



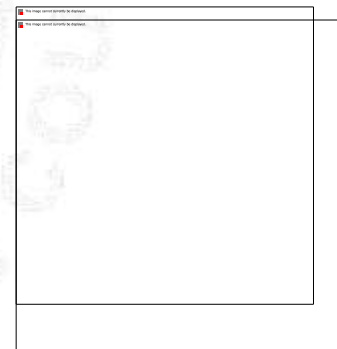
# Staff Information Sessions 2019

**Skibbereen**  
**November 14<sup>th</sup>**



# Welcome

- Introductions
- Housekeeping



# Agenda Skibbereen

Item	Timing (approx)
<b>Welcome – Chief Officer Ger Reaney</b>	09.30 - 09.35
<i>Context - Cork Community Healthcare in 2019</i>	09.35 - 09.45
<b>Context – Our Strategic Plan</b>	09.45 - 09.50
<i>Making Our Priorities Count – local presentation</i>	09.50 - 10.00
<b>HR updates and discussion re the staff survey</b>	10.00 - 10.15
<i>Making Our Priorities Count – local presentations</i>	10.15 - 10.25
<b>Questions/discussion</b>	10.25 - 10.45
<b>Summary and Close</b>	10.45 - 10.50

**The aims of today’s session are to:**

- provide an update on the development of Cork Kerry Community Healthcare
- discuss how we are Making Our Priorities Count
- showcase the work of your colleagues
- allow opportunities for everyone to ask questions.

# Welcome from Chief Officer Ger Reaney

- Financial context
- Recruitment
- Our strategic plan



# Our Mission, Vision and Values

“



## OUR MISSION

*Providing quality services to enable everyone to optimise their health and wellbeing.*



## OUR VISION

*A healthier Cork and Kerry with an accessible, responsive, connected, and high quality service valued by all.*



## OUR VALUES

*Integrity, Learning,  
Partnership and Respect.*

”

# Our Strategic Priorities

In order to realise our vision and implement the ethos and values that we want to create, we have identified six strategic priorities for the next 3-5 years.

Each priority is underpinned by specific objectives.

<b>1. Access</b>	<i>To provide the best possible access to our services</i>
<b>2. People</b>	<i>To value and respect our staff, those who use our services, and their families and carers</i>
<b>3. Quality</b>	<i>To ensure we deliver the best possible quality, compliant services</i>
<b>4. Resources</b>	<i>To create a culture of efficiency that makes the best use of resources in all of our services</i>
<b>5. Health and Wellbeing</b>	<i>To improve the health of all who live in Cork and Kerry</i>
<b>6. Engagement</b>	<i>To foster a culture of pride, confidence &amp; trust in our services</i>

# National Context

## Sinead Glennon, Head of Mental Health Services

# National updates



## CEO & HSE Board

Paul Reid, CEO appointed May 2019  
The Board is the governing body of the Health Service Executive (HSE), and is accountable to the Minister for Health for the performance of its functions with the CEO accountable to the Board as set out in the Health Service Executive (Governance) Act 2019.

Mr Reid has visited services in Cork and in Kerry



# CEO Paul Reid visits services in Cork



# We are in a state of transition

- Sláinte Care (Ten year cross party strategy)
- New CEO & Board appointed to HSE
- Regional Health Areas announced summer 2019
- Community Healthcare Networks- Learning Site
- Revised GP Contract

# Sláintecare Objectives:



- Promote the health of our population to **prevent** illness
- Bring the majority of care into the **community**
- Create an **integrated** system of care, with healthcare professionals working closely together
- Create a system where care is provided on the **basis of need**, not ability to pay
- Move our system from long waiting times to a **timely** service
- Drive **accountability and performance** in the health service
- Deliver a health service that has the **capacity and ability** to plan for, and manage, **changing needs**



