



# Hospital Annual Report 2019



## SOUTH INFIRMARY - VICTORIA UNIVERSITY HOSPITAL

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Website: [www.sivuh.ie](http://www.sivuh.ie)

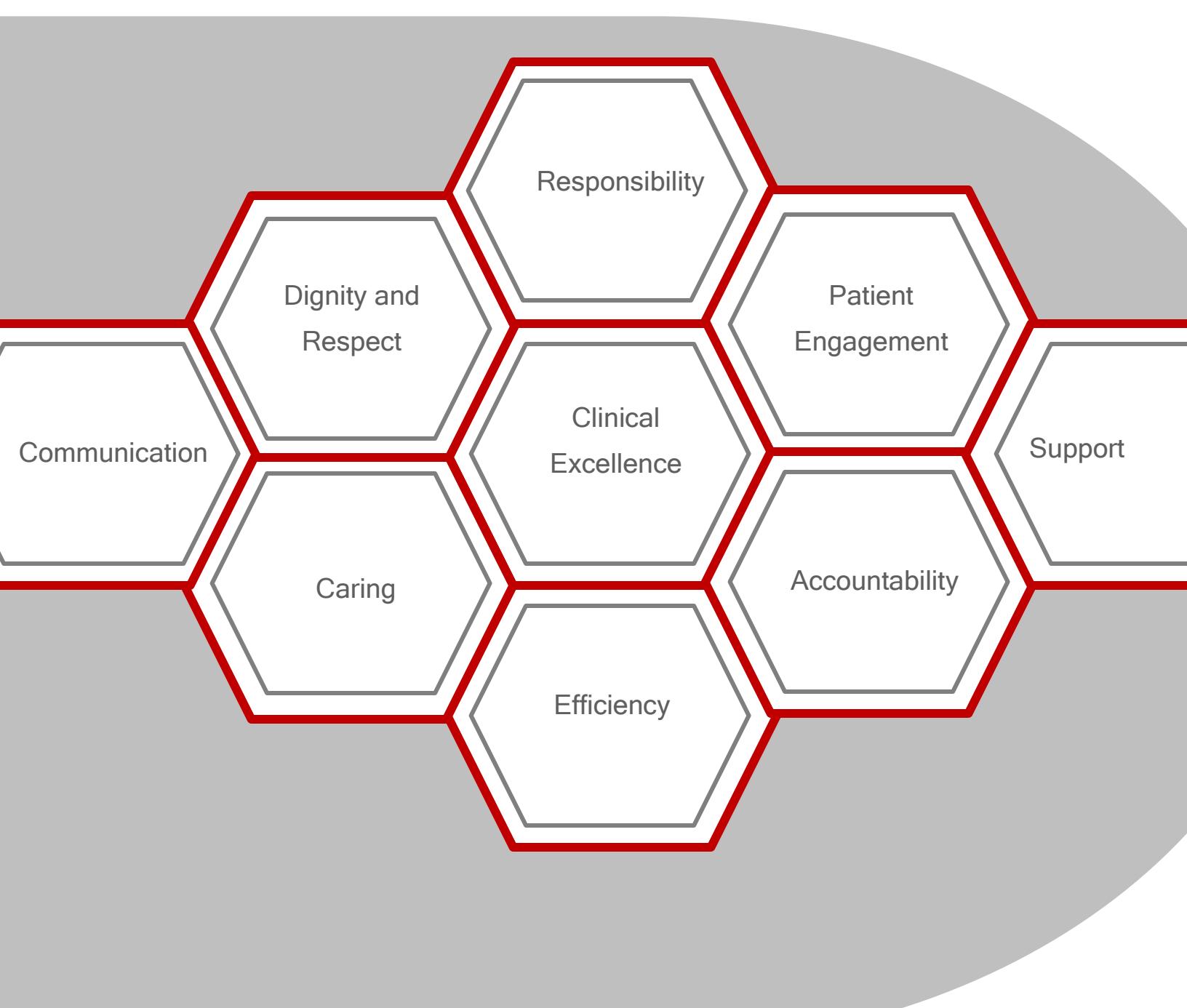
(021) 4926100  
Old Blackrock Road,  
Cork, T12 X235



# 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 introduce the 2019 Annual Report for the South Infirmary Victoria University Hospital. While it was a difficult year with resources stretched and increased demand for our services, I am particularly pleased with the dedication of our staff in responding to the needs of our patients. Looking back at 2019 there were many challenges which faced the Hospital but were dealt in the usual way—Service to the Community, Integrity, Valuing People, Unique Culture and Innovation.

There are many examples throughout this report of the awards that have been won by SIVUH staff at both a national and local level, reflecting the amazing skill, dedication and commitment of our teams as they continually seek to improve services for patients.

I would like to place on record my gratitude and appreciation to the following:

- My Board colleagues for their commitment, insights, wise council and work at both Board and Committee level;
- Ms Helen Donovan, CEO, her leadership team and all the staff for the exceptional work undertaken on a daily basis delivering quality healthcare to our patients and as already mentioned, never failing to answer the call in times of emergency;
- The Friends of the South Infirmary for the valuable work and financial assistance in supporting the Hospital
- The HSE and in particular, the Chair and CEO of the SSWHG for their continued support.

I believe that the South Infirmary Victoria University Hospital has an exciting, positive future and will continue to be a place that patients want to come for treatment and where staff want to work, for many years to come.

Finally on behalf of the Board I wish to acknowledge the commitment and dedication of Mr Joe O'Leary Board member who unfortunately passed away during 2019 and I wish to extend my sympathies to his family.

