

HR in Health Conference 2017 and Launch of the Health Service Leadership Academy

The 2017 HR in Health Conference – the Compassionate and Effective Leader Making a Difference took place in the Irish Management Institute on the 14th September 2017.



There was a fantastic attendance at what was a superb event. Rosarii Mannion, National Director of Human Resources opened the event and welcomed all attendees; including the participants due to start the two inaugural Health Service Leadership Academy flagship programmes Leading Care I and Leading Care II in October

this year. Mr. Tony O'Brien, Director General of the HSE formally launched the Health Service Leadership Academy. Establishing the Health Service Leadership Academy is a key action in the Health Service People Strategy 2015 to 2018. The Director General described how the Leadership Academy would help to build a leadership culture that would bring about a transformation in the health service. Two excellent speakers followed next, Judith Glaser and Chris Roebuck. Judith Glaser drew on her profound knowledge of neuroscience and her experience as an executive coach in what was a highly engaging talk on how great leaders build trust and get extraordinary results. Chris Roebuck's stimulating session garnered a lot of activity on twitter from participants as he reminded participants of the importance of serving to lead - particularly applicable in the health service where patient care can be optimised through compassionate and effective leadership.



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The Health Services People Strategy 2015-2018, the Work Plans and the Presentation are available to download here



Leadership Academy

Establishing the Health Service Leadership Academy is a key action in the Health Service People Strategy 2015 to 2018. The Leadership Academy will develop the leadership our patients, carers, service users and communities deserve by supporting leaders at every level in health and across every sector in healthcare. The first cohorts of Leading Care I and Leading Care II, the Leadership Academy's inaugural programmes will commence in October 2017. We are delighted to report that we received an overwhelming

response to both programmes. There is tremendous interest in both programmes from both clinical and non-clinical staff from across the health service. The Leadership Academy will be formally launched by the Director General, Mr Tony O'Brien on 14th September, 2017.



Health Service Leadership Academy

HR in Health Conference 2017 and Launch of the Health Service Leadership Academy (Continued)

The afternoon was devoted to the Health Service Leadership Academy and Pat O'Boyle, HR Assistant National Director - Leadership, Education and Talent Development led proceedings providing an insightful overview of Leadership Academy developments to date and offered her reflections having been a participant on the NHS Bevan Programme, the equivalent of our new Leading Care I programme. Louise Doyle, General Manager – Leadership Education and Talent Development introduced the Leading Care II programme and provided a demo of the virtual campus participants will be using. Dr. Colm Foster, IMI Director of Executive Education expertly captured the key points from both Judith and Chris's sessions and highlighting their relevance to the Leadership Academy programmes. The afternoon concluded with a lively panel discussion featuring the 'Bevan 7'. Present on the day were Sonia Shortt, Group HR Director, Dublin Midlands Hospital Group, Joe Campbell, CFO, Dublin Midlands Hospital Group, Vera Kelly, HSE Organisation Development,



Damien Casey, Head of Finance, Health Business Services, Yvonne Goff Chief Clinical Information Officer, OoCIO. This group shared their experiences and insights with the audience, which proved to be a very popular part of the day. Learnings from the "Bevan 7" have informed the design of the Irish Health Service Leadership Academy.

Professional Supervision for HSCP

The National Health and Social Care Profession Office are pleased to announce the Official launch of the ELearning Module on Professional Supervision for HSCPs at the HSCP Continuous Professional Development Conference on the 27th of September 2017 in Our Lady's Hospice, Harold's Cross.

This ELearning Programme provides generic key components, knowledge and skills required to support an effective supervisor which transfers across all of the Health and Social Care Professions. The ELearning Module on Professional Supervision for HSCP is aligned to the

National HSCP Office, Education and Development Strategy, 2016-2019, delivering one of their key actions within priority 3, Supervision.

During the development of this ELearning programme, there has been considerable collaboration, led by the National HSCP Office with the involvement of Workforce Development, Tusla; Aurion, HSE, Leadership, Education and Talent Development; HSEland; HSE, Community Health Organisation 9 and 7.

