

STATEMENT OF PURPOSE



Introduction

The Midland Regional Hospital at Portlaoise is a 151 bedded acute hospital serving the catchment areas of Laois, Offaly, Kildare, Carlow and Tipperary.

The hospital, which was established in 1936, and is currently part of the Dublin Midlands Hospital Group.

Bed Capacity

Ward	No. of Beds
Medical including 3 bedded Stroke Unit	39
Surgical including 1 Hospice and 1 Secure Unit	30
Obstetrics/Gynaecology	29
Paediatric	21
Paediatric Day Ward	4
ICU	4
CCU	4
SCBU	8
Day Ward	12
Total	151

Mission Statement

Patients are at the heart of everything we do. Our aim is to provide quality services grounded in kindness, compassion and respect by delivering evidence-informed care; based on teaching and audit whilst supporting staff learning and growth.

Aim

Midland Regional Hospital at Portlaoise aspires to improve the health and well-being of the population it serves by providing person centred, safe and effective care.

Management Team

General Manager:	Mr. Michael Knowles
Clinical Director:	Dr. John Connaughton
Lead Obstetrician:	Dr. Shoba Singh
Director of Nursing and Midwifery:	Ms. Angela Dunne
Director of Midwifery:	Ms. Maureen Reviles

Staffing Complement

643.29 whole-time equivalents were employed at the hospital (ref. figure as at 2015 year end).

The w.t.e ceiling is 644.

Budget

The budget for 2016 is €51.726m.

Services Provided:

The hospital provides in-patient, day case, emergency and out-patient services.

The following services are provided at the hospital:

- General Medicine including Cardiology and Endocrinology
- General Surgery including Urology
- Obstetrics/Gynaecology
- Paediatrics
- Special Care Baby Services
- 24-hour Emergency Services
- Anaesthesia including pain medicine
- Radiology including CT out-of-hours emergency service
- Out Patient Services
- Physiotherapy
- Occupational Therapy
- Speech and Language Therapy
- Cardiac Rehabilitation Services
- Dietetics

A range of services including Ophthalmology, Haematology, Pathology are operated by visiting consultants and through linkages with the Midland Regional Hospital at Tullamore, and St. James's Hospital.

There is an integrated service with the Community Rehabilitation Team.

Admissions to MRHP

Patients are admitted to the Midland Regional Hospital at Portlaoise through the following routes:

- As emergency admissions through the Emergency Department
- As elective in-patient or day case admissions through the Out-Patients' Department, Emergency Department, Early Pregnancy Unit and Maternity Services

Emergency Department

The Midland Regional Hospital at Portlaoise provides 24/7 Emergency Services in Obstetrics/Gynaecology, Paediatrics and General Emergency services (Medicine /Surgery)

There are approximately 36,000 attendances at the Emergency Department per annum.

The Main Emergency Department is managed by Consultant in Emergency Medicine from 9am to 5pm and out of hours by the Consultant Physicians and Consultant Surgeons. Paediatric ED is managed by the Consultant Paediatricians.

Obstetric/Gynaecology Emergency presentations attend the main ED Monday to Friday 9am to 5pm. Outside of these hours patients attend the Maternity Assessment Unit in the Obstetric Department.

A Major Trauma Bypass Protocol is operational at the hospital.

A ST segment Elevation Myocardial Infarction (STEMI) Protocol is in operation, i.e. patients with Acute Coronary Syndrome are transferred to the Primary Percutaneous Coronary Intervention (PPCI) centres within 90 minutes. Where the PPCI centre cannot be reached within 90 minutes, patients must be thrombolysed in the nearest Emergency Department

Medical Services

The Medical Service at MRHP is provided by way of a 39-bedded inpatient unit, 4-bedded Coronary Care Unit, 4 permanent Consultant Physicians, 1 Temporary Consultant Physician, Divisional Nurse Manager, Business Manager and a multidisciplinary team.

Medical Services also include:

- Respiratory
- Diabetes
- Cardiology supported by the Cardiac Diagnostics, Cardiac Rehabilitation and Clinical Nurse Specialist

The Consultant Physicians are responsible 24/7 for the management of medical emergency attendances in the Emergency Department.

