



## Dear Colleagues

2019 has been another busy year for TUH with many changes for the Hospital. Three large capital projects, namely the new renal unit, the day surgery unit and the paediatric OPD and Urgent care centre, are well under construction as well as smaller internal refurbishment projects all aimed at enhancing the patient environment and access.

As we approach the end of the year the Hospital is looking ahead to the New Year and beyond. As you are all aware our healthcare system is facing a period of unprecedented reform and change. The government's Sláintecare programme has signalled a fundamental redrawing of the lines around how healthcare should be delivered to patients at primary, secondary and tertiary levels nationwide.

At such an important time it is clear that we, as an organisation are clear on how we see our Hospital and the services we provide evolve. Earlier this month the Hospital launched a new five year Hospital Strategy which builds on the previous corporate services strategy. The implementation of the strategy will be a dynamic process against an ever changing external environment but it has clear timelines and responsibilities.

The plan is ambitious but it is based on a robust analysis of population trends, current and future demands for health and aligned to the anticipated policy changes under the Sláintecare programme.

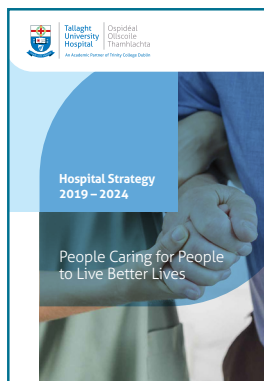
I am looking forward, with the management team to working with you, our staff, community and various stakeholders to improve the care we provide to patients both inside the Hospital and within the community we serve.

As I come towards the end of my first year as CEO I would like to thank the Local Integrated Care Committee for their support. I know as an organisation we look forward to building on the work we can achieve together as we develop a hospital without walls.

On behalf of myself and the Management Team I would like to wish you a very happy Christmas, and a peaceful new year.

Kind regards

**Lucy Nugent**  
Chief Executive  
Tallaght  
University  
Hospital



*Pictured from left to right at the launch of the new hospital strategy were from left to right Liam Dowdall, Chair of the TUH Board, Lucy Nugent, Chief Executive of TUH and Catherine Heaney, Coordinator of the Fettercairn Community Health Project and Chair of the Patient Community Advisory Council at the launch of the new five year hospital strategy*



## NPES 2019

Improving the Hospital experience for patients is at the heart of everything we do as individuals and as a collective working in an acute hospital.

**The Results of the National Patient Experience Survey (NPES) provides TUH with tangible evidence about what matters most to our patients and real practical examples of areas for improvement.**

In the 2019 NPES, over 551 patients from TUH participated in the survey resulting in a strong response rate of 43%. The majority of our patients reported positive experiences in the Hospital with 86% of patients saying they had a good or very good overall experience compared with 84% nationally.

TUH scored above the national average for questions on admissions and overall experience, whilst ratings of the other stages of care were about the same as the national average. There were three areas where patients gave significantly above average ratings. For example, many patients said that they were treated with dignity and respect in the ED and they were also given enough privacy whilst being examined and treated. Most patients also reported that all staff wore their name badges.

Whilst the overall majority of our patients were happy with the services we provide there were areas identified as needing improvement.

The majority of patients gave positive ratings of cleanliness of wards and toilets or bathrooms but the Hospital scored below the national average for the two questions covering these areas. Some patients said they were offered replacement meals but TUH was below the national average for this question also. The Patient Advice & Liaison Service would like to acknowledge the support of all the staff that helped with the NPES, it would not be a success it is without this support.

# New Autism Video

A new innovative video was launched nationally in December by TUH. The video, available to healthcare workers nationally via HSEland was produced in partnership with AsIAM, Ireland's leading autism awareness charity and provides evidence based knowledge about autism for healthcare professionals' interacting with autistic children and adults in an acute hospital setting.

Commenting at the launch Sharon Larkin, Director of HR said: "We want to have a reputation for excellence in caring for autistic patients in the acute care setting at TUH. The Hospital has already adapted the environment in some of our outpatient areas, children's ED and radiology departments. This video will be an excellent tool for our staff in increasing and developing their knowledge in this area."

Nurse Tutor in CLD Geraldine Kyle said: "I was delighted to lead this initiative for TUH. As a parent of an autistic child, I have experience of health services from both sides and I really wanted to bring the learning experience into the acute hospital setting. The benefits of this video will be huge and I hope healthcare professionals can take the time out to learn from it so children and adults can benefit from the learnings it contains."