The National HSCP Office are currently leading on the development

of a classroom based Professional Supervision Programme for HSCPs in 2018. Both the ELearning and the classroom based programme will support and complement the continued implementation of the HSE Supervision Guidelines for HSCP, 2015.



Excellence Awards

The Excellence Awards are open to all staff working in the public health system directly run or funded by the HSE.



These may include any service provided directly to the public including clinical services, primary care or social / family support; support services including catering, portering, security, clerical and management to include people management processes, information technology or service management initiatives.

The aim of the Health Service Excellence Awards is to encourage and inspire people to develop better services that result in easier access and high quality care for patients and to promote pride among staff in relation to our services. The Awards also aim to highlight the many achievements that take place across a range of staff groups and teams, services and locations, so that we can celebrate success and promote shared learning for the benefit of other services.

The awards are open to all staff working in the publicly funded health system. The closing date for applications for the Health Service Excellence Awards 2017 was September 15, 2017.

Thank you to everyone who submitted an application for the Health Service Excellence Awards 2017. There was a great response to the call for entries. The Excellence Awards have moved to the shortlisting phase, Shortlisting is now in progress and conclude Mid November. Finalists will be announced on the 20th November, 2017.

A National Recognition Event will take place in December 2017 when the overall winner of the Health Service Excellence Awards, the Popular Choice Award and the Best Team Project Award will be announced. It is really important to take time to recognise and celebrate the many examples of excellent work happening on a daily basis across our health service.

Regional co-ordinators

Ms Yvette Keating

RCSI Hospitals Group, CHO Areas 8 & 9 and relevant voluntary providers:

Ms Tess O'Donovan

South / South West Hospitals Group, UL Hospitals Group, CHO Areas 3, 4 & 5 and relevant voluntary providers:

Mr Francis Rogers

West / North West Hospitals Group, CHO Areas 1 & 2 and relevant voluntary providers:

Ms Mary Gorry

Ireland East Hospitals Group, Dublin Midlands Hospital Group, Childrens Hospital Group, CHO Areas 6 & 7 and relevant voluntary providers:

Ms Michele Guerin

National Ambulance Service, PCRS, Corporate, Health Business Services, Health & Wellbeing and relevant voluntary providers:

Co-ordination and Quality Assurance Hilary Dolan and Elaine Birkett

Health Service Graduate Programme

The graduate programme is open to 2016 or 2017 graduates in Human Resources, Health and Social Science, Science, Engineering, Biotechnology, Business, Politics, Psychology and/or related areas. Applications were submitted by way of a detailed CV, accompanied by a cover letter and emailed to traininganddevelopment@hse.ie by 5pm October 13th 2017.

This campaign generated lots of interest and applications. Over 200 applications were received following a rigorous assessment 20 Graduates were selected and underwent an Induction Day on Tuesday 31st October, 2017. We wish all our Graduates a wonderful learning experience over the next 12 months.



Best wishes to Cohort 1 in our Health Service Leadership Academy

National Doctors Training and Planning Medical Careers Day 2017



The 2017 Medical Careers Day took place on Saturday 23rd September 2017 in Printworks at Dublin Castle. The event was warmly received and was attended by 300 people.

The annual Medical Careers Day was developed to provide practical career advice and guidance with information on postgraduate training structures in Ireland and specific information about specialty training. Now in its fifth year, the day provided attendees with the opportunity to explore a wide range of career opportunities for trainee doctors and information on the next steps for a successful medical career.

The free event was a joint initiative between HSE NDTP, the Forum of Irish Postgraduate Medical Training Bodies and the Medical Council. Each training body hosted an individual stand with representatives on hand to provide advice and guidance to attendees. The Irish Medical Council, NDTP and the National Lead NCHD as well as the National NCHD Innovation Fellow also had stands this year which provided attendees with an opportunity to speak directly to exhibitors and discuss the valuable role NCHDs can play in management/leadership and the health services.

The event was opened by the National Director of HR, Ms Rosarií Mannion, and Minister for Health, Mr Simon Harris TD.



