



# Health Service Excellence Awards 2020



# 2020

Category Winners and  
Commended Projects



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## Foreward by Anne Marie Hoey Chair of the 2020 Health Service Excellence Awards Steering Committee and HSE National Director of HR



It is always inspiring for me to engage with staff and to witness examples of local innovations and good practices within the health services where staff are making things better for all. The Health Services Excellence Awards are the opportunity for staff to submit local improvement projects and to share and promote the team work and innovation that is making a difference within the health care service.

This year, I am delighted to report, the call for entries to the 2020 Health Services Excellence Awards received an unprecedented 610 entries across the 7 categories – 285 from CHO Areas, 262 from the Hospital Groups and 62 from organisations that include Section 38 agencies, National Ambulance Service, Health Business Services and HSE National and Corporate Services. Of these entries 65 projects were shortlisted and invited to attend at the Selection Panel in March 2020. I would especially like to thank the 7 Local Co-Ordinators and their teams who supported the process and the members of the Selection Panels who met with the 65 shortlisted projects for their involvement.

The 2019-2024 People Strategy recognises the need to empower our staff to be resilient, to take up their leadership roles and deal with the pressures of constant change. The submissions for this year's awards are testament to the leadership and engagement of staff throughout our health service.

Engaging with and supporting our staff and teams to create an optimal work environment is central to the HR function so we can strengthen our connection with the people we serve. Harnessing the collective talents of our workforce and our local teams is the key to enhancing service delivery, engaging a newer generation of health care employees and developing leaders within all our teams. Listening carefully to the views of frontline staff and recognising their contribution in a meaningful way results in better employee experiences and better outcomes for all. From reviewing the projects submitted this year we get a sense of the important, diverse and challenging work that is happening across the organisation and the learnings and interaction within teams. Creating an environment where employees can learn and use their abilities to the fullest is important not only for the current state of our organizations, but also the future healthcare service.

Really innovative changes for the better are being delivered by front-line staff. It is very encouraging to hear their stories I would like to congratulate each of the teams that submitted their projects to the 2020 Health Service Excellence Awards, to acknowledge their Managers who supported the entries, and to especially congratulate the Category Winners and those projects that were Highly Commended and Commended by the Selection Panel.

This booklet has been compiled so that we can share these stories, showcase the submissions to the 2020 Health Service Excellence Awards and Share the Learning. COVID-19 restrictions will hamper the opportunities to hold our Share the Learning Events so I am recommending that all staff, managers and HR managers take the time to read this booklet and to engage with the projects.

## Message from Paul Reid Chief Executive Officer



The Health Service Excellence Awards have been developed to promote a sense of pride, to improve morale, encourage leadership and facilitate staff to establish their service as an exemplar. They help us to demonstrate how staff are valued for the work that they do.

I would like to acknowledge all of the staff who entered their improvement projects to the 2020 Health Service Excellence Awards. The unprecedented high level of entries this year is evidence of local leadership working collaboratively towards a common purpose, demonstrating creativity and excellence in approaching and addressing local issues and in creating a caring compassionate culture, and inspiring innovation.

I believe in engaging with and listening to the views of frontline staff and since taking up the role of CEO I have met with staff in all healthcare settings throughout the country. I am delighted that many of the initiatives I have witnessed have been entered into the 2020 Health Service Excellence Awards.

From the projects submitted, it is evident that an integrated health service in line with the Slaintecare plan is being embraced. As CEO of the HSE, I have set out three initial priorities for the HSE which are in line with the implementation of Sláintecare: These are

1. The delivery of quality and safe services
2. Transitioning to a new model of integrated care
3. Strengthening the confidence and trust in the organisation

I look forward to continued working with health services staff right across the country to achieve these priorities –and delivering a health and social care service that meets the needs of the population and attracts and retains the very best staff.

I would like to extend congratulations to all the Category Winners and to those who received Commendations.

Message from Yvonne Traynor,  
Chair of the People and Culture Committee of  
the HSE Board



As Chair of the HSE People and Culture Committee, I am delighted to congratulate the Category Winners those who received Commendations in the 2020 Health Service Excellence Awards and to applaud all who entered this year.

One of the roles of the People and Culture Committee is to drive culture throughout the health service to deliver safer better healthcare. The Committee also advises the Board of the HSE in matters which support and value the staff of the health service, engages talent and nurtures the leadership capability of individuals and teams working together.

The Health Service Excellence Award is an opportunity to showcase local innovations and acknowledge the staff involved in designing them. One key component in evaluating the projects entered is evaluating the transferability of the initiative to other services nationally.

Each of the projects entered has evidenced the HSE values of Care, Compassion, Trust and Learning and also demonstrated how teams planned and delivered interventions when and where they are needed, taking the local context into account. The People and Culture Committee is keen to support the enhancement of collaborative working relationships across the health service between professions and other stakeholders including representative bodies and regulators to improve culture.

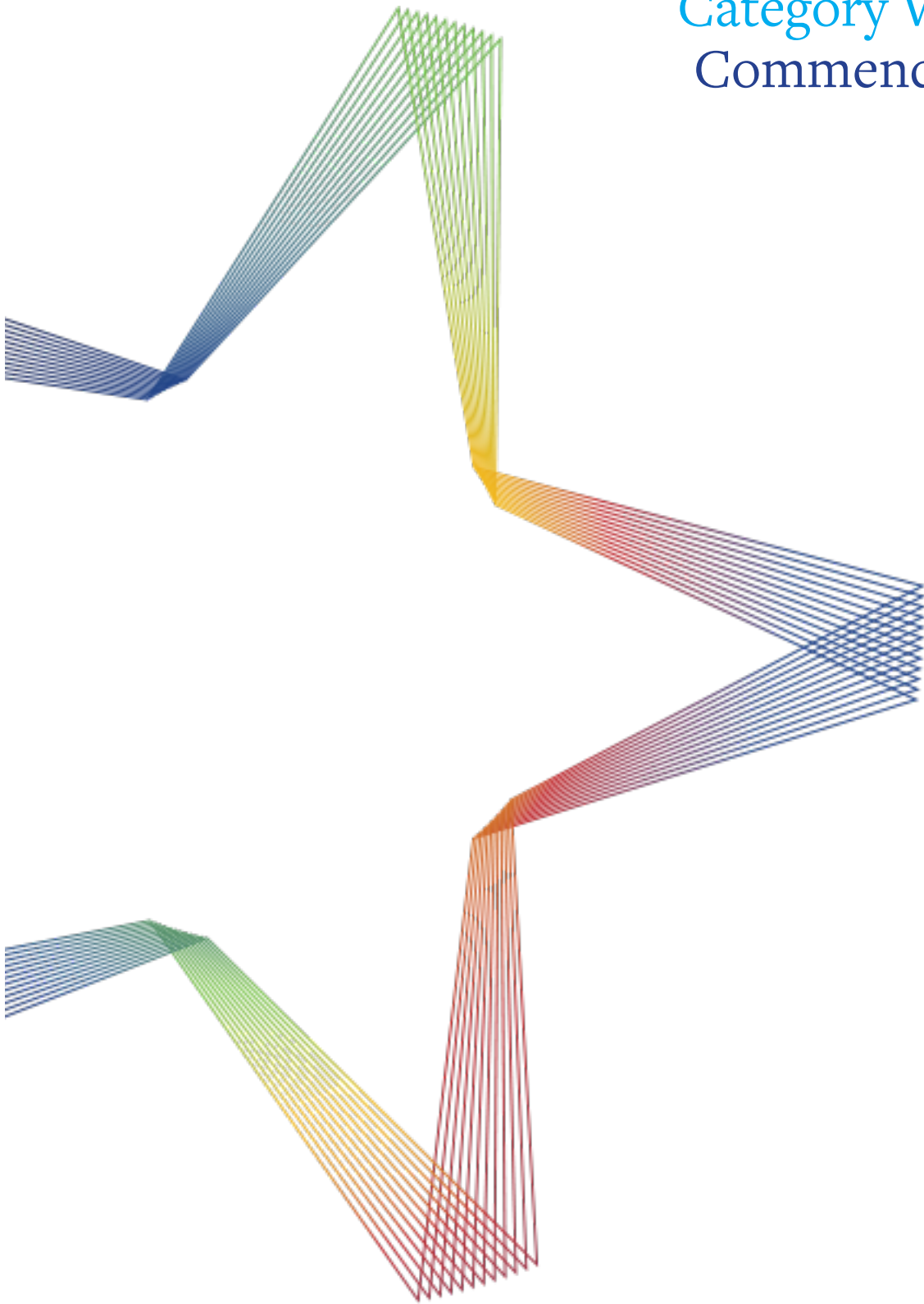
Going forward, I would encourage health services staff nationally to engage in entering the Awards competition as it is an opportunity to highlight the good work being done and also to facilitate 'sharing the learning' from local experiences.




Engaging in change is a challenge to all of us. In order to assist and enable staff to work through a change initiative the HSE has developed the '*People Needs Defining Change*' guide which is available on the HSE website. This guide is a step by step guide that will help to lead and bring about change and it provides helpful and practical advice from practitioners, leaders, service users and staff.



2020  
Category Winners and  
Commended Projects





<b>Name of Healthcare Setting:</b> Saint John of God Liffey Services	<b>Name of Manager/Sponsor:</b> Elisa Doyle	<b>Name of Healthcare Setting:</b> National Mental Health Service	<b>Email:</b> john.mccusker@hse.ie	<b>Name of Healthcare Setting:</b> Dublin South Central Mental Health Service	<b>Role:</b> Assistant Director of Nursing	<b>Name of Healthcare Setting:</b> Child & Adolescent Mental Health Services (CAMHS)	<b>Email:</b> Sharyn.Byrne@hse.ie
<b>Location:</b> Voluntary Provider (Section 38)	<b>This project was a collaboration between</b> Director - Elisa Doyle, Manager- Audrey Carroll, Coordinator- Alan Byrne, ICT - Brendan McCormack, Advocate - Aine Walsh, MDT - Zafar Iqbal, Christina Cannon.	<b>Location:</b> Corporate 	<b>Name of Manager/Sponsor:</b> Michael Ryan	<b>Location:</b> CHO Area 7 	<b>Email:</b> colin.kelly1@hse.ie	<b>Location:</b> CHO Area 2 	<b>Name of Manager/Sponsor:</b> Dr Meena O'Neill
<b>Name:</b> Sarah Gavra Boland		<b>Key Contact for Project Name:</b> John McCusker	<b>This project was a collaboration between</b> with a range of stakeholders across every CHO in Ireland	<b>Key Contact for Project Name:</b> Colin Kelly	<b>Name of Manager/Sponsor:</b> Oliver Mernagh DON / Kevin Brady Area Manager	<b>Key Contact for Project Name:</b> Dr Sharyn Byrne, Project Lead	
<b>Role:</b> Assistive Technology Coordinator		<b>Role:</b> Senior Operations Manager				<b>Role:</b> Senior Clinical Psychologist	
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Project Title

Digital platforms integrating Multimedia Advocacy to support Person-Centred Planning

Project Title

Individual Placement and Support (IPS) in the Mental Health Service

Project Title :

Raise Your Voice Choir

Project Title

The WITH project; Well-being In The Home

**Project Summary**  
In 2012 we began introducing multimedia to support total communication. We believe everyone deserves access to their information and aim to promote accessibility. We have been researching and testing systems to support our 'Person Centred Plans'. We have Co-Designed an accessible platform solution with Asperico thanks to QIC grant.

**The key features of this project are**  
Creating a transparent and accessible person-centred planning system. The aim is to put the person first through the use of multimedia and assistive technology to ensure that they have access to their plans and records in real-time.

Key feautes include

- Plan owners have accessible access to their plans, goals and actions
- Plan owners can give a circle of support access to their plans to support meaningful day and fulfil life vision.
- Delivery of transparent person-centred service based on real-time smart goal-driven data.

The plan owner can access their plans and goal tracking on their smart device using assistive technology. Multimedia supports people to express their needs and wishes in a way that focuses on their ability and allows services to communicate to service users in a way they can understand. There was substantial saving on printing and time thanks to the digitalisation of the system.

**Selection Panel Commented** that this project shows real commitment integrating person centred planning, patient engagement and demonstrated new innovative thinking and alternatives to traditional ways of communication and were impressed with the sheer determination, genuine commitment and high energy among the team.

**Project Summary**  
Individual Placement and Support (I.P.S.) is an evidence-based approach to employment for people who experience mental health difficulties. In partnership with contracted employment agencies, 28 adult community mental health and rehab and recovery teams across Ireland have Employment specialists embedded within their teams supporting participants into open market employment.

**The key features of this project are**

- 'Place and support' rather than the traditional model of 'train and place'
- Integration of an Employment Specialist as a full member of the MDT
- Partnership between HSE and another agency.
- Zero exclusion criteria for participants
- Evidence based and successful in achieving desired outcomes.
- Over 150 participants currently in competitive employment

I.P.S. champions the individual's ability to live a full and satisfying life, participating in the same roles as every other citizen while at the same time managing mental health difficulties with an appropriate level of support. It demonstrates that people who have mental health difficulties also have skills and talents. It champions integration of services and our ability to partner with non-traditional agencies to meet the needs of service users. IPS represents huge changes understanding of expected outcomes for service users in terms of access to competitive employment and the benefits this has to all aspects of life for the individual.

**The Selection Panel commented** that this project demonstrates interagency working and the benefits of evidence based initiatives. The project is a whole system approach, patient centred, and demonstrates integration, value for money and transferability of the model. The Panel noted that the project creates outcomes that are measurable and there is a clear impact for service users and society.

**Project Summary**  
Raise Your Voice Choir has up to 50 members, which is made up of services users, staff working within the mental health services and family members from all areas within CHO 7 including Psychiatry of Later Life. Under Colin Kelly's direction, the Choir gave a great performance at a Concert in the Helix Theatre on 8th October 2019 to celebrate World Mental Health Day to a full house. Appearing with the Choir were Tony Kenny and Colm Wilkinson who sang both with the Choir and solo. The Choir are planning their next projects for 2020.

**The key features of this project are**  
The key feature is getting involved. Service-users and family members and carers get to network with a host of other people within the mental health service, reducing isolation and creating a similar sense of purpose with others while raising awareness and reducing the stigma attached to ill mental health.

Doing something extra is a powerful way to make a difference in your workplace. It can help to build trust and therapeutic relationships amongst colleagues and those we care for. While breaking down the barriers of stigma in mental health.

it is also provides Service Users with a means of lifting their mood, gaining confidence, managing anxiety, sense of achievement and realising that Mental Illness does not have to define them

**Project Summary**  
The WITH project (Well-Being In The Home); a young person's guide to parental Mental Health, was developed as the first online information resource for young people in Ireland who are in the situation that their parent struggles with Mental Health. It provides information on various parental Mental Health difficulties that the young person may experience and signposts them to supports they can access. This resource was developed in recognition of the distress that some young people can experience.

**The key features of this project are**  
This is the first online resource in Ireland that directly addresses the issue of parental Mental Health and its potential impact on children and young people. It provides vital information on how the young person is not to blame, or responsible for making their parent better. Most importantly it also provides helpful links to services / supports that the children / young people can access should they become overwhelmed by distress or need to speak to a care professional. This National online resource is also providing early intervention to a vulnerable, and much neglected cohort of children and young people. This initiative reduces the stigma of such issues and allows for open dialogue for affected children / young people who have previously been 'hidden'.

\*This online resource is available YouTube by searching 'The WITH Project' or Well-being in the Home.





**Name of Healthcare Setting:**  
Clonskeagh Community Nursing Unit

**Email:**  
vandana.iqbal@hse.ie

**Location:**  
CHO Area 6

**Name:**  
Vandana Iqbal

**Role:**  
Acting Assistant Director of Nursing

**Name of Manager/Sponsor:**  
Claire Waldron (General Manager)

This project was a collaboration between all departments in Clonskeagh Community Nursing Unit including catering, Allied Health Professionals, Dementia Care Matters Team from UK and local business to raise funds and families of the residents

**Name of Healthcare Setting:**  
Linn Dara Community Eating Disorder Service - LDCEDS

**Email:**  
michelle.clifford@hse.ie

**Location:**  
CHO Area 7

**Name:**  
Dr Michelle Clifford

**Role:**  
Clinical Lead, Consultant child & Adolescent Psychiatrist

**Name of Manager/Sponsor:**  
Mr Kevin Brady, Head of Mental Health Services CHO7

This project was a collaboration between National Clinical Programme for Eating Disorders and Linn Dara Senior Management Team

**Name of Healthcare Setting:**  
St Luke's General Hospital Kilkenny

**Location:**  
Ireland East Hospitals Group

**Name:**  
Clare Kennedy

**Role:**  
Registered Advanced Midwife Practitioner

**Email:**

clare.kennedy@hse.ie

**Name of Manager/Sponsor:**  
Paula Power A/DON

This project was a collaboration between the RAMP in collaboration with members of the SLGH Maternity MDT developed the ICMS including Midwives, Obstetricians, Paediatricians, PHN's, GP's and CMS Ultrasonographer.

**Name of Healthcare Setting:**  
St. James Hospital

**Location:**  
Dublin Midlands Hospital Group

**Name:**  
Sarah Moore

**Role:**  
Clinical Specialist Physiotherapist

**Email:**  
samoore@stjames.ie

**Name of Manager/Sponsor:**  
Niamh Murphy

This project was in collaboration with Niamh Murphy, Grainne Sheill, Department of Surgery St. James' Hospital

### Project Title

**Transformation of Clonskeagh Community Nursing Unit into a butterfly home - Adapting Social Care Model.**

#### Project Summary

The Aim of the project was to transform from Medical Care Model to a Social Care Model.

The goals included improving the lived experience of people living with a dementia.

KPI's were agreed and outcomes were measured. This project received NMPDU 2018 innovation funding and was undertaken in collaboration with Dementia Care Matters Team from the UK. There four private butterfly homes in Ireland; this is the first HSE initiative.

#### The key features of this project are

This is the first HSE project to receive accreditation as a butterfly home. Since introduction, service user experience has improved and there is a reduction in incidents. All staff working in the unit participated in the Emotional Intelligence based training as Butterfly Champions and this has been empowering for staff. The project has assisted staff and families to gain an insight into dementia care increasing awareness of memory impairment and dementia. The project has improved the lived experience of people with a dementia in the unit. This project aligns with the National Dementia Care Strategy. It is a large scale Project – the facility includes 81 long stay beds and 120 staff and involves the introduction to a Social Care Model and reducing barriers. One focus for example, is on improved meal time experience with a lead into meals (creating smells offering appetizers),leading to improved appetites.

**Selection Panel Commented** that this is the first HSE community Nursing Unit Butterfly initiative and It significantly transformed the delivery of services for people living with dementia. The team showed significant drive and demonstrated 'its not what you say, it's how you make me feel' – the project showed engagement from a team that are continuing to challenge themselves



### Project Title

**Ireland's first community specialist eating disorder service for under 18's.**

#### Project Summary

Establishment of a multidisciplinary specialist team which since March 2018 has been offering accessible, evidence based, and patient centred assessments and treatments of eating disorders for children, adolescents and their families in CHO 7.

#### The key features of this project are

This project is Ireland's lead pilot in specialist community eating disorder service for children and young people as part of the implementation of the HSE Model of Care for Eating Disorders. Our service has ensured all children and adolescents in CHO 7 now equally access our multidisciplinary specialist ED team. Integrated care is prioritised with collaborative care pathways developed with community CAMHS teams, paediatric and inpatient psychiatric settings.

Input from Families are an essential resource towards supporting children and young people in recovery from an eating disorder. The service has high patient and family satisfaction rates to date, and involves collaborative development of care plans. This service enables young people to be treated while remaining at home with their families. The project has recorded a good recovery focused patient and clinician rated outcomes and a positive patient experience to date.



### Project Title

**The Integrated Community Midwifery Service (ICMS)**

#### Project Summary

The RAMP MC since registration has developed and implemented, an integrated hospital/community midwifery-led service which commenced October 2018 in SLGH Maternity service and has a team of 6 midwives funded by the NWIHP. This service provides normal risk women with suitable care pathways for their needs i.e. supported and assisted Maternity Strategy (2016).

#### The key features of this project are

The goals of the Integrated Community Midwifery Service are

- The requirement to establish a clinical a governance framework for midwifery practice.
- The implementation of the Maternity Strategy (2016) values and goals
- Providing a service to women which is women centred and holistic to women, their families and their babies.

The impetus for the introduction of the RAMP/ICMS services in SLGH maternity services in October (2018) was influenced by Service user requests. The ICMS meets the outstanding local service need, offering women, their partners and babies care provision choices and options.

Since the inception of the ICMS a 2.1% reduction in the LSCS rate in SLGH has been noted. The RAMP in conjunction with all the team members of the ICMS plan to further enhance and expand the service in 2020 after the success it experienced over the last two years.



### Project Title

**Establishing the first Prehabilitation Exercise Service for Cancer Surgery Patients**

#### Project Summary

This Pre-operative rehabilitation (prehabilitation) programme for people awaiting cancer surgery in St. James' Hospital, Dublin, is designed to get patients stronger and fitter before surgery. Daily, physiotherapy led, high intensity, aerobic, strengthening and breathing exercise classes and there is a Home-based programme for those unable to attend classes.

#### The key features of this project are

This is the only prehabilitation exercise service offered to cancer patients in a hospital in Ireland. It also offers a Virtual clinic for patients who are unable to attend the programme, Daily exercise classes offered to patients and Monthly talks by clinical lead psychologist on coping with a cancer diagnosis and leads to decrease post-operative complication rate and hospital LOS. This project was a Co-design of service with patients – listening to patients.

It also involved multi agency collaboration - led by clinical specialist physiotherapist in a National Cancer Centre in Ireland and adheres to the aims of the National Cancer Strategy, "to improve the treatment, health & wellbeing, experiences and outcomes of those living with cancer"





Category Winner  
IMPROVING OUR CHILDRENS HEALTH



**Name of Healthcare Setting:** Universal Child Health Service – All healthcare service settings delivering universal, integrated services from antenatal to child's 3rd birthday  
**Location:** National   
**Name:** Anne Parady  
**Role:** Programme Manager, Nurture Programme - Infant Health & Wellbeing

**Email:** anne.pardy@hse.ie  
**Name of Manager Sponsor:** Dr. Kevin Kelleher, AND Public Health & Child Health  
This project was a collaboration with Dr.Phil Jennings, Carmel Brennan, Child Health & Nurture Programme team, Nurture Programme Team, Conor Owens, Dr.Julie Heslin, Dr.Caroline Mason-Mohan, Ann O'Shea, Grainne Gaffney, Janet Gaynor, PHNs, CMDs, Public Health, Communications, AHPs, KHF, CES

Project Title  
The Nurture Programme – Infant Health and Wellbeing

**Project Summary**  
The programme is a quality improvement initiative designed to improve information and professional supports provided to parents during pregnancy and the first 3 years of life. It includes antenatal education standards and information, online and print resources for parents and professionals, a standardised national record and a blended-learning training programme.

**The key features of this project are**  
Children's early years impact on their lifelong health and wellbeing. This project provides parents with practical, accessible and evidence-based information to empower them to take up their role as experts in their children, giving them the best start in life. It supports professionals to deliver quality universal child health service.

This project applies evidence-based best practice to the extensive engagement with parents and professionals to ensure consistency of message and promote positive health behaviours. This was achieved through the completion of 16 Parental focus groups and online surveys (over 4000 parents responded to surveys) and staff consultation and user testing involved over 500 staff working in child health services.

Over 154,000 child health information books were distributed. Since launching, MyChild.ie has had 3.1million page views with >1million users. 14 e-learning units are available, 7489.50 hours of eLearning and 9818 hours classroom training have been completed by professionals working in child health services.

**The Selection Panel commented that** the project is a demonstration of evidenced based practice and stakeholder engagement in order to make things better for the population served.



Commended  
IMPROVING OUR CHILDRENS HEALTH



**Name of Healthcare Setting:** Primary Care (supported by Health Promotion and Improvement)  
**Location:** CHO Area 7   
**Name:** Dr Helen Ryan  
**Role:** Senior Dietitian in Primary Care  
**Email:** helen.ryan4@hse.ie  
**Name of Manager Sponsor:** Mairead Aherne (Dietitian Manager)  
This project was a collaboration between Liz Griffin, Food and Health Coordinator, South Dublin County Partnership, Public Health Nursing teams, Directors of Nursing and Assistant Directors of Nursing in Dublin South West/Kildare West Wicklow, Food and Health Peer Leaders, South Dublin County Partnership, Primary Care Dietitian Manager, Mairead Aherne and Team in Dublin South West/Kildare West Wicklow, Karen Heavey, Health Promotion & Improvement/Health & Wellbeing Manager, Margaret O'Neill, National Dietetic Lead, Strategic Planning & Transformation

Project Title  
Baby Food Made Easy - parent workshop on introducing spoon feeds

**Project Summary**  
A workshop developed and delivered by Community Dietitians who also delivered training to the facilitators to develop practical skills on spoon feeding is run monthly in four sites. The workshops are facilitated by a Public Health Nurse and a Food and Health Peer Leader from a local community development organisation. The workshops provide a cookery demonstration on preparing spoon feeds for infants at different stages. Participants receive written information, a blender, a cookbook and basic food storage equipment. The workshops are free of charge to participants (funded by Health Promotion and Improvement).

**The key features of this project are**  
The largest prospective cohort study to date on early infant feeding in Ireland, the BASELINE Birth Cohort Study, showed a high prevalence of exposure to commercial composite foods among the first foods introduced and lengthy gaps between each new food/product introduced to infants. Building parental confidence and skills in using non-commercial foods and in progressing with the introduction of varied complementary foods is important in improving infant feeding practice and will benefit child health.

A significant increase in confidence around spoon feeding was reported by parents after attending the workshops. On average parents were 82% more confident across the 6 sites after the workshop and approximately half of participants reported a planned change in practice. Reported planned changes include: preparing homemade food for baby, progressing quicker through the stages of complementary feeding, introducing a greater variety of foods earlier.