Contributors to the video came from Trinity, Aslam, TUH and CHI at Tallaght. The video was produced with the support of TUH and the Nursing and Midwifery Planning and Development Unit in the HSE. You can watch a short excerpt of it via this [link](#). The full video is approx 40 minutes and is applicable to all healthcare staff. You can view a short segment of the video via this [link](#). For queries about the programme please contact Geraldine Kyle, Registered Nurse Tutor [geraldine.kyle@tuh.ie](mailto:geraldine.kyle@tuh.ie)



Pictured from left to right Dr. Aine Connolly, Senior Clinical Neuro Psychologist, Stroke Services, TUH & Naas General Hospital; Adam Harris, Founder & Chief Executive of AsIAM; Geraldine Kyle, Nurse Tutor in the CLD and Shauna Ennis, Head of the Centre for Learning & Development at TUH

# CLEANER AIR CAMPUS

TUH are starting 2020 with the launch of the Cleaner Air Campus Policy, striving to make the Hospital a cleaner and safer environment for all. Ireland's national policy objective for tobacco control is to promote and work towards a tobacco free society by 2025.

In order to implement national policy objectives and to protect staff, patients and visitors from the harmful effects of tobacco smoke, TUH will be regulating the control of smoking and vaping on the Hospital campus.



It is expected to have two smoking shelters completed by year end.

Patient and visitors wishing to smoke/vape while on hospital grounds will be directed to use the shelter to the left of the front entrance and staff to use the shelter beside the canteen.

# Double Gold for TUH

Congratulations to the TUH Catering Dept, Nutrition & Dietetics colleagues and Healthy Ireland Committee whose impressive efforts to make us all healthier were recognised at a national award ceremony recently. The annual Irish Heart Foundation Workplace Awards held in the Gibson Hotel saw TUH collect Gold Awards in both the Active@Work and Happy Heart Healthy Eating categories only one of two organisations nationally to attain gold accreditation in both.

The awards recognise the work that has been done by staff of the hospital to create a healthier workplace environment, promoting a culture of physical activity and healthy eating.



Pictured from left to right at the awards were Mr. Tim Collins, CEO of the Irish Heart Foundation; Mairead Holland-Flynn RANP OHWB; Victoria Jones, HI lead; Karl Henry, Health & Fitness Expert; Gemma Duignan, Food & Beverage Manager; Sarah McCormack, HI National Programme Lead and Ian O'Gorman Head of Catering & Patient Food Services

# Baxter Comes to TUH

The Charlie O'Toole Day Hospital started a new initiative in recent weeks that is going down very well with both patients and staff. Baxter, a Collie / Retriever cross is visiting each Monday morning with his owner Orlaith Kenny.

Pet therapy can improve patients' wellbeing and break barriers down between patients and help to initiate conversations between patients. The initiative is being made possible by Peata a voluntary association that are experts in smile therapy! The patients are really enjoying the interaction with Baxter and staff are also enjoying his visits every Monday morning.



*Pictured from left to right are Georgina Hughes, Student Nurse; Geraldine Balestamon Staff Nurse; Orla McWilliams, Staff Nurse; Angela Smith, Health Care Assistant; Rachel Pierpoint CNM 2; Orlaith Kenny, Peata Volunteer; Baxter; Jane Hally CNM 3 and Fiona Tobin Occupational Therapist*



*Baxter hanging out with Thomas Landy and Thomas Doherty in the Charlie O'Toole Day Hospital*

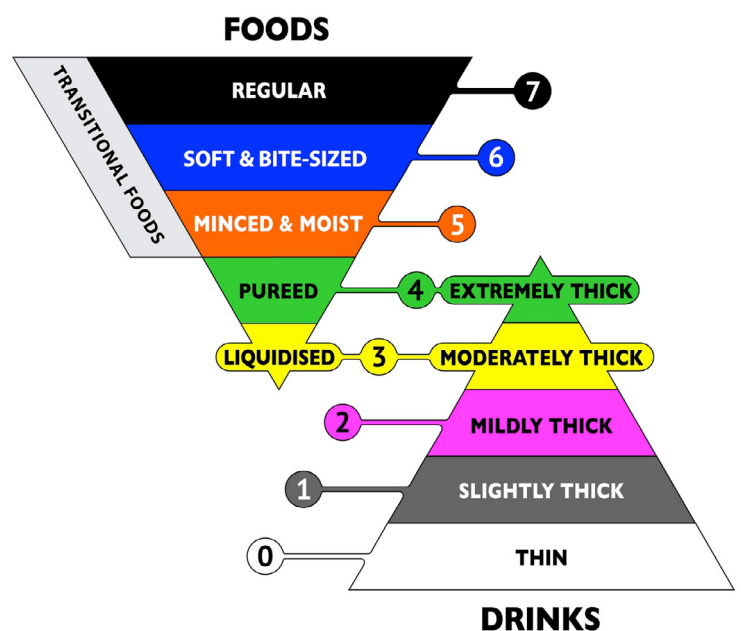
# Introduction of IDDSI Initiative

The International Dysphagia Diet Standardisation Initiative (IDDSI) is a global initiative to standardise the terminology and definitions used to describe textured modified foods and thickened liquids used for individuals with dysphagia – of all ages, in all care settings, and for all cultures.

Dysphagia is a disorder of swallowing, it can affect children and adults. The consequences of dysphagia can be serious and include chest infections, pneumonia, weight loss, malnutrition, dehydration, choking, poor quality of life and death. One approach to managing dysphagia is to change the consistency of food and fluids.