# Integration Fund

## €20m for 122 successful projects

- Promote the engagement and empowerment of citizens in the care of their own health
- Scale and share examples of best practice and processes for chronic disease management and care of older people
- Encourage innovations in the shift of care to the community or provide hospital avoidance measures

### **CKCH Project - Urgent Ambulatory Care and Virtual Ward for the Older Person**

A collaboration between Cork Kerry Community Healthcare, South South West Hospital Group, the Five Fundamentals of USC Programme and the Integrated Care Programme for Older People

.The impact of the approach could release up to 30 acute beds per week in the acute system at full capacity

### **CKCH Project - Cork Kerry Health & Wellbeing Community Referral**

A partnership between Cork Kerry Community Healthcare Health & Wellbeing and National Family Resource Centres, supported by a cross-sectoral steering group

# Regional Health Areas



Cork and Kerry make up one entire Regional Health area, with a population of 690,000

- Six regional planning teams have been identified and wider engagement with stakeholders at a regional level is getting under way.
- Staff, patients and the general public will be centrally involved in the design of their own area.
- While the HSE will continue to be the central executive with responsibility for planning and strategy, restructuring will mean health regions will have greater autonomy to make decisions at a local level.
- Regional health areas will have their own budget based on local population needs.
- While the HSE will continue to be the central executive with responsibility for planning and strategy, restructuring will mean health regions will have greater autonomy to make decisions at a local level.

# Community Healthcare Networks

- We are implementing a Community Healthcare Network learning site in the Kinsale, Bandon, Carrigaline Network (14 networks in Cork and Kerry, 96 across the country)



# Cork Kerry Community Healthcare

## Update on the launch of our Strategic Plan

Mary Smithwick,  
Communications Manager

# Why do we need a CKCH strategic plan?

- It helps us to deliver the best possible services.
- Structures will change, but the principles driving the plan will still be important. Achievements and advances under the six strategic priorities transcend and can outlive structures.
- If we don't set our own agenda, then who will?
- To assist in building identity for Cork Kerry Community Healthcare.
- Provides a framework for a structured approach to service improvement and change, brings objectivity to decision making.
- Multi annual perspective rather than planning on a year to year basis through operational plans.



# CKCH strategic plan – how we got here

## Work to date:

- May 2017: Development of draft mission, vision, values.
- June 2017: Workshops with frontline managers leading to identification of six strategic priorities.
- Sept 2017: Strategic Direction document produced
- December 2017: Strategic Direction work launched at staff information events
- Jan 2018: Workstreams began work
- May 2018: Workshop with all workstreams to review progress and agree next steps
- December 2018: Workstreams complete list of deliverable and outcomes related to each objective

# CKCH strategic plan

- Our plan was launched on October 14<sup>th</sup>, and is available at [hse.ie/corkkerrypriorities](https://hse.ie/corkkerrypriorities).

## Priorities for Cork Kerry Community Healthcare

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Cork Kerry Community Healthcare's strategic plan for 2019 to 2023 is available: [CKCH StrategicPlanFinal](#)

The plan helps our 8,000 staff to see their role in delivering our mission, vision, values and strategic priorities.

Working together, we can all Make Our Priorities Count.

The plan lists actions needed in the short, medium and long term to deliver on objectives related to our six Strategic Priorities.

Those six priorities are Access, People, [Resources](#), Quality, Health and Wellbeing and Engagement.

As well as the actions listed in the plan, staff in all parts of Cork Kerry Community Healthcare are taking on their own projects and initiatives.

### Documents for local meetings:

We are asking staff to hold meetings to discuss how they are Making Our Priorities Count.