Category Winner  
IMPROVING PATIENT EXPERIENCE



**Name of Healthcare Setting:** Cork University Maternity Hospital  
**Location:** South/SouthWest Hospitals Group   
**Name:** John Higgins  
**Role:** Project Sponsor and Clinical Director, Ireland South Women & Infants Directorate  
**Email:** JohnRJ.Higgins@hse.ie  
**Name of Manager/Sponsor:** Professor John Higgins  
This project was a collaboration between a cross functional focus group at CUMH with representation from senior management in various departments, the SSWHG, the NWIHP

Project Title  
The CUMH Gynaecology Waiting List Initiative

**Project Summary**  
The CUMH Gynaecology Waiting List Initiative was designed to tackle the highest gynaecology outpatient waiting list in Ireland in the short term and work towards a sustainable model of service delivery and patient care in the medium term.

**The key features of this project are**  
The desired outcome was to reduce the waiting list to <1000 with an average 12 week wait time. A new and innovative approach was implemented:

- patients were reclassified into 8 major diagnostic groups
- an online booking system was used
- outreach clinics, additional weekend and evening clinics, gynaecology initiative week

A patient who was previously waiting up to 4 years for a first time appointment is now seen in typically less than 12 weeks.

The learnings from this initiative could easily be transferred to other maternity units and outpatient service areas. The successful model is currently being applied to reduce the IPDC waiting list at CUMH. The key focus is to improve patient care and thus allows patients to put their trust in the service.. This initiative is the subject for research audits and two masters projects through the UCC Masters in Healthcare Leadership.

**The Selection Panel commented that** the project resulted in a significant reduction in waiting lists and online booking system for patient positively impacting on patient experience



Highly Commended  
IMPROVING PATIENT EXPERIENCE



**Name of Healthcare Setting:** St. Joseph's Foundation  
**Location:** CHO Area 4   
**Name:** Noreen Ryan  
**Role:** Chief Executive Officer  
**Email:** nryan@stjosephsfoundation.ie  
**Name of Manager/Sponsor:** Eamon McCarthy Chair-Board of Directors/Michael Hegarty Disability Manager CHO 4  
This project was a collaboration between Trabolgan Management & Staff; Management & Multi-disciplinary Departments from St. Joseph's Foundation; HSE Disability Managers; Primary Care; Local Community Volunteers

Project Title  
Alternative Respite Holiday Weekend for Children with Disabilities and their Families

**Project Summary**  
St Joseph's Foundation in association with Trabolgan Holiday Village and the HSE provided a cost effective family holiday respite weekend to 164 families who had a child aged between 4-17 with Autistic Spectrum Disorder, Intellectual Disability or Developmental Delay. St. Joseph's Foundation provided a number of educational workshops/activities for families.

**The key features of this project are**  
This initiative provided a respite experience for the child and their family in a mainstream public environment where families could benefit from peer support and which enable the child with ASD, Intellectual Disability or Developmental Delay to learn, play & express themselves in a stress free, non-judgemental environment.

It was a cost effective alternative approach to providing respite to children to include the intergenerational family which supported the child to learn, play and express themselves in a stress free non-judgemental environment while also supporting families to learn from and share their experiences with each other. This innovative initiative produces multiple outcomes for both the child and the intergenerational family in a safe non-judgemental environment. It promotes wellbeing through activities, offers opportunities for families to share experiences, promotes togetherness and community & offers learning through workshop activities.







**Name of Healthcare Setting:**  
Children's Cardiac Services

**Email:**  
sharon.morrow@nchg.ie

**Location:**  
Children's Hospital Group 

**Name:**  
sharon morrow

**Role:**  
All-Island Congenital Heart Disease  
Network Director

**Name of Manager/Sponsor:**  
Eilish Hardiman

This project was a collaboration between the DoH ROI & NI, HSCB, HSE, CHI@Crumlin, RBHSC, Children's Heartbeat Trust, Heart Children Ireland, NISTAR (Ambulance service), UCD, QUB, UU, SSW/ Saolta /UL Hospital groups, BHSC, WHSCT, SHSCT

**Name of Healthcare Setting:**  
Mater Misericordiae University  
Hospital Infectious Diseases  
Department/Centre for Liver  
Disease

**Email:**  
tinamchugh@eril.ie

**Location:**  
Ireland East Hospitals Group 

**Name:**  
Tina McHugh

**Role:**  
Hepatitis C Community Pathways  
Coordinator

**Name of Manager/Sponsor:**  
Professor Jack Lambert

This project was a collaboration between the Hepatitis C Pharmacy Department, the Social Inclusion Team at the Mater Hospital and the Mater Foundation (official fundraising body at the MMUH).

**Name of Healthcare Setting:**  
North Tipperary Community  
Mental Health Services

**Location:**  
CHO Area 3 

**Name:**  
James Harrington

**Role:**  
Assistant Director of Nursing


**Email:**  
james.harrington@hse.ie

**Name of Manager/Sponsor:**  
Niamh Wallace General  
Manager Mid-West Mental  
Health Services

This project was a collaboration between two Community Mental Health Teams our partner agency Focus Ireland and Co Council Staff, Service improvement

Other approved Housing  
Bodies.

**Name of Healthcare Setting:**  
Children's Health Ireland at Crumlin

**Location:** Children's Hospital Group 

**Name:** Zelda Greene

**Role:** Senior Speech and Language  
Therapist in Transitional Care  
Unit, a Unit in CHI at Crumlin for  
infants and children who are long  
term tracheostomy and ventilator  
dependent.

**Email:** zelda.greene@olchc.ie

**Name of Manager/Sponsor:**  
Catherine Cunningham, Speech and  
Language Therapy Manager

This project was a collaboration between the Departments of Clinical Engineering (Jim Davenport, Philip Hartnett, Reden Prudenter), Paediatric Otolaryngology (ENT) (Mr John Russell), Nursing (Siobhan Fitzgerald, Airway Clinical Nurse Specialist), Respiratory Medicine (Professor Paul McNally)

### Project Title

#### Establishment & Implementation of All-Island Congenital Heart Disease Network

##### Project Summary

The All-Island Congenital Heart Disease (CHD) Network was established in 2015 by the ROI & NI MoH following a review (IWC) leading to the cessation of cardiac surgery in NI with children travel-ling to GB for treatment. The aim of the Network is to deliver world class cardiac services for all children and young people on the island

##### The key features of this project are

This is the first cross-jurisdictional Network on the island - implementing evidence based, safe and effective cardiac care for children and young people across the island of Ireland. This project has Ministerial approval and is acknowledged for the level of service user and family engagement in developing and delivering services.

Over 500 children and families from NI have now attended cardiac services in CHI, removing the need for NI children to travel to GB, often in emergency situations by air ambulance, to receive cardiac care. Such journeys are emotionally, physically, psychologically and financially stressful for the family.

The CHD Network is a model of service delivery that can be replicated across the island, in particular for smaller specialties operating separately in both jurisdictions and provide benefit to patients, families and providers in terms of quality of care, access and value



### Project Title

#### Hepatitis C Peer Support Project

##### Project Summary

The Peer Support Project seeks to identify, engage and facilitate individuals affected by Hepatitis C (HCV) in the community to access care and treatment in the Mater Hospital. Peers provide 'one to one' practical and emotional support which serves to facilitate patient's attendance at specialist hospital appointments & adherence to treatment.

##### The key features of this project are

Recent years have brought about the development of HCV drugs, which can cure almost all those who receive treatment. The primary vision of the project is to improve access for vulnerable populations ensuring that they have the same rights and access to healthcare as that of the general population. By integrating a peer support worker into clinical teams we have greatly improved the patient treatment experience and removed some of the barriers to access and creates an environment where individuals authentically feel like they are at the 'centre' of their own care. Patient feedback to date reflects on the instrumental role peer support has had in terms of minimizing the anxiety and vulnerability associated with accessing and navigating the hospital system. This is a model of care which could easily be adapted for use with 'hard to reach' groups in other disease areas such as HIV,TB etc



### Project Title

#### North Tipperary Intensive Tenancy Sustainment Service.

##### Project Summary

This project offers Intensive tenancy support (TS) of varying levels to adults with mental health difficulties who may be homeless/ at risk of homelessness. 2 staff source quality accommodation, work in partnership with relevant community services & are employed by Focus Ireland & work as part of 2 MH teams in North Tipp.

##### The key features of this project are

This service is unique to Ireland. Tenancy workers are employed and line managed by our partners Focus Ireland , but are completely integrated into CMHT's. Tenancy sustainment workers attend full MDTs and receive referrals for the service directly from the CMHT. 2 Staff from Tipperary Co Council attend governance meetings.

It's the first model like this in the country. The Service is a community Housing first model as individual supports are wrapped around service user to support tenancy. There is now an integrated service available for service users in one location for those who are encountering tenancies difficulties. Service is preventing Homelessness and Service users are supported to access other services.

The Service is completely integrated providing effective communication and a wraparound service between the service user CMHT and landlords/ Co Council and this Service is reducing hospital admission frequency and length of stay.

**The Selection Panel commented** that this project actively combined mental health care with social care through social inclusion – ie preventing homelessness. It is a good example of multiagency co-production between the health services, voluntary services, county council and local landlord to address health and social needs. It is operationalizing national policy and strategy ie. Slaintecare, Vision for Change and HSE Framework for recovery.



##### Project Summary

Children with complex airways require tracheostomy and ventilation. Over 70% of infants referred were not eligible for speaking valves which restore voice, aid feeding, secretion management, ventilation sprinting. The valve modification programme ensures all eligible children now receive speaking valves. Communication and feeding outcomes improve. Parent survey indicated improved quality of life.

##### The key features of this project are

Communication and feeding are cornerstones of development for children. Our bespoke method for modifying speaking valves ensures infants voice and speak earlier, feed earlier and reduce tube feeding dependency, sprint from ventilation earlier and have reduced suction burden leading to increased quality of family life and developmental gains. This project is innovative as it provides

- Streamlined objective & transparent assessment process
- Bespoke valve provision for each child
- Delivers the earliest possible interventions for feeding and speech in theses infants
- Decision making is multidisciplinary and collaborative
- Engineering protocols are replicable and transparent
- All modified valves are coded and tracked
- No adverse events reported over 5 years

This project involved collaboration across 5 clinical departments which is ongoing and well established over 5 years. Clinical guidelines are almost complete and safe engineering procedures have been finalised. Rollout planned at CHI Temple Street site for 2020.

**\*\*This project has been published in a peer reviewed journal contributing to the international evidence base**

\*Greene ZM, Davenport J, Fitzgerald S, Russell JD, McNally P. Tracheostomy speaking valve modification in children: A standardized approach leads to widespread use. Pediatric Pulmonology. 2019;1–8. <https://doi.org/10.1002/ppul.24209>







**Name of Healthcare Setting:**  
Wexford Adult Mental Health Services

**Email:**  
ciaradh.walsh@hse.ie

**Location:** CHO Area 5

**Name of Manager/Sponsor:**  
Orla O'Connor

**Key contact for Project Name:**  
Ciardh White

This project was a collaboration between LINK Training, Wexford Mental Health Association and Wexford OT Department

**Role:**  
Senior Occupational therapist

## Project Title The Gaming Group

### Project Summary

Stakeholders coproduced a weekly group for young people who required support to engage in activities in their communities. A strong shared interest in gaming led to the development of a dedicated gamesroom. The group meets every fortnight to game and plan activities for the following week (eg lasertag, bowling)

### Key features of this project are

This intervention supports a vulnerable group of young mental health service users who experience social exclusion and barriers to community engagement. All members are equal partners in terms of inclusion and decision-making. Each member identifies goals with their OT (eg to initiate conversation with another group member with the goal of developing friendships). Group measures include regular review and input from all stakeholders, and attendance records. The group uses a unique intervention (gaming) to support members' goals. The range of outcomes noted to date include, improved communication skills, reduced isolation, improved community integration, development of friendships and engagement outside of the group and MHS, development of meaningful routine and structure and improved organisational skills and responsibilities

The group allows members to feel safe in new spaces in their community, furthering confidence and skills, reduces social isolation, supports education on recovery and wellbeing, incorporates physical and sporting activities, reduces risk factors.

**The Selection Panel commented** there is learning for all of us in how this service was established and it shows great innovation and thinking outside the box. The Project is designed around service user need - what they need as opposed to what we think they need. The model could easily be replicated for the long-term societal benefit for young men with enduring mental illness



**Joint Winner Christy Kelly, Physio Assistant in Physiotherapy Department, St James' Hospital.** Christy was nominated by Joanne Finn, Deputy Physiotherapy Manager



**Joint Winner Mary O'Rourke, Senior Medical Social Worker, Oncology Dept, CHI@Crumlin.** Mary was nominated by Dr Maeve O'Reilly, Consultant in Palliative Medicine, CHI@Crumlin and St Luke's Hospital

### Highly Commended in the Exceeding Expectation - Outstanding Employee Award are

- **Dr Patrick O'Donnell, Safety Net General Practitioner** working in conjunction with Mid-West Area Social Inclusion Services. Dr Patrick was nominated by Carol Stanley, Community Mental Health Nurse.
- **Debby Gregg, End of Life Coordinator in Connolly Hospital, Blanchardstown.** Debby was nominated by Aoife Clare, Assistant Director of Nursing, Ambulatory & Medical Directorate, Connolly Hospital
- **Hillary Collins, Ambulance Paramedic, National Ambulance Service** who was nominated by Lorraine Smith, Communications and Innovation Lead.



## Appendix 1:

### Criteria utilised in reviewing the projects

(Extract taken from 2020 Health Service Excellence Awards webpage on HSE.ie [www.hse.ie/eng/about/our-health-service/excellence-awards/](http://www.hse.ie/eng/about/our-health-service/excellence-awards/))

#### HSE Values:

project teams must show evidence of demonstrating the HSE's core values of care, compassion, trust and learning

#### Integration:

we will assess the extent to which your project supports healthcare workers to work together in teams, planning and delivering care seamlessly. Your project should show evidence of enabling and encouraging this integrated way of working. This can be in hospital or community settings.

#### Experience:

we will assess the extent to which the project impacts on quality of service, and patient safety and care. We will also assess compliance with Health and Safety legislation. Please identify improvements that have been achieved for patient experience, quality of care and patient safety.

#### Engagement:

we will assess the degree to which the project has created channels to involve or consult with all relevant stakeholders. These can include patients, service users, staff, unions and partnership processes. We will also assess the method and tools used to communicate with stakeholders during the project.

#### Transferability:

we will assess the potential for learning from the project and it's ability to be replicated to other parts of the health services. To include, but not limited to, the overall approach, specific features or specific outcomes of the project.

#### Efficiency & Value for Money:

we will assess how the project creates a streamlined approach to service delivery and delivers increased efficiencies and resource savings.

#### Diversity, Equality & Inclusion:

projects which reflect practical initiatives in supporting the HSE's Diversity, Equality and Inclusion Statement are welcome and should demonstrate components of this statement.

#### Measurement and results:

we will assess how the project measures the impact of change and/or innovation within their service as a result of their project. Please include details of quality improvement measurement tools used and results captured.

#### Unique Features:

please highlight unique features of your project that may fall outside the other criteria. Health based projects with specific measurable outcomes.

# Appendix 2:

## Acknowledgements

With thanks to all who assisted with the 2020 Health Service Awards, and to those who joined the process at various stages, without whose support the Awards would not have progressed  
- Marie O’Sullivan, Project Manager

Allyson Donnelly	Lyndsey Cooke
Alice Healy	Mairead Galvin
Amy Anslow	Martin Collum
Anna Fenton	Mary Boushel
Anne Marie Hoey	Mary Nolan
Anne Quinn	Mary Samuel
Aoife Rafferty	Maureen Browne
Avilene Casey	Michael Drumm
Caralyn Horne	Michelle Brennan
Carmel Buckley	Michelle Burke
Carmel McLoughlin	Michelle Guerin
Carmel Power	Muriel Farrell
Caroline Treanor	Niamh McAlinden
Catherine Doyle	Nicola Byrne
Catriona McConnelogue	Noreen Curtin
Celine Donoghue	Noreen E Noonan
Claire Donnelly	Paul Gallagher
Colette Cassidy	Paula Lawlor
Dawn Tyner	Prof Geraldine McCarthy
Declan Hynes	Roisin Breen
Deirdre Madden	Rosaleen Quinlan
Denise O Shea	Sarah Crehan
Derek O Gorman	Sinead Fitzpatrick
Edward Mathews,	Siobhan Canny
Emma Gonoud	Siobhan McArdle
Frances Harrington	Stephen McMahon
Gordon Ryan	Tess O Donovan
Grainne Colreavy	Thelma Penthony
Gwen Regan	Tom O Brien
Helen Short	Vera Kelly
Joan Gallagher	Yvette Keating
John Swords	Yvonne Traynor
Kahlil Coyle	Yvonne Costello
Kate Costello	
Kathleen O Shea	
Liz Roche	

# Appendix 3:

## Photos from Presentation Days to Selection Panels









# Health Service Excellence Awards 2020



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Championing Mental Health

Excellence in Quality Care

Improving our Childrens Health

Improving Patient Experience

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Innovation in Service Delivery

Supporting a Healthy Community



Enteries with the following  
symbol are active links to the  
relevant Location

<p><b>Category:</b> Championing Mental Health</p> <p><b>Project Title</b> Individual Placement and Support (IPS) in the Mental Health Service</p> <p><b>Location:</b>  <small>Press here to see all entries from this Location</small> Corporate Services</p> <p><b>Healthcare Setting:</b> National Mental Health Service</p> <p><b>Contact Person:</b> John McCusker</p> <p><b>Email Address:</b> john.mccusker@hse.ie</p> <p><b>Role:</b> Senior Operations Manager</p> <p><b>Sponsor:</b> Michael Ryan</p>	<p><b>Category:</b> Championing Mental Health</p> <p><b>Project Title</b> Raise Your Voice Choir</p> <p><b>Location:</b>  <small>Press here to see all entries from this Location</small> CHO Area 7</p> <p><b>Healthcare Setting:</b> Dublin South Central Mental Health Service</p> <p><b>Contact Person:</b> Colin Kelly</p> <p><b>Email Address:</b> colin.kelly1@hse.ie</p> <p><b>Role:</b> Assistant Director of Nursing</p> <p><b>Sponsor:</b> Oliver Mernagh DON / Kevin Brady Area Manager</p>	<p><b>Category:</b> Championing Mental Health</p> <p><b>Project Title</b> The WITH project; Well-being In The Home</p> <p><b>Location:</b>  <small>Press here to see all entries from this Location</small> CHO Area 2</p> <p><b>Healthcare Setting:</b> Child &amp; Adolescent Mental Health Services (CAMHS)</p> <p><b>Contact Person:</b> Dr Sharyn Byrne, Project Lead</p> <p><b>Email Address:</b> Sharyn.Byrne@hse.ie</p> <p><b>Role:</b> Senior Clinical Psychologist</p> <p><b>Sponsor:</b> Dr Meena O'Neill</p>	<p><b>Category:</b> Championing Mental Health</p> <p><b>Project Title</b> Dealing with Disclosure - Reintegration with the Community</p> <p><b>Location:</b>  <small>Press here to see all entries from this Location</small> National Services</p> <p><b>Healthcare Setting:</b> National Forensic Mental Health Service</p> <p><b>Contact Person:</b> Jennie Moore</p> <p><b>Email Address:</b> jennie.moore@hse.ie</p> <p><b>Role:</b> Social Care Team leader</p> <p><b>Sponsor:</b> Lisa McLoughlin</p>	<p><b>Category:</b> Championing Mental Health</p> <p><b>Project Title</b> SPACE programme - Supporting Parents and Carers of young people who self harm</p> <p><b>Location:</b>  <small>Press here to see all entries from this Location</small> Children's Hospital Group</p> <p><b>Healthcare Setting:</b> CHI at Temple St/ Children's University Hospital, Temple St</p> <p><b>Contact Person:</b> Dr Elizabeth Barrett/ Carole Boylan</p> <p><b>Email Address:</b> elizabeth.barrett@cuh.ie</p> <p><b>Role:</b> Consultant in Child and Adolescent Psychiatry/ CNS lead for SPACE program</p> <p><b>Sponsor:</b> Mona Baker , CEO, Childrens university Hospital Temple Street.</p>	<p><b>Category:</b> Championing Mental Health</p> <p><b>Project Title</b> RISE: Responsive Early Intervention for psychosis Service, South Lee, Cork</p> <p><b>Location:</b>  <small>Press here to see all entries from this Location</small> CHO Area 4</p> <p><b>Healthcare Setting:</b> South Lee Mental Health Service, Cork</p> <p><b>Contact Person:</b> Karen O Connor</p> <p><b>Email Address:</b> karen.oconnor3@hse.ie</p> <p><b>Role:</b> Consultant Psychiatrist/ Clinical Lead</p> <p><b>Sponsor:</b> Sinead Glennon, Lead for Mental Health, CHO 4 &amp; Dr Siobhan Ni Bhrian, National Clinical Advisor and Group Lead, Mental Health</p>
<p><b>Summary of Project:</b> Individual Placement and Support (I.P.S.) is an evidence-based approach to employment for people who experience mental health difficulties. In partnership with contracted employment agencies, 28 adult community mental health and rehab and recovery teams across Ireland have Employment specialists embedded within their teams supporting participants into open market employment.</p>	<p><b>Summary of Project:</b> Raise Your Voice Choir has up to 50 members, which is made up of services users, staff working within the mental health services and family members from all areas within CHO 7 including Psychiatry of Later Life. The Choir gave a great performance under Colin's direction at a Concert in the Helix Theatre on 8th October 2019 to celebrate World Mental Health Day to a full house. Appearing with the Choir were Tony Kenny and Colm Wilkinson who sang both with the Choir and solo. The Choir are planning their next projects for 2020.</p>	<p><b>Summary of Project:</b> The WITH project (Well-Being In The Home); a young person's guide to parental Mental Health, was developed as the first online information resource for young people in Ireland who are in the situation that their parent struggles with Mental Health. It provides information on various parental Mental Health difficulties that the young person may experience and signposts them to supports they can access. This resource was developed in recognition of the distress that some young people can experience.</p>	<p><b>Summary of Project:</b> Disclosing a history of an offence perpetrated secondary to severe mental illness and necessitating hospitalisation in the Central Mental Hospital, was identified as a barrier to patients returning to community life. Our innovative programme was developed for patients, who are vulnerable to significant stigma, to return to the community.</p>	<p><b>Summary of Project:</b> The SPACE (Supporting Parents and Carers) programme is a psychoeducational intervention developed to improve the well-being of parents of children who engage in self-harm thoughts and behaviours, and to empower them to better support their young person. Offered twice a year since 2009, several hundred participants have attended.</p>	<p><b>Summary of Project:</b> Psychosis is a serious mental illness, which was traditionally associated with a poor prognosis, characterised by relapses and hospitalisations. With the new RISE service each individual gets a dedicated key worker, psychological, family, peer, vocational &amp; physical health interventions for 3yrs. This improves service user experience, health and vocational outcomes.</p>



