



ANNUAL REPORT 2023

**South Infirmary – Victoria
University Hospital**

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MISSION & VALUES

Our Mission

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

Our Values



Chairperson's Address

I am pleased to present the 2023 reports and financial statements of the South Infirmary - Victoria University Hospital. The Hospital is predominantly an elective surgical Hospital and a tertiary referral centre for ear, nose and throat ("ENT"), Dermatology and Elective Orthopaedics.

During 2023, a total of 39,636 (2022: 35,928) inpatients and day patients were treated in our hospital (4,248 inpatients and 35,388 day patients). Our outpatient attendances totaled 74,938 (2022: 70,393) - new 26,224, return 48,714. There was an 8% increase in overall patient activity compared to 2022 and the hospital also exceeded pre-pandemic levels of service provision.

Our allocation of funds from the Health Service Executive to cover the net cost of operational services for the year was €80.2m (2022: €72.5m). There was an operating activities surplus of €592k in 2023 (2022: €126k). We received a capital funding allocation of €3,682k (2022: €2,008k) for facilities upgrade (€2,049k) and equipment replacement/additions (€1,633k).

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 €58,943. 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 €567,682 was incurred during the year. This included €483,000 on the purchase of specialised radiology equipment.

Conclusion

I would like to thank my fellow Board members for their time and experience, especially those on a voluntary basis, in ensuring the successful running and development of the Hospital. As an elective hospital we are uniquely positioned to make a significant contribution to the evolution of healthcare in the region. We are actively committed to working within the newly formed HSE South West Regional area and I would like to welcome and congratulate Mr Andy Philips in his role as the newly appointed Regional Executive Officer.

I would like to acknowledge our Chief Executive, Management Team and the Hospital's Executive Management Committee for their management of patient services throughout the past year. I would also like to acknowledge the immense contribution of all our frontline workers.

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.



Ms Gillian Keating
Chairperson

ABOUT THE HOSPITAL

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



Our Patients

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

Measure	Total
Total inpatient bed days used	22,656 (3% ↑ on 2022)
Total Inpatient discharges	4,248 (7.6% ↑ on 2022)
Total day cases	35,388 (10.66% ↑ on 2022)
Total OPD attendances	74,938 (6.46% ↑ on 2022)

Catchment population of
approximately

900,000

Across Cork, Kerry, Waterford,
South Tipperary

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

Catchment population
by 2025

1.25m



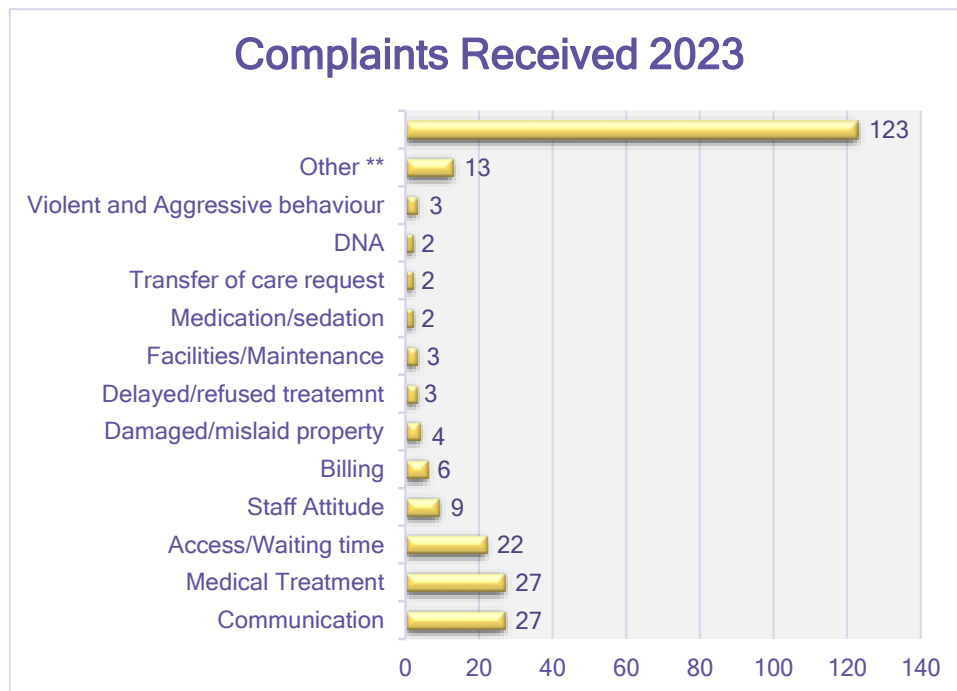
Client Experience & Complaints

Complaints & Positive feedback

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

In 2023 a total of 90 formal and 33 verbal complaints were received (123 complaints in total). Overall complaints received decreased by 8% in 2023 as compared with 2022.

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



Other ** complaints were as follows: DNA, Delayed Procedure, Feedback, Medication/Sedation, Dental Damage, Visiting Hours, Trust in Care, FOI, Wifi, Violence & Aggression, Billing, Damaged Property, Theft, Procedure cancelled, Patient attitude, Gum Clinic.

Complaints are recorded and categorised to help the organisation identify themes and trends and identify improvement actions in response to the findings. Overall 34 Quality Improvement Plans were implemented in 2023 as a result of complaints received.

In 2023 16 letters of compliment were received, this does not include the numerous thank you cards received throughout the various wards/departments.

In November 2023, the Complaints Co-ordinator provided support for the Head & Neck Cancer information day.

Training was also delivered to two groups of staff members in healthcare, Pain Management Nursing Staff and Front Line Administration staff. The aim of the training was to equip attendees with the knowledge and skills required to effectively handle complaints and address concerns of patients and their families.

The Complaints co-ordinator completed Access officer Training in 2023. The core role of an Access Officer is to provide or co-ordinate assistance and guidance for persons with disabilities so they can access the services and information provided by a Public Body. This role is required by law.

Single Service Multiple Sites

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

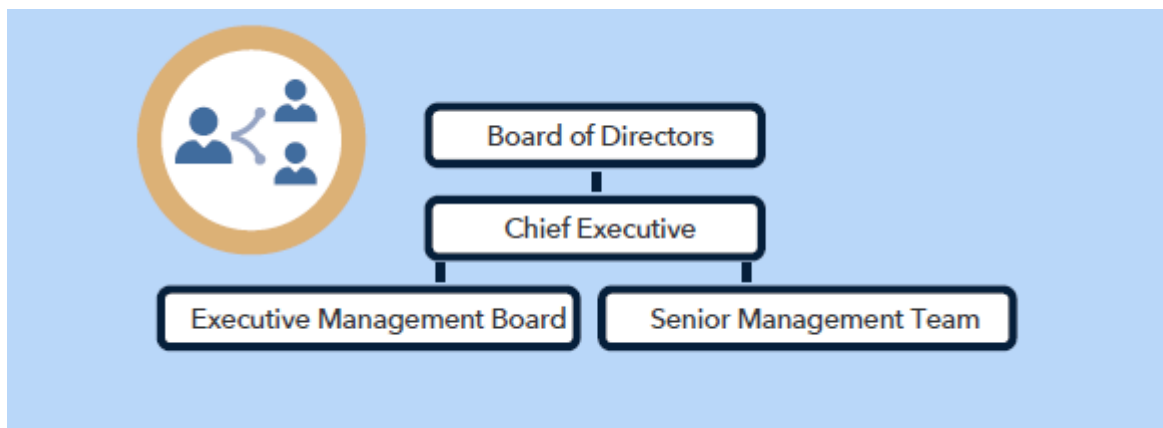
Our Staff

SIVUH has a workforce of ca. 1,000 staff providing complex diagnostic, medical and surgical services at local, regional and national levels. SIVUH is affiliated to University College Cork (UCC) and we provide premier medical training facilities for medical, nursing and health & social care students. UCC has also formally invested in our hospital with the provision of the Education Centre and a Research Library for students and staff. SIVUH also has close links with the Munster technological University (MTU) and we provide placements to students from the Business School in MTU. SIVUH have also provided student placements for other universities including Trinity College Dublin and University of Limerick.

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

Our Governance

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



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

Board of Directors

Record of Attendance 2023

Name	Expected number of meetings to attend	Number of meetings attended
Ms. Gillian Keating, Chairperson	10	10
Mr. Michael Hall, Vice Chairperson	10	9
Dr. Bernard Creedon	10	8
Mr. Robin Newenham **	5	3
Dr. John Sheehan	10	10
Dr. Mark Phelan **	4	4
Mr. John Jermyn	10	8
Prof. Deirdre Murray **	5	0
Mr. Stephen Teap	10	9
Ms. Catherine Desmond	10	10
Mr. Colm Burke TD	10	9
Ms. Anna Grunder *	5	4
Prof. Peter O'Sullivan *	6	5
Mr. Jonathan Healy *	2	2

*Appointed 29th May 2023

**Resigned 29th May 2023

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 replaced Temporarily by Nicola O'Doherty:

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 Larnihan Director of Nursing:

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

Jean O'Sullivan Operations Manager:

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

Aileen Barry Quality and Risk Manager: Development of all Hospital QSRM Policies and
Procedures | Risk Management | Risk Register | Monitor/Assure Implementation of all
QSRM Policies | Implement National QSRM Policies | Licensing and Regulation |
Compliance and Assurance | Safety and Health at Work |

LEGAL AND FINANCIAL

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

Profit & Loss Account

SOUTH INFIRMARY-VICTORIA UNIVERSITY HOSPITAL

PROFIT AND LOSS ACCOUNT FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2023

