>     | <u>(14,866)</u>     |
| <b>SURPLUS BEFORE TAXATION</b>                   |       |                                      |                                  |                     |                     |
|  | 8     | 126,175                              | 495,295                          | 621,470             | 28,287              |
| Taxation on surplus                              | 9     | -                                    | -                                | -                   | -                   |
| <b>SURPLUS AFTER TAXATION</b>                    |       |                                      |                                  |                     |                     |
|  |       | <u>126,175</u>                       | <u>495,295</u>                   | <u>621,470</u>      | <u>28,287</u>       |

## Balance Sheet

### SOUTH INFIRMARY-VICTORIA UNIVERSITY HOSPITAL

#### BALANCE SHEET AS AT 31 DECEMBER 2022

|  | Notes | 2022<br>€           | 2021<br>€           |
|--|-------|---------------------|---------------------|
| <b>FIXED ASSETS</b>  |       |                     |                     |
| Tangible fixed assets  | 10    | <u>39,002,086</u>   | <u>37,955,362</u>   |
| <b>CURRENT ASSETS</b>  |       |                     |                     |
| Stocks   | 11    | 2,220,977           | 2,125,493           |
| Allocations receivable   | 12    | 8,876,027           | 7,211,595           |
| Debtors  | 13    | 4,536,628           | 5,912,724           |
| Cash at bank and in hand   | 14    | <u>4,677,263</u>    | <u>3,595,039</u>    |
|  |       | 20,310,895          | 18,844,851          |
| <b>CREDITORS</b> (Amounts falling due within one financial year) | 15    | <u>(14,427,031)</u> | <u>(13,582,457)</u> |
| <b>NET CURRENT ASSETS</b>  |       | <u>5,883,864</u>    | <u>5,262,394</u>    |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>                     |       | 44,885,950          | 43,217,756          |
| <b>CAPITAL GRANTS</b>  | 16    | <u>(39,002,086)</u> | <u>(37,955,362)</u> |
| <b>NET ASSETS</b>  |       | <u>5,883,864</u>    | <u>5,262,394</u>    |
| <b>REPRESENTED BY:</b>   |       |                     |                     |
| Retained earnings  | 17    | 5,287,069           | 5,160,894           |
| Restricted funds   | 24    | <u>596,795</u>      | <u>101,500</u>      |
|  |       | <u>5,883,864</u>    | <u>5,262,394</u>    |

## Chief Executive Officer Address

It is with great pleasure that I welcome you to the South Infirmary - Victoria University Hospital Annual Report. 2022 was yet another year when the Covid-19 pandemic posed challenges to the provision of services to patients. Experience has taught us how to adapt ways of working in order to overcome these challenges. In spite of the many ever changing demands our staff have remained resilient and hugely dedicated to the delivery of safe and effective care to the patients of the South Infirmary.

As a teaching hospital of UCC we promote the integration of learning into everyday activities. Corporate and Clinical Governance, Quality and Patient Safety are integral to the delivery of patient services, always striving to achieve better patient outcomes.

During 2022, a total of 35,928 (2021: 33,404) inpatients and day patients were treated in our hospital (3,948 inpatients and 31,980 day patients). Our outpatient attendances totalled 70,394 (2021: 67,540) - new 24,537, return 45,856. The number of referrals received increased by 12.8% to 38,355.

The completion of the Ophthalmology Outpatients Department and two new operating theatres within the hospital campus is another positive step in preparation for the transfer of Ophthalmology services from CUH, scheduled for the latter part of 2023.

SIVUH is in active discussions with the SSWHG and other stakeholders on the HSE plans for a new elective hospital for the region.

As always, I would like to thank 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 Team and the Senior Management Team for their unstinting commitment to the hospital and our patients.



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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

### 2022 Outpatient Activity:

- New patients seen - 7,202
- Return patients seen - 8,517

### 2022 Inpatient Activity

- In-patients - 67
- Day Cases - 7,600

## 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.

### 2022 Outpatient Activity:

- New patients seen - 440
- Return patients seen - 1,893

### 2022 Inpatient Activity

- In-patients - 16
- Day Cases - 3,609

## 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.

### 2022 Outpatient Activity:

- New patients seen - 202
- Return patients seen - 2,518

### 2022 Inpatient Activity

- In- patients - 0
- Day Cases - 2,535

## 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".

### 2022 Outpatient Activity:

- New patients seen - 511
- Return patients seen - 837

### 2022 Inpatient Activity

- In- patients - 77
- Day Cases - 578

### 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.

#### 2022 Outpatient Activity:

- New patients seen - 1,655
- Return patients seen - 3,466

#### 2022 Inpatient Activity

- In-patients - 164
- Day Cases - 3,953

### 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.

#### 2022 Outpatient Activity:

- New patients seen - 3,262
- Return patients seen - 7,119

#### 2022 Inpatient Activity

- In-patients - 1,390
- Day Cases - 1,758

### 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.

#### 2022 Outpatient Activity:

- New patients seen - 620
- Return patients seen - 671

#### 2022 Inpatient Activity

- In- patients - 68
- Day Cases - 786

### 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.

#### 2022 Outpatient Activity:

- New patients seen - 938
- Return patients seen - 1,743

#### 2022 Inpatient Activity

- In- patients - 0
- Day Cases - 637

#### 2021 Outpat

- New patient
- Return patient

### Anaesthesiology

The Department of Anaesthesiology has five full time consultants. The Hospital is accredited for training on the Specialist Anaesthesia Training (SAT) Programme (Years 1 to 3). Three of our posts are on approved COA training schemes. The Department of Anaesthesiology provides clinical care in general and regional Anaesthesia 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 anaesthetics 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, Orthopaedics, 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

#### 2022 Outpatient Activity:

- New patients seen - 914
- Return patients seen - 5,705

#### 2022 Inpatient Activity

- In- patients - 338
- Day Cases - 3,349

### 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                       | • 15,308 |
| • CT Scans                     | • 3,552  |
| • Ultrasound                   | • 3,476  |
| • Theatre/Pain Medicine        | • 2,915  |
| • Fluoroscopy (Barium Studies) | • 454    |