<p><b>Category:</b> Championing Mental Health</p> <p><b>Project Title</b> CAMHS Made Simple</p> <p><b>Location:</b>  Press here to see all entries from this Location CHO Area 9</p> <p><b>Healthcare Setting:</b> Dublin North City and County CAMHS</p> <p><b>Contact Person:</b> Marie Fahy</p> <p><b>Email Address:</b> marie.fahy7@hse.ie</p> <p><b>Role:</b> peech and Language Therapy</p>	<p><b>Category:</b> Championing Mental Health</p> <p><b>Project Title</b> Inpatient and outpatient pilot on Dual Diagnosis (Mental illness &amp; Substance misuse)</p> <p><b>Location:</b>  Press here to see all entries from this Location CHO Area 3</p> <p><b>Healthcare Setting:</b> Clare Mental Health Services HSE Mid West</p> <p><b>Contact Person:</b> Dr Narayanan Subramanian</p> <p><b>Email Address:</b> narayanan.subramanian@hse.ie</p> <p><b>Role:</b> Consultant General Adult Psychiatrist and Adjunct Senior Clinical Lecturer, University of Limerick</p> <p><b>Sponsor:</b> Dr John O'Mahoney, Executive Clinical Director &amp; Consultant Psychiatrist, Mid West Mental Health Services HSE West. This project is in collaboration with Dr Subramanian, Consultant Psychiatrist) in partnership with HSE Mid West Drug Services (lead - Mr Rory Keane, Regional Drug Co-ordinator &amp; Mr Colin O'Driscoll, Clinical Psychologist, both from HSE Mid West Drug services ) and supported by voluntary bodies such as NOVAS (lead by Ms Julie Kenneally ) and Anna Liffey Project</p>	<p><b>Category:</b> Excellence in Quality Care</p> <p><b>Project Title</b> Transformation of Clonskeagh Community Nursing Unit into a butterfly home - Adapting Social Care Model.</p> <p><b>Location:</b>  Press here to see all entries from this Location CHO Area 6</p> <p><b>Healthcare Setting:</b> Clonskeagh Community Nursing Unit</p> <p><b>Contact Person:</b> Vandana Iqbal</p> <p><b>Email Address:</b> vandana.iqbal@hse.ie</p> <p><b>Role:</b> Acting Assistant Director of Nursing</p> <p><b>Sponsor:</b> Claire Waldron (General Manager)</p> <p><b>This project is in collaboration with:</b> between all departments in Clonskeagh Community Nursing Unit including catering, Allied Health Professionals, Dementia Care Matters Team from UK and local business to raise funds and families of the residents</p>	<p><b>Category:</b> Excellence in Quality Care</p> <p><b>Project Title</b> Ireland's first community specialist eating disorder service for under 18's.</p> <p><b>Location:</b>  Press here to see all entries from this Location CHO Area 7</p> <p><b>Healthcare Setting:</b> Linn Dara Community Eating Disorder Service - LDCEDS</p> <p><b>Contact Person:</b> Dr Michelle Clifford</p> <p><b>Email Address:</b> michelle.clifford@hse.ie</p> <p><b>Role:</b> Clinical Lead, Consultant child &amp; Adolescent Psychiatrist</p> <p><b>Sponsor:</b> Mr Kevin Brady, Head of Mental Health Services CHO7</p> <p><b>This project is in collaboration with:</b> National Clinical Programme for Eating Disorders and Linn Dara Senior Management Team</p>	<p><b>Category:</b> Excellence in Quality Care</p> <p><b>Project Title</b> The Integrated Community Midwifery Service (ICMS)</p> <p><b>Location:</b>  Press here to see all entries from this Location Ireland East Hospitals Group</p> <p><b>Healthcare Setting:</b> St Luke's General Hospital Kilkenny</p> <p><b>Contact Person:</b> Clare Kennedy</p> <p><b>Email Address:</b> clare.kennedy@hse.ie <b>Role:</b> Registered Advanced Midwife Practitioner</p> <p><b>Sponsor:</b> Paula Power A/DOM</p> <p><b>This project is in collaboration with:</b> The RAMP in collaboration with members of the SLGH Maternity MDT developed the ICMS including Midwives, Obstetricians, Paediatricians, PHN's, GP's and CMS Ultrasonagher.</p>	<p><b>Category:</b> Excellence in Quality Care</p> <p><b>Project Title</b> Establishing the first prehabilitation exercise service for cancer surgery patients</p> <p><b>Location:</b>  Press here to see all entries from this Location St. James Hospital</p> <p><b>Healthcare Setting:</b> Dublin Midlands Hospital Group</p> <p><b>Contact Person:</b> Sarah Moore</p> <p><b>Email Address:</b> samoores@stjames.ie</p> <p><b>Role:</b> Clinical Specialist Physiotherapist</p> <p><b>Sponsor:</b> Niamh Murphy</p> <p><b>This project is in collaboration with:</b> Niamh Murphy, Grainne Sheill, Department of Surgery St. James' Hospital</p>
<p><b>Summary of Project:</b> The 'CAMHS Made Simple' booklet was developed by Speech and Language Therapists (SLTs) based on an assessed need within Dublin North City and County CAMHS, to provide accessible information about CAMHS and how it can help young people and their families.  'CAMHS Made Simple' explains what CAMHS is, the pathway and who young people will meet. It includes a list of words to know, service user comments, information about our clinics and lists of links and supports. Art created by young people is used in the booklet.</p>	<p><b>Summary of Project:</b> A pilot project lead by mental health services in partnership with HSE Mid West Drug Services and supported by voluntary bodies such as NOVAS. The project involves outpatient assessment and management of people with mental illness and substance misuse leading to inpatient detoxification and stabilisation. Inpatient admissions are on a planned basis and follow up such as drug rehabilitation if needed after detox and stabilisation are planned in advance and funding support from HSE Drug services and voluntary bodies for same. Outpatient clinic occurs once a week in the Ennis day hospital outpatient clinic, supervised by Dr Subramanian and referrals are accepted from HSE Drug services and voluntary bodies</p>	<p><b>Summary of Project:</b> The Aim of the project was to transform from Medical Care Model to Social Care Model. Goals included improving lived experience of people living with a dementia. KPI's were agreed and outcomes were measured and staff were trianed in the Butterfly method. This project received NMPDU 2018 innovation funding and was undertaken in collaboration with Dementia Care Matters Team from UK. There four private butterfly homes in Ireland; this is the first HSE initiative.</p>	<p><b>Summary of Project:</b> Ireland's lead pilot specialist community eating disorder service for children and young people as part of the implementation of the HSE Model of Care for Eating Disorders. All children and adolescents CHO 7 now equally access our multidisciplinary specialist ED team. Integrated care is prioritised with collaborative care pathways developed with community CAMHS teams, paediatric and inpatient psychiatric settings. Our service delivers evidence based care for eating disorders in the community enabling young people to be treated while remaining at home with their families.</p>	<p><b>Summary of Project:</b> The RAMP MC since registration has developed and implemented, an integrated hospital/community midwifery-led service which commenced October 2018 in SLGH Maternity service and has a team of 6 midwives funded by the NWIHP. This service provides normal risk women with suitable care pathways for their needs i.e. supported and assisted Maternity Strategy (2016).</p>	<p><b>Summary of Project:</b> This project established Pre-operative rehabilitation (prehabilitation) programme for people awaiting cancer surgery in St. James' Hospital, Dublin, to get patients stronger and fitter before surgery. The programme offers daily, physiotherapy led, high intensity, aerobic, strengthening and breathing exercise classes and Home-based programme isavailable for those unable to attend classes.</p>

**Category:**  
Excellence in Quality Care

**Project Title**  
Meet, Eat, Feeling Complete: Maximising social engagement at mealtimes and beyond.

**Location:**  Press here to see all entries from this Location  
CHO Area 9

**Healthcare Setting:**  
CHO DNCC Residential Services  
Incorporating Seanchara, St Clares and Navan Road Units

**Contact Person:**  
Esther Irwin

**Email Address:**  
esther.irwin@hse.ie

**Role:**  
CNM3 Practice Development Coordinator


**Sponsor:**  
Rachel Simons- Area Director of Nursing

**This project is in collaboration with:**  
Sandra Hutchinson, June Fitzpatrick, Elaine Shaw, Caitriona Manning, Jack koers, Trevor Bolieu, Caroline Gourley, Rachel Simons, Winah Quinjano, Hilary Kingston, Pamela Bohm, Alice Kearns, Michelle Hayden

**Summary of Project:**  
A range of quality improvements to improve the mealtime experience and provide additional spaces for residents to socialise. Improvements included -move to smaller refurbished sitting rooms,rustic signage, soft furnishings, creation of 1950's room for coffee mornings and reminiscence, Resident kitchen installed, Breakfast clubs commenced, Resident Pub [Durdy Nellies] 'Fine Dining' experience, Inter unit 'bake off' , purchase of 'able tables' to improve direct eye contact and interaction, day trips. Staff training re best practice for people with dementia at mealtimes, reminiscence therapy, validation therapy training & life story work was provided. The timing of meals changed to better meet the needs of residents with more evenly spaced gaps between meals.

**Category:**  
Excellence in Quality Care

**Project Title**  
Sepsis Public Awareness Campaign

**Location:**  Press here to see all entries from this Location  
National Services

**Healthcare Setting:**  
Acute Operations

**Contact Person:**  
Ann T Martin

**Email Address:**  
anntmartin@hse.ie

**Role:**  
Communications


**Sponsor:**  
Vida Hamilton

**This project is in collaboration with:**  
The National Sepsis Team, Clinical Lead Dr Martina Healy & PM Ciara Hughes, Sepsis ADONS Dr Karn Cliffe, Yvonne Young, Mary Bedding, Celine Conroy, Fidelma Gallagher, Sinead Horgan

**Summary of Project:**  
Sepsis awareness campaign with videos of patients and healthcare professionals outlining their experience, information on how to recognise sepsis and seek help.

**Category:**  
Excellence in Quality Care

**Project Title**  
Managing Erectile Dysfunction in Cardiac Rehabilitation in a Model 3 Hospital.

**Location:**  Press here to see all entries from this Location  
CHO Area 7

**Healthcare Setting:**  
Cardiac Rehabilitation

**Contact Person:**  
Lorna Keating

**Email Address:**  
lorna.keating@hase.ie

**Role:**  
Clinical Nurse Specialist

**Sponsor:**  
Anne Murphy Acting DON Naas General Hospital

**This project is in collaboration with:**  
Cardiac Rehabilitation clinical nurse specialist and coordinator, Cardiology consultant and registrar and out patient staff.

**Summary of Project:**  
Links between erectile dysfunction (ED), and cardiovascular disease (CVD), are well recognised. However due to the sensitivity of the issue and under resourcing, determining ED is not always a priority. A cardiac rehabilitation (CR) programme provides an ideal opportunity to identify, diagnose, and treat ED in an effective and respectful manner by establishing open, honest relationship with patients.

**Category:**  
Excellence in Quality Care

**Project Title**  
NavFIT- Developing an integrated care pathway for Frail Elderly Patients

**Location:**  Press here to see all entries from this Location  
CHO Area 8

**Healthcare Setting:**  
Our Ladys Hospital, Navan

**Contact Person:**  
Aileen McElhone

**Email Address:**  
aileen.mcelhone@hse.ie

**Role:**  
Senior Occupational Therapist


**Sponsor:**  
Mr. Ken Fitzgibbon - Hospital Manager

**This project is in collaboration with:** NavFIT is co-led by a Senior Physiotherapist and Senior Occupational Therapist supported by relevant managers, ED staff, AHP's, Medical Teams.

**Summary of Project:**  
NavFIT has demonstrated improvements in communication and work practices. From the initial presentation to ED patients and their families now receive a more comprehensive and timely assessment. Hospital and community staff have benefited from improved communication. All of this has led to improvements in length of stay and patient experience.

**Category:**  
Excellence in Quality Care

**Project Title**  
Management Referral triaging Process Pilot Study

**Location:**  Press here to see all entries from this Location  
UL Hospitals Group

**Healthcare Setting:**  
Occupational Health Department

**Contact Person:**  
Dr Abigail O'Reilly

**Email Address:**  
abigail.oreilly@hse.ie

**Role:**  
Co-investigator


**Sponsor:**  
Dr Conor McDonnell

**This project is in collaboration with:** Supervising consultant, occupational health nurses and clerical staff within the Occupational health department were also involved

**Summary of Project:**  
Telephone contact has been introduced as a new means of triage of Management Referrals. Audit has shown dramatic improvement in efficiency of our department. The time from receipt of management referral until first contact/telephone independent medical assessment and waiting times for next available face-to-face appointment with an OH Physician have markedly improved.

**Category:**  
Excellence in Quality Care

**Project Title**  
The People Who Touch the Patient Make the Change: Successful Quality Improvement –Supporting Staff, Enhancing Care

**Location:**  Press here to see all entries from this Location  
Voluntary Provider (Section 38)

**Healthcare Setting:**  
National Rehabilitation Hospital

**Contact Person:**  
Dr Valerie Twomey

**Email Address:**  
Valerie.Twomey@nrh.ie

**Role:**  
Programme Manager

**Sponsor:**  
Valerie Twomey

**This project is in collaboration with:** Rosie Kelly, Eugene Roe, Lisa Held, Mark Delargy, Frances Campbell, Rosemarie Nolan, Derek Greene, Amanda

**Summary of Project:**  
The NRH has successfully developed and implemented a quality improvement training and support programme for staff to enhance the quality of frontline care given directly to patients. The programme includes a Quality Goal, QI Toolkit, QI Programme and Community of Improvers, where staff receive support, mentoring and coaching on quality initiatives.

**Category:**  
Excellence in Quality Care

**Project Title**  
Improving Outcomes through Safety Huddle Implementation

**Location:**  Press here to see all entries from this Location  
South/SouthWest Hospitals Group

**Healthcare Setting:**  
Cork University Hospital

**Contact Person:**  
Dr Dorothy Breen

**Email Address:**  
dorothy.breen@hse.ie

**Role:**  
Consultant in Intensive Care and Clinical Lead for Quality

**Sponsor:**  
Ger O’Callaghan

**This project is in collaboration with:**  
Catharina Healy, Mary Doyle CNM2, Helen McCarthy RN, Carolyn Cullinane DIT, Avril O’Halloran Physio, Ward Pharmacist on Huddle wards, Mr Hugo Prins Consultant Suregon, Prof Mark Corrigan Consultant Surgeon, Claire Costigan

**Summary of Project:**  
The “safety huddle” is a 15-minute, multi-disciplinary ward meeting to re-establish situational awareness and reduce harm as breakdown in communication between healthcare workers is a significant contributor. The IHI promote its use worldwide as a powerful tool however it has not been adopted systematically in Ireland in acute adult inpatient areas.

**Category:**  
Excellence in Quality Care

**Project Title**  
“I’m just Born, Keep me Warm”

**Location:**  Press here to see all entries from this Location  
West / North West Hospitals Group

**Healthcare Setting:**  
Neonatal Intensive Care Unit (NICU). Galway University Hospital

**Contact Person:**  
Jean James

**Email Address:**  
jean.james@hse.ie

**Role:**  
Registered Advanced Nurse Practitioner in Neonatology

**Sponsor:**  
Ms Helen Murphy. Director of Midwifery

**This project is in collaboration with:**  
The QI team was called “The Ten Degrees” and included midwives from Labour ward, Post-natal ward, and Gynaecological theatre, NICU staff, Practice Development, a Parent Advocate and University colleagues.

**Summary of Project:**  
Babies are not born cold. They cannot shiver; therefore we must intervene in their care. Our QI project helped us reduce our Hypothermia figures in babies admitted to the NICU from Gynaecology theatre by 88.5% in 2019. We implemented a thermal care bundle and helped change old habits and practice.

**Category:**  
Improving our Childrens Health

**Project Title**  
The Nurture Programme – Infant Health and Wellbeing

**Location:**  Press here to see all entries from this Location  
Corporate Services

**Healthcare Setting:**  
Universal Child Health Service – All healthcare service settings delivering universal, integrated services from antenatal to child’s 3rd birthday

**Contact Person:**  
Anne Pardy

**Email Address:**  
anne.pardy@hse.ie

**Role:**  
Programme Manager, Nurture Programme - Infant Health & Wellbeing


**Sponsor:**  
Dr. Kevin Kelleher, and Public Health & Child Health

**This project is in collaboration with:**  
Dr.Phil Jennings,Carmel Brennan,Child Health & Nurture Programme team . Nurture Programme Team, Conor Owens,Dr.Julie Heslin,Dr. Caroline Mason-Mohan,Ann O’Shea,Grainne Gaffney,Janet Gaynor,PHNs,CMDs,Public Health,Communications, AHPs,KHF,CES

**Summary of Project:**  
The programme is a quality improvement initiative designed to improve information and professional supports provided to parents during pregnancy and the first 3 years of life. It includes antenatal education standards and information, online and print resources for parents and professionals, a standardised national record and a blended-learning training programme.

**Category:**  
Improving our Childrens Health

**Project Title**  
Baby Food Made Easy - parent workshop on introducing spoon feeds

**Location:**  Press here to see all entries from this Location  
CHO Area 7

**Healthcare Setting:**  
Primary Care (supported by Health Promotion and Improvement)

**Contact Person:**  
Dr Helen Ryan

**Email Address:**  
helen.ryan4@hse.ie

**Role:**  
Senior Dietitian in Primary Care


**Sponsor:**  
Mairead Aherne (Dietitian Manager)

**This project is in collaboration with:**  
Public Health Nurses in Dublin South West/Kildare West Wicklow, South Dublin County Partnership (Food and Health Project), Health Promotion and Improvement

**Summary of Project:**  
A workshop to provide evidence based information and develop practical skills on spoon feeding is run monthly in four sites across Dublin South West and two sites in Kildare. The workshop was developed by Community Dietitians who also delivered training to the facilitators. The workshops are facilitated by a Public Health Nurse and a Food and Health Peer Leader from a local community development organisation. The workshops provide an interactive information session and a cookery demonstration on preparing spoon feeds for infants at different stages. Participants receive written information, a blender, a cookbook and basic food storage equipment. The workshops are free of charge to participants (funded by Health Promotion and Improvement).

**Category:**  
Improving our Childrens Health

**Project Title**  
‘The Teen Group’- developing home and community independent living skills.

**Location:**  Press here to see all entries from this Location  
CHO Area 9

**Healthcare Setting:**  
Beechpark Autism Services- Northside Team

**Contact Person:**  
Paula O’Shea

**Email Address:**  
paulat.oshea@hse.ie

**Role:**  
Occupational Therapist

**Sponsor:**  
Anne Hughes Kazibwe

**This project is in collaboration with:**  
SLT reviewed written and visual information like social stories and presentations within group. CNS and psychology facilitated the group when out in the community and Social work provided internet safety presentation.

**Summary of Project:**  
The “Teen Group” is a five week Occupational Therapy summer group for teenagers availing of services from Beechpark Autism Services. The group was successful in developing the teenage participants’ independence in activities of daily living at home and within their community. Activities included preparing simple meals, using Dublin Bus, shopping in Blanchardstown Shopping Centre, money management, and road safety awareness.

**Category:**  
Improving our Childrens Health

**Project Title**  
CHI at Connolly: First Paediatric Outpatient and Urgent Care Centre

**Location:**  Press here to see all entries from this Location  
Children’s Hospital Group

**Healthcare Setting:**  
Children’s Health Ireland (CHI) at Connolly Hospital in Blancharstown

**Contact Person:**  
Paul Harding

**Email Address:**  
paul.harding@nchg.ie

**Role:**  
Manager, CHI at Connolly

**Sponsor:**  
Dr Ciara Martin, Executive lead for CHI at Tallaght and Connolly

**This project is in collaboration with:**  
Children’s Health Ireland, National Paediatric Hospital Development Board, HSE, Department of Health.

**Summary of Project:**  
CHI at Connolly in Blanchardstown opened on 31 July 2019, it is a major milestone in the new children’s hospital project. The benefit for patients and families is bringing fast, convenient, quality care close to their home, as is clinically appropriate. Its serves Dublin 15 and surrounding areas.



**Category:**  
Improving our Childrens Health

**Project Title**  
Support Group for Siblings of Children with Disability and/ or Complex Health Needs

**Location:**  Press here to see all entries from this Location  
CHO Area 1

**Healthcare Setting:**  
Sligo/Leitrm Social Care/Disability Services

**Contact Person:**  
Christina Egan and Mairead Higgins

**Email Address:**  
mairead.higgins1@hse.ie

**Role:**  
Community Facilitator Manager and Social Worker

**Sponsor:**  
Geraldine Cosgrove and Kate Ferguson

**This project is in collaboration with:** Christina Corrigan, Community Facilitator for Disability Services Manager Sligo/Leitrim, Ciara McBride, Assistant Psychologist, Psychology Dept., Markievicz House, Sligo, Mairead Higgins, Social Worker, Childrens Disability Service, Sligo.

**Summary of Project:**  
Based on the model developed by Don Meyer. They are run on a group work basis, involving a group of siblings aged 8 to 13 years coming together to share information about their siblings with disabilities and to have fun. The Sligo/ Leitrim support group was facilitated on a weekly basis for 6 consecutive sessions. The activities are centred on both individual and team work and focused on the day to day experience of having a sibling with a disability and/or complex health needs. Tthe initiative aims to provide parents and other professionals with opportunities to understanding more the concerns frequently experienced by brothers and sisters of people with a disability and/or complex health needs.

**Category:**  
Improving our Childrens Health

**Project Title**  
The explosive leap to Secondary school

**Location:**  Press here to see all entries from this Location  
CHO Area 4

**Healthcare Setting:**  
Primary Care Paediatric Occupational Therapy

**Contact Person:**  
Transition to Secondary School Intervention Groups

**Email Address:**  
valerie.oconnor1@hse.ie

**Role:**  
Provision of Occupational Therapy to individuals transitioning into Secondary School

**Sponsor:**  
Deirdre Cullen

**This project is in collaboration with:** All members of South Lee OT PCC Team were involved in designing and deliver- ing the group

**Summary of Project:**  
A two day workshop delivered to children (2days - 6 hours contact) and a 1 hour talk to parents which focuses on development when one is transitioning into secondary school. It consists of children who are disorganised and poor fine motor skills. They cover topics such as goal setting, prioritising, Mind mapping, learning to use a time table, minding your mental and Physical health, learning to tie a tie and filing. The parent talk mirrors the work done in the workshop and explains the various strategies discussed and coached in the group.

**Category:**  
Improving Patient Experience

**Project Title**  
The CUMH Gynaecology Waiting List Initiative

**Location:**  Press here to see all entries from this Location  
South/SouthWest Hospitals Group

**Healthcare Setting:**  
Cork University Maternity Hospital

**Contact Person:**  
John Higgins

**Email Address:**  
JohnRJ.Higgins@hse.ie

**Role:**  
Project Sponsor and Clinical Director, Ireland South Women & Infants Directorate


**Sponsor:**  
Professor John Higgins

**This project is in collaboration with:** A cross functional focus group at CUMH with representation from senior management in various departments, the SSWHG, the NWIHP

**Summary of Project:**  
The CUMH Gynaecology Waiting List Initiative was designed to tackle the highest gynaecology outpatient waiting list in Ireland in the short term and work towards a sustainable model of service delivery and patient care in the medium term.

**Category:**  
Improving Patient Experience

**Project Title**  
Alternative Respite Holiday Weekend for Children with Disabilities and their Families

**Location:**  Press here to see all entries from this Location  
CHO Area 4

**Healthcare Setting:**  
St. Joseph's Foundation

**Contact Person:**  
Noreen Ryan

**Email Address:**  
nryan@stjosephsfoundation.ie

**Role:**  
Chief Executive Officer


**Sponsor:**  
Eamon McCarthy Chair-Board of Directors/Michael Hegarty Disability Manager CHO 4

**This project is in collaboration with:** Trabolgan Management & Staff; Management & Multi-disciplinary Departments from St. Joseph's Foundation; HSE Disability Managers; Primary Care; Local Community Volunteers

**Summary of Project:**  
St Joseph's Foundation in association with Trabolgan Holiday Village and the HSE provided a cost effective family holiday respite weekend to 164 families who had a child aged between 4-17 with Autistic Spectrum Disorder, Intellectual Disability or Developmental Delay. St. Joseph's Foundation provided a number of workshops/activities for families.

**Category:**  
Improving Patient Experience

**Project Title**  
Establishment & Implementation of All-Island Congenital Heart Disease Network

**Location:**  Press here to see all entries from this Location  
Children's Hospital Group

**Healthcare Setting:**  
Children's Cardiac Services

**Contact Person:**  
sharon morrow

**Email Address:**  
sharon.morrow@nchg.ie

**Role:**  
All-Island Congenital Heart Disease Network Director


**Sponsor:**  
Eilish Hardiman

**This project is in collaboration with:** DoH ROI & NI, HSCB, HSE, CHI@Crumlin, RBHSC, Children's Heartbeat Trust, Heart Children Ireland, NISTAR (Ambulance service), UCD, QUB, UU, SSW/ Saolta /UL Hospital groups, BHSCT, WHSCT, SHSCT

**Summary of Project:**  
The All-Island Congenital Heart Disease (CHD) Network was established in 2015 by the ROI & NI MoH following a review (IWG) leading to the cessation of cardiac surgery in NI with children travel-ling to GB for treatment. The aim of the Network is to deliver world class cardiac services for all children and young people on the island

**Category:**  
Improving Patient Experience

**Project Title**  
Hepatitis C Peer Support Project

**Location:**  Press here to see all entries from this Location  
Ireland East Hospitals Group

**Healthcare Setting:**  
Misericordiae University Hospital Infectious Diseases Department/Centre for Liver Disease

**Contact Person:**  
Tina McHugh

**Email Address:**  
tinamchugh@eril.ie

**Role:**  
Hepatitis C Community Pathways Coordinator

**Sponsor:**  
Professor Jack Lambert

**This project is in collaboration with:** Hepatitis C Pharmacy Department, Social Inclusion Team at the Mater Hospital, Mater Foundation (official fundraising body at the MMUH)

**Summary of Project:**  
The Peer Support Project seeks to identify, engage and facilitate individuals affected by Hepatitis C (HCV) in the community to access care and treatment in the Mater Hospital. Peers provide 'one to one' practical and emotional support which serves to facilitate patient's attendance at specialist hospital appointments & adherence to treatment.