	Notes	Operating Activities 2023 €	Restricted Funds 2023 €	Total 2023 €	Total 2022 €
INCOME – continuing operations					
Patient receipts		9,095,478	-	9,095,478	9,392,166
Health Service Executive Determination	4	80,195,642	-	80,195,642	72,472,744
Pension contributions and levy		3,362,307	-	3,362,307	3,062,169
Other receipts		3,351,865	-	3,351,865	4,600,190
Fundraising income		<u>-</u>	<u>58,943</u>	<u>58,943</u>	<u>598,238</u>
		96,005,292	58,943	96,064,235	90,125,507
EXPENDITURE					
Staff costs	5	(67,856,713)	-	(67,856,713)	(63,545,620)
Other operating expenses		(27,530,554)	-	(27,530,554)	(25,833,887)
Utilisation of fundraising income		<u>-</u>	<u>(567,682)</u>	<u>(567,682)</u>	<u>(102,943)</u>
		<u>(95,387,267)</u>	<u>(567,682)</u>	<u>(95,954,949)</u>	<u>(89,482,450)</u>
OPERATING SURPLUS/(DEFICIT) – continuing operations		618,025	(508,739)	109,286	643,057
Interest payable and similar charges	7	<u>(25,713)</u>	<u>-</u>	<u>(25,713)</u>	<u>(21,587)</u>
SURPLUS/(DEFICIT) BEFORE TAXATION	8	592,312	(508,739)	83,573	621,470
Taxation on surplus	9	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
SURPLUS/(DEFICIT) AFTER TAXATION		<u>592,312</u>	<u>(508,739)</u>	<u>83,573</u>	<u>621,470</u>

Balance Sheet

SOUTH INFIRMARY-VICTORIA UNIVERSITY HOSPITAL

BALANCE SHEET AS AT 31 DECEMBER 2023

	Note	2023 €	2022 €
FIXED ASSETS			
Tangible fixed assets	10	<u>40,264,366</u>	<u>39,002,086</u>
CURRENT ASSETS			
Stocks	11	2,547,791	2,220,977
Allocations receivable	12	8,578,026	8,876,027
Debtors	13	5,077,653	4,536,628
Cash at bank and in hand	14	<u>4,739,412</u>	<u>4,677,263</u>
		20,942,882	20,310,895
CREDITORS (Amounts falling due within one financial year)	15	<u>(14,975,445)</u>	<u>(14,427,031)</u>
NET CURRENT ASSETS		<u>5,967,437</u>	<u>5,883,864</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		46,231,803	44,885,950
CAPITAL GRANTS	16	<u>(40,264,366)</u>	<u>(39,002,086)</u>
NET ASSETS		<u>5,967,437</u>	<u>5,883,864</u>
REPRESENTED BY:			
Retained earnings	17	5,879,381	5,287,069
Restricted funds	24	<u>88,056</u>	<u>596,795</u>
		<u>5,967,437</u>	<u>5,883,864</u>

The financial statements were approved by the Board of Directors and authorised for issue on 27th May 2024.

They were signed on its behalf by:



Ms Gillian Keating



Mr Stephen Teap

Date: 27th May 2024

Chief Executive Officer Address

Welcome to the 2023 South Infirmarv - Victoria University Hospital Annual Report.

2023 saw services exceed pre-pandemic levels. I commend the entire staff of the hospital for this achievement and applaud them for their resilience and commitment to the delivery of effective care to our patients, in the face of challenging circumstances.

During 2023, a total of 39,636 (2022: 35,928) inpatients and day patients were treated in our hospital (4,248 inpatients and 35,388 day patients). Our outpatient attendances totalled 74,938 (2022: 70,393) new 24,537, return 45,856. The number of referrals received increased by 11% to 42,733.

In the South Infirmarv, we are committed to Quality and Patient Safety in the delivery of patient services, always striving to achieve better patient outcomes. We place a high value on corporate and clinical governance and take pride in our position as a teaching hospital of UCC.

The Regional Ophthalmology Service is now scheduled to transfer from CUH to a new purpose-built Outpatient Department in Q3 2024.

SIVUH continues to actively discuss the HSE plans for a new elective hospital for the region with the SSWHG and other stakeholders. As an elective hospital, we are uniquely positioned to make a significant contribution to the evolution of health services in the region.

The South Infirmarv is committed to working within the newly formed HSE South West Regional Area. I congratulate Mr Andy Philips on his appointment as Regional Executive Officer and look forward to working collaboratively with him.

I extend my gratitude to the entire Board of Directors for their ongoing commitment to the South Infirmarv.

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



Helen Donovan
Chief Executive Office

OUR SERVICES

Dermatology Regional Service

The department is the Regional Centre for Dermatology Services. The Dermatology Department is a service delivered by 7 consultants with an 8th post currently being considered by CAAC. The profile of patient accessing the service includes both adults and children. The SIVUH Dermatology Department is responsible for the delivery of services to the Cork & Kerry region but a significant number of referrals also come from Limerick, Tipperary, Waterford and further afield.

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.

Furthermore, in-patient consultation services are provided to CUH, the Mercy University Hospital, St. Finbarr's Hospital and Cork University Maternity Hospital.

Linkages exist between the Dermatology Department and (i) Plastic Surgery, (ii) Dermatopathology, (iii) Oncology/ Haematology, (iv) Radiology, (v) Genito-urinary Medicine, (vi) Rheumatology, and (vii) Vascular/ General Surgery.

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

2023 Outpatient Activity:

- New patients seen - 7,609
- Return patients seen - 9,316

2023 Inpatient Activity

- In-patients - 81
- Day Cases - 8,814

Pain Medicine - Regional Centre

The SIVUH is the regional pain management centre. The primary role of the Chronic Pain Service is to provide safe and effective pain management to patients. 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. Consultants/ NCHDs and Pain Medicine CNSs/ ANP candidates currently work across CUH and SIVUH.

In the event that a patient requires an in-patient bed, the SIVUH Anaesthetic Department provide cover out of hours for pain related issues and the Pain Medicine Registrar undertakes patient admissions.

The department are currently devising a Pain Management Education Programme.

2023 Outpatient Activity:

- New patients seen - 991
- Return patients seen - 2,383

2023 Inpatient Activity

- In-patients - 16
- Day Cases - 4,321

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. SIVUH accept referrals from CUH Breast Surgeons/Oncologist and from CUMH Gynae-oncologists/Oncologist for patients requiring chemotherapy.

2023 Outpatient Activity:

- New patients seen - 213
- Return patients seen - 2,841

2023 Inpatient Activity

- In-patients - 0
- Day Cases - 2,991

Gynaecology Surgery

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

2023 Outpatient Activity:

- New patients seen - 599
- Return patients seen - 895

2023 Inpatient Activity

- In- patients - 95
- Day Cases - 592

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. The profile of patient accessing the service includes both adults and children. Our General Surgeons have special interests including colorectal and upper gastrointestinal surgery. Our General Consultant Surgeons collaborate with other departments in the hospital including the Endoscopy and Gastrointestinal Department. The Endoscopy Unit provides a service for day patients and in-patients undergoing endoscopy procedures.

2023 Outpatient Activity:

- New patients seen - 1,786
- Return patients seen - 3,661

2023 Inpatient Activity

- In-patients - 181
- Day Cases - 4,281

Orthopaedic Services

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

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

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

2023 Outpatient Activity:

- New patients seen - 3,512
- Return patients seen - 6,806

2023 Inpatient Activity

- In-patients - 1,437
- Day Cases - 1,760

Maxillofacial Surgery

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

2023 Outpatient Activity:

- New patients seen - 619
- Return patients seen - 713

2023 Inpatient Activity

- In- patients - 98
- Day Cases - 891

Orthopaedic Trauma Rehabilitation Services

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

Rheumatology

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

2023 Outpatient Activity:

- New patients seen - 556
- Return patients seen - 1,993

2023 Inpatient Activity

- In- patients - 0
- Day Cases - 591

2021 Outpatient Activity:

- New patients seen - 556
- Return patients seen - 1,993

Anaesthesiology

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

Plastic Surgery

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

1. General plastic surgery,
2. Hand trauma and soft tissue injuries,

3. Reconstruction following head & neck and skin cancers,
4. Paediatric plastic surgery
5. Collaborative surgeries with other specialty

2023 Outpatient Activity:

- New patients seen - 829
- Return patients seen - 5,991

2023 Inpatient Activity

- In- patients - 303
- Day Cases - 3,452

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.

Services/Equipment:

A new EOS Edge scanner was installed in a newly created area in the hospital. It is only one of two such machines in the country (other site being Crumlin Children's hospital). It provides very low dose Xray imaging of an extended range of anatomy e.g. a whole spine imaged as one block, or both lower limbs (to check for alignment/length discrepancy). The main clients are children from Enable Ireland and those needing imaging for scoliosis diagnosis/monitoring. It allows patients to avoid trips to Crumlin for imaging when they are under the care of orthopaedic specialists there.

Two radiographers continued their training in performing ultrasound of paediatric (infant) hips (in OPD clinics) to out rule abnormalities in at risk babies. The aim is to move this service from the Orthopaedic governance to Radiology governance, in line with the conditions set out by the national hip screening programme for DDH (Developmental Dysplasia of the Hip).

Two new Siemens CIOS C-arms were purchased, for use in the pain medicine unit & orthopaedic theatre, respectively. They provide a lower radiation dose for all screening (fluoroscopic) imaging.