### 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

#### 2022 Activity

- New attendances - 192
- Return attendances - 289

### 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.

#### 2022 Outpatient Activity:

- New patients seen - 225
- Return patients seen - 2,024

#### 2022 Inpatient Activity

- In-patients - 0
- Day Cases - 301

### 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 seven 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.

#### 2022 Outpatient Activity:

- New patients seen - 5,911
- Return patients seen - 9,997
- ENT ED New patients seen - 2,637
- ENT ED Return seen - 1,362

#### 2022 Inpatient Activity

- In-patients - 1,325
- Day Cases - 1,676

### 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).

#### 2022 Outpatient Activity:

- New patients seen - 20
- Return patients seen - 4

#### 2022 Inpatient Activity

- In-patients - 503
- Day Cases - 1,515



# 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 2022

- SIVUH Audiology staff continued 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 and has contributed significantly to reduced ENT waiting times in MGH.  
Having Audiology support on the day of an ENT clinic eliminates the need to refer a patient to Audiology in SIVUH and then see them back as a return patient in the ENT OPD with results etc. This speeds up the patient journey while freeing up future appoint slots for other patients.
- With the infrastructural changes to OPD in CUH during the pandemic the audiology assessment booth was unavailable. In 2022, Audiology commenced an OPD service in St. Catherine's OPD near CUH to support ENT and the Cleft Lip and Palate MDT clinic. This was not without its challenges due to accessibility and infrastructural issues and we are currently looking at alternative options to support patients attending these services.
- Our Audiology/Physio led vestibular ENT clinics continued during the year despite HSCP staffing challenges. This clinic provides more timely access to audiovestibular diagnostics and rehabilitation for patients and has a positive effect on patient outcomes and ENT waiting lists. In Q1 patients referred to ENT in 2017/2018 were being assessed and by year end, patients referred in 2020 were being successfully assessed and treated. We hope to secure recurrent funding for these clinics through national engagement with the Scheduled Care Transformation Program.
- 2022 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. It 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 2022 compared with 2021 i.e. an increase of 7.5% to 243 patients. 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 220 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.
- The Audiology Dept. has engaged with the HSE to support the roll out of a National Audiology Clinical Management System. This would improve access to Audiology reports, results and management plans across sites and would be particularly useful for outreach clinics.

## Administration Services

The administration Service Department (ASD) has a total of 153 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 2022 the SIVUH continued the delivery of care from an Outpatient perspective with a mix of both face-to-face and virtual delivered services 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 all our patients advised of any changes.

2022 saw the continued increase in new and return patients being seen in the South Infirmary.

|      | New Patients | Return | Total Out Patients | No of Clinics |
|------|--------------|--------|--------------------|---------------|
| 2020 | 21,164       | 43,396 | 64,560             | 8,123         |
| 2021 | 23,118       | 44,422 | 67,540             | 8,836         |
| 2022 | 24,537       | 45,856 | 70,393             | 9,166         |

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

| 2020   | 2021    | 2022    |
|--------|---------|---------|
| 93,350 | 100,955 | 106,316 |

### 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 23% to 60,614.
- 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.
- A Pain Physio pilot continued for new patients. Due to the backlog of return patients aligned to one of the Pain Medicine Unit (PMU) Consultants a further initiative was establish with the Physiotherapy Department to review and treat return PMU patients under the governance of the Consultant.
- From a waiting list management perspective Insourcing & Outsourcing Initiatives continued.
- The Validation of Patients on our Outpatient Waiting Lists continued with both the number being validated and being removed increasing year on year.

|           | 2020  | 2021   | 2022   |
|-----------|-------|--------|--------|
| Validated | 8,246 | 10,995 | 12,923 |
| Removed   | 1,576 | 2,686  | 2,694  |

- In Consultation with UCC and the ENT Department an outreach clinic seeing audiology long waiters commenced in UCC in February 2022. Due to the success of this clinic it continued to run for the remainder of the year.
- Additional ENT Saturday clinic sessions were also facilitated throughout the year to assist with ongoing breaches in relation to both new and return patients within the ENT service.

2022 was a very challenging but also rewarding year which again showed staff aligned to the Admin Services department continue to demonstrate their resilience and stalwart determination to support the service we provide to our patients. Delivering high quality administration which promotes better care for our patients.

All of this work is 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. As a result these changes will continue to form part of our service delivery for years to come.

## Booking & Validation Department

The Main responsibilities of the B&V department are two fold -

- Management and scheduling of patients on Inpatient, Day Case and Planned Procedure (IDPP) waiting lists within the SIVUH, in line with the National Waiting List Management Policy.
- Validation of both Public and Private Patients prior to admission.

### 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.

### Validation of Patients

The function of the 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. 19,000 patients from 2020-2022. This finished in June 2022.

### Achievements during 2022

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> |
| <b>2022</b> | 31,715   | 2,408     | <b>34,123</b> |

| Admissions/Bookings   | 2021   | 2022          |
|-----------------------|--------|---------------|
| Inpatient Admissions  | 3,792  | <b>3,944</b>  |
| ADT Daycase Admission | 9,627  | <b>10,101</b> |
| Daycase Admission     | 19,991 | <b>21,898</b> |
| Total                 | 33,410 | <b>35,924</b> |

In 2022 0.01% of patients did not attend on day of surgery i.e. 737 DNAs. There were 10,078 cancellations of bookings i.e. the patients could not attend (CNAs)

**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 2022 was the continuation of service provision during the pandemic restriction lifting period. In 2022 we were primarily focused on-

- Continuing with a regimen of training of staff in PPE donning and doffing, cleaning and isolation precautions to prevent Covid-19 spread during the lifting of restrictions.
- Establishing access rights to the scrubex system for all staff members and management of the scrub supply and scrubex machine due to increased demand during isolation precautions.
- Reopening and reintroducing the staff canteen services to pre-pandemic service levels. This included a revisit of the menus and services provided to encourage people back into the canteen.
- Increased focus on reintroducing the standards required for the EIQA national quality and excellence award.