<p><b>Category:</b> Improving Patient Experience</p> <p><b>Project Title</b> Hospital to Home (H2H) Pilot Programme</p> <p><b>Location:</b>  Press here to see all entries from this Location CHO Area 9</p> <p><b>Healthcare Setting:</b> Older Persons’ Services Dublin North Central and Mater Hospital Dublin</p> <p><b>Contact Person:</b> Dr. Austin Wartars</p> <p><b>Email Address:</b> austin.wartars@hse.ie</p> <p><b>Role:</b> Old Persons’ Services Manager</p> <p><b>Sponsor:</b> John Carew</p> <p><b>This project is in collaboration with:</b> Mary Fitzpatrick (RGN) , Lisa Murphy (Home-support Manager)and Amanda Casey (Principal Social Worker, Mater Hospital), Dr. Austin Wartars (Old Persons’ Service Manager).</p>	<p><b>Category:</b> Improving Patient Experience</p> <p><b>Project Title</b> Comfort care pack for family member of patient who is dying</p> <p><b>Location:</b>  Press here to see all entries from this Location RCSI Hospital Group</p> <p><b>Healthcare Setting:</b> Connolly Hospital Blanchardstown Dublin 15</p> <p><b>Contact Person:</b> Debby Gregg</p> <p><b>Email Address:</b> debbygregg2@gmail.com</p> <p><b>Role:</b> End of Life Care Coordinator</p> <p><b>Sponsor:</b> Aoife Clare (ADON)</p> <p><b>This project is in collaboration with:</b> Discussed at our end of life care committee. Feedback from families and staff helped develop the idea for the comfort care pack.</p>	<p><b>Category:</b> Improving Patient Experience</p> <p><b>Project Title</b> Community Oncology Nursing Care to Clients in Galway Primary Care.</p> <p><b>Location:</b>  Press here to see all entries from this Location CHO Area 2</p> <p><b>Healthcare Setting:</b> Galway Primary,Community and Continuing Care.</p> <p><b>Contact Person:</b> Helen Martin</p> <p><b>Email Address:</b> helen.martin@hse.ie</p> <p><b>Role:</b> Assistant Director of Public Health Nursing.</p> <p><b>Sponsor:</b> Kathleen Malee -Director of Public Health Nursing.</p> <p><b>This project is in collaboration with:</b> Public Health Nurses and Community Registered General Nurses with Oncology training in each network within Galway Primary Care, Carmel Finn -Liaison PHN for Community Oncology, Galway.</p>	<p><b>Category:</b> Improving Patient Experience</p> <p><b>Project Title</b> Blossom Together</p> <p><b>Location:</b>  Press here to see all entries from this Location CHO Area 1</p> <p><b>Healthcare Setting:</b> St Patricks Community Hospital Summerhill Carrick On Shannon County Leitrim</p> <p><b>Contact Person:</b> Lorraine Sheridan</p> <p><b>Email Address:</b> lorraine.sheridan3@hse.ie</p> <p><b>Role:</b> Assistant Director Of Nursing</p> <p><b>Sponsor:</b> Nuala Gallagher Ditrector of Nursing</p> <p><b>This project is in collaboration with:</b> Sharon Richardson Occupational Therapist, Olivia Furey Nolan Occupational therapy assistant and Michael Duignan Occupational therapy assistant</p>	<p><b>Category:</b> Improving Patient Experience</p> <p><b>Project Title</b> Guideline for the Care and Management of a CVAD for a Child in the Community</p> <p><b>Location:</b>  Press here to see all entries from this Location Children’s Hospital Group</p> <p><b>Healthcare Setting:</b> Children’s Health Ireland (CHI) @ Crumlin</p> <p><b>Contact Person:</b> Imelda Hurley &amp; Alice Ward</p> <p><b>Email Address:</b> imelda.hurley@olchc.ie</p> <p><b>Role:</b> Paediatric Palliative Care Clinical Nurse Specialist &amp; Clinical Nurse Facilitator Paediatric Haematology / Oncology</p> <p><b>Sponsor:</b> Dr Maeve O’Rielly</p> <p><b>This project is in collaboration with:</b> Paediatric Palliative Care Team CHI @ Crumlin, Centre of Children’s Nurse Education (CCNE), Nurse Practice Development &amp; ONMSD</p>	<p><b>Category:</b> Improving Patient Experience</p> <p><b>Project Title</b> “Memory Lane”</p> <p><b>Location:</b>  Press here to see all entries from this Location CHO Area 3</p> <p><b>Healthcare Setting:</b> Ennistymon Community Hospital.</p> <p><b>Contact Person:</b> Claire Collier</p> <p><b>Email Address:</b> claire.collier@hse.ie</p> <p><b>Role:</b> Director of Nursing</p> <p><b>Sponsor:</b> Sheila Ryan</p> <p><b>This project is in collaboration with:</b> Project design: Lynda Lynch, Multi task attendant, Implementation: Claire Collier, Director of Nursing,</p>
<p><b>Summary of Project:</b> H2H was established to prevent delays in hospital discharges. It enables people to return home with home-support on the day they are identified for discharge or from ED to avoid hospital admission. Care needs are re-assessed post-discharge and this has shown a substantial reduction in the number of home-support hours required. From March 2019- January 2020, 92 people were referred to this service.</p>	<p><b>Summary of Project:</b> This is a supportive practice initiative. This pack will be given to the next of kin of a patient who is actively dying. The aim of the initiative add an element of support and an act of kindness to the care we give at the end of life. The items in this pack help ensure the simple things that make a big difference like information on overnight facilities and car parking. The pack contains: Tissues, LED colour changing candle, Coffee shop voucher, Parking permit, Information leaflets “What to expect when someone you care about is dying in hospital” m When you experience a bereavement” leaflet, A guide to end of life service provisions in Connolly Hospital Evaluation form and a Notebook &amp; pen</p>	<p><b>Summary of Project:</b> Currently the community oncology nursing service within Galway Primary Care caters for over 200 clients per month. This service is provided either within the client’s home or a nearby designated primary care facility. In total 2019 a total of 3,185 oncology nursing interventions were facilitated by the community oncology nursing service within Galway Primary care.</p>	<p><b>Summary of Project:</b> This intergenerational project with the local preschool group is now in its second year. This project involves preschool children attending the unit twice monthly and enjoying interactions and activities with the residents. This has greatly enhanced th elived experience of the residents and has brought joy, fun and laughter into their lives .</p>	<p><b>Summary of Project:</b> The guideline supports a needle-free experience for the child in the community where possible. It provides guidance for healthcare professionals in the community in a manner that optimises effective and safe care while encouraging best evidence based practice. It has been recently revised and expanded.</p>	<p><b>Summary of Project:</b> “Memory Lane” recreates an Ennistymon Street, incorporating resident’s memories/ ideas/ live experiences, led by staff/volunteers who donated their time.</p> <p>The following shops are located in “ Memory Lane”: Coffee shop, garden, “Serenity “ Hair and Nail Bar, Internet cafe, Shebeen, Post Office, “ Maire’s Boutique” shop, a Men’s Shed/nursery, a Parlour and the Townhall Cinema. (ref video)</p>

**Category:**  
Improving Patient Experience

**Project Title**  
Community-based Hepatitis C Treatment

**Location:**  Press here to see all entries from this Location  
CHO Area 3

**Healthcare Setting:**  
Limerick Drug and Alcohol Service (LDAS)

**Contact Person:**  
Dr Susan Ryan

**Email Address:**  
susan.ryan3@hse.ie

**Role:**  
General Practitioner, Addiction Services

**Sponsor:**  
Mr Rory Keane Regional Drug Co -Ordinator

**This project is in collaboration with:**  
Ms Helen Ryan, CMN 1, Ms Catherine Keane, SN, Ms Norma Harnedy, National Liaison Pharmacist

**Summary of Project:**  
LDAS is the first addiction clinic outside Dublin to provide onsite Hepatitis C treatment. Clients on OST who attend LDAS often struggle to access tertiary care for multiple reasons, and can now access effective Hepatitis C treatment in our primary care setting.

**Category:**  
Improving Patient Experience

**Project Title**  
Bookshelf for St James’s Hospital Concourse

**Location:**  Press here to see all entries from this Location  
Dublin Midlands Hospital Group

**Healthcare Setting:**  
St James’s Hospital

**Contact Person:**  
Dr Laura O’Doherty

**Email Address:**  
odoherl@tcd.ie

**Role:**  
Bookshelf Manager (also Senior House Officer)

**Sponsor:**  
Ms Claire Holdsworth, St James’s Foundation Manager

**This project is in collaboration with:**  
St James’s Foundation, Vincent Callan, Director of Facilities Management, Design – in-house architect, Infection control, Security, Concourse management, Technical Services Division , Constructed by Medi FM, NDTP Spark Seed Funding Grant of 500 euro

**Summary of Project:**  
The bookshelf is a beautiful architect designed communal space in the busy hospital concourse providing free reading materials to patients, staff and visitors. It is a joint initiative of St James’s Hospital Foundation and Inclusion Health SJH. It was inspired by a survey conducted in 2016 asking marginalised patient groups about their hospital experience. Many specifically asked for access to books, something before this initiative, there was no easy access to. Thanks to the many volunteers, book donations and hard work it has been a great success.

**Category:**  
Improving Patient Experience

**Project Title**  
CAWT supported Community Paramedic Project in the National Ambulance Service

**Location:**  Press here to see all entries from this Location  
National Ambulance Service

**Healthcare Setting:**  
National Ambulance Service

**Contact Person:**  
Bridget Clarke

**Email Address:**  
bridget.clarke@hse.ie

**Role:**  
National Ambulance Service Lead, Out of Hospital Cardiac Arrest Strategy & Associated Specialist Programmes

**Sponsor:**  
Martin Dunne, Director of the National Ambulance Service

**This project is in collaboration with:**  
This project started in 2017, funded by CAWT, involving collaborative working with the 3 Ambulances services of the ROI, Scotland & Northern Ireland.

**Summary of Project:**  
The NAS Community Paramedic Project is targeting elderly patients with chronic exacerbation’s or low acuity illness’s. Community Paramedics are highly trained staff who have undergone specialised training to enable them to see/treat patients in their own homes or communities, rather than unnecessarily transporting them by ambulance to busy hospital Emergency Departments.

**Category:**  
Improving Patient Experience

**Project Title**  
Discharge Pathway for Patients who are Homeless

**Location:**  Press here to see all entries from this Location  
CHO Area 7

**Healthcare Setting:**  
Lakeview Unit, Naas General Hospital

**Contact Person:**  
Gerrita Russell

**Email Address:**  
gerrita.russell@hse.ie

**Role:**  
Senior Social Worker, Kildare West Wicklow Mental Health Service

**Sponsor:**  
Elaine Powell

**This project is in collaboration with:**  
Linda Hutton, ADON, Dr Donal O’Han-lon, Clinical Director

**Summary of Project:**  
Development of a Discharge Pathway for patients who are homeless at the time of discharge through collaborative working and partnership with Kildare County Council to develop a referral process for their homeless unit including the homeless outreach worker meeting the patient at the hospital for an assessment and to develop and agree a plan so that the patient knows what accommodation will be provided for them on discharge and also what follow up supports the CMHT will provide.

**Category:**  
Innovation in Integrated Digital Excellence

**Project Title**  
Digital platforms integrating Multimedia Advocacy to support Person-Centred Planning

**Location:**  Press here to see all entries from this Location  
Voluntary Provider (Section 38)

**Healthcare Setting:**  
Saint John of God Liffey Services

**Contact Person:**  
Sarah Gavra Boland

**Email Address:**  
sarah.boland@sjog.ie

**Role:**  
Assistive Technology Coordinator

**Sponsor:**  
Elisa Doyle

**This project is in collaboration with:**  
Director - Elisa Doyle , Manager- Audrey Carroll, Coordinator- Alan Byrne, ICT - Brendan McCormack, Advocate - Aine Walsh, MDT - Zafar Iqbal, Christina Cannon

**Summary of Project:**  
In 2012 we began introducing multimedia to support total communication oin Person Centred Planning. We believe everyone deserves access to their information and aim to promote accessibility. We have been researching and testing systems to support our ‘Person Centred Plans’. We have Co-Designed an accessible platform solution with Asperico thanks to QIC grant.

**Category:**  
Innovation in Integrated Digital Excellence

**Project Title**  
The Perinatal Mental Health Information App for Healthcare Staff

**Location:**  Press here to see all entries from this Location  
National Clinical Programmes

**Healthcare Setting:**  
Specialist Perinatal Mental Health Service

**Contact Person:**  
Fiona O’Riordan

**Email Address:**  
fiona.oriordan@hse.ie

**Role:**  
Programme Manager

**Sponsor:**  
Dr. Siobhán NiBhriain, National Clinical Advisor Group Lead, Mental Health Clinical Programmes

**This project is in collaboration with:**  
Dr Margo Wrigley , National Clinical Lead for perinatal mental health development nationally, Perinatal psychiatrists , Mental Health Midwives , Tusla link who reviewed their section, Voluntary

**Summary of Project:**  
The PMH App is designed to provide the latest information to assist healthcare staff in their roles, providing information on Perinatal Mental Health problems, teams providing services and information and contacts for related areas. It is regularly updated with new content, weekly polls, news and events.




<p><b>Category:</b> Innovation in Integrated Digital Excellence</p> <p><b>Project Title</b> Home-based Virtual Pulmonary Rehabilitation Programme for COPD patients.</p>	<p><b>Category:</b> Innovation in Service Delivery</p> <p><b>Project Title</b> North Tipperary Intensive Tenancy Sustainment Service.</p>	<p><b>Category:</b> Innovation in Service Delivery</p> <p><b>Project Title</b> Tracheostomy speaking valve modification in children: A standardized approach leads to widespread use.</p>	<p><b>Category:</b> Innovation in Service Delivery</p> <p><b>Project Title</b> Combining Nurse-Triage, Consultant-Vetting and Partial-Booking Significantly Reduces Endoscopy Waiting Lists</p>	<p><b>Category:</b> Innovation in Service Delivery</p> <p><b>Project Title</b> Pre-Hospital Transfusion Project</p>	<p><b>Category:</b> Innovation in Service Delivery</p> <p><b>Project Title</b> RAPID Physiologist-led Monitoring Service</p>
<p><b>Location:</b>  Press here to see all entries from this Location CHO Area 8</p> <p><b>Healthcare Setting:</b> Physiotherapy Department, Our Lady of Lourdes Hospital</p> <p><b>Contact Person:</b> Majella O'Reilly</p> <p><b>Email Address:</b> majella.oreilly@hse.ie</p> <p><b>Role:</b> Pulmonary Rehabilitation Physiotherapist</p> <p><b>Sponsor:</b> Celine Meehan/mPower</p> <p><b>This project is in collaboration with:</b> Cathy Gillen, Physiotherapy Respiratory Clinical Specialist, Boyne Primary Care Centre, mPower, Dr Ann Coyle, General Manager Health&amp;Wellbeing and Interim Lead for Quality and Safety</p>	<p><b>Location:</b>  Press here to see all entries from this Location CHO Area 3</p> <p><b>Healthcare Setting:</b> North Tipperary Community Mental Health Services</p> <p><b>Contact Person:</b> James Harrington</p> <p><b>Email Address:</b> james.harrington@hse.ie</p> <p><b>Role:</b> Assistant Director of Nursing</p> <p><b>Sponsor:</b> Niamh Wallace General Manager Mid-West Mental Health Services</p> <p><b>This project is in collaboration with:</b> Two Community Mental Health Teams our partner agency Focus Ireland and Co Council Staff, Service improvement, Other approved Housing Bodies.</p>	<p><b>Location:</b>  Press here to see all entries from this Location Children's Hospital Group</p> <p><b>Healthcare Setting:</b> Children's Health Ireland at Crumlin</p> <p><b>Contact Person:</b> Zelda Greene</p> <p><b>Email Address:</b> zelda.greene@olchc.ie</p> <p><b>Role:</b> Senior Speech and Language Therapist in Transitional Care Unit, a Unit in CHI at Crumlin for infants and children who are long term tracheostomy and ventilator dependent.</p> <p><b>Sponsor:</b> Catherine Cunningham, Speech and Language Therapy Manager</p> <p><b>This project is in collaboration with:</b> Departments of Clinical Engineering (Jim Davenport, Philip Hartnett, Reden Prudenter), Paediatric Otolaryngology (ENT) (Mr John Russell), Nursing (Siobhan Fitzgerald, Airway Clinical Nurse Specialist), Respiratory Medicine (Professor Paul McNally)</p>	<p><b>Location:</b>  Press here to see all entries from this Location RCSI Hospital Group</p> <p><b>Healthcare Setting:</b> Connolly Hospital, Blanchardstown.</p> <p><b>Contact Person:</b> Professor Richard Farrell</p> <p><b>Email Address:</b> rfarrell@rcsi.ie</p> <p><b>Role:</b> Endoscopy Lead and consultant Gastroenterologist</p> <p><b>Sponsor:</b> Ms. Barbara Keogh Dunne, Hospital Manager, Connolly Hospital Blanchardstown.</p> <p><b>This project is in collaboration with:</b> This project highlights the coordinated multidisciplinary teamwork across nursing, medical and scheduled care in successfully reducing endoscopy waiting lists.</p>	<p><b>Location:</b>  Press here to see all entries from this Location South/SouthWest Hospitals Group</p> <p><b>Healthcare Setting:</b> Blood Transfusion Laboratory &amp; Dept. of Emergency Medicine, Cork University Hospital</p> <p><b>Contact Person:</b> Padraig O'Sullivan</p> <p><b>Email Address:</b> padraig.osullivan@hse.ie</p> <p><b>Role:</b> Senior Medical Scientist</p> <p><b>Sponsor:</b> Ms. Sinead Creagh</p> <p><b>This project is in collaboration with:</b> Blood Transfusion Laboratory, Haemovigilance &amp; Emergency Medicine Staff at CUH (&amp; engagement with IBTS, National Ambulance Service and St. Vincent's Hospital, Dublin).</p>	<p><b>Location:</b>  Press here to see all entries from this Location West / North West Hospitals Group</p> <p><b>Healthcare Setting:</b> University Hospital Galway</p> <p><b>Contact Person:</b> Paul Nolan</p> <p><b>Email Address:</b> paulg.nolan@hse.ie</p> <p><b>Role:</b> Chief II Cardiac Physiologist</p> <p><b>Sponsor:</b> Prof Pat Nash, Consultant Cardiologist and Group Clinical Director</p> <p><b>This project is in collaboration with:</b> Medical Physics staff expedited purchase with national procurement, CCU nurse redirected low to medium priority telemetry requests to the new service. PAS Office amended online ordering form to include new service</p>
<p><b>Summary of Project:</b> Virtual Pulmonary Rehabilitation is a live and interactive group class which allows patients to exercise in the comfort of their own home under the guidance and supervision of an expert physiotherapist. Classes are streamed live from a tech hub to the individual's home alleviating the inconvenience and cost of travelling to a hospital or community centre. The initiative targets patients living with COPD in the CH08 area. COPD is a chronic debilitating respiratory condition affecting over 440,000 people in Ireland and Pulmonary Rehabilitation is a proven, cost effective treatment in the management of COPD.</p>	<p><b>Summary of Project:</b> Intensive tenancy support (TS) of varying levels to adults with mental health difficulties who may be homeless/ at risk of homelessness. 2 staff source quality accommodation, work in partnership with relevant community services &amp; are employed by Focus Ireland &amp; work as part of 2 MH teams in North Tipp.</p>	<p><b>Summary of Project:</b> Children with complex airways require tracheostomy and ventilation. Over 70% of our infants were not eligible for speaking valves which restore voice, aid feeding, secretion management, ventilation sprinting. Our valve modification programme ensures all eligible children now receive speaking valves. Communication and feeding outcomes improve. Parent survey indicated improved quality of life.</p>	<p><b>Summary of Project:</b> The HSE faces unprecedented pressure in endoscopy referrals with over 20,000 patients on the Inpatient/Day-case National GI Endoscopy waiting list. A unique triple combination of endoscopy nurse-triage, consultant referral-vetting and partial booking achieves key waiting list performance targets by significantly reducing urgent, non-urgent and surveillance endoscopy lists.</p>	<p><b>Summary of Project:</b> Development of a system to enable life-saving blood transfusions to take place in the pre-hospital setting (e.g. at the scene of an accident) to enhance the existing pre-hospital emergency medicine service provided to the HSE South/Southwest from Cork University Hospital.</p>	<p><b>Summary of Project:</b> To address delays for inpatient telemetry we commenced a RAPID Physiologist-led Monitoring service in Jan 2019. Requests are made electronically and Cardiac Physiologists, triage requests, fit the monitor, which provides 72hrs of monitoring. Patients can be discharged with the monitor on. Recordings are reported immediately on return by Cardiac Physiologists.</p>

<div><div>Category: Innovation in Service Delivery</div><div>Project Title Virtual Glaucoma Clinic Model in the Management of Patients with Stable Glaucoma</div><div><div>Location:</div><div><div></div><div>Press here to see all entries from this Location</div></div><div>Ireland East Hospitals Group</div></div><div><div>Healthcare Setting:</div><div>Royal Victoria Eye and Ear Hospital</div></div><div><div>Contact Person:</div><div>Aoife Doyle</div></div><div><div>Email Address:</div><div>aoife@glaucoma.ie</div></div><div><div>Role:</div><div>Consultant Ophthalmic Surgeon. Project Lead</div></div><div><div>Sponsor:</div><div>Donal Brosnahan, Clinical Director, RVEEH</div></div><div><div>This project is in collaboration with:</div><div>Ciara Liston, Clinical Nurse Specialist, Department of Nursing Jeroen Verbruggen, Department of I.T Paul Moriarty, Clinical Director/ Acting CEO 2017-2019</div></div></div>	<div><div>Category: Innovation in Service Delivery</div><div>Project Title Responding to National Demands – Reconfiguration and implementation of CAMHS SEDB (Specialist Eating Disorder Beds</div><div><div>Location:</div><div><div></div><div>Press here to see all entries from this Location</div></div><div>CHO Area 7</div></div><div><div>Healthcare Setting:</div><div>Linn Dara Approved Centre</div></div><div><div>Contact Person:</div><div>Nicole Barrett</div></div><div><div>Email Address:</div><div>nicole.barrett@hse.ie</div></div><div><div>Role:</div><div>Clinical Specialist Dietitian</div></div><div><div>Sponsor:</div><div>Prof Brendan Doody (Clinical Director)</div></div><div><div>This project is in collaboration with:</div><div>Linn Dara Approved Centre (LDAC) MDT staff , Acute Medical/ Paediatrician colleagues , Collaboration with International Experts,Patients and Families, Laboratory Dept, Radiology Dept</div></div></div>	<div><div>Category: Innovation in Service Delivery</div><div>Project Title Novel role for Pharmacists in the Cancer Services clinic setting at University Hospital Limerick</div><div><div>Location:</div><div><div></div><div>Press here to see all entries from this Location</div></div><div>UL Hospitals Group</div></div><div><div>Healthcare Setting:</div><div>University Hospital Limerick</div></div><div><div>Contact Person:</div><div>Olivia Flynn</div></div><div><div>Email Address:</div><div>olivia.flynn@hse.ie</div></div><div><div>Role:</div><div>Chief II Pharmacist</div></div><div><div>Sponsor:</div><div>Anne Harnett</div></div><div><div>This project is in collaboration with:</div><div>Maria O’Sullivan, Eoin Barrett, Joanne Nally</div></div></div>	<div><div>Category: Innovation in Service Delivery</div><div>Project Title Implementation of Department of Health Policy {Advanced Practice Nursing/ Midwifery}</div><div><div>Location:</div><div><div></div><div>Press here to see all entries from this Location</div></div><div>Corporate Services</div></div><div><div>Healthcare Setting:</div><div>Office of the Nursing and Midwifery Services Director (ONMSD)</div></div><div><div>Contact Person:</div><div>Mary Frances O Reilly</div></div><div><div>Email Address:</div><div>mary.oreilly4@hse.ie</div></div><div><div>Role:</div><div>ONMSD Lead for Advanced Practice Nursing and Midwifery</div></div><div><div>Sponsor:</div><div>Dr. Geraldine Shaw, Director, Office of the Nursing and Midwifery Services Director</div></div><div><div>This project is in collaboration with:</div><div>Key partners included the Office of the Chief Nurse in the DOH, NMBI, HEI’s, Directors of Nursing, National Clinical and Integrated Programmes</div></div></div>	<div><div>Category: Innovation in Service Delivery</div><div>Project Title Beaumont Hospital Laboratory Modernisation</div><div><div>Location:</div><div><div></div><div>Press here to see all entries from this Location</div></div><div>RCSI Hospital Group</div></div><div><div>Healthcare Setting:</div><div>Beaumont Hospital</div></div><div><div>Contact Person:</div><div>Peter O’Leary</div></div><div><div>Email Address:</div><div>peteroleary@beaumont.ie</div></div><div><div>Role:</div><div>Laboratory Manager</div></div><div><div>Sponsor:</div><div>Professor Patrick Thornton</div></div><div><div>This project is in collaboration with:</div><div>A dedicated cross-functional working group was used which included: Laboratory Directorate staff and the Departments of Procurement, Finance, HR, ICT, Technical Services, General services (Portering, hygiene, security etc)</div></div></div>	<div><div>Category: Innovation in Service Delivery</div><div>Project Title Learn while you wait</div><div><div>Location:</div><div><div></div><div>Press here to see all entries from this Location</div></div><div>West / North West Hospitals Group</div></div><div><div>Healthcare Setting:</div><div>Sligo University Hospital, Letterkenny University Hospital and Tallaght University Hospital</div></div><div><div>Contact Person:</div><div>Seamus Boyle</div></div><div><div>Email Address:</div><div>seamus.boyle@hotmail.com</div></div><div><div>Role:</div><div>ENT SpR</div></div><div><div>Sponsor:</div><div>Mary Bresnihan</div></div><div><div>This project is in collaboration with:</div><div>Nurses, doctors, secretaries, clinical photographers, illustrators, quality managers, care staff, administrators</div></div></div>
<div><div>Summary of Project:</div><div>To improve efficiency in managing stable glaucoma and glaucoma suspects where patients attend a nurse run clinic. Staff interview and take measurements for later review by the consultant ophthalmologist in a virtual clinic model with the use of the electronic medical record (EMR)</div></div>	<div><div>Summary of Project:</div><div>Reconfiguration of 8 Inpatient CAMHS beds to dedicated CAMHS SEDB’s in 2019.  Introduction and deployment of advanced clinical and therapeutic skills within an individualised evidence based approach. Prior to 2018 there was no access to Irish CAMHS SEDB’s to treat severe Eating Disorder cases often with comorbidities. Previously patients required prolonged treatment outside of Ireland.</div></div>	<div><div>Summary of Project:</div><div>A Pharmacists’ presence in Cancer Services clinics can effectively ensure that new patients starting on SACT (systemic anti-cancer therapy) have an accurate medication review and drug interaction check performed before a patient starts on treatment, and also involves the patient in their medication journey.</div></div>	<div><div>Summary of Project:</div><div>A draft policy was tested, leading to publication of the Policy on Graduate to Advanced Practice (DoH 2019). This involved recruitment, education and registration of advanced nurse practitioners across all health services. Emerging evidence demonstrates that RANPs enhance care through timely access to services, hospital avoidance, and reduced waiting lists</div></div>	<div><div>Summary of Project:</div><div>The Laboratory Modernisation project involved alignment of the core blood science laboratory elements of Biochemistry, Haematology and Immunology to an automated tracked system while maintaining the key function of specialist Laboratory work in the aforementioned areas. The project delivers significant benefits in terms of Turnaround Times for both scheduled and unscheduled care by aligning with the Royal College of Pathologists’ Key Performance Indicators for laboratory operations.</div></div>	<div><div>Summary of Project:</div><div>The concept is simple to improve patient experience while waiting for their clinic appointment. To replace daytime TV with an informatic display with helpful advice from ENT doctors. In addition to have a poster display to summarise the TV display with QR codes to link to HSE Live.</div></div>



**Category:**  
Innovation in Service Delivery

**Project Title**  
Improving blood Inventory management: A collaborative approach.

**Location:**  Press here to see all entries from this Location  
Dublin Midlands Hospital Group

**Healthcare Setting:**  
Blood Transfusion laboratories at Naas Hospital, The Coombe Hospital and Tallaght Hospital

**Contact Person:**  
Helena Begley

**Email Address:**  
helena.begley@hse.ie

**Role:**  
Senior Medical Scientist, Blood Transfusion, Naas General Hospital

Sponsor:  
Mary Duggan

**This project is in collaboration with:**  
Blood transfusion staff at NGH, CWIUH and TUH, First Direct Medical and the IBTS.

**Summary of Project:**  
Following a meeting between NGH, CWIUH , TUH and the IBTS a decision was made to try and implement a weekly blood exchange program between the 3 sites. Blood with approximately 2 weeks to expiry at Naas hospital and The Coombe hospital is exchanged once a week for units with longer expiry dates from Tallaght hospital via First Direct medical blood transport vans. This exchange program has drastically reduced blood ordering, blood wastage and inappropriate use of precious O Negative blood.