A workbook is available: [Workbook for Progressing Strategic Priorities at Local Level](#)

and slides for those meetings are available here: [Slide deck for staff meetings in CKCH](#)

This poster contains the Mission, Vision and Values of Cork Kerry Community Healthcare: [CKCH Mission, Vision and Values](#)

And this poster outlines the six strategic priorities: [CKCH Priorities Poster](#)

These leaflets have more details of the Mission, Vision, Values and Priorities: [CKCH leaflet 1](#) , [CKCH leaflet 2](#)

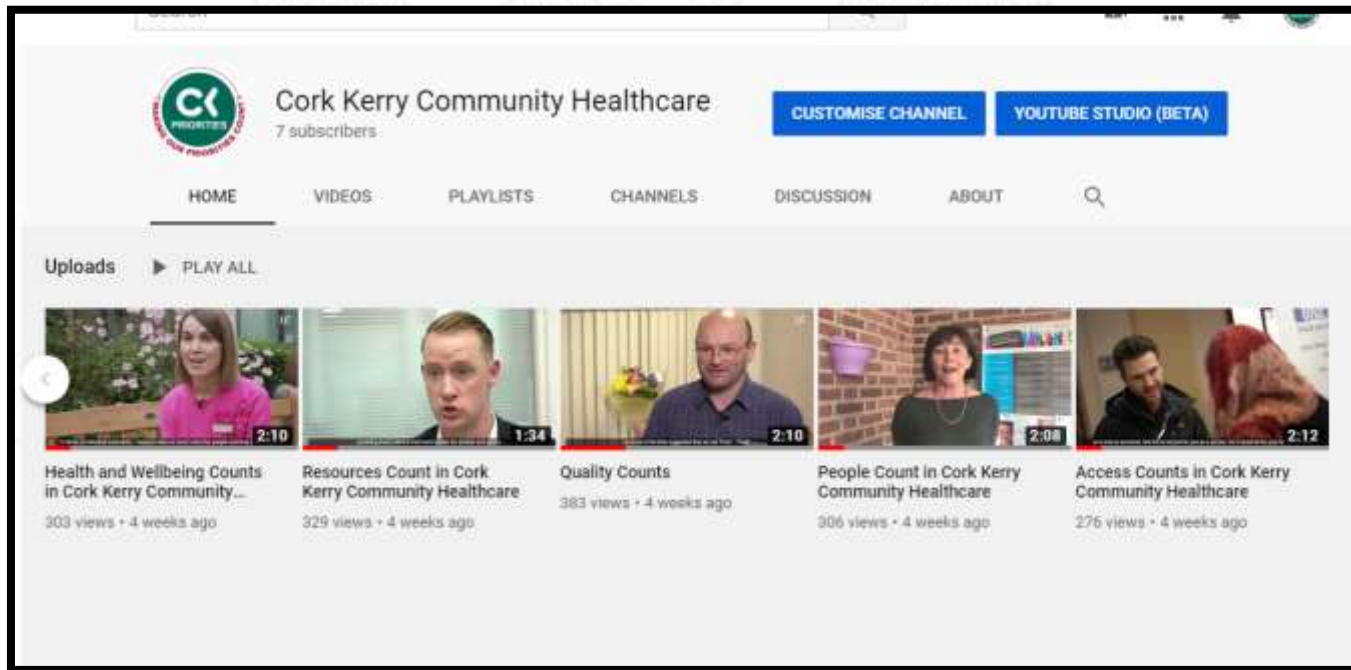
### Share Your Stories of How you're making Our Priorities Count:

We want staff to share their stories of how they are Making Our Priorities Count.



# CKCH strategic plan

- To coincide with the launch, we shared six days of video content. Go to YouTube and search for “Cork Kerry Community Healthcare”



# CKCH strategic plan

- **We want to show everyone their role in making strategy a reality; allow for two-way feedback; and allow opportunities for staff to tell their own stories**
- Our theme/strap-line is Making Our Priorities Count (adaptable for each of the six priorities)
- This theme is reinforced with a suite of logos, and the message will be repeated at the staff awards (Dec 12<sup>th</sup> 2019) and staff newsletter (Dec 2019)
  - **Contact us on [corkkerry.priorities@hse.ie](mailto:corkkerry.priorities@hse.ie)**



# Our Priorities Count visually



See [hse.ie/corkkerrypriorities](https://hse.ie/corkkerrypriorities) and the intranet for guidelines on how to use this logo, including templates for letters and email signatures.