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**

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**

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**

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

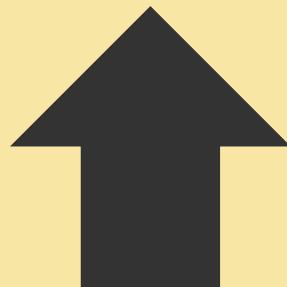
Measure	Total
Total beds	195
Total inpatient bed days used	23,998
Total inpatient discharges	4,847
Total day cases	34,212
Total OPD attendances	70,866

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

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**Very Good  
80%Good  
18%Fair to Poor  
2%**2018**Very Good  
70%Good  
24%Fair to Poor  
5%

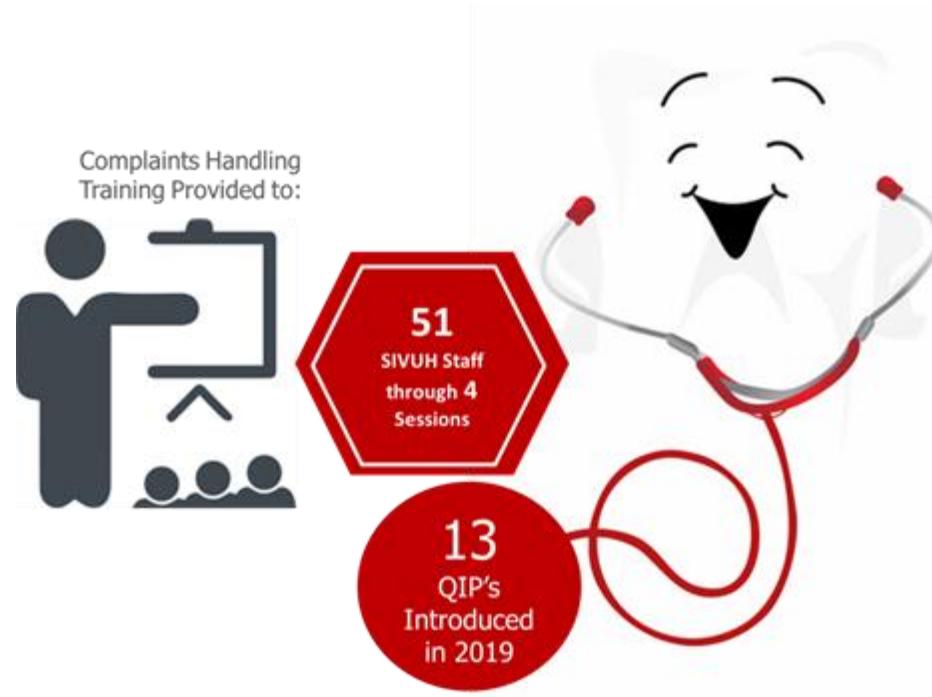


## A QUALITY SERVICE: CLIENT EXPERIENCE AND COMPLAINTS

At the SIVUH we understand that complaints matter. Complaints are recorded and categorised to help the organisation identify themes and trends and identify improvement actions in response to the findings.



In 2019 a total of 68 written and 43 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.





## A QUALITY SERVICE: SINGLE SERVICE MULTIPLE SITES

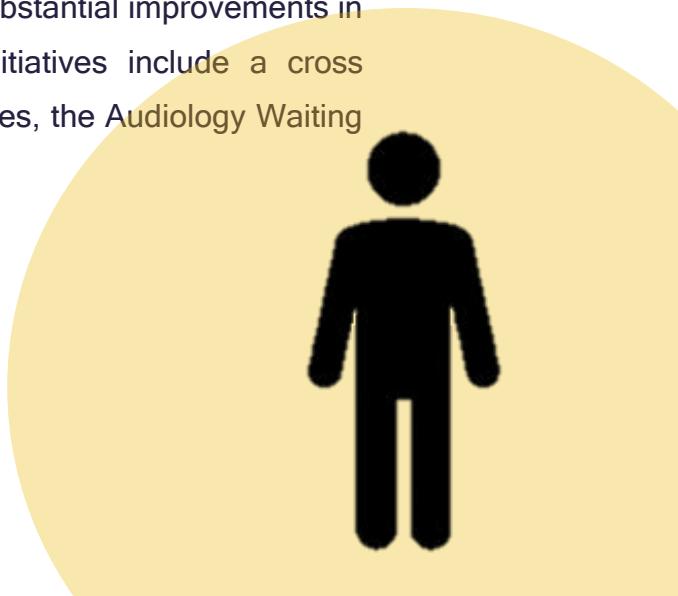
SIVUH is committed to the provision of a single service across multiple sites as part of the HSE South South West Hospital Group requirements, with for example a cross city Rheumatology service, our Trauma Rehabilitation Service for patients who underwent Orthopaedic Surgery in Cork University Hospital 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