**Category:**  
Supporting a Healthy Community

**Project Title**  
The Gaming Group

**Location:**  Press here to see all entries from this Location  
CHO Area 5

**Healthcare Setting:**  
Wexford Adult Mental Health Service

**Contact Person:**  
Ciaradh Walsh

**Email Address:**  
ciaradh.walsh@hse.ie

**Role:**  
Senior Occupational Therapist

**Sponsor:**  
Orla O’Conor

**This project is in collaboration with:**  
LINK Training. Wexford Mental Health Association. Wexford OT Department

**Summary of Project:**  
Stakeholders coproduced a weekly group for young people who required support to engage in activities in their communities. A strong shared interest in gaming led to the development of a dedicated gamesroom. The group meets every fortnight to game and plan activities for the following week (eg lasertag, bowling).

**Category:**  
Supporting a Healthy Community

**Project Title**  
Dementia: Understand Together Community Activation

**Location:**  Press here to see all entries from this Location  
National Services

**Healthcare Setting:**  
Community

**Contact Person:**  
Emer Begley

**Email Address:**  
emer.begley@hse.ie

**Role:**  
Senior Project Manager


**Sponsor:**  
Mary Manning

**This project is in collaboration with:**  
HSE - National Dementia Office, Health and Wellbeing and Communications, The Alzheimer Society of Ireland, Age Friendly Cities and Counties.

**Summary of Project:**  
Dementia: Understand Together in Communities is inspiring individuals, organisations and community groups; taking actions and creating communities where people living with dementia and their families are respected, supported and connected. Over 300 community champions and 40+ national partners are increasing awareness and understanding of dementia, changing services and tackling stigma

**Category:**  
Supporting a Healthy Community

**Project Title**  
Mid West Advancing Recovery in Ireland Education Service (ARIES)

**Location:**  Press here to see all entries from this Location  
CHO Area 3

**Healthcare Setting:**  
HSE Mid West Community Healthcare

**Contact Person:**  
Eileen Cunningham

**Email Address:**  
eileen.cunningham4@hse.ie

**Role:**  
Education, Training and Development Officer

**Sponsor:**  
Niamh Wallace

**This project is in collaboration with:**  
12 HSE Mental Health Staff members volunteer as Recovery Education Facilitators, HSE Mental Health services throughout the Mid West region.

**Summary of Project:**  
We provide the Mid West with an educational programme on recovery and well-being in mental health. For more see <https://youtu.be/44KvE3dCvmc>. We offer a range of courses, information and educational materials in communities and in acute psychiatric units. We provide training and education for mental health staff and third level students.

**Category:**  
Supporting a Healthy Community

**Project Title**  
Women’s Health After Motherhood.

**Location:**  Press here to see all entries from this Location  
RCSI Hospital Group

**Healthcare Setting:**  
Rotunda Hospital

**Contact Person:**  
Cinny Cusack

**Email Address:**  
ccusack@rotunda.ie

**Role:**  
Physiotherapy Manager

**Sponsor:**  
Fiona Hanrahan/Trinity College

**This project is in collaboration with:**  
Deirdre Daly, MAMMI team, Niamh Kenny, Mental health experts, sexual health experts, chiropractor, health economist, maternal health researchers, midwives,

**Summary of Project:**  
The Women’s Health After Motherhood course was developed with women and maternal health experts, to provide reliable, trustworthy information on postpartum health and well being for women, their partners, and for healthcare professionals. The course addresses the gaps in knowledge surrounding women’s postpartum health and provides strategies to address them.

**Category:**  
Supporting a Healthy Community

**Project Title**  
‘Billy’s Trolley’ (Employment inclusion in the work place.)

**Location:**  Press here to see all entries from this Location  
South/South West Hospitals Group

**Healthcare Setting:**  
Mallow General Hospital

**Contact Person:**  
Caroline O Leary

**Email Address:**  
caroline.oleary3@hse.ie

**Role:**  
CNM2


**Sponsor:**  
Caroline O Leary

**This project is in collaboration with:**  
The management, nursing, clerical, household and supplies staff in Mallow General Hospital.

**Summary of Project:**  
This initiative is being developed to create a partnership to promote inclusive employment opportunities in Mallow General Hospital in association with the Cope Foundation’s Ability@ work scheme.

**Category:**  
Supporting a Healthy Community

**Project Title**  
Development and Implementation of an Autism Awareness eLearning programme

**Location:**

Press here to see all entries from this Location

Dublin Midlands Hospital Group

**Healthcare Setting:**  
Centre for Learning and Development, Human Resources Directorate, Tallaght University Hospital

**Contact Person:**  
Shauna Ennis

**Email Address:**  
shauna.ennis@tuh.ie

**Role:**  
Head of Learning and Development


**Sponsor:**  
Sharon Larkin, Human Resources Director, TUH

**This project is in collaboration with:**  
Geraldine Kyle RNT, Clinical Neuro Psychologist, Consultant Paediatrician (Neurodisability), Professor Child & Adolescent Psychiatry, Community Child Health Liaison Nurse (Autism)

**Summary of Project:**  
The aim was to enhance the knowledge and skills of healthcare professionals interacting with autistic children and adults in the acute hospital setting. An eLearning programme was developed in collaboration with subject matter experts across a range of services and a key stakeholder which was representative of the Autistic Community.

**Category:**  
Supporting a Healthy Community

**Project Title**  
Establishment of the Health surveillance clinic for children with Down syndrome

**Location:**

Press here to see all entries from this Location

Children's Hospital Group

**Healthcare Setting:**  
Children's Health Ireland at Tallaght

**Contact Person:**  
Ms Fiona Mc Grane

**Email Address:**  
fiona.mcgrane@tuh.ie

**Role:** Clinical Nurse Specialist

**Sponsor:** Ms Blaize Whelan

**This project is in collaboration with:** Professor Eleanor Molloy (Neonatologist), Dr Joanne Balfe (Paediatrician) and Ms Jennifer Sharkey (Audiologist)

**Summary of Project:**  
The development of multidisciplinary one stop shop annual health screening clinic for children and adolescents with Down syndrome the first of its kind in Ireland. It was envisaged that the clinic would reduce the need for multiple hospital attendances for children with Down syndrome on an annual basis and also reduce waiting times for appointments. It was also hoped that the clinic would provide a holistic service tailored to the children's medical needs and that care would be provided in a coordinated manner.

**Category:**  
Supporting a Healthy Community

**Project Title**  
Independence through Smart Technology

**Location:**

Press here to see all entries from this Location

CHO Area 4

**Healthcare Setting:**  
Cheshire Ireland Community Services

**Contact Person:**  
Jason Cooke

**Email Address:**  
jason.cooke@cheshire.ie

**Role:**  
Service Manager


**Sponsor:**  
Aoife Keogh

**This project is in collaboration with:**  
Our staff teams have supported the smart process through encouragement and innovation.

**Summary of Project:**  
This project supports people with disabilities to live as independently as possible in their own homes in line with their person centred plan. This project supports people with disabilities to be more independent using smart technology (Alexa and is focused on using smart technology to practically support people with disabilities to carry out everyday tasks that would otherwise be impossible.. These practical tasks would have been unimaginable a year ago without the support and knowledge of smart home Eg turning on and off a light, Sending a text message, Making a phone call, Listening to Audio Books, Managing a diary and schedule, Managing the hoovering up, Sending and receiving email messages, Managing the TV, Ordering a takeaway, Managing visitors from a safety perspective, Learning a language

**Category:**  
Supporting a Healthy Community

**Project Title**  
Change Your Mind Festival 2019

**Location:**

Press here to see all entries from this Location

CHO Area 1

**Healthcare Setting:**  
Sligo/Leitrim Mental Health Services

**Contact Person:**  
Dr Ignazio Graffeo

**Email Address:**  
graffeoignazio@yahoo.it

**Role:**  
NCHD

**Sponsor:**  
HSE - Rosemary Hannigan

**This project is in collaboration with:**  
Hugh Slevin, Jacinta Sexton, Blathnaid Quinn (nursing staff), Eliana Silvestri, Blaithin Sweeney (Havin' A Laugh Association), Zola Flynn (administration)

**Summary of Project:**  
Change Your Mind Festival is mental health promotion event that includes a run, music bands throughout the day, entertainment and workshops for children, magic shows, cooking demonstrations, craft fair with over 60 stalls and over 50 speakers. In 2019 we had an attendance of 4000 people.





# Health Service Excellence Awards 2020



# Health Service Excellence Awards 2020



## Children's Hospital Group

# Highly Commended

## IMPROVING PATIENT EXPERIENCE

**Name of Healthcare Setting:**  
Children's Cardiac Services

**Name of Manager/Sponsor:**  
Eilish Hardiman

**Location:**  
Children's Hospital Group

This project was a collaboration between the DoH ROI & NI, HSCB, HSE, CHI@Crumlin, RBHSC, Children's Heartbeat Trust, Heart Children Ireland, NISTAR (Ambulance service), UCD, QUB, UU, SSW/ Saelta /UL Hospital groups, BHSCT, WHSCT, SHSCT

**Name:**  
sharon morrow

**Role:**  
All-Island Congenital Heart Disease Network Director

**Email:**  
sharon.morrow@nchg.ie

### Project Title

#### Establishment & Implementation of All-Island Congenital Heart Disease Network

### Project Summary

The All-Island Congenital Heart Disease (CHD) Network was established in 2015 by the ROI & NI MoH following a review (IWG) leading to the cessation of cardiac surgery in NI with children travel-ling to GB for treatment. The aim of the Network is to deliver world class cardiac services for all children and young people on the island

### The key features of this project are

This is the first cross-jurisdictional Network on the island - implementing evidence based, safe and effective cardiac care for children and young people across the island of Ireland. This project has Ministerial approval and is acknowledged for the level of service user and family engagement in developing and delivering services.

Over 500 children and families from NI have now attended cardiac services in CHI, removing the need for NI children to travel to GB, often in emergency situations by air ambulance, to receive cardiac care. Such journeys are emotionally, physically, psychologically and financially stressful for the family.

The CHD Network is a model of service delivery that can be replicated across the island, in particular for smaller specialties operating separately in both jurisdictions and provide benefit to patients, families and providers in terms of quality of care, access and value



# Very Highly Commended

## INNOVATION IN SERVICE DELIVERY

**Name of Healthcare Setting:**  
Children's Health Ireland at Crumlin

**Name of Manager/Sponsor:**  
Catherine Cunningham, Speech and Language Therapy Manager

**Location:** Children's Hospital Group

**Name:** Zelda Greene

**Role:** Senior Speech and Language Therapist in Transitional Care Unit, a Unit in CHI at Crumlin for infants and children who are long term tracheostomy and ventilator dependent.

**Email:** zelda.greene@olchc.ie

This project was a collaboration between the Departments of Clinical Engineering (Jim Davenport, Philip Hartnett, Reden Prudenter), Paediatric Otolaryngology (ENT) (Mr John Russell), Nursing (Siobhan Fitzgerald, Airway Clinical Nurse Specialist), Respiratory Medicine (Professor Paul McNally)

### Project Title

#### Tracheostomy speaking valve modification in children: A standardized approach leads to widespread use

### Project Summary

Children with complex airways require tracheostomy and ventilation. Over 70% of infants referred were not eligible for speaking valves which restore voice, aid feeding, secretion management, ventilation sprinting. The valve modification programme ensures all eligible children now receive speaking valves. Communication and feeding outcomes improve. Parent survey indicated improved quality of life.

### The key features of this project are

Communication and feeding are cornerstones of development for children. Our bespoke method for modifying speaking valves ensures infants voice and speak earlier, feed earlier and reduce tube feeding dependency, sprint from ventilation earlier and have reduced suction burden leading to increased quality of family life and developmental gains. This project is innovative as it provides

- Streamlined objective & transparent assessment process
- Bespoke valve provision for each child
- Delivers the earliest possible interventions for feeding and speech in these infants
- Decision making is multidisciplinary and collaborative
- Engineering protocols are replicable and transparent
- All modified valves are coded and tracked
- No adverse events reported over 5 years

This project involved collaboration across 5 clinical departments which is ongoing and well established over 5 years. Clinical guidelines are almost complete and safe engineering procedures have been finalised. Rollout planned at CHI Temple Street site for 2020.

\*\*This project has been published in a peer reviewed journal contributing to the international evidence base

\*Greene ZM, Davenport J, Fitzgerald S, Russell JD, McNally P.

Tracheostomy speaking valve modification in children: A standardized approach leads to widespread use. Pediatric Pulmonology. 2019;1-8. <https://doi.org/10.1002/ppul.24209>





**Category:**  
Championing Mental Health

**Project Title**  
SPACE programme -  
Supporting Parents and  
Carers of young people who  
self harm

**Location:**  
Children's Hospital Group

**Healthcare Setting:**  
CHI at Temple St/ Children's University  
Hospital, Temple St

**Contact Person:**  
Dr Elizabeth Barrett/ Carole Boylan

**Email Address:**  
elizabeth.barrett@cuh.ie

**Role:**  
Consultant in Child and Adolescent  
Psychiatry/ CNS lead for SPACE  
program

**Sponsor:**  
Mona Baker , CEO, Childrens university  
Hospital Temple Street.

**Summary of Project:**

The SPACE (Supporting Parents and Carers) programme is a psychoeducational intervention developed to improve the well-being of parents of children who engage in self-harm thoughts and behaviours, and to empower them to better support their young person. Offered twice a year since 2009, several hundred participants have attended.

**Category:**  
Improving Patient Experience

**Project Title**  
Establishment &  
Implementation of All-Island  
Congenital Heart Disease  
Network

**Location:**  
Children's Hospital Group

**Healthcare Setting:**  
Children's Cardiac Services

**Contact Person:**  
sharon morrow

**Email Address:**  
sharon.morrow@nchg.ie

**Role:**  
All-Island Congenital Heart Disease  
Network Director

**Sponsor:**  
Eilish Hardiman

**This project is in collaboration with:**  
DoH ROI & NI, HSCB, HSE, CHI@  
Crumlin, RBHSC, Children's Heartbeat  
Trust, Heart Children Ireland, NISTAR  
(Ambulance service), UCD, QUB, UU,  
SSW/ Saolta /UL Hospital groups,  
BHSCT, WHSCT, SHSCT

**Summary of Project:**

The All-Island Congenital Heart Disease (CHD) Network was established in 2015 by the ROI & NI MoH following a review (IWG) leading to the cessation of cardiac surgery in NI with children travel-ling to GB for treatment. The aim of the Network is to deliver world class cardiac services for all children and young people on the island

**Category:**  
Improving our Childrens  
Health

**Project Title**  
CHI at Connolly: First  
Paediatric Outpatient and  
Urgent Care Centre

**Location:**  
Children's Hospital Group

**Healthcare Setting:**  
Children's Health Ireland (CHI) at  
Connolly Hospital in Blancharstown

**Contact Person:**  
Paul Harding

**Email Address:**  
paul.harding@nchg.ie

**Role:**  
Manager, CHI at Connolly

**Sponsor:**  
Dr Ciara Martin, Executive lead for CHI  
at Tallaght and Connolly

**This project is in collaboration with:**  
Children's Health Ireland, National  
Paediatric Hospital Development Board,  
HSE, Department of Health.

**Summary of Project:**

CHI at Connolly in Blanchardstown opened on 31 July 2019, it is a major milestone in the new children's hospital project. The benefit for patients and families is bringing fast, convenient, quality care close to their home, as is clinically appropriate. Its serves Dublin 15 and surrounding areas.

**Category:**  
Improving Patient Experience

**Project Title**  
Guideline for the Care and Management of a CVAD for a Child in the Community

**Location:**  
Children's Hospital Group

**Healthcare Setting:**  
Children's Health Ireland (CHI) @ Crumlin

**Contact Person:**  
Imelda Hurley & Alice Ward

**Email Address:**  
imelda.hurley@olchc.ie

**Role:**  
Paediatric Palliative Care Clinical Nurse Specialist & Clinical Nurse Facilitator @ Paediatric Haematology / Oncology

**Sponsor:**  
Dr Maeve O'Rielly

**This project is in collaboration with:**  
Paediatric Palliative Care Team CHI @ Crumlin, Centre of Children's Nurse Education (CCNE), Nurse Practice Development & ONMSD

**Summary of Project:**

The guideline supports a needle-free experience for the child in the community where possible. It provides guidance for healthcare professionals in the community in a manner that optimises effective and safe care while encouraging best evidence based practice. It has been recently revised and expanded.

**Category:**  
Innovation in Service Delivery

**Project Title**  
Tracheostomy speaking valve modification in children: A standardized approach leads to widespread use.

**Location:**  
Children's Hospital Group

**Healthcare Setting:**  
Children's Health Ireland at Crumlin

**Contact Person:**  
Zelda Greene

**Email Address:**  
zelda.greene@olchc.ie

**Role:**  
Senior Speech and Language Therapist in Transitional Care Unit, a Unit in CHI at Crumlin for infants and children who are long term tracheostomy and ventilator dependent.

**Sponsor:**  
Catherine Cunningham, Speech and Language Therapy Manager

**This project is in collaboration with:**  
Departments of Clinical Engineering (Jim Davenport, Philip Hartnett, Reden Prudenter), Paediatric Otolaryngology (ENT) (Mr John Russell), Nursing (Siobhan Fitzgerald, Airway Clinical Nurse Specialist), Respiratory Medicine (Professor Paul McNally)

**Summary of Project:**

Children with complex airways require tracheostomy and ventilation. Over 70% of our infants were not eligible for speaking valves which restore voice, aid feeding, secretion management, ventilation sprinting. Our valve modification programme ensures all eligible children now receive speaking valves. Communication and feeding outcomes improve. Parent survey indicated improved quality of life.

**Category:**  
Supporting a Healthy Community

**Project Title**  
Establishment of the Health surveillance clinic for children with Down syndrome

**Location: :**  
Children's Hospital Group

**Healthcare Setting:**  
Children's Health Ireland at Tallaght

**Contact Person:**  
Ms Fiona Mc Grane

**Email Address:**  
fiona.mcgrane@tuh.ie

**Role:** Clinical Nurse Specialist

**Sponsor:** Ms Blaize Whelan

**This project is in collaboration with:** Professor Eleanor Molloy (Neonatologist), Dr Joanne Balfe (Paediatrician) and Ms Jennifer Sharkey (Audiologist)

**Summary of Project:**

The development of multidisciplinary one stop shop annual health screening clinic for children and adolescents with Down syndrome the first of its kind in Ireland. It was envisaged that the clinic would reduce the need for multiple hospital attendances for children with Down syndrome on an annual basis and also reduce waiting times for appointments. It was also hoped that the clinic would provide a holistic service tailored to the children's medical needs and that care would be provided in a coordinated manner.

# Health Service Excellence Awards 2020





<p><b>Category:</b> Improving our Childrens Health</p> <p><b>Project Title</b> Support Group for Siblings of Children with Disability and/ or Complex Health Needs</p> <p><b>Location:</b> CHO Area 1</p> <p><b>Healthcare Setting:</b> Sligo/Leitrim Social Care/Disability Services</p> <p><b>Contact Person:</b> Christina Egan and Mairead Higgins</p> <p><b>Email Address:</b> mairead.higgins1@hse.ie</p> <p><b>Role:</b> Community Facilitator Manager and Social Worker</p> <p><b>Sponsor:</b> Geraldine Cosgrove and Kate Ferguson</p> <p><b>This project is in collaboration with:</b> Christina Corrigan, Community Facilitator for Disability Services Manager Sligo/Leitrim, Ciara McBride, Assistant Psychologist, Psychology Dept., Markievicz House, Sligo, Mairead Higgins, Social Worker, Childrens Disability Service, Sligo.</p>	<p><b>Category:</b> Improving Patient Experience</p> <p><b>Project Title</b> Blossom Together</p> <p><b>Location:</b> CHO Area 1</p> <p><b>Healthcare Setting:</b> St Patricks Community Hospital Summerhill Carrick On Shannon County Leitrim</p> <p><b>Contact Person:</b> Lorraine Sheridan</p> <p><b>Email Address:</b> lorraine.sheridan3@hse.ie</p> <p><b>Role:</b> Assistant Director Of Nursing</p> <p><b>Sponsor:</b> Nuala Gallagher Ditractor of Nursing</p> <p><b>This project is in collaboration with:</b> Sharon Richardson Occupational Therapist, Olivia Furey Nolan Occupational therapy assistant and Michael Duignan Occupational therapy assistant</p>	<p><b>Category:</b> Supporting a Healthy Community</p> <p><b>Project Title</b> Change Your Mind Festival 2019</p> <p><b>Location:</b> CHO Area 1</p> <p><b>Healthcare Setting:</b> Sligo/Leitrim Mental Health Services</p> <p><b>Contact Person:</b> Dr Ignazio Graffeo</p> <p><b>Email Address:</b> graffeoignazio@yahoo.it</p> <p><b>Role:</b> NCHD</p> <p><b>Sponsor:</b> HSE - Rosemary Hannigan</p> <p><b>This project is in collaboration with:</b> Hugh Slevin, Jacinta Sexton, Blathnaid Quinn (nursing staff), Eliana Silvestri, Blaitthin Sweeney (Havin' A Laugh Association), Zola Flynn (administration)</p>
<p><b>Summary of Project:</b> Based on the model developed by Don Meyer. They are run on a group work basis, involving a group of siblings aged 8 to 13 years coming together to share information about their siblings with disabilities and to have fun. The Sligo/ Leitrim support group was facilitated on a weekly basis for 6 consecutive sessions. The activities are centred on both individual and team work and focused on the day to day experience of having a sibling with a disability and/or complex health needs. Tthe initiative aims to provide parents and other professionals with opportunities to understanding more the concerns frequently experienced by brothers and sisters of people with a disability and/or complex health needs.</p>	<p><b>Summary of Project:</b> This intergenerational project with the local preschool group is now in its second year. This project involves preschool children attending the unit twice monthly and enjoying interactions and activities with the residents. This has greatly enhanced th elived experience of the residents and has brought joy, fun and laughter into their lives .</p>	<p><b>Summary of Project:</b> Change Your Mind Festival is mental health promotion event that includes a run, music bands throughout the day, entertainment and workshops for children, magic shows, cooking demonstrations, craft fair with over 60 stalls and over 50 speakers. In 2019 we had an attendance of 4000 people.</p>

# Health Service Excellence Awards 2020



# HIGHLY COMMENDED

CHAMPIONING MENTAL HEALTH

**Name of Healthcare**

**Setting:**  
Child & Adolescent  
Mental Health Services  
(CAMHS)

**Location:**  
CHO Area 2

**Key Contact for Project  
Name:**  
Dr Sharyn Byrne, Project  
Lead

**Role:**

Senior Clinical  
Psychologist

**Email:**

Sharyn.Byrne@hse.ie

**Name of Manager/  
Sponsor:**

Dr Meena O'Neill

## Project Title

### The WITH project; Well-being In The Home

#### Project Summary

The WITH project (Well-Being In The Home); a young person's guide to parental Mental Health, was developed as the first online information resource for young people in Ireland who are in the situation that their parent struggles with Mental Health. It provides information on various parental Mental Health difficulties that the young person may experience and signposts them to supports they can access. This resource was developed in recognition of the distress that some young people can experience.

#### The key features of this project are

This is the first online resource in Ireland that directly addresses the issue of parental Mental Health and its potential impact on children and young people. It provides vital information on how the young person is not to blame, or responsible for making their parent better. Most importantly it also provides helpful links to services / supports that the children / young people can access should they become overwhelmed by distress or need to speak to a care professional. This National online resource is also providing early intervention to a vulnerable, and much neglected cohort of children and young people. This initiative reduces the stigma of such issues and allows for open dialogue for affected children / young people who have previously been 'hidden'.

\*This online resource is available YouTube by searching 'The WITH Project' or Well-being in the Home.



## Category:

Championing Mental Health

## Project Title

The WITH project; Well-being  
In The Home

**Location:**

CHO Area 2

**Healthcare Setting:**

Child & Adolescent Mental Health  
Services (CAMHS)

**Contact Person:**

Dr Sharyn Byrne, Project Lead

**Email Address:**

Sharyn.Byrne@hse.ie

**Role:**

Senior Clinical Psychologist

**Sponsor:**

Dr Meena O'Neill

## Summary of Project:

The WITH project (Well-Being In The Home); a young person's guide to parental Mental Health, was developed as the first online information resource for young people in Ireland who are in the situation that their parent struggles with Mental Health. It provides information on various parental Mental Health difficulties that the young person may experience and signposts them to supports they can access. This resource was developed in recognition of the distress that some young people can experience.

## Category:

Improving Patient Experience

## Project Title

Community Oncology Nursing  
Care to Clients in Galway  
Primary Care.

**Location:**

CHO Area 2

**Healthcare Setting:**

Galway Primary, Community and  
Continuing Care.

**Contact Person:**

Helen Martin

**Email Address:**

helen.martin@hse.ie

**Role:**

Assistant Director of Public Health  
Nursing.

**Sponsor:**

Kathleen Malee -Director of Public  
Health Nursing.

**This project is in collaboration with:**  
Public Health Nurses and Community  
Registered General Nurses with  
Oncology training in each network  
within Galway Primary Care, Carmel  
Finn -Liaison PHN for Community  
Oncology, Galway.

## Summary of Project:

Currently the community oncology nursing service within Galway Primary Care caters for over 200 clients per month. This service is provided either within the client's home or a nearby designated primary care facility. In total 2019 a total of 3,185 oncology nursing interventions were facilitated by the community oncology nursing service within Galway Primary care.



# Health Service Excellence Awards 2020



# Category Winner

## INNOVATION IN SERVICE DELIVERY

**Name of Healthcare Setting:**  
North Tipperary Community Mental Health Services

**Name of Manager/Sponsor:**  
Niamh Wallace General Manager Mid-West Mental Health Services

**Location:**  
CHO Area 3

**Name:**  
James Harrington

**Role:**  
Assistant Director of Nursing

**Email:**  
james.harrington@hse.ie

This project was a collaboration between two Community Mental Health Teams our partner agency Focus Ireland and Co Council Staff, Service Improvement Other approved Housing Bodies.