Feedback from those attending was very positive with attendees saying:

“Very well organised”

“Perfect amount of time spent on each specialty”

“Careers clinics were great. Thanks for everything”

“Overall it was fantastic”

“I wish I’d known about this and how useful this day was as a medical student ... it would have made career decision making easier and less stressful”

NDTP is looking forward to the 2018 Medical Careers Day already!

HSE HR Event - July 28th 2017

Our People Strategy - Review | Refresh | Refocus

HSE HR Communication Event

On 28th July 2017 HSE HR hosted a national communication event in Merlin Park Galway. The event theme entitled 'Our People Strategy - Review, Refresh and Refocus'. National Director of HR, Rosarii Mannion presented an overview and update of implementation to date on behalf of teams. Poster presentations were showcased with particular emphasis on Engaging Health Staff, Workplace Health & Wellbeing and the Human Connection to Patient Care.



The importance of the "Hello my name is" campaign was highlighted with the formal launch and introduction of the campaign across the HR Division. A big thanks to Caroline Smith, Ilta Cole, Gearoid Faherty and Ross Cullen for assisting with logistics and IT support.

numerous colleagues working in our health service, kindly nominated by their peers for an 'Extraordinary Colleague Award'. Photographs were captured and some family members proudly attended the event to experience their heartfelt recognition.

Michael Brophy, chairperson of the National Patient Safety Forum presented the importance of 'hello my name is...', empathy and shared the importance of human connections with humour and ease.

An energetic networking lunch was enjoyed by all. Guest speaker Dr John Walsh, Organisational Development lead, Leeds NHS presented 'Humility and Hope in the Workplace' followed by lots of human engagement, interactivity and ideas for implementation and change in our health service. HSE HR twitter was busy on the day using the hash-tag #HSEHR17. Two Stellar stories were captured to share the essence of interconnectivity and celebration of colleagues.

Future Events;

On reflection the event organisers received numerous positive feedback and positive comments requesting more of this type of event.

There are plans in place to use

For HSE HR event story
[CLICK HERE](#)

For HSE HR Extraordinary Awards story
[CLICK HERE](#)



Psychologist Karen Brennan presented various techniques to care for the carers, which included Tai Chi, releasing pressure points, breathing techniques and interactive activities. Rosarii Mannion presented certificates to



this human-centred style into the future, to continue important HR conversations, innovations and create a grass roots HR network together.

Libby Kinneen, Organisation Development & HR staff engagement lead celebrated her retirement with kind words from Francis Rogers Assistant National Director. Storytelling and cake ensued, as Libby shared her key learning, experience



Extraordinary colleagues nominated by peers:

Name	Work Location
Billy Bourke	Gardener Dr Steevens Hospital Dublin
Lucy Carthy	Medical Secretary, Wexford General
Cathy Dillon	Community Occupation Therapy Assistant, HSE Primary Care Service, Mullingar Area - CHO 8
Breda Colleran	Grade III Clerical Officer, Unit 8A, Burlington Business Park, Sragh Avenue, Tullamore, Co. Offaly
Ashraff But	Emergency Department Consultant
Paul Nolan	Cardiac Physiologist, Galway University Hospital
Alice Kinsella	General Manager, Naas General Hospital
Nuala Flynn	Trainer
Frances Conneely, Eileen Walsh	National HSCP Office
Stephen Mc Grath	Communications Division
Ross Cullen	Comms CHO
Carmel Connolly	Parent Education Midwife - Saolta
Colette Murray	HR Saolta
Eileen Donovan	CNM
Ann Clarke & Claire Anne Cullen	Health Care Assistants
Nisha Jinson & Aine Mc Cabe	Staff Nurses
Mary Walsh	Chief Officer, CHO 9
Jean Rafferty	Staff Midwife, Limerick Maternity Hospital
Tracy Norton	Home Help, Naas
Catherine Diskin	NCHD lead 2017
Majella Daly & Mary O'Callaghan	Front Line Ownership teams in University Hospital Kerry
Fidelma FitzPatrick and Debbie McNamara	Beaumont Hospital
Geraldine Treacy	A/DON & Operations, Blackrock Hospice
Jean Kelly	Group Director of Nursing, Saolta Group
Keith Morrissey	Office of the CIO
Amos Ghile	Office of the CIO, Dr. Steevens Hospital, Dublin
Julie Bellew	Office of the CIO, c/o Radiology Dept., Louth Co Hospital, Dundalk
Helen Clark	Library and Information Services Manager, Research & Education Centre Library, Sligo University Hospital, The Mall, Sligo
Libby Kinneen	Former Staff Engagement Lead