Radiation Protection:

Approval was granted to provide locum cover so that the radiographers (assigned to Radiation Protection) could have more dedicated time for these duties. Prior to this they were rostered in clinical areas predominantly. This was a recommendation following a visit from HIQA (July 2022).

A useful demonstration of radiation dose levels at different distances from the mobile C-arm Image Intensifier was given by one of our physicists using a handheld Geiger counter. This was a valuable reminder to radiographers and other staff to avoid standing too close to the machine, especially whilst positioning/comforting patients.

Modality**Number of Exams**

- | | |
|--------------------------------|----------|
| • X-Rays | • 11,114 |
| • CT Scans | • 3,347 |
| • Ultrasound | • 3,996 |
| • Theatre/Pain Medicine | • 3,361 |
| • Fluoroscopy (Barium Studies) | • 355 |

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 from Cork, Kerry, & Limerick who have experienced rape or sexual assault. It is a free and confidential service and can be accessed via the Gardai, 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. The cross referral is between the 6 units - Cork, Waterford, Dublin, Mullingar, Donegal and Galway.

2023 Activity

- New attendances - 152
- Return attendances - 230

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.

2023 Outpatient Activity:

- New patients seen - 233
- Return patients seen - 2,038

2023 Inpatient Activity

- In-patients - 0
- Day Cases - 283

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

SIVUH is a regional centre for Otorhinolaryngology surgery and the second largest Head & Neck Surgical Cancer centre in Ireland. The SIVUH is a tertiary referral centre for Ear, Nose and Throat (ENT) services. 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.

2023 Outpatient Activity:

- New patients seen - 9,389
- Return patients seen - 10,478
- ENT ED New patients seen - 2,855
- ENT ED Return seen - 1,596

2023 Inpatient Activity

- In-patients - 1,568
- Day Cases - 1,887

Ophthalmology

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

2023 Outpatient Activity:

- New patients seen - 33
- Return patients seen - 3

2023 Inpatient Activity

- In-patients - 469
- Day Cases - 5,525

OUR DEPARTMENTS

Audiology

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

The Audiology Department provides:

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

Key achievements 2023

- SIVUH Audiology staff continued an Audiology led ENT clinic that has offered over 8500 appointments to adults and children since its inception in 2018 to the end of 2023. The SIVUH experience was rolled out nationally as an MCP with hugely positive impacts on waiting times for those patients and ENT waiting lists as a whole.
- Our MCP Audiology/Physio led vestibular ENT clinics continued during the year with national funding secured based on our SIVUH pilot. This clinic provides more timely access to audiovestibular diagnostics and rehabilitation for patients and has a positive effect on patient outcomes and ENT waiting lists.
- Provided Audiology services on-site in MGH supporting Ms. Ann O'Connor and her team for the large catchment areas of North Cork, South Limerick, Kerry and West Waterford. This decreased the necessity for patients attending MGH to travel to SIVUH for audiological assessment and management. A second Audiology led ENT clinic session was also added and has contributed to reduced ENT waiting times in MGH.
- Engaged with CUH management and estates regarding the recommencement of onsite Audiology services linked to CUH ENT OPD and the Cleft Lip and Palate MDT
- We have again seen an increase of 5% in patients attending for vestibular assessment in 2023 compared with 2022. This is a vital service for the ever increasing number of patients complaining of vertigo, balance problems and falls.
- The department continues to provide audiological support for over 240 patients with surgically implanted bone conduction hearing aids with new trials, assessments and upgrades being performed throughout the year. The bone anchored hearing aid MDT is very successful with input from Audiology, ENT and Nursing to support this growing patient cohort.

Administration Services

The administration Service Department (ASD) has ca.160 staff aligned to the department and plays a pivotal role in facilitating the patient's journey through the SIVUH from both an Outpatient, Inpatient and Day case perspective.

In 2023 the SIVUH continued the delivery of care from an Outpatient perspective with a mix of both face-to-face and virtually delivered services.

2023 saw the continued increase in new and return patients being seen in the South Infirmary.

	New Patients	Return	Total Out Patients	No of Clinics
2021	23,118	44,422	67,540	8,836
2022	24,537	45,856	70,393	9,166
2023	25,926	49,266	75,192	9,496

The following service enhancements were also facilitated throughout the year:

- The eClinic Manager System (virtual video clinic solution) continued to be available to all specialities with the following services availing of same, Outpatient clinic sessions, Physiotherapists, Speech & Language Services and Dietetics.
- From a waiting list management perspective Insourcing & Outsourcing Initiatives continued.

The Validation of Patients on our Outpatient Waiting Lists continued with both the number being validated and being removed increasing year on year.

	2021	2022	2023
Validated	10,995	12,923	13,849
Removed	2,686	2,694	2,810

Booking & Validation Department

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

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

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

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

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

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

- Clear Scheduled care governance and reporting
- Trained waiting list management staff
- Implementation of Standard Operating Procedures
- Audit and quality assurance.

Currently we book approx. 50 consultant lists covering 13 operating theatres/Day units

Validation of Patients

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

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

Each Private patient is validated to ensure that

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

Achievements during 2023

Booking forms Validated and added to waiting list

	Day case	Inpatient	Total
2020	25,284	2,186	27,470
2021	28,189	2,039	30,228
2022	31,715	2,408	34,123
2023	32,364	2,161	34,525

Admissions/Bookings	2022	2023
Inpatient Admissions	3,944	4,248
ADT Daycase Admission	10,101	11,126
Daycase Admission	21,879	24,262
Total	35,924	39,636

In 2022 0.01% of patients did not attend on day of surgery i.e. 953 DNAs. There were 10,219 cancellations of bookings i.e. the patients could not attend (CNAs)

Theatre Management: Allocation and issuing of all Theatre Schedules now under remit of B&V Department.
Responsible for maximisation of all Theatre activity

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

Catering

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

In 2023 we were primarily focused on the following;

- A complete renovation of the main kitchen. This required us to prepare food in the staff canteen and to link daily with external contractors to ensure that all patients were served nutritious, wholesome and dietary appropriate meals during the kitchen closure.
- We were audited for and met the standards for the Irish Heart Foundation Gold Standard Happy Heart award.
- We increased our focus on reintroducing the Quality Management System to meet the standards required for the EIQA national quality and excellence award.
- We commenced a standardisation of recipes to enable us to create a central repository of menu items to enable us to introduce Menucal. Menucal will enable us to conduct calorie posting and automated allergen generation on recipes. We intend to roll this out during the last quarter of 2024.

Dietetics and Nutrition

Total Activity by Patient Contacts 2023

	New Contacts	Review Contacts	Total Contacts
Inpatient	381	1,485	1,866
Outpatient	241	1,548	1,789
Total Activity	622	3,033	3,655

Inpatient Activity

ENT 62%, Ortho Rehab 29%, Oncology 4%, Surgery 3%, Ortho Elective, Plastics, Mas Fax & Dermatology 2%

Outpatient Activity

ENT 50%, Diabetes 44%, Ortho Rehab 2%, Surgery 4%

Staffing: Approved clinical staffing in the department increased in 2023 to 6.37 WTE. At year end 2023 the department carried clinical vacancy of 1.8 WTE.

ENT Head and Neck

- 2 x UCC MSc projects completed and both presented as posters at IHNS 2023
 - 'A retrospective audit of fasting practices pre and post head and neck cancer surgery at a regional centre'
 - 'A retrospective audit of initiation of oral nutrition post head and neck cancer surgery at a regional centre'
- Study completed: 'Quality of Life in Head and Neck Cancer patients receiving home enteral nutrition at the South Infirmary Victoria University Hospital.' This also collated a service evaluation of dietetic support for our home enteral nutrition patients. Poster presented and selected for oral presentation at IHNS 2023, and poster presented at INDI research symposium.
- Study completed: 'An audit of gastrostomy tube insertion in head and neck cancer patients at a Regional Head and Neck Cancer Centre.' Posted presented at IHNS 2023, and INDI research symposium.
- Wider head and neck pathway group MDT meetings restarted. Started with review of best practice guidelines for laryngectomy and beginning development of pathway for SIVUH laryngectomy patients
- Published article in INDI Professional Nutrition and Dietetic Review journal on nutritional management of head and neck cancer.
- Feasibility study completed on introduction of survivorship into the head and neck cancer pathway with SLT. Results of this will guide development of survivorship clinics or programmes. Poster at 2024 IHNS.
- Increase in joint SLT & dietitian clinics by 1 further clinic per week
- Maryborough Head and Neck Cancer Patient Information Day - Workshop facilitated a workshop on social eating in HNC.
- Twice yearly head and neck cancer dietitians forum launched (national group) - for communication, team working, CPD and peer discussion of dietetic management of Head and Neck cancer patients. First CPD webinar completed November 2023.
- Lunch and Learn presentation 'Mythbusting Nutrition in Oncology' in April 2023.
- 33 New gastrostomy tubes placed in 2023
- 52 patients active care on home enteral feeding under SIVUH dietetic care.
- Development of PEG/RIG ward care bundle. Surveying of PEG practices amongst dietitians in Ireland working in head and neck cancer. Review of evidence. Review of SIVUH practices with surgeons and development of a new PEG/RIG end of bed care bundle.
- Development of new patient SIVUH PEG care leaflets for Corflo and Freka tubes.
- 1 further staff member completed training on Gastrostomy management course in Milford - increasing number of dietitians who can change gastrostomy tubes to 3 in the department.
- Started measuring hand grip strength as part of nutritional assessment in pre RT clinics

Diabetes

- Manager presented Dietetic Component, as part of Diabetes Centre MDT at UCC/ SIVUH nursing education conference: 'Multidisciplinary Team Approach to Diabetes Care' Jan 2023
- Secured funding for Dafne (dose adjustment for normal eating) structured education program as recommended by National Clinical Guideline No 17.
- Manager completed DAFNE educator training. (60 Hours)
- Attendance at Medtronic hybrid closed loop pump training.

