



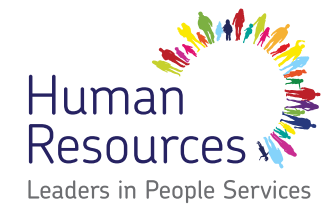
Health Service Excellence Awards 2023

Category Winners
and Finalists



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Foreward by Anne Marie Hoey HSE National Director of HR



It has been a pleasure to engage with the 2023 Health Service Excellence Awards. Our challenges as health sector workers are many but our workforce provides us with a wealth of talent and capability, and this is demonstrated in the continued success of the Health Service Excellence awards. In a time where health service leadership worldwide is embracing challenges in addressing organisational culture, workforce shortage and the adoption of new technological innovations, the calibre of this years entries demonstrates a focus on collaborative working across hospital and community services, statutory and voluntary health care services. Working in healthcare means we are all working in changing and dynamic environments. Now, more than ever, we are depended on the experience, expertise and critical skills of our colleagues in order to deliver the best pathways and care to both our service users and patients and to support the teams we all work with.

In our most recent staff survey, staff reported that they feel a sense of personal fulfilment from their job. The Employee Engagement score has significantly increased since 2021 driven by an increase in scores across all engagement quadrants, but most notably for involvement and commitment.

National HR will continue to support workplace settings where staff take ownership of issues and work together to develop and evolve new services or newer pathways to services. A shared sense of purpose and support empowers staff, both individually and collectively, to accept responsibility. The task of leaders in all sectors of healthcare provision includes supporting personal and professional development and providing an environment where improvement efforts can thrive.

Our staff, have the skills, the confidence, and the knowledge to drive and transform our services, as evidenced by the projects that are Finalists in this year's Awards.

With congratulations to the Finalists and to the Category Winners in the 2023 Health Service Excellence Awards.



Thanks to all who assisted with the 2023 Health Service Excellence Awards and to those who joined the process at various stages, without whose support the Awards would not have progressed
- **Marie O'Sullivan and Caroline Smith, Project Managers**

Message from Bernard Gloster Chief Executive Officer



As CEO of the HSE I am committed to overseeing significant improvements in our health service. As you are aware, I have set challenges in three action areas; Access; Timely Implementation and Building Public Confidence in our services.

Access is about providing health and social care services to those who need it in a safe, efficient, co-ordinated way. Everything that we do is focused on what is best for our patients. I want a health service that Implements Policy and delivers in a timely fashion for the public that we all serve and in doing so we will help to achieve the third challenge that I have set which is Public Confidence.

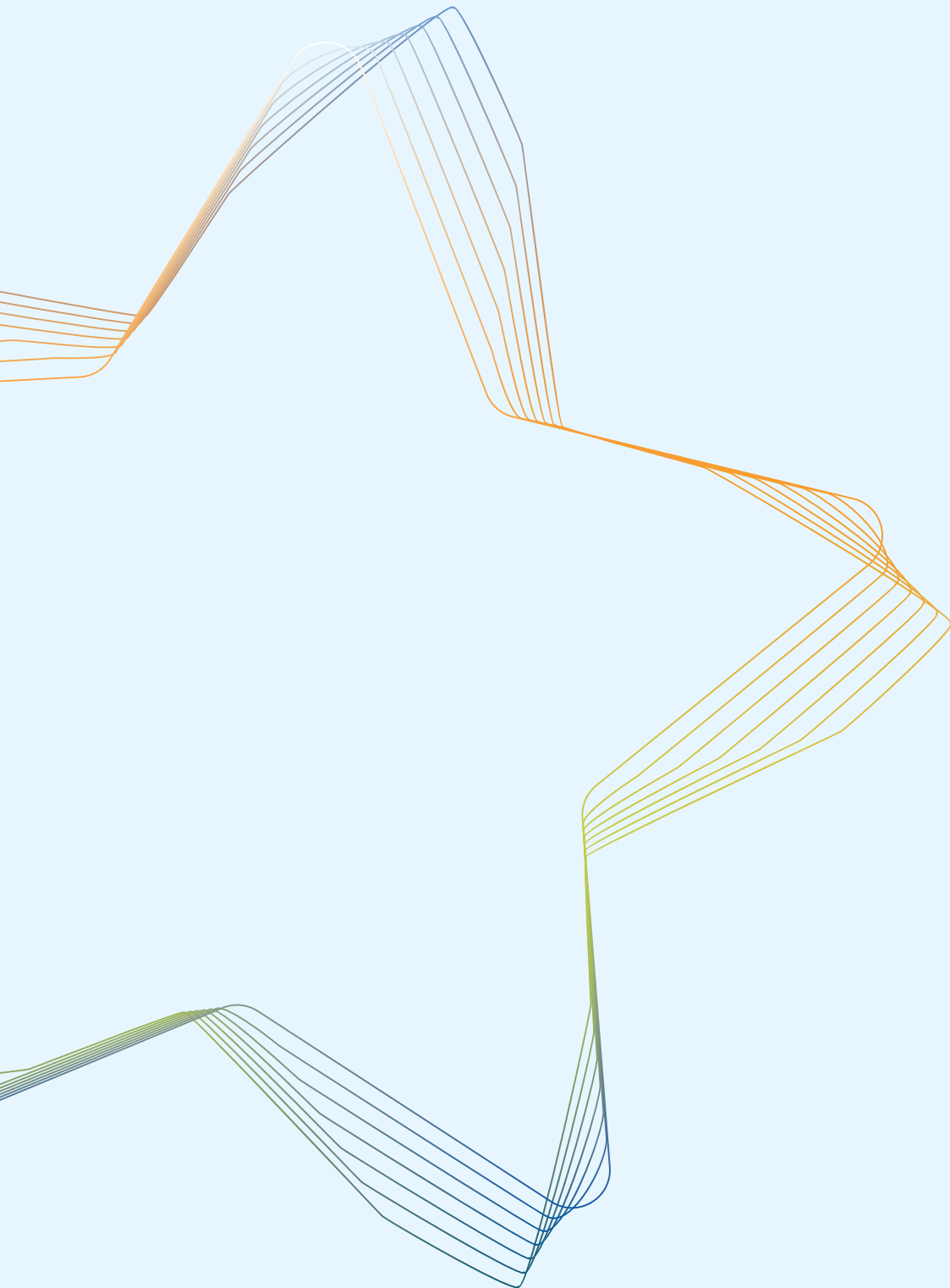
As the new Health Regions are established this will bring new and evolving structures which, on their own, will not deliver the required change. We need to collectively generate a new focus on collaborative delivery; a focus that involves the sharing of ideas, innovations, lessons learnt and resources; a focus that defers to patients' and service users' needs instead of administrative boundaries and one that acknowledges and celebrates successes. These Health Service Excellence awards serve as a reminder that our collective pursuit of health excellence touches many facets of people's lives, we must always retain our public service ethos and values in everything we do.

The initiatives from the Finalists in this year's Awards demonstrate how teams in the health service can effectively collaborate on delivering valuable projects that embrace important areas of Care, Culture, Governance and eHealth.

As we honour the recipients of the Health Excellence Awards tonight, let us also remember that the journey towards health excellence is an ongoing one. It is a journey that requires openness to change, continuous listening and learning, and an unwavering commitment to delivering for our patients.