Surgical Services

The Surgical Service at MRHP is provided by way of 30 inpatient beds and a 4 bedded ICU. Staffing complement includes 3 Consultant Surgeons, a Divisional Nurse Manager, Business Manager and a multidisciplinary team.

Anaesthetic Service is provided by 3 Permanent Consultant Anaesthetists. The Anaesthetic team provides 24-hour Epidural service, Trauma and ICU leadership and Pre-Op Assessment.

Paediatric Surgical procedures are facilitated on-site by way of General Surgical, Anaesthetic (1 Consultant is an Advanced Paediatric Life Support/APLS Instructor) and 4 WTE Consultant Paediatricians who manage routine Elective (over 2 years of age) and Emergency (over 3 years of age) general surgery in children. Any Anaesthetic/Surgical/Paediatric issues are discussed between the relevant Consultants and a decision to transfer/not to a Paediatric Tertiary centre is made.

The **Paediatric Service** at MRHP is provided by way of 21 in-patient and 4 Day beds, 2.5 Permanent Consultants and 1.5 Temporary Emergency Paediatric Consultant Divisional Nurse Manager and a Multidisciplinary Team.

Maternity Services at MRHP are provided by way of 29 inpatient beds, 3 bed Maternity Assessment Unit, 3 Labour Wards, 3 Permanent Consultant Obstetrician//Gynaecologists and 1 Temporary Consultant Obstetrician/Gynaecologist, Divisional Nurse Manager and a Multidisciplinary Team.

Since the 28th February, 2014 the Maternity Services at the hospital are governed by a General Manager, Director of Midwifery and a Lead Obstetrician.

The **Out-Patient Department** at the Midland Regional Hospital at Portlaoise provides the following Outpatient Services:

- General Medicine
- Cardiology
- Endocrinology
- Paediatrics
- Ophthalmology
- Gynaecology
- Obstetrics
- General Surgery
- Urology
- Nurse-Led Diabetics
- Nurse-Led Glucose Tolerance Testing
- Warfarin
- Nurse Led Phlebotomy
- Haematology
- Pre-Op Assessment

In 2015 there were a total of 54,651 attendances at the Out-Patient department.

Accredited Pathology Department

The Pathology Department at the hospital provides a comprehensive Consultant-led clinical diagnostic Laboratory Service, including Biochemistry, Haematology, Blood Transfusion, and Microbiology.

The service operates on 24/7 basis.

The Pathology Department is also responsible for the provision of near patient testing facilities for Blood Gas Analysis in the Intensive Care Unit (ICU), Maternity Department and the Emergency Department.

The Blood Transfusion Department, including Haemovigilance and Traceability and the Haematology Department are operating to the International Standard ISO 15189 since 2008 and 2010 respectively. The Biochemistry Department was also accredited to this standard in 2012. It is planned to address accreditation for Microbiology in 2016.

Hospital Layout

Ground Floor

- Reception
- Cardiac Diagnostics
- Cardiac Rehab
- Staff Dining Room
- Kitchen
- Catering Department
- Site Nurse Manager's Office
- Admissions Office
- Waiting Room
- Public Toilets (Female)
- Pharmacy Department
- Public Toilet (Male)
- Medical Department
- Coronary Care Unit
- Coronary Care Unit Waiting Room
- Day Ward
- X-Ray Department
- CT Department
- Emergency Department

First Floor

- Surgical Department
- Intensive Care Unit
- Relatives' Room
- Special Care Baby Unit
- Paediatric Department
- Theatre Department
- Endoscopy Department

Second Floor

- Maternity Assessment Unit
- Maternity Department
- Oratory

Other Departments on the Campus

- Out-Patients' Department
- Medical Secretariat Department
- Physiotherapy Department
- Pathology Department
- Maintenance Department
- Clinical Engineering Department
- Administration Department
- Security Office
- Education and Library Facility
- NCHD On-Call Facility

Hospital Charges

Everyone, regardless of nationality, who is accepted by the Health Service Executive (HSE) as being ordinarily resident in Ireland is entitled to access in-patient and out-patient services at the Midland Regional Hospital at Portlaoise.

Certain visitors to Ireland are also entitled to public health services, for example, people covered under EU Regulations.

Patients may have to pay some hospital charges, unless they have a medical card or belong to certain other groups listed below.