Ortho Rehab

- Improved dietetic cover to Orthopaedic rehab wards

Nutrition and Hydration Steering Committee

- Dietetics Department continue to lead the SIVUH Nutrition and Hydration Steering Committee.
- Manager presented to Clinical Governance Committee (March 24) on work of NHSC activity, and data from MSc studies. Data is informing work around major H&N surgery pathways to optimise peri-operative nutrition support processes: fasting times, pre-op carb loading, earlier post op enteral feeding and earlier post op oral intake.
- Participated in the national malnutrition screening survey on Inpatients at SIVUH (9th Nov) - as part of the national malnutrition awareness week. Data provided to IrSPEN/INDI to give information on the scale of malnutrition in Ireland.

PPPG reviews

- DIET0009ORG Guideline and Procedure for the recommendation of foods for special medical purposes by a registered dietitian on the SIVUH Drug Kardex and for dispensing by community pharmacies under the HSE Community Drugs Schemes- was renamed and revised to reflect national clearance for Dietitians to recommend ONS for dispensing by community pharmacies.

Student Activity

Attendance at National Dietetic managers meeting to facilitate increased placement numbers to address national dietetic staffing crisis. The department continues to prioritise student training.

Student placements 2023

- DIT - 1 Student x 5 weeks (20th April-25th May)
- UCC- PP1 - 2 student x 4 weeks (15th May- 8th June)
- UCC PP1 - 2 Student x 5 and 2 student x 5 (18th Sept- 23rd Nov.)
- UCC Msc Students x 2 for research dissertation - Jan - ~ April 2023
- Pharmacy shadowing student x 1 - 1 hr shadowing on wards
- HSCP's careers day - Dietetic talk x 2 - am and pm session`
- Shadowing offered to undergrad students wishing to pursue Masters in Dietetics.

Student Tasks/Projects completed

- UCC PP1- Completed an internal Audit on the use of the pictorial guide for ordering snacks and completed nutritional analysis on the available snack options and feed this information back to both catering and dietetic team.
- UCC PP1- completed Menu analysis and updated current menu options based on this analysis in collaboration with catering.
- UCC PP2 - completed a project on management of Chyle leaks in head and neck patients

Training & Education

In house catering, nursing and intern training completed

2 team members attended Irpsen National conference

A team member attended British Association for parenteral and enteral Nutrition conference.

Facilities Department

The functions and responsibility of the Facilities Department include:

- Develop and implement SOP and PPG's.
- Responsibility for the general maintenance and upkeep of all buildings within the SIVUH Complex.
- Liaise and contribute to Capital Group meetings and IAG. Coordinate a plan of works following same.
- Plan, schedule and Lead Hospital building/refurbishment Projects.
- Ensure robust communication plan is in place regarding Maintenance works/issues.
- Liaise and contribute to Capital Group meetings and IAG. Coordinate a plan of works following same.
- Interaction and consultation with multidisciplinary teams within SIVUH, SSWHG, HSE.
- Responsibility for Service and Maintenance Contracts across a variety of services, i.e. Electrical and Mechanical to ensure smooth operation of services across SIVUH. Including periodic testing of circuits
- Provide reports to Finance when required on Departmental spend.
- Proactively manage Legionella prevention, through newly developed program of cleaning, sterilization, testing and reporting.
- Manage and engage with third party contactors and companies on behalf of SIVUH.
- Collate, Interpret and contribute to architectural drawings on projects.
- Actively participate and manage large to medium and small scale developments within SIVUH.

Projects undertaken and completed in 2023

- In April the Ground Floor South 3 (ICU) ward was completely refurbished with new flooring, lighting painting and Kanban units which gave the ward a complete uplift for staff and venerable patients.
- The main hospital kitchen was refurbished over the October bank holiday weekend, with the installation of new flooring and complete "white Rock" covering of walls throughout which ensured compliance with Environmental health & safety standards.
- Over the Easter 2023 some of the washers and autoclaves were changed with facilities department running the project which entailed removal of old machines, installation of new ones, ensuring that no cross contamination or loss of service happened during the project.
- The Old Pathology building project was started to internally refurbished the building as a day procedure ward including new sterile ventilation and services
- Refurbishments & works have taken place in the following areas
 - Upgrade of offices in the Doctors residence building including GUM, and staff offices.
 - Move of offices from Admin building to Morrison House (risk, finance, H&S)
 - Fire Alarm was enhanced by the installation of repeater panels throughout the hospital.
 - Static inverters were changed for the Orthopedic Theatres
 - Pain management office refurbished and enlarged for extra staff
 - Refurbishment of spaces decanted by staff moved to Morrison House i.e. old HR offices and manager's offices.
 - Continued roll out of hospital signage
 - Refurbished patient rooms 6 and corridors in Eye ward.
 - Changing of lighting through hospital to led energy efficiency including Theatre's 5,6 & 7. "SEAI Funding"
 - Installed Bike enclosures under "Green" funding.
 - Completion of refurbishment of Victoria Garden to enhance patient experience
 - Culling of old unindexed files in stores as part of GDPR process for internal departments.
 - Works to BMS system for water metering
- Procurement of central contracts for Lifts, Fire defence equipment, Waste management.
- Works completed under AMERIC Funding
 - External works to drainage ref GFS2 toilets
 - Refurbishment of toilets in GFS2
 - Painting of Physio department
- Legionella Management: Joint task force with Infection Control (2022/23)
- Assist with Ophthalmology DCOT and OPD projects including validation and commissioning (2023)

All these works were completed while ongoing issues such as water disruptions, flooding, weather events took place. Constant problems with drainage system and environmental issues from an old building were managed by the maintenance team including out of hours works.

Infection Prevention & Control/Hygiene

2023 was another year of proactive measures in the prevention and control of Infections within the South Infirmary Victoria University Hospital (SIVUH) where resources have been used to help make SIVUH a safer and better place for its patients.

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

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

Overview of Infection Prevention and Control Activities in 2023

- Management of iGAS outbreak.
- Management of Covid-19 cases including suspected and confirmed cases, close contacts and Pre-Admission cancellations and management of ward outbreaks of Covid-19.
- Completed the national point prevalence study.
- Education sessions given to all disciplines of staff, patients and visitors on Infection Prevention and Control including:
 - Standard and transmission based precautions including the wearing of PPE.
 - Mandatory training of Hand Hygiene to all staff disciplines.
 - Global induction sessions on standard and transmission based precautions.
 - Sepsis awareness sessions for all disciplines.
 - Hygiene in-service for HCAs
 - Waste management updates.
- Health promotion days:
 - Hand hygiene / five moments/technique.
 - Sepsis awareness days.
 - Combined Health and Safety awareness day.
 - Patient journey awareness day
- Audits/Surveillance
 - National hand hygiene audits completed in May and November.
 - PCHAI (point of care healthcare associated infections) weekly audits.
 - Flushing audits.
 - Alert multi drug resistant organism audit.

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

- Surgical site surveillance on TKR, Parathyroid and Hernia repair.
- Collating information, on all patients both newly diagnosed patients and patients with a previous history of MRSA.
- Advising Senior Management on Infection Prevention and Control in the reconfiguration of services.
- Expert advisor to all staff in relation to Infection Prevention and Control.

IT & Management Services

The IT & Management Services Department's mission is to provide an integrated information service through leadership, in identifying the technological developments of potential benefit to the hospital and responding to changing needs while satisfying and supporting existing systems and requirements.

Our primary responsibility is for business continuity and data security. Our focus is on supporting the delivery of hospital services efficiently and effectively to provide the best quality patient care. The Department also delivers a Data Management and Business Intelligence Function for all directorates.

2023 at a glance

2023 proved another busy year, along with supporting existing ICT operations, many new projects were completed and many more identified.

Day to day, we continue to provide hardware and software support for approximately 1,000 staff via helpdesk calls, email requests and "walk-in" requests. We manage 44 virtual and 12 physical servers including network attached storage devices. We provide support for 180 applications\interfaces and 750 email users. We deliver a data management and business intelligence reporting function. We return statistical activity to the HSE BIU, prepare and circulate reports on Consultant Public Private Mix Activity for management and report on Hospital Activity Details monthly and annually.

We manage and update iPMS reports and develop ad hoc reports on request. The MSDIT function supports the understanding and analysis of these reports at a user level and supports the development of evidence-based decision support solutions. We file quarterly ICT Part3 expenditure returns. Strong reporting systems are essential to business operations and corporate governance by enabling due diligence.

The integrity of data is dependent on the quality of data and the IT & Management Services Department, in the production of management information reports, performs data quality checks several times a month on iPMS information, which includes investigation of anomalies and correction of errors. A quarterly and annual data reconciliation exercise is also completed for the BIU.