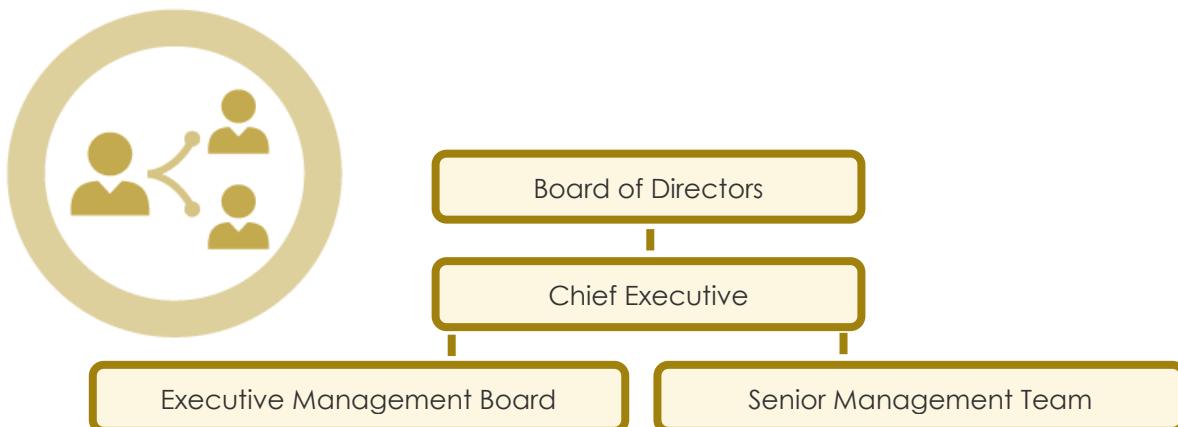
SIVUH has a workforce of over 900 staff providing complex diagnostic, medical and surgical services at local, regional and national levels. SIVUH is affiliated to University College Cork (UCC) and we provide premier medical training facilities for medical, nursing and health & social care students. UCC 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 Cork Institute of Technology (CIT) and we provide placements to students from the Business School in CIT. 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 hospital's 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 2019

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	9
Rev. Edwin W. Hunter	10	10
Dr. Mark Phelan	10	8
Dr. John Bourke	10	8
Mr. John Jermyn	10	9
Mr. Ronan O'Connell	10	9
Prof. Deirdre Murray	10	3
Ms. Gillian Keating	8	7
Mr John Kelly	5	0
Mr Joe O'Leary	9	3





# 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 Lernihan 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 |

**Mr Eamonn O'Connell Clinical Director (January 2019 to June 2019)/ Dr Michelle Murphy (July 2019 to December 2019):** Clinical Services Organisation and Delivery Assurance | Implementation on National Clinical Care Programmes |





## 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 2019

	Operating activities 2019 €	Restricted funds 2019 €	Total 2019 €	Total 2018 €
<b>INCOME - continuing operations</b>				
Patient receipts	10,426,665	-	10,426,665	10,793,255
Health Service Executive Determination	58,772,123	-	58,772,123	58,337,069
Pension contributions and levy	2,947,672	-	2,947,672	3,168,033
Other receipts	2,894,920	-	2,894,920	2,885,734
Fundraising income	<u>-</u>	<u>65,215</u>	<u>65,215</u>	<u>185,395</u>
	75,041,380	65,215	75,106,595	75,369,486
<b>EXPENDITURE</b>				
Staff costs	(51,534,623)	-	(51,534,623)	(51,782,580)
Other operating expenses	(23,462,042)	-	(23,462,042)	(23,265,087)
Utilisation of fundraising income	<u>-</u>	<u>(108,470)</u>	<u>(108,470)</u>	<u>(150,911)</u>
	(74,996,665)	(108,470)	(75,105,135)	(75,198,578)
<b>OPERATING SURPLUS/(DEFICIT) - continuing operations</b>				
	44,715	(43,255)	1,460	170,908
Interest payable and similar charges	(14,292)	<u>-</u>	<u>(14,292)</u>	<u>(12,370)</u>
<b>SURPLUS/(DEFICIT) BEFORE TAXATION</b>	<b>30,423</b>	<b>(43,255)</b>	<b>(12,832)</b>	<b>158,538</b>
Taxation on surplus/(deficit)	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>SURPLUS/(DEFICIT) AFTER TAXATION</b>	<b><u>30,423</u></b>	<b><u>(43,255)</u></b>	<b><u>(12,832)</u></b>	<b><u>158,538</u></b>



# A QUALITY SERVICE: LEGAL AND FINANCIAL

SOUTH INFIRMARY-VICTORIA UNIVERSITY HOSPITAL

BALANCE SHEET AS AT 31 DECEMBER 2019

	2019 €	2018 €
<b>FIXED ASSETS</b>		
Tangible fixed assets	<u>36,037,776</u>	<u>36,497,216</u>
<b>CURRENT ASSETS</b>		
Stocks	1,808,964	1,671,922
Allocations receivable	7,047,887	8,396,583
Debtors	3,077,067	3,197,649
Cash at bank and in hand	<u>1,872,982</u>	<u>1,404,046</u>
	13,806,900	14,670,200
<b>CREDITORS (Amounts falling due within one financial year)</b>	<u>(8,544,052)</u>	<u>(9,394,520)</u>
<b>NET CURRENT ASSETS</b>	<u>5,262,848</u>	<u>5,275,680</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	41,300,624	41,772,896
<b>CAPITAL GRANTS</b>	<u>(36,037,776)</u>	<u>(36,497,216)</u>
<b>NET ASSETS</b>	<u>5,262,848</u>	<u>5,275,680</u>
<b>REPRESENTED BY:</b>		
Retained earnings	5,096,058	5,065,635
Restricted funds	<u>166,790</u>	<u>210,045</u>
	<u>5,262,848</u>	<u>5,275,680</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. 2019 was a positive and eventful year for South Infirmary Victoria University Hospital Cork as we made notable progress in a number of key strategic and operational areas.

This year's Annual Report reflects the incredible work undertaken by the staff of this hospital in delivering our strategic objectives in line with our mission and values. 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 over 125,000 patients that came into contact with the hospital during the year.

Our primary focus is on delivering 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.

Patients from the South Infirmary Victoria University Hospital reported an overall positive experience in 2019, a continuation from the impressive results the hospital scored in previous years. 2019 results show how an impressive 98% of participants said they had a "good" or "very good" overall clinical experience in the hospital, compared with just 84% nationally. With an overall satisfaction score of 95% the South Infirmary Victoria University Hospital was once again one of the highest ranked hospitals in the country.