Staff Survey as a vehicle for Staff Engagement-Making Your Opinion Count

The 2016 Staff Engagement Survey closed at the end of October 2016 with a response rate of 15% an increase of 8% on the 2014 Staff Survey. 19,288 respondents completed the survey which is one of the largest participation rates of any survey in the country.

The aim of the staff survey was "to access current staff opinions in order to identify opportunities for improvements which will help build a better health service for all"

One of the key pieces of feedback from the previous Staff Survey in 2014 was the importance of follow-up: many staff reported that they did not get information on the findings or actions in relation to the staff survey and this is something that we were proactive on this time round.

Following publication of the Staff Survey Your Opinion Counts results in January of 2017 approximately 77 customised reports issued at Divisional, Hospital, CHO, Voluntary Agency and Staff grouping level.

In order to share the overall results, and prompt senior managers to look at what actions they could take a series of *National survey feedback briefings* took place across the country in Cork, Mullingar, Dublin and Galway.

CHO's events: have taken place where action plans have been developed to deal with survey results in CHO 2, CHO3, CHO4, CHO6, CHO7, CHO 8 & CHO 9

Hospital Groups : Dublin East Hospital Group, Dublin Midlands Hospital Group, Naas Hospital,Portlaoise Hospital, Tullamore Hospital, St Lukes Hospital and Mayo General Hospital.

Some of the key themes which emerged were around improving internal communications, Dignity At Work awareness raising, preventative measures and supports, Health & Wellbeing initiatives, increasing our internal Training and Development capacity and Staff Engagement. As a result of this some sites have established local staff engagement fora using the staff survey results as a vehicle for engagement.

The Staff Survey 2018 will launch again April 2018 this will be an opportunity to monitor our progress from 2016 to 2018

As a next step we will be contacting sites shortly to capture further information on the implementation of the action planning post survey so if you are aware of any other post survey events and action plans that we have not mentioned please email them to info.OD&Dhsewest@hse.ie

This is a significant step in a process of listening to staff views and opinions so we can use this information to improve the working lives of all staff, which will ultimately lead to better care for our patients. The feedback will also be used to form part of our health service wide approach to the development of our 'People Strategy' and hence our organisational values and culture, with the objective of making the health services a better place to work for all of us.

It is important that work commences on the key priority areas identified in order to build on and develop working conditions for our staff which will ultimately lead to an improvement in patient care and so we can measure any changes when we go out to survey our staff again in Spring 2018.

The aim of the staff survey was "to access current staff opinions in order to identify opportunities for improvements which will help build a better health service for all"

The next step was to organise *Post Survey Feedback and planning events at Local Level*. The purpose of which was for managers and staff from all disciplines to examine closely customised Survey Reports, engage together to seek each others views on what are the most pressing areas for improvement and develop action plans to address areas for improvement at Divisional, CHO, and Hospital/Voluntary Organisations levels. As the survey is being used as a vehicle for staff engagement and to ensure that all staff grades were represented at the local events a **proportional representation of staff** in each location was present on the day.

Local survey feedback events took place in the following areas:

Divisional feedback events: Health and Wellbeing Division, National Ambulance Division,(South, West, East and NEOC) HR Division, Quality Improvement Division, Quality Assurance Division and Finance Divisions.



If you are interested in becoming a survey champion please email info.OD&Dhsewest@hse.ie

National Staff Engagement Forum

The next meeting for the National Staff Engagement Forum will be held on Monday 9th October 2017.

Membership numbers have been increased this year and will include 50% of current members and 50% of new members as per the Terms of reference, and will represent a proportional representation of staff across the services. We received a fantastic response to the call for new members, which shows that staff want to become involved and that the message of staff engagement is spreading.