In closing, I want to extend my heartfelt congratulations to all the awardees. Your contributions to health excellence have made a difference for patients, service users, colleagues and our fellow citizens and for that, we thank you. Let this evening serve as a source of celebration and inspiration for innovation and collaboration in the months and years ahead.

I would like to offer my congratulations and continued success to the Finalists and to the Category Winners in the 2023 Health Service Excellence Awards.



Health Service Excellence Awards 2023

2023

Category Winners

Category Winner

Engaging a Digital Solution



Name of Healthcare Setting:

Older Person and Digital Health Team CHO1

Location:

CHO Area 1

Name of Project Lead:

Aislinn Gannon

Role:

General Manager

Email:

aislinn.gannon@hse.ie

Name of Manager/Sponsor:

Frank Morrison

Project Title

Community Healthcare Bed Utilisation Application

Project Summary

CHOs required a comprehensive and detailed picture of the current use and occupancy rates of hospital beds, to optimise and better manage their availability for medical care and hospitalisation. This project delivered an app that rapidly provided that capability in an integrated and innovative way.

Selection Panel Comments

Excellent project delivering efficiencies for the Health Service, improving patient flow and delivered with exceptional value for the HSE. Well done!



Category Winner

Excellence in Quality & Patient Safety



Name of Healthcare Setting:

Childrens Health Ireland, Crumlin

Location:

Children's Hospital Group

Name of Project Lead:

Wesley Mulcahy

Role:

Complex Care Coordinator 22q

Email:

wesley.mulcahy@olchc.ie

Name of Manager/Sponsor:

Dr. Suzanne Kelleher

Project Title

Complex Care Coordination - Transferable Model of Care for Rare Disease

Project Summary

Complex care coordination undertaken for paediatric patients with 22q11 Deletion Syndrome. This involves integrating and coordinating medical, developmental and psychosocial services to ensure holistic care for the individual – key considerations:

- Multidisciplinary Approach
- Individualized Care Planning
- Continuity of Care:
- Regular Follow-Up
- Care Transitions
- Addressing Psychosocial Needs
- Advocacy:
- Family-Centred
- Education
- Research and Innovation

Selection Panel Comments

This project delivered a comprehensive, targeted and seamless pathway from initiation to implementation. Public Patient Involvement was a fundamental principle of this service and there was a specific approach to manage transition from Child Health Service Provision to Adult Services within specific timeframes to ensure smooth handover within services. The project team demonstrated excellent horizontal leadership, demonstrating team work, collaboration and shared decision making. The project team were energetic, enthusiastic and had significant pride in their work and Patient registry for research and anticipated healthcare needs have been developed.



Category Winner

Improving Patient Experience



Name of Healthcare Setting:

University Maternity Hospital Limerick

Location:

UL Hospitals Group

Name of Project Lead:

Maria Gibbons

Role:

Advanced Midwife Practitioner

Email:

maria.gibbons@hse.ie

Name of Manager/Sponsor:

Eileen Ronan Director of Midwifery

Project Title

Development of a postnatal Multidisciplinary Team (MDT) Clinic to support women following a traumatic birth experience: The Lavender Clinic

Project Summary

The Lavender clinic is a screening, assessment and early intervention service for women at risk of or experiencing Post traumatic stress symptoms related to birth. It is a MDT, collaborative clinic facilitated by an Advanced Midwife Practitioner (AMP), a Consultant Psychiatrist or Registrar in psychiatry, An Obstetric Consultant and clinical specialist physiotherapy. The clinic is located off-site in a Primary Care Centre.

Selection Panel Comments

The appropriately named Lavender Clinic provides a very empathic and supportive multidisciplinary response to mothers and their partners who have recently experienced a traumatic birth. The clinic is located offsite, away from where the trauma was experienced. Empathy, care and compassion radiate from this service, benefiting the mother and partner and also contributing to planning of future pregnancies, without the impact of unresolved trauma.



Category Winner

Innovation in Service Delivery



Name of Healthcare Setting:

South/South West Hospital Group (SSWHG)

Location:

South/SouthWest Hospitals Group

Name of Project Lead:

Prof Mark Corrigan Transforming Theatre Clinical (TTP) Lead SSWHG. 2. Ms Grace Reidy Transforming Theatre Programme (TTP) Lead SSWHG

Role:

Transforming Theatre Clinical lead SSWHG /2. Transforming Theatre Programme Lead SSWHG

Email:

Mark.Corrigan@hse.ie

Name of Manager/Sponsor:

Sponsor: Professor John Higgins

Project Title

Operationalising a Perioperative Initiative across the SSWHG

Project Summary

Utilising Lean methodology, the SSWHG aligned with its 10 hospitals and relevant national programmes initiated a structured programme of theatre governance reform, data collection, communication, staff training, and quality improvement focused on perioperative services. SSWHG can now model future theatre capacity and compare with the demand of surgical waiting lists. This framework is an applicable model to any similar healthcare services.

Selection Panel Comments

This is a superb innovative project. It has already demonstrated success locally and across the South/South West Hospital Group. It is a transferrable model which could be used across the health service to optimise utilisation of our valuable resources to support access for all our patients, reducing waiting times. Through the use of Lean methodology the project demonstrated significant cost savings and has potential for further innovation..



Category Winner

Right Care Right Place Right Time



Name of Healthcare Setting:

Sligo Leitrim Mental Health Services

Location:

CHO Area 1

Name of Project Lead:

Dr Elizabeth Gethins

Role:

Consultant Psychiatrist

Email:

Elizabeth.Gethins@hse.ie

Name of Manager/Sponsor:

Maria Bailey

Project Title

Development of a Crisis Resolution Team (Mental Health)