Finally, 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



# 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 2019 Dermatology activity included:

Outpatients:

- Referrals received- 8930
- New patients seen- 6659
- Return patients seen- 8438

Inpatients

- In- patients- 80



Outpatient



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 2019 Oncology activity included:

Outpatients

- Referrals received- 244
- New patients seen- 239
- Return patients seen- 2354

Inpatients

- Day cases- 3024



Outpatient



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 2019 Pain Medicine activity included:

Out-Patients

- Referrals received- 1,640
- New patients seen- 502
- Return patients seen- 2,124



Outpatient

In-Patients

- In- patients- 30
- Day cases- 3,675



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 Gynaecologists. This includes mainly Day surgery, diagnostics including colposcopy, hysteroscopy, cystoscopy/urodynamic and ultrasound and advanced laparoscopic surgery. The Gynaecology Outpatients are also concentrated at SIVUH, establishing a Gynaecological “one-stop shop”.

In 2019 Gynaecology included:

Outpatients

- Number of OPD sessions/week- 2
- New patients seen- 505
- Return patients seen- 1089



Outpatient

Inpatients

- Number of OT sessions/week- 6
- In- patients- 84
- Day cases- 904



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 2019 General Surgery included:

### Outpatients:

- Referrals received- **4523**
- New patients seen- **2160**
- Return patients seen- **4068**



### Outpatient

### Inpatients

- Number of Endoscopy session/week- **10**
- Number of General OT sessions/week- **7.5**
- Number of Day Surgical Unit sessions/week- **1.5**
- In- patients- **305**
- Day cases- **4179**



### 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 2019 Maxillofacial Surgery activity included:

### Outpatients

- Number of sessions/week- **1**
- Referrals received- **892**
- New patients seen- **709**
- Return patients seen- **707**



### Outpatient

### Inpatients

- In- patients- **124**
- Day cases- **713**



### 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 2019 the Orthopaedic Service activity included:

### Out-Patients

- Referrals received- **7,635**
- New patients seen- **3,867**
- Return patients seen- **7,087**



### Outpatient

### In-Patients

- Number of OT sessions/week- **20**
- In- patients- **1652** (includes trauma rehab)
- Day cases- **1611**



### 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.

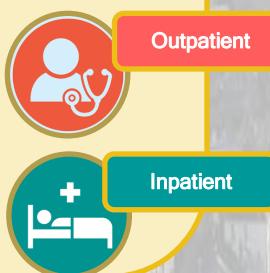
In 2019 the Rheumatology Service included:

### Out-Patients

- Referrals received- **849**
- New patients seen- **653**
- Return patients seen- **1,666**

### In-Patients

- Day cases- **615**



## 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, Orthopaedics, 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

The unit provides a comprehensive and co-ordinated 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.

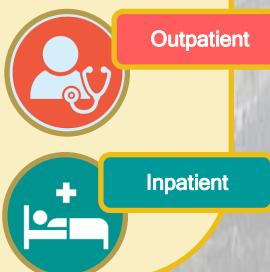
In 2019 the Plastic Surgery activity included:

### Out-Patients

- Referrals received- **1,598**
- New patients seen- **713**
- Return patients seen- **5,192**

### In-Patients

- In- patients- **310**
- Day cases- **3,270**



## Sexual Assault Treatment Unit

The unit provides a comprehensive and co-ordinated 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 2019 was as follows:

Total attendances- 377 (144 new and 233 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, Orthopaedic theatre and in-patients.

In 2019 the Radiology Service saw 30,750 patients and undertook 35,150 examinations.



# 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 2019 Endocrinology activity was:

### Outpatients

- Referrals received- 530
- New patients seen- 269
- Return patients seen- 2126



### Inpatients

- Number of DMU sessions/ week - 1.5
- Day Cases- 321

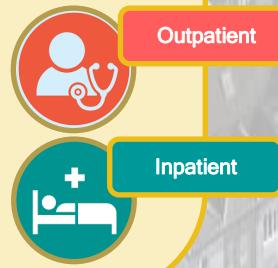
## Ophthalmology Service

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 2019 Ophthalmology activity included:

### Outpatients

- Referrals received- 18
- New patients seen- 22
- Return patients seen- 7



### Inpatients

- Number of OT sessions/week- 9.5
- In- patients- 510
- Day cases- 4200

## Otorhinolaryngology

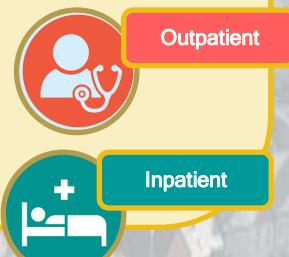
### (Ear Nose & Throat) Service

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

- Number of Consultant led sessions/week- 7
- Number of Advanced Nurse Practitioner sessions/week- 5
- Referrals received- 7,883
- New patients seen- 8,033
- Return patients seen- 8,254



### In-Patients

- In- patients- 1,814
- Day cases- 1,793



# 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. During 2019 there was the 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 based on the SIVUH experience. This SIVUH inspired initiative has been shortlisted for national award.

In 2019 the Audiology department also modified the pathway for patients attending for pre-operative audiological assessment. This improved pathway was identified when linking with TQIP and has led to improved patient flow through the hospital with audiology services commencing from 7.15 am daily to facilitate same.



## ADMINISTRATION SERVICES

The Administration Services Department (ASD) has a total of 122 staff aligned to the department A number of pilot projects and service enhancements/additions were facilitated throughout the year to include:

- Digital Dictation Pilot
- Plastic pilot with Elmwood Medical Centre
- Pain Physio pilot
- NCCP referral attachment pilot

The Digital Dictation pilot was facilitated by the Dermatology Department from the 4<sup>th</sup> February to the end of July. The results of the pilot rendered the pilot a success and it was officially rolled out to the Dermatology Service in August 2019 and General Surgery in November 2019. Additions and enhancements to existing services included the following:

- Extending the Gynaecology Telephone clinics
- Commenced audiology waiting lists on iPMS
- Health link was rolled out for Radiology referrals



## BOOKING AND VALIDATION

The Booking & Validation Department aim to achieve the most efficient pathway from the point which patients are booked into the hospital to the point at which invoices are raised. The main responsibilities of the department are :

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

Currently the department books approximately 50 consultant lists covering 10 operating theatres and the Infusion Unit. During 2019 the Department booked 39,071 patients to include 34,212 day case patients and 4859 in-patients.



## CATERING SERVICES

The Catering Department prepares and cooks meals for the entire hospital including each ward area and the staff restaurant. The Catering Department is staffed by the catering management team and 78 staff, to include chefs and catering assistants. The Catering Department is also responsible for the provision and cleaning of laundry including linen and scrubs. In 2019 the Catering Department received an emerald award from Excellence Ireland Quality Assurance (EIQA) in their annual audit and the Catering Department were selected as national finalists. In September 2019 the Catering Department received the Gold Award in the national Happy Heart initiative.

## HUMAN RESOURCES

There are almost 1,000 staff working in SIVUH, making it one of the biggest employers in Cork city. In addition to the usual human resource functions, during 2019 a key focus was on our staff health and wellbeing including:

- Becoming a member of PSYCHED - a collaborative cross agency voluntary programme drawn from Health Cities & Counties, HSE, UCC, Cork City Council and Cork County Council
- Personal resilience training
- SAFETalk - suicide awareness training
- Lunch time mile, an initiative for staff to walk together in the fresh air.





# A QUALITY SERVICE: OUR DEPARTMENTS



## IT & MANAGEMENT SERVICES

2019 proved a busy year, along with supporting existing ICT operations many new projects were completed and many more identified. We introduced a helpdesk ticketing system in January 2019 and recorded 2,874 ticket requests. We provide hardware and software support for approximately 1,000 staff via helpdesk, email requests and walk-ins. We manage 28 virtual and 8 physical servers and support in excess of 100 applications and 550 email users. We also deliver a data management and reporting function.

## MEDICAL 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. The Department has one Principal Social Worker (PSW) and 0.6 x W.T.E. Senior Medical Social Worker. 168 Patients and Families were referred to Medial Social Work in 2019, with 32 Cases ongoing from 2018 and 36 ongoing into 2020

We lead and co-ordinate the SIVUH response to Child Protection and Welfare and the Safeguarding of Vulnerable Adults. In 2019 20 Child Protection and Welfare Reports were assessed and forwarded to TUSLA with seven concerns in relation to Vulnerable Adults were assessed in 2019.

In 2019 this Department was instrumental in instigating a review of the relationship between Hospital Social Work Departments and The Department of Applied Social Studies and the curriculum of Medical Social Work module in MSW and BSW Programmes. This has resulted in the development of a joint forum between Acute Hospitals and Hospice in SSWHG Area to work jointly to develop Research, Student Training and Continuous Professional Development in Medical Social Work.



## NURSING ADMINISTRATION

The Nursing Department comprises of nursing staff and healthcare assistant staff (HCA). A number of posts were granted during 2019 to develop existing services. A Candidate Advanced Nurse Practitioner (cANP) in Sexual Assault Forensic Examination (SAFE) was appointed and the first Clinical Nurse Manager II in Skin Cancer was appointed through the National Cancer Care Programme.

During 2019 the SIVUH was identified as a pilot site for the national Criteria Led Discharge initiative. Patients aligned to an ENT Consultant are discharged using criteria led discharge post tonsillectomy. This has proven successful in early discharge of patients to allow improved patient flow.

Nursing metrics has been successfully implemented in all wards during 2019. Monthly recording of the suite of quality care indicators for nursing is carried out with a high compliance rate in SIVUH across all the metrics.

## OCCUPATIONAL THERAPY

The Occupational Therapy Department has the equivalent of four full time occupational therapists and supports patients in the services of

- Trauma Orthopaedic Rehabilitation and General Wards
- Post-Operative Elective
- Post-op hand therapy/ splinting
- Hand Therapy (Plastic and Orthopaedic)
- Pre - Assessment Elective
- Rheumatology Assessment Clinic (RAC)
- Lymphoedema management

There has been a 10% increase in out-patient's seen by occupational therapy in 2019.

The bulk of in-patient activity is in trauma orthopaedics; however, significant input is also requested from elective orthopaedics, ortho paediatrics, ENT and plastics. The majority of the in-patient referrals are for difficulty performing everyday functional tasks, such as getting in and out of bed, getting dressed etc.; and for seating and pressure relieving solutions





# A QUALITY SERVICE: OUR DEPARTMENTS



## OCCUPATIONAL HEALTH

Occupational Health at SIVUH examines the relationship between health and work. It looks at how work and work environment may affect health. It also looks at how health may affect one's ability to do their job. The emphasis of the services provided is to:

- Promote optimum health (physical, mental and social wellbeing) of all employees in their place of work
- Protect employees from possible ill effects of work related activity

Occupational Health act as professional advisors to both employees and managers, treating each with courtesy and sensitivity. Access to the service offers the opportunity to explore concerns about the effect of work on health and health on work. Occupational Health provides confidential impartial advice seeking to benefit both employees and employer. The Occupational Health nurse led service participates in a number of Hospital Committees and adheres to all relevant policies and legislation in addition to the National Standards for Safer Better Care in Occupational Health Services. These standards are supported by the Workplace Health and Wellbeing Unit, HR Division of the Health Service Executive. Total activity for the Occupational Health Department per the OHSSYS database in 2019 is 10,853 person interactions.