Changing the consistency allows food and fluids to be more easily controlled and manipulated by the person with dysphagia, to help with safer and easier swallowing of food and fluids.

The IDDSI framework will help reduce the significant adverse health outcomes often associated with miscommunication and confusion regarding modified diet textures and fluid consistencies. Endorsed jointly by the HSE, the Irish Association of Speech & Language Therapists and the Irish Nutrition & Dietetic Institute, the national implementation of the IDDSI framework has started in TUH and will continue until April 2020.



Copyright: The International Dysphagia Diet Standardisation Initiative 2016 @<https://iddsi.org/framework>



## Health Care Workers Hands

The hands of health care workers have a particularly high risk for skin problems due to the need for frequent handwashing, hand sanitising and glove wearing.

The continuous wetting and drying associated with handwashing also removes protective lipids from the skin barrier, making the skin less pliable and more prone to cracks and fissures. Handwashing is widely recognised as the most important method of preventing hospital acquired infections and one of the most important tools in preventing the spread of infection.

Do not ignore symptoms of hand dermatitis (hand eczema). Regularly check your skin for early signs of dermatitis which are **DRYNESS, ITCHING, REDNESS** which can develop into flaking, scaling, cracks and blisters. Do not wait until your hands are in bad condition, inform your manager and occupational health department if you think you may have dermatitis. Moisturise hands regularly, especially at start of shift, break times after work and before bed. The most effective moisturisers are the ones with a high oil content like ointments and creams.

## New Nursing Uniforms at TUH

Following on from the name change of the Hospital and after 21 years, new uniforms for Registered Nurses and Health Care Assistants were commissioned and have rolled out across the campus.

A committee representing all nursing grades agreed a contemporary nursing uniform that reflects the professional values of the nursing service. The undergraduate general student nurse uniform features a TUH logo along with a Trinity College Dublin logo. The Combined Children's & General Programme undergraduate student nurse uniform includes a NCH logo along with a TUH and Trinity College Dublin logo.

The uniform decoder for all staff members is in the process of being updated on the quality boards at ward level. This is to assist patients and families to recognise the multiple uniforms they come across in hospital.

### DATE FOR THE DIARY



Planning your diary for 2020? Please note Saturday, February 29<sup>th</sup> for the annual GP Study Day. Further details to come early in January.

Date	Course Details	Booking Information
05.02.2020	<b>Anaphylaxis for Healthcare Professionals Target Audience</b> This programme is suitable for healthcare professionals who may administer Adrenaline/Epinephrine under medicine protocol. Time: 8:30am – 12:30pm Venue: The Centre for Learning & Development, TUH Cost: €55	<a href="http://www.hseland.ie">www.hseland.ie</a> (select TUH Catalogue to enrol on programme) or <a href="mailto:Learningstation@tuh.ie">Learningstation@tuh.ie</a> Enquiries - <a href="mailto:Geraldine.kyle@tuh.ie">Geraldine.kyle@tuh.ie</a>
07.01.2020	<b>Venepuncture &amp; Peripheral Venous Access Device (PVAD) Insertion</b> (HSELand eLearning programme to be completed prior to attending) Time: 10:30am – 12:30pm Venue: Two Rock Clinical Skills Lab – CLD Facilitator : Clodagh McLoughlin Cost: €50	<a href="http://www.hseland.ie">www.hseland.ie</a> (select TUH Catalogue to enrol on programme) or <a href="mailto:Learningstation@tuh.ie">Learningstation@tuh.ie</a> Enquiries – <a href="mailto:clodagh.mcloughlin@tuh.ie">clodagh.mcloughlin@tuh.ie</a>
18.02.2020	<b>Venepuncture &amp; Peripheral Venous Access Device (PVAD) Insertion</b> (HSELand eLearning programme to be completed prior to attending) Time: 10:30am – 12:30pm Venue: Two Rock Clinical Skills Lab – CLD Facilitator: Clodagh McLoughlin Cost: €50	<a href="http://www.hseland.ie">www.hseland.ie</a> (select TUH Catalogue to enrol on programme) or <a href="mailto:Learningstation@tuh.ie">Learningstation@tuh.ie</a> Enquiries – <a href="mailto:clodagh.mcloughlin@tuh.ie">clodagh.mcloughlin@tuh.ie</a>
Every Friday during Term Time	<b>Grand Rounds</b> Time: 8am – 9am Venue: Trinity Lecture Theatre, CLD No booking required Weekly speaker & subject matter updates on Twitter – @CLDTallUniHosp	Enquiries - Sandra Daly 01 414 2883 <a href="mailto:Sandra.daly@tuh.ie">Sandra.daly@tuh.ie</a>

TUH regularly post programme & event information on Twitter - @CLDTallUniHosp



If you would like any more information about any articles in the Connect or have suggestions for future editions please do get in touch

Email: [GPCConnect@tuh.ie](mailto:GPCConnect@tuh.ie)