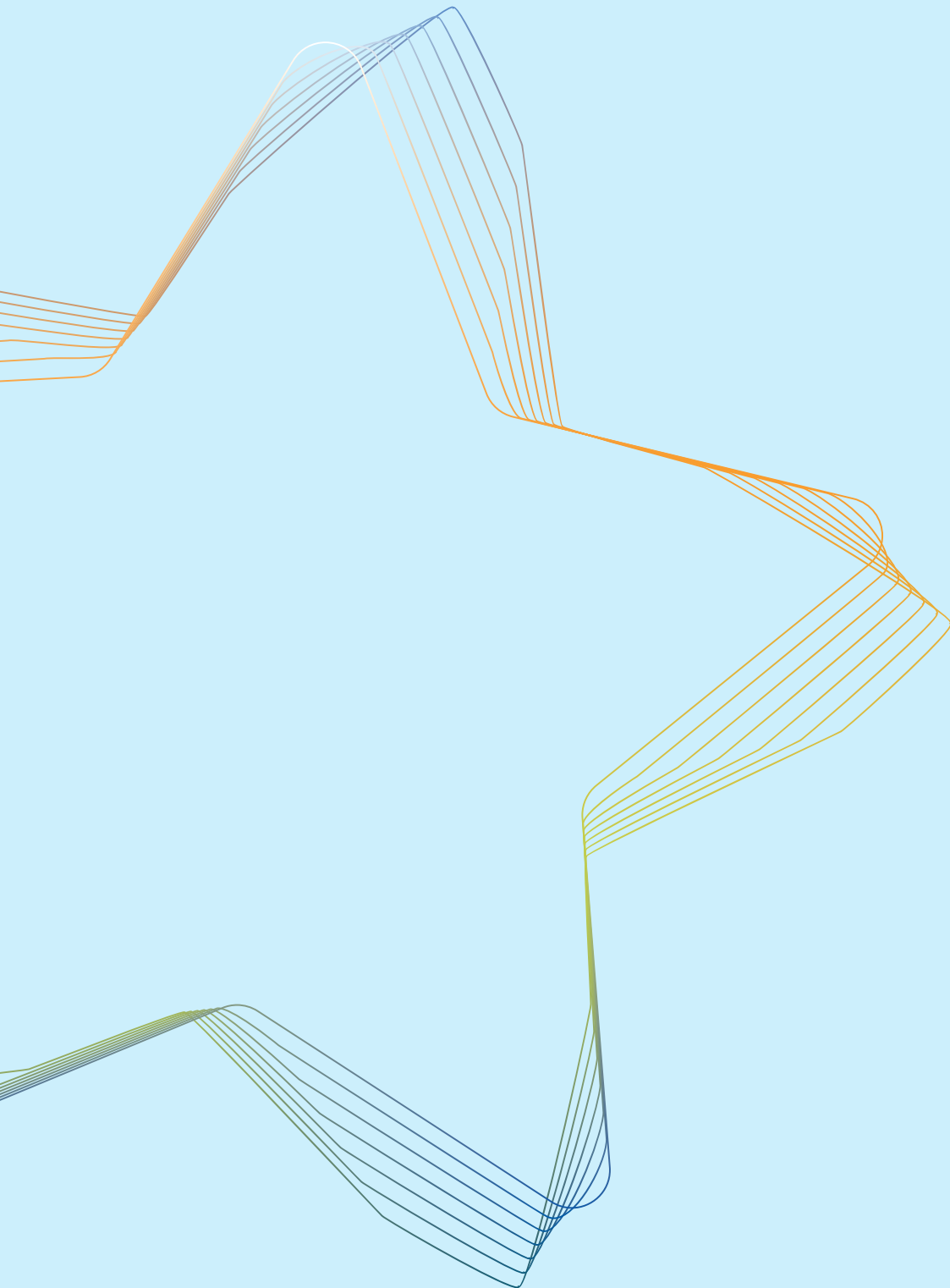
Project Summary

The development of a Crisis Resolution team as one of 5 national learning sites. Involvement was prompted by the 250% increase in Emergency Dept attendances with mental health issues, as well as ongoing pressure on mental health in-patient beds. We recognised that we needed to develop a better way of managing mental health crisis, that was service user centred, recovery focused, flexible and responsive. The service had a 'soft launch' in Dec 2022, and was open to all stakeholders for referrals early March 2023.

Selection Panel Comments

This project demonstrates just how effective healthcare professionals are when working together collaboratively as part of a team, when planning and delivering care. The aim of the project is to provide community based intensive multidisciplinary team (MDT) interventions to service users and their family, at a time of mental health crisis, as an alternative to mental health unit admission. The flexibility shown by the team in responding to the emerging needs of the project and their openness and ability to embrace change was impressive. There was demonstrable evidence of the impact of care and stakeholder engagement.





Health Service Excellence Awards 2023

2023

FINALISTS

Category:
Engaging a Digital Solution



Project Title
"Health Course Manager" National IT solution enhances quality service delivery

Location:
National Clinical Programmes

Role:
Chronic Disease Self-Management Education and Support - Office NCAGL Chronic diseasee

Healthcare Setting:
National Chronic Disease Specialist Team Hubs

Contact Person:
Margaret Humphreys

Email Address:
Margaret.Humphreys@hse.ie

Sponsor:
Dr Sarah M O Brien NCAGL Chronic Disease & Geraldine Crowley AND, Primary Care Strategy & Planning.

Summary of Project:
This project involved the design, development and implementation of an innovative National IT system, Health Course Manager (HCM) to support the delivery of chronic disease Self-Management education support (SMES) group courses. HCM is supported by the ECC, OoCIO, HSE digital and the office of NCAGL Chronic Disease.



Category:
Engaging a Digital Solution



Project Title
UL Hospitals Non Consultant Healthcare Doctors (NCHDs) App

Location:
UL Hospitals Group

Healthcare Setting:
National Doctors Training & Planning, University Limerick Hospitals Group (ULHG), HSE

Contact Person:
Mairead de Brun

Email Address:
Mairead.debrun@hse.ie

Role:
National Doctors Training & Planning Coordinator

Sponsor:
Professor Paul Burke, Chief Academic Officer, UL Hospitals

Summary of Project:
User-friendly, all-in-one app vitally supporting new and current NCHDs Serves as comprehensive information hub, ensuring easy access clinical resources, events, essential hospital information, push notifications critical reminders All this leads to more efficient processes to obtain up-to-date information, consequently benefits time efficiency NCHD employee HR/Payroll supports, Medical Council, IPC, RCPI



Category:
Engaging a Digital Solution



Project Title
Using Teletherapy platform to enhance service delivery for people living with PD.

Location:
CHO Area 8

Healthcare Setting:
Laois/Offaly Adult Community services CHO8 - incorporating Enhanced Community Care (primary and domiciliary care), physical and sensory disabilities U65s and older persons including residential settings.

Contact Person:
Aoife Carolan

Email Address:
aoife.carolan@hse.ie

Role:
Senior Speech and Language Therapist

Sponsor:
Emma Gonoud, General Manager, Older Persons, CHO8 (previously SLT Manager in Charge 111 Laois Offaly) and Mr Eamonn Keenan CHN Manager ECCN 10

Summary of Project:
Teletherapy revolutionises SLT service delivery models for people with PD. The platform empowers clients to proactively drive intervention - increasing the quality, quantity and consistency of treatment. High dose, timely, prescribed intervention is facilitated at home. Clinically, it frees up appointments and enhances efficiency. Remote, dynamic performance analysis and biofeedback optimise client outcomes.



Category:
Engaging a Digital Solution

Project Title
Introduction of Primary Care Metrics Software to the PHN service

Location:
Other

Healthcare Setting:
Public Health Nursing

Contact Person:
Sinead Lawlor

Email Address:
sinead.lawlor@hse.ie

Role:
National Practice Development Coordinator for Public health Nursing

Sponsor:
Grainne Ryan, National Lead for Public Health Nursing

Summary of Project:

In 2022, primary care metrics collection software was introduced into the Public Health Nursing service. The software manages the collection, storage and reporting of PHN activity metrics. It provides for point of care recording by the frontline staff as data entry is via desktop or mobile application.



Category:
Engaging a Digital Solution

Project Title
SOS Kilkenny Data Management System

Location:
CHO Area 5

Healthcare Setting:
SOS Kilkenny CLG

Contact Person:
Tony Murphy

Email Address:
tmurphy@soskilkenny.com

Role:
IT Manager

Sponsor:
Anne Corr

Summary of Project:

The DMS is a digital, integrated quality and risk management system, developed in-house, which centralises the personal information of the people we support, including their person centred plans and outcomes, risk assessments, complaints and safeguarding information. It promotes quality assurance, strong governance and better, safer healthcare across the organisation.



Category:
Engaging a Digital Solution

Project Title
Development and Implementation of an Insulin Management solution within an Electronic Patient Record (EPR)

Location:
Dublin Midlands Hospitals Group

Healthcare Setting:
St James's Hospital (SJH)

Contact Person:
Eimear Roche

Email Address:
eroche@stjames.ie

Role:
Informatics Pharmacist Group

Sponsor:
Dr. Niamh Phelan

Summary of Project:

This was a clinically-led, multi-disciplinary project to change inpatient Insulin management from paper to a digital solution. An iterative, collaborative process involving clinical and technical staff developed a customised solution to meet our specific patients' needs. Change management included training of 900 staff across the clinical disciplines and a "big bang" implementation over 1 day.