### Project Title

#### North Tipperary Intensive Tenancy Sustainment Service.

#### Project Summary

This project offers Intensive tenancy support (TS) of varying levels to adults with mental health difficulties who may be homeless/ at risk of homelessness. 2 staff source quality accommodation, work in partnership with relevant community services & are employed by Focus Ireland & work as part of 2 MH teams in North Tipp.

#### The key features of this project are

This service is unique to Ireland. Tenancy workers are employed and line managed by our partners Focus Ireland, but are completely integrated into CMHT's. Tenancy sustainment workers attend full MDTs and receive referrals for the service directly from the CMHT. 2 Staff from Tipperary Co Council attend governance meetings.

It's the first model like this in the country. The Service is a community Housing first model as individual supports are wrapped around service user to support tenancy.

There is now an integrated service available for service users in one location for those who are encountering tenancies difficulties. Service is preventing Homelessness and Service users are supported to access other services.

The Service is completely integrated providing effective communication and a wraparound service between the service user CMHT and landlords/ Co Council and this Service is reducing hospital admission frequency and length of stay.

**The Selection Panel commented** that this project actively combined mental health care with social care through social inclusion – ie preventing homelessness. It is a good example of multiagency co- production between the health services, voluntary services, county council and local landlord to address health and social needs. It is operationalizing national policy and strategy ie. Slaintecare, Vision for Change and HSE Framework for recovery.



## Category: Championing Mental Health

### Project Title

#### Inpatient and outpatient pilot on Dual Diagnosis (Mental illness & Substance misuse)

**Location:**  
CHO Area 3

**Healthcare Setting:**  
Clare Mental Health Services HSE Mid West

**Contact Person:**  
Dr Narayanan Subramanian

**Email Address:**  
narayanan.subramanian@hse.ie

**Role:**  
Consultant General Adult Psychiatrist and Adjunct Senior Clinical Lecturer, University of Limerick

**Sponsor:**  
Dr John O'Mahoney, Executive Clinical Director & Consultant Psychiatrist, Mid West Mental Health Services HSE West. This project is in collaboration with Dr Subramanian, Consultant Psychiatrist in partnership with HSE Mid West Drug Services (lead - Mr Rory Keane, Regional Drug Co-ordinator & Mr Colin O'Driscoll, Clinical Psychologist, both from HSE Mid West Drug services) and supported by voluntary bodies such as NOVAS (lead by Ms Julie Kenneally) and Anna Liffey Project

#### Summary of Project:

A pilot project lead by mental health services in partnership with HSE Mid West Drug Services and supported by voluntary bodies such as NOVAS. The project involves outpatient assessment and management of people with mental illness and substance misuse leading to inpatient detoxification and stabilisation. Inpatient admissions are on a planned basis and follow up such as drug rehabilitation if needed after detox and stabilisation are planned in advance and funding support from HSE Drug services and voluntary bodies for same. Outpatient clinic occurs once a week in the Ennis day hospital outpatient clinic, supervised by Dr Subramanian and referrals are accepted from HSE Drug services and voluntary bodies

## Category: Improving Patient Experience

### Project Title

#### "Memory Lane"

**Location:**  
CHO Area 3

**Healthcare Setting:**  
Ennistymon Community Hospital.

**Contact Person:**  
Claire Collier

**Email Address:**  
claire.collier@hse.ie

**Role:**  
Director of Nursing

**Sponsor:**  
Sheila Ryan

**This project is in collaboration with:**  
Project design: Lynda Lynch, Multi task attendant, Implementation: Claire Collier, Director of Nursing,

#### Summary of Project:

"Memory Lane" recreates an Ennistymon Street, incorporating resident's memories/ ideas/ live experiences, led by staff/volunteers who donated their time.

The following shops are located in "Memory Lane": Coffee shop, garden, "Serenity" Hair and Nail Bar, Internet cafe, Shebeen, Post Office, "Maire's Boutique" shop, a Men's Shed/nursery, a Parlour and the Townhall Cinema. (ref video)

**Category:**  
Improving Patient Experience

**Project Title**  
Community-based Hepatitis C Treatment

**Location:**  
CHO Area 3

**Healthcare Setting:**  
Limerick Drug and Alcohol Service (LDAS)

**Contact Person:**  
Dr Susan Ryan

**Email Address:**  
susan.ryan3@hse.ie

**Role:**  
General Practitioner, Addiction Services

**Sponsor:**  
Mr Rory Keane Regional Drug Co-Ordinator

**This project is in collaboration with:**  
Ms Helen Ryan, CMN 1, Ms Catherine Keane, SN, Ms Norma Harnedy, National Liaison Pharmacist

**Category:**  
Innovation in Service Delivery

**Project Title**  
North Tipperary Intensive Tenancy Sustainment Service.

**Location:**  
CHO Area 3

**Healthcare Setting:**  
North Tipperary Community Mental Health Services

**Contact Person:**  
James Harrington

**Email Address:**  
james.harrington@hse.ie

**Role:**  
Assistant Director of Nursing

**Sponsor:**  
Niamh Wallace General Manager Mid-West Mental Health Services

**This project is in collaboration with:**  
Two Community Mental Health Teams our partner agency Focus Ireland and Co Council Staff, Service improvement, Other approved Housing Bodies.

**Category:**  
Supporting a Healthy Community

**Project Title**  
Mid West Advancing Recovery in Ireland Education Service (ARIES)

**Location:**  
CHO Area 3

**Healthcare Setting:**  
HSE Mid West Community Healthcare

**Contact Person:**  
Eileen Cunningham

**Email Address:**  
eileen.cunningham4@hse.ie

**Role:**  
Education, Training and Development Officer

**Sponsor:**  
Niamh Wallace

**This project is in collaboration with:**  
12 HSE Mental Health Staff members volunteer as Recovery Education Facilitators, HSE Mental Health services throughout the Mid West region.

**Summary of Project:**

LDAS is the first addiction clinic outside Dublin to provide onsite Hepatitis C treatment. Clients on OST who attend LDAS often struggle to access tertiary care for multiple reasons, and can now access effective Hepatitis C treatment in our primary care setting.

**Summary of Project:**

Intensive tenancy support (TS) of varying levels to adults with mental health difficulties who may be homeless/ at risk of homelessness. 2 staff source quality accommodation, work in partnership with relevant community services & are employed by Focus Ireland & work as part of 2 MH teams in North Tipp.

**Summary of Project:**

We provide the Mid West with an educational programme on recovery and well-being in mental health. For more see <https://youtu.be/44KvE3dCvmc>. We offer a range of courses, information and educational materials in communities and in acute psychiatric units. We provide training and education for mental health staff and third level students.



# Health Service Excellence Awards 2020

## Highly Commended

IMPROVING PATIENT EXPERIENCE

**Name of Healthcare Setting:**  
St. Joseph's Foundation

**Location:**  
CHO Area 4

**Name:**  
Noreen Ryan

**Role:**  
Chief Executive Officer

**Email:**  
nryan@stjosephsfoundation.ie

**Name of Manager/ Sponsor:**  
Eamon McCarthy Chair-Board of Directors/  
Michael Hegarty Disability Manager CHO 4

This project was a collaboration between Trabolgan Management & Staff; Management & Multi-disciplinary Departments from St. Joseph's Foundation; HSE Disability Managers; Primary Care; Local Community Volunteers

### Project Title

**Alternative Respite Holiday Weekend for Children with Disabilities and their Families**

### Project Summary

St Joseph's Foundation in association with Trabolgan Holiday Village and the HSE provided a cost effective family holiday respite weekend to 164 families who had a child aged between 4-17 with Autistic Spectrum Disorder, Intellectual Disability or Developmental Delay. St. Joseph's Foundation provided a number of educational workshops/activities for families.

### The key features of this project are

This initiative provided a respite experience for the child and their family in a mainstream public environment where families could benefit from peer support and which enable the child with ASD, Intellectual Disability or Developmental Delay to learn, play & express themselves in a stress free, non-judgemental environment.

It was a cost effective alternative approach to providing respite to children to include the intergenerational family which supported the child to learn, play and express themselves in a stress free non-judgemental environment while also supporting families to learn from and share their experiences with each other.

This innovative initiative produces multiple outcomes for both the child and the intergenerational family in a safe non-judgemental environment. It promotes wellbeing through activities, offers opportunities for families to share experiences, promotes togetherness and community & offers learning through workshop activities.



**Category:**  
Championing Mental Health

### Project Title

**RISE: Responsive Early Intervention for psychosis Service, South Lee, Cork**

**Location:**  
CHO Area 4

**Healthcare Setting:**  
South Lee Mental Health Service, Cork

**Contact Person:**  
Karen O Connor

**Email Address:**  
karen.oconnor3@hse.ie

**Role:**  
Consultant Psychiatrist/ Clinical Lead

**Sponsor:**  
Sinead Glennon, Lead for Mental Health, CHO 4 & Dr Siobhan Ni Bhrian, National Clinical Advisor and Group Lead, Mental Health

### Summary of Project:

Psychosis is a serious mental illness, which was traditionally associated with a poor prognosis, characterised by relapses and hospitalisations. With the new RISE service each individual gets a dedicated key worker, psychological, family, peer, vocational & physical health interventions for 3yrs. This improves service user experience, health and vocational outcomes.

**Category:**  
Improving our Childrens Health

### Project Title

**The explosive leap to Secondary school**

**Location:**  
CHO Area 4

**Healthcare Setting:**  
Primary Care Paediatric Occupational Therapy

**Contact Person:**  
Transition to Secondary School Intervention Groups

**Email Address:**  
valerie.oconnor1@hse.ie

**Role:**  
Provision of Occupational Therapy to individuals transitioning into Secondary School

**Sponsor:**  
Deirdre Cullen

**This project is in collaboration with:**  
All members of South Lee OT PCC Team were involved in designing and delivering the group

### Summary of Project:

A two day workshop delivered to children (2days - 6 hours contact) and a 1 hour talk to parents which focuses on development when one is transitioning into secondary school. It consists of children who are disorganised and poor fine motor skills. They cover topics such as goal setting, prioritising, Mind mapping, learning to use a time table, minding your mental and Physical health, learning to tie a tie and filing. The parent talk mirrors the work done in the workshop and explains the various strategies discussed and coached in the group.

**Category:**  
Improving Patient Experience

**Project Title**  
Alternative Respite Holiday  
Weekend for Children with  
Disabilities and their Families

**Location:**  
CHO Area 4

**Healthcare Setting:**  
St. Joseph's Foundation

**Contact Person:**  
Noreen Ryan

**Email Address:**  
nryan@stjosephsfoundation.ie

**Role:**  
Chief Executive Officer

**Sponsor:**  
Eamon McCarthy Chair-Board of  
Directors/Michael Hegarty Disability  
Manager CHO 4

**This project is in collaboration with:**  
Trabolgan Management & Staff;  
Management & Multi-disciplinary  
Departments from St. Joseph's  
Foundation; HSE Disability Managers;  
Primary Care; Local Community  
Volunteers

**Summary of Project:**

St Joseph's Foundation in association with Trabolgan Holiday Village and the HSE provided a cost effective family holiday respite weekend to 164 families who had a child aged between 4-17 with Autistic Spectrum Disorder, Intellectual Disability or Developmental Delay. St. Joseph's Foundation provided a number of workshops/activities for families.

**Category:**  
Supporting a Healthy  
Community

**Project Title**  
Independence through Smart  
Technology

**Location:**  
CHO Area 4

**Healthcare Setting:**  
Cheshire Ireland Community Services

**Contact Person:**  
Jason Cooke

**Email Address:**  
jason.cooke@cheshire.ie

**Role:**  
Service Manager

**Sponsor:**  
Aoife Keogh

**This project is in collaboration with:**  
Our staff teams have supported the  
smart process through encourgment  
and inovation.

**Summary of Project:**

This project supports people with disabilities to live as independently as possible in their own homes in line with their person centred plan. This project supports people with disabilities to be more independent using smart technology (Alexa and is focused on using smart technology to practically support people with disabilities to carry out everyday tasks that would otherwise be impossible.. These practical tasks would have been unimaginable a year ago without the support and knowledge of smart home Eg turning on and off a light, Sending a text message, Making a phone call, Listening to Audio Books, Managing a diary and schedule, Managing the hoovering up, Sending and receiving email messages, Managing the TV, Ordering a takeaway, Managing visitors from a safety perspective, Learning a language



# Health Service Excellence Awards 2020



# Category Winner

## SUPPORTING A HEALTHY COMMUNITY

**Name of Healthcare Setting:** Wexford Adult Mental Health Services  
**Name of Manager/Sponsor:** Orla O'Connor

**Location:** CHO Area 5

**Key contact for Project Name:** Ciaradh White

**Role:** Senior Occupational therapist

**Email:** ciaradh.walsh@hse.ie

This project was a collaboration between LINK Training, Wexford Mental Health Association and Wexford OT Department

### Project Title

#### The Gaming Group

#### Project Summary

Stakeholders coproduced a weekly group for young people who required support to engage in activities in their communities. A strong shared interest in gaming led to the development of a dedicated gamesroom. The group meets every fortnight to game and plan activities for the following week (eg lasertag, bowling)

#### Key features of this project are

This intervention supports a vulnerable group of young mental health service users who experience social exclusion and barriers to community engagement. All members are equal partners in terms of inclusion and decision-making. Each member identifies goals with their OT (eg to initiate conversation with another group member with the goal of developing friendships). Group measures include regular review and input from all stakeholders, and attendance records. The group uses a unique intervention (gaming) to support members' goals. The range of outcomes noted to date include, improved communication skills, reduced isolation, improved community integration, development of friendships and engagement outside of the group and MHS, development of meaningful routine and structure and improved organisational skills and responsibilities

The group allows members to feel safe in new spaces in their community, furthering confidence and skills, reduces social isolation, supports education on recovery and wellbeing, incorporates physical and sporting activities, reduces risk factors.

**The Selection Panel commented** there is learning for all of us in how this service was established and it shows great innovation and thinking outside the box. The Project is designed around service user need - what they need as opposed to what we think they need. The model could easily be replicated for the long-term societal benefit for young men with enduring mental illness



## Category: Supporting a Healthy Community

### Project Title The Gaming Group

**Location:** CHO Area 5

**Healthcare Setting:** Wexford Adult Mental Health Service

**Contact Person:** Ciaradh Walsh

**Email Address:** ciaradh.walsh@hse.ie

**Role:** Senior Occupational Therapist

**Sponsor:** Orla O'Connor

**This project is in collaboration with:** LINK Training. Wexford Mental Health Association. Wexford OT Department

#### Summary of Project:

Stakeholders coproduced a weekly group for young people who required support to engage in activities in their communities. A strong shared interest in gaming led to the development of a dedicated gamesroom. The group meets every fortnight to game and plan activities for the following week (eg lasertag, bowling).

# Health Service Excellence Awards 2020





# Category Winner

EXCELLENCE IN QUALITY CARE

## Name of Healthcare

**Setting:**  
Clonskeagh Community  
Nursing Unit

**Location:**  
CHO Area 6



**Name:**  
Vandana Iqbal

**Role:**  
Acting Assistant Director of  
Nursing

**Email:**  
vandana.iqbal@hse.ie

## Name of Manager/

**Sponsor:**  
Claire Waldron (General  
Manager)

This project was a  
collaboration between all  
departments in Clonskeagh  
Community Nursing Unit  
including catering, Allied  
Health Professionals,  
Dementia Care Matters  
Team from UK and local  
business to raise funds and  
families of the residents

## Project Title

**Transformation of Clonskeagh Community  
Nursing Unit into a butterfly home - Adapting  
Social Care Model.**

## Project Summary

The Aim of the project was to transform from  
Medical Care Model to a Social Care Model.

The goals included improving the lived  
experience of people living with a dementia.

KPI's were agreed and outcomes were  
measured. This project received NMPDU 2018  
innovation funding and was undertaken in  
collaboration with Dementia Care Matters Team  
from the UK. There four private butterfly homes  
in Ireland; this is the first HSE initiative.

## The key features of this project are

This is the first HSE project to receive  
accreditation as a butterfly home. Since  
introduction, service user experience has  
improved and there is a reduction in incidents.  
All staff working in the unit participated in the  
Emotional Intelligence based training as Butterfly  
Champions and this has been empowering for  
staff. The project has assisted staff and families  
to gain an insight into dementia care increasing  
awareness of memory impairment and dementia.  
The project has improved the lived experience of  
people with a dementia in the unit. This project  
aligns with the National Dementia Care Strategy.  
It is a large scale Project – the facility includes  
81 long stay beds and 120 staff and involves the  
introduction to a Social Care Model and reducing  
barriers. One focus for example, is on improved  
meal time experience with a lead into meals  
(creating smells offering appetizers), leading to  
improved appetites.

**Selection Panel Commented** that this is the first  
HSE community Nursing Unit Butterfly initiative  
and It significantly transformed the delivery of  
services for people living with dementia. The  
team showed significant drive and demonstrated  
'it's not what you say, it's how you make me feel'  
– the project showed engagement from a team  
that are continuing to challenge themselves



## Category:

Excellence in Quality Care

## Project Title

**Transformation of Clonskeagh  
Community Nursing Unit into  
a butterfly home - Adapting  
Social Care Model.**

## Location:

CHO Area 6

## Healthcare Setting:

Clonskeagh Community Nursing Unit

## Contact Person:

Vandana Iqbal

## Email Address:

vandana.iqbal@hse.ie

## Role:

Acting Assistant Director of Nursing

## Sponsor:

Claire Waldron (General Manager)

## This project is in collaboration with:

between all departments in Clonskeagh  
Community Nursing Unit including  
catering, Allied Health Professionals,  
Dementia Care Matters Team from UK  
and local business to raise funds and  
families of the residents

## Summary of Project:

The Aim of the project was to transform  
from Medical Care Model to Social  
Care Model. Goals included improving  
lived experience of people living with  
a dementia. KPI's were agreed and  
outcomes were measured and staff  
were trained in the Butterfly method.  
This project received NMPDU 2018  
innovation funding and was undertaken  
in collaboration with Dementia Care  
Matters Team from UK. There four  
private butterfly homes in Ireland; this is  
the first HSE initiative.

# Health Service Excellence Awards 2020



## HIGHLY COMMENDED

### CHAMPIONING MENTAL HEALTH

**Name of Healthcare Setting:**  
Dublin South Central Mental Health Service

**Email:**  
colin.kelly1@hse.ie

**Name of Manager/ Sponsor:**  
Oliver Mernagh DON / Kevin Brady Area Manager

**Location:**  
CHO Area 7

**Key Contact for Project Name:**  
Colin Kelly

**Role:**  
Assistant Director of Nursing

## Highly Commended

### EXCELLENCE IN QUALITY CARE

**Name of Healthcare Setting:**  
Linn Dara Community Eating Disorder Service - LDCEDS

**Email:**  
michelle.clifford@hse.ie

**Name of Manager/ Sponsor:**  
Mr Kevin Brady, Head of Mental Health Services CHO7

**Location:**  
CHO Area 7

**Name:**  
Dr Michelle Clifford

**Role:**  
Clinical Lead, Consultant child & Adolescent Psychiatrist

This project was a collaboration between National Clinical Programme for Eating Disorders and Linn Dara Senior Management Team

## Commended

### IMPROVING OUR CHILDRENS HEALTH

**Name of Healthcare Setting:**  
Primary Care (supported by Health Promotion and Improvement)

**Location:**  
CHO Area 7

**Name:**  
Dr Helen Ryan

**Role:**  
Senior Dietitian in Primary Care

**Email:**  
helen.ryan4@hse.ie

**Name of Manager Sponsor:**  
Mairéad Aherne (Dietitian Manager)

This project was a collaboration between Liz Griffin, Food and Health Coordinator, South Dublin County Partnership, Public Health Nursing teams, Directors of Nursing and Assistant Directors of Nursing in Dublin South West/ Kildare West Wicklow, Food and Health Peer Leaders, South Dublin County Partnership, Primary Care Dietitian Manager, Mairéad Aherne and Team in Dublin South West/ Kildare West Wicklow, Karen Heavey, Health Promotion & Improvement/Health & Wellbeing Manager, Margaret O'Neill, National Dietetic Lead, Strategic Planning & Transformation

#### Project Title :

#### Raise Your Voice Choir

#### Project Summary

Raise Your Voice Choir has up to 50 members, which is made up of services users, staff working within the mental health services and family members from all areas within CHO 7 including Psychiatry of Later Life. Under Colin Kelly's direction, the Choir gave a great performance at a Concert in the Helix Theatre on 8th October 2019 to celebrate World Mental Health Day to a full house. Appearing with the Choir were Tony Kenny and Colm Wilkinson who sang both with the Choir and solo. The Choir are planning their next projects for 2020.

#### The key features of this project are

The key feature is getting involved. Service-users and family members and carers get to network with a host of other people within the mental health service, reducing isolation and creating a similar sense of purpose with others while raising awareness and reducing the stigma attached to ill mental health.

Doing something extra is a powerful way to make a difference in your workplace. It can help to build trust and therapeutic relationships amongst colleagues and those we care for. While breaking down the barriers of stigma in mental health.

It also provides Service Users with a means of lifting their mood, gaining confidence, managing anxiety, sense of achievement and realising that Mental Illness does not have to define them



#### Project Title

#### Ireland's first community specialist eating disorder service for under 18's.

#### Project Summary

Establishment of a multidisciplinary specialist team which since March 2018 has been offering accessible, evidence based, and patient centred assessments and treatments of eating disorders for children, adolescents and their families in CHO 7.

#### The key features of this project are

This project is Ireland's lead pilot in specialist community eating disorder service for children and young people as part of the implementation of the HSE Model of Care for Eating Disorders. Our service has ensured all children and adolescents in CHO 7 now equally access our multidisciplinary specialist ED team. Integrated care is prioritised with collaborative care pathways developed with community CAMHS teams, paediatric and inpatient psychiatric settings.

Input from Families are an essential resource towards supporting children and young people in recovery from an eating disorder. The service has high patient and family satisfaction rates to date, and involves collaborative development of care plans. This service enables young people to be treated while remaining at home with their families. The project has recorded a good recovery focused patient and clinician rated outcomes and a positive patient experience to date.



#### Project Title

#### Baby Food Made Easy - parent workshop on introducing spoon feeds

#### Project Summary

A workshop developed and delivered by Community Dietitians who also delivered training to the facilitators to develop practical skills on spoon feeding is run monthly in four sites. The workshops are facilitated by a Public Health Nurse and a Food and Health Peer Leader from a local community development organisation. The workshops provide a cookery demonstration on preparing spoon feeds for infants at different stages. Participants receive written information, a blender, a cookbook and basic food storage equipment. The workshops are free of charge to participants (funded by Health Promotion and Improvement).

#### The key features of this project are

The largest prospective cohort study to date on early infant feeding in Ireland, the BASELINE Birth Cohort Study, showed a high prevalence of exposure to commercial composite foods among the first foods introduced and lengthy gaps between each new food/product introduced to infants. Building parental confidence and skills in using non-commercial foods and in progressing with the introduction of varied complementary foods is important in improving infant feeding practice and will benefit child health.

A significant increase in confidence around spoon feeding was reported by parents after attending the workshops. On average parents were 82% more confident across the 6 sites after the workshop and approximately half of participants reported a planned change in practice. Reported planned changes include: preparing homemade food for baby, progressing quicker through the stages of complementary feeding, introducing a greater variety of foods earlier.





**Category:**  
Championing Mental Health

**Project Title**  
Raise Your Voice Choir

**Location:**  
CHO Area 7

**Healthcare Setting:**  
Dublin South Central Mental Health Service

**Contact Person:**  
Colin Kelly

**Email Address:**  
colin.kelly1@hse.ie

**Role:**  
Assistant Director of Nursing

**Sponsor:**  
Oliver Mernagh DON / Kevin Brady Area Manager

**Summary of Project:**

Raise Your Voice Choir has up to 50 members, which is made up of services users, staff working within the mental health services and family members from all areas within CHO 7 including Psychiatry of Later Life. The Choir gave a great performance under Colin's direction at a Concert in the Helix Theatre on 8th October 2019 to celebrate World Mental Health Day to a full house. Appearing with the Choir were Tony Kenny and Colm Wilkinson who sang both with the Choir and solo. The Choir are planning their next projects for 2020.

**Category:**  
Excellence in Quality Care

**Project Title**  
Ireland's first community specialist eating disorder service for under 18's.

**Location:**  
CHO Area 7

**Healthcare Setting:**  
Linn Dara Community Eating Disorder Service - LDCEDS

**Contact Person:**  
Dr Michelle Clifford

**Email Address:**  
michelle.clifford@hse.ie

**Role:**  
Clinical Lead, Consultant child & Adolescent Psychiatrist

**Sponsor:**  
Mr Kevin Brady, Head of Mental Health Services CHO7

**This project is in collaboration with:**  
National Clinical Programme for Eating Disorders and Linn Dara Senior Management Team

**Summary of Project:**

Ireland's lead pilot specialist community eating disorder service for children and young people as part of the implementation of the HSE Model of Care for Eating Disorders. All children and adolescents CHO 7 now equally access our multidisciplinary specialist ED team. Integrated care is prioritised with collaborative care pathways developed with community CAMHS teams, paediatric and inpatient psychiatric settings. Our service delivers evidence based care for eating disorders in the community enabling young people to be treated while remaining at home with their families.

**Category:**  
Excellence in Quality Care

**Project Title**  
Managing Erectile Dysfunction in Cardiac Rehabilitation in a Model 3 Hospital.

**Location:**  
CHO Area 7

**Healthcare Setting:**  
Cardiac Rehabilitation

**Contact Person:**  
Lorna Keating

**Email Address:**  
lorna.keating@hase.ie

**Role:**  
Clinical Nurse Specialist

**Sponsor:**  
Anne Murphy Acting DON Naas General Hospital

**This project is in collaboration with:**  
Cardiac Rehabilitation clinical nurse specialist and coordinator, Cardiology consultant and registrar and out patient staff.