Projects:

- iCMS Integrated Clinical Management System rolled out.
- Worked with the HSE Reports team to develop a new IPDC NTPF Extract SQL report run by the HSE, reconciled data.
- Carried out financial systems access audit with Finance Department.
- Full on-site Aeonix Server PABX rebuild completed.
- Upgraded Supplies Department Sage Company to new Windows 2016 Server.
- Facilitated the move of Softworks WIP clocking machines.
- Upgraded Lansweeper server and updated software.
- Upgraded new hospital ID system "Easybadge". Installed and migrated database and image store to new system.
- Updated Hospital Beds designation map for signoff.
- Xero Agfa LDAP single user sign on implemented.
- Planned route from OCT servers to Ballincollig IP addresses.
- Site visit to CUH for Topcon OCT IMAGEnet6 discovery carried out.
- Setup secure remote access for Siemens EOS device.
- Setup secure remote access for Medray Dexa device.
- Active Directory email signature edited to include Registered Charity Number: 20027025
- Optimize DRS software installation Live and Test completed.
- Win7 refresh program continued.
- DCOT ICT fit out of PCs and Printers continued. -
- Management of software and application licencing.
- Go Live of ECRI AIMS inc. deployment to hospital desktops.
- Installation of SQL Enterprise on OCT DB Server.
- Set up and supported remote site OPD clinics in CUH.
- Migrated remote access accounts from global to SSL VPN.
- New VLAN, new configuration and upgrade agreed for Anaesthetic Monitoring System (AMS)
- NIMIS program of on-going upgrades- RIS & PACS updated, dependence on IE11, hardware upgrades continuing.
- IE11 end of life project - NIMIS, MRI and PACs effects Blocked updates on Windows 10 PCs to allow Radiology to continue to work.
- ICT Part3 returns completed and submitted.
- Capital ICT Budget Submission 2024 made to the SSWHG.
- Installed new video conferencing equipment in Ophthalmology OPD, Morrison's House and CEO's Office.
- Ongoing maintenance of Keogh Database System, Re-indexing, Backup and restore etc. carried out.
- Ongoing maintenance of interfaces between Keogh, iPM etc. carried out.
- Ongoing user setup and password management of CUH Lab Results and Healthlink
- Claimsure software updated to facilitate 8-digit MRNs.
- Implemented help desk call management system for central appointments.
- Ongoing antivirus updates, investigations and testing carried out.
- ICT connectivity & fit out of new Ophthalmology Theatres
- Pilot of SMS patient OPD appointment reminders.

Nursing Administration

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

The Nursing Department is also committed to nurse education and support our staff in continuous professional development, further third level education and work in partnership, as an independent clinical site, with University College Cork School of Nursing and Midwifery in training and education nursing students.

Initiatives

Activities/developments in the Nursing Department in 2023 were as follows:

- Workforce planning.
- Championed staff well-being.
- Utilised a RAG tool and escalation pathway to ensure staffing levels met the acuity and dependency levels of our patients and service users.
- in collaboration with our NPDD Department, we invested in dynamic career pathways within clinical practice, health management, health policy and academia.
- Appointment of a Clinical Nurse Specialist (CNS) in Older Persons in 2023
- A number of exciting development posts were granted during 2023 - Candidate Advanced Nurse Practitioner in Plastic Surgery and Clinical Nurse Specialist in pain management.
- The ENT Nursing resource allocation was increased.
- The Magnet4Europe (M4E) Hospital project proceeded
- Intranet Resource page with ongoing training and support for ADON Relief Team
- Annual leave SOP updated
- ASAG Board Review completed
- Monthly Senior Nurse Management meetings
- Weekly Operational meetings
- CNM / CNS meetings

Safer Care

- The Nursing Department is guided by, NMBI guidelines including (list is not exhaustive)
 - NMBI Guidance for Registered Nursing,
 - Code of Professional Conduct and Ethics,
 - Scope of Nursing and Midwifery Practice Framework.
- Continuation of Theatre Department process improvement
- Introduction of Jet ventilation system used for oxygenation and ventilation in the management of a difficult airway and allowing excellent surgical access to the larynx and sub-glottis - which improves patient outcome
- Safe Surgery Implementation Project in progress to implement revised National Policy throughout the organisation supported by the Nursing and Midwifery Planning and Development Unit following successful submission of a proposed project.
- Front of neck access project in progress to improve and standardise practice around airway management supported by the Nursing and Midwifery Planning and Development Unit following successful submission of a proposed project.
- Opening of an additional Ophthalmology Theatre and relocation of the current Ophthalmology Theatre to a new theatre suite adjacent to the Ophthalmic ward in Sept 2023 to increase Ophthalmic theatre activity.
- Deployment of Clinical Facilitator hours to the Theatre Department short term
- Proactive management of legionella continued in 2023
- Air testing carried out on new builds and any disturbance to ventilation systems in theatres
- Active hospital surveillance continues on MRSA/VRE/ESBL/CPE/C.Diff/Norovirus/C19 and other microorganisms
- Risk assessments carried out on ward areas and departments and managed at local level

AUDITS/SURVEILLANCE

- Multiple theatre audits were conducted to maintain quality of service and identify deficits. Where non-compliance with standards was identified, quality improvement plans (QIPs) were put in place and the audit cycle repeated. The audits conducted included:
 - i) Intraoperative Labelling of Medication on the Sterile Field Audit,

- ii) Intraoperative Labelling of Medication on the Sterile Field Audit,
- iii) Surgical Count Policy Audit

- Theatre Medication Management Audit
 1. Monthly Theatre Department Medication Management Audit. Provide audit reports to Theatre ADON, Theatre CNM's, and NPDD ADON, highlighting audit results. Collaboratively, we work on Quality Improvement Plans and their subsequent implementation.
 2. The audit of Labelling of Medication on the Sterile Field was completed in April 2023 and November 2023. Quality Improvement Plans were initiated in accordance with hospital policy. The Standard Operating Procedure, outlining the process for intraoperative medication labelling, has been incorporated into the Medication Management Policy. The use of sterile labels was initiated in January 2021.
- Point of Care Healthcare associated Infections (PCHAI) audits carried out,
- National Hand Hygiene Audit,
- SSI Surveillance - Parathyroid/Thyroid, TKR, Hernia Repair, whose funding is ongoing by the NMPDU,
- Audit of Transmission based precautions,
- Flushing Audits,
- MDRO IPMS Audits.

Occupational Health

The SIVUH Occupational Health Department (OHD) is a nurse led clinical service that is situated at the interface between health and work, encompassing preventative measures such as pre placement health assessment (PPHA) clearance, vaccinations, surveillance, rehabilitation, advisory roles and enhancing the well-being of HCWs.

In June 2023, OHD celebrated the 25th anniversary of the existence of the service.

OH TEAM DIRECT CLINICAL WORK

- Total OH Clinical Consultations **23,112**
- OH Nursing Consultations **22,338**
- OH Physician Consultations **774** (Clinics x 51)
costing £38,250
- Management Referral to OHN **1,639**
- Vaccination/Screening **1,230**
- Pre Placement Health Assessments (PPHAs) **222**
- Sickness Absence Advice Manager & HCWs **2,808**
- NCHD DIME / PPHAs **1,467**
- HCW Counselling **128**
- Covid19 HCW Consultations **635**
- Occupational Biological Exposures **35**
- Violent Incident Exposures **84**
- Health Surveillance **302**
- Exposure Prone Procedure Clearance **197**
- Work related Incident Reviews **195**

OH TEAM INDIRECT (NON CLINICAL) WORK

- Audit Update; OH Clinical x 9, Non Clinical x 3
- Update OHD Risk Assessment
- OHD PPPG Review x 10
- Committee / Meetings Attendance x 82
- OH Team Meetings 4, OH / HR Meetings x 33
- Training given by OH Attendees Sessions
- Sharps Management Post OBE 55 4
- Global Induction /NCHD 99 6
- Joint IP&C, H&S & OHD Training 83 1
- Tool Box Training Catering Staff 67 6
- ABM Staff Hepatitis B Tutorial 36 4
- Total Attendees & Sessions 340 21

- Total clinical consultations were 23,112 in 2023
- Prepared 2023 OHD Annual Report, Occupational Biological Exposures and Violence & Aggression in the workplace reports
- Developed and undertook an OHD / service employee satisfaction survey with hugely positive feedback
- Undertook health surveillance of Keystone Eye examinations for 227 risk based VDU workers
- Developed & delivered tool box training for immediate burn management for catering & household staff, 67 staff received this training across 9 locations in 2023
- SIVUH OHD achieved >90% DIME compliance for NCHD verification of medical and immunisation clearance; significantly above the national average
- Supported the IP&C team, Public Health & Outbreak Management team in Invasive Group A Streptococcal management
- Participated in the SSWHG - SIVUH Influenza Vaccination Plan & Winter Vaccination Campaign
- Developed OH SOP for the PPHA clearance process informing recruiting managers
- Developed SOP for ABM Contract Cleaners accessing Hepatitis B vaccination in OHD
- 10 OHD PPPGs updated, reviewed and approved in 2023
- Actively participated on SIVUH committee for health & wellbeing and supported initiatives
- Participated in collaborative Health & Safety initiative outlining the role and services available to SIVUH staff
- Provide SIVUH HCWs with COVID-19 advice on isolation dates; only OH service providing this service nationally
- Measured and achieved OH Key Performance Indicators for 2023.

Occupational Therapy

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

In the South Infirmary Victoria University Hospital, the occupational therapists have a varied workload in Orthopaedics, ENT, Rheumatology and Plastics and provide a service to all other departments on a priority referral basis.

In 2023, the Occupational therapy department has been in existence 20 years in the South Infirmary - Victoria University Hospital.

In 2023 there were a total of 4,854 patient contacts with 1,459 new patients receiving occupational therapy input. This increase of 14% in activity levels was despite the inconsistency of staffing levels throughout the year.