## PATHOLOGY

The Pathology Department provides a service to General Practitioners, Hospital Consultants, and the Oncology Department and to the Warfarin Clinic. During 2019 the Department managed:

- 21,1792 outpatient samples
- 36,418 inpatient samples
- 4,255 samples of Warfarin patients
- 2,152 microbiology swabs
- 2,421 blood samples at the request of GP



## PORTERING

The main role of the Portering Service Department is to provide a Portering and Security service throughout the hospital. We also input all data to the Hospitals Security swipe access systems and provide all Hospital Staff with their identification / swipe cards.

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

The Portering Department 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.





# A QUALITY SERVICE: OUR DEPARTMENTS

## 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. Key achievements during 2019 included:

- The hospital's drugs spend was €6.42 million. The Pharmacy Department dispensed 1,976 different product lines. 50 lines accounted for 83% of the drug spend.
- The department was involved in a tender with the HSE's Health Business Services Procurement group to select a biosimilar intravenous trastuzumab, to be rolled out in early 2020. This tender is estimated to save €116,000 per annum.
- Introduction of Kelsius, an automated wireless temperature monitoring system. The introduction of this system achieves compliance with Pharmaceutical Society of Ireland and HPRA medication storage guidelines.
- The Fraudulent Medicines Directive (FMD) came into effect in February 2019. The Pharmacy Department is fully compliant with FMD legislation.
- RAID, a computerised dosing software system was rolled out in January 2019. The clinic was awarded a Joint 2<sup>nd</sup> Place Team Award for our Quality Improvement Initiative at the SIVUH 2019 Quality Awards.
- Resus trolley - medications were rationalized, a standardised layout was defined, an anaphylaxis kit was created, new formulations of medications were introduced and educational sessions were held for clinical staff.
- Drug kardex - an updated version of the drug kardex was introduced. This version includes a new comprehensive Vancomycin prescribing and administration section.



## PHYSIOTHERAPY DEPARTMENT

Physiotherapy aims to restore optimal function to patients after illness or injury. This is done through a combination of hands-on treatment and exercise. Our ethos is to empower the patient through promotion of self-help, enabling self-management of conditions with advice on how to prevent recurrence.

During 2019 we provided a Physiotherapy Service to:

### Daycase/inpatient:

- Orthopaedic day-case (paediatric): 56
- Surgical day-case (paediatric): 41
- Orthopaedic day-case (adult): 355
- Surgical day-case (adult): 148
- Adult Inpatient trauma orthopaedic: 465
- Adult Inpatient elective orthopaedic: 898
- Adult Surgical inpatients: 57
- Adult Plastics inpatients: 28
- Adult ENT inpatients: 117

### Outpatient physiotherapy:

- From Elective Ortho ward: 312
- From Trauma Ortho ward: 71
- CUH - primarily fractures: 1,352
- Dental Hospital ENT pts: 13
- Occupational Health Dept: 80
- ENT inpatient wards: 50
- ENT from OPD: 159
- Orthopaedic from OPD: 671
- Plastics from OPD: 222
- Oncology from OPD: 18
- Rheumatology: 63
- Gynae: 28
- Pain from Consultant OPD: 77
- Pain from Consultant OPD: 77
- Pain from CSP OPD: 23
- MSK refs from Ortho/Rheum OPD: 456
- Private rooms: 72
- Other Hospitals: 27



Also, we have Clinical Specialist Physios who treat patients from the Orthopaedic and Rheumatology outpatient services. In 2019, Clinical Specialist Physiotherapists treated 776 new adult orthopaedic patients and 351 new paediatric orthopaedic patients.



# A QUALITY SERVICE: OUR DEPARTMENTS



## PODIATRY

There are two Permanent part-time Podiatrists accounting for 1.02 WTE. Podiatric cover is provided to patients attending the Diabetes Department and Consultant Endocrinologist Dr Matthew Murphy. In 2019 the department had 1191 treatments and saw 77 new incidences. There were also approx. 1137 telephone contacts. The Podiatry dept. also facilitates ankle brachial pressure index (APBI) measurements with 12 undertaken in 2019. We are committed to providing appropriate up to date treatments and in 2019 we undertook a trial for NATROX -an oxygen delivery system.

## RADIOLOGY

2019 saw the beginning of the new UCC masters programme in radiography with the first set of students on placement in Cork hospitals in Jan. The Department are now performing CT colonography exams instead of Barium enemas and have cleared the backlog of patients that had been waiting on this service.

HQIA are now the competent authority for patient radiation protection since Feb 2018 and have indicated that they will carry out inspections all sites that use radiation. They have issued a table of requirements. Our Radiation Safety officers (RSO's) Dara Norton & Janice Sheehan have been working to compile the required documents. We appointed two permanent basic grade radiographers in 2019.



## RECEPTION



The Main Reception is the first point of contact many patients have with SIVUH. Main Reception is the focal point for patient enquiries by telephone or in person in relation to queries around appointments, directions to wards and all other patient queries. The Main Reception coordinates any unscheduled emergency presenting to Reception, and subsequently recruiting the necessary medical personnel to the reception area to deal with same. The Reception also coordinates all other emergency alarms and testing. It is planned to enhance the service provided by Main Reception with the introduction of a new switchboard due early 2020.