Category:
Engaging a Digital Solution

Project Title
A Home Support Management System for Older Persons and Disabilities

Location:
CHO Area 9

Email Address:
Richard.Commins@hse.ie

Healthcare Setting:
Cho 9 – Dublin North City & County

Role:
Financial Analyst, Contract Management Support Unit

Contact Person:
Richard Commins

Sponsor:
Michael O’Keeffe

Summary of Project:

Design, development and implementation of a digital tool to move the management of 7,500 home support clients and over €100m annual spend from six different paper and Excel/Access “databases” with no reporting capability to one consistent system managing key workflows and providing a single source of truth for management information.



Category:
Engaging a Digital Solution

Project Title
Becoming Trauma Aware – an Introduction to Psychological Trauma

Location:
CHO Area 4

Email Address:
judy.cronin@hse.ie

Healthcare Setting:
Department of Public Health - HSE South West

Role:
Health Informatics Manager

Contact Person:
Judy Cronin

Sponsor:
Dr Anne Sheahan

Summary of Project:

Cork City has established a Trauma Inter-Agency Steering Group Forum to progress Cork as the first Trauma Sensitive City in Ireland. In partnership with local agencies, we have developed an eLearning trauma awareness module on HSElanD aimed at ensuring staff members across agencies have an understanding and awareness of trauma.



Category:
Engaging a Digital Solution

Project Title
The ‘Learning to Talk’ series

Location:
CHO Area 3

Email Address:
tom.costelloe@hse.ie; kate.hayes@hse.ie

Healthcare Setting:
Mid West Community Healthcare Speech and Language Therapy (SLT)

Role:
Senior Speech and Language Therapist / SLT Manager

Contact Person:
Tom Costelloe / Kate Hayes

Sponsor:
Kate Hayes, Riona Garvey (SLT Mgr)

Summary of Project:

The ‘Learning to Talk’ series is the first of its kind in Ireland: an evidenced-based, research-driven digital resource for supporting young children’s speech, language and communication development. Series’ resources on the HSE YouTube channel can be accessed by any member of the public as well as health, social-care and early-year’s professionals



Category:
Excellence in Quality & Patient Safety



Project Title

Improve ambulance turnaround times for patients attending CUH for emergency and urgent care

Location:

South/SouthWest Hospitals Group

Email Address:

aideen.oriordan@hse.ie

Role:

Unscheduled Care Manager

Sponsor:

David Donegan CEO CUHG

Contact Person:

Aideen O’Riordan

Summary of Project:

Our initiative targeted the National KPI known as Ambulance Turnaround Times. CUH had been one of the worst performing Level 4 Hospitals in the country prior to project initiation. The project enabled a 50% reduction in the KPI, while achieving sustainable changes in ways of working, organisational perspective and culture.



Category:
Excellence in Quality & Patient Safety



Project Title

Reducing hospital associated venous thromboembolism rates in Bantry General Hospital.

Location:

South/SouthWest Hospitals Group

Email Address:

carol.walsh@hse.ie

Role:

Advanced Nurse Practitioner

Sponsor:

Carole Croke

Healthcare Setting:

Bantry General Hospital

Contact Person:

Carol Walsh

Summary of Project:

A quality improvement project (QIP) was undertaken to reduce the rates of hospital associated venous thromboembolism (HA-VTE) in BGH. The QIP focused on improving the identification of patients who were at risk for developing HA-VTE thus ensuring they could receive the appropriate prophylactic therapy.



Category:
Excellence in Quality & Patient Safety



Project Title

Establishment of Hospital Based Psycho-Oncology Team

Location:

RCSI Hospital Group

Email Address:

victorialunt@beaumont.ie

Healthcare Setting:

Beaumont Hospital/ Beaumont/RCSI Cancer Centre

Role:

Principal Clinical Psychologist in Psycho-Oncology

Contact Person:

Dr Vicky Cooper Lunt

Sponsor:

Dr Maurice Clancy
Consultant Psychiatrist with a Special Interest in Psycho-Oncology

Summary of Project:

Beaumont Hospital/RCSI Cancer Centre has been fortunate to receive funding for eight multidisciplinary posts in Psycho-Oncology from the NCCP since 2021. The team have established a patient-centred service with a wide-ranging, positive impact on patient care, mental health, and psycho-social wellbeing, as an integrated part of existing oncology services.



Category:
Excellence in Quality & Patient Safety



Project Title
March 1st 2023 -
An Extraordinary Event

Location:
IEHG

Healthcare Setting:
Wexford General Hospital

Contact Person:
Margaret McCabe-Rees and
Deirdre Mullally

Email Address:
margaretm.mccaberees@
hse.ie

Role:
QPS and Complaints

Sponsor:
Margaret McCabe-Rees and
Deirdre Mullally

Summary of Project:
This project focuses on the response of all WGH staff through the leadership, communication and management skills of key personnel to lead a team in extraordinary circumstances which resulted in the safe evacuation and reopening of Wexford General Hospital.



Category:
Excellence in Quality & Patient Safety

Project Title
Thinking Delirium- implementing education,
screening and management strategies

Location:
Other

Healthcare Setting:
Ward 3A, University Hospital
Limerick

Contact Person:
Aisling Keogh

Email Address:
aisling.keogh1@hse.ie

Role:
Clinical Nurse Manager 2

Sponsor:
Rachel Kennedy

Summary of Project:
In order to elevate our skills and knowledge in caring for patients over 75 years and those patients with dementia, we have completed a range of education and training, adapted the clinical guideline for delirium screening in the acute setting and have implemented management strategies for caring for patients at risk of delirium while an inpatient in our 25 bedded acute medical ward. We have a resulting shift in patient centered safety culture.



Category:
Excellence in Quality & Patient Safety

Project Title
National Programme for Infection Prevention
& Control Link Practitioners in Community
Services

Location:
Other

Healthcare Setting:
Community Healthcare
- Infection Prevention &
Control Nursing Teams

Contact Person:
Gwen Regan

Email Address:
gwen.regan@hse.ie

Role:
National Director of Nursing,
Infection Prevention &
Control, Community
Operations

Sponsor:
Aileen O'Brien

Summary of Project:
This project was to build capacity within services to identify IPC risk and address it promptly to protect service users and staff, all supported through a network of IPC specialist nurses



Category:

Excellence in Quality & Patient Safety

Project Title

Wellness Walkway; Putting the research into practice

Location:

West / North West Hospitals Group

Email Address:

caitrona.davey@hse.ie

Role:

Clinical Nurse Manager 3

Healthcare Setting:

Mayo University Hospital

Sponsor:

Padraig O Luanaigh

Contact Person:

Caitriona Davey

Summary of Project:

The Wellness Walkway is a 130 metre designated corridor space that patients can access to remain active during their hospital stay and complete exercise stations designed by physiotherapists, at 30 metre intervals along the walkway with wall panels illustrating different upper and lower body exercises. An ergonomically designed handrail was chosen by occupational therapists to improve the experience for those who might need support when walking. Placed beneath the exercise stations are seating areas, where large scale photographs of locations in Co. Mayo offer people an opportunity to sit alone or in the company of others. The seating was chosen by Occupational Therapists to promote ease of transfer and comfort for all users. Along the route the signage, clocks and furniture were selected in line with Dementia Friendly Hospitals from a Universal Design Approach.