Our Colleague Ms Libby Kinneen, HR National Lead Staff Engagement, retired at the end of August and we welcome Ms Vera Kelly, National OD&D Lead for Staff Engagement & CHO Development to the Team. Vera will co-facilitate the Forum with Ms Juanita Guidera, Quality Improvement Division, Lead Staff Engagement. The Forum is co-chaired by Ms Rosarii Mannion, National Director of Human Resources and Dr, Philip Crowley, National Director Quality Improvement Division.

Members launched the Staff Engagement Stellar story - to celebrate staff engagement and share their co-created journey and story.

To find out more click **HERE**



Child First Mandate 2018

The Director General recently issued a staff broadcast to announce that the HSE has formally launched its eLearning Programme, an Introduction to Children First, which is mandatory for staff. The Programme is part of a suite of resources which the HSE has developed to ensure that the Organisation is compliant with the Children First Act 2015 when it is fully operational towards the end of 2017.

A key part of the support for staff is a revised Child Protection & Welfare Policy and a team of Children First Training & Development Officers who are based in each Community Health Organisation (CHO) and Hospital Group to support the roll out of Children First implementation plans to HSE and funded agency staff. There is a separate online programme available to partner agencies not directly funded by the HSE and users of our services.

We are all individually responsible for children's welfare and safety and we must all commit to completing this vital training irrespective of role or location. The National Director of HR has requested that all HR staff undertake this critical e-Learning Programme before the end of the November, 2017.

The Programme can be completed over a number of sessions you will receive a Certificate once successfully completed. All Grade VIIIs and above should submit the certificate with their 2017 Controls Assurance Statement as evidence of completing this e-Learning programme whilst other staff will be required to produce the Certificate at regular Performance Reviews.

The Programme and a range of additional resources is available **HERE**



Fourth Global Forum on Human Resources for Health

'Building the health workforce of the future'

13-17 November, RDS, Dublin

<http://hrhforum2017.ie>

The Fourth Global Forum on Human Resources for Health is the largest open conference on health workforce issues and is expected to gather over 1,000 delegates from across the globe. The HSE is co-hosting the event, along with the World Health Organization, the Dept. of Health, Irish Aid, Trinity College Dublin and the Global Health Workforce Network.

The Forum programme will feature high-impact decision-makers, leaders and human resources experts representing all stakeholder groups to discuss and debate innovative approaches towards advancing the implementation of the WHO Global Strategy on Human Resources for Health: Workforce 2030 and the recommendations of the UN High-Level Commission on Health Employment and Economic Growth, Working for Health and Growth. These present a vital road map for all countries to ensure an adequate, fit for purpose and sustainable workforce to address current and future needs.

For the HSE, this is an opportunity to share workforce initiatives and innovations in the Irish health service and to engage with peers from other countries to learn about current thinking and best practice internationally. High level plenaries, panel discussions, side sessions and skills building workshops, and more will contribute to an exceptional opportunity for professional development and networking. HSE staff will lead on several sessions and participate in oral and poster presentations.

The conference is relevant for senior HR managers and other managers and staff with a key role in improving the education & training, recruitment, performance and retention of the workforce.

For conference details please see <http://hrhforum2017.ie/>. The full draft programme will be available shortly.

If you have any queries, contact Dr David Weakliam (david.weakliam@hse.ie)

Note: A special registration package rate is available for Irish organisations. This facilitates the attendance of 6 delegates for the price of 5 (based on the full delegate rate of €750) and includes:

- Attendance at all Forum sessions and Pre-Forum events
- Attendance at the Welcome Reception on Tuesday 14th November 2017
- Tea/coffee and lunches on the main Forum days (Wednesday 15th to Friday 17th)

To avail of this offer, contact Ciara Ryan at: hrhforum2017@conferencepartners.com

HSE CAREERS

Nursing and Midwifery College Tour

An All-Ireland tour is planned and underway to meet Nursing and Midwifery interns face to face in colleges around the Island of Ireland.

The purpose is to communicate and create an awareness of the most up to date information, including all circulars to confirm permanent contracts, career breaks and promote career pathways in our HSE.

Colleges visited to date include; University of Limerick, All Ireland Student Midwifery Conference Belfast, Dundalk IT, and Letterkenny IT. There are many more tour dates and career fairs planned and confirmed. Please contact HR.nursingmidwifery@hse.ie for more information



Letterkenny IT Nursing Students (all disciplines: General, Mental Health & Intellectual Disability)

NDTP News

The Lead NCHD initiative is one of a range of initiatives taken at national level to improve NCHD's experience of the Irish public health system. Its introduction was welcomed by the Strategic Review of Medical Training and Career Structure ('MacCraith Report') which was established to address the challenge of doctor recruitment and retention.

Since this initiative was implemented by HSE – National Doctors Training & Planning (NDTP), HSE's Quality Improvement Division and Clinical Director Programme, it has proved very

successful with over 130 NCHDs having held the role of Lead NCHD since its launch in 2014. Lead NCHDs are now appointed across 31 acute hospitals and this year we welcome the first lead NCHDs in mental health, GP and public health.

Continuing on from its successful launch in 2016, the role of National Lead NCHD/NDTP Fellow is now in its second year, and provides an additional support for Lead NCHDs and level of engagement between the HSE and NCHD community. This year we welcome the role of NDTP National Fellow for Innovation and Change, which seeks to encourage and build a culture of innovation within the health system.

New Appointments to HR Team



Appointment of Dr Philippa Ryan Withero RGN, BNS, Dip Health Econ, DProf, FFMRC SI

We are delighted to announce the appointment of Dr Philippa Ryan Withero, as Assistant National Director for Integrated Health Workforce Planning.

Philippa joins us from the Department of Health, where she was Deputy Chief Nursing Officer with responsibility for clinical practice and governance. In this role she led the development and implementation of national safe nurse staffing

policy, more widely known as the Taskforce for Safe Nurse Staffing and Skill Mix.

She has had a notable career spanning over 23 years holding a variety of key nursing roles across both clinical and executive management, and education. She has a wealth of both national and international knowledge and experience of workforce planning through a variety of roles on multiple projects including for example; RN4CAST pan European study, UK and Ireland five country workforce planning forum, Safe Nurse Staffing Policy Implementation Review across NHS England in collaboration with the Dept. of Health England along with numerous local workforce planning review projects over the last 13 years.

In her new role in HR, Philippa will focus mainly on implementing the Strategic Framework for Health Workforce Planning which is due to be finalised in October and in supporting workforce optimisation across the system and is undertaking preparatory work at the moment.



Appointment of Ms. Edna Hoare

We are delighted to announce the appointment of Edna Hoare as Assistant National Director Human Resources - Modernisation and Efficiency.

Edna has an MBS in Human Resource Strategies from DCU, a Post Graduate Diploma in Employment Law from the Law Society of Ireland

and a Fellow of the Chartered Institute of Personnel and Development.

Edna has worked in Industrial Relations in Corporate Employee Relations (CERS) for the last three years where she had responsibility for a large and varied national portfolio.

Prior to joining the HSE she held a variety of senior employee relations and industrial relations roles and has a wealth of experience as a trade union official and as a senior manager in the health service where she negotiated and delivered significant national agreements and projects.

In her new role Edna will concentrate on strengthening and further developing the efficient use of our resources across the system. Edna will examine skill-mix initiatives, new ways of working, follow through and implementation of Agreements, identifying innovations which will yield benefit across the system and assisting service management to identify and implement opportunities for improved service delivery.

HOPE EXCHANGE PROGRAMME 2018



Applications are now invited from health professionals to participate in a programme designed to promote the exchange of knowledge and expertise within the EU and to provide training and experience for hospital and healthcare professionals in a European context. The length of the exchange period is 4 weeks, starting on Monday 7th May 2018 for all candidates.

HOPE, the European Hospital and Healthcare Federation, is a European non-profit organisation, created in 1966 representing national public and private hospital associations and hospital owners. With 37 organisations from the 28 Member States of the European Union, Switzerland and the Republic of Serbia, HOPE covers almost the 80% of hospital and social care activity. HOPE mission is to promote improvements in the health of citizens and a uniformly high standard of hospital care by the European Union, fostering efficiency, effectiveness and humanity in the organisation and operations of hospital and health services.

One of the basic objectives of HOPE is to promote exchange of knowledge and expertise within the European Union and to provide training and experience for hospital and healthcare professionals in this European context. Since 1981, the European Hospital and Healthcare Federation is running the HOPE Exchange Programme. It consists in a 4-week training programme for professionals with managerial responsibilities working in hospitals and healthcare facilities. This Exchange Programme aims to lead to better understanding of the functioning of healthcare and hospital systems within the EU and neighbour countries, by facilitating co-operation and exchange of best practices.

The emphasis of the programme is practical rather than academic and also takes into account the professional's specific motivation for joining the programme as well as the agreed theme for the year. The theme for the HOPE Exchange Programme 2018 is *"Improving the quality of healthcare using the experiences and competencies of patients: Are we ready?"*

The length of the exchange period is 4 weeks, starting on Monday 7th May 2018. It has been followed, since 1988, by an



One of the basic objectives of HOPE is to promote exchange of knowledge and expertise within the European Union and to provide training and experience for hospital and healthcare professionals in this European context.

The HOPE Exchange Programme is not a medical or technical programme. It is a multi professional programme. It is aimed at professions and professionals who are directly or indirectly involved in the management of European health care services and hospitals. They must be working in hospitals / healthcare facilities, adequately experienced in their profession with a minimum of three years of experience and having proficiency in the language that is accepted by the host country.

evaluation meeting and since 1992 also by a seminar in June, to which all professionals of the HOPE Exchange Programme are invited. Each year these meetings are organised in a different country by its national delegation of HOPE. In 2018, this will take place in Stockholm, Sweden from Sunday 3rd to Tuesday 5th June. During the evaluation meeting each professional is requested to contribute to a national presentation of his/her experiences abroad.

For further information or enquiries on the programme, please contact Siobhán Regan on 086 6012165 or email siobhan.regan@hse.ie or by clicking here



Further information and application forms may be downloaded from the HOPE website by clicking here



HSE Irish Sign Language Programme (ISL) 2017

The presentation of an award of Irish Sign Language (ISL) Quality and Qualification Ireland (QQI) Level three to 39 HSE Staff took place in Dublin, Galway, Letterkenny and Cork during National Deaf Awareness Week 2017.

HSE Irish Sign Language Programme 2017 was set up by Equality Diversity and Inclusion Unit of National HR to coordinate QQI 'Level 3

Certification' in ISL Course and examination and facilitated by the Irish Deaf Society ISL Academy, and National HR/Diversity Equality and Inclusion. The programme was of 15 weeks duration from January to June 2017.

Learners were multidisciplinary staff working in customer and frontline services including; social care staff, therapists, audiologists, social workers, paramedics, nurses and doctors

and administration from CHOs, Hospital Groups and Corporate settings. The qualification gives staff a basic foundation in Sign Language to enable them to improve their experience when working with deaf/hard of hearing colleagues, clients and customers as well as parents and family members who use ISL. While the Level III certificate will help staff to communicate better with deaf and hard of hearing clients and service users, it should be noted that it is not intended to substitute for the highly ISL interpreter qualification gained via a TCD degree programme under the Centre for Deaf Studies.

Cork

Christopher Carroll
Gene Collins
Rosalind Condon
Mariae Duggan
Evelyn Egar
Mary Finn
Martina O'Sullivan
Karen Walne

Dublin

Yvonne Byrne
Sharon Crichlow
Billy Forbes
Michele Guerin
Michael Ho
Deirdre McNally
Seosamh O Maolalail
Aoife O'Reilly
Tara Sullivan
Lucy Walsh

Galway

Stephanie Cassol
Caitriona Conry
Mona Eames
Denise Fahy
Michelle Finn
Barry Hannigan
Mary Hynes
Frances Mannion
Gary McDonald
Geraldine McEleney
Linda Rabbitte
Anne Silke

Letterkenny

Patricia Boyce-Dunleavy
Mary Bruton
Ann Gallagher
Mary Garvin
Roseann Grady
Mary Mulvaney
Fiona McGeady
Gemma McLoone
Emma O'Donnell

Initiative to improve the experience of Working Parents on return to work following the birth or adoption of a child

Invitation to participate in Focus Groups post-Maternity / Paternity Leave

Would you like to be part of shaping how the health service better engages with staff on return to work following the birth or adoption of a child?

As a health service staff member you are invited to participate in Focus Group research on this topic being held during November 2017.

Membership of five Focus Groups is being designed to include HSE staff from all staff groupings/grades/locations/geographic areas/service areas including HSE employees who fall within the remit of 'recently new parents' within past 24 months.

If you are interested in joining one of the Focus Groups please contact Ciara Kane before (insert future date) via ciara.kane@hse.ie

Post-maternity return to work can and often be a challenging time for parents, especially new mothers. It can be a period

of immense change for parents and family hoping that supports e.g. childcare, work arrangements etc. are suited to the child, parent and employer needs.

National and international evidence demonstrates that post-maternity engagement is a critical organisational issue to maintain high levels of employee engagement with women. Post-maternity engagement also impacts on fathers adjusting to new personal circumstances when re-entering the workforce on the birth/adoption of a child. The HSE is fully committed to supporting working parents during this period and has demonstrated this with the introduction of various HR Policies and Practices throughout the organisation. The HSE is also fully committed to employee engagement and to diversity, equality and inclusion, as clearly demonstrated by the continued successful roll-out of the People Strategy.

We are now looking at how the organisation can further enhance the

experience of post-maternity employees and in particular develop specific HSE data on the lived experience of parents during and post-pregnancy and on return to work. The intended outcome of this research is to build on the range of supports, including coaching, mentoring and policy development, that are in place to enhance their experience and to aid full re-engagement with their careers post-pregnancy. This research aims to provide HSE specific data which will inform future policy development to support parents in the organisation which will aid:

- Increased supports and wellbeing of post-maternity employees;
- Increased levels of participation by women in senior management roles;
- Increased levels of employee engagement;
- Assist women to take a more proactive approach to their career progression;

FLU SEASON

Flu Campaign

The annual Flu vaccine campaign launched October 2nd aimed at encouraging healthcare workers and at-risk groups to get vaccinated against seasonal influenza.

At-risk people include everyone aged 65 years and over, anyone over six months of age with a long term illness requiring regular medical follow-up such as chronic lung disease, chronic heart disease, diabetes or those with lower immunity due to disease or treatment, pregnant women, residents of nursing homes and other long stay facilities and healthcare workers.

It is important for all those in the at-risk groups to be vaccinated again this year as the virus strains in the vaccine have changed since last year. This year's seasonal flu vaccine protects against the three common flu virus strains expected to be circulating this year based on advice from the World Health Organization.

Flu eLearning:

HSELand has launched its eLearning Programme, The Flu Vaccine – It's a Lifesaver, which is available to all HSE staff.

The module has been developed to educate and inform Healthcare Workers about the vaccine and to dispel some of the myths surrounding it. Healthcare workers are 10 times more likely to get the flu; and getting the vaccine will help protect not only our staff, their families and friends, but also our patients.

Workplace Health and Wellbeing is about supporting staff in managing their own health and wellbeing, to enable staff to maximise their

work contributions and work life balance. Ultimately, the goal is staff who have a strong sense of connection to the service, take personal responsibility for achieving better outcomes, and support team colleagues to deliver results. To this end, I would encourage all staff to take 10 minutes out of their day and learn how the vaccine can protect you and keep you well this winter.

It is important for all those in the at-risk groups to be vaccinated again this year as the virus strains in the vaccine have changed since last year.



All HSE Staff and staff from HSE Funded Services can register for the programme on www.hseland.ie

If you have any comments or queries, please do not hesitate to contact the Workplace Health and Wellbeing Unit at hr.wellbeing@hse.ie



HSE HR launched a Flu Video inviting colleagues to become 'Flu Fighters' and 'Be a Life Saver' check this out here

