

# Health Service Excellence Awards 2022

Category Winners  
and Finalists

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## Foreward by Anne Marie Hoey HSE National Director of HR



Over the past few months HSE National HR has been engaging on expanding our recruitment capacity and recruitment planning. Key to welcoming new staff into the health service is enabling staff and teams to enhance the services they are providing and to facilitate staff to use their education and vision to make things better for all. HSE National HR is committed to developing a culture where staff feel engaged, valued and supported and where staff are committed to providing a good service. HSE National HR is eager to promote enhanced team working and problem solving and will continue to support change with governance circulars, change guidance and engagement.

The projects in this e-Booklet demonstrate an integrated approach, using innovative practices, systems or technologies which are delivering enhanced services provision. The projects also show the collaboration aspects of teams working together and sharing knowledge and experience, problem solving and decision making. All the projects are patient/service user centred and focussed on patient/service user outcomes. In particular, I notice the impact that the development of digital applications are having in enhancing and improving our services and our systems.

This years' Awards come at a time when the health services are readjusting and adapting to new ways of life and HSE National HR will continue to support the Health Service Excellence Awards.

With congratulations to the Finalists and to the Category Winners in the 2022 Health Service Excellence Awards.

## Message from Paul Reid Chief Executive Officer



I am very pleased to support the 2022 Health Service Excellence Awards and I would like to congratulate all the Finalists who are represented in this years' e-booklet.

The health service is a vibrant and dynamic environment and the initiatives and projects contained in the 2022 Health Service e-booklet demonstrate the innovation and creativity of teams in the health service, who are constantly striving to make the health service better for our public.

As co-chair of the programme board to implement the Sláintecare plan, I am especially cognisant of the projects in this e-booklet that reflect the values of Sláintecare - providing the Right Care at the Right time in the Right place and in developing change to bring services closer to our public. I am also a believer that embracing changes that deliver person centred care are also more rewarding for our staff. A positive working environment for staff results in a positive experience for our service users.

During the response to the COVID-19 crisis, all of the teams in the health service adapted and changed roles, and out of these changes new ways of providing services emerged. A legacy of the health services response to COVID-19 is that many projects that were initiated, are now being retained and repurposed in our health service.

I want to acknowledge the excellent range of entries from all our colleagues for this year's awards and offer my congratulations to the category winners in this e-booklet.



Marie O'Sullivan and Caroline Smith, Project Managers for 2022 Health Service Excellence Awards.



# Health Service Excellence Awards 2022

# 2022

Category Winners

# Category Winner

Engaging a Digital Solution to provide a better Service



**Name of Healthcare Setting:**  
Beaumont Hospital

**Location:**  
RCSI Hospital Group

**Name of Project Lead:**  
Emma Ryan

**Role:**  
ICT Project Manager

**Email:**  
emmaryan@beaumont.ie

**Name of Manager/Sponsor:**  
Eoghan De Barra

# Category Winner

Excellence in Quality & Patient Safety



**Name of Healthcare Setting:**  
Health & Well-being

**Location:**  
CHO Area 5

**Name of Project Lead:**  
Kate Cassidy / David Phelan

**Role:**  
Covid19 General Manager/ head of Service  
Health & Well-Being

**Email:**  
kate.cassidy@hse.ie

**Name of Manager/Sponsor:**  
Dr Derval Howley

## Project Title

### Implementation of Infection Manager System

#### Project Summary

**This project implemented a Management System for Infectious Disease. The System integrates laboratory and PAS data, with real time automated flagging of infection and recovery status. The dynamic dashboard output displays infection status at ward/ bed level for Infection Control purposes; automated System derived reporting supports clinical management of patients, bed flow, Business Intelligence, and Surveillance.**

#### Selection Panel Comments

The Infection Manager System was selected as the overall winner in this category. It clearly demonstrated efficiency and value for money as the system was developed entirely in-house leveraging existing expertise and involving a broad range of stakeholders as collaborators in the project. The project approach built on the learnings gleaned from managing the Covid 19 pandemic to inform the development of a future orientated infection management system. The fully automated system provides the right information to the right people at the right time, enhanced by automated processes of reporting. The project clearly demonstrated benefits for patient safety, bed flow and bed management and improved and enhanced decision making capacity and streamlined mandatory reporting processes. This project has potential for scale across other sites across the country.



## Project Title

### Supporting Pregnant Women & Extended Family to Quit & Stay Quit

#### Project Summary

**This co designed integrated care project is supporting all involved in the journey of the pregnant women to stop smoking while delivering exciting results. Participants stated the information and support they received was relevant to their needs, provided in a non-judgmental way and easy to understand during a qualitative evaluation.**

#### Selection Panel Comments

The aim of this project was to establish an integrated smoking cessation service for pregnant women and their families across the South East Community H.C., whilst training a multi disciplinary team in the use of carbon monoxide monitors to make each contact count. They demonstrated effective service user engagement or presented statistics to show enhanced outcomes and success over a number of repeated milestones. The project was rolled out across a number of maternity hospitals.



# Category Winner

Improving Patient Experience



**Name of Healthcare Setting:**

HSE CHO9 Social Inclusion (Homeless Services) and Ana Liffey Project

**Location:**

CHO Area 9

**Name of Project Lead:**

Richie Stafford

**Role:**

Service Arrangements Manager

**Email:**

richie.stafford@hse.ie

**Name of Manager/Sponsor:**

Dónal Cassidy

## Project Title

### Rapid Covid-19 LAMP testing in Dublin Homeless Services

#### Project Summary

Through the implementation of the Rapid LAMP testing response in Dublin homeless services, the level of transmission amongst a vulnerable cohort was reduced. The need for offsite isolation and PCR testing was also greatly reduced as a result of rapid LAMP testing. This resulted in less need for off site isolation facilities and staffing. It also meant that people using homeless services who were symptomatic or close contacts were able to stay in their service if they were 'not detected' and stay engaged with their support staff and care plans.