## Dietetics and Nutrition

### Total Activity by Patient Contacts 2022

|                       | New Contacts | Review Contacts | Total Contacts |
|-----------------------|--------------|-----------------|----------------|
| Inpatient             | 245          | 1,336           | 1,581          |
| Outpatient            | 232          | 1,500           | 1,732          |
| <b>Total Activity</b> | <b>477</b>   | <b>2,836</b>    | <b>3,313</b>   |

#### **Inpatient Activity**

ENT 74%, Ortho Rehab 16%, Oncology 8%, Max Fax 1%, Surgery 1%

#### **Outpatient Activity**

ENT 52%, Diabetes 42%, Home Parenteral Nutrition 4%, Surgery 2%

**Staffing:** Significant staffing shortfalls due to statutory leave, resignations and recruitment challenges continue to impact department activity through 2022.

#### **SPECIALIST AREAS**

**ENT/ Head & Neck Oncology** The recruitment of 0.5 WTE Clinical Specialist Dietitian post to this area in March 2022, will allow the team to examine clinical practice through regular audit and research and optimise all aspects of the Dietetic Management of the patient living with Head and Neck cancer to benefit their nutritional and clinical outcomes.

Inpatient and outpatient service is 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,
- Inpatient management, including oncology day ward
- Ward MDT weekly meetings,
- MDT Consultant Clinics,
- MDT pre assessment education/clinics for major surgeries
- Contribute to ANP clinics on request
- Combined clinics with SLT - pre and post treatment for swallow rehabilitation.
- Gastrostomy specific clinics

#### **Gastrostomy Tube management**

Dietitians lead on the education for home on tube aftercare, and are the main contact for gastrostomy tube complications/ issues (unplanned presentations) and management of tube changes.

40 gastrostomy tubes were placed in this patient group in SIVUH in 2022

Group patient support services commenced post Covid-19.

**Presented at SIVUH Laryngectomy patient information day SIVUH**

'Healthy Eating for Cancer Survivors' Emma Clifford, Senior Dietitian.

**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 the following complex patient types attend the Diabetes Centre:

- Type 1 Diabetes (including pump therapy, closed loop pump/CGM technology introduced in 2022. Increasing numbers using continuous glucose monitoring (CGM) technology through 2022, time burden with increased technology usage and interpretation of data.)
- 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)

**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**

UCC practice placements supported in the Department 2022

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

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

- Placement B - 1 Student

**Hospital Education and Training provided by Department**

- **Hospital Wide Malnutrition Awareness Campaign, Sept 22**

Email campaign, information morning (attended by >60 staff), SIVIC news article.

**Nutrition and Hydration Steering Committee**

Continued implementation of National Food, Nutrition and Hydration policy and the National Clinical Guideline "Nutrition Screening and use of Oral Nutrition support for adults in the acute care setting"

**Audits**

Meal time audit (compliance with meal ordering systems) (Students)

Vending machine audit (as per HSE guidelines) (Dietetic Assistant)

Parenteral Nutrition audit (compliance with PN practice as per hospital PPG) (Students)

**QIP's in progress**

Visual/ picture snack lists piloted for wards and awaiting roll out on all wards (Dietetic Assistant)

Patient survey of experience with tea time menu options (Students)

Review of Meal ordering systems Ortho elective wards (ongoing)

## 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 2022

- Legionella Management: Joint task force with Infection Control (2021/22)
- X-Ray Department: Remedial Structural works and refurbishment and viewing room (2021 / 22)
- EOS Room - Design and build and installation (2022)
- Assist with Ophthalmology DCOT and OPD projects (2022)
- Refurbishment of GFS3 public toilets (2022)
- Continuing refurbishment of L2V rooms (2022)
- Upgrade of energy efficient lighting in theatres 6 & 7 (2022)
- Facilitated the move of staff to new accommodation in Morrison House (2022)
- Roll out of new signage throughout the hospital complex (2022)

## Infection Prevention & Control/Hygiene

2022 was another year of proactive measures in the prevention and control of Infections within the South Infirmary Victoria University Hospital (SIVUH) where resources have been used to help make SIVUH a safer and better place for its patients.

The approach of identifying gaps and risks associated with National Standards for Prevention and Control of Infection benefits the hospital in gaining a wider picture of compliance. This is reflected in the diversity of our achievements, which include:

- Actively engaging those who influence the control of infection across the hospital
- Securing improvements to the control of infection through direct interaction with areas and departments.
- Participating in infrastructure walkabouts and reporting same to the SIVUH Capital group.
- Integrating awareness and control of infection into the everyday practice for all staff.
- Developing joint working with stakeholders both internal and external to promote a safety culture

### Overview of Infection Control Activities in 2022

- Management of Covid-19 cases including suspected and confirmed cases, close contacts and Pre-Admission cancellations and management of ward outbreaks of Covid-19.
- 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.
  - Sepsis awareness sessions for all disciplines.
  - Hygiene inservice for HCAs
  - Waste management updates.

- **Health promotion days:**
  - Hand hygiene / five moments.
  - Sepsis awareness days.
- **Audits/Surveillance**
  - National hand hygiene audits completed in May and November.
  - PCHAI (point of care healthcare associated infections) weekly audits.
  - Flushing audits
  - The correct wearing of PPE
  - Alert organism audit.
  - Commode audit

Active hospital surveillance continues on MRSA/VRE/ESBs CPE, C. diff, Norovirus, and miscellaneous microorganisms, see surveillance report Appendix 1

- Surgical site surveillance see reports Appendix 2
- Collating information, on all patients both newly diagnosed patients and patients with a previous history of MRSA.
- Advising senior management in Infection Prevention and Control in the reconfiguration of services.
- Expert advisor to all staff in relation to Infection Prevention and Control.
- 

## IT & Management Services

The IT & Management Services 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.

### 2022 at a glance

2022 proved a busy year, along with supporting existing ICT operations, many new projects were completed and many more identified. Following the HSE Cyber Attack 14th May 2021, the HSE issued security hardening recommendations for implementation. During 2022 the hospital participated with Deloitte who, on behalf of the HSE, conducted an IT system security audit. The hospital was one of only a few non-compromised hospital sites and continues to maintain strict security controls around external data sources. 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 41 virtual, 11 physical servers and network attached storage devices; provide support for 180 applications\interfaces and 650 email users. We deliver a data management and business intelligence reporting function, returning statistical activity to the HSE 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. The MSDIT function supports the understanding and analysis of these reports at a user level and supports the development of evidence-based decision support solutions. 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 and the IT & Management Services Department, in the production of management information, perform data quality checks on IPM, including investigation of anomalies and correction of errors.