**Summary of Project:**

Links between erectile dysfunction (ED), and cardiovascular disease (CVD), are well recognised. However due to the sensitivity of the issue and under resourcing, determining ED is not always a priority. A cardiac rehabilitation (CR) programme provides an ideal opportunity to identify, diagnose, and treat ED in an effective and respectful manner by establishing open, honest relationship with patients.

**Category:**  
Improving Patient Experience

**Project Title**  
Discharge Pathway for  
Patients who are Homeless

**Location:**  
CHO Area 7

**Healthcare Setting:**  
Lakeview Unit, Naas General Hospital

**Contact Person:**  
Gerrita Russell

**Email Address:**  
gerrita.russell@hse.ie

**Role:**  
Senior Social Worker, Kildare West  
Wicklow Mental Health Service

**Sponsor:**  
Elaine Powell

**This project is in collaboration with:**  
Linda Hutton, ADON, Dr Donal O'Han-  
lon, Clinical Director

**Summary of Project:**

Development of a Discharge Pathway for patients who are homeless at the time of discharge through collaborative working and partnership with Kildare County Council to develop a referral process for their homeless unit including the homeless outreach worker meeting the patient at the hospital for an assessment and to develop and agree a plan so that the patient knows what accommodation will be provided for them on discharge and also what follow up supports the CMHT will provide.

**Category:**  
Innovation in Service Delivery

**Project Title**  
Responding to National  
Demands – Reconfiguration  
and implementation of CAMHS  
SEDB (Specialist Eating  
Disorder Beds

**Location:**  
CHO Area 7

**Healthcare Setting:**  
Linn Dara Approved Centre

**Contact Person:**  
Nicole Barrett

**Email Address:**  
nicole.barrett@hse.ie

**Role:**  
Clinical Specialist Dietitian

**Sponsor:**  
Prof Brendan Doody (Clinical Director)

**This project is in collaboration with:** Linn Dara Approved Centre (LDAC) MDT staff, Acute Medical/ Paediatrician colleagues, Collaboration with International Experts, Patients and Families, Laboratory Dept, Radiology Dept

**Summary of Project:**

Reconfiguration of 8 Inpatient CAMHS beds to dedicated CAMHS SEDB's in 2019.

Introduction and deployment of advanced clinical and therapeutic skills within an individualised evidence based approach. Prior to 2018 there was no access to Irish CAMHS SEDB's to treat severe Eating Disorder cases often with comorbidities. Previously patients required prolonged treatment outside of Ireland.

**Category:**  
Improving our Childrens  
Health

**Project Title**  
Baby Food Made Easy - parent  
workshop on introducing  
spoon feeds

**Location: :**  
CHO Area 7

**Healthcare Setting:**  
Primary Care (supported by Health  
Promotion and Improvement)

**Contact Person:**  
Dr Helen Ryan

**Email Address:**  
helen.ryan4@hse.ie

**Role:**  
Senior Dietitian in Primary Care

**Sponsor:**  
Mairead Aherne (Dietitian Manager)

**This project is in collaboration with:** Public Health Nurses in Dublin South West/Kildare West Wicklow, South Dublin County Partnership (Food and Health Project), Health Promotion and Improvement

**Summary of Project:**

A workshop to provide evidence based information and develop practical skills on spoon feeding is run monthly in four sites across Dublin South West and two sites in Kildare. The workshop was developed by Community Dietitians who also delivered training to the facilitators. The workshops are facilitated by a Public Health Nurse and a Food and Health Peer Leader from a local community development organisation. The workshops provide an interactive information session and a cookery demonstration on preparing spoon feeds for infants at different stages. Participants receive written information, a blender, a cookbook and basic food storage equipment. The workshops are free of charge to participants (funded by Health Promotion and Improvement).

# Health Service Excellence Awards 2020



**Category:**  
Excellence in Quality Care

**Project Title**  
NavFIT- Developing an integrated care pathway for Frail Elderly Patients

**Location:**  
CHO Area 8

**Healthcare Setting:**  
Our Ladys Hospital, Navan

**Contact Person:**  
Aileen McElhone

**Email Address:**  
aileen.mcelhone@hse.ie

**Role:**  
Senior Occupational Therapist

**Sponsor:**  
Mr. Ken Fitzgibbon - Hospital Manager

**This project is in collaboration with:** NavFIT is co-led by a Senior Physiotherapist and Senior Occupational Therapist supported by relevant managers, ED staff, AHP's, Medical Teams.

**Summary of Project:**

NavFIT has demonstrated improvements in communication and work practices. From the initial presentation to ED patients and their families now receive a more comprehensive and timely assessment. Hospital and community staff have benefited from improved communication. All of this has led to improvements in length of stay and patient experience.

**Category:**  
Innovation in Integrated Digital Excellence

**Project Title**  
Home-based Virtual Pulmonary Rehabilitation Programme for COPD patients.

**Location:**  
CHO Area 8

**Healthcare Setting:**  
Physiotherapy Department, Our Lady of Lourdes Hospital

**Contact Person:**  
Majella O'Reilly

**Email Address:**  
majella.oreilly@hse.ie

**Role:**  
Pulmonary Rehabilitation Physiotherapist

**Sponsor:**  
Celine Meehan/mPower

**This project is in collaboration with:** Cathy Gillen, Physiotherapy Respiratory Clinical Specialist, Boyne Primary Care Centre, mPower, Dr Ann Coyle, General Manager Health&Wellbeing and Interim Lead for Quality and Safety

**Summary of Project:**

Virtual Pulmonary Rehabilitation is a live and interactive group class which allows patients to exercise in the comfort of their own home under the guidance and supervision of an expert physiotherapist. Classes are streamed live from a tech hub to the individual's home alleviating the inconvenience and cost of travelling to a hospital or community centre. The initiative targets patients living with COPD in the CHO8 area. COPD is a chronic debilitating respiratory condition affecting over 440,000 people in Ireland and Pulmonary Rehabilitation is a proven, cost effective treatment in the management of COPD.



# Health Service Excellence Awards 2020



**Category:**  
Championing Mental Health

**Project Title**  
CAMHS Made Simple

**Location: :**  
CHO Area 9

**Healthcare Setting:**  
Dublin North City and County CAMHS

**Contact Person:**  
Marie Fahy

**Email Address:**  
marie.fahy7@hse.ie

**Role:**  
peech and Language Therapy

**Category:**  
Excellence in Quality Care

**Project Title**  
Meet, Eat, Feeling  
Complete: Maximising social  
engagement at mealtimes  
and beyond.

**Location:**  
CHO Area 9

**Healthcare Setting:**  
CHO DNCC Residential Services  
Incorporating Seanchara, St Clares and  
Navan Road Units

**Contact Person:**  
Esther Irwin

**Email Address:**  
esther.irwin@hse.ie

**Role:**  
CNM3 Practice Development  
Coordinator

**Sponsor:**  
Rachel Simons- Area Director of Nursing

**This project is in collaboration with:**  
Sandra Hutchinson, June Fitzpatrick,  
Elaine Shaw, Caitriona Manning, Jack  
koers, Trevor Bolieu, Caroline Gourley,  
Rachel Simons, Winah Quinjano, Hilary  
Kingston, Pamela Bohm, Alice Kearns,  
Michelle Hayden

**Category:**  
Improving Patient Experience

**Project Title**  
Hospital to Home (H2H) Pilot  
Programme

**Location:**  
CHO Area 9

**Healthcare Setting:**  
Older Persons' Services Dublin North  
Central and Mater Hospital Dublin

**Contact Person:**  
Dr. Austin Warters

**Email Address:**  
austin.warters@hse.ie

**Role:**  
Old Persons' Services Manager

**Sponsor:**  
John Carew

**This project is in collaboration with:**  
Mary Fitzpatrick (RGN) , Lisa Murphy  
(Home-support Manager)and Amanda  
Casey (Principal Social Worker, Mater  
Hospital), Dr. Austin Warters (Old  
Persons' Service Manager).

**Summary of Project:**

The 'CAMHS Made Simple' booklet was developed by Speech and Language Therapists (SLTs) based on an assessed need within Dublin North City and County CAMHS, to provide accessible information about CAMHS and how it can help young people and their families.

'CAMHS Made Simple' explains what CAMHS is, the pathway and who young people will meet. It includes a list of words to know, service user comments, information about our clinics and lists of links and supports. Art created by young people is used in the booklet.

**Summary of Project:**

A range of quality improvements to improve the mealtime experience and provide additional spaces for residents to socialise. Improvements included -move to smaller refurbished sitting rooms, rustic signage, soft furnishings, creation of 1950's room for coffee mornings and reminiscence, Resident kitchen installed, Breakfast clubs commenced, Resident Pub [Durdy Nellies] 'Fine Dining' experience, Inter unit 'bake off', purchase of 'able tables' to improve direct eye contact and interaction, day trips. Staff training re best practice for people with dementia at mealtimes, reminiscence therapy, validation therapy training & life story work was provided. The timing of meals changed to better meet the needs of residents with more evenly spaced gaps between meals.

**Summary of Project:**

H2H was established to prevent delays in hospital discharges. It enables people to return home with home-support on the day they are identified for discharge or from ED to avoid hospital admission. Care needs are re-assessed post-discharge and this has shown a substantial reduction in the number of home-support hours required. From March 2019- January 2020, 92 people were referred to this service.

**Category:**

Improving our Childrens Health

**Project Title**

'The Teen Group'- developing home and community independent living skills.

**Location:**

CHO Area 9

**Healthcare Setting:**

Beechpark Autism Services- Northside Team

**Contact Person:**

Paula O'Shea

**Email Address:**

paulat.oshea@hse.ie

**Role:**

Occupational Therapist

**Sponsor:**

Anne Hughes Kazibwe

**This project is in collaboration with:**

SLT reviewed written and visual information like social stories and presentations within group. CNS and psychology facilitated the group when out in the community and Social work provided internet safety presentation.

**Summary of Project:**

The "Teen Group" is a five week Occupational Therapy summer group for teenagers availing of services from Beechpark Autism Services. The group was successful in developing the teenage participants' independence in activities of daily living at home and within their community. Activities included preparing simple meals, using Dublin Bus, shopping in Blanchardstown Shopping Centre, money management, and road safety awareness.

# Health Service Excellence Awards 2020





## Category Winner

### CHAMPIONING MENTAL HEALTH

**Name of Healthcare Setting:**  
National Mental Health Service

**Location:**  
Corporate

**Key Contact for Project Name:**  
John McCusker

**Role:**  
Senior Operations Manager

**Email:**  
john.mccusker@hse.ie

**Name of Manager/ Sponsor:**  
Michael Ryan

**This project was a collaboration between with a range of stakeholders across every CHO in Ireland**

#### Project Title

#### Individual Placement and Support (IPS) in the Mental Health Service

##### Project Summary

Individual Placement and Support (I.P.S.) is an evidence-based approach to employment for people who experience mental health difficulties. In partnership with contracted employment agencies, 28 adult community mental health and rehab and recovery teams across Ireland have Employment specialists embedded within their teams supporting participants into open market employment.

##### The key features of this project are

- 'Place and support' rather than the traditional model of 'train and place'
- Integration of an Employment Specialist as a full member of the MDT
- Partnership between HSE and another agency.
- Zero exclusion criteria for participants
- Evidence based and successful in achieving desired outcomes.
- Over 150 participants currently in competitive employment

I.P.S. champions the individual's ability to live a full and satisfying life, participating in the same roles as every other citizen while at the same time managing mental health difficulties with an appropriate level of support. It demonstrates that people who have mental health difficulties also have skills and talents. It champions integration of services and our ability to partner with non-traditional agencies to meet the needs of service users. IPS represents huge changes understanding of expected outcomes for service users in terms of access to competitive employment and the benefits this has to all aspects of life for the individual.

**The Selection Panel commented** that this project demonstrates interagency working and the benefits of evidence based initiatives. The project is a whole system approach, patient centred, and demonstrates integration, value for money and transferability of the model. The Panel noted that the project creates outcomes that are measurable and there is a clear impact for service users and society.



## Category: Championing Mental Health

### Project Title Individual Placement and Support (IPS) in the Mental Health Service

**Location:**  
Corporate Services

**Healthcare Setting:**  
National Mental Health Service

**Contact Person:**  
John McCusker

**Email Address:**  
john.mccusker@hse.ie

**Role:**  
Senior Operations Manager

**Sponsor:**  
Michael Ryan

#### Summary of Project:

Individual Placement and Support (I.P.S.) is an evidence-based approach to employment for people who experience mental health difficulties. In partnership with contracted employment agencies, 28 adult community mental health and rehab and recovery teams across Ireland have Employment specialists embedded within their teams supporting participants into open market employment.

## Category: Improving our Childrens Health

### Project Title The Nurture Programme – Infant Health and Wellbeing

**Location:**  
Corporate Services

**Healthcare Setting:**  
Universal Child Health Service – All healthcare service settings delivering universal, integrated services from antenatal to child's 3rd birthday

**Contact Person:**  
Anne Parry

**Email Address:**  
anne.parry@hse.ie

**Role:**  
Programme Manager, Nurture Programme - Infant Health & Wellbeing

**Sponsor:**  
Dr. Kevin Kelleher, and Public Health & Child Health

**This project is in collaboration with:**  
Dr.Phil Jennings,Carmel Brennan,Child Health & Nurture Programme team . Nurture Programme Team, Conor Owens,Dr.Julie Heslin,Dr. Caroline Mason-Mohan,Ann O'Shea,Grainne Gaffney,Janet Gaynor,PHNs,CMDs,Public Health,Communications, AHPs,KHF,CES

#### Summary of Project:

The programme is a quality improvement initiative designed to improve information and professional supports provided to parents during pregnancy and the first 3 years of life. It includes antenatal education standards and information, online and print resources for parents and professionals, a standardised national record and a blended-learning training programme.

**Category:**  
Innovation in Service Delivery

**Project Title**  
Implementation of  
Department of Health Policy  
{Advanced Practice Nursing/  
Midwifery}

**Location:**  
Corporate Services

**Healthcare Setting:**  
Office of the Nursing and Midwifery  
Services Director (ONMSD)

**Contact Person:**  
Mary Frances O Reilly

**Email Address:**  
mary.oreilly4@hse.ie

**Role:**  
ONMSD Lead for Advanced Practice  
Nursing and Midwifery

**Sponsor:**  
Dr. Geraldine Shaw, Director, Office  
of the Nursing and Midwifery Services  
Director

**This project is in collaboration with:**  
Key partners included the Office of the  
Chief Nurse in the DOH, NMBI, HEI's,  
Directors of Nursing, National Clinical  
and Integrated Programmes

**Summary of Project:**

A draft policy was tested, leading to publication of the Policy on Graduate to Advanced Practice (DoH 2019). This involved recruitment, education and registration of advanced nurse practitioners across all health services. Emerging evidence demonstrates that RANPs enhance care through timely access to services, hospital avoidance, and reduced waiting lists

# Health Service Excellence Awards 2020



## Dublin Midlands Hospital Group

## Highly Commended

EXCELLENCE IN QUALITY CARE

**Name of Healthcare**

**Setting:**  
St. James Hospital

**Location:**

Dublin Midlands Hospital Group

**Name:**

Sarah Moore

**Role:**

Clinical Specialist  
Physiotherapist

**Email:**

samoore@stjames.ie

**Name of Manager/****Sponsor:**

Niamh Murphy

This project was in collaboration with Niamh Murphy, Grainne Sheill, Department of Surgery St. James' Hospital

### Project Title

**Establishing the first Prehabilitation Exercise Service for Cancer Surgery Patients**

### Project Summary

This Pre-operative rehabilitation (prehabilitation) programme for people awaiting cancer surgery in St. James' Hospital, Dublin, is designed to get patients stronger and fitter before surgery. Daily, physiotherapy led, high intensity, aerobic, strengthening and breathing exercise classes and there is a Home-based programme for those unable to attend classes.

### The key features of this project are

This is the only prehabilitation exercise service offered to cancer patients in a hospital in Ireland. It also offers a Virtual clinic for patients who are unable to attend the programme, Daily exercise classes offered to patients and Monthly talks by clinical lead psychologist on coping with a cancer diagnosis and leads to decrease post-operative complication rate and hospital LOS. This project was a Co-design of service with patients – listening to patients.

It also involved multi agency collaboration - led by clinical specialist physiotherapist in a National Cancer Centre in Ireland and adheres to the aims of the National Cancer Strategy, "to improve the treatment, health & wellbeing, experiences and outcomes of those living with cancer"



## Category:

Improving Patient Experience

## Project Title

Bookshelf for St James's Hospital Concourse

**Location:**

Dublin Midlands Hospital Group

**Healthcare Setting:**

St James's Hospital

**Contact Person:**

Dr Laura O'Doherty

**Email Address:**

odoherl@tcd.ie

**Role:**

Bookshelf Manager (also Senior House Officer)

**Sponsor:**

Ms Claire Holdsworth, St James's Foundation Manager

**This project is in collaboration with:**

St James's Foundation, Vincent Callan, Director of Facilities Management, Design – in-house architect, Infection control, Security, Concourse management, Technical Services Division, Constructed by Medi FM, NDTP Spark Seed Funding Grant of 500 euro

**Summary of Project:**

The bookshelf is a beautiful architect designed communal space in the busy hospital concourse providing free reading materials to patients, staff and visitors. It is a joint initiative of St James's Hospital Foundation and Inclusion Health SJH. It was inspired by a survey conducted in 2016 asking marginalised patient groups about their hospital experience. Many specifically asked for access to books, something before this initiative, there was no easy access to. Thanks to the many volunteers, book donations and hard work it has been a great success.

## Category:

Innovation in Service Delivery

## Project Title

Improving blood Inventory management: A collaborative approach.

**Location:**

Dublin Midlands Hospital Group

**Healthcare Setting:**

Blood Transfusion laboratories at Naas Hospital, The Coombe Hospital and Tallaght Hospital

**Contact Person:**

Helena Begley

**Email Address:**

helena.begley@hse.ie

**Role:**

Senior Medical Scientist, Blood Transfusion, Naas General Hospital

**Sponsor:**

Mary Duggan

**This project is in collaboration with:**

Blood transfusion staff at NGH, CWIUH and TUH, First Direct Medical and the IBTS.

**Summary of Project:**

Following a meeting between NGH, CWIUH, TUH and the IBTS a decision was made to try and implement a weekly blood exchange program between the 3 sites. Blood with approximately 2 weeks to expiry at Naas hospital and The Coombe hospital is exchanged once a week for units with longer expiry dates from Tallaght hospital via First Direct medical blood transport vans. This exchange program has drastically reduced blood ordering, blood wastage and inappropriate use of precious O Negative blood.



**Category:**

Supporting a Healthy  
Community

**Project Title**

Development and  
Implementation of an Autism  
Awareness eLearning programme

**Location:**

Dublin Midlands Hospital Group

**Healthcare Setting:**

Centre for Learning and Development,  
Human Resources Directorate, Tallaght  
University Hospital

**Contact Person:**

Shauna Ennis

**Email Address:**

shauna.ennis@tuh.ie

**Role:**

Head of Learning and Development

**Sponsor:**

Sharon Larkin, Human Resources  
Director, TUH

**This project is in collaboration with:**

Geraldine Kyle RNT, Clinical Neuro  
Psychologist, Consultant Paediatrician  
(Neurodisability), Professor Child &  
Adolescent Psychiatry, Community Child  
Health Liaison Nurse (Autism)

**Summary of Project:**

The aim was to enhance the knowledge and skills of healthcare professionals interacting with autistic children and adults in the acute hospital setting. An eLearning programme was developed in collaboration with subject matter experts across a range of services and a key stakeholder which was representative of the Autistic Community.

# Health Service Excellence Awards 2020



## Ireland East Hospitals Group

## Highly Commended

### EXCELLENCE IN QUALITY CARE

**Name of Healthcare Setting:** St Luke's General Hospital Kilkenny

**Location:** Ireland East Hospitals Group

**Name:** Clare Kennedy

**Role:** Registered Advanced Midwife Practitioner

**Email:** clare.kennedy@hse.ie

**Name of Manager/Sponsor:** Paula Power A/DON

This project was a collaboration between the RAMP in collaboration with members of the SLGH Maternity MDT developed the ICMS including Midwives, Obstetricians, Paediatricians, PHNs, GPs and CMS Ultrasonographer.

#### Project Title

#### The Integrated Community Midwifery Service (ICMS)

##### Project Summary

The RAMP MC since registration has developed and implemented, an integrated hospital/community midwifery-led service which commenced October 2018 in SLGH Maternity service and has a team of 6 midwives funded by the NWIHP. This service provides normal risk women with suitable care pathways for their needs i.e. supported and assisted Maternity Strategy (2016).

##### The key features of this project are

The goals of the Integrated Community Midwifery Service are

- The requirement to establish a clinical a governance framework for midwifery practice.
- The implementation of the Maternity Strategy (2016) values and goals
- Providing a service to women which is women centred and holistic to women, their families and their babies.

The impetus for the introduction of the RAMP/ ICMS services in SLGH maternity services in October (2018) was influenced by Service user requests. The ICMS meets the outstanding local service need, offering women, their partners and babies care provision choices and options.

Since the inception of the ICMS a 2.1% reduction in the LSCS rate in SLGH has been noted. The RAMP in conjunction with all the team members of the ICMS plan to further enhance and expand the service in 2020 after the success it experienced over the last two years.



## Highly Commended

### IMPROVING PATIENT EXPERIENCE

**Name of Healthcare Setting:** Mater Misericordiae University Hospital Infectious Diseases Department/Centre for Liver Disease

**Location:** Ireland East Hospitals Group

**Name:** Tina McHugh

**Role:** Hepatitis C Community Pathways Coordinator

**Email:** tinamchugh@eril.ie

**Name of Manager/Sponsor:** Professor Jack Lambert

This project was a collaboration between the Hepatitis C Pharmacy Department, the Social Inclusion Team at the Mater Hospital and the Mater Foundation (official fundraising body at the MMUH).

#### Project Title

#### Hepatitis C Peer Support Project

##### Project Summary

The Peer Support Project seeks to identify, engage and facilitate individuals affected by Hepatitis C (HCV) in the community to access care and treatment in the Mater Hospital. Peers provide 'one to one' practical and emotional support which serves to facilitate patient's attendance at specialist hospital appointments & adherence to treatment.

##### The key features of this project are

Recent years have brought about the development of HCV drugs, which can cure almost all those who receive treatment. The primary vision of the project is to improve access for vulnerable populations ensuring that they have the same rights and access to healthcare as that of the general population. By integrating a peer support worker into clinical teams we have greatly improved the patient treatment experience and removed some of the barriers to access and creates an environment where individuals authentically feel like they are at the 'centre' of their own care. Patient feedback to date reflects on the instrumental role peer support has had in terms of minimizing the anxiety and vulnerability associated with accessing and navigating the hospital system. This is a model of care which could easily be adapted for use with 'hard to reach' groups in other disease areas such as HIV, TB etc



## Category:

### Innovation in Service Delivery

#### Project Title

#### Virtual Glaucoma Clinic Model in the Management of Patients with Stable Glaucoma

##### Location:

Ireland East Hospitals Group

##### Healthcare Setting:

Royal Victoria Eye and Ear Hospital

##### Contact Person:

Aoife Doyle

##### Email Address:

aoife@glaucoma.ie

##### Role:

Consultant Ophthalmic Surgeon. Project Lead

##### Sponsor:

Donal Brosnahan, Clinical Director, RVEEH

##### This project is in collaboration with:

Ciara Liston, Clinical Nurse Specialist, Department of Nursing  
Jeroen Verbruggen, Department of I.T  
Paul Moriarty, Clinical Director/ Acting CEO 2017-2019

##### Summary of Project:

To improve efficiency in managing stable glaucoma and glaucoma suspects where patients attend a nurse run clinic. Staff interview and take measurements for later review by the consultant ophthalmologist in a virtual clinic model with the use of the electronic medical record (EMR)

**Category:**  
Excellence in Quality Care

**Project Title**  
The Integrated Community  
Midwifery Service (ICMS)

**Location:**  
Ireland East Hospitals Group

**Healthcare Setting:**  
St Luke's General Hospital Kilkenny

**Contact Person:**  
Clare Kennedy

**Email Address:**  
clare.kennedy@hse.ie

**Role:**  
Registered Advanced Midwife  
Practitioner

**Sponsor:**  
Paula Power A/DOM

**This project is in collaboration with:**  
The RAMP in collaboration with  
members of the SLGH Maternity MDT  
developed the ICMS including Midwives,  
Obstetricians, Paediatricians, PHN's,  
GP's and CMS Ultrasonagher.

**Category:**  
Improving Patient Experience

**Project Title**  
Hepatitis C Peer Support  
Project

**Location:**  
Ireland East Hospitals Group

**Healthcare Setting:**  
Misericordiae University Hospital  
Infectious Diseases Department/Centre  
for Liver Disease

**Contact Person:**  
Tina McHugh

**Email Address:**  
tinamchugh@eril.ie

**Role:**  
Hepatitis C Community Pathways  
Coordinator

**Sponsor:**  
Professor Jack Lambert

**This project is in collaboration with:**  
Hepatitis C Pharmacy Department,  
Social Inclusion Team at the Mater  
Hospital, Mater Foundation (official  
fundraising body at the MMUH)

**Summary of Project:**

The RAMP MC since registration  
has developed and implemented,  
an integrated hospital/community  
midwifery-led service which commenced  
October 2018 in SLGH Maternity service  
and has a team of 6 midwives funded by  
the NWIHP. This service provides normal  
risk women with suitable care pathways  
for their needs i.e. supported and  
assisted Maternity Strategy (2016).

**Summary of Project:**

The Peer Support Project seeks  
to identify, engage and facilitate  
individuals affected by Hepatitis C  
(HCV) in the community to access care  
and treatment in the Mater Hospital.  
Peers provide 'one to one' practical  
and emotional support which serves  
to facilitate patient's attendance at  
specialist hospital appointments &  
adherence to treatment.