Category:

Excellence in Quality & Patient Safety

Project Title

Using Accreditation to Drive Continuous Quality Improvement

Location:

CHO Area 6

Email Address:

bchapman@lauralynn.ie

Healthcare Setting:

LauraLynn, Ireland's Children's Hospice

Role:

Quality, Risk & Safety Manager

Contact Person:

Bernie Chapman

Sponsor:

Kerry McLaverty

Summary of Project:

LauraLynn, Ireland's Children's Hospice, provides specialist palliative and supportive care services to children with life limiting conditions and their families. We undertook the accreditation project to provide assurance to all our stakeholders that we were meeting our mission and standards of care while providing a vehicle for continuous quality improvement.



Category:

Excellence in Quality & Patient Safety

Project Title

Standardisation of Conscious Sedation in an Endoscopy Department

Location:

Dublin Midlands Hospital Group

Email Address:

elaine.harris3@hse.ie

Role:

Nurse Practice Development Coordinator (Assistant Director of Nursing)

Healthcare Setting:

Naas General Hospital

Contact Person:

Elaine Harris

Sponsor:

Elaine Harris

Summary of Project:

Conscious sedation (CS) improves patient's tolerance of endoscopy procedures; however, excessive CS is a leading contributor to cardio-respiratory deaths following endoscopy in high-risk patients, over 70 years of age. This project improved the quality of CS standards and patient safety. Patients had a more positive and informed CS experience.



Category:
Improving Patient Experience



Project Title
Multimedia Supports for Children and Families

Location:
CHO Area 1

Email Address:
gerard.gallagher3@hse.ie

Healthcare Setting:
Childrens Disability Service

Role:
Children's Disability Network Manager

Contact Person:
Gerard Gallagher

Sponsor:
Briege Byrne

Summary of Project:

Our team have developed a bank of Universal Strategies for common interventions and have developed short videos to support this learning. We have also developed videos for new users to explain how the model of service, assessment process, to introduce the team and building.



Category:
Improving Patient Experience



Project Title
Introducing Moulded/Piped Foods for IDDSI Level 4 Dysphagia Residents

Location:
CHO Area 7

Contact Person:
Louise O'Reilly

Healthcare Setting:
Community Healthcare - CHO & Older Persons - Community Nursing Unit (CNU) - Cherry Orchard Hospital (COH) Catering Department

Email Address:
louise.oreilly@hse.ie

Role:
Catering Manager

Sponsor:
Laura Molloy - Manager for Older Persons DSKWW - CH

Summary of Project:

Introduction of innovative ways for residents in long term residential units with swallowing difficulties to receive adequate nutrition and improve their dining experience . Residents on Level 4 IDDSI diets historically received scoops of pureed food. This initiative introduced food moulds to sculpt pureed food into shapes resembling the original item.



Category:
Improving Patient Experience



Project Title
Management of cancer treatment: transitioned from hospital to community (ANP-led)

Location:
Oncology Department, Letterkenny General Hospital

Role:
Advanced Nurse Practitioner, Oncology

Healthcare Setting:
Saolta

Sponsor:
Irish Cancer Society/ National Cancer Control Programme/Health Research Board/Office of the Nursing and Midwifery Services Director

Contact Person:
Janice Richmond

Email Address:
janicep.richmond@hse.ie

Summary of Project:

This study developed a new Advanced Nurse Practitioner (ANP)-led model of care for patients receiving Oral Anti-Cancer Medications. This radical change transitioned care from the acute oncology day unit to a community setting. This was subsequently piloted successfully in a community setting and has continued and expanded since project inception.



Category:
Improving Patient Experience

Project Title
The Roscommon University Hospital Rainbow Project

Location:
Saolta

Email Address:
rainbow.ruh@hse.ie

Healthcare Setting:
Roscommon University Hospital

Role:
Endoscopy Triage CNM2 and PALS Coordinator

Contact Person:
Michelle McDermott and Christine Rohan

Sponsor:
Ursula Morgan

Summary of Project:

The Roscommon University Hospital (RUH) Rainbow Project aims to promote an open, non-judgmental and inclusive healthcare facility for patients, staff and visitors. The project provides education and training to assist RUH Staff work affirmatively and inclusively with individuals from gender and sexually diverse communities. vices.



Category:
Improving Patient Experience

Project Title
Improving access to services for people living with type 2 diabetes

Location:
CHO Area 6

Email Address:
sarah.mcevoy@hse.ie

Healthcare Setting:
CHEast, Integrated Care Hubs

Role:
Senior Diabetes Dietitian

Contact Person:
Sarah McEvoy

Sponsor:
Ruth Sargent

Summary of Project:

Staff involved in diabetes care in the two new chronic disease hubs in CHEast came together to plan a strategy for improving services for people living with type 2 diabetes. The plan was to improve accessibility to Diabetes Self-Management Education and Support (DSMES) courses and deal with the long waiting list created due to the pandemic.



Category:
Improving Patient Experience

Project Title
Supporting patients to navigate and adapt to life after cancer

Location:
CHO Area 1

Email Address:
Clodaghm.mchugh@hse.ie

Healthcare Setting:
Cavan General Hospital

Role:
Clinical Nurse Specialist in Oncology

Contact Person:
Clodagh Mc Hugh

Sponsor:
Margaret Gilmartin

Summary of Project:

The Oncology MDT organised a support/educational day for survivors who had completed their treatment. The agenda included talks on 'Side effects of Cancer Treatments', ' Psychological impact of cancer' and a choice of workshops on Psychological/emotional impact of cancer, Diet, Exercise, Fatigue and brain fog..



Category:
Improving Patient Experience

Project Title
A flexible, responsive multidisciplinary
Movement Disorder service for Cork-Kerry

Location:
CHO Area 4

Email Address:
suzanne.timmons@hse.ie

Healthcare Setting:
Movement Disorder Service

Role:
Consultant Geriatrician

Contact Person:
Prof Suzanne Timmons

Sponsor:
Ms Finola Cronin

Summary of Project:

The Movement Disorder service moved from a once-weekly clinic to a flexible, holistic service, where patients are supported to self-manage their disease and many fixed return visits changed to a patient-responsive model with between-clinic telephone follow-ups and flexible patient-triggered scheduling, where visit frequency can be tuned up or down as needed..