Achievements

Maria Bevan, Senior Occupational therapist specialising in Hand therapy successfully completed her hand therapy fellowship from the US and was awarded the honour of becoming one of the elite group of Certified hand therapists in Ireland. The patients of SIVUH are very fortunate to have someone of her calibre treating their upper limb injuries/ conditions.

ENT

SIVUH was selected to be the roll out site for an “early detection in head and neck Lymphoedema” project to be run in conjunction with the Irish Cancer society and Lymphoedema Ireland. This project, it is hoped, will commence in 2024, led by Aileen Ryan, certified Lymphoedema therapist/ Occupational therapy manager.

Clinics

The occupational therapy department received approval in principle to work on a waiting list initiative, subject to administration support. This initiative should commence in 2024.

Students

We had both first year and fourth year occupational therapy students from UCC in both in-patients and out-patient settings. The students experienced working with patients on the trauma orthopaedic wards and with Head and Neck cancer patients.

CPD

Accredited hand therapy courses
Positive aging
ADM

Key outcomes of 2023 Plan

The approved staffing for the department fluctuated during 2023.
Worked on a business case for a therapy led clinic in conjunction with physiotherapy (6 to fix)
Maintained student numbers.
Increases attendance at national and local CPD events.
Provided education around “restraint and how to avoid it”.
Upskilled on “assistant decision making”.

Pharmacy

Key achievements for 2023

Dispensary and distribution services

- The hospital's drugs spend was €7.17 million.
- 1800 different product lines were dispensed in 2023.
- The department was involved in a tender with the HSE's Health Business Services Procurement group to select a biosimilar intravenous infliximab resulting in significant savings (33%).
- The department worked with Medical and Nursing colleagues to source and provide new drug products, to enhance patient care and service provision.

Warfarin clinic

In 2023 the Warfarin Clinic transitioned from a pharmacist and General Practitioner led out-patient warfarin clinic to a fully pharmacist led out-patient warfarin clinic. The clinic operates under the supervision of a Consultant Haematologist.

National Cancer Information System (NCIS)

- SIVUH went live with NCIS in Feb 2023. After 12 months 44% of patients prescribed Systemic Anti Cancer Therapy (SACT) in SIVUH were live on NCIS i.e. 60 patients, and 30 NCIS patients had completed their treatment.
- The number of regimes that can be prescribed on NCIS grew steadily over the year
- Training and support was provided to Pharmacy, Nursing, Medical and Clerical personnel and is ongoing

Aseptic compounding and clinical oncology service

- 4,300 SACT items were clinically reviewed and dispensed by the Pharmacy Department in 2023. This is an increase from 3,700 items in 2022.
- The demand for the in-house preparation of monoclonal antibody infusions and injections has dramatically increased from 808 doses in 2022 and 1,131 doses in 2023

Pre-Admission assessment - medication reconciliation

A pharmacist conducts a medication reconciliation on all elective hip, knee and back patients prior to surgery. Over 750 patients were pre-assessed by a pharmacist prior to surgery in 2023.

Medication Safety

- The Pharmacy Department worked with the Medication Safety Committee to implement a number of medication safety initiatives, including the introduction of the multi-model pain pathway for acute post-procedural pain and the introduction of the red high risk drug boxes for vancomycin and gentamicin.
- A 0.55 WTE Senior Medication Safety Pharmacist post was approved and filled.
- A Medication Safety Pharmacist reviews all medication incident reports. In 2023 152 medication incident reports were reviewed.
- 413 patients on direct oral anticoagulants or treatment/ therapeutic doses of low molecular weight heparins were clinically reviewed by a pharmacist.
- The Pharmacy Department's internet page facilitates access to Pharmacy guidelines on personal devices via a [QR code](#). The QR code and the internet page was launched in November 2023

Drugs and Therapeutics Committee

The committee reviewed and discussed 12 medication audits, approved 4 new medications for use in SIVUH, approved 2 compassionate access/ expanded access programmes for Oncology patients and approved expanded access to 5 previously approved medications. The committee also approved 3 CPAs, 34 PPPGs and 8 NCIS documents.

HIQA inspection

In April 2023 HIQA conducted an announced inspection focused on five of the eight themes of the National Standards for Safer Better Healthcare. The inspection focused in particular, on four key areas of known harm i.e. infection prevention and control, medication safety, the deteriorating patient and transitions of care. The report was positive.

Quality & Risk Management Department

The Quality and Risk Management Department (QRMD) supports the hospital in its commitment to deliver high quality safe and effective patient care. QRMD does this through the application of the HSE Incident Management Framework, HSE Integrated Risk Management policy, the Health Information and Quality Authority's (HIQA) National Standards for Safer Better Healthcare (2012) and the application of National Clinical Guidelines.

Corporate Risk Register

The Corporate Risk Register for the hospital encompasses both the clinical and non-clinical risks that can have an impact on the delivery of services. The QRMD manages the Corporate Risk Register, ensuring that risks are updated regularly so that the Executive Management Board (EMB) and Board of Directors (BOD) have a high-level overview of the organisation's risk status at a particular point in time. The management of risks is central to planning, decision-making, prioritisation, and resource allocation so that the risks to Patients, Staff members and service delivery are either managed, minimised or eliminated.

The corporate risk register is submitted to the South/South West Hospital Group (S/SWHG) Management Team quarterly for review and escalated at scheduled performance meetings.

Incident Reporting

In 2023 a total of 1,389 National Incident Report Forms were received, logged and reviewed by the QRMD. 721 (51.9%) were non clinical and 661 (48.09%) were clinical.

The highest reported incident for 2023 related to Clinical Care with 668 incidents of which 3 were categorised as Serious Reportable Events (SREs). SRE's are a defined subset of incidents which are either serious or that should not occur if the available preventable measures have been effectively implemented.

All reported incidents were entered onto the National Incident Management System (NIMS) database. NIMS is the principal source of national data on incident and claim activity for the Irish Health Service. This system is monitored by the State Claims Agency (SCA) and the Health Service Executive (HSE).

The QRMD is committed to learning and improvement from patient safety incidents and engages with departmental heads in relation to incidents reported from their area and Quality improvement plans.

The following areas come under the remit of the QRMD.

Health & Safety

The Health and Safety of SIVUH staff, patients, visitors and contractors is overseen by the Health and Safety Department. The Health & Safety Department aims to support, educate and raise awareness to prevent accidents, injuries and ill health. This is achieved through the provision of onsite support and advice, ongoing training, Risk Assessments, Audit, Trend Analysis, Policy Review and update, Committee membership, incident management, application of legislation and dissemination of HSE Notifications.

All non-clinical incidents (that could have or did lead to unexpected or unintended harm, loss or damage to patient, staff, visitor, hospital property or premises, data or the environment) are followed up by the Health & Safety Department. 721 non-clinical incidents were reported in 2023.

Complaints and Positive Feedback

It is the policy of the South Infirmary-Victoria University Hospital to elicit views from patient/service users in relation to the services provided by the hospital. Any complaint will be viewed as an opportunity to continuously

improve the quality of the services that we provide, and to learn lessons so as to prevent similar occurrences in the future.

Feedback in praise of services is passed on to the individuals involved.

Data Protection

The SIVUH recognises the importance of protecting personal and confidential information in all that we do.

The SIVUH processes personal data and special category data for the provision of Healthcare Services in keeping with Data Protection legislation.

The SIVUH privacy notice sets out how we process all personal information that we generate and hold in the course of providing healthcare services. It explains what personal information we collect on data subjects as data controller, how we use it, who we share it with and the security in place to protect it. It also sets out the privacy rights that data subjects have under General Data Protection Regulation (GDPR) and Irish data protection legislation.

Freedom of Information

Under the Freedom of Information Act 2014 each person has a legal right to:

- access information held by a body to which FOI legislation applies,
- have official information relating to himself/herself amended where it is incomplete, incorrect or misleading
- obtain reasons for decisions affecting himself/herself.

Freedom of Information requests increased by 26% from 2022 to 2023 while data protection requests showed a decrease of 27% from 2022 to 2023.

	Freedom Of Information	Data Protection	Total
2020	107	81	188
2021	136	126	262
2022	169	215	384
2023	213	157	370

Compliance

The SIVUH strives to achieve compliance with all relevant standards with Management providing assurances to the Board of the actions being taken in order to achieve compliance.

The following are some of the compliance areas which are overseen by the QRMD:

- Core Governance Standards Annual Compliance Statement
- Board and Corporate Governance Requirements - HSE
- 6 Principles of Charities Governance Code (Charities Regulatory Authority).
- Oversight/Board membership/Modern Governance Principles - HIQA

2023 HIQA Inspection

On 25th and 26th April 2023 HIQA carried out an announced inspection of South Infirmary Victoria University Hospital to assess compliance with national standards from the National Standards for Safer Better Healthcare.

The inspection focused on four areas of known harm — infection prevention and control, medication safety, deteriorating patient and transitions of care.

During the inspection, inspectors:

- spoke with people who used the service to ascertain their experiences of the service
- spoke with staff and management to find out how they planned, delivered and monitored the service provided to people who received care and treatment in the hospital
- observed care being delivered, interactions with people who used the service and other activities to see if it reflected what people told inspectors
- reviewed documents to see if appropriate records were kept and that they reflected practice observed and what people told inspectors.

Overall, the hospital was judged to be:

- compliant in one national standard
- substantially compliant in eight national standards
- partially compliant in two national standards (2.7, 6.1).

Standard 2.7: Healthcare is provided in a physical environment which supports the delivery of high quality, safe, reliable care and protects the health and welfare of service users.