*This logo does not replace the CKCH or HSE logos*



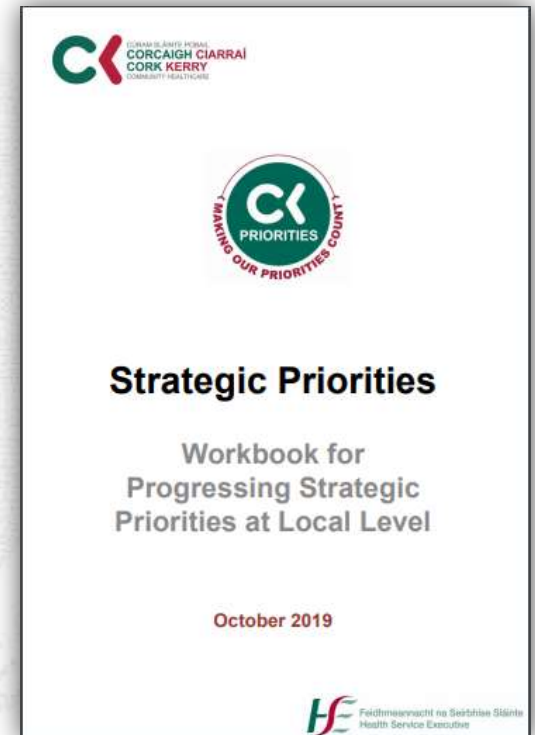
# Launch of our Strategic Plan

- Staff newsletter to launch shortly.
- Follow us on Twitter, @CorkKerryCH
- Facebook account to follow.
- You can see stories of staff Making Our Priorities Count on YouTube.
- **We want to show everyone their role in making strategy a reality; allow for two-way feedback; and allow opportunities for staff to tell their own stories**



# The ask for all staff

- Visit [hse.ie/corkkerrypriorities](http://hse.ie/corkkerrypriorities).
- Discuss the plan and your role at staff meetings (support documentation at [hse.ie/corkkerrypriorities](http://hse.ie/corkkerrypriorities)).
- Share your stories.
- Each unit/department to introduce a Quality initiative.



# Making Quality Count

West Cork Children and Young People's  
Occupational Therapy Service

***School Skills Clinics Initiative***

Charlotte Sullivan



# What is Community Occupational Therapy for Children and Young People?

- Occupational Therapy for children and young people focuses on developing the skills for life. We aim to enable children to perform day to day tasks and activities at home, at school and in the community. Our goal is to help each child to achieve their own potential in a meaningful way.



# Rationale behind Schools Skills Clinics

- Waitlist analysis: Majority of children referred with school based problems:

- Handwriting
- Concentration and attention
- Sensory processing in the classroom
- Organisational skills



- Many children waiting so long that small problems became bigger problems (waiting list was over two years long)
- Clinic based assessment, feedback and intervention not always effective at addressing school based issues
- Follow up school visits often significantly delayed due to workload pressures

# Development of the Schools Skills Clinics

- Need identified for a more efficient and effective way of assessment and intervention for children with school based issues. Rate of referral exceeds capacity of staff to open cases leading to increase in waiting list.
- Bringing assessment and intervention to the child's own environment.
- Traditional clinic based model involves full clinic based assessment, report, feedback to parents, school visit when possible which in practice takes place over several months.
- School Skills Clinic model involves functional assessment in school with input from parents and teachers followed by on the spot feedback and strategies for intervention that can be implemented into the child's programme straight away.



# Case Study One

- Timmy, Age 5, Identified difficulties with early writing skills.
- Seen in school with Dad and Teacher.
- OT carried out functional assessment.
- Early writing skills only identified issue.
- Strategies demonstrated and advice given.
- Review on request
- Short report written and sent with relevant hand-outs.
- School based assessment enabled timely intervention and early discharge to 'review on request' system.