### Projects:

- Upgraded and supported users with a Microsoft office upgrade from version 2010 to version 2016.
- PC refresh Phase 2 - 160 PCs upgraded to Windows10
- Ophthalmology OPD - installed 54 new PCs and Printers
- Assisted with Data Communications infrastructure for the new Day Care Ophthalmic Theatres.
- Set up and supported remote OPD clinics for Prof. Peter O'Sullivan ENT Consultant in UCC site.
- IE11 discontinued and Chrome set as default browser
- Managed 6 separate instances of NIMIS software upgrades to go from version 1.0 to 2.0 from Jan to June 2022.
- Assisted upgrade of new Car Park Management System.
- Unisoft Endoscopy application upgrade from V12 to V14
- Unisoft Endoscopy query retrieve interface upgraded from Iguana to Merth.
- Worked with National team to successfully facilitate the upgrade of memory on the Endoscopy server.
- Claimsure 4.0D2 upgraded and migration from IE11 to Google Chrome
- NCIS interface testing successfully completed and documented



## Nursing Administration

The Nursing department in the South Infirmary Victoria University Hospital is a dynamic progressive department comprising of nursing staff, healthcare assistants, operating theatre assistants and hospital sterile supplies department operatives. The nursing department and its staff have a shared goal of optimising high quality safe patient care and services while building a positive work place culture.

### Workforce Planning

Workforce planning and absence management was a huge challenge in 2022. There are many factors that contributed to staff shortages including expansion of patient services, the ongoing fall out from the Covid-19 pandemic, increased number of retirements, restoration of 37.5hour week, sick leave and resignations to mention but a few. In response, the nursing department developed a RAG system to highlight on a daily and weekly basis WTE numbers for each area which gave the ability to put a systematic management plan in place in a timely manner thus reducing the risk that a shortfall in staffing can pose.

A very successful recruitment campaign was launched and new staff employed, 34.53 WTE Staff nurses and 9.59 WTE Healthcare Assistants. 6 International nurses were welcomed and commenced the hospitals adaptation programme, 4 completed the programme successfully.

The nursing department, in conjunction with the NPDD introduced an onboarding programme to welcome, induct and orientate new staff to the SIVUH. Information is provided prior to commencement date. New nursing staff are met on arrival on the morning of commencement. Information and education is provided to facilitate the transition to the clinical area. Each new employee has daily follow up by the clinical facilitator for 1 week.

### Continuous Professional Development and Education

The South Infirmary Victoria Hospital has long established links with University College Cork (UCC) in the School of Nursing and Midwifery. In 2022 the SIVUH supported both undergraduate and post graduate courses including a record number of staff both enrolling and completing the MSc in Advanced Practice.

An application was made for the SIVUH to be recognised as an external site for the Postgraduate Diploma in Ophthalmic Nursing facilitated by the Royal College of Surgeons and Royal Victoria Eye and Ear Hospital, and in October 2022 this was approved.

In March 2022 the SIVUH NPDD held a very successful Communication and Quality Conference. A wide variety of topics were discussed including Tele medicine, Perioperative communication, Frailty Care bundle, and Challenges faced by patients with impaired hearing.

A well-received shared learning session was facilitated between the ADON relief team and the Out of hours / Nights ADONs. Plans are now being put in place to continue with same.

The SIVUH underwent a site visit by Nursing and Midwifery Board of Ireland (NMBI) in April 2023. The format for reporting from such visits by NMBI has changed hence the SIVUH did not get an individual report but rather an integrated report was issued to the School of Nursing and Midwifery (SoNM) University College Cork (UCC) which included all the Health Service providers that provide sites for undergraduate BSc Nursing students. Whilst the feedback at the time of the visit was very positive and SIVUH nursing students meet all the requirements of the BSc nursing programme, nursing students voiced concern re- medical placement exposure during internship. This is being addressed in collaboration with UCC SoNM.

### **Patient Experience**

We aim to provide the leadership and support to staff to promote and ensure positive experiences from patients and service users through high quality compassionate care. This is reflected in the 2022 National Patient Experience Survey where the SIVUH scored above the national average in 6 categories including care on the ward, overall rating, Discharge/ Transfers and others. The Nursing department continues to receive many compliments from our service users describing their positive patient journey.

The SATU staff were shortlisted for the National Healthcare Centre awards and for the Annual NMHIP Quality and Safety National Conference.

The End of Life Care Committee (EOLCC) had the mortuary refurbished to support respect and dignity of the deceased. The decision was made in 2022 that the 'Serenity Room' a room to facilitate families of service users is to be refurbished.

### **Safe and Effective Care**

In 2022 we commenced monitoring preventing and control of the Monkey pox virus, the SIVUH was the first hospital in Cork to have a positive Monkeypox case in a CUH service housed in SIVUH. The IPCT developed a process within the hospital ensuring that the SIVUH align to national recommendations in the higher risk areas such as GUM clinic, SATU and Dermatology.

There were 280 cases of Covid-19 in 2022 and in December we had our first influenza outbreak in SIVUH which involved 4 positive patients. This was successfully contained within one ward. This was managed collaboratively with infection Control, Microbiology, Public Health.

The Nursing Administration team carry the emergency bleep to attend cardiac arrests and medical emergencies. As a recommendation brought forward from the Deteriorating Patient Committee in 2022, the BLS instructor now too carries the emergency bleep and attends cardiac arrests in as far as is possible. This facilitates quality assurance and identifying learning opportunities if relevant.

### **Vision and Objectives for 2023**

The Nursing department in the SIVUH strive to develop and enhance the role of the nurse while ensuring a high quality efficient delivery of care to all its service users. Our aim for 2023 is to further strengthen our nursing and healthcare assistant workforce. We will continue to build capacity and resilience through patient flow projects and the completion of the new ophthalmology OPD and theatre complex.

We aim to successfully implement the e-rostering system and improve digital health capability throughout all our services. We will continue to support and move forward on the Magnet4Europe initiative.

The Nursing Administration team are committed to the wellbeing of Nursing and Healthcare Assistant staff. The team fosters healthy relationships with staff and ensure that staff wellbeing is a priority embedded in the day to day operations.

## 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 effect of work related activity. OH provides a confidential service to benefit both employees and employer by promoting a healthy workforce and reducing absenteeism.

### OH Team Key Achievements 2022

- The OH team delivered nurse led service to HCWs with an increased growth of **19,790** recorded clinical activity
- The OH team prepared a department annual activity report to include sub reports on Occupational Biological Exposures, Violent Incidents, COVID19 management and Influenza vaccination programme
- In line with national workforce plan OH appointed CNM2 x 2 and ASO x 1 positions
- Extension of OH working hours from 8.00 - 17.00 x 5 days per week and over non Public Holiday Christmas break.
- During pandemic surges the OH team maintained core services and in response to HR recruitment drive prioritised all PPHAs to include new entrants to the Irish health services
- Provided support and crisis intervention for HCWs following bereavement of a colleague
- OH team responded to HCWs requests for ongoing supports when involved in dignity at work, grievance or disciplinary issues
- OH team transferred 386 OH HCW medical records to electronic format on COHORT software
- Developed an information signpost tool outlining suite of OH services available on the OH intranet page
- Developed 6 x OH posters on: Sharps safety awareness, Flu vaccine myths, Tips for DSE users, Signpost Pathway Resource tool, OHD Violence & Aggression at work, OHD SIVUH Covid19 HCW data overview
- Achieve >90% DIME compliance, significantly above the national average
- Commenced collaborative training initiative with IP&C, H&S & OH
- Worked in collaboration with the Smoking Cessation Committee to broaden its scope to become the SIVUH Health & Wellbeing Committee. Arranged visit from the Health & Wellbeing Co-Ordinator from HSE CUH Measured and achieved OH Key Performance Indicators for 2022

### OH TEAM DIRECT CLINICAL WORK

**Total OH Clinical Consultations** 19,790

OH **Nursing** Consultations 18,580

OH **Physician** Consultations 611 at €57 pp

OH **Physician Clinics** x 48, costing €34,895

**Covid19** HCW Consultations 4,413

- 625 COVID19 Positive HCW's
- Telephone advice 1,961
- COVID19 manager advice 433
- Swab referrals 20
- Return to work assessments 1,374

**Vaccination/Screening** 1,111

**Pre Placement Health Assessments(PPHAs)** 216

**Sickness Absence Advice** 2,213

**NCHD DIME** PPHA's 947

**HCW Counselling** 148

**Occupational Biological Exposures** 24

**Violent Incident Exposure** 76

**Health Surveillance** 144

**Exposure Prone Procedure Clearance** 117

**Work related injuries** 48

**OHD Influenza Vaccination Clinics** x 17

136 or 26% of HCWs Vaccinated for flu in OH

### OH TEAM INDIRECT WORK

**Audit** Update; OH Clinical x 8, Non Clinical x 6

**386** HCW OH records transferred electronic format

Update OH Department **Risk Assessment**

**PPPG** Review x 9

**Committee / Meetings** Attendance - 58

**OH Team Meetings** 4

**OH / HR Meetings** 34

Continued collaboration & accountability with SMT & IP&C on outbreak management

### Training given by OH;

### Attendees Sessions

|                            |     |    |
|----------------------------|-----|----|
| Sharps Management Post OBE | 166 | 29 |
|----------------------------|-----|----|

|                         |    |   |
|-------------------------|----|---|
| NCHD / Intern Induction | 70 | 4 |
|-------------------------|----|---|

|                  |    |   |
|------------------|----|---|
| Global Induction | 48 | 4 |
|------------------|----|---|

|            |    |    |
|------------|----|----|
| In Service | 41 | 11 |
|------------|----|----|

|      |   |   |
|------|---|---|
| PMLF | 7 | 1 |
|------|---|---|

|                   |    |   |
|-------------------|----|---|
| OHADON Debriefing | 28 | 2 |
|-------------------|----|---|

|                            |    |   |
|----------------------------|----|---|
| Suicide Alertness Training | 13 | 1 |
|----------------------------|----|---|

|                                    |            |  |
|------------------------------------|------------|--|
| <b>Total OH Training Attendees</b> | <b>373</b> |  |
|------------------------------------|------------|--|

|                                   |           |  |
|-----------------------------------|-----------|--|
| <b>Total OH Training Sessions</b> | <b>52</b> |  |
|-----------------------------------|-----------|--|

|                                      |           |  |
|--------------------------------------|-----------|--|
| <b>Training attended by OH Team:</b> | <b>39</b> |  |
|--------------------------------------|-----------|--|

E.g. Coaching For managers, Grief at work, Work Positive, Anxiety, Drugs & Alcohol testing, Support Contact Persons, Nominated Persons training etc.

## Occupational Therapy

“Occupational therapy involves working with people across their lifespan who experience barriers to participation. Whatever the client’s diagnosis, the primary goal of occupational therapy is always to enable people to participate in activities of everyday life, by enhancing the individual’s ability to engage in the activities they want to, need to, or are expected to do, or by modifying the task or the environment to better support the individual” (World Federation of Occupational Therapists, 2012).

In the South Infirmity 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 2022 there were a total of 4,078 patient contacts with 1,424 new patients receiving occupational therapy input.

The changes to these numbers from last year is due to

1. Return to elective services only, but with infection control measures in place.
2. Reduced frequency of specialist hand therapy clinics
3. Ward closures due to outbreaks
4. Extraordinary Staff leave.

### **ENT**

A new post of 0.5WTE was approved and interviewed for in 2021. The occupational therapist commenced in this post in February 2022. She provided the occupational therapy component to pre assessment for patients undergoing head and neck surgery in order to get them set up for a timely discharge post op or to identify if there would be an occupational therapy input required post op either. She also provided the post op rehabilitation which included ADL supports or fabrication of a custom made splint to support skin grafts.

### **Clinics**

The occupational therapy department received approval in principle to work on a waiting list initiative subject to admin support. We hope to commence this in 2023

### **Students**

We had both first year and fourth year occupational therapy students from UCC in both in- patients and out-patient settings. The students experienced working with patients who were post major head and neck surgeries; post-trauma orthopaedic surgery; had rheumatological diagnoses’ and also were post hand surgery.

### **CPD**

Occupational therapists attended several courses on hand therapy, seating, dementia, healthy aging, frailty and assisted decision making.

We participated in national groups such as the rheumatology and MSK SI group, (National OT managers group) NOTMAG, (Irish association of hand therapists IAHT, National housing group and the PEG for lymphoedema.

### **Business plans**

0.5WTE CS in waiting list initiative

### **Plan for 2023**

- Achieve and maintain allocated WTE
- Commence 0.5 WTE waiting list initiative.
- Submit business case on therapy lead clinic in conjunction with physiotherapy
- Increase student intake
- Increase attendance at national and local CPD events.
- Provide education around “restraint and how to avoid it”.
- Upskill on “assistant decision making”.

## Pharmacy

### Pharmacy Department 2022

#### New Pharmacy Department:

- The department moved back to the newly refurbished pharmacy in March 2022.
- The existing space has now been optimised and is now bright and modern.
- A massive thank you to all involved who made the refurbishment possible.

The pharmacy department worked with the Drugs and Therapeutics committee to implement a number of important changes within the hospital:

- The MPAR was updated to include VTE assessment and guidance.
- A separate IPAR was introduced which includes guidance on insulin management peri-operatively.
- A new long-stay Kardex has been approved for use on GFV and L1V to minimise transcription errors.

#### Warfarin Clinic:

- A collaborative project between warfarin pharmacist Miriam Vinten and Dr Fahad Farooq began this year, with the aim of transitioning to a pharmacist-led clinic.
- 38 patients were switched to DOACs in 2022.
- Up-to-date information on indications and INR ranges for remaining patients was gathered and documented.
- The warfarin clinic will officially be a pharmacist-led clinic from the beginning of 2023.

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

- Work continued on the implementation of NCIS in SIVUH.
- Niamh O'Connell took over the role of project lead and lead pharmacist this year.
- The predicted 'Go Live' date is February 2023.

#### Dispensary and Distribution Services:

- The hospital's drug spend for 2022 was 6.62 million, compared to 6.27 million in 2021.
- 1728 different product lines were dispensed in 2022, 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 pharmacy department continue to provide the following services in SIVUH:

- Anti-microbial clinical service
- Aseptic compounding and clinical oncology service
  - Almost 3,700 chemotherapeutic items and monoclonal antibodies screened
- Dispensary service
- Pre-admission assessment of patient's undergoing major elective orthopaedic surgery
  - Over 750 patients were pre-assessed by a pharmacist prior to surgery in 2022
- Warfarin clinic service

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

## 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 2022:**

**Total number of WL entries:** 32,622 episode of care entries, including Public and Private Patients were added to the Elective and Planned WL.

**NTPF Commissioning Insourcing and Outsourcing initiatives:** 1,451 Case Authorisation Numbers (CAN) were issued, 1301 for outsourcing (procured capacity in Private hospital) and 150 for insourcing (provision of additional capacity in-house).

**HSE procured private hospital capacity:** 71 Unique Authorisation Numbers (UAN) were issued under the HSE Safety Net Funding Initiative.

**Validation activity:** 2682 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 2022 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 1 Senior Medical Social Worker (SMSW) specializing in Oncology and Palliative Care

- We lead and co-ordinate the hospitals the 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.

305 Patients and Families were referred to Medial Social Work in 2022.

## 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 centre 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 2022

- A total of 4316 patient contacts/ appointments.
- Inpatients 2022
- Outpatients 2294
- New 560
- Returns 3756
- Emergency unscheduled prosthesis changes 288

### Key Achievements 2022

- A pilot Speech & Language Therapy Led Voice and swallow clinic for routine ENT referrals ran throughout 2022 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. 41 clinics were held with 105 patients seen. 91% 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 2019.

### Education

- We became an education centre for SLTs nationally to obtain competencies in FEES.
- Ran a National FEES Conference for SLTS.
- Continued our role in training of both undergraduate SLT students in conjunction with UCC
- Active lecturing roles in both undergraduate and master programs.
- Poster presentation at IHNS conference
- FACE Q study research with Plastics Physio and SLT looking at Quality of life outcomes in facial nerve reconstruction.

### Quality initiatives

- Commencement of intra operative voice prosthesis leading to better patient outcomes and reduction in length of stay by 5 days.
- Two Survivorship Laryngectomy groups were held.
- Progression of voice banking service.
- Lean initiatives in patient pathway process'.



## Reception

### General Duties at Reception:

- Reception is the first point of contact with the public.
- Providing directions to Clinics, Wards and other Departments
- Dealing with patients that are nervous and stressed about their visit, that require compassion and patience to help and support the patient.
- Dealing with emergency alarms which are situated at Reception: the main fire alarm panel, BOC gas alarm, Medical Air alarm and alarm for fire escape on Level 2, in case someone gets locked out, and contacting the relevant personnel upon activation.
- Carrying out Cardiac Test on emergency bleeps, ensuring all are working and respond accordingly.
- Out of hours admissions
- Contacting Car Park attendant for any problems with the pay station and car park.
- Contacting SATU for clients, Garda, other hospitals and GPs.
- Sending discs, charts, theatre equipment, and drugs to/from other hospitals as needed.
- Packaging and sending out specimens out of hours.
- Attend to any unscheduled emergency that presents to Reception and contacting the relevant personnel or activating the correct alarm - cardiac or met.

Sending out daily on call rotas to wards and departments.

### Primary Phone Activity:

#### **Phone Calls: Both Internal and External:**

- Responsible for normal telephone reception duties: answering the Hospital's main switchboard - 600 extensions and 30 lines, dealing with large volumes of calls, a large variety of queries and transferring these to the relevant Department or personnel.
- Dealing with patient queries, regarding appointments (both out-patient and surgery dates).
- Enquiries for all hospital departments.
- Calls to wards, checking on current inpatients and post- op queries.
- Calls for ENT NCHD on call from other hospitals and GP's in the Cork and Kerry region.
- Calls for Consultants - which is Consultant to Consultant based.
- Calls for Dermatology, which is the Regional Centre for Dermatology.
- Calls for SATU from the Munster region from GP's, Gardaí and victims themselves, which provides a 24 on call service.
- Members of the public requesting phone numbers for MRI, Gum Clinic and Breast Check.
- Reception provides help to any Department or Theatre in an emergency to contact staff.
- Contacting on call staff out of hours, i.e. Radiographer, Theatre, Physiotherapy or Priest on call.
- Reception book taxis for Hospital related business and recording the information for the Accounts Department as follows;
  - Patients going to other Hospitals for appointments/procedures
  - Staff attending meetings off-site
  - Consultants/NCHD's attending clinics in other Hospitals
  - Sending specimens to the correct labs out of hours - CUH, Mercy and Blood Bank.
  - Patients going home or to Nursing Homes for Respite - Approval is needed for destinations outside of the city boundaries.
- Reception also ring Taxis for the public i.e. both patients and visitors, as a courtesy.

## Consultant Medical Staff

|                     |   |
|---------------------|---|
| Dr Anthony Hennessy | Consultant Anaesthesiologist                          |
| Dr Clare Murray     | Consultant Anaesthesiologist                          |
| Dr Stephen Mannion  | Consultant Anaesthesiologist                          |
| Dr Jawad Mustafa    | Consultant Anaesthesiologist                          |
| Dr James O'Driscoll | Consultant Anaesthesiologist                          |
| Dr Andrew Purcell   | Consultant Anaesthesiologist with SI in Pain Medicine |
| Dr Richard Flynn    | Locum Consultant Anaesthesiologist                    |

|                      |                                |
|----------------------|--------------------------------|
| Dr John Bourke       | Consultant Dermatologist       |
| Prof 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       |
| Dr Oonagh Molloy     | Locum Consultant Dermatologist |
| Dr Lisa Roche        | Locum Consultant Dermatologist |

|                             |  |
|-----------------------------|--|
| Prof Patrick Sheahan        | Consultant Otorhinolaryngologist       |
| Mr Mohammad Habibullah Khan | Consultant Otorhinolaryngologist       |
| Mr Andrew Dias              | Consultant Otorhinolaryngologist       |
| Ms Ann O'Connor             | Consultant Otorhinolaryngologist       |
| Mr Peter O'Sullivan         | Consultant Otorhinolaryngologist       |
| Ms Eadaoin O'Cathain        | Consultant Otorhinolaryngologist       |
| Mr Gerard Thong             | Locum Consultant Otorhinolaryngologist |

|                   |                            |
|-------------------|----------------------------|
| Dr Matthew Murphy | Consultant Endocrinologist |
|-------------------|----------------------------|

|                  |   |
|------------------|---|
| Dr Len Harty     | Consultant Rheumatologist               |
| Dr Michael Regan | Consultant Rheumatologist               |
| Dr Mark Phelan   | Consultant Physician/ Clinical Director |

|                         |                              |
|-------------------------|------------------------------|
| Dr Patrick McLaughlin   | Consultant Radiologist       |
| Dr Simon Blake          | Consultant Radiologist       |
| Dr Pauline Smiddy       | Consultant Radiologist       |
| Dr Elena Chiriac        | Consultant Radiologist       |
| Dr Sebastian McWilliams | Locum Consultant Radiologist |
| Dr Sara Hayes           | Locum Consultant Radiologist |

|                     |                             |
|---------------------|-----------------------------|
| 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 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 John Browne            | Consultant in Pain Management/Anaesthesiologist* |
| Dr Damian Murphy          | Consultant in Pain Management/Anaesthesiologist* |
| Prof Seamus O'Reilly      | 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*                        |

|                          |                            |
|--------------------------|----------------------------|
| Vacant at present        | 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

### **Good Living with Osteo Arthritis from Denmark (GLAD) Ireland Patient Registry** 31.01.2022

Clodagh Toomey PhD Ciara Cullen, Clinical Specialist Physiotherapy, MSK Triage, SIVUH and Amy Ni Chiardubhain, Physiotherapist UHK and Centrepoint

This project involves an online patient registry to collect outcomes from an evidence-based exercise and education programme for people with hip and knee osteoarthritis (GLAD® - Good Living with osteoArthritis Denmark) in Ireland. The research will involve the collection of information online, from people who elect to take part in the 8-week GLAD® Ireland programme with physiotherapists in public and private clinics, hospitals and community centres around Ireland

### **NHS Digital - National Registry of Dermatology Clinical Interventions** 25.02.2022

Dr John Bourke, British Association of Dermatologists

NHS Digital - National Registry of Dermatology Clinical Interventions

### **The perception and Willingness of Healthcare Workers to receive the annual influenza vaccine in light of COVID-19** 26.11.2021

Emma O'Sullivan,

The research will use a study design of a non-experimental descriptive cross - sectional design where a description of perception and willingness of healthcare workers towards influenza vaccinations in light of COVID 19 will be recorded.

### **Central Venous Catheter tip migration in female patients after chestport insertion** 11.03.2022

Dr. Stephen Power, Consultant Radiologist, CUH, Dr Brian Carey, SpR in Radiology in CUH and Dr. Alexander O'Mahony, UCC Radiology Lecturer, CUH

A retrospective review of thoracic imaging post left-sided chest port insertion in female patients

### **Predictive Factors for Peg Tube Dependency After PEG Tube Insertion for Nutritional Support During the Chemo radiotherapy Treatment of Head and Neck Cancer** 17.05.2022

Prof. Patrick Sheehan, Kendra Pearce

The aim is to explore the associates between various patient factors, treatment factors, and PEG tube factors in patients who have undergone treatment for head and neck cancer to determine which factors are associated with worse PEG tube dependency.

### **A pilot project investigation the use of ONCOpatient - an electronic patient reported outcomes app for oncology patients** 03.06.2022

Prof. Seamus O'Reilly, Consultant Oncologist, Dr. Bojan Macanovic: Medical Oncology Registrar, CUH, Dr. Richard Bambury, Dr. David O'Reilly, Ms Emma O Riordan, Ms. Maeve Cloherty, CUH

The aim of the project is to implement a smartphone based ePRO application in the department of Medical Oncology at CUH. The ONCO patient app will enable patients to log and rate their symptoms at regular intervals using validated questionnaires that re pertinent to their disease and treatment.