## SCHEDULE CARE

The Scheduled Care Department (SCD) for Inpatient, Day Case & Planned Procedure Waiting List Management. The SCD came into operation in January 2019 and the key achievements for the year were:

- Ongoing implementation of the National, Group and Hospital IDPP Waiting List Management Protocols
- Staff training programme was maintained.
- Scheduled Care Committee (SCC) was established
- Ongoing waiting list data review
- Waiting list Reports and data prepared and presented
- Liaison with the National Treatment Purchase Fund Commissioning Team. The NTPF Outsourcing programme provided funding to treat 1639 patients (1946 procedures including 2<sup>nd</sup> Cataract surgeries) in 2019
- Participation in the new National WL Validation Programme. 17 validation cycles were undertaken throughout 2019. 2,276 patients were validated; 89% of patients responded; Non-responders were followed-up by SCD to identify the patient's WL status; 89% of patients validated confirmed they still required treatment; 11% were removed from the WL in-line with the Hospital WL Removal SOP





# A QUALITY SERVICE: OUR DEPARTMENTS

## SPEECH AND LANGUAGE THERAPY

Speech and Language Therapists are specialists in the assessment, diagnosis and treatment of communication and swallowing disorders. In SIVUH the Department provides:

- Head & Neck Oncology service
- Voice Service. The SLT department operated a version of a triage system for voice referrals. Levels 1→3 have a higher clinical need and needed to be seen more quickly. These voice waiting lists were cleared in 2019 ahead of level 4, 5. Voice Stroboscopy and VideoFluoroscopy are patients waiting for instrumental assessment; these were also triaged according to clinical need.
- Orthopaedics

In 2019 the Speech and Language Therapy Department provided therapy to 4417 patients including 1606 in-patients and 2811 outpatients. During 2019 the key response areas for the Department were:

- To maintain existing services and standards.
- Adhering to national waiting times in respect of ENT waiting times for adults and children.
- Roll out of IDDSI International dysphagia modified diets standardisation within hospital. Working with nutritional Steering group progressing Nutrition policy.
- Review SLT departmental care pathways in line with international best practice. Introduce Lean system.
- Quality and Risk development.
- Active participation in Pathos international Research in Head & Neck Oncology





# A QUALITY SERVICE: RESEARCH AND PUBLICATIONS



In 2019 the nursing department have been successful in achieving funding of €108, 600 for projects and initiatives. The Projects approved were:-

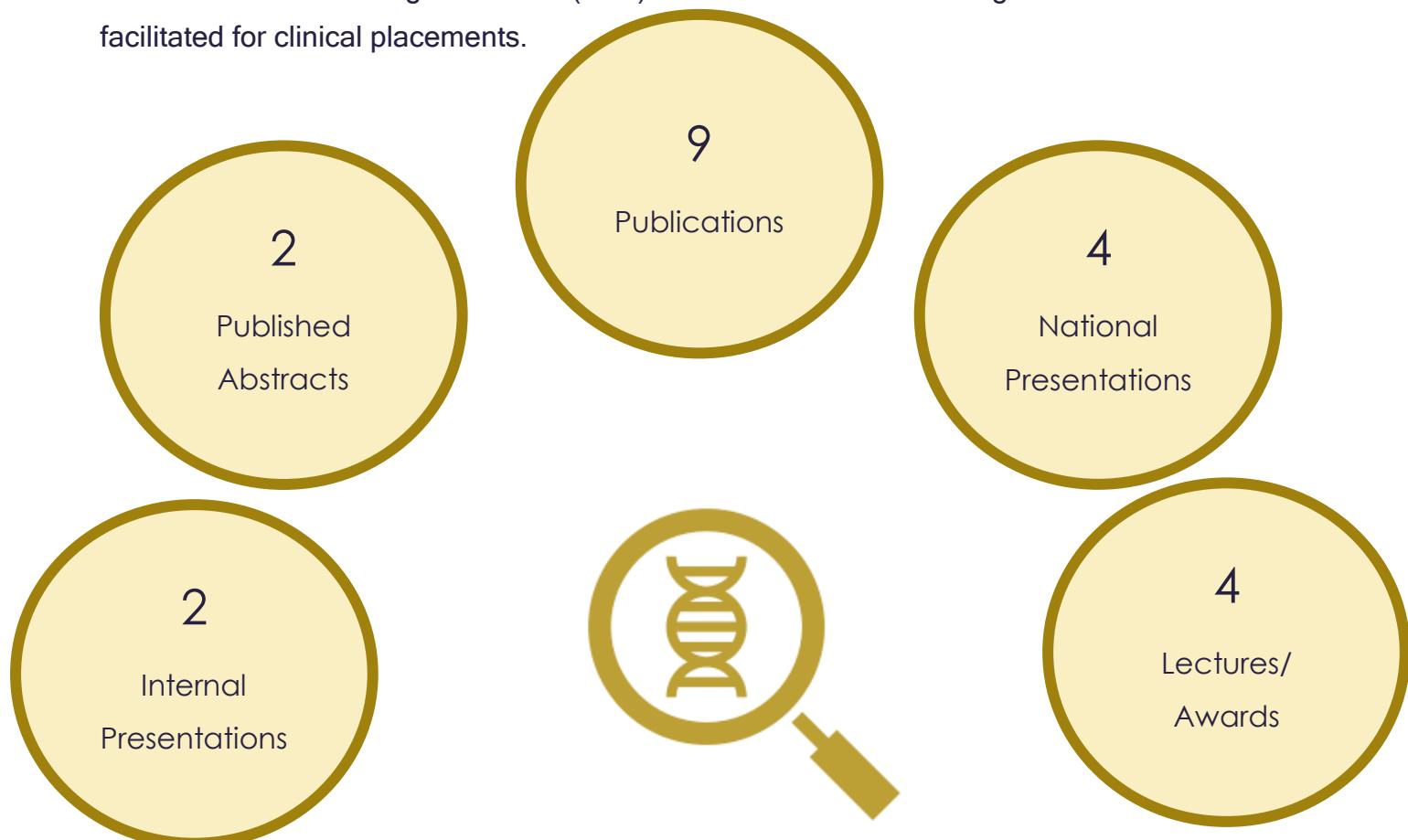
- Surgical Site Surveillance - (*this project was shortlisted for the National Healthcare Awards 2019*)
- Frailty Scoring of our Aging Population
- Nursing Clinical Handover Process Project

The SIVUH is a clinical site for a Health Research Board funded Research Project led by Professor Corina Naughton on the Implementation of a Frailty Bundle using Implementation Science in collaboration with University College Cork (UCC).