#### Selection Panel Comments

This project demonstrated an innovative approach to Covid testing of service users in the Dublin Homeless services. This facilitated rapid testing and reduced the need to transfer service users to off site isolation facilities. It was clear from the presentation from the multi agency team that service users needs were foremost in the design and development of this service. This model has great potential to be used in other settings and for other modalities.



# Category Winner

Innovation in Service Delivery



**Name of Healthcare Setting:**

Mid West Community Healthcare Speech and Language Therapy Services

**Location:**

CHO Area 3

**Name of Project Lead:**

Monica Clancy

**Role:**

Senior Speech & Language Therapist

**Email:**

monica.clancy@hse.ie

**Name of Manager/Sponsor:**

Paula Cregg/Elaine Whelan/Kate Hayes

## Project Title

### MWCH Mobile Fibreoptic Endoscopic Evaluation of Swallowing (FEES) Service

#### Project Summary

The MWCH Mobile FEES Service is Ireland's first community-based instrumental swallowing assessment service. Skilled SLTs and equipment are mobilised to strategic healthcare settings spanning MWCH. This allows service users to access swallowing diagnostics in a convenient location and with far greater efficiency than was possible before.

#### Selection Panel Comments

This project demonstrated how collaborative working, innovative technology and strategic thinking can combine to deliver patient centred service close to the patients location. This service demonstrably enhanced quality of life and changed the management of the patients. The service is deliverable in the community, is scaleable throughout the country and has achieved a high level of patient satisfaction. It was a pleasure to meet the presenters and we were very impressed with this project.



# Category Winner

Right Care, Right Time, Right Place



**Name of Healthcare Setting:**

Student Health Service, Technological University of the Shannon Midlands Midwest (TUS)

**Location:**

CHO Area 8

**Name of Project Lead:**

Laura Tully

**Role:**

Project Lead & Clinical Nurse Manager

**Email:**

laura.tully@tus.ie

**Name of Manager/Sponsor:**

Technological University of the Shannon Midlands Midwest

## Project Title

**An integrated student sexual health, contraception and health promotion service**

### Project Summary

**An equitable, accessible, high-quality nurse-led sexual health, contraception and health promotion service is provided on campus to 6,000 students, 61% of whom are aged 18-24 and classified as 'high risk' for sexually transmitted infections (STI's) in an area that was previously geographically underserved.**

### Selection Panel Comments

Panel were extremely impressed by the outcomes achieved over such a short period of time by this project. Laura demonstrated great leadership, passion and vision for the client group and what she was trying to achieve, which was to provide their service outside the traditional health setting, Right Care, Right Place, Right Time.





**Health Service  
Excellence  
Awards  
2022**

**2022**  
FINALISTS

**Category:**

Engaging a Digital Solution to provide a Better Service

**Project Title**

The Implementation of TrackVax and ScanVax

**Location:**

National Clinical Programmes

**Email Address:**

lucy.j.jessop@hse.ie

**Role:**

Director of Public Health, National Immunisation Office

**Healthcare Setting:**

HSE National Immunisation Office (NIO)

**Contact Person:**

Dr Lucy Jessop

**Sponsor:**

Gillian O'Brien

**Summary of Project:**

TrackVax is a stock reconciliation system installed in all 43 Central Vaccination Centres(CVCs). It tracks vaccines by batch, from the time they are delivered from the National Cold Chain Service (NCCS) and received into the system, until doses are administered. It also reports and tracks vial usage, yield and stock nationally and locally.



**Category:**

Engaging a Digital Solution to provide a Better Service

**Project Title**

Intensive Care Unit Bed Information System (ICU-BIS)

**Location:**

Other

**Role:**

National ICU Audit/ ICU-BIS Clinical Lead

**Healthcare Setting:**

HSE National Immunisation Office (NIO)

**Sponsor:**

Fionnuala Treanor, ICU-BIS Audit Manager, NOCA Collette Tully, Executive Director, NOCA Liam Woods, National Delivery Director, Acute Operations, HSE

**Contact Person:**

Dr. Rory Dwyer

**Email Address:**

fionnualatreanor@noc.a.ie

**Summary of Project:**

We designed and implemented a web based system (ICU-BIS) to provide real-time information on bed occupancy, bed availability and COVID numbers in ICUs nationally. The data facilitated finding an ICU bed for all patients who needed one. The data also informed policy in the HSE, NPHT and the Government.



**Category:**

Engaging a Digital Solution to provide a Better Service

**Project Title**

Utilising digital solutions to deliver rapid recruitment and administration of more than 2 million vaccines within the geographical area of the Ireland East Hospital Group.

**Location:**

Ireland East Hospitals Group

**Email Address:**

amkennedy@iehg.ie

**Role:**

Group Recruitment Manager

**Healthcare Setting:**

Ireland East Hospital Group

**Contact Person:**

Anne Marie Kennedy

**Sponsor:**

Roseanne Killeen

**Summary of Project:**

In response to the pandemic the Ireland East Hospital Group developed and implemented an effective, rapid recruitment strategy to resource 15 vaccination centers, within our geographical area covering a population of 1.1m. We introduced digital technology to recruit circa 650 staff and roster multi-disciplinary teams in a 10 month period to deliver a vaccination programme to protect and care for the people that we serve.