Patients who are not resident in Ireland and who do not belong to any of the groups that are entitled to free services, have to pay the full economic cost of the bed, whether it is a public bed or a private bed and they also have to pay the consultant.

Charges for Emergency Department/Out-Patient Services

A charge of €100 applies where patients use the services of the Emergency Department without being referred by a GP.

There is no charge if patients are referred by a GP or are in the group listed below.

- Medical Card holders
- Patients who are admitted to hospital as an in-patient as a result of attending the Emergency Department ((these patients will then be subject to in-patient charges)
- Patients receiving treatment for prescribed infectious diseases
- Children up to 6 weeks of age
- Children who have certain diseases and disabilities
- Children referred for treatment from child health clinics and school health examinations
- Patients who are entitled to hospital services because of EU Regulations
- Women receiving maternity services
- People with Hepatitis C who have a Health Amendment Act Card

Where patients are referred by their GP to the Out-Patients' Department for specialist assessment by a Consultant or by his/her team for diagnostic assessments such as x-rays, laboratory tests or physiotherapy, there is no charge if the patient attends as a public patient.

Where a patient attends a Consultant as a private patient he/she will be required to pay the appropriate private fee to the Consultant and to the hospital.

Public In-Patient Charges

The statutory charge for overnight and day in-patient services is €75 per day up to a maximum of €750 in any 12 consecutive months. The charge does not apply to the following groups:

- Medical Card holders
- People receiving treatment for prescribed infectious diseases
- People who are subject to "long stay" charges
- Children up to 6 weeks of age, children with prescribed diseases and disabilities and children referred for treatment from child health clinics and school board examinations
- People who are entitled to hospital services because of EU Regulations
- Women receiving maternity services

Private In-Patient Charges

Where a patient chooses to be treated as a private patient of a consultant when he/she is admitted to the hospital the patient is charged for the inpatient services according to the type of room the patient is accommodated in.

Rates from January, 2016 are set out below:

- | | |
|--------------------------------|---------|
| • Private/Single Occupancy | €800.00 |
| • Semi Private/Multi Occupancy | €659.00 |
| • Private Day Case | €329.00 |

Private patients must pay for the services of the consultant who is treating them and also for the services of any other consultant who is involved in caring for them (for example, the Consultant Radiologist, the Consultant Anaesthetist).

Tobacco Free Campus

Since 1st November, 2012 the Midland Regional Hospital at Portlaoise is a tobacco-free campus.

Smoking is not permitted anywhere on the hospital grounds (i.e. entrances, doorways, walkways, internal roads, bus shelters, car parks, cars, bicycle shelters etc).

Visiting Arrangements

The hospital visiting policy is set out below.

Midland Regional Hospital, Portlaoise Hospital Visiting Monday - Sunday (including Bank Holidays)				
Ward/Unit/ Department	General Visiting	Special Arrangements	Maximum No. Visitors permitted	Protected Rest Period
Medical Ward	2.30pm - 4.00pm 7.00pm - 8.30pm	**	2	_____
Coronary Care Unit	7.00pm - 8.30pm	By Special Arrangement with Staff	2	1.30pm - 3.30pm
Surgical Ward	2.30pm - 4.00pm 7.00pm - 8.30pm	**	2	_____
Intensive Care Unit	7.00pm - 8.30pm	By Special Arrangement with Staff	2	1.30pm - 3.30pm
Maternity Ward	7.00pm - 8.30pm	One birthing partner by arrangement with staff		2.00pm - 5.00pm
Special Care Baby Unit		By Special Arrangement with Staff	2	2.00pm - 5.00pm
Paediatric Unit	2.30pm - 4.00pm 7.00pm - 8.30pm	**	2	_____

- Visiting outside of these times must be discussed and agreed with the Nurse Manager on duty.
- Visiting hours may be extended for compassionate reasons or where relatives assist with patients.
- Visiting time is 20 minutes, and no more than 2 persons should visit a patient at any one time
- Children under 12 years other than the patient's own children should not be brought to visit. Children over 12 years must be under the supervision of an adult at all times while in the hospital
- A patient has the right to decline visitors.
- Additional restrictions will apply from time to time e.g. during outbreaks of infectious diseases.
- Protected meal times for patients has been implemented

Fire Precautions

All staff members attend yearly Fire Safety Training sessions and are aware of the procedure re the evacuation of patients, members of the public and staff in the event of an emergency.