# Health Service Excellence Awards 2020



National/National Ambulance Service/  
National Clinical Programmes/  
National Services

## Category Winner

IMPROVING OUR CHILDRENS HEALTH

**Name of Healthcare Setting:**  
Universal Child Health Service  
– All healthcare service settings  
delivering universal, integrated  
services from antenatal to child's  
3rd birthday

**Location:**  
National

**Name:**  
Anne Pardy

**Role:**  
Programme Manager, Nurture  
Programme - Infant Health &  
Wellbeing

**Email:**  
anne.pardy@hse.ie

**Name of Manager Sponsor:**  
Dr. Kevin Kelleher, AND Public  
Health & Child Health

This project was a collaboration  
with Dr.Phil Jennings, Carmel  
Brennan, Child Health &  
Nurture Programme team,  
Nurture Programme Team,  
Conor Owens, Dr.Julie Heslin,  
Dr.Caroline Mason-Mohan, Ann  
O'Shea, Grainne Gaffney, Janet  
Gaynor, PHNs, CMDs, Public  
Health, Communications, AHPs,  
KHF, CES

### Project Title

**The Nurture Programme – Infant Health and Wellbeing**

### Project Summary

The programme is a quality improvement initiative designed to improve information and professional supports provided to parents during pregnancy and the first 3 years of life. It includes antenatal education standards and information, online and print resources for parents and professionals, a standardised national record and a blended-learning training programme.

### The key features of this project are

Children's early years impact on their lifelong health and wellbeing. This project provides parents with practical, accessible and evidence-based information to empower them to take up their role as experts in their children, giving them the best start in life. It supports professionals to deliver quality universal child health service.

This project applies evidence-based best practice to the extensive engagement with parents and professionals to ensure consistency of message and promote positive health behaviours. This was achieved through the completion of 16 Parental focus groups and online surveys (over 4000 parents responded to surveys) and staff consultation and user testing involved over 500 staff working in child health services.

Over 154,000 child health information books were distributed. Since launching, MyChild.ie has had 3.1million page views with >1million users. 14 e-learning units are available, 7489.50 hours of eLearning and 9818 hours classroom training have been completed by professionals working in child health services.

**The Selection Panel commented that** the project is a demonstration of evidenced based practice and stakeholder engagement in order to make things better for the population served.



**Category:**  
Improving Patient Experience

**Project Title**  
CAWT supported Community Paramedic Project in the National Ambulance Service

**Location:**  
National Ambulance Service

**Healthcare Setting:**  
National Ambulance Service

**Contact Person:**  
Bridget Clarke

**Email Address:**  
bridget.clarke@hse.ie

**Role:**  
National Ambulance Service Lead, Out of Hospital Cardiac Arrest Strategy & Associated Specialist Programmes

**Sponsor:**  
Martin Dunne, Director of the National Ambulance Service

**This project is in collaboration with:**  
This project started in 2017, funded by CAWT, involving collaborative working with the 3 Ambulances services of the ROI, Scotland & Northern Ireland.

### Summary of Project:

The NAS Community Paramedic Project is targeting elderly patients with chronic exacerbation's or low acuity illness's. Community Paramedics are highly trained staff who have undergone specialised training to enable them to see/treat patients in their own homes or communities, rather than unnecessarily transporting them by ambulance to busy hospital Emergency Departments.

**Category:**  
Innovation in Integrated Digital Excellence

**Project Title**  
The Perinatal Mental Health Information App for Healthcare Staff

**Location:**  
National Clinical Programmes

**Healthcare Setting:**  
Specialist Perinatal Mental Health Service

**Contact Person:**  
Fiona O'Riordan

**Email Address:**  
fiona.oriordan@hse.ie

**Role:**  
Programme Manager

**Sponsor:**  
Dr. Siobhán NiBhriain,  
National Clinical Advisor Group Lead,  
Mental Health Clinical Programmes

**This project is in collaboration with:**  
Dr Margo Wrigley, National Clinical Lead for perinatal mental health development nationally, Perinatal psychiatrists, Mental Health Midwives, Tusla link who reviewed their section, Voluntary

### Summary of Project:

The PMH App is designed to provide the latest information to assist healthcare staff in their roles, providing information on Perinatal Mental Health problems, teams providing services and information and contacts for related areas. It is regularly updated with new content, weekly polls, news and events.

**Category:**  
Supporting a Healthy  
Community

**Project Title**  
Dementia: Understand  
Together Community  
Activation

**Location:**  
National Services

**Healthcare Setting:**  
Community

**Contact Person:**  
Emer Begley

**Email Address:**  
emer.begley@hse.ie

**Role:**  
Senior Project Manager

**Sponsor:**  
Mary Manning

**This project is in collaboration with:**  
HSE - National Dementia Office, Health  
and Wellbeing and Communications,  
The Alzheimer Society of Ireland, Age  
Friendly Cities and Counties.

**Summary of Project:**

Dementia: Understand Together in Communities is inspiring individuals, organisations and community groups; taking actions and creating communities where people living with dementia and their families are respected, supported and connected. Over 300 community champions and 40+ national partners are increasing awareness and understanding of dementia, changing services and tackling stigma

**Category:**  
Championing Mental Health

**Project Title**  
Dealing with Disclosure -  
Reintegration with the  
Community

**Location: :**  
National Services

**Healthcare Setting:**  
National Forensic Mental Health Service

**Contact Person:**  
Jennie Moore

**Email Address:**  
jennie.moore@hse.ie

**Role:**  
Social Care Team leader

**Sponsor:**  
Lisa McLoughlin

**Summary of Project:**

Disclosing a history of an offence perpetrated secondary to severe mental illness and necessitating hospitalisation in the Central Mental Hospital, was identified as a barrier to patients returning to community life. Our innovative programme was developed for patients, who are vulnerable to significant stigma, to return to the community.

**Category:**  
Excellence in Quality Care

**Project Title**  
Sepsis Public Awareness  
Campaign

**Location:**  
National Services

**Healthcare Setting:**  
Acute Operations

**Contact Person:**  
Ann T Martin

**Email Address:**  
anntmartin@hse.ie

**Role:**  
Communications

**Sponsor:**  
Vida Hamilton

**This project is in collaboration with:**  
The National Sepsis Team, Clinical Lead  
Dr Martina Healy & PM Ciara Hughes,  
Sepsis ADONS Dr Karn Cliffe, Yvonne  
Young, Mary Bedding, Celine Conroy,  
Fidelma Gallagher, Sinead Horgan

**Summary of Project:**

Sepsis awareness campaign with videos of patients and healthcare professionals outlining their experience, information on how to recognise sepsis and seek help.

# Health Service Excellence Awards 2020



## RCSI Hospital Group



**Category:**  
Improving Patient Experience

**Project Title**  
Comfort care pack for family member of patient who is dying

**Location:**  
RCSI Hospital Group

**Healthcare Setting:**  
Connolly Hospital Blanchardstown  
Dublin 15

**Contact Person:**  
Debby Gregg

**Email Address:**  
debbygregg2@gmail.com

**Role:**  
End of Life Care Coordinator

**Sponsor:**  
Aoife Clare (ADON)

**This project is in collaboration with:**  
Discussed at our end of life care committee. Feedback from families and staff helped develop the idea for the comfort care pack.

**Summary of Project:**

This is a supportive practice initiative. This pack will be given to the next of kin of a patient who is actively dying. The aim of the initiative add an element of support and an act of kindness to the care we give at the end of life. The items in this pack help ensure the simple things that make a big difference like information on overnight facilities and car parking. The pack contains: Tissues, LED colour changing candle, Coffee shop voucher, Parking permit, Information leaflets "What to expect when someone you care about is dying in hospital" m When you experience a bereavement" leaflet, A guide to end of life service provisions in Connolly Hospital Evaluation form and a Notebook & pen

**Category:**  
Innovation in Service Delivery

**Project Title**  
Combining Nurse-Triage, Consultant-Vetting and Partial-Booking Significantly Reduces Endoscopy Waiting Lists

**Location:**  
RCSI Hospital Group

**Healthcare Setting:**  
Connolly Hospital, Blanchardstown.

**Contact Person:**  
Professor Richard Farrell

**Email Address:**  
rfarrell@rcsi.ie

**Role:**  
Endoscopy Lead and consultant  
Gastroenterologist

**Sponsor:**  
Ms. Barbara Keogh Dunne, Hospital Manager, Connolly Hospital Blanchardstown.

**This project is in collaboration with:**  
This project highlights the coordinated multidisciplinary teamwork across nursing, medical and scheduled care in successfully reducing endoscopy waiting lists.

**Summary of Project:**

The HSE faces unprecedented pressure in endoscopy referrals with over 20,000 patients on the Inpatient/Day-case National GI Endoscopy waiting list. A unique triple combination of endoscopy nurse-triage, consultant referral-vetting and partial booking achieves key waiting list performance targets by significantly reducing urgent, non-urgent and surveillance endoscopy lists.

**Category:**  
Innovation in Service Delivery

**Project Title**  
Beaumont Hospital Laboratory Modernisation

**Location:**  
RCSI Hospital Group

**Healthcare Setting:**  
Beaumont Hospital

**Contact Person:**  
Peter O'Leary

**Email Address:**  
peteroleary@beaumont.ie

**Role:**  
Laboratory Manager

**Sponsor:**  
Professor Patrick Thornton

**This project is in collaboration with:**  
A dedicated cross-functional working group was used which included: Laboratory Directorate staff and the Departments of Procurement, Finance, HR, ICT, Technical Services, General services (Portering, hygiene, security etc)

**Summary of Project:**

The Laboratory Modernisation project involved alignment of the core blood science laboratory elements of Biochemistry, Haematology and Immunology to an automated tracked system while maintaining the key function of specialist Laboratory work in the aforementioned areas. The project delivers significant benefits in terms of Turnaround Times for both scheduled and unscheduled care by aligning with the Royal College of Pathologists' Key Performance Indicators for laboratory operations.

**Category:**  
Supporting a Healthy  
Community

**Project Title**  
Women's Health After  
Motherhood.

**Location:**  
RCSI Hospital Group

**Healthcare Setting:**  
Rotunda Hospital

**Contact Person:**  
Cinny Cusack

**Email Address:**  
ccusack@rotunda.ie

**Role:**  
Physiotherapy Manager

**Sponsor:**  
Fiona Hanrahan/Trinity College

**This project is in collaboration with:**  
Deirdre Daly, MAMMI team, Niamh  
Kenny, Mental health experts, sexual  
health experts, chiropractor, health  
economist, maternal health researchers,  
midwives,

**Summary of Project:**

The Women's Health After Motherhood course was developed with women and maternal health experts, to provide reliable, trustworthy information on postpartum health and well being for women, their partners, and for healthcare professionals. The course addresses the gaps in knowledge surrounding women's postpartum health and provides strategies to address them.

# Health Service Excellence Awards 2020



## South/SouthWest Hospitals Group

## Category Winner

### IMPROVING PATIENT EXPERIENCE

**Name of Healthcare Setting:** Cork University Maternity Hospital  
**Email:** JohnRJ.Higgins@hse.ie

**Location:** South/SouthWest Hospitals Group

**Name:** John Higgins

**Role:** Project Sponsor and Clinical Director, Ireland South Women & Infants Directorate

**Name of Manager/Sponsor:** Professor John Higgins

This project was a collaboration between a cross functional focus group at CUMH with representation from senior management in various departments, the SSWHG, the NWIHP

#### Project Title

#### The CUMH Gynaecology Waiting List Initiative

##### Project Summary

The CUMH Gynaecology Waiting List Initiative was designed to tackle the highest gynaecology outpatient waiting list in Ireland in the short term and work towards a sustainable model of service delivery and patient care in the medium term.

##### The key features of this project are

The desired outcome was to reduce the waiting list to <1000 with an average 12 week wait time. A new and innovative approach was implemented:

- patients were reclassified into 8 major diagnostic groups
- an online booking system was used
- outreach clinics, additional weekend and evening clinics, gynaecology initiative week

A patient who was previously waiting up to 4 years for a first time appointment is now seen in typically less than 12 weeks.

The learnings from this initiative could easily be transferred to other maternity units and outpatient service areas. The successful model is currently being applied to reduce the IPDC waiting list at CUMH. The key focus is to improve patient care and thus allows patients to put their trust in the service.. This initiative is the subject for research audits and two masters projects through the UCC Masters in Healthcare Leadership.

**The Selection Panel commented that** the project resulted in a significant reduction in waiting lists and online booking system for patient positively impacting on patient experience



## Category:

### Excellence in Quality Care

## Project Title

### Improving Outcomes through Safety Huddle Implementation

#### Location:

South/SouthWest Hospitals Group

#### Healthcare Setting:

Cork University Hospital

#### Contact Person:

Dr Dorothy Breen

#### Email Address:

dorothy.breen@hse.ie

#### Role:

Consultant in Intensive Care and Clinical Lead for Quality

#### Sponsor:

Ger O'Callaghan

#### This project is in collaboration with:

Catharina Healy, Mary Doyle CNM2, Helen McCarthy RN, Carolyn Cullinane DIT, Avril O'Halloran Physio, Ward Pharmacist on Huddle wards, Mr Hugo Prins Consultant Suregon, Prof Mark Corrigan Consultant Surgeon, Claire Costigan

#### Summary of Project:

The "safety huddle" is a 15-minute, multi-disciplinary ward meeting to re-establish situational awareness and reduce harm as breakdown in communication between healthcare workers is a significant contributor. The IHI promote its use worldwide as a powerful tool however it has not been adopted systematically in Ireland in acute adult inpatient areas.

## Category:

### Improving Patient Experience

## Project Title

### The CUMH Gynaecology Waiting List Initiative

#### Location:

South/SouthWest Hospitals Group

#### Healthcare Setting:

Cork University Maternity Hospital

#### Contact Person:

John Higgins

#### Email Address:

JohnRJ.Higgins@hse.ie

#### Role:

Project Sponsor and Clinical Director, Ireland South Women & Infants Directorate

#### Sponsor:

Professor John Higgins

#### This project is in collaboration with:

A cross functional focus group at CUMH with representation from senior management in various departments, the SSWHG, the NWIHP

#### Summary of Project:

The CUMH Gynaecology Waiting List Initiative was designed to tackle the highest gynaecology outpatient waiting list in Ireland in the short term and work towards a sustainable model of service delivery and patient care in the medium term.



**Category:**  
Innovation in Service Delivery

**Project Title**  
Pre-Hospital Transfusion  
Project

**Location:**  
South/SouthWest Hospitals Group

**Healthcare Setting:**  
Blood Transfusion Laboratory & Dept.  
of Emergency Medicine, Cork University  
Hospital

**Contact Person:**  
Padraig O'Sullivan

**Email Address:**  
padraig.osullivan@hse.ie

**Role:**  
Senior Medical Scientist

**Sponsor:** Ms. Sinead Creagh

**This project is in collaboration with:**  
Blood Transfusion Laboratory, Haemov-  
igilance & Emergency Medicine Staff at  
CUH (& engagement with IBTS, National  
Ambulance Service and St. Vincent's  
Hospital, Dublin).

**Category:**  
Supporting a Healthy  
Community

**Project Title**  
'Billy's Trolley' (Employment  
inclusion in the work place.)

**Location:**  
South/South West Hospitals Group

**Healthcare Setting:**  
Mallow General Hospital

**Contact Person:**  
Caroline O Leary

**Email Address:**  
caroline.oleary3@hse.ie

**Role:**  
CNM2

**Sponsor:**  
Caroline O Leary

**This project is in collaboration with:**  
The management, nursing, clerical,  
household and supplies staff in Mallow  
General Hospital.

**Summary of Project:**

Development of a system to enable  
life-saving blood transfusions to take  
place in the pre-hospital setting (e.g.  
at the scene of an accident) to enhance  
the existing pre-hospital emergency  
medicine service provided to the HSE  
South/Southwest from Cork University  
Hospital.

**Summary of Project:**

This initiative is being developed  
to create a partnership to promote  
inclusive employment opportunities in  
Mallow General Hospital in association  
with the Cope Foundation's Ability@  
work scheme.

# Health Service Excellence Awards 2020



## St. James Hospital

**Category:**

Excellence in Quality Care

**Project Title**

Establishing the first  
prehabilitation exercise  
service for cancer surgery  
patients

**Location:**

St. James Hospital

**Healthcare Setting:**

Dublin Midlands Hospital Group

**Contact Person:**

Sarah Moore

**Email Address:**

samoore@stjames.ie

**Role:**

Clinical Specialist Physiotherapist

**Sponsor:**

Niamh Murphy

**This project is in collaboration with:**

Niamh Murphy, Grainne Sheill,  
Department of Surgery St. James'  
Hospital

**Summary of Project:**

This project established Pre-operative rehabilitation (prehabilitation) programme for people awaiting cancer surgery in St. James' Hospital, Dublin, to get patients stronger and fitter before surgery. The programme offers daily, physiotherapy led, high intensity, aerobic, strengthening and breathing exercise classes and Home-based programme is available for those unable to attend classes.

# Health Service Excellence Awards 2020



UL Hospitals Group



**Category:**  
Excellence in Quality Care

**Project Title**  
Management Referral triaging  
Process Pilot Study

**Location:**  
UL Hospitals Group

**Healthcare Setting:**  
Occupational Health Department

**Contact Person:**  
Dr Abigail O'Reilly

**Email Address:**  
abigail.oreilly@hse.ie

**Role:**  
Co-investigator

**Sponsor:**  
Dr Conor McDonnell

**This project is in collaboration with:**  
Supervising consultant, occupational health nurses and clerical staff within the Occupational health department were also involved

**Category:**  
Innovation in Service Delivery

**Project Title**  
Novel role for Pharmacists  
in the Cancer Services clinic  
setting at University Hospital  
Limerick

**Location:**  
UL Hospitals Group

**Healthcare Setting:**  
University Hospital Limerick

**Contact Person:**  
Olivia Flynn

**Email Address:**  
olivia.flynn@hse.ie

**Role:**  
Chief II Pharmacist

**Sponsor:**  
Anne Harnett

**This project is in collaboration with:**  
Maria O'Sullivan, Eoin Barrett, Joanne Nally

**Summary of Project:**

Telephone contact has been introduced as a new means of triage of Management Referrals. Audit has shown dramatic improvement in efficiency of our department. The time from receipt of management referral until first contact/telephone independent medical assessment and waiting times for next available face-to-face appointment with an OH Physician have markedly improved.

**Summary of Project:**

A Pharmacists' presence in Cancer Services clinics can effectively ensure that new patients starting on SACT (systemic anti-cancer therapy) have an accurate medication review and drug interaction check performed before a patient starts on treatment, and also involves the patient in their medication journey.

# Health Service Excellence Awards 2020



## Category Winner

INNOVATION IN INTEGRATED DIGITAL EXCELLENCE

**Name of Healthcare Setting:** Email:

Saint John of God Liffey Services

sarah.boland@sjog.ie

**Location:**

Voluntary Provider (Section 38)

**Name:**

Sarah Gavra Boland

**Role:**

Assistive Technology Coordinator

**Name of Manager/Sponsor:**

Elisa Doyle

**This project was a**

**collaboration between**

Director - Elisa Doyle,  
Manager- Audrey Carroll,  
Coordinator- Alan Byrne,  
ICT - Brendan McCormack,  
Advocate - Aine Walsh,  
MDT - Zafar Iqbal, Christina Cannon.

### Project Title

**Digital platforms integrating Multimedia Advocacy to support Person-Centred Planning**

#### Project Summary

In 2012 we began introducing multimedia to support total communication. We believe everyone deserves access to their information and aim to promote accessibility. We have been researching and testing systems to support our 'Person Centred Plans'. We have Co-Designed an accessible platform solution with Asperico thanks to QIC grant.

#### The key features of this project are

Creating a transparent and accessible person-centred planning system. The aim is to put the person first through the use of multimedia and assistive technology to ensure that they have access to their plans and records in real-time.

#### Key features include

- Plan owners have accessible access to their plans, goals and actions
- Plan owners can give a circle of support access to their plans to support meaningful day and fulfil life vision.
- Delivery of transparent person-centred service based on real-time smart goal-driven data.

The plan owner can access their plans and goal tracking on their smart device using assistive technology. Multimedia supports people to express their needs and wishes in a way that focuses on their ability and allows services to communicate to service users in a way they can understand. There was substantial saving on printing and time thanks to the digitalisation of the system.

**Selection Panel Commented** that this project shows real commitment integrating person centred planning, patient engagement and demonstrated new innovative thinking and alternatives to traditional ways of communication and were impressed with the sheer determination, genuine commitment and high energy among the team.



## Category:

Innovation in Integrated Digital Excellence

### Project Title

Digital platforms integrating Multimedia Advocacy to support Person-Centred Planning

**Location:**

Voluntary Provider (Section 38)

**Healthcare Setting:**

Saint John of God Liffey Services

**Contact Person:**

Sarah Gavra Boland

**Email Address:**

sarah.boland@sjog.ie

**Role:**

Assistive Technology Coordinator

**Sponsor:**

Elisa Doyle

**This project is in collaboration with:**

Director - Elisa Doyle , Manager- Audrey Carroll, Coordinator- Alan Byrne, ICT - Brendan McCormack, Advocate - Aine Walsh, MDT - Zafar Iqbal, Christina Cannon

#### Summary of Project:

In 2012 we began introducing multimedia to support total communication oin Person Centred Planning. We believe everyone deserves access to their information and aim to promote accessibility. We have been researching and testing systems to support our 'Person Centred Plans'. We have Co-Designed an accessible platform solution with Asperico thanks to QIC grant.

## Category:

Excellence in Quality Care

### Project Title

The People Who Touch the Patient Make the Change: Successful Quality Improvement –Supporting Staff, Enhancing Care

**Location:**

Voluntary Provider (Section 38)

**Healthcare Setting:**

National Rehabilitation Hospital

**Contact Person:**

Dr Valerie Twomey

**Email Address:**

Valerie.Twomey@nrh.ie

**Role:**

Programme Manager

**Sponsor:**

Valerie Twomey

**This project is in collaboration with:**

Rosie Kelly, Eugene Roe, Lisa Held, Mark Delargy, Frances Campbell, Rosemarie Nolan, Derek Greene, Amanda

#### Summary of Project:

The NRH has successfully developed and implemented a quality improvement training and support programme for staff to enhance the quality of frontline care given directly to patients. The programme includes a Quality Goal, QI Toolkit, QI Programme and Community of Improvers, where staff receive support, mentoring and coaching on quality initiatives.

# Health Service Excellence Awards 2020



## West / North West Hospitals Group



**Category:**  
Excellence in Quality Care

**Project Title**  
"I'm just Born, Keep me Warm"

**Location:**  
West / North West Hospitals Group

**Healthcare Setting:**  
Neonatal Intensive Care Unit (NICU).  
Galway University Hospital

**Contact Person:**  
Jean James

**Email Address:**  
jean.james@hse.ie

**Role:**  
Registered Advanced Nurse Practitioner  
in Neonatology

**Sponsor:**  
Ms Helen Murphy. Director of Midwifery

**This project is in collaboration with:**  
The QI team was called "The Ten Degrees" and included midwives from Labour ward, Post-natal ward, and Gynaecological theatre, NICU staff, Practice Development, a Parent Advocate and University colleagues.

**Summary of Project:**

Babies are not born cold. They cannot shiver; therefore we must intervene in their care. Our QI project helped us reduce our Hypothermia figures in babies admitted to the NICU from Gynaecology theatre by 88.5% in 2019. We implemented a thermal care bundle and helped change old habits and practice.

**Category:**  
Innovation in Service Delivery

**Project Title**  
RAPID Physiologist-led Monitoring Service

**Location:**  
West / North West Hospitals Group

**Healthcare Setting:**  
University Hospital Galway

**Contact Person:**  
Paul Nolan

**Email Address:**  
paulg.nolan@hse.ie

**Role:**  
Chief II Cardiac Physiologist

**Sponsor:**  
Prof Pat Nash, Consultant Cardiologist  
and Group Clinical Director

**This project is in collaboration with:**  
Medical Physics staff expedited purchase with national procurement, CCU nurse redirected low to medium priority telemetry requests to the new service. PAS Office amended online ordering form to include new service

**Summary of Project:**

To address delays for inpatient telemetry we commenced a RAPID Physiologist-led Monitoring service in Jan 2019. Requests are made electronically and Cardiac Physiologists, triage requests, fit the monitor, which provides 72hrs of monitoring. Patients can be discharged with the monitor on. Recordings are reported immediately on return by Cardiac Physiologists.

**Category:**  
Innovation in Service Delivery

**Project Title**  
Learn while you wait

**Location:**  
West / North West Hospitals Group

**Healthcare Setting:**  
Sligo University Hospital, Letterkenny  
University Hospital and Tallaght  
University Hospital

**Contact Person:**  
Seamus Boyle

**Email Address:**  
seamus.boyle@hotmail.com

**Role:**  
ENT SpR

**Sponsor:**  
Mary Bresnihan

**This project is in collaboration with:**  
Nurses, doctors, secretaries, clinical photographers, illustrators, quality managers, care staff, administrators

**Summary of Project:**

The concept is simple to improve patient experience while waiting for their clinic appointment. To replace daytime TV with an informatic display with helpful advice from ENT doctors. In addition to have a poster display to summarise the TV display with QR codes to link to HSE Live.

# Health Service Excellence Awards 2020



# Exceeding Expectation



**Joint Winner Christy Kelly, Physio Assistant in Physiotherapy Department, St James' Hospital.** Christy was nominated by Joanne Finn, Deputy Physiotherapy Manager



**Joint Winner Mary O'Rourke, Senior Medical Social Worker, Oncology Dept, CHI@Crumlin.** Mary was nominated by Dr Maeve O'Reilly, Consultant in Palliative Medicine, CHI@Crumlin and St Luke's Hospital

## Highly Commended in the Exceeding Expectation - Outstanding Employee Award are

- **Dr Patrick O'Donnell, Safety Net General Practitioner** working in conjunction with Mid-West Area Social Inclusion Services. Dr Patrick was nominated by Carol Stanley, Community Mental Health Nurse.
- **Debby Gregg, End of Life Coordinator in Connolly Hospital, Blanchardstown.** Debby was nominated by Aoife Clare, Assistant Director of Nursing, Ambulatory & Medical Directorate, Connolly Hospital
- **Hillary Collins, Ambulance Paramedic, National Ambulance Service** who was nominated by Lorraine Smith, Communications and Innovation Lead.