**Category:**

Engaging a Digital Solution to provide a Better Service

**Project Title**

Development of multi-disciplinary digital e-Learning IPC & AMR courses

**Location:**

Corporate

**Email Address:**

josephine.galway@hse.ie

**Healthcare Setting:**

HSE Antimicrobial Resistance and Infection Control (AMRIC), Office of the Chief Clinical Officer, Health Service Executive

**Role:**

Director of Nursing HSE AMRIC

**Sponsor:**

Dr. Eimear Branningan, Clinical Lead (Acting) for the HSE AMRIC programme, Office of the Chief Clinical Officer, Health Service Executive

**Contact Person:**

Josephine Galway

**Summary of Project:**

Antimicrobial Resistance Infection Control (AMRIC) Team developed a suite of bespoke digital resources on HSeLand, offering accredited eLearning courses to all health and social care staff, including higher education institutes, vaccination centres and GP settings. This innovative digital project supports delivery of flexible training in infection prevention and control (IPC).



**Category:**

Engaging a Digital Solution to provide a Better Service

**Project Title**

LYC Portal: Ireland’s Digital Solution to Contact Tracing.

**Location:**

Other

**Role:**

General Manager, CMP National Operations

**Healthcare Setting:**

Contact Management Programme

**Sponsor:**

Carmel Burke

**Contact Person:**

Dearbhla De Lasa

**Email Address:**

dearbhla.delasa@hse.ie

**Summary of Project:**

Acknowledging that society’s preferred method of communication is online, in August 2021 the LYC Portal was launched for Irish citizens, a digital and innovative service to trace the close contacts of confirmed Covid-19 cases. This patient-centred approach allows cases to self-manage the contact tracing process, with minimal manual intervention.



**Category:**

Engaging a Digital Solution to provide a Better Service

**Project Title**

Text 50808 – Active Listening Service to support youth mental health



**Location:**

Corporate

**Role:**

Senior Project Manager - Mental Health Operations

**Healthcare Setting:**

HSE Mental Health Operations

**Sponsor:**

Derek Chambers

**Contact Person:**

Emer Clarke

**Email Address:**

emer.clarke2@hse.ie

**Summary of Project:**

Text 50808, fully funded by the HSE, is Ireland’s first anonymous text service. Launched in June 2020, the free service provides everything from a calming chat to immediate support during a mental health or personal challenge. Trained Crisis Volunteers, supervised by mental health professionals, provide support 24/7.



**Category:**

Engaging a Digital Solution to provide a Better Service

**Project Title**

Developing Quality Digital Patient Record by Nurses for Nurses.

**Location:**

CHO Area 1

**Email Address:**

Caroline.Callaghan@hse.ie & Annmarie.Noone@hse.ie

**Healthcare Setting:**

Older Persons Services (OPS) Donegal – CHO1

**Role:**

OPS Practice Development Coordinator & Carenotes Project Manager

**Contact Person:**

Caroline Callaghan & AnnMarie Noone

**Sponsor:**

Eamon Glackin – SMOPS Donegal

**Summary of Project:**

Developing digital technology to improve Patient care through instantly visible traffic-lighted dashboard, indicating assessments / careplans done, due or overdue . Standardised Activities of Daily Living (ADL) assessments allow autogeneration of Nursing documentation,( eg discharge letter), and complex reports ( metrics / audits ) -freeing nursing time for direct care provision, improving data quality & audit.



**Category:**

Engaging a Digital Solution to provide a Better Service

**Project Title**

Development of COVID 19 Remote Monitoring Programme in Our Lady of Lourdes Hospital Drogheda



**Location:**

RCSI Hospital Group

**Role:**

Clinical Nurse Specialist in Respiratory Care

**Healthcare Setting:**

Our Lady of Lourdes Hospital Drogheda

**Sponsor:**

Linda Keogh, Assistant Director of Nursing  
Dr. Tidi Hassan and Dr. Ian Counihan - Consultants in Respiratory Medicine  
PatientMPower Ltd.

**Contact Person:**

Michelle Angeli Uno

**Email Address:**

michelle.uno@hse.ie

**Summary of Project:**

Individuals with confirmed diagnosis of COVID-19 where discharged safely at home with additional clinical monitoring of healthcare professionals. Through this virtual home monitoring, patients at risk of deterioration were identified and appropriate escalation of care was provided.



**Category:**

Excellence in Quality & Patient Safety

**Project Title**

The COVID-19 Vaccination Management System – Covax Project

**Location:**

Corporate

**Role:**

ICT Delivery Director for Public Health

**Healthcare Setting:**

ICT for Public Health

**Sponsor:**

Noreen Noonan

**Contact Person:**

Noreen Noonan

**Email Address:**

noreene.noonan@hse.ie

**Summary of Project:**

Covax is the HSE's vaccine management system used to support the administration of COVID-19 vaccinations. At its centre is an electronic vaccination record encompassing citizen's demographic details, vaccination history and vaccination status. It encompasses a public portal that citizens can register for a vaccine and record consent and eligibility.