Standard 6.1: Service providers plan, organise and manage their workforce to achieve the service objectives for high quality, safe and reliable healthcare.

The areas of non-compliance related to the lack of an on-site Medical Register and the increased risk of health care associated infections owing to our physical infrastructure. Both these matters were already known to us and were already included on our corporate risk register.

Compliance plans were put in place for the 2 areas of partial compliance. These plans are under constant review and progress updates are provided to the board at regular intervals.

The full HIQA report and compliance plans are located at: <https://www.higa.ie/areas-we-work/find-a-centre/south-infirmar-y-victoria-university-hospital>

Scheduled Care

- Inpatient Daycase & Planned Procedure Waiting List Management -

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

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

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

Summary of WL Activity 2023:

Total number of WL ENTRIES: 35,198 episode of care entries, including Public and Private Patients were added to the Elective and Planned WL.

NTPF Commissioning Insourcing and Outsourcing initiatives: 1,146 Case Authorisation Numbers (CAN) were issued, 894 for Outsourcing (procured capacity in Private hospital), 248 for Insourcing (in-house Plastics) and 3 for Insourcing Phase 4 (Orthopaedic referred to BSHC, clinically unsuitable to proceed in SIVUH).

HSE procured private hospital capacity: 8 Unique Authorisation Numbers (UAN) were issued under the HSE Access To Care (ATC) Initiative (Orthopaedic referred to BSHC, clinically unsuitable to proceed in SIVUH).

VALIDATION activity: 4,261 Public Patients were validated under a monthly Administrative Validation process facilitated by the NTPF National Central Validation Unit (NCVU). Non-Responders (12%) and patients who requested removal from the WL (8%) were followed up by SCD with the Patient and/or GP to ensure removal from the WL in a safe manner with a clear, consistent, well documented audit trail to support the removal process.

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

CAPACITY AND DEMAND Planning: Remained under continuous review to facilitate informed flexing of capacity, the identification of capacity deficits and remedial, sustainable proposed action plans. Capacity and Demand activity for full year 2023 was presented to multidisciplinary hospital staff.

Social Work

The brief of the Medical Social Work Department is to provide psycho social assessments and interventions for patients of the SIVUH, their families and significant others. It is our role as part of the Multidisciplinary team to ameliorate the impact of an episode of ill health on people's social functioning, address social issues which may have precipitated it and which may impact negatively on their condition. We advocate for our clients with the variety of Statutory and Voluntary Agencies that they come in contact with. Our current staffing is: One Principal Social Worker (PSW) and 1 Senior Medical Social Worker (SMSW) specializing in Oncology and Palliative Care

We work as part of the Multi-disciplinary team in facilitating the safe and appropriate discharge of patients who find themselves in complex and challenging social circumstances

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 are leading the introduction and co-ordination of the Assisted Decision Making Act in the SIVUH

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.

320 Patients and Families were referred to Medial Social Work in 2023.

Speech & Language Therapy

Speech and Language Therapists (SLTs) are specialists in the assessment, diagnosis and treatment of communication and swallowing disorders. We aim to enhance and support our client's communication and swallowing skills to optimise their quality of life.

As the South Infirmary-Victoria University Hospital (SIVUH) is a regional ENT and Head & Neck Oncology Centre we offer a specialist service to this client group. In addition, we provide a service to all other inpatients and outpatients within the hospital.

Departmental Activity 2023

A total of 3957 patient contacts/ appointments:

Inpatients 1456

Outpatients 2601

New 773

Returns 3184

Surgical voice restoration -unscheduled prosthesis changes 336

Key Achievements 2023

National dysphonia/Dysphagia Pathway

Due to the success of our pilot **Speech & Language Therapy led Voice And Swallow Clinic** for routine ENT referrals which ran throughout 2022 we were chosen as a site for the National Dysphonia Dysphagia Modernised care pathway. This model has been proven to reduce ENT waiting times and free up ORL-HNS capacity to see high-priority referrals. Within this model, SLT removed 9% of patients from the general ENT waiting lists. In 2023, 92% of these patients removed from the ENT waitlist were managed solely by SLT and discharged back to their GP. In addition, we reduced the waiting time from 4 years to 4 months.

Advanced Practice SLT Led Clinic

In October 2023, the SLT department trialled an advanced practice pilot clinic to further look at reducing general ENT waiting lists. This pilot differed from the National Modernised Dysphonia/ Dysphagia waitlist initiative in that patients were triaged as 'urgent' and the inclusion/exclusion criteria included higher-risk patients, for example, smoking/alcohol history. The initiative was successful from a waitlist perspective, with a 6% reduction in breach waitlists. In addition, from this group (71%) of patients were discharged directly from the ENT waitlist.

Introduction of Eating and Drinking with Acknowledged Risk (EDAR) Policy

A hospital-wide Eating and Drink Eating and Drinking with Acknowledged Risk (EDAR) pathway was devised by the SLT department and successfully piloted with Head & Neck Oncology patients.

Education

Specialist FEES training for SLTs, we expanded our role for SLTs nationally to obtain competencies in FEES by providing a secondment opportunity to regional colleagues to obtain FEES competencies under the direction of the SLTs in the SIVUH.

Continued our role in practice education of undergraduate SLT students in conjunction with UCC

Lecturing in specialist areas to both undergraduate and master programs in NUIs.

Oral and poster presentations at the Irish Head & Neck Society Conference.

Research projects undertaken in 2023:

Navigating the Irish Healthcare from a Laryngectomy Perspective.

Feasibility Study with colleagues in Dietetics for a Head & Neck Oncology Survivorship clinic.

Early swallow outcomes after Radiotherapy.

Quality initiatives

Three Survivorship Laryngectomy groups were held.

Lean initiatives in the patient pathway process.

Lean initiatives in Departmental processes, with the aim to become paperless.

Reception

Main Reception is the first point of contact for Patients, Visitors and Staff who arrive at the Hospital. This contact is both in person and over the phone, which makes it a very busy area of the Hospital.

General Duties at Reception:

- Reception duties include answering the Hospital's main switchboard, which has 600 extensions and 30 lines, dealing with large volumes of calls, a large variety of queries and transferring these to the relevant Department or personnel.
- Dealing with patient queries, such as appointments, both out-patient and surgery dates, and also pre-op queries
- Enquiries for all hospital departments.
- Calls to wards, checking on current inpatients and post-op queries.
- Calls for ENT NCHD on call from other hospitals and GP's in the Cork and Kerry region.
- Calls for Consultants - which is Consultant to Consultant based.
- Calls for Dermatology consults, SIVUH is the Regional Centre for Dermatology.
- Calls for SATU from the Munster region from GP's, Gardaí and victims themselves, which provides a 24 on call service.
- Reception provides help to any Department or Theatre in an emergency to contact staff.
- Contacting on call staff out of hours, i.e. Radiographer, Theatre, Physiotherapy or Priest on call.
- Reception also books taxis for Hospital related business and recording the information for the Accounts Department as follows;
 - Patients going to other Hospitals for appointments/procedures, and going to Nursing Homes for respite, approval is needed for destinations outside of the city boundaries.
 - Staff attending meetings off-site
 - Consultants/NCHD's attending clinics in other Hospitals
 - Sending specimens to the correct labs out of hours - CUH, Mercy and Blood Bank.
- Reception also ring Taxis for the public that are finished appointments etc. as a courtesy.
- Reception is the first point of contact with the public.
- Providing directions to Clinics, Wards and other Departments
- Dealing with patients that are nervous and stressed about their visit, that require compassion and patience to help and support the patient.
- Dealing with emergency alarms which are situated at Reception: the main fire alarm panel by contacting ERT to investigate, BOC gas alarm, Medical Air alarm and alarm for fire escape on Level 2, in case someone gets locked out, and contacting the relevant personnel upon activation.
- Ringing Irish Lift Services, when a lift is out of order.
- Carrying out Cardiac Test on emergency bleeps, ensuring all are working and respond accordingly.
- Out of hours admissions
- Contacting Car Park attendant for any problems with the pay station and car park.
- Contacting SATU for clients, Garda, other hospitals and GP's.
- Sending discs, charts, theatre equipment, and drugs to/from other hospitals as needed.
- Attend to any unscheduled emergency that presents to Reception and contacting the relevant personnel or activating the correct alarm - cardiac or met.
- Sending out daily on call rotas to wards and departments.
- Dealing with patient's deaths within the Hospital and following the proper procedures and policies.

Arrival of New Services in the Hospital:

- Preparing for the arrival of Ophthalmology from the CUH and Mercy Hospitals.