## Case Study Two

- Emma age 7. Referred by school for difficulties with handwriting, concentration and organisational skills.
- Multiple needs identified during functional assessment at school.
- School programme discussed and strategies and advice given straight away.
- Follow up clinic appointment arranged for possible diagnosis of DCD/Dyspraxia.
- School based assessment enabled timely school interventions without having to wait for full assessment process and subsequent school visit.



# Quality Counts, Access Counts

## **Access: To provide the best possible access to services:**

Addressing functional difficulties immediately in the appropriate setting.

Giving the help to the people that count in the child's life in a coordinated way.

Enabling OTs to work more efficiently, Impact on waiting list – work in progress.

Increase in referral rate; Capacity versus demand is an on-going challenge.

## **Quality: To ensure we deliver the best possible quality services:**

Overwhelmingly positive feedback from schools and parents.

Therapists very happy with efficiency and effectiveness of intervention.

Improved communication with schools, and between schools and families.

Realistic picture of extent of child's needs.

Full standardised assessments are only carried out on the children who really need them.



# Movement break

(because Health and Wellbeing  
Counts)

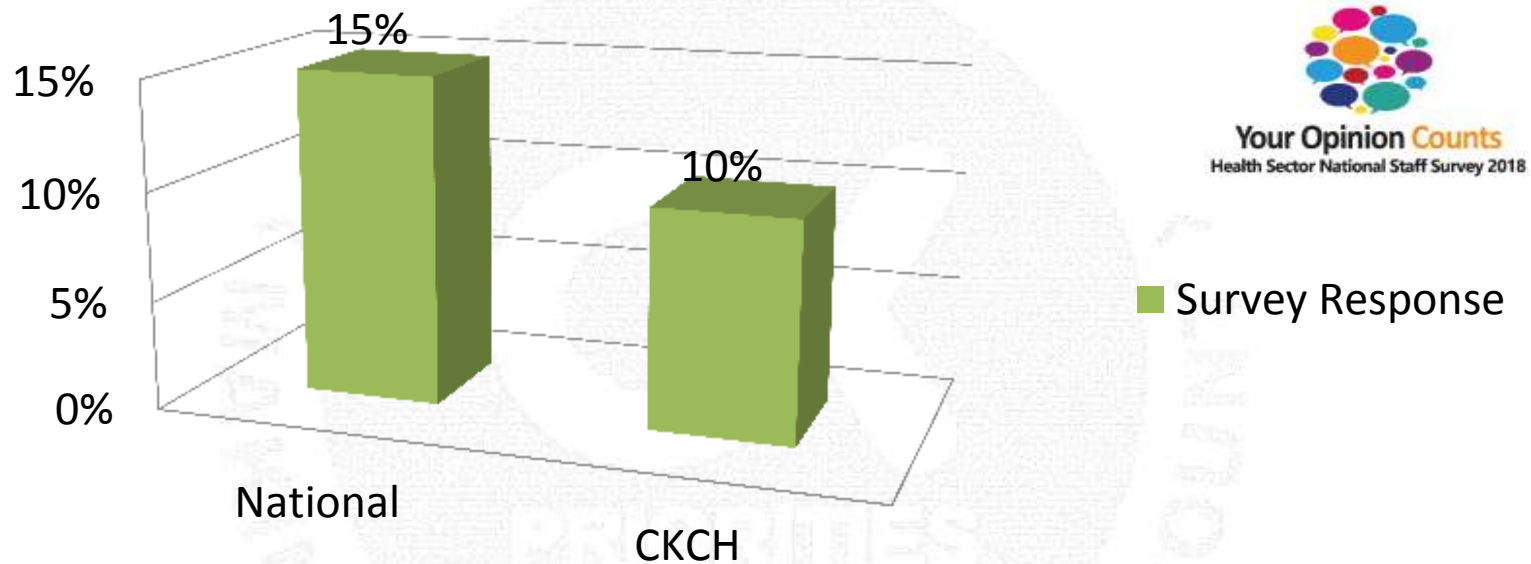
# HR updates



# National Pay Agreements

- 1 September 2019 annualised salaries increase by 1.75%,
- 1 January 2020 annualised salaries up to €32,000 increase by 0.5%,
- 1 October 2020 annualised salaries increase by 2%.