**Category:**  
Excellence in Quality & Patient Safety

**Project Title**  
HSE-AMRIC Antibiotic quality improvement initiative for community prescribers

**Location:**  
Other

**Healthcare Setting:**  
Office of the Clinical Lead, Antimicrobial Resistance and Infection Control (AMRIC) Pharmacy Team

**Contact Person:**  
Marie Philbin

**Email Address:**  
Marie.philbin1@hse.ie

**Role:**  
Chief Antimicrobial Pharmacist

**Sponsor:**  
Dr. Eimear Brannigan, Consultant in Infectious Diseases, Deputy Clinical Lead AMRIC, Office of the Chief Clinical Officer, Health Service Executive

**Summary of Project:**  
AMRIC and HSE Primary Care Reimbursement Service collaborated to deliver a nationally coordinated quality improvement initiative, focussed on supporting good practice in the prescribing of antibiotics in community settings. Since September 2019 over 3,000 GPs received an individualised quarterly report on their antibiotic prescribing over a rolling 12 month period.



**Category:**  
Excellence in Quality & Patient Safety

**Project Title**  
Development of self-assessment toolkit and framework for Information Governance (IG)



**Location:**  
Corporate

**Healthcare Setting:**  
National Screening Service

**Contact Person:**  
Dr Eimhin Walsh

**Email Address:**  
eimhin.walsh@screening-service.ie

**Role:**  
Information Governance Manager

**Sponsor:**  
Dr Caroline Mason Mohan

**Summary of Project:**  
Each of the four NSS screening programmes has its own systems/procedures, containing significant volumes of sensitive personal data for large portion of the Irish population. To enhance practice around maintaining confidentiality and integrity of this data, NSS has developed a framework to advance quality and reduce risk of incidents in IG.



**Category:**  
Excellence in Quality & Patient Safety

**Project Title**  
E Referral Pathway for GPs to Primary Care Teams



**Location:**  
CHO Area 6

**Healthcare Setting:**  
CHN8 South Wicklow

**Contact Person:**  
Dawn Tyner

**Email Address:**  
dawn.tyner@hse.ie

**Role:**  
Community Healthcare Network Manager

**Sponsor:**  
Maeve Smyth Interim GM

**Summary of Project:**  
To implement an electronic referral from GP via Healthlink to multidisciplinary Community Healthcare Network (CHN) Team. Supporting a streamlined single access point to build consistency, quality and safety of client referrals. To develop a robust communication pathway between key stakeholders to reduce referral error. This project was identified as part of client, GP and clinician engagement in the development of the CHN Learning Site in CH East.



**Category:**

Excellence in Quality & Patient Safety

**Project Title**

Introduction of patient diaries into an Intensive Care Unit- A pilot project.

**Location:**

Dublin Midlands Hospital Group

**Email Address:**

cimchale@stjames.ie

**Role:**

Clinical Facilitator

**Healthcare Setting:**

General Intensive Care Unit St James's Hospital

**Sponsor:**

Maire McAuliffe

**Contact Person:**

Ciara McHale

**Summary of Project:**

The ICU diary is a handwritten diary written by ICU staff, MDT members and family members describing the patients journey through ICU. It's written chronologically detailing the patients presentation to ICU, any particular milestones in their ICU stay and general day to day updates of both the world outside and their challenges/triumphs. Non-medical language is encouraged, photos can be included at patients request.



**Category:**

Excellence in Quality & Patient Safety

**Project Title**

In-reach of Peer Support to the adult mental health acute unit. (AMHU)

**Location:**

CHO Area 2

**Email Address:**

feargus.callagy@hse.ie

**Role:**

Peer Support worker (PrSW)

**Healthcare Setting:**

Mayo Mental Health Services

**Sponsor:**

Veronica Burke

**Contact Person:**

Feargus Callagy

**Summary of Project:**

Peer support while still novel in some areas has been established within CHO2 for over 5 years. Normally a referral process is utilised within community mental health teams but with the speed of admitting and discharge from an acute unit a different format of support is required.



**Category:**

Excellence in Quality & Patient Safety

**Project Title**

Falls Risk Management; A Person Centred Approach

**Location:**

CHO Area 9

**Email Address:**

lmcgirr@sfh.ie

**Role:**

Physiotherapy Manager

**Healthcare Setting:**

St Francis Hospice Dublin

**Contact Person:**

Lisa McGirr

**Sponsor:**

Fintan Fagan

**Summary of Project:**

This quality improvement initiative sought to reduce the number of patient falls in St Francis Hospice Dublin. A multidisciplinary committee was established to review falls and identify areas for quality improvement. A significant reduction in the number of falls has been achieved and sustained. Falls are now everyone's business.



**Category:**  
Improving Patient Experience

**Project Title**  
Amalgamation of breast services into a dedicated patient-centred facility through fundraising

**Location:**  
RCSI Hospital Group

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

**Healthcare Setting:**  
Beaumont Breast Centre

**Role:**  
Consultant Radiologist

**Contact Person:**  
Dr Deirdre Duke

**Sponsor:**  
Prof Arnold Hill

**Summary of Project:**

The symptomatic breast team at Beaumont Hospital undertook a huge fundraising effort to construct a new facility for their service. Breast imaging section and prosthesis fitting room are located on the ground floor, the middle floor accommodates eight surgical consultation suites and counselling room while the top floor houses clerical staff, data managers, clinical nurse specialists and the cancer clinical trials unit.



**Category:**  
Improving Patient Experience

**Project Title**  
The integration of existing Warfarin clinic and DVT Service.



**Location:**  
UL Hospitals Group

**Email Address:**  
deborah.bourke@hse.ie

**Healthcare Setting:**  
Rapid Access Medical Unit, UHL, Dooradoyle, Limerick

**Role:**  
CMN2 Anticoagulation

**Contact Person:**  
Deborah Bourke

**Sponsor:**  
Maura FitzGerald

**Summary of Project:**

We have amalgamated the nurse-led Warfarin clinic and DVT service to provide a comprehensive Anticoagulation service in the Rapid Access Medical Unit in UHL. A weekly MDT meetings took place to progress the project. We have streamlined the weekly Thrombosis clinic by commencing a virtual review clinic in which the nursing staff contact patients due for yearly review.