Set out, hereunder, is the Fire Instruction Notice.

FIRE INSTRUCTION NOTICE

ACTION ON HEARING THE FIRE ALARM SOUNDING CONTINUOUSLY

- Fire alarm activation is in your Immediate Area
- Identify the location of the fire alarm activation on this panel.
- If possible in pairs proceed to the location identified and investigate as per Fire Instruction Notice- Detection of Fires.

ACTION ON HEARING THE FIRE ALARM SOUNDING INTERMITTENTLY

- Fire alarm activation is not in your Immediate area.
- Fire alarm activation is in an adjoining area to your location.
- Identify the location of the fire alarm activation on this panel.
- The Senior Person in Charge at this panel will nominate and direct staff to area of fire alarm activation.
- Staff on arrival in area of fire alarm activation will investigate as per Fire Instruction Notice.-Detection of Fires.
- Senior staff in the area of the fire alarm activation will take charge and put order on the event.

DETECTION OF FIRES.

Anyone detecting smoke or a smell of burning should investigate immediately and raise the alarm if a fire is suspected. The following action sequence must be decided by any person discovering a fire.

- **Raise the Alarm.**
By operating the nearest manual call point on the fire alarm system.
- **Attack the Fire.**
If safe to do so, using an appropriate fire extinguisher.
- **Call out the Fire Brigade.**
By dialling “999” or “112” on a phone with an external line
or *51999 on any phone with speed dial facility.
- **Evacuate Patients / Others from Immediate Danger.**
- **Contain the Fire.**
By closing windows and doors where possible.

Patient Experience Feedback

The Midland Regional Hospital at Portlaoise welcomes feedback (compliments and/or complaints) from patients and relatives regarding the services it provides.

All feedback is managed through the Consumer Affairs Office and in accordance with the National '*Policy on management of Consumer feedback to include Comments, Compliments and complaints in the HSE*'.

The options for giving feedback are outlined at

<http://www.hse.ie/portal/eng/services/yourhealthservice/feedback/>
and include: -

1. In Person
2. Your Service Your Say form which are widely distributed around the Hospital
3. Online form –
<http://www.hse.ie/FeedbackServer/fs.aspx?surveyid=b8398cae1ae4235a8a4fc7cc77b2bca>
4. Email yoursay@hse.ie or Loretta.Jenkins@hse.ie
5. By Letter to: Ms. Loretta Jenkins,
Quality Patient Safety Manager,
Administration Department,
Midland Regional Hospital at Portlaoise
6. By Phone to Ms. Loretta Jenkins, Quality Patient Safety Manager at 057 86 96490

Compliments received are collected and shared with staff and with the Quality & Safety Executive Committee.

Similarly, complaints received are collected and shared with staff and with the Quality & Safety Executive Committee.

Verbal complaints received are dealt with as soon as possible and the complainant is verbally advised of the outcome.

Written complaints (i.e. letter, email, YSYS form) are acknowledged within 5 working days of receipt of same.

A copy of the complaint is sent to the relevant staff members (e.g. clinician, nurse manager, head of department, etc) for review and comments. On receipt of comments from the relevant staff a response is sent to the complainant including details of their right of review.

Every effort is made to respond to complainants within 30 days, however, this may not always be possible. Where a complaint cannot be answered within the 30 day period a letter is issued to the complainant advising that a response will issue as soon as possible.

Pastoral Care

Church of Ireland Chaplaincy Services

If a patient or a member of his/her family wishes to speak to a Rector the Rector may be contacted to make an appointment at 057 86 21154 or at portlaoise@leighlin.anglican.org.

The Rector will meet the patient/relative where it is mutually convenient and, if at all possible, will come to the hospital at short notice.

Roman Catholic Chaplaincy Services

The Roman Catholic Chaplaincy for MRHP is provided by the Priests of Portlaoise Parish. The Priest on-call is available 24 hours per day 365 days per year.

If a patient would like to be attended to by the Priest the patient/relative should let the Staff Nurse know.

Holy Communion is distributed every Wednesday and Sunday after 10 a.m. mass.

Services from Portlaoise Parish Church are provided on radio frequency 106.5 fm.

Other Denominations

Nursing Staff will arrange pastoral care for other denominations as required.