# Staff survey – key results in CKCH



## Staff Survey – Q&A

What would make you more likely to do the survey in future?

What do you think should be asked in the survey in future?

# Staff survey – key results in CKCH

Supports	2018 CKCH	2018 National
<b>Dignity at Work Policy</b>		
<ul style="list-style-type: none"> <li>Aware of Dignity at Work policy</li> <li>Trained or briefed on the Dignity at Work Policy</li> <li>Have experienced bullying/ harassment by a Manager/Colleague</li> </ul>	<p>87%</p> <p>61%</p> <p>33%</p>	<p>87%</p> <p>59%</p> <p>37%</p>

## Q&A – Dignity at Work Policy:

- How can CKCH improve Dignity at Work Policy awareness?
- How do we better support our staff to prevent Dignity at Work type issues?

# Discussion re key results

Teams	2018 CKCH	2018 National	2016 CKCH	2016 National
<b>Perception of Leadership</b> <ul style="list-style-type: none"> <li>Strategy heading in the right direction</li> </ul>	48%	47%	41%	33%
<b>Line Management</b> <ul style="list-style-type: none"> <li>Communicates well with the team</li> </ul>	56%	52%	59%	53%
<b>Training &amp; Development</b> <ul style="list-style-type: none"> <li>Training Opportunities</li> </ul>	59%	48%	53%	45%

## Q&A - Teams

- What do you think is an effective team?
- What makes you proud of the service?
- What are your suggestions to make teams even more effective?

# Making Our Priorities Count Local Projects



# Health and Wellbeing Counts

How Clonakilty Community Hospital  
achieved a 90% plus uptake of the  
flu vaccine

Mary Nolan

Director of Nursing

# Influenza Preparedness 2019-2020

## Clonakilty Community Hospital



# Background to Clonakilty Community Hospital

- 122 bedded residential care facility for older persons:
  - Continuing care
  - Respite care
  - Community support
  - Transitional care
  - Palliative Care



- 5 Units.
- TCU – 14 beds
- Dochas – 31beds
- An Ghraig – 21 beds
- Saoirse – 14 beds / dementia
- Crionna – 42 beds



Health Service Executive  
Feidhmeannacht na Seirbhíse Sláinte





Senior Clinical  
Clinical Room









Influenza Preparedness 2018-2019





# Uptake Increase

LTCF	2019	2018	%Increase
Clonakilty CH	92%	65%	<b>27</b>

Facility	% Of Staff Vaccinated	No. Of Staff Vaccinated	Total Eligible
Clonakilty CH	92%	173	189

# Uptake Statistics / Staff Profile

<b>Eligible Management Administration</b>	16
<b>Vaccinated Management Administration</b>	16
<b>Eligible Medical Dental</b>	5
<b>Vaccinated Medical Dental</b>	4
<b>Eligible Health Social Care</b>	5
<b>Vaccinated Health Social Care</b>	5
<b>Eligible Nursing</b>	63
<b>Vaccinated Nursing</b>	45
<b>Eligible General Support</b>	16
<b>Vaccinated General Support</b>	15
<b>Eligible Other Patient Client Care</b>	94
<b>Vaccinated Other Patient Client Care</b>	86
<b>Other vaccinated staff not onhr</b>	2
<b>Total Vaccinated</b>	171
<b>Total Eligible</b>	199
<b>% Uptake</b>	92.0

# Obstacles

## *Staff attitudes:*

- The 2 most common:
- “I never get the flu so I don’t need to get the vaccine.”
- “My friend got the vaccine last year and got the flu afterwards.”



This presentation describes how we in Clonakilty achieved an increase in uptake among our staff

Factors that influence uptake of the influenza vaccine among HCWs (Stead et al, 2018)

- Individual perspective
- organisations perspective
- Practical perspective

# The Individual perspective

- Knowledge and attitudes towards the vaccine
- Safety issues and concerns
- Perceived risks
- Sense of duty to employer



# Implementation of vaccination programmes

- Availability of Staff
- Use of peer vaccinators
- Educational strategies
- Communication strategies and designated area available to staff
- Support from other Healthcare professionals

# Method

- The NHS 'Flu Fighter' programme (NHS, 2018) programme sets out 7 key elements to running a successful seasonal influenza vaccination campaign, this was the method used to facilitate this initiative. Research was done in the UK by Stead et al (2018) that utilised all 7 elements and demonstrated that the trusts that utilised all of the key elements had significantly higher levels of vaccination uptake than the trusts that did not.

# Method

- **Balanced Flu team**

Peer vaccinators, Management team ,Influenza Lead Jennie Synnott ,GP's , Catering team

- **Myth busting**

Education sessions from the Influenza lead Jennie Synnott dispelling any questions or queries that staff may have

- **Accessibility**

Out of clinic sessions provided when GP cover available

- **Reward**

Staff Raffle Sponsored by the local businesses ,Merchandise –mugs, biros ,bags .



- **Peer vaccination**

Siobhan and Brid provided weekly clinics half day sessions with early morning starts to facilitate night duty staff. Ensuring anaphylaxis equipment and GP onsite, Maintaining stock levels of vaccines, Maintaining the cold chain ,Ensuring documentation available and clinic ready for start.

- **Communication**

Influenza leaflets ,signage

- **All hands on deck**

Management team



# VACCINATION Clinic CCH



Influenza Preparedness 2018-2019



Cork Kerry  
Community Healthcare  
Providing quality  
services to enable  
everyone to optimise  
their health and  
wellbeing



**GET THE FLU VACCINE**

It is so important to get your flu vaccination in order to protect yourself and the vulnerable people you interact with this winter. Flu can kill and is easily preventable with a simple vaccine. You can have no symptoms at all and still spread the flu. The vaccine is free for HSE Staff.

**SAVE THE DATE**

21st September- Staff Health & Wellbeing Day.

**September 2019**  
**Meán Fómhair 2019**

sunday	monday	tuesday	wednesday	thursday	friday	saturday
1 <small>International Month</small>	2	3	4	5	6	7
8 <small>International Liberation Day</small>	9	10 <small>World Space Foundation Day</small>	11	12	13	14
15 <small>World Lymphoma Awareness Day</small>	16	17	18	19	20	21 <small>Staff Health and Wellbeing Day</small>
				26	27	28

✕

 **Jim Daly Public Representative**  
19 hours ago · Politician



▶ 0:52 ————— ● -0:07 ... HD

Aisling O Leary and 67 others      13 comments   19 shares   2K views

Like      Comment      Share



Influenza Preparedness 2018-2019

# Conclusion

- Weekly vaccination clinics from 08.00 – 13.00 hrs. facilitated staff coming off night duty.
- Provision of the vaccine out of clinic times when GPs and peer vaccinators were on site.
- Advertised clinics on staff notice boards.
- Emailed CNMs with clinic dates.
- Provided merchandise at all clinics .
- Vouchers for the hospital café provided.

# Conclusion

- Having 2 competent Peer Vaccinators on site has been the ultimate benefit.
- Team commitment has been the driving force behind the project



# Questions and Answers

- \* Remember - you can submit questions online at [sli.do](https://sli.do)  
Use the code #ckch



Thank you  
and  
Close