**Category:**  
Improving Patient Experience

**Project Title**  
ULHG Pain Management Centre

**Location:**  
UL Hospitals Group

**Email Address:**  
annam.kiernan@hse.ie

**Healthcare Setting:**  
ULHG Pain Management Centre, Croom Orthopaedic Hospital

**Role:**  
Candidate Advanced Nurse Practitioner and Co-designer

**Contact Person:**  
Anna Marie Kiernan

**Sponsor:**  
Majella Corkery

**Summary of Project:**

Reconfiguration of space in Croom Orthopaedic Hospital enabled the development of Pain Management Centre. This has allowed for the provision of multidisciplinary individualised care while overcoming previous service delivery barriers. There has been enhanced clinical activity and an infrastructure which is in support of integrated care pathways.



**Category:**  
Improving Patient Experience

**Project Title**  
Utilising Lived Experiences to Enhance Service Delivery

**Location:**  
CHO Area 5

**Email Address:**  
ashley.okeeffe@hse.ie

**Healthcare Setting:**  
Carlow and Kilkenny Mental Health Services

**Role:**  
CNM2

**Contact Person:**  
Ashley O'Keeffe

**Sponsor:**  
Sheila Hanly, Geraldine Sweeney

**Summary of Project:**

This project, the first of its kind in Ireland aims to include the lived experiences of service users involved in restraint and seclusion within the Management of Violence & Aggression training.



**Category:**  
Improving Patient Experience

**Project Title**  
Impact of an Occupational Therapy (OT) Advanced Practice (AP) clinic for wait listed elective Orthopaedic and Plastics patients with hand and wrist pathology

**Location:**  
Dublin Midlands Hospital Group

**Email Address:**  
modonnell@stjames.ie

**Healthcare Setting:**  
St James's Hospital (SJH)

**Role:**  
Clinical Specialist Occupational Therapist

**Contact Person:**  
Michelle O'Donnell

**Sponsor:**  
Aoife O'Gorman

**Summary of Project:**

The Occupational Therapy Department, SJH, commenced a new service initiative to triage and treat waitlisted elective Orthopaedic and Plastics patients with hand and wrist pathology.



**Category:**  
Improving Patient Experience

**Project Title**  
Provision of a new treatment modality for individuals with an opioid dependence – a long-acting Buprenorphine injection

**Location:**  
CHO Area 9

**Email Address:**  
seona.waters@hse.ie

**Healthcare Setting:**  
Social Inclusion Addiction Services

**Role:**  
Pharmacist

**Contact Person:**  
Seona Waters

**Sponsor:**  
Blaithin Cotter

**Summary of Project:**

Within the Social Inclusion Addiction service CHO9, we rolled out a pilot programme to deliver a new treatment option for opioid addiction. We evaluated the outcomes and experiences for service users as well as clinicians over a one year period.



**Category:**  
Improving Patient Experience

**Project Title**  
Innovative Post Diagnostic Dementia Support Services in the Community Setting

**Location:**  
CHO Area 7

**Healthcare Setting:**  
Cherry Orchard Hospital and Community Healthcare Area of Dublin South, Kildare and West Wicklow

**Contact Person:**  
Edel Carey

**Email Address:**  
edel.carey@hse.ie

**Role:**  
Registered Advanced Nurse Practitioner - Older Adult Care with a Specialist Focus on Dementia and Non Cognitive Symptoms of Dementia

**Sponsor:**  
Ms Fiona Cleary - Director of Nursing / Cherry Orchard Hospital, Ms Eileen Burke - General Manager Older Person, CHO7

**Summary of Project:**

The Advanced Nurse Practitioner (ANP) Féileacán Bán Nursing Service delivers a novel and comprehensive multi element dementia pathway capturing services including community clinics, home visits, carer support networks, and virtual consultation. Advanced practice drives collaboration and integration across services delivering on hospital avoidance, early supportive discharge and timely access to services.



**Category:**  
Improving Patient Experience

**Project Title**  
An integrated student sexual health, contraception and health promotion service



**Location:**  
CHO Area 8

**Healthcare Setting:**  
Student Sexual Health Service, Technological University of the Shannon Midlands Midwest (TUS)

**Contact Person:**  
Laura Tully

**Email Address:**  
laura.tully@tus.ie

**Role:**  
Project Lead & Clinical Nurse Manager

**Sponsor:**  
Technological University of the Shannon Midlands Midwest

**Summary of Project:**

An equitable, accessible, high-quality nurse-led sexual health, contraception and health promotion service is provided on campus at TUS Midlands to 6,000 students, 61% of whom are aged 18-24 and classified as 'high risk' for sexually transmitted infections (STI's) in an area that was previously geographically underserved.



**Category:**  
Improving Patient Experience

**Project Title**  
Co-design Easy Read Materials for breast and bowel screening

**Location:**  
Corporate

**Healthcare Setting:**  
National Screening Service

**Contact Person:**  
Lynn Swinburne

**Email Address:**  
lynn.swinburne@screening.service.ie

**Role:**  
Senior Health Promotion Officer

**Sponsor:**  
Dr Caroline Mason Mohan

**Summary of Project:**

The National Screening Service offer 4 national screening programmes on breast, cervical and bowel cancer and diabetic retinopathy. While screening participation is an individual choice, as service providers we must ensure that all people have equal access to screening programmes. At least 40% of Irish people have limited health literacy; therefore the onus is on service providers to ensure information is provided in a format that can be clearly understood to support informed decision making.