Category:
Improving Patient Experience

Project Title
Churchtown Walk & Talk Group

Location:
CHO Area 6

Role:
A/Slaintecare Healthy
Communities Cord and
Churchtown Primary Care
Physiotherapist

Healthcare Setting:
Churchtown Primary Care
Centre

Sponsor:
Sophie Janik (Enhanced
Community Care Network
Manager 2) and Aisling
Heffernan (Head of service
Health & Wellbeing)

Contact Person:
Shane Lee (Health &
Wellbeing) and Dearbhaile
Oratis (Physiotherapist)

Sponsor:
Sophie Janik (Enhanced
Community Care Network
Manager 2) and Aisling
Heffernan (Head of service
Health & Wellbeing)

Email Address:
shane.lee@hse.ie

Summary of Project:

This new initiative is a collaboration between HSE Primary Care, Health & Wellbeing Services and Making Connections (local volunteer led organisation providing Befriending and Wellbeing Supports). This six week programme encourages local health care professionals and GP's to refer suitable participants (over 65yrs) who may benefit from becoming more physically active and socially connected. Two pilot groups were successfully completed between Aug - Dec 2022. This programme subsequently received HSE grant aid funding for the roll out of 6 planned walking groups for 2023 within CHO6



Category:
Improving Patient Experience

Project Title
ACDC - Accelerated Community Discharge Care-
Plan for hip fracture patients

Location:
UL Hospital Group

Email Address:
hannah.murphy4@hse.ie

Healthcare Setting:
University Hospital
Limerick- Trauma Ward

Role:
Occupational Therapist

Contact Person:
Hannah Murphy

Sponsor:
Leonora Carey

Summary of Project:

Guided by the Slaintecare vision of integrated care model, ACDC was established at UHL aiming to facilitate early and safe transition of orthogeriatric patient's direct discharge home with continuous multi-disciplinary team (MDT) input to support early community-based rehabilitation. Secondary outcome included reducing inpatient length of stay (LOS), reduced demand for inpatient rehabilitation, and compliance to the Irish Hip Fracture Standards (IHFS).



Category:
Innovation in Service Delivery



Project Title
Communication and Connection
through music group

Location:
CHO Area 5

Email Address:
sherylh.john@hse.ie

Healthcare Setting:
CAMHS North Wexford Team

Role:
Senior Speech & Language
Therapist

Contact Person:
Sheryl John

Sponsor:
Dr John Fagan (clinical lead) /
Dr Fiona Ryan

Summary of Project:

As the number of young people attending CAMHS being identified with language and communication needs increases so does the need for cost effective treatment. There is a significant relationship between music and communication and many people are interested in music. Collaboratively with Music Generations Wexford, a music group was developed.



Category:
Innovation in Service Delivery



Project Title
Early detection of cancer-related
lymphoedema for breast and
gynaecological patients.

Location:
Ireland East Hospitals
Group

Email Address:
zoeodonoghue@mater.ie

Healthcare Setting:
Mater Misericordiae
University Hospital

Role:
Senior Physiotherapist

Sponsor:
Jenny Stafford

Contact Person:
Zoe O'Donoghue

Summary of Project:

Lymphoedema is a debilitating side effect of cancer and its treatment which can significantly impact quality of life. This surveillance project provides early detection, intervention and education for breast and gynaecological cancer patients. Thus far, results have demonstrated a reduction in the incidence of lymphoedema and high patient satisfaction.es.



Category:
Innovation in Service Delivery



Project Title
Development of a Novel Specialist
Perinatal Medical Scientist
Programme.

Location:
South/SouthWest Hospitals
Group

Email Address:
Brendan.Fitzgerald@hse.ie

Healthcare Setting:
Perinatal Pathology Service,
Cork University Hospital

Role:
Consultant Perinatal
Pathologist

Contact Person:
Dr. Brendan Fitzgerald

Sponsor:
Dr. Gerry Wyse, Clinical
Director for Diagnostics,
CUH

Summary of Project:

The first specialist perinatal medical scientist role in the HSE was developed through a specifically designed local training programme. Led by consultant perinatal pathologists, medical scientists were trained in early pregnancy, placental and perinatal autopsy pathology. This allowed specialist service expansion to parents bereaved by pregnancy loss throughout our region.



Category:

Innovation in Service Delivery

Project Title

Incorporating Indirect calorimetry into Dietetic Practice in the Intensive Care

Location:

South/SouthWest Hospitals Group

Email Address:

clare.twomey@hse.ie

Healthcare Setting:

Cork University Hospital

Role:

Senior Critical Care Dietitian

Contact Person:

Clare Twomey

Sponsor:

Fiona Byrne

Summary of Project:

We are the first ICU in Ireland to introduce the use of indirect calorimetry into routine dietetic clinical practice. This allow us to provide accurate nutritional prescriptions and individualised nutrition care for our patients, improve nutritional adequacy and potentially improve patient outcomes.



Category:

Innovation in Service Delivery

Project Title

Early Inflammatory Arthritis Multidisciplinary Pathway of Care (EIAC)

Location:

South/SouthWest Hospitals Group

Email Address:

Una.Martin@hse.ie

Healthcare Setting:

Rheumatology Department, University Hospital Waterford

Role:

ANP

Sponsor:

Dr Claire Sheehy and Dr Donncha O'Gradaigh

Contact Person:

Una Martin

Summary of Project:

The EIAC was established by the rheumatology multidisciplinary team (MDT) to optimize outcomes following a new diagnosis of inflammatory arthritis. Patients identified by the rheumatologist are seen by the MDT within six weeks of diagnosis care. This reconfigured MDT led pathway facilitates early access to a holistic patient centred approach.



Category:

Innovation in Service Delivery

Project Title

North Dublin Adult emergency dental service

Location:

CHO Area 9

Email Address:

ann.cunningham3@hse.ie

Healthcare Setting:

Dental Service, Larkhill health centre

Role:

Dental Nurse

Contact Person:

Ian Caffrey

Sponsor:

Rosarii McCafferty

Summary of Project:

The aim of our project is to provide urgent and emergency dental care to adults with medical cards unable to register with a medical card dentist and refugees and asylum seekers based in CHO9 while they wait for their medical card application to be processed.



Category:

Innovation in Service Delivery

Project Title

"Joint" Collaborative - Shoulder Pathway

Location:

RCSI Hospital Group

Email Address:

rosie.quinn@hse.ie

Healthcare Setting:

Our Lady of Lourdes Hospital

Role:Clinical Specialist
Physiotherapist (Emergency -
Acute Musculoskeletal)**Contact Person:**

Rosie Quinn

Sponsor:

Niall O'Connor

Summary of Project:

A multi disciplinary collaborative across Emergency / Physiotherapy / Radiology and Radiography to expedite a timely, efficient, cost effective pathway for acute moderate / severe musculoskeletal shoulder presentations.

**Category:**

Innovation in Service Delivery

Project Title

Under 3s Screening Pathway, Speech and Language Therapy Department, Dublin North Central

Location:

CHO Area 9

Email Address:

ashley.carroll@hse.ie

Healthcare Setting:Speech and Language
Therapy Department,
Ballymun Healthcare
Facility, Dublin North
Central**Role:**Speech and Language
Therapist**Sponsor:**Iseult Macklin (Speech
and Language Therapy
Manager)**Contact Person:**

Ashley Carroll

Summary of Project:

The initiative involves carrying out screening calls with caregivers of children under three years of age one month after their referral to the service. The therapists gather information about the child's development and places the child straight onto the waiting list for the relevant parent programme if indicated.

**Category:**

Innovation in Service Delivery

Project Title

Understanding Acute Mental Health Service for Families, Supporters & Carers

Location:

CHO Area 3

Email Address:

michael.oneill8@hse.ie

Healthcare Setting:Mid West Community
Healthcare**Role:**

Mid West ARIES Manager

Contact Person:

Mike O'Neill

Sponsor:Nuala Kelly Head of Service
Mental Health**Summary of Project:**

Online 24/7 co-produced course <https://tinyurl.com/UnderstandingACMHS-UHL> providing families/supporters with everything they need to know about their loved one's admission to an acute psychiatric unit; providing clear, accurate information on admissions, MDT and treatment, care-planning, discharge planning, patient rights, information sharing and confidentiality, safety while on the unit, together with self-care tips.



Category:
Right Care, Right Time, Right Place



Project Title
Integrated heart failure service
Donegal

Location:
CHO Area 1

Email Address:
Claire.McRory@hse.ie

Healthcare Setting:
Cardiac team, Errigal CDM
hub, Donegal

Role:
Operational lead, chronic
disease management,
enhanced community care

Contact Person:
Claire McRory

Sponsor:
Maura Gillen

Summary of Project:

This service was established as Sláintecare project in 2021 to demonstrate the effectiveness of providing advanced nurse practitioner, cardiac physiologist and clinical nurse specialists in supporting GP teams in diagnosis and management of heart failure with aim to reduce hospital waiting time and admissions in line with national service development



Category:
Right Care, Right Time, Right Place



Project Title
Vision rescreening Clinics

Location:
CHO Area 9

Email Address:
duncan.rogers@hse.ie

Healthcare Setting:
Community Ophthalmology
Service

Role:
Service Lead

Contact Person:
Duncan Rogers

Sponsor:
Michelle Forde

Summary of Project:

A cohort of children who fail their vision test during school screening are held in the Community and retested by School Screening Public Health Nurses in their local area during School Holidays. Only being referred into Ophthalmology services if they fail the retest.



Category:
Right Care, Right Time, Right Place



Project Title
Bringing Eye Care to the Whole
CHO7 Community

Location:
CHO Area 7

Email Address:
candice.whitfield1@hse.ie

Healthcare Setting:
CHO7 Primary Care

Role:
Grade VIII

Contact Person:
Candice Whitfield

Sponsor:
Paula Barron

Summary of Project:

Our consultant led multidisciplinary team provide eye care in the community utilising an integrated model working with the Royal Victoria Eye and Ear Hospital. We are the first CHO to deliver the full spectrum of specialist eye care to children and adults as defined by the four Modernised Care Pathways.



Category:

Right Care, Right Time, Right Place

Project Title

Creating Dementia Inclusive Communities.

Location:

CHO Area 4

Email Address:

Dolores.McElligott@hse.ie

Healthcare Setting:

Kerry Community Work Dept

Role:

Team Leader Community Work Older Persons

Contact Person:

Dolores McElligott

Sponsor:

Caroline Doyle /Eibhlis Cahalane

Summary of Project:

Kerry Community Work Department in collaboration with the Kerry Memory Technology Resource Room and other HSE staff along with our partners in the Ngo sector, Local Authority Business & Retail Sector have over the last 5 years working towards creating dementia inclusive communities within the county to support those living with dementia in the community. Tralee is one of the first towns within the county and within the country which is becoming Dementia inclusive and other towns such as Listowel with plans under way to develop other inclusive towns in the county



Category:

Right Care, Right Time, Right Place

Project Title

Discover Recover Theatre Project- recovery & mental health awareness programme

Location:

CHO Area 5

Email Address:

Paula.Lowney@hse.ie

Healthcare Setting:

HSE Health Promotion Improvement- Wexford

Role:

Senior Health Promotion and Improvement Officer

Contact Person:

Paula Lowney

Sponsor:

Joan Ita Murphy

Summary of Project:

Live drama to create mental health awareness. Discover Recover Theatre Project- co-produced, cross-sector arts, health and education programme working to promote- recovery, mental health literacy, early recognition and intervention. Programme participants experience live theatre in community theatre spaces and educational follow-up workshops in their learning settings- Youthreach, PLC, School etc.



Category:

Right Care, Right Time, Right Place

Project Title

“Best Foot Forward” Clinic

Location:

CHO Area 9

Email Address:

angela.ferris@hse.ie

Healthcare Setting:

DNW Integrated Care Centre - “Cuan Aoibheann”, Phoenix Park

Role:

Clinical Specialist Podiatrist

Sponsor:

Gemma Brennan

Contact Person:

Angela Ferris

Summary of Project:

It was clinically observed that a relatively large proportion of patients attending diabetes specialist podiatry, smoked cigarettes and had poor glycaemic control. These are two risk factors that lend toward the debilitating and ever-feared diabetic complication, lower-limb amputation. To address these modifiable risk factors, (and therefore reduce diabetic amputation), a patient-centred, multidisciplinary clinic was established. Smoking cessation, Diabetes nursing and Diabetes Podiatry combined to provide a “one-stop-shop” for the patient, who left our service empowered to tackle their personal healthcare challenges head on, to lead with their “best foot forward”.



Category:

Right Care, Right Time, Right Place

Project Title

WellComm Active - Active Communities are Well Communities

Location:

CHO Area 4

Email Address:

wellcommactive@corksports.ie

Healthcare Setting:

Community Health

Role:

Project Lead WellComm Active

Contact Person:

Eoin Kaar

Sponsor:

Maurice O'Sullivan, Kristine Meenaghan

Summary of Project:

WellComm Active is a community health and wellbeing initiative that seeks to empower citizens to manage their own health through increased physical activity and healthy eating. The initiative's focus is on community-based projects that support healthy eating and active living, while encouraging and empowering people to live healthier independent lives. Coordinated by Cork Local Sports Partnership and supported by Cork Kerry Community Healthcare Health and Wellbeing, the aim of this initiative is to support better health and increased physical activity among key populations in Cork..



Category:

Right Care, Right Time, Right Place

Project Title

Well Baby Breastfeeding Clinic

Location:

CHO Area 2

Email Address:

sineadm.gavin@hse.ie

Healthcare Setting:

Well Baby Breastfeeding Clinic, Shantalla Health Centre, Galway

Role:

GP and Clinical Lead for the Well Baby Breastfeeding Clinic

Contact Person:

Dr Sinéad Gavin

Sponsor:

Dr Ethel Ryan and Ms Helen Martin

Summary of Project:

- First combined community and acute care breastfeeding clinic in Galway
- Joint initiative between the Departments of Paediatrics and Public Health Nursing
- Offers timely support to mothers with breastfeeding issues
- Variety of common feeding issues are assessed and treated
- Infant oral assessment +/-Frenotomy is offered if indicated



Category:

Right Care, Right Time, Right Place

Project Title

Mid West Foot Clinic, integrated multidisciplinary service for the assessment and provision of orthoses and footwear

Location:

CHO Area 3

Email Address:

sandra.caulfield1@hse.ie

Healthcare Setting:

HSE Mid West Community Healthcare

Role:

Clinical Specialist Physiotherapist & Senior Podiatrist

Contact Person:

Sandra Caulfield & Yvonne Buckley

Sponsor:

Louise Crowley

Summary of Project:

Provide an integrated pathway for the provision of orthotics and footwear in an equitable and timely manner that reduces Physiotherapy, Podiatry and Aids and Appliances waiting lists. It aims to encourage teamwork across disciplines and services in order to achieve maximum cost effectiveness while providing best quality care for patients and improved access via a single point of care.





**Health Service
Excellence
Awards
2023**

2023
APPENDICES

Appendix 1:

2023 Awards Criteria

Integration

We will assess how much your project supports team working, planning and delivering care.

Your project should show evidence of enabling and encouraging this integrated way of working. This can be in hospital, community or corporate settings.

The project should show evidence of improvements in providing care, and use of interprofessional teams.

Patient, service user, client experience

We will assess how your project impacts on quality of service, and safety and care of patients, service users and clients.

We will also assess team working for a more seamless patient pathway, and compliance with health and safety legislation.

You should identify improvements in patient experience, quality of care and patient safety.

Stakeholder engagement

We will assess how your project has created channels to consult with stakeholders. Stakeholders can include patients, service

users, staff, unions and partnerships. We will also assess the method and tools used to communicate with stakeholders.

Transferability

We will assess the potential for learning from your project, and ways it could be replicated in other parts of the health service. This includes the management approach and specific features or outcomes of the project. The project should also identify an operating process for this purpose.

Efficiency and value for money

We will assess how your project creates a streamlined approach to service delivery, and delivers increased efficiencies and resource savings. To include, if applicable, a focus on sustainability, energy and reduced waste.

It should also be demonstrated how the project is beneficial for:

- patients and service users
- saving on time, travel and need to attend healthcare facilities

Collaboration

We will assess how your project enabled teams to work together and share knowledge and experience.

This includes sharing responsibility for problem-solving and making decisions to carry out plans for better, safer healthcare.

Measurement and results

We will assess how your project measures the impact of change and/or innovation within your service. This includes details of quality improvement measurement tools and results.

Unique features

Highlight unique features of your project that may fall outside the other criteria. For example, did the project demonstrate specific measurable outcomes, creative and innovative approaches to service enhancement.

Appendix 2:

2023 Award Categories

There are five categories in the 2023 Health Services Excellence Awards:

Improving Patient Experience

Innovation in Service Delivery

Engaging a Digital Solution

Excellence in Quality & Patient Safety

And the Sláintecare sponsored Right Care, Right Time, Right Place

Improving Patient Experience

This category is for projects that demonstrated service improvements for service users -- for example enabling better patient access or better information for patients. Entrants needed to showcase the transferability of the improvements and how their initiative had other benefits including better use of resources.

Innovation in Service Delivery

The award for this category is for projects that have implemented a solution to make services better, demonstrating efficiency, sustainability and value for money. Entries should demonstrate that the project approach was integrated, innovate and used systems or technologies which help to deliver better services.

Engaging in a Digital Solution

This category identifies how we can use digital solutions to save resources whilst providing a more efficient and effective service. The projects should demonstrate how teams working collaboratively, sharing knowledge and experience, problem solving and decision making are leading us to work more effectively

Excellence in Quality & Patient Safety

The category focuses on stakeholder engagement, partnerships with colleagues and service users. The focus of this category is to demonstrate a patient focus in the design, development and evaluation of this service. The project should also identify quality and patient safety priorities and shows how the projects deliver measurable improvements and more targeted services that meets the needs of service users

Sláintecare- Right Care, Right Time Right Place

This award category highlights and celebrates resilience and innovation in the Irish Health Service with a particular focus on projects that contribute to the delivery of Sláintecare goals. Looking towards the future of innovation and integration, the award favours projects that deliver person-centred integrated care in three particular areas: care pathways and national plans and strategies; Enhanced Community Care; and Sláintecare Healthy Community Programmes, Social Inclusion, Social Prescribing and Mental Health

Appendix 3:

Acknowledgements

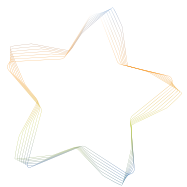
Amy Anslow	Emma Hampton	Gemma Moore	Marie Prendergast
Mark Bagnall	Rosaleen Harlin	Lorraine Murphy	Siobhan Regan
Eamonn Brady	Paul Hume	Tess O'Donovan	Eileen Ruddin
Mary Butler	Barry Hunt	Aogán O'Fearghail	Joe Ryan
Anne Marie Byrne	Declan Hynes	Marie O'Haire	Caroline Smith
Sibéal Carolan	Vera Kelly	Helen O'Neill	Margaret Stone
Lyndsey Cooke	Barry Kennelly	Amy O'Neill	John Paul Swaine
Kahlil Coyle	Aileen Killeen	Bernie O'Reilly	Elaine Tobin
Paddy Crosse	Shane Larkin	Marie O'Sullivan	Yvonne Traynor
Dolores Donegan	Roisin Lowry	Michelle O'Sullivan	Matt Walsh
Allyson Donnelly	Jessica Marcus	Thelma Pentony	Brendan Whelan
Aisling Duffy	Melissa Martin	Steve Pitman	Agnieszka Wozniak
Muriel Farrell	Fiona Mc Laren O'Brien	Frances Plunkett	
Vedran Grudenic	Sarah McLoughlin	Carmel Power	

Appendix 4: Photos from presentation days





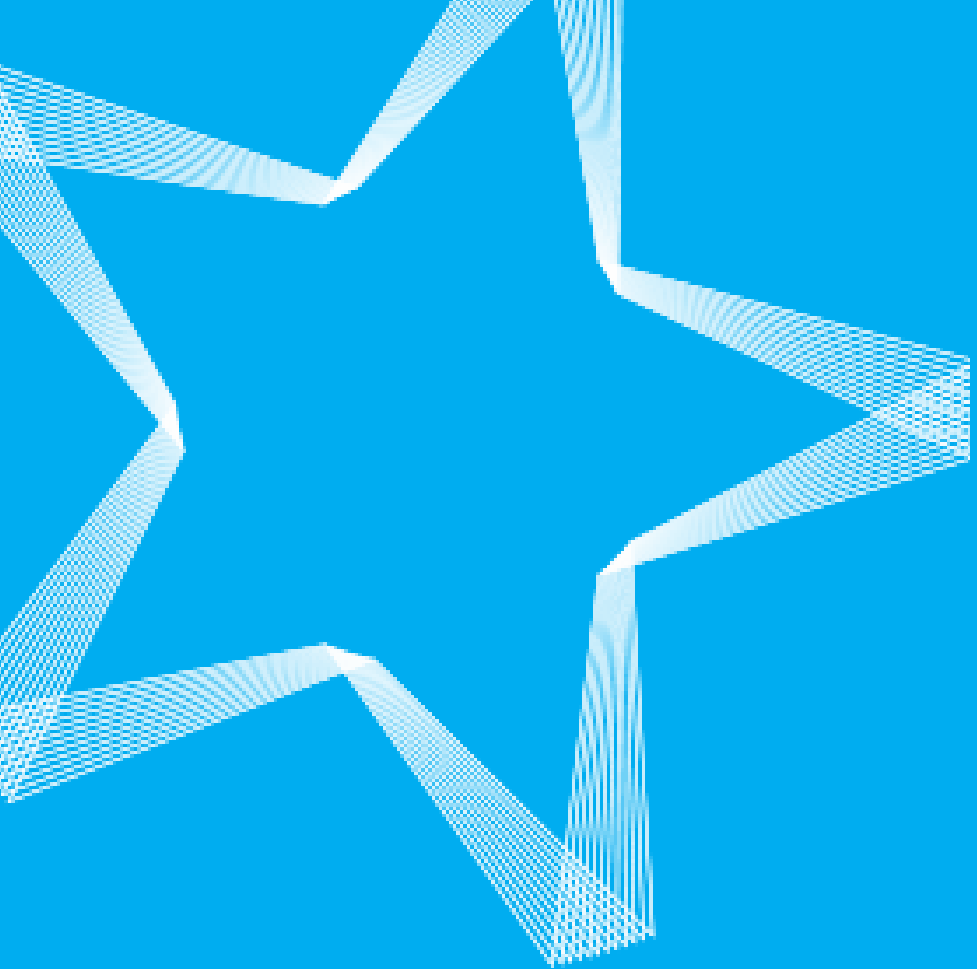












Health Service Excellence Awards 2023