SIVUH is also a site for European Funded Research on Magnate Hospitals.

The Director of Nursing was awarded a Doctorate in Nursing from UCC.

This year, facilitated through the Nursing Practice Development Department, Cork College of Commerce Post Leaving Certificate (PLC) HCA Students and Nursing Studies Students were facilitated for clinical placements.





# A QUALITY SERVICE: RESEARCH AND PUBLICATIONS

## Department of Anaesthesiology

Anesthetic Management for the Pediatric Airway: Advanced Approaches and Techniques" (Book Review). Mannion S. Crowley K, Joyce K. Anesth Analg. 2019;129:6 e194

Essentials of Anesthesia for Infants and Neonates (Book Review). Mannion S, O'Sullivan M. Anesth Analg. 2019;128:2 e20

## Published Abstracts 2019

Crowley K, Mannion S. Awake Fibreoptic Intubation-the only option in an anticipated difficult airway? A case study. Trends in Anaesthesia & Critical Care 2019

Bannon T, Mannion S. A test of the accuracy of the cuff pilot pressures of a Teleflex Unique laryngeal mask airway (LMA) cuff in vivo. Trends in Anaesthesia & Critical Care 2019

## International Presentations 2019

Crowley K, Mannion S. Awake Fibreoptic Intubation-the only option in an anticipated difficult airway? A case study. World Airway Management Meeting, Amsterdam 2019

Bannon T, Mannion S. A test of the accuracy of the cuff pilot pressures of a Teleflex Unique laryngeal mask airway (LMA) cuff in vivo. World Airway Management Meeting, Amsterdam 2019

## National Presentations 2019

Mannion S. Mindfulness: What is it, where does it come from, and does it do any good? Irish Congress of Anaesthesiology, Dublin 2019

Bannon T, Mannion S. A test of the accuracy of the cuff pilot pressures of a Teleflex Unique laryngeal mask airway (LMA) cuff in vivo. RAMI Student Research Medal, Dublin 2019

O'Brien A, Murphy L, Mannion S. (**Winner Gaffney Medal**) The incidence of persistent postoperative pain following total knee arthroplasty and compliance with analgesia in the acute postoperative period. South of Ireland Association of Anaesthetists 2019

O'Flynn O, Mannion S. Patient compliance to guidelines for preoperative fasting for elective day surgery The Undergraduate Research in Natural and Clinical Science and Technology Journal. (URNCST) Student Medical Summit-Dublin 2019

## Department of Radiology

### Invited lectures/awards 2019

First performance assessment of emerging and approved AI algorithms on the NIMIS platform. Faculty of Radiologists (RCSI) - Sept 2019

Penetrating Thoracic Trauma - Imaging Findings that Alter Management. American Society of Emergency Radiology, Phoenix Sept 2019

Future directions in PACs based Pedagogy. United Kingdom Radiological Congress - Jul 2019

Keynote Speaker "Dual Energy CT - Practical applications in the abdomen" Netherlands Society of Radiologists, Amsterdam - Feb. 2019

## Publications 2019

Dual-Source Computed Tomography of the Chest in Blunt Thoracic Trauma: Reduced Aortic Motion Using a Novel Temporal Resolution Optimization Method. Liang T, McLaughlin PD, Nugent JP, Rai S, Schmiedeskamp H, Louis L, Khosa F, Nicolaou S. J Thorac Imaging. 2019 Nov;34(6):387-392

CCTA in patients with positive troponin and low clinical suspicion for ACS: a useful diagnostic option to exclude obstructive CAD. Nugent JP, Wang J, Louis LJ, O'Connell TW, Khosa F, Wong GC, Saw JW, Nicolaou S, McLaughlin PD. Emerg Radiol. 2019 Jun;26(3):269-275.

Dual-Energy CT in Evaluation of the Acute Abdomen. Murray N, Darras KE, Walstra FE, Mohammed MF, McLaughlin PD, Nicolaou S. Radiographics. 2019 Jan-Feb;39(1):264-286

Evaluation of the proximal coronary arteries in suspected pulmonary embolism: diagnostic images in 51% of patients using non-gated, dual-source CT pulmonary angiography. Thomas DM, McLaughlin PD, Nugent JP, Barrett SA, Mayo JR, Bilawich AM, Wong GC, Nicolaou S. Emerg Radiol. 2019 Apr;26(2):189-194

## Department of ENT

Tumour cell anaplasia and multinucleation as prognosticators in oropharyngeal squamous cell carcinoma Molony P, Werner R, Martin C, Callanan D, Sheahan P, Heffron C, Feeley L Head Neck Pathol 2019 Sept 24 (epub ahead of print)

Utility of CT and MRI in assessment of mandibular involvement in oral cavity cancer.

Nae A, O'Leary G, Feeley L, Fives C, Fitzgerald B, Chiriac E, Sheahan P World J Otorhinolaryngol Head Neck Surg 2019; 5(2):71-5

Perioperative magnesium levels in total thyroidectomy and relationship to hypocalcaemia

Brophy C, Woods R, Murphy MS, Sheahan P Head Neck 2019; 41(6):1713-8



## 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.