**Category:**  
Innovation in Service Delivery

**Project Title**  
National Covid-19 Vaccination Operations

**Location:**  
Other

**Email Address:**  
Frances.McNamara1@hse.ie

**Healthcare Setting:**  
Covid Operations

**Role:**  
Assistant National Director

**Contact Person:**  
Frances McNamara

**Sponsor:**  
David Walsh

**Summary of Project:**  
The National Covid-19 Vaccination Operations Team designed, developed, implemented and monitored a range of vaccination pathways and models of service delivery, which have delivered in excess of 6.5 million Covid-19 vaccines to the population of Ireland through a myriad of HSE channels and within a wide range of different settings.



**Category:**  
Innovation in Service Delivery

**Project Title**  
The COVID-19 Vaccination Management System – COVAX Lightning Scheduler

**Location:**  
Corporate

**Email Address:**  
noreene.noonan@hse.ie

**Healthcare Setting:**  
ICT For Public Health

**Role:**  
ICT Delivery Director for Public Health

**Contact Person:**  
Noreen Noonan

**Sponsor:**  
Noreen Noonan

**Summary of Project:**  
Covax is the HSE's vaccine management system which supports the administration of COVID-19 vaccinations. It is a national cloud-based solution encompassing vaccine management, end-user training, integration to GP's and Pharmacy systems, reporting and Service Delivery. This submission will focus on delivery of population wide 'scheduling' as an innovative service.



**Category:**  
Innovation in Service Delivery

**Project Title**  
IEHG HR have transformed recruitment across 11 hospitals by implementing a Lean Recruitment Model

**Location:**  
Ireland East Hospitals Group

**Email Address:**  
amkennedy@iehg.ie

**Healthcare Setting:**  
Ireland East Hospital Group

**Role:**  
Group Recruitment Manager

**Contact Person:**  
Anne Marie Kennedy

**Sponsor:**  
Roseanne Killeen, Director of HR, IEHG

**Summary of Project:**  
Over the last two years IEHG Human Resources have developed a Lean Recruitment Model across the Group. HR, service managers and staff collaborated with the aim of standardizing and automating recruitment. The "Lean approach" encouraged staff to create an innovative process to reduce the steps involved while attracting and retaining the best talent to provide quality healthcare improving employer branding in the HSE and IEHG.



**Category:**  
Innovation in Service Delivery



**Project Title**  
Community Oncology Outreach clinic- PCC.

**Location:**  
CHO Area 8

**Email Address:**  
siobhan.geraghty@hse.ie

**Healthcare Setting:**  
CHO area 8

**Role:**  
AADPHN CIT/ CIT/OPAT  
CNM 2

**Contact Person:**  
Oncology Outreach  
clinic- PCC Tullamore  
(Siobhan Geraghty AADPHN  
CIT/ Patricia Carroll CIT/OPAT  
CNM 2)

**Sponsor:**  
Ms. Joan Bourke DPHN

**Summary of Project:**

This service provides a locally delivered nurse led Oncology/ Haematology to service users of ROH DU MRHT. This service is provided by a nurse from MRHT (CIT/OPAT CNM 2)/ AADPHN CIT Laois/Offaly and assisted part time by the CRS nurse on 3 afternoons a week. This dedicated service provides appointment specific services such as Chemotherapy disconnects, PICC line dressings, CVAD management, blood extraction, Subcutaneous and IM therapies specific to Oncology/Haematology. Commenced March 2020 and currently continues.



**Category:**  
Innovation in Service Delivery

**Project Title**  
Advanced Nurse Practitioner led Trauma Assessment Clinics: A Novel Approach to Service Delivery

**Location:**  
UL Hospitals Group

**Email Address:**  
audrey.butler@hse.ie

**Healthcare Setting:**  
Dept. Trauma &  
Orthopaedics, University  
Hospital Limerick

**Role:**  
Orthopaedic RANP

**Contact Person:**  
Audrey Butler

**Sponsor:**  
Mr. Finbarr Condon. Consult-  
ant Orthopaedic Surgeon  
& Mr Brian Lenehan Chief  
Clinical Director

**Summary of Project:**

Trauma Assessment Clinics (TAC) have been delivered by the Orthopaedic ANP since 2017. This virtual service was initially delivered to one Injury Unit (Nenagh) with three injuries as a pilot study. It is now delivered to three injury units for patients (adults + children) presenting with 16 non-complex fractures/injuries.



**Category:**  
Innovation in Service Delivery

**Project Title**  
Delivering safer, more cost-effective medication management through Pharmacy skill-mix innovation.

**Location:**  
RCSI Hospital Group

**Email Address:**  
jamesm.carr@hse.ie

**Healthcare Setting:**  
Acute Hospitals

**Role:**  
Chief Pharmacist

**Contact Person:**  
James Carr

**Sponsor:**  
James Carr

**Summary of Project:**

To develop and enhance the role of Pharmacy Technicians in the area of ward-based Medication Management, thereby harnessing the synergies of collaborative working between Clinical Pharmacists, Pharmacy Technicians, and Nurses in improving the safety of medications, the timeliness of their availability, and the cost-effectiveness of their use.



**Category:**  
Innovation in Service Delivery

**Project Title**  
CAMHs intellectual disability through a new lens

**Location:**  
CHO Area 4

**Email Address:**  
debby.murphy@hse.ie

**Healthcare Setting:**  
CAMHs South Lee 2

**Role:**  
Clinical Nurse Specialist-  
CAMHs

**Contact Person:**  
Debby Murphy

**Sponsor:**  
Aisling Moriarty

**Summary of Project:**

Given the covid pandemic, CAMHs needed a new way of reviewing young people with additional needs in their school settings. Using telehealth, this allowed us to observe the young people in a natural environment to complete assessment for mental health and to include all caregivers in the process.



**Category:**  
Innovation in Service Delivery

**Project Title**  
Centralised CHO Respite Initiative for Older Persons in DSKWW CH



**Location:**  
CHO Area 7

**Role:**  
Manager of Services -Older Persons

**Healthcare Setting:**  
DSKWW Community Healthcare

**Sponsor:**  
Lorraine Kennedy, Head Of Service- Older Persons, Dublin South Kildare West Wicklow (DSKWW) Community Healthcare Organisation (CHO)

**Contact Person:**  
Nicole Nolan

**Email Address:**  
Nicole.nolan@hse.ie

**Summary of Project:**

A centralised CHO referral and management service for Respite Beds was established utilising a mix of public and private providers in May 2021 to: Address the deficit in respite beds resulting from covid isolation requirements, streamline processes for all referrers, Optimise bed resources and utilisation, Support hospital avoidance and reduce ED presentations, Support older persons to stay in their own homes for longer.



**Category:**  
Innovation in Service Delivery

**Project Title**  
The PARC Project (Positive Advanced Recovery Connections)

**Location:**  
CHO Area 6

**Email Address:**  
ann.cunningham3@hse.ie

**Healthcare Setting:**  
Bray Mental Health Services

**Role:**  
Advanced Nurse Practitioner (ANP) Candidate

**Contact Person:**  
Ann Cunningham

**Sponsor:**  
Ann Cunningham

**Summary of Project:**

PARC is the integration of psychosocial assessment and psychosocial interventions for patients in both primary and secondary care led by ANP specialist clinics and supported by the community mental health team. PARC creates a much needed bridging service between primary care, emergency department and secondary mental health setting.



**Category:**  
Right Care, Right Time, Right Place



**Project Title**  
Consultant-led point of care HCV programme in the addiction services.

**Location:**  
CHO Area 7

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

**Healthcare Setting:**  
National Drug Treatment Centre

**Role:**  
Pharmacist

**Contact Person:**  
Caoimhe Jameson

**Sponsor:**  
Meghan Lynch

**Summary of Project:**

HCV screening is offered to all attending the NDTC using fingerprick/ oral swab testing with results within the hour. Those requiring treatment are informed, on-site liver fibroscan performed and treatment offered. Cases are presented to Prof McCormick who prescribes and the clients receive their treatment with their opioid-substitution therapy on attendance. Full pharmacy services are utilised on site and clients do not need to attend hospital services. Follow up and end of treatment testing is also carried out at point of care.



**Category:**  
Right Care, Right Time, Right Place



**Project Title**  
Pathfinder: Alternative Care Pathways for Older 999 Callers

**Location:**  
National Ambulance Service

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

**Healthcare Setting:**  
Pathfinder- Beaumont Hospital and NAS: response to 999 calls for older people

**Role:**  
Clinical Specialist Occupational Therapist

**Contact Person:**  
Paul Bernard

**Sponsor:**  
Pauline Ackermann

**Summary of Project:**

Pathfinder activates an Advanced Paramedic from the National Ambulance Service (NAS) and an Occupational Therapist (OT) or Physiotherapist (PT) from Beaumont Hospital to 999 calls for older people with non life-threatening and non-urgent complaints. The team treats a high proportion of the older people at home rather than transporting them to the Emergency Department (ED).



**Category:**  
Right Care, Right Time, Right Place

**Project Title**  
Community Rehabilitation Inpatient Specialist Programme (CRISP)

**Location:**  
CHO Area 7

**Email Address:**  
mdoyle@peamount.ie

**Healthcare Setting:**  
Peamount Healthcare

**Role:**  
Advanced Nurse Practitioner, Older Persons Care

**Contact Person:**  
Mary Doyle

**Sponsor:**  
Dr Sarah Mello, Consultant Geriatrician

**Summary of Project:**

CRISP provides direct access to short-term in-patient rehabilitation for older adults who are experiencing functional decline or increasing frailty in the community. Whilst attending this Advanced Nurse Practitioner led program, patients undergo comprehensive geriatric assessment and attend individually tailored multidisciplinary rehabilitation sessions that aim to promote well-being and independence.



**Category:**

Right Care, Right Time, Right Place

**Project Title**

Implementing NCIS – a Shared National Cancer Information System

**Location:**

National Clinical Programmes

**Email Address:**

nicola.newcombe@  
cancercontrol.ie

**Healthcare Setting:**

National Cancer Control  
Programme

**Role:**

NCIS Programme Manager

**Contact Person:**

Nicola Newcombe

**Sponsor:**

Patricia Heckmann

**Summary of Project:**

NCIS provides a shared platform accessible to the many clinical disciplines involved in cancer care. The NCIS record caters for the diagnosis and treatment decision process; the complex cancer treatment prescribing, preparation and administration processes and right time, right place access to clinical information availability within and across hospitals.



**Category:**

Right Care, Right Time, Right Place

**Project Title**

Integrated Leg ulcer clinic



**Location:**

Dublin Midlands Hospital  
Group

**Email Address:**

elizabeth.oneill@tuh.ie

**Healthcare Setting:**

Tallaght University Hospital

**Role:**

Clinical Nurse Specialist,  
Vascular Service.

**Contact Person:**

Elizabeth O'Neill

**Sponsor:**

Sean Tierney/ Aine Lynch

**Summary of Project:**

This project is led by Tallaght University Hospital in partnership with CHO 7, to enable integrated care between the acute setting and community. It's goal is to improve the care for Patients with leg ulcers. We aim to keep people well in the community.



**Category:**

Right Care, Right Time, Right Place

**Project Title**

Discharge to Assess - Home First approach to hospital discharge

**Location:**

CHO Area 9

**Email Address:**

austin.warters@hse.ie

**Healthcare Setting:**

Dublin North City

**Role:**

Manager of Services for  
Older People

**Contact Person:**

Austin Warters

**Sponsor:**

Austin Warters

**Summary of Project:**

The current approach to hospital discharge for older people who need care and support once home, is to assess long-term needs while in an acute hospital. The aim of this project was to change the location of this assessment to the home.





**Health Service  
Excellence  
Awards  
2022**

**2022**  
APPENDICES

# Appendix 1:

## 2022 Awards Criteria

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- 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, community or corporate settings.
- Patient/Service User/Client Experience: we will assess the extent to which the project impacts on quality of service, and patient/service user/client 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.
- Stakeholder 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 its 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. To include, if applicable a focus on sustainability, energy, waste.
- Collaboration: will assess how the project enabled teams to work together and share knowledge and experience. Collaboration will also assess how the project facilitated health care workers to cooperatively work together, sharing responsibility for problem-solving and making decisions to formulate and carry out plans for better, safer healthcare.
- 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. Did the Health based project demonstrate specific measurable outcomes, creative /innovative approaches to service enhancement etc.

# Appendix 2:

## 2022 Award Categories

*There are five categories in the 2022 Health Services Excellence Awards:*

**1. Improving Patient Experience - Show how changes or initiatives that the project introduced resulted in improvements in patient's experience of our services.**

This category is for projects that demonstrate how a service improved - for example patient access, information for patients e.g. webpage/ scheduling, and /or enabled staff to upgrade/realign or improve a service. The entry should also identify the transferability of this improvement how this initiative may have had other benefits including better use of resources, staff, costs, better communications, better access to information, facilitated enhanced cooperation between services etc.

**2. Innovation in Service Delivery - Show how the project has used innovative thinking and has made an improvement to the service received by both patient/service users/clients and for staff delivering the service in the location.**

The award for this category will go to projects that implemented a solution to make things better, demonstrating efficiency, sustainability and value for money. The project should demonstrate an integrated approach, using innovative practices, systems or technologies benefitting health service teams delivering enhanced services provision using a new concept or process with identifiable improvement results.

**3. Excellence in Quality & Patient Safety - Show how the project made things better and improved the quality and patient safety for the patient/service user/client.**

Include how the project was based on stakeholder engagement and partnerships with colleagues, patients/service users/clients. Show how the project is patient/service user/client centred and involved patients/ service users/clients in the design, development and evaluation of

this project. Demonstrate how the project could be transferable to other healthcare settings. The entry should also identify quality and patient safety priorities and how the project delivered measurable improvements and more targeted services that meets the needs of patients/service users/clients.

**4. Engaging a Digital solution to provide a better service - Describe how the project utilised a digital solution in order to improve a process in your area.**

The project should identify how the introduction of a digital solution saves on resources and provides a more efficient and effective result. Describe the benefits achieved by introducing this project. Identify the collaboration aspects of the project - how the project enabled teams to work together and to share knowledge and experience, problem solving and decision making - citing how this positively affected service provision, enhanced linkages across services and better patient/service user/client services planning and overall operational effectiveness.

**5. Right Care Right Place Right Time – Sláintecare Integration**

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

# Appendix 3:

## Acknowledgements

Thanks to all who assisted with the 2022 Health Service Excellence Awards and to those who joined the process at various stages, without whose support the Awards would not have progressed  
- Marie O'Sullivan and Caroline Smith, Project Managers

Agnieszka Kobus	David Mc Carthy	Lyndsey Cooke	Roisin Lowry
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Aileen Killeen	Dr Gozie Offiah	Marcus Ferreira	Sarah McLoughlin
Alison Doyle	Edna Hoare	Marie O'Haire	Shane Larkin
Alma Joyce	Fiona Mc Mahon	Marie O'Sullivan	Sharon Hayden
Amanda Kenny	Frances Plunkett	Mark Brennock	Sibeal Carolan
Ann Kearney	Gabrielle O'Keeffe	Martin Curley	Siobhan Regan
Barry Kinnelly	Gemma Moore	Mary Walshe	Steve Pitman
Ber Power	Geraldine O'Brien	Maureen Flynn	Vedran Grudenic
Brian Murphy	Grainne Nicgabhann	Michele Bermingham	Vera Kelly
Carmel Power	Helen O'Neill	Miriam Keegan	Vincent Turner
Caroline Smith	Jessica Marcus	Muriel Farrell	Yvonne Traynor
Catriona Mc Connellogue	Kahlil Coyle	Paddy Crosse	
Claire Lewis	Lorraine Murphy	Prof Mark Corrigan	
Claire O'Regan	Louise Nugent	Rebecca Phillips	

# Appendix 4: Photos from presentation days





















# Health Service Excellence Awards 2022