Consultant Medical Staff

Dr Anthony Hennessy
Dr Clare Murray

Consultant Anaesthesiologist
Consultant Anaesthesiologist

Dr Stephen Mannion
Dr Jawad Mustafa
Dr James O'Driscoll
Dr Sarah Ryan/Dr Vinnie Wall
Dr Andrew Purcell
Dr Richard Flynn

Consultant Anaesthesiologist
Consultant Anaesthesiologist
Consultant Anaesthesiologist
(Locum) Consultant Anaesthesiologist
Consultant Anaesthesiologist with SI in Pain Medicine
Locum Consultant Anaesthesiologist/Clinical Director

Dr John Bourke
Prof Michelle Murphy
Dr Lesley Ann Murphy
Dr Catherine Gleeson
Dr Mary Bennett
Dr Sally O'Shea
Dr Catherine Quinlan
Dr Oonagh Molloy
Dr Lisa Roche

Consultant Dermatologist
Consultant Dermatologist
Consultant Dermatologist
Consultant Dermatologist
Consultant Dermatologist
Consultant Dermatologist
Consultant Dermatologist
Locum Consultant Dermatologist
Locum Consultant Dermatologist

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

Consultant Otorhinolaryngologist
Khan Consultant Otorhinolaryngologist
Consultant Otorhinolaryngologist
Consultant Otorhinolaryngologist
Consultant Otorhinolaryngologist
Consultant Otorhinolaryngologist
Consultant Otorhinolaryngologist

Dr Matthew Murphy

Consultant Endocrinologist

Dr Len Harty
Dr Michael Regan

Consultant Rheumatologist
Consultant Rheumatologist

Dr Patrick McLaughlin
Dr Simon Blake
Dr Pauline Smiddy
Dr Elena Chiriac
Dr Sebastian McWilliams
Dr Sara Hayes

Consultant Radiologist
Consultant Radiologist
Consultant Radiologist
Consultant Radiologist
Consultant Radiologist
Consultant Radiologist

Mr Adrian Ireland
Ms Deirdre O'Hanlon
Mr Noel O'Brien
Mr Fuad Aftab

Consultant General Surgeon
Consultant General Surgeon
Consultant General Surgeon
Consultant General Surgeon*

Ms Sinead Fenton
Mr Anthony Cullinane
Ms Sarah Moran
Mr Zubair Idrees
Mr Eamonn O'Connell
Mr Terence McSwiney
Mr Fergus Doyle Locum

Consultant Ophthalmic Surgeon
Consultant Ophthalmic Surgeon
Consultant Ophthalmic Surgeon
Consultant Ophthalmic Surgeon
Consultant Ophthalmic Surgeon
Consultant Ophthalmic Surgeon
Consultant Ophthalmic Surgeon

Ms Jemima Dorairaj
Mr Jason Kelly
Mr Eoin O'Broin
Mr Sean T. O'Sullivan
Mr. Michael O'Shaughnessy
Mr Jim Clover
Ms Suzanne Beecher

Consultant Plastic Surgeon
Consultant Plastic Surgeon*
Consultant Plastic Surgeon*
Consultant Plastic Surgeon*
Consultant Plastic Surgeon*
Consultant Plastic Surgeon*
Consultant Plastic Surgeon*

*Not directly employed by SIVUH

Mr Chris Cotter	Consultant Oral & Maxillo Facial Surgeon*
Prof Conor Barry	Consultant Oral & Maxillo Facial Surgeon*
Mr Mark Dolan	Consultant Orthopaedic Surgeon*
Mr Pat Fleming	Consultant Orthopaedic Surgeon*
Mr Shane Guerin	Consultant Orthopaedic Surgeon*
Prof James Harty	Consultant Orthopaedic Surgeon*
Mr Padhraig O'Loughlin	Consultant Orthopaedic Surgeon*
Mr Declan Reidy	Consultant Orthopaedic Surgeon*
Mr Rehan Gul	Consultant Orthopaedic Surgeon*
Mr David Morrissey	Consultant Orthopaedic Surgeon *
Mr Colm Taylor	Consultant Orthopaedic Surgeon/Paediatrics*
Ms Sinead Boran	Consultant Orthopaedic Surgeon/Paediatrics*
Dr John Browne	Consultant in Pain Management/Anaesthesiologist*
Dr Damian Murphy	Consultant in Pain Management/Anaesthesiologist*
Dr Cormac Mullins	Consultant in Pain Management/Anaesthesiologist*
Prof Seamus O'Reilly	Consultant Medical Oncologist*
Dr Marie Murphy	Consultant Palliative Care*
Dr Terence O'Connor	Consultant Respiratory Physician*
Prof Mary Horgan	Consultant in Infectious Diseases*
Dr Arthur Jackson	Consultant Otorhinolaryngologist*
Mr Michael Harney	Consultant Otorhinolaryngologist*
Dr Derville O'Shea	Consultant Haematologist*
Dr Joan Power	Consultant Haematologist*
Vacant at present	Consultant Microbiologist*
Dr Moya McMenamin	Consultant Gynaecologist*
Dr Cathy Burke	Consultant Gynaecologist*
Dr Minna Geisler	Consultant Gynaecologist*
Dr Mudathir Abdelmaboud	Consultant Gynaecologist*
Dr Anna Durand O'Connor	Consultant Gynaecologist*
Visiting Consultants	
Prof John Gallagher	Occupational Health Physician*

*Not directly employed by SIVUH

Research and Publications

White lies? A qualitative review of internet-based vitiligo-related misinformation

Rynne R, **Murphy M**, **O'Connor C**.

JEADV Clin Pract. 2023 Dec 13.

<https://doi.org/10.1002/jvc2.339>

Pouring cold water on fake news - a qualitative review of misinformation related to burns first aid

O'Leary AM, **O'Connor C**, Gibson L, & **Murphy, M**.

Journal of Burn Care & Research. 2023 Nov 24.

<https://doi.org/10.1093/jbcr/irad188>

[Prescribing propranolol for infants at risk of anaphylaxis](#)

O'Connor C, Trujillo J, **Murphy M**.

Clin Exp Allergy. 2023; Nov;53(11):1144-1146.

<https://doi.org/10.1111/cea.14401>

[Biological and JAK inhibitor therapy outcomes for severe psoriasis in trisomy 21](#)

O'Connor C, Byrne B, **Roche D**, O'Connell G, O'Connell M, **Murphy M**, **Bourke J**, Lynch M, **Bennett M**.

J Dermatol. 2023 Oct;50(10):1339-1342

<https://doi.org/10.1111/1346-8138.16851>

[Burden of treatment in severe acne vulgaris](#)

Kiely L, **O'Connor C**, Moosa AA, Dight E, **Murphy M**.

JEADV Clin Pract. 2023 Sept; 1-3.

<https://doi.org/10.1002/jvc2.266>

Crying Wolf: A Qualitative Review of Misinformation and Conspiracy Theories in Lupus Erythematosus

Porter E, **Murphy M**, **O'Connor C**.

Lupus. 2023 May.

<https://doi.org/10.1177/09612033231174423>

Chat GPT in dermatology: progressive or problematic?

Porter E, **Murphy M**, **O'Connor C**.

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<https://doi.org/10.1111/jdv.19174>

[Think zinc: Transient nutritional deficiency related to novel maternal *SLC30A2* mutation potentially precipitated by antenatal proton pump inhibitor exposure](#)

Porter E, Molloy O, Murphy M, O'Connor C.

Clin Case Rep. 2023 Apr 17;11(4):e7213.

<https://doi.org/10.1002/ccr3.7213>

[Pooling the evidence: A review of swimming and atopic dermatitis](#)

O'Connor C, McCarthy S, Murphy M.

Pediatr Dermatol. 2023 Apr 7.

<https://doi.org/10.1111/pde.15325>

[Congenital cutaneous mastocytosis mistaken for non-accidental injury](#)

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<https://doi.org/10.1002/ped4.12370>

[#corticophobia: a review on online misinformation related to topical steroids](#)

Finnegan P, O'Connor C, Murphy M.

Exp Dermatol. 2023 Feb 2;48(2):112-115.

<https://doi.org/10.1093/ced/llac019>

[Reinventing the wheel: A review of online misinformation and conspiracy theories in urticaria](#)

Finnegan P, Murphy M, O'Connor C.

Clin Exp Allergy. 2023 Jan;53(1):118-120.

<https://doi.org/10.1111/cea.14246>

[Cystic hygroma in adults: a single-centre experience and review of the literature](#)

McInerney NJ, O'Keeffe N, **Nae A**, Morariu J, Timon C.

Ir J Med Sci. 2023 Oct;192(5):2373-2377

<https://doi.org/10.1007/s11845-022-03271-9>

[Significance of Worst Pattern of Invasion-5 in Early-Stage Oral Cavity Squamous Cell Carcinoma](#)

Mohamed S, Jawad H, **O'Sullivan R, Callanan D, Sheahan P**, Feeley L.

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<https://doi.org/10.1007/s12105-023-01571-9>

Haematoma following thyroid surgery, reducing the incidence in the face of anticoagulant and antiplatelet use

O'Keeffe NA, Timon F, McInerney N, **Nae A**, Timon C.

Ir Med J. 2023 Aug 17;116(7):812

<https://imj.ie/haematoma-following-thyroid-surgery-reducing-the-incidence-in-the-face-of-anticoagulant-antiplatelet-use/>

[Allergic rhinitis facts from an Irish paediatric population](#)

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World Journal World Journal of Otorhinolaryngology - Head and Neck Surgery, 2023;1-7.

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O'Neill RJ, Hintze J, Sharifah A, **Sheahan P** et al.

Eur Arch Otorhinolaryngol. 2023 Jul;280(7):3383-3392

<https://doi.org/10.1007/s00405-023-07937-7>

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Mobile multi-configuration clinical translational Raman system for oral cancer application

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A single infusion of intravenous lidocaine for primary headaches and trigeminal neuralgia: a retrospective analysis

Mullins CF, Fuccaro M, Pang D, Min L, Andreou AP, Lambru G.

Front Neurol. 2023 Aug 10;14:1202426.

<https://doi.org/10.3389/fneur.2023.1202426>

Radiographic lead migration in percutaneous spinal cord stimulator trials

Mullins CF, Royds J, & Al-Kaisy A.

Reg Anesth Pain Med. 2023 Jul 21: rapm-2023-104347

<https://doi.org/10.1136/rapm-2023-104347>

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:

