



Hospital Annual Report 2020



SOUTH INFIRMARY - VICTORIA UNIVERSITY HOSPITAL

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Cork, T12 X235
CHY 10543



OUR MISSION

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

OUR VALUES

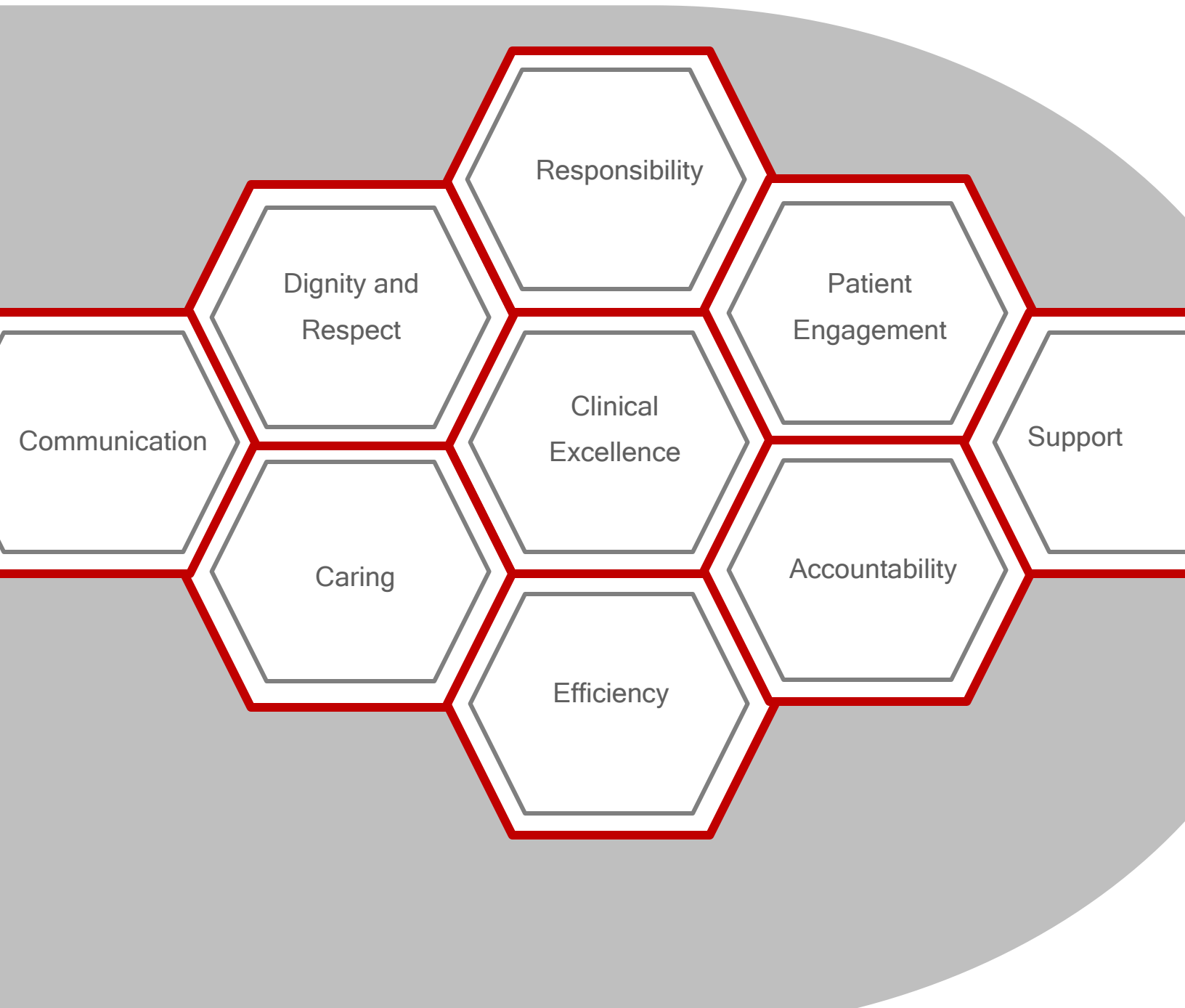




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A QUALITY SERVICE: CHAIRMANS ADDRESS

I am pleased to present the 2020 reports and financial statements of the South Infirmary - Victoria University Hospital. The onset of the Covid-19 global pandemic has had a significant impact on the Irish health service during 2020. Our hospital has continued to provide essential services in line with public health guidelines while also supporting other hospitals in the South/South West Hospital Group. During 2020, a total of 31,311 (2019: 39,059) inpatients and day patients were treated in our hospital (3,949 inpatients and 27,362 day patients). Our outpatient attendances totaled 64,560 (2019: 70,856) - new 21,164 and return 43,396. Hospital activities were impacted due to public health restrictions. Additional costs were incurred as well as a reduction in patient income.

Our allocation of funds from the Health Service Executive to cover the net cost of operational services for the year was €62.5m (2019: €58.8m). There was an operating activities surplus of €34k in 2020 (2019: €30k). We received a capital funding allocation of €5,178k during 2020 (2019: €984k) for facilities upgrade (€2,711k) and medical equipment replacement/additions (€2,467k).

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 €45,140. 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 €107,626 from the fund was incurred during the year.

The balance of restricted funds from fundraising on hand at 31 December 2020 is €104,304.

Conclusion

I would like to thank my fellow Board members for the giving of their time and experience, especially those on a voluntary basis, in ensuring the successful running and development of the Hospital. It is indeed an honour to be re-elected as Chairman and to have been associated with the ongoing advances during the financial year. As an elective hospital we are uniquely positioned to make a significant contribution to the evolution of healthcare in the region. We are actively committed to working with the South/South West Hospital Group and the Department of Health towards the development of a new elective hospital for the region. I would like to acknowledge our Chief Executive, Management Team and the Hospital's Executive Management Board for their management of patient services throughout a very difficult year for the Irish health service. I would also like to acknowledge the immense contribution of



A QUALITY SERVICE: CHAIRMANS ADDRESS

all our frontline workers during this global pandemic. I would like to express my thanks to the General Practitioners for continuing to refer their patients to us, to our visiting Medical Consultants and to our Chaplains for the continued support and attention that they give to our patients.

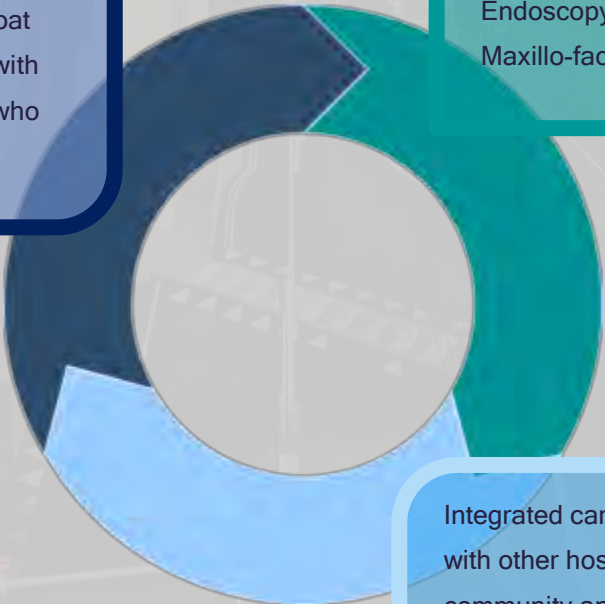
I wish to conclude by expressing thanks to the Minister for Health, his officials and the South/South West Hospital Group for their financial support during the year, both in respect of revenue and capital projects.

Michael Hall,
Chairman



A QUALITY SERVICE: ABOUT THE HOSPITAL

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.



Emergency services for patients who need immediate care in the event of an emergency for Ear Nose and Throat (ENT) and Ophthalmology (eye) with inpatient beds for those patients who require emergency admission.

Planned care to include day and inpatient elective care in the specialties of Ear Nose and Throat (ENT), Orthopedics, Ophthalmology, Endoscopy, Plastic Surgery, and Maxillo-facial Surgery.

Integrated care which is developed with other hospitals, primary, community and social care wherever possible including prevention, specialist advice and outreach services.



A QUALITY SERVICE: OUR PATIENTS

SIVUH treats over 134,000 patients every year. It has a visitor footfall of approximately 50,000 people per annum

Measure	Total
Total inpatient bed days used	21,316
Total inpatient discharges	4,405
Total day cases	27,362
Total OPD attendances	64,560

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





A QUALITY SERVICE: CLIENT EXPERIENCE AND COMPLAINTS

A link between organisational objectives and values is patient engagement. Over the last three years patients of SIVUH have reported an overall positive experience in the National Patient Experience Survey. The National Inpatient Experience Survey did not take place in 2020 due to the COVID-19 pandemic.

Our results in previous years have led to national recognition for our quality initiatives, including projects on discharge planning and communication.

In 2019 the majority of participants from South Infirmary Victoria University Hospital (SIVUH) reported positive experiences in hospital. 98% of participants said they had “good” or “very good” overall experiences, compared with 84% nationally. The hospital also scored above the national average for all stages of care



Respondents



229
Number of respondents



58.2
Average age



63%
Participation rate

Overall experience

2019

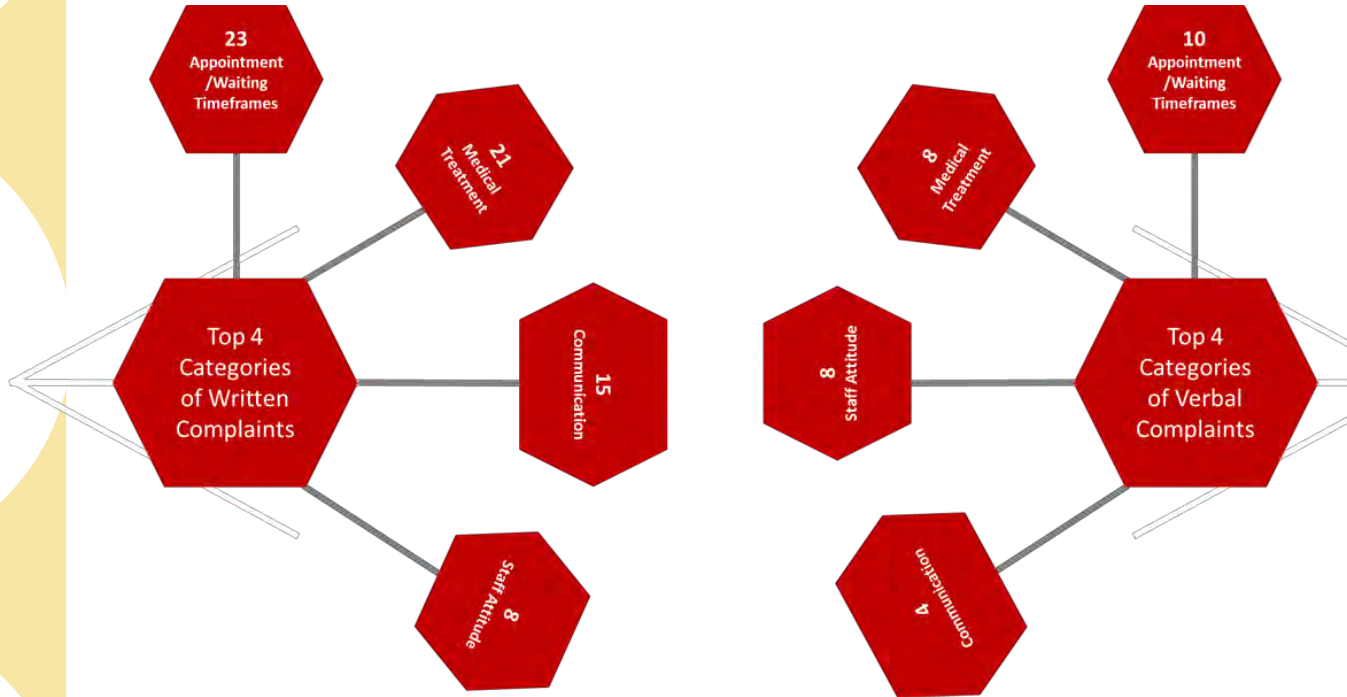


2018



A QUALITY SERVICE: CLIENT EXPERIENCE AND COMPLAINTS

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



In 2020 a total of 90 written and 34 verbal complaints were received. All complaints are risk rated. This was highlighted as a positive feature of the complaints process in SIVUH by the HCI Quality and Risk review. Quality Improvement Plans are put in place where required following receipt of a complaint. Overall 22 Quality Improvement Plans were implemented in 2020 as a result of complaints received.

SIVUH recognised that not being able to visit family and friends in hospital due to COVID restrictions was difficult. A practical solution initiated by our Complaints Coordinator was for family to send an email to a loved one who was in our hospital. Following receipt of the email a copy was placed in a sealed envelope and delivered to the relevant patient via our internal postal system.

The feedback from patients and families was very positive.



A QUALITY SERVICE: 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.

A QUALITY SERVICE: OUR STAFF

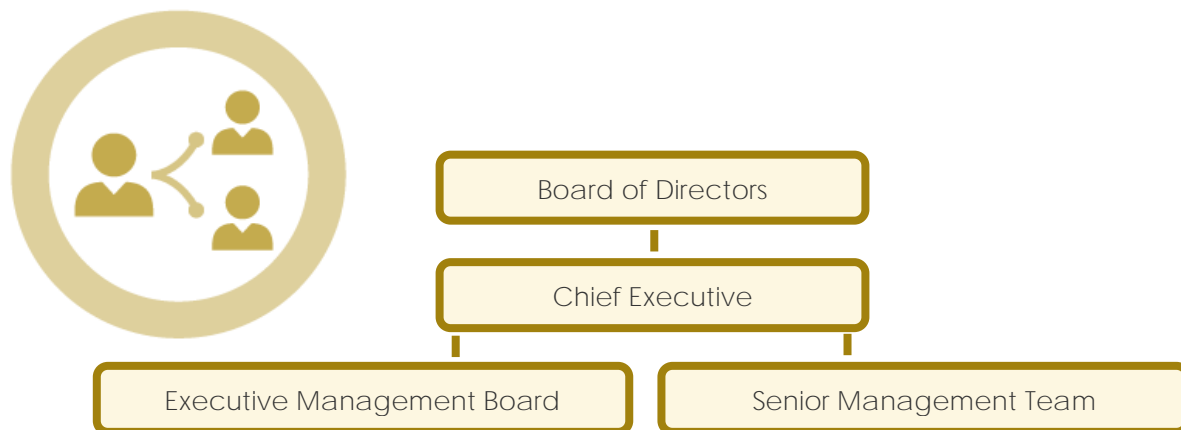
SIVUH has a workforce of over 900 staff providing complex diagnostic, medical and surgical services at local, regional and national levels. SIVUH is affiliated to University College Cork (UCC) and we provide premier medical training facilities for medical, nursing and health & social care students. UCC 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.



A QUALITY SERVICE: 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.





A QUALITY SERVICE: BOARD OF DIRECTORS

RECORD OF ATTENDANCE 2020

Name	Expected number of meetings to attend	Number of meetings attended
Michael Hall, Chairman	10	10
Dr. Bernard Creedon, Vice-Chairman	10	10
Mr. Robin Newenham	10	10
Rev. Edwin W. Hunter	8	3
Dr. Mark Phelan	10	10
Dr. John Bourke	8	5
Mr. John Jermyn	10	8
Dr. John Sheehan	5	5
Mr. Ronan O'Connell	8	5
Prof. Deirdre Murray	10	4
Ms. Gillian Keating	10	7
Ms. Catherine Desmond	10	10
Mr. Colm Burke	5	4
Mr. Stephen Teap	5	5





A QUALITY SERVICE: SENIOR MANAGEMENT TEAM

MEMBERSHIP

Liam Thompson Chief Financial Officer: Financial Accounting | Management Accounting | Treasury | Payroll | Finance Systems Policies and Procedures | Financial Policy Compliance | HIPE | Accounts Receivable |

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

Ronan O'Connell ICT Manager: Enterprise Resource Planning (Business Systems) | Telephony - Multi Media (PACS/Teleconf) | Info Systems and Reports | Innovation |

Dr. Ruth Lernihán Director of Nursing: Nursing Standards | Nursing Practice/Professional Development | Nursing and Allied Education Development |

Jean O'Sullivan Operations Manager: Operations Oversight/Responsibility and Assurance | Service Planning | Operations Systems, Policies and Procedures | Business Continuity | Minor Capital |

Kieran Murphy Quality and Risk Manager: 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 |





A QUALITY SERVICE: LEGAL AND FINANCIAL

COMPANY SECRETARY

L&P Trustee Services Limited
75 St. Stephen's Green
Dublin 2

INDEPENDENT AUDITOR

Deloitte Ireland LLP
Chartered Accountants and Statutory Audit Firm
No. 6 Lapp's Quay
Cork

BANKER

Allied Irish Banks plc
66 South Mall
Cork

SOLICITORS

Ronan Daly Jermyn
2 Park Place
City Gate Park
Mahon Point
Cork



A QUALITY SERVICE: LEGAL AND FINANCIAL

SOUTH INFIRMARY-VICTORIA UNIVERSITY HOSPITAL

PROFIT AND LOSS ACCOUNT

FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2020

	Operating activities 2020 €	Restricted funds 2020 €	Total 2020 €	Total 2019 €
INCOME - continuing operations				
Patient receipts	9,040,714	-	9,040,714	10,426,665
Health Service Executive Determination	62,537,236	-	62,537,236	58,772,123
Pension contributions and levy	3,108,899	-	3,108,899	2,947,672
Other receipts	2,368,565	-	2,368,565	2,894,920
Fundraising income	<u>-</u>	<u>45,140</u>	<u>45,140</u>	<u>65,215</u>
	77,055,414	45,140	77,100,554	75,106,595
EXPENDITURE				
Staff costs	(54,405,700)	-	(54,405,700)	(51,534,623)
Other operating expenses	(22,602,172)	-	(22,602,172)	(23,462,042)
Utilisation of fundraising income	<u>-</u>	<u>(107,626)</u>	<u>(107,626)</u>	<u>(108,470)</u>
	<u>(77,007,872)</u>	<u>(107,626)</u>	<u>(77,115,498)</u>	<u>(75,105,135)</u>
OPERATING SURPLUS/(DEFICIT) - continuing operations	44,542	(62,486)	(14,944)	1,460
Interest payable and similar charges	<u>(13,797)</u>	<u>-</u>	<u>(13,797)</u>	<u>(14,292)</u>
SURPLUS/(DEFICIT) BEFORE TAXATION	33,745	(62,486)	(28,741)	(12,832)
Taxation on surplus/(deficit)	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
SURPLUS/(DEFICIT) AFTER TAXATION	<u>33,745</u>	<u>(62,486)</u>	<u>(28,741)</u>	<u>(12,832)</u>



A QUALITY SERVICE: LEGAL AND FINANCIAL

SOUTH INFIRMARY-VICTORIA UNIVERSITY HOSPITAL

BALANCE SHEET AS AT 31 DECEMBER 2020

	2020 €	2019 €
FIXED ASSETS		
Tangible fixed assets	<u>36,478,777</u>	<u>36,037,776</u>
CURRENT ASSETS		
Stocks	2,048,665	1,808,964
Allocations receivable	6,591,687	7,047,887
Debtors	4,114,772	3,077,067
Cash at bank and in hand	<u>5,590,824</u>	<u>1,872,982</u>
	18,345,948	13,806,900
CREDITORS (Amounts falling due within one financial year)	<u>(13,111,841)</u>	<u>(8,544,052)</u>
NET CURRENT ASSETS	<u>5,234,107</u>	<u>5,262,848</u>
TOTAL ASSETS LESS CURRENT LIABILITIES	41,712,884	41,300,624
CAPITAL GRANTS	<u>(36,487,777)</u>	<u>(36,037,776)</u>
NET ASSETS	<u>5,234,107</u>	<u>5,262,848</u>
REPRESENTED BY:		
Retained earnings	5,129,803	5,096,058
Restricted funds	<u>104,304</u>	<u>166,790</u>
	<u>5,234,107</u>	<u>5,262,848</u>



A QUALITY SERVICE: CHIEF EXECUTIVE OFFICER ADDRESS

It is my great pleasure to welcome you to South Infirmary Victoria University Hospital's Annual Report. 2020 was a year of unprecedented challenge due to the onset of the Covid-19 pandemic.

This year's Annual Report reflects the incredible work undertaken by the staff of this hospital in response to the Covid-19 pandemic, whilst also working in line with our core mission and values. I would like to acknowledge the commitment and dedication displayed by our staff members as they rose to the challenges presented. One particular example was the assistance provided to Cork University Hospital Ambulatory Trauma and Plastic Surgery. Our collective efforts have further strengthened this hospital's ability to maintain its vision and I am truly heartened by the invaluable contribution all our staff made to the lives of all patients that came into contact with the hospital during the year.

Our primary focus is on delivering safe and effective patient care and resulting in better patient outcomes. We continued to make excellent progress in Corporate and Clinical Governance, Quality and Patient Safety, and continued to build on a culture of learning and the application of those learnings in our day to day operations.

I would like to place on record my sincere thanks for the unstinting support of the Board of Directors and its Chairman, Mr Michael Hall. I would also like to acknowledge the work of the Executive Management Board and the Senior Management Team for their stellar commitment to the hospital and our patients.

Helen Donovan
Chief Executive Officer



A QUALITY SERVICE: OUR SERVICES

Dermatology Regional Service

The department is the Regional Centre for Dermatology Services and currently has five Consultant Dermatologists. 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

In 2020 Dermatology activity included:

Outpatients:

- New patients seen- **5407**
- Return patients seen- **8595**



Outpatient

Inpatients

- In- patients- **56**
- Day Cases- **5574**



Inpatient

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.

In 2020 Pain Medicine activity included:

Out-Patients

- New patients seen- **412**
- Return patients seen- **2,249**



Outpatient

In-Patients

- In- patients- **10**
- Day cases- **3,224**



Inpatient

Gynaecology Surgery

Elective non complex Gynaecology Surgery is provided as part of an inter-hospital service with Cork University Maternity Hospital and the SIVUH by eight Consultant Gynecologists. 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 Gynecological "one-stop shop".

In 2020 Gynaecology included:

Outpatients

- New patients seen- **446**
- Return patients seen- **987**



Outpatient

Inpatients

- In- patients- **51**
- Day cases- **645**



Inpatient

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.

In 2020 Oncology activity included:

Outpatients

- New patients seen- **194**
- Return patients seen- **2474**



Outpatient

Inpatients

- Day cases- **2728**



Inpatient



A QUALITY SERVICE: OUR SERVICES

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. We have four General Consultant Surgeons who collaborate with other departments in the hospital including the Endoscopy and Gastrointestinal Department. The Endoscopy Unit provides a service for day patients and inpatients undergoing endoscopy procedures.

In 2020 General Surgery included:

Outpatients:

- New patients seen- **1781**
- Return patients seen- **4075**



Outpatient

Inpatients

- In- patients- **186**
- Day cases- **3375**



Inpatient

Orthopaedics Service

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 is currently staffed by nine consultant Orthopaedic surgeons who provide a general Orthopaedic elective service (out-patients and in-patients), 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 robust Pre-Admission Assessment Clinic which encompasses nursing, medical and health and social care professional input.

In 2020 the Orthopaedic Service activity included:

Out-Patients

- New patients seen- **2425**
- Return patients seen- **5990**



Outpatient

In-Patients

- In- patients- **1467** (includes trauma rehab)
- Day cases- **1503**



Inpatient

Maxillofacial Surgery

The Department of Oral and Maxillofacial Surgery offers a comprehensive service relating to conditions of the face, mouth and jaws such. Our two 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.

In 2020 Maxillofacial Surgery activity included:

Outpatients

- New patients seen- **464**
- Return patients seen- **611**



Outpatient

Inpatients

- In- patients- **100**
- Day cases- **606**



Inpatient

Orthopaedic Trauma Rehabilitation Service

SIVUH provides provision of 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.



A QUALITY SERVICE: OUR SERVICES

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.

In 2020 the Rheumatology Service included:

Out-Patients

- New patients seen- **605**
- Return patients seen- **1,411**

In-Patients

- Day cases- **714**



Outpatient



Inpatient

Anesthesiology

The Department of Anesthesiology has five full time consultants. The Hospital is accredited for training on the Specialist Anesthesia Training (SAT) Programme (Years 1 to 3). Three of our posts are on approved COA training schemes.

The Department of Anesthesiology provides clinical care in general and regional Anesthesia to both children and adults and has an academic programme that includes postgraduate education, undergraduate teaching and clinical research. The hospital performs over 10,000 general or regional anesthetics per year in 9 operating theatres, of which over 1,500 are in children aged from 3 months to 15 years of age.

Plastic Surgery

Plastic surgery provides a wide range of surgical services in its own right and works collaboratively with other specialties e.g. Head and Neck Otorhinolaryngology, Orthopedics, Maxillo-Facial surgery and Dermatology. Much of the Plastic surgery elective work lends itself to day surgery. Five 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

Out-Patients

- New patients seen- **957**
- Return patients seen- **5,089**

In-Patients

- In- patients- **371**
- Day cases- **2998**



Outpatient



Inpatient

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.

Activity for 2020 was as follows:

Total attendances- 309 (112 new and 197 return)

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
Xrays	19,729
CT Scan	3,161
Ultrasound	3,204
Theatre/Pain Medicine	2,988
Fluoroscopy (Barium Studies)	298
Total	29,872



A QUALITY SERVICE: OUR SERVICES

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.

In 2020 Endocrinology activity was:

Outpatients

- New patients seen- **236**
- Return patients seen- **2365**

Inpatients

- Day Cases- **230**



Outpatient



Inpatient

Ophthalmology Service

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).

In 2020 Ophthalmology activity included:

Outpatients

- New patients seen- **21**
- Return patients seen- **144**

Inpatients

- In- patients- **379**
- Day cases- **4245**



Outpatient



Inpatient

Otorhinolaryngology

(Ear Nose & Throat) Service

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 five Consultant Otolaryngology Surgeons. The Department of Otorhinolaryngology/Head and Neck Surgery assesses pathology relating to diseases of the ears, nose and throat, and head and neck. This includes infective and inflammatory conditions of the upper airways and cancer of the head and neck.

The SIVUH Head and Neck Cancer Centre offers a comprehensive specialist service for the diagnosis, treatment and care of head and neck cancers include tumours of the mouth, jaw, throat and neck.

In 2019 the Otorhinolaryngology Service included:

Out-Patients

- New patients seen- **8213**
- Return patients seen- **9391**
- ENT ED New patients seen- **1988**
- ENT ED Return patients seen- **879**



Outpatient



Inpatient



A QUALITY SERVICE: OUR DEPARTMENTS

AUDIOLOGY

The Audiology department provides a comprehensive audiological service to both adults and children and a unique vestibular assessment service for patients with vertigo and balance issues. The majority of referrals come through the ENT OPD at SIVUH, CUH and Mallow General Hospital but a direct referral system is in place for ototoxicity management and other specialised services. The department is the regional centre for bone anchored hearing aid (BAHA) assessment and management with a geographical area covering the entire south and southeast of the country.



Key achievements

- As with other services, 2020 has been a challenging year for the department due to the global pandemic. In mid-March our services went to a skeleton service for a number of weeks with some staff temporarily redeployed within the hospital. During this time we supported ENT ED with acute presentations, patients received potentially ototoxic medications and bone anchored hearing aid users. Some follow-up appointments were conducted virtually with other repairs and hearing aid reprogramming being organised for patients in need with drop-off and collection in the carpark. As an outreach clinic in CUH was taken over to provide services for COVID-19 patients, ENT patients from CUH were referred to and assessed in our SIVUH clinic. During this time an increase in referrals to Audiology was noted as patients with hearing loss struggled to hear even more due to the introduction of vital facemasks.
- 2020 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 assimilated in to the National ENT Model of Care is currently being 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 2020 compared with 2019. 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. Shane McMahon is an Audiology representative on a national group trying to improve access to diagnostic vestibular services as recommended in the ENT Model of Care and business cases continue to be developed to source funding for this service locally, regionally and nationally.
- The department acts as a clinical placement site for Audiology MSc. students and gives unique insight to acute hospital audiology services. Audiology staff continue to support our educational partner in UCC providing lectures for the Audiology MSc. programme as well as the new in MSc. in Hearing, Balance and Communication in 2020. Shane McMahon was also elected as the president of the Irish Academy of Audiology in 2020 as well as holding an adjunct clinical lectureship in UCC.
- The department continues to provide audiological support for over 190 patients with surgically implanted bone anchored hearing aids with new trials and assessments being performed throughout the pandemic for those patients with the most need.



ADMINISTRATION SERVICES

The administration Service Department (ASD) has a total of 129 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. 2020 brought sudden and unanticipated changes to the way we deliver patient care as a result of the Covid 19 pandemic. As a result of the initial shut down in March 2020 the SIVUH delivery of care from an Outpatient perspective changed from a face-to-face delivered service to a virtual delivered service. The process as to how clinics were run was changed following extensive consultations with Consultants, Senior Management as well as some assistance from some of our external suppliers e.g. T-Pro we changed from a face to face delivered service to a virtual delivered service over a number of short weeks. As well as introducing Virtual Telephone clinics for 8 of our 9 specialities, AHP's Physiotherapy, Speech & Language and Diathetic services we also introduced a Virtual Video service for specialities which were deemed suitable. A number of the trauma services also transferred to the SIVUH from the CUH during the initial shut down and processes/pathways were set up to ensure an appropriate delivery of care for these patients/services. Covid 19 also brought some staffing challenges with long period of absence, trying to facilitate some staff to work from home due to cocooning while also continuing to deliver a service to all patients requiring it. In 2020 we received 29,537 new referrals, 19,430 new patients and 42,613 return patients were seen in our outpatient clinics. Of these totals 1,888 new patients and 13,766 return patients were seen virtually.

The following service enhancements were also facilitated throughout the year:

- Facilitated and managed the temporary transfer of Dermatology Clinics, Radiology Services and Orthopaedic procedure to some of the private hospitals as a result of the Covid-19 pandemic.
- Continue to roll out the Digital Dictation system to a further 5 specialities.
- Introduced the eClinic Manager system (virtual video clinic solution) to a number of services including Consultants Outpatient clinic sessions, AHP's, Physiotherapists, Speech & Language Services and Dietetics.
- Pain Physio pilot continued.
- NCCP referral attachment pilot was completed.
- Speech & Language clinic sessions were set up on iPMS
- Continued with Insourcing & Outsourcing Initiatives from a waiting list management perspective.
- Continued with the Validation of Outpatient Waiting Lists.
- Discussions commenced around facilitating Dermatology and Rheumatology Nurse Led Clinics
- Discussions also commenced with T-Pro in relation to Healthlink integration.

A very challenging but also rewarding year whereby changes made to facilitate the running of services during the pandemic have proved very successful and as a result will continue to form part of our service delivery for years to come.



A QUALITY SERVICE: OUR DEPARTMENTS



CATERING SERVICES

The Catering Department prepares and cooks fresh meals daily for the entire hospital including each ward area and Staff Restaurant and newly opened Coffee Doc.

The catering Department is staffed by the Catering Management team and 78 staff to include chefs and Catering Assistants.

We run a busy Main Kitchen seven days a week where all the food is produced fresh on the day. In line with procurement we purchase all our supplies from reliable and reputable suppliers approved by the HSE. We operate the department to a very high standard and comply with all HACCP and food safety regulation. We are audited throughout the year by the EHO and EIQA. We have won several Food safety awards,

Covid 19

This past year was certainly a challenge, however we ensured the safety of our staff and patients at all times. We are responsible for the provision and cleaning of the Victoria site as well as the Admin block, Education centre, Oncology and Occupational Health Department.

All of our staff attended training in PPE, Hand Hygiene and Covid guidelines and isolation cleaning.

Laundry

We are responsible for the Laundry Department, this includes lined and the management of Scrub suits and Scrubbex machine which was extremely busy this past year.

Training

We carried out Toolbox training with all staff on serving patients with Covid 19, and procedures for cleaning isolation rooms and common touch areas. Amendments made to the Victoria cleaning and isolation cleaner to facilitate additional cleaning of SATU - updated all job description.

Extra cleaning duties - all staff rest rooms and toilets cleaned 3X times per day.

Staff Restaurant

Introduced a cashless system in the Staff Restaurant in April 2020. All staff and managers received training by Radley's over the phone. Staff restaurant - reduction to chairs and seating available due to Covid 19. Extended our opening times for lunch from 2.15pm - 3.30pm. Introduced new menu providing a selection of ciabatta/Panini/Bagels with salads - all received training on the new merrychef moved from the visitor's canteen. Introduced a system also to reduce the queue in the staff restaurant where customers could order on line and then collect their meal.

Purchasing and Procurement

We continue to update and work the new Sage system in line with procurement, this is constant updating as the national contract for the supply and delivery of goods constantly change.

Coffee Doc

From December 2020 to Jan 2021 Catering was involved in the planning of the new Coffee Doc. This required meeting on a regular basis with the designer and maintenance. Catering had to source all the goods and equipment. We opened the Coffee Doc on the 8th of February 2021 and to date it is proving a great success. We installed a Barista style Coffee machine which involved training for all staff working in this area. The Coffee Doc is open Mon-Fri from 8am to 4pm serving a great selection of beverages, snacks and sandwiches.

Vaccines

In Jan 2021 the Catering Department was extremely busy organising staff to get the vaccines. We were also responsible for liaising with the vaccination centre for the supply of Lucozade/Orange juice and chocolate bars.



A QUALITY SERVICE: OUR DEPARTMENTS

DIETETICS AND NUTRITION

Total inpatient activity = 1968

ENT 71.6%, General Surgery 3.5%, Ortho Rehab 12.9%, Oncology 7.2%, Max Fax 2.5%, Other 2.4%

Total outpatient activity = 2017

ENT 57.6%, Endocrinology 34.8%, Surgery 6.9%, Other 0.8%

Endocrinology

Senior Dietitian in Diabetes is a member of the multidisciplinary team in the Diabetes Centre at SIVUH. As per the national diabetes cycle of care for diabetes the following complex patient types attend the Diabetes Centre:

- Type 1 Diabetes (including pump therapy)
- Complex Type 2 Diabetes
- Type 3c Diabetes
- Pregnancy planning and management.
- MDT clinics, individual and combined clinics with the Diabetes ANP and DSN, group structured education (on hold in response to the Covid -19 crisis)

ENT

Inpatient and outpatient service is provided to this complex patient group with a high requirement for oral and enteral nutrition support. Placement of gastrostomy tubes was performed on 34 patients in 2020. Dietitians attend the multidisciplinary Head and Neck Oncology meeting, MDT Clinics, Joint combined clinics with SLT - pre and post treatment for swallow rehabilitation and liaise closely with H&N CNS

The Dietetic Department were involved in a multidisciplinary pilot project on the pre assessment of patients for head and neck surgery. Results of this pilot project are being collated.

General Surgery

Our out-patient service has been suspended temporarily due to lack of resources. We continue to provide a dietetic service for a home parenteral nutrition patient.

Department Achievements in 2020

- COVID -19 contingency planning- nutrition support resources, SOP and staff education
- Dietary analysis of Regular, Energy Dense, Healthy Eating and modified consistency diets and benchmarking to requirements of National Nutrition and Hydration policy.
- Menu review/ additional high protein tea time dessert and soup options
- Roll out of virtual clinics- phone and Tpro.
- Member of Frailty Care bundle implementation group.
- Development of two new PPPGs: Out of hours Enteral Feeding Policy and Refeeding Syndrome Policy.
- Revision of Parenteral Nutrition PPPG.
- Audit/Abstract/Poster Presentation: Nutritional Outcomes in Head and Neck cancer patients with prophylactic gastrostomy tube insertion undergoing chemotherapy/radiotherapy.
- Health and Social Care Health Professions Career Day.
- Procurement on enteral feeding pumps-not possible to progress with HC21 due to inappropriate stand.
- Education:
 - Virtual attendance of European Society Enteral and Parenteral Nutrition.
 - On going education to Catering staff
 - Update provided to Nursing staff regarding Refeeding, Feeding out of hours and Parenteral PPPGs
 - Fresenius Kabi and Irish Nutrition and Dietetic Institute Research Symposium. Presentation by Mary Mahon on Fasting Practices in Irish ICUs January 2020
 - SIVUH TY Careers Information Day Feb 2020





A QUALITY SERVICE: OUR DEPARTMENTS

HUMAN RESOURCES



In 2020 the remit of the HR Department included the following core responsibilities;

- General HR
- Medical Manpower
- Absence Management
- Census Reporting
- IR / ER
- Recruitment
- Training & Development
- Occupational Health - Reporting
- MAPA Instructor - Reporting
- EAP VHI Service

2020 saw the revised process of exit interviews become mandatory for leavers, including medics, following discussion and serious consideration at senior management team level. The purpose is to gain data, not captured to date, in respect to leavers' opinion on where we could make changes to improve roles, values and culture in the future.

COVID brought about so many challenges and changes within the HR Department including

- remote working for certain HR staff members to protect and maintain services
- increased management of HR related queries
- increased absence reporting
- securing the Hospital's inclusion on the out of hours contact tracing with the Cork Kerry Contact Tracing Team
- Facilitated the release of cocooning staff members to join the Contact Tracing Team for Cork & Kerry Region

Recruitment

The recruitment process was amended opportunistically to create efficiencies in the process and reduce the footfall across the Hospital. In advance of having a recruitment system, we moved to accepting email applications only, communicating each stage of the process by email only and sharing CVs in zip files only. The above has been positive and has increased efficiencies, in terms of speed of processes and reduced costs associated with the process. In 2020 we engaged in Overseas Recruitment with our colleagues in Nursing Administration; this will result in 8 wte on the ground in 2021 to replace existing vacancies. A welcomed and additional resource of 0.5 wte was added to the Department to support COVID recruitment from 30/11/2020. Addressing Circular 022 / 2019 was a significant undertaking by HR, Wages & Salaries and Nursing Administration. It occurred with Union and Nursing colleagues agreement in 2020. This circular related to the appointment of nursing staff to Enhanced Practise and Senior Enhanced Practise.

Training & Development

Further changes occurred in respect to training which has resulted in increased opportunities for staff across the hospital in terms of virtual training. On line opportunities have become more accessible; these are generally less costly and result in no travel and subsistence costs typically associated with attending events. This facilitates the maintenance of CPD as required by professional bodies for various staff categories.

A significant development in terms of training occurred in 2020 for a number of key staff who had the opportunity to attend a formal Conflict Management programme held on site at SIVUH.

Internal training such as People Management Legal Framework has moved to a virtual platform and the training continued throughout 2020.



A QUALITY SERVICE: OUR DEPARTMENTS

IT & MANAGEMENT SERVICES



The 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.

2020 at a glance

2020 proved another busy year, along with supporting existing ICT operations many new projects were completed and many more identified. With the emergence of the COVID 19 disease in March 2020, the ICT department worked tirelessly with all departments to ensure safe, socially distanced work could be undertaken in different ways including remote working, multimedia conferences using Zoom and Web-ex, physical relocation of PCs and periphery devices to comply with HSE directives for safe working practices and to set up and support clinical virtual clinics.

We completed a number of large projects including a Private Branch Exchange upgrade see notable tasks completed.

We continue to provide hardware and software support for approximately 1,000 staff via helpdesk, email requests and walk-ins. We manage 27 virtual and 12 physical servers and support in excess of 150 applications and 600 email users.

We deliver a data management and business intelligence reporting function returning statistical activity to the BIU on a monthly basis, submitting weekly waiting list extracts to the NTPF, compile monthly Consultant Public Private Mix reports for management, compile Hospital Activity Annual and Monthly reports as well as creating ad hoc reports on request. We file quarterly ICT Part3 returns. Data quality checks on IPM are completed several times a month.

Application Setup / Migration

- T-Pro Digital Dictation expansion to all treatment rooms.
- Cohort Occupational Health software system upgraded and data migration completed.
- Launched new hospital "iDONATE", an on-line donations facility on the hospital internet site.
- Investigated and provided an enterprise video conferencing solution for meetings with Zoom.
- Investigated and enable a remote access facility for off site workers via SolarWinds Arm portal.
- Completed user account audits on Healthlink and Schemes viewer.
- Rolled out McAfee AV to all library LAN PCs.
- HSE Citrix Storefront platform deployment.
- Set up access to CUHMUH Xero Agfa viewer.

Email Microsoft Exchange:

- System expanded to 600 active email users.

Projects:

- Investigate a hardware/software solution for phase 2 of hospital WLAN.
- Secure funding for out of warranty PCs.
- Secure funding to upgrade Microsoft office from version 2010 to version 2019\2016.

Installations:

- Full PBX upgrade and expansion. Introduction of VoIP phones and implemented the Tadiran PBX system, involving the build of new servers and substantial re-routing of multicore cabling. This involved the construction of a new PABX room.
- Upgraded the Connexus hospital pager system.
- Upgraded the Soft-ex Ringmaster reports system.
- Installation of PC cameras and speakers for video conferencing and virtual clinics to many areas.

Upgrades:

- Exchange Server 2016 CU18 Build 15.1.2106.2 upgrade completed.
- Veeam back up Version 10 Upgrade completed.
- Hardware installs: 27 PC's, 28 Laptops, 5 scanners, 15 Printers.
- Deployed 140 medical grade keyboards
- Upgraded the video conferencing equipment in the Conference Centre with installation of a Tesira digital audio server, ceiling mounted omnidirectional microphones x 2 and a 360 PTZ VC camera.
- Heritage Library Management System - Upgrade Completed and New system Go-Live.

iPMS:

- Continue daily support of hospital users.
- Administration of accounts, set up, disable, clinic setup and changes.
- Delete admissions to ensure data quality.
- Developed new C-flag report for referrals.
- Run check reports for uncommitted transactions.
- Set up HIPE chart locator.

Other:

- Completed a business case for video conferencing support resource.
- Created VLAN 202\203 for IP Phone traffic.
- On going data quality audits.
- New professional Polycom videoconference system installed in Meeting Room1.
- Completed business case for submission to the SSWHG for Win 7 upgrade, address security patching, Office 2019\16 and hardware refresh.
- Assisted with implementation of "Yellow Scheduler" scheduling and tracing system for COVID-19 patient visitors to wards.
- Assisted with the decant of ICT equipment in Day Medical Unit, Day Surgical Unit and of General Theatres 1-4 for structural upgrades.
- Assisted with relocation of staff to comply with COVID19 guidelines on social distancing.
- Opened 5,116 tickets on the IT Helpdesk requests system.
- Closed off 4,809 tickets as recorded on the IT Helpdesk request system.
- Provided supported for teleconferencing with Zoom, Web Ex and Teams involving testing, scheduling, training and hardware & software support.
- Updated Intranet and Internet content.
- Ongoing antivirus updates, investigations, education, support and testing.
- Weekly running of NTPF Extract reports and submission of same.
- Management of Forcepoint content filtering and updates to list of allowable websites.
- Reviewed and updated remote VPN policy.
- Assisted with "You Got Mail" for patients.
- Assisted with Deloitte annual ICT audit.
- Managed the scheduling of all hospital Zoom and Web ex meeting.
- Seeded the Connexus pager systems with all hospital extensions.
- Assisted and supported the hospital Covid vaccination centre.



A QUALITY SERVICE: OUR DEPARTMENTS

NURSING ADMINISTRATION



The Nursing Department report for 2020, below, captures some of the activities, achievements and workings of the department.

The Nursing Department in the South Infirmary-Victoria University Hospital is a dynamic and progressive Department comprising nursing staff, healthcare assistants and hospital sterile supplies department operatives. The nursing department plays a pivotal role in the provision of patient care and is a core member of the organisational team in the development, management and effective delivery of care and services.

The year 2020 was an exceptional year. Many challenges were met by the Nursing Department. The service experienced a consistent rapidly changing landscape for a prolonged period. The responsiveness, adaptability and flexibility of the nursing staff in response to the Covid 19 pandemic was commendable. The Nursing Dept. responded and facilitated an amalgamation of departments within the hospital and the transfer of services from other hospitals into the SIVUH such as Orthopaedic Trauma Service and Plastics Soft Tissue service. Staff were redeployed to a number of areas and also assisted other Health Service Providers for a period of time. Nursing staff were instrumental in setting up an online Visitors Scheduling System which enabled contact tracing. As restrictions eased there was a reconnect with the pre-Covid delivery system with a focus on recommencing services for patients.

Year of the Nurse 2020:

Designated as the "Year of the Nurse", by the World Health Organisation, a programme of activities was planned for the year. However, these were disrupted due to the pandemic. Prior to Covid restrictions a World Café event was held which generated discussion about nursing past, present and future. The International Day of the Nurse was celebrated on May 12th, 2020. Proudly, upon completion of their MSc in Advanced Practice two staff became Registered Advanced Nurse Practitioners: (ANP) - ANP Head and Neck, the first in Ireland, ANP ENT General, the first in Southern Ireland.

Patient Experience:

We pride ourselves in providing a high standard of quality evidence-based nursing care to our patients and families. This is evident from the feedback from the National Patients Experience Survey (2019) where 98% of participants said they had 'good' or 'very good' overall experiences and scored above the national average for all stages of care. The nursing department also receives many compliments from our patients telling us of their positive experiences. An NMPDU funded project on Post-operative Pain Management was carried out with excellent outcomes for patients during their acute post operative period.

Infection Prevention and Control (IPCT):

In 2020 the IPCT prioritised the safety and wellbeing of all staff, patients and visitors by being proactive in management of COVID -19. In particular, the IPCT link with and support of all members of staff within the SIVUH. The asymptomatic carrier initiative was implemented where the IPCT highlighted, reassured and educated staff on the importance of wearing a mask and social distancing. Education sessions commenced in January 2020 on Covid -19 and continued throughout the year with over 2,700 staff attendances recorded.

Continuous Professional Development and Education:

Between March and May 2020, in preparation for the Covid 19 escalation plan, a total of 1010 nursing staff were recorded to have received one or more training and education sessions. Postgraduate nursing programme in the areas of Oncology, Peri-operative Care and Older Person's Rehabilitation were supported by SIVUH and the SSWHG. Two further Candidate ANP's - one in Diabetes care, one General ENT were commenced by staff.

Research:

Research projects undertaken, in conjunction with University College Cork our 3rd level partners, include: The "Enhanced Patient and Family Communication Strategies during Visitor Restrictions" carried out in our rehabilitation wards GFVic and L1Vic, enabled patients to maintain contact with loved ones during Covid lockdown. Introduction of a Frailty Care Bundle. Magnet for Europe (M4E) European Research study. Further research projects were carried out by nursing staff as part of MSc. studies being undertaken.

Undergraduate Programme:

The SIVUH NPDU supported 144 clinical placements of which 33 were external students from ID, Psych and CUH. Nursing students continue to consistently report positive clinical learning experiences. Feedback in March 2020 demonstrated 100% agreed that they were happy and well supported on their clinical placement. In 2020 a SIVUH fourth year nursing student was awarded the "UCC Undergraduate Nurse of the Year award".



A QUALITY SERVICE: OUR DEPARTMENTS

OCCUPATIONAL HEALTH

OVERVIEW OF OCCUPATIONAL HEALTH TEAM ACTIVITY 2020

DIRECT CLINICAL WORK

- Overall OH Clinical Consultations 10,671
- Clinical OHCNM Consultations - 9,379
- Clinical OHP Consultations - 496
- Covid-19 HCW Consultations - 3,744
- Pre Placement Health Assessments - 382
- NCHD DIME PPHAs - 1,128
- Vaccination/Immunisations/Screening - 1,099
- Biological Exposures - 22
- Violent Incident Exposure - 68
- Health Surveillance 60
- Exposure Prone Procedure Clearance - 117
- Work related injuries - 105
- No. of HCWs trained by OHCNMs - 490

INDIRECT WORK

- Covid-19 HCW data to Senior Management, SSWHG & HSE
- Developed SOP for the Management of SIVUH HCWs with symptoms suggestive of Covid-19
- Maintenance of OH clinical & Covid-19 records
- Address OH correspondence immunisation requests, FOI requests, medical reports etc.
- OH Clinical x 7, Non Clinical Audits x 6
- Review, update & develop OH PPPG's - 9
- Attendance at Committee Meetings - 174
- Training attended by OH Team - 18
- Training sessions facilitated by OHCNM - 19

Key Occupational Health achievements for 2020

- Maintenance of OH service for priority workload e.g. Pre Placement Health Assessments, immunisations, work related injuries, occupational biological and psychosocial exposures.
- Occupational Health response to Covid-19 Pandemic, upskill and educate on national guidance.
- Respond and support for HCW anxiety/fear regarding exposure to Covid-19 illness.
- OHCNMs extended OHD opening hours and on-call service to support the organisational response to Covid-19.
- Revised local work practices in line with Covid-19 guidance blended approach with face to face and telephone consultations.
- Provide education, advice and leadership to SIVUH management and staff on Covid-19.
- Management of all aspects of Covid-19 for HCWs, illness management, swab referral & results, diagnosis, contact tracing & active monitoring with SOP to support this pathway.
- Liaise and support managers understanding of Covid-19 guidance and related HCW absences.
- Nurse led fitness for work assessments, exclusion from work per public health criteria.
- Reassurance of HCWs excluded from work due to very high risk vulnerability.
- Liaise with Public Health on Covid-19 positive HCWs, respond to Public Health case management and investigations of Covid-19 clusters and outbreak for SIVUH HCWs.
- OHCNM3 nomination to National Clinical Advisory Group influencing national Covid-19 guidance for HCWs.
- Participation on Covid Advisory Committee to support Senior Management response to Covid-19 for patients and staff.
- Collate and circulate Covid-19 HCW anonymised absence and illness data to SIVUH Senior Management, SSWHG & HSE WHWU.
- Support HCWs post Covid-19 illness, returning to work assessments, management of long Covid-19 symptoms and absences.
- Amend policy and practice in line with changing evidence and guidance. Keep SIVUH senior management and staff apprised of current changes.
- OHCNM3 facilitated a crisis intervention debriefing session with the HCWs directly impacted following a critical patient incident, range of emotional support and follow up facilitated through occupational health. External E.A.P. providers unable to attend SIVUH to facilitate due to Covid-19.
- Provided HCWs with ongoing emotional support in conjunction with external E.A.P. due to organisational knowledge, accessibility and confidence in OH service.





A QUALITY SERVICE: OUR DEPARTMENTS



OCCUPATIONAL THERAPY

Occupational therapists identify an area of interest that they want to focus on to increase their skill set. In 2020 in SIVUH the areas of speciality that our therapists focused on were

- Trauma Orthopaedics
- Hand therapy (post op management of traumatic hand injuries and elective hand surgeries, plus conservative treatment of hand anomalies)
- Rheumatology
- Lymphoedema
- Head and neck cancer
- Elective orthopaedics including paediatrics.
- Pressure care
- Dementia
- Restraint avoidance.
- Covid-19

Work practice changes in 2020

2020 began with the planning and implementation of an MDT project based on the trauma orthopaedic wards to support timely discharges and include functional home assessments. One of our senior therapists also focused her studies on dementia and made links with UCC Occupational therapy students to focus on perceptions of restraints in falls prevention. In out-patients the senior occupational therapist in hand therapy began her studies in international hand therapy certification. In March 2020, at the onset of the COVID-19 pandemic, there was an urgent need to re-organise our acute hospital services to free up capacity in Cork University Hospital for Covid-19 specific cases. SIVUH prepared itself with all the necessary precautions in terms of infection control and the management of our services if we needed to treat patients with COVID -19. In occupational therapy, we organised 3 extra ordinary home assessments, but also changed our practice to include virtual home assessments when it was not safe to complete an in person home assessment. We facilitated information gathering using telephone calls to minimise face to face contact with anyone at risk of acquiring, or at risk of spreading, COVID - 19. We researched pressure care systems that would be required to facilitate pressure relief for ventilated patients and how we could source it quickly if required. We also organised the purchase of pressure relieving cushion to have available for the less mobile persons.

All occupational therapy staff attended appropriate hygiene, PPE and Covid-19 training sessions.

When services relocated to the SIVUH from CUH, these included in-patients trauma orthopaedics, out - patient fracture clinics, and the trauma plastic surgery service. These services are regional services for the population of Munster with a large number of cases relating to hand and upper limb injury. The in-patient trauma orthopaedics patients were treated by the occupational therapist normally covering the elective orthopaedics service.

The needs of delivering the hand and upper limb injury service in SIVUH were met by setting up a 'Therapy Led upper limb clinic' in the OPD of SIVUH. The therapy led clinic for plastics was run by a senior occupational therapist and senior physiotherapist and supported by the wound management nurses. Occupational therapy hand therapists also ran a concurrent service for the orthopaedic hand injuries. A surgical consult was available from the team on call if required but no formal surgical review was routinely required for these patients.

Over 150 patients were referred to the therapy lead clinics between March and June of 2020, freeing up clinic space and staff including consultants, registrars, nurses, SHO's, clerical & cleaning staff etc. All of these patients were seen to completion of their rehabilitation in SIVUH whilst re-introducing regular therapy services post elective surgeries.

From May 2020 in preparation for the return to elective procedures, the occupational therapists were attending both non-rehab trauma and elective wards. We changed our practice of pre assessing total hip replacement patients and to seeing them all post op due to social distancing rules and keeping the patients' attendance in the hospital pre op timeframe to a minimum.

There was a small increase in patient throughput in 2020 compared to 2019; however the caseloads and staffing were not akin and therefore not justifiable in their comparison. A waiting list formed for vulnerable populations such as those with an immune compromised diagnosis (Rheumatology caseload) and those requiring lymphoedema management that needed hands-on care.

Continuous professional development

Occupational therapy participated in HSCP CPD opportunities in 2020. In February we presented to the TY students of the area on the role of occupational therapy in an acute hospital. This is an annual event organised by the HSCP managers. The occupational therapy department also hosted the annual HSCP day in the department on March 4th 2020. This year we showcased each of the 10 departments to colleagues in the hospital by displaying research posters authored by the various departments. The occupational therapy department displayed research completed on the assessment of visual acuity on an orthopaedic ward, and on therapeutic options other than restraints in the prevention of falls. We also took the opportunity to showcase some assistive devices that we recommend, and hospital colleagues got the opportunity to test themselves with the hand therapy assessments tools too. This event was attended by a representative of national HSCP office.

A significant portion of study leave in the department went on updating mandatory training this year, especially around the topic of Covid 19 & PPE. We had two new employees attend global induction. A department CPD schedule was formulated which included regular in-services conducted when appropriate given the social distancing guidelines. External courses also attended by the therapists included dementia friendly hospital talks, hoist ED and practice education preparation sessions including delivering practice education during a pandemic.

We facilitated students from the UCC occupational therapy, physiotherapy, and nursing courses last year as well as College of Commerce clerical students with long clinical placements, observation placements and research project facilitation.

Two senior hand therapists were able to attend the American Society of hand therapist virtual conference in October for the live sessions and subsequently have access to the content of the whole conference for 12 months. One has joined the Irish rheumatology special interest group and has liaised with many colleagues throughout Ireland to formulate a plan going forward to assist this population in a pandemic situation. In November 2020 we attended a virtual British association of hand therapy study evening on Wrist instabilities: sensorimotor assessment and rehabilitation.



A QUALITY SERVICE: OUR DEPARTMENTS

PATHOLOGY

Relocation of Pathology

On Friday 4th December 2020 the Pathology department relocated to a newly refurbished area in the Victoria Complex. After many years and many patients later the Pathology Department dimmed its lights, and relocated to the NEW Pathology department in the Victoria complex.

Once again the staff at SIVUH came together to get the new department ready for operations on Monday 7th December 2020. Colin Yelland Architects designed the department ensuring the area was bright, spacious and open plan. The maintenance team led made the design a reality and ensured that the department was completed and ready for operations. A new isolation pod was installed alongside 2 open plan pods accessible to all. To date we have received very positive feedback from our patients.

The capacity in the waiting room reduced from 25 chairs to 5 to assist with the 2m social distancing. We continued to provide a service to the inpatients, OPD, SATU and GUM clinic. An appointment system was introduced as a result for covid19.

Activity during 2020

Outpatient	16448
Public Inpatient	28392
Private inpatient	3994
Warfarin	3012
	14897-patients
Microbiology	20623-swabs
	1237-umsu
	758-patients
GP Bloods	4783-requests
	288-attendees
Breath tests (Consultant Only)	343-requests
	9349-patients
Histology	17088-requests



PHARMACY DEPARTMENT

The Pharmacy Department purchases and distributes pharmaceutical and para-pharmaceutical products within the hospital. A limited clinical service is provided to ensure safe, effective and economic use of these products.

Other services include an aseptic compounding and clinical oncology service, pre-admission assessment of patients undergoing orthopaedic surgery, antimicrobial stewardship, medicines information, rationalisation of ophthalmic medications and education and training for both patients and clinical staff. The pharmacy department is also responsible for the provision of a dose adjustment and clinical pharmacy service to the warfarin clinic.

Key achievements for 2020

Dispensary and distribution services

- The hospital's drugs spend was €6.62 million. The Pharmacy Department dispensed 2,193 different product lines. 50 lines accounted for 83% of the drug spend.
- The department completed a tender with the HSE's Health Business Services Procurement group to select a biosimilar intravenous trastuzumab. This rollout started in April 2020 and saved €65,695 in 2020.
- There was also cross hospital cooperation in the Oncology Service with rituximab and infliximab infusions for CUH patients being administered at SIVUH.
- The dispensary continued to provide a top-up service to Operating Theatres, Wards and Out Patients in 2020. Staff training and development - 2 pharmaceutical technicians underwent top-up training in theatre. This increases the resilience of the department to maintain services during periods of leave.
- All Pharmacy processes and work flows were reviewed and amended in line with Infection control guidelines for COVID-19.
- All Pharmacy work processes and PPPGs were reviewed against the Pharmacy Regulator's Pharmacy Assessment criteria.
- The Pharmacy Department finalised the procurement process for a closed system drug transfer device for the preparation and administration of oncology products, to be rolled out in 2021.

Brexit Preparedness

- We worked with the Acute Hospitals Drug Management Programme and the NCCP in preparations for Brexit, to mitigate risks posed by Brexit in view of our outsourced chemotherapy supply, and our specialist ENT and Ophthalmology requirements - some of which were procured directly from the UK. Since the status of the UK changes to that of a "3rd country" legislative changes mean that medicines need to go through an Irish-based wholesaler rather than being ordered directly from the UK.
- Brexit-related legislative changes also impacted on importation of early access programmes for oncology again when the drugs are coming from the UK, the importation of such medicines must be managed in line with the Exempt Medicines importation programme and this requires additional planning to ensure continuity of treatment.

Clinical pharmacy

- Warfarin clinic - 2 pharmacists completed the Postgraduate Award in Anticoagulation Management Practice and Theory (Warwick University)
- 2 pharmacists undertook training in Oncology.

Education and training

- The Pharmacy Department contributed to the Intern Induction Training Programme.





A QUALITY SERVICE: OUR DEPARTMENTS

PODIATRY

At SIVUH there are Two Permanent part-time Podiatrists accounting for 1.02 WTE. Podiatric cover is provided to patients attending the Diabetes Dept and Consultant Dr Matthew Murphy. Diabetic foot disease is one of the most common, serious, feared and costly complications of Diabetes mellitus. The risk of amputation is between 15-40 fold. 80% are predisposed by an ulcer which affects up to 7% of those with Diabetes. It is an acute service and only those with active diabetic foot disease are seen.

Mission: We aim to promote good foot health and to use safe and up to date methods to treat and manage foot disorders for the person with Diabetic Foot Disease. We value the persons dignity and confidentiality when preparing a clinical care plan and in all aspects of treatment within the Diabetes Centre, Out patients Department and when external referral is required.

In 2020 the department had 731 treatments and saw 54 new incidences. There were also approx. 2300 telephone contacts.

Within the SIVUH Patient referral is through the Consultant during the outpatient clinic and by the diabetes nurse specialist or dietician at any other time. Referrals and liaison is also required from GPs, Public Health nurse, community podiatrists, MUH, CUH and Polar Unit. Patients can also self-refer if they are already known to the clinic.

Being an service essential to control infection and wound management and subsequently prevent amputations and lengthy hospital admissions the Podiatry Department was one of the very few clinics seeing patients face-to-face on a daily basis. COVID-19 threw many challenges at the patients and practitioners including location of clinics, PPE and the fear of contacting covid or becoming ill.



PORTERING

The main role of the Portering Service Department is to provide a Portering and Security service throughout the hospital. The Department works closely with our Nursing Colleagues in the Operating Theatres and Ward settings. We are responsible for providing security for the hospital both internally and externally.

We also input all data to the Hospitals Security swipe access systems and provide all Hospital Staff with their identification / swipe cards. The Hospitals personal attack pager system is also monitored by the department and all activations are responded to and investigated by the department.

We have an Emergency Response Team who attend all emergency events within the hospital i.e. fire alarm activations, flooding, chemical spills incidents, cardiac and medical emergency activations. On average 30 of these activations require investigation by the department in conjunction with Risk management.

The department provides all the clerical duties outside of normal working hours for the hospital i.e. Ear Nose and Throat Emergency appointments and admissions. Registration of dressing clinic attendances outside of core hours. All medical record recovery and requests. We provide cover for main reception clerical staff and assist with daily tea break relief.

The department provides all fire safety/emergency management training to all staff employed by the hospital. On average 180 staff are facilitated with this training yearly.

We monitor and ensure adequate stock levels of medical gas products through out the hospital. We manage collection and transportation of all clinical and special waste produced in the hospital and maintain records of same. We deliver all the Hospital Supplies to the relevant areas. We manage and audit all curtain changes within the hospital and provide an in-house laundry service for all patient handling equipment.



A QUALITY SERVICE: OUR DEPARTMENTS

PHYSIOTHERAPY

The Physio department received 3707 referrals for outpatient physiotherapy in 2020.

However, of these 148 were from CUH Soft Tissue Trauma and 788 from CUH Fracture clinics, patients who would have been treated in the CUH pre-covid.

The physio departments offered 15,907 outpatient appointments in 2020, an increase of almost 1000 compared to 2019. These included approximately 600 appointments for children with club foot.

Because of covid, where appropriate, we offered patients the choice of virtual appointments - either phone or Whatsapp, or in-person appointments. This was really important for our older or vulnerable patients who were cocooning. In-person appointments were limited to 15 mins for infection control purposes but patients were understanding and happy to be seen. Over 83% of appointments were in-person and 17% were virtual.

All patients who attended the CUH Fracture clinics in the SIVUH were seen on the day and followed through to discharge. CUH Trauma Orthopaedic and CUH Soft Tissue Trauma patients were seen on the wards and again, followed through to discharge. CUH activity constituted 22% of all SIVUH OPD Physio activity in 2020 and 2.5% of inpatient activity.

The CUH Soft Tissue Trauma patients were seen in the Therapy Led Clinic - run by a Senior Occupational Therapist and Senior Physiotherapist and supported by Wound Management. Surgical Consult was available if required. By allowing greater flexibility in patient appointment times compared with Consultant OPD clinics, the clinic facilitated a greater volume of patient throughput while ensuring social distancing.

Because of the transfer of acute CUH fracture orthopaedics and Soft Tissue Trauma clinics to the SIVUH, SIVUH OPD Orthopaedic activity was limited. SIVUH Elective Orthopaedic activity was also reduced.

By contrast, even with the curtailment of SIVUH OPD activity the number of Rheumatology referrals to physio in 2020 was up by 60% and ENT referrals increased by approximately 40%.

The physio department also supported the CUH daycase and inpatient adult and paediatric Trauma Orthopaedic and Plastic services. This was possible because SIVUH Elective Orthopaedics was very restricted in the period. While most SIVUH inpatient activity was reduced, ENT Head and Neck cancer referrals for inpatient physio increased compared to 2019.

Developments

In recognition of the long waiting times for some patients on the physio OPD waiting list, the CEO approved a 6 month Senior physio post to address the issue. The post was put in place once the CUH services moved back so that department space could be maximised for SIVUH patients. This is one of the first initiatives of its kind in the country.

In a 12 week pilot, .6 WTE Senior Pain Physiotherapist, removed 70 Pain patients from the Physiotherapy OPD waiting list.

In a Paediatric MSK long waiter initiative, 21/46 children waiting >2 years for a first Consultant appointment were seen, and 60% were managed through to discharge by the Clinical Specialist Paediatric physiotherapist, without Consultant input.

The CEO approved a 6 month pilot which will see a Senior Physiotherapist attend MDT meetings in both the CUH and SIVUH Trauma Orthopaedic wards, to improve communication between the linked services and facilitate intersite patient transfer and early discharge planning.

Plans to amalgamate the physio departments will lead to efficiencies in equipment, IT resources, clerical support and time lost in transit through the hospital.

Challenges

Social distancing, especially in the waiting area in both physio departments, continues to limit the number of outpatients that we can see in-person.

The waiting list remains a challenge, and will become more so once Elective Orthopaedic and MSK OPD activity is fully back to precovid levels.

New consultants in ENT/Max Fac have placed new demands on the Physio services, among others, because of the complexity of the procedures and the requirement, for selected patients, for pre-assessment and prehab. We have moved a resource from the outpatient physio service to inpatient ENT and post discharge follow up.





A QUALITY SERVICE: OUR DEPARTMENTS

RADIOLOGY

Jan:

DDH-SIVUH is one of three sites who are involved in using an ultrasound scan to detect developmental dysplasia of the hip (DDH) in babies at 4-6wks of age. Both of the paediatric orthopaedic consultants in SIVUH use this technique to aid diagnosis but a national hip screening programme recommended that radiographers become involved to help with the large volume of referrals. Two radiographers travelled to London to learn the skills required to perform and analyse these scans, with one of them going on to become the DDH lead for SIVUH (Oct 2020).

Feb:

DEXA- The bone density screening service in SIVUH resumed after a four month hiatus due to equipment replacement.

Mar/April:

The onset of the Covid-19 pandemic resulted in most of our routine work being replaced by fracture & plastic clinics/theatres (CUH). We welcomed radiographers from both CUH and Breastcheck (closed) to our dept and we split into two teams to reduce the chances of the entire dept being closed due to infection. We rostered a second on-call radiographer as we needed two radiographers to maintain infection control standards (PPE etc).

Weekly attendances at Covid-19 hospital meetings ensured that we were able to resolve issues that arose daily, mostly in relation to workflows, patient movement, and maintaining social distance whilst providing a safe and efficient service.

May/June:

We resumed our routine services that had been curtailed (DEXA, Fluoroscopy, & GP Xrays) on a limited basis due to room/equipment cleaning, and reduced number of seats in the waiting areas. We identified that there was an issue with our GP service (there was a large volume of patients who were unappointed) and this led to us outsourcing some of these to a private facility.

July:

GP vetting (by two radiographers) started using the NIMIS vetting categories. Prior to this the clerical staff brought urgent requests to the attention of a radiologist to triage the appointment time. The majority of our referrals from GPs are now electronic (via Healthlink) and the radiology reports are also now available on the same platform, with a turn around time of 48hrs. Whilst this is a time consuming exercise it ensures that the most efficient use of resources given that the radiographer does not need to consult with a radiologist at the time of the exam.

Aug:

The first cohort of MSc Radiography (UCC) graduate students started in SIVUH on an agreed 2yr contract. We were delighted to welcome back one of the fifteen students as a staff member as one third of them had done their practical training in our dept.

Sept:

A backlog in ultrasound guided biopsies (of thyroid nodules) was addressed when one of our radiologists added an extra weekly session.

Oct:

Our fluoroscopy service which covers patients having barium swallow tests, joint injections and a voicing/swallow test for Speech & Language/ENT patients ceased when the equipment broke (beyond repair). The replacement machine is currently being installed (April 2021), and we should be resume the service in June 2021.

Nov/Dec:

By year end we had established a decontamination programme for the dept. and agreed an optimum number of patients that we could deal with at any given time.



SCHEDULED CARE

The Scheduled Care Department (SCD) is responsible for the management of Inpatient, Daycase and Planned Procedure Waiting Lists and associated initiatives in consultation with National Treatment Purchase Fund (NTPF), encompassing all clinical specialities.

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

During 2020 the SCD managed:

NTPF Activity: 1,094 Patient approvals for treatment under the NTPF Commissioning Programme and associated initiative, including treatment provided in-house and in Private Hospitals.

Validation Activity: 1,410 Public Patients were validated, non-responders (12%) were followed-up with the Patient and/or GP. WL removal rate 10% circa.

Involvement in the collaborative approach to national WL Management:

- Scheduled Care Lead SIVUH represented the SSWHG in the development of the national HSE IDPP eLearning training support programme available on HSeLanD in conjunction with NTPF AND THE Acute Hospitals Division. The programme is designed for all staff working in scheduled care in acute hospitals including clinical, nursing, administration and business support staff. The programme includes 4 modules [Overview of WL management, Adding a patient to the WL, Removing a patient from the WL, managing Patients cancellations, non-attendance and suspensions. Development of a National Booking Form for Admission.





A QUALITY SERVICE: OUR DEPARTMENTS

RECEPTION

Staff who work on the frontline are vital members of the organisation and performance of their duties is a major factor in the organisation's success. In the SIVUH this involves managing a busy Reception area while also managing a very busy Switchboard.

Activity:

- In coming calls, answering the hospital's main switchboard, processing a large variety of queries and connecting to the relevant departments.
- Calls to the Wards & Departments: the hospital has 600 Exts & 30 lines.
- Calls from GP's county wide for the SIVUH Regional ENT centre, this is a 24 hour service.
- Calls from GP's & Gardai from the Munster region for the SATU unit which is also a 24 hour service.
- Contacting on Call Staff out of hours eg, Radiographer, Theatre, Physiotherapy or Priest / Ministers on call as necessary.
- Phone Assistance provided to any Department or Theatre in an Emergency contacting Staff to go to the area.
- Logging GP phone details on a daily basis for the Dermatology Registrars so that they can ring them back with advice when they finish in the Clinics.
- Connecting Consultant to Consultant calls from other hospitals.
- Dealing with Medical queries from Patients who have queries in relation to treatment they have had or are going to have and connecting same to the correct personnel.

Reception Duties:

- First point of contact for Patients, Visitors and Staff.
- Directions to Wards, Departments, and Clinics both in the South Infirmary and Victoria Complex.
- Attend to unscheduled Emergencies presenting to the Reception by getting the necessary Personnel to the Reception immediately to deal with same.
- Booking and recording details of Patients travelling inter hospital for treatment. This includes booking transport for NCHD's and Health & Social Care Professionals to other hospitals or Home visits.
- Booking, packaging and recording details of taxis taking Urgent Specimens out of hours to CUH, MUH and Blood Bank.
- Dealing with Emergency Alarms which are situated at Reception, eg Fire Alarm, BOC Gas and Medical Air ensuring that the correct Personnel are contacted on activation.
- Carrying out Cardiac Test daily ensuring all on call Emergency Bleeps are working.
- Contacting On- Call staff once Clients arrive at Reception for ENT or SATU.
- Assisting Patients with forms and directions.
- Contacting Otis Lifts when lift is out of order and recording reference.



SPEECH AND LANGUAGE THERAPY

Speech and Language Therapists are specialists in the Assessment, diagnosis and treatment of communication and swallowing disorders. As a regional Head & neck cancer centre most of our workload is in this specialised area aiming to enhance the client's communication and swallowing skills in order to optimize quality of life. We provide a specialised voice service. In addition we provide a service to all other depts. in the hospital.

- 2020 saw SLT service levels increase despite the impact of COVID19.
- Total of 4842 total patient contacts with 473 new patients seen.
- The pandemic necessitated a prompt switch to virtual working; which has become standard practice. We are using TPRO system. Virtual working was a factor in achieving increased activity levels.
- A 6-month Locum contributed to the reduction in SLT ENT Voice waiting lists by 21 months to 6 months.
- Unfortunately waiting times increased in quarter 4 due to demands from Head & neck oncology service.
- Business case accepted nationally for SIVUH to be included as a pilot site for national SLT led voice / swallowing clinics, [aim is 8% reduction in General ENT waiting list]. We are awaiting confirmation of project approval nationally.
- Moved to Audit and review phase of IDDSI project (International Dysphagia modified diets standardised initiative)
- Commenced pilot Quality initiative project on Pre assessment for complex Head & neck surgery.
- Developed Lean Management system for Process/ Pathways in Department to improve efficiencies.
- Commenced Project on communication/ Dementia friendly Environment.
- Involvement in UCC SLT undergraduate training program. Staff facilitated as lecturers and PBL tutors at undergraduate and masters level.





SUPPLIES

The Supplies department as it's called in the SIVUH encompasses the Materials Management function from Procurement to, Inventory Management & Logistics.

With the exception of Pharmaceuticals, Food, & IT hardware / software all consumables & equipment required to ensure the operational needs are met throughout the hospital are procured, processed and charged through the Supplies Department.

In excess of 5,000 individual product codes were active with over half a million items issued from the department at a cost of €8,433,430 to 84 different departments and or cost centres in 2020.

Due to Covid 19 the worldwide demand for product by far out weighed the ability to supply. This proved a significant challenge. Continuity of Supply was on a knives edge from the onset. This also had a significant cost implication due to the non availability of raw materials.

It was also a record year for the replacement of medical equipment form the NERP.



SOCIAL WORK

The brief of the Medical Social Work Department is to provide psycho social assessments and interventions for patients of the SIVUH, their families and significant others. It is our role as part of the Multidisciplinary team to ameliorate the impact of an episode of ill health on people's social functioning, address social issues which may have precipitated it and which may impact negatively on their condition. We advocate for our clients with the variety of Statutory and Voluntary Agencies that they come in contact with. Our current staffing is: One Principal Social Worker (PSW) and 0.6 x W.T.E. Senior Medical Social Worker (SMSW)

- 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.

199 Patients and Families were referred to Medial Social Work in 2020



A QUALITY SERVICE: RESEARCH AND PUBLICATIONS

Audits

- Surgical outcomes of retinal detachment surgery 2017- 2019
- Audit of Emergency Readmission of day case patients
- Orthopaedic transfers from CUH to SIVUH
- Audit of theatre activity for the Ortho theatres
- Audit of antibiotics prophylaxis in orthopaedic surgery
- Audit Nasal Surgery during COVID
- Neuromuscular Monitoring Audit
- Audit of Head and Neck Surgery
- Audit to assess the time difference between melanoma referral and excision

Research

- The Early Warning Score and care escalation of the deteriorating patient - A qualitative study with Surgical Nurses
- The reliability of the acetabular index as a prognostic factor in cases of DDH
- A review of opioid usage in treatment of both malignant and non-malignant pain in the Cork region
- Nurses Perceptions of a Post-Operative Care Plan used in Tertiary Referral Centre
- To investigate if preoperative anaemia in patients undergoing hip arthroplasty is associated with post operative blood transfusions
- To improve the management of an ENT clinic through the introduction of a nurse delivered aural care service
- Diagnostic delay in lichen sclerosis study
- Natural rubber latex allergy: a follow up study
- Adherence to prescribed topical treatment among patients with lichen sclerosis
- Burden with treatment in adults with skin disease
- Burden with treatment in adults with topical dermatitis
- Healthcare staff well being during Covid 19
- Knowledge of Nurses towards pressure injury intervention
- Injection site reactions to ixekizumab - a series of four patients
- Prognostic performance of TNM8 staging rules in oral cavity squamous cell carcinoma
- Impact of 3 mm margin on risk of recurrence and survival in oral cancer
- Tumour cell anaplasia and multinucleation as prognosticators in oropharyngeal squamous cell carcinoma

- Human Papillomavirus and Oropharyngeal cancer
- Enhanced communication strategies project
- PR Project re. Crisis
- Ankle fracture post-op analgesia study
- ICE (Impact of Covid 19 on ENT)
- An investigation into the ownership and usage of smart devices
- Head and Neck Surgery during the COVID-19 pandemic: an international, multicentre, observational cohort study
- Delaying surgery for patients with a previous SARS-CoV-2 infection
- Use of intraoperative neural monitoring for prognostication of recovery of vocal mobility and reduction of permanent vocal paralysis after thyroidectomy
- An appeal for the redesign of ICU ventilators with CO2 absorbers to reduce oxygen usage during COVID-19 surge
- An anaesthetic checklist: a survey of compliance and attitudes
- Skin Cancer Excision Is More Efficient and Cost Effective in a Specialist Secondary Care Service
- A Fast Refocus; an Irish Dermatology Department in the Era of Covid-19
- Going Viral: Doctors Must Combat Fake News in the Fight against Covid-19
- Increasing melanoma awareness among health and social care professionals in secondary care in an era of reduced skin cancer referrals due to COVID-19
- Going viral: doctors must tackle fake news in the covid-19 pandemic
- Allergic contact dermatitis to a "natural analgesic" patch
- Geographic discrepancies in sunscreen funding and access
- A change of climate for climate change: the environmental benefit of specialty outreach clinics
- Epidermolysis bullosa (EB) pruriginosa associated with recessive homozygous mutations in COL7A1: case report of a rare EB genotype-phenotype
- A Perianal Mass Associated With Eosinophilic Granulomatosis With Polyangiitis: Answer
- The role of tumour morphology in assigning HPV status in oropharyngeal squamous cell carcinoma
- Perioperative steroid administration improves knee function and reduces opioid consumption in bilateral total knee arthroplasty.

Clinical Trials

- Atopic Dermatitis (AD)
- Risankizumab



A QUALITY SERVICE: 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

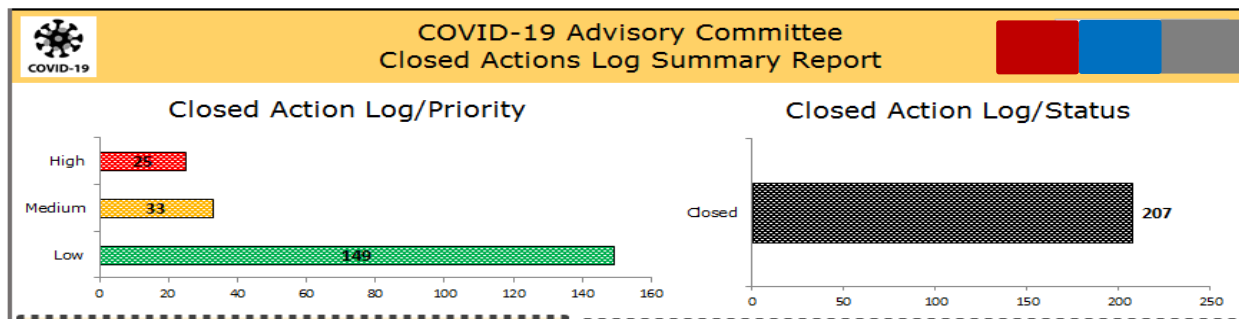
Ensures the patient is at the heart of our work.

A QUALITY SERVICE: COVID-19 RESPONSE

The SIVUH has administered 25,000 COVID-19 in the SIVUH Regional Vaccination Centre. We are very proud of the effect our Vaccination programme is having on the community. Vaccines administered to frontline staff enable the safe provision of healthcare services throughout the community. For all staff, from various disciplines throughout the hospital, such as Portering, Nursing, Medical, Booking & Validation, Catering, Administration Services, Risk, Occupational Health, IT, Pharmacy, Supplies, Breast Check, as well as those who are working tirelessly and quietly behind the scenes I would like to take this opportunity to highlight their amazing teamwork and thank you for all your work.

COVID-19 Advisory Committee

The Risk Management Department coordinated the work of the COVID-19 Advisory Committee from March 2020. Since the COVID-19 Advisory Committee commenced there were 207 actions closed of which 25 were high priority; 33 medium priority and 149 low priority.



Each of the actions were assigned to a named responsible person from the Committee and each action was related to a specific element of service provision around facilities management; governance; COVID-19 pathway or algorithm; resources; service capacity (including the transfer of services from CUH); training needs; workforce.



SIVUH Vaccination Centre for Health Care Workers

Thank you

Look at what we can achieve with our incredible teamwork

25,000
HCW's
vaccinated