**The management of patients with Complex Regional Pain Syndrome in two pain clinics in Cork** 24.06.2022

Dr. Wei Lan, Consultant Pain Specialist Ms. Aoife Leonard, 2nd Year Medical Student, UCC

This retrospective chart review project aims to determine the treatment options available, and outcomes of patients treated for Complex Regional Pain Syndrome in two pain clinics in Cork. The study aims to estimate the efficacy of CRPS treatment methods by assessing how long post-treatment patients return to daily activities, return to work and engagement with people, quality of sleep and mood improvement post-treatment, and their current pain status.

**How can we support nurses transitioning to a Clinical Nurse Manager role?** 18.07.2022

Elma Killeen, ADON

The aim of the research study is to explore nurses experience of transitioning to a CNM role to gain a better insight and understanding of the supports required for successful transition.

**APOLO: AtoPic dermatitis - an observational cross sectional single-visit, multiple site primary data collection study on disease characteristics and impact on patients** 15.09.2022

Dr. Michelle Murphy, Consultant Dermatologist

This is a non-interventional study looking at the disease characteristics of atopic dermatitis and the impact of atopic dermatitis on daily life. This study is “non-interventional” because it collects information only. 70 patients (adults and adolescents aged 12 years and above) with atopic dermatitis will be enrolled in this study at 5 sites in Ireland.

**ASTAR** 08.09.2022

Dr Michelle Murphy

Implementation of the ASTAR Ireland (Atopic Eczema Systemic Therapy Registry)

**The effects of visual impairment on patients diagnosed with cataracts and awaiting surgery** 09.11.2022

Mary O Mahony

To assess the impact of having cataracts requiring surgical intervention has on patients’ quality of life. To measure the impact of cataracts on quality of life using collected data to identify issues patients may face. To develop a better understanding of the practical impacts patients may face. To utilise the findings to inform service development.

**Rituximab retrospective review** 21.11.2022

Prof Michelle Murphy, Dr Emma Porter

Rituximab is an anti-CD20 monoclonal antibody which, in dermatology, is licensed for the treatment of pemphigus vulgaris. There is a growing evidence base for its off-label use for a variety of other dermatological indications, including other immune-bullous disorders and dermatomyositis. This study will entail a retrospective review of all dermatology patients treated with rituximab in our institution - evaluating indications, frequency and duration of treatments, adverse effects, and efficacy/clinical response. For those treated for pemphigus vulgaris, adherence to the British Association of Dermatologists guidelines will be audited

**A Single Centre Retrospective Review of the role and outcomes of Segmental Fasciectomy in the Management of Dupuytren's Disease** 28.11.2022

Mr. Michael O'Shaughnessy, Laura Kearney

Analyse the outcome of Segmental Fasciectomy in patients with Dupuytren's disease. Analyse the complications from surgery, the post-op recovery and the long-term outcomes in patients who have had this procedure. Compare to other studies available in the literature regarding both segmental fasciectomy and other treatment options.

**Exploring the lived experience of moderate to severe atopic dermatitis and its treatment with biologic agents: a mixed methods study** 28.11.2022

Prof Michelle Murphy Dr Emma Porter

This study will aim to qualitatively assess the experience of patients treated in our centre with biologic agents - inviting reflections on past experience of severe eczema, past and current burden of treatment, and the experience of treatment with biologic agents.

**A study of the effects of visual impairment on patients diagnosed with cataracts and waiting for surgery** 20.12.2022

Dr. Patrick Cotter, Lecturer UCC Mary O'Mahony, MSc Student UCC

A study of the effects of visual impairment on patients diagnosed with cataracts and waiting for surgery

**Management of spasticity with botox** 07.01.22

Mr Colm Taylor, Rachel Tone

An investigation into the management of spasticity with Botox in children with cerebral palsy in the SIVUH. This audit will highlight the efficacy of treatment and any breakdown in the management of spasticity with Botox in the SIVUH. Its findings will be used to suggest any alterations that can be made to improve management and treatment outcome. Improving the management of these patients will lead to enhanced performance of activities of daily living and increase independence for the affected patients

**Referrals from Gastroenterology to Rheumatology** 25.01.22

Dr Len Harty, Dr Oloruntunmike Adetona, Henry McGee

To look at what investigations were done for those referrals, how many of those referrals turned out to be autoimmune arthritis, what the treatments were and the outcomes

**Thromboprophylaxis in Plastic Surgery inpatients** 09.03.22

Ms. Dorairaj, Aileen O Mahony, Plastics Intern

Thromboprophylaxis in Plastic Surgery inpatients, specifically those undergoing Breast Modification surgery

**Assessment of safe and effective prescription of drug kardex** 08.04.22

Dr Shehla Farrukh, Dr. Rafia Hafeez

The assessment of safe and effective prescription of drug kardex for the patients admitted in ortho elective and observation ward over a 2-week period.

**Compare failed colonoscopy due to poor bowel preparation at SIVUH to international standards**

25.05.2022

Dr. Ahammadul Kabir, General Surgery Department / Mr. Adrian Ireland, Consultant General Surgeon

Compare failed colonoscopy due to poor bowel preparation at SIVUH to international standards

**Audit of hip and knee arthroplasty** 08.08.2022

Dr Sinead McKenna, Anaesthetics, Dr. Brian O' Donnell, Dr Gabriella Lohom

A prospective audit of peri-operative analgesia methods and post-operative pain outcomes in patients undergoing elective hip and knee arthroplasty in South Infirmery Victoria University Hospital

**Telephonic review clinic (TRC) successfully reducing new patient waiting list for outpatient Rheumatology consultation** 19.08.2022

Dr. Saleha Huma, Rheumatology Register Dr Len Harty

Telephonic review clinic (TRC) successfully reducing new patient waiting list for outpatient Rheumatology consultation

**Consent for blood transfusion** 19.09.2022

Michael O'Meara, Haematology Registrar

Audit of consent for blood transfusion

**Arithmetic Hip-Knee-Ankle Angle Measurements** 03.10.2022

Dr Sarah Keyes, Prof James Harty

Arithmetic Hip-Knee-Ankle Angle Measurements as a method for estimating constitutional lower limb alignment in kinematically aligned total knee arthroplasty



# 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.