



Working in Midland Regional Hospital Tullamore

Welcome to the Midland Regional Hospital Tullamore

It is a great pleasure to welcome you as a new staff member to the Midland Regional Hospital Tullamore (MRHT).

Along with your Departmental Induction, this booklet is designed to welcome you to our hospital and help you settle in as quickly as possible, answering some of the questions you might have.

Induction consists of two phases currently;

1. Corporate Induction:

This programme aims to provide a corporate induction to the HSE for new staff and staff who are moving roles within the HSE. The Corporate Induction programme is the final stage of induction into the HSE. Get information on the 5 stages in employee induction in the [Induction Guidelines and Checklists \(PDF, 450 KB, 31 pages\)](#).

Learning objectives

At the end of this programme participants will have an understanding of the following:

- where their role sits in the HSE
- what the HSE expects of them
- what the HSE can offer them
- key resources for all staff to access as employees of the HSE

View dates and book a place

[How to book Leadership, Learning and Talent Management \(LLTM\) programmes on HSeLandD](#)

2. Nursing and NCHD's Induction:

This takes place in the Centre for Learning & Development in the Scott Building of MRHT. Your Line Manager will confirm dates of attendance to you.

3. Departmental Induction:

This takes place with your Line Manager and/or Head of Department. This is where you will be introduced to your Colleagues, Department structures, rules, expectations, policies and procedures, duties & responsibilities, accountabilities and health & safety within the Department.

If there are any questions that are not answered in this booklet, please contact your Line Manager and/or the HR Team (hr.mrht@hse.ie).

On behalf of the Senior Management Team, we would like to wish you every success with your career in the Midland Regional Hospital Tullamore.



Louisea Burke,
General Manager



Michelle Maher
Operations Manager



Majella Gorman
Human Resources
Manager



Deirdre O' Rourke
Finance Manager



Mr Khalid Merghani
Clinical Director
Peri-Operative
Directorate



Dr Aine Gorman,
Clinical Director
Medical Directorate



Clare Conway
Quality and Patient
Safety Manager



Brendan Cuskelly
Engineering Officer



Brendan Malone
Interim Director of
Nursing

Foreword

We, the Senior Management Team, would like to extend a warm welcome to you on joining our hospital. Here at the Midland Regional Hospital Tullamore, we work together across all disciplines to ensure quality care for our patients, in everything that we do.

Our hospital continues working towards improving and innovating across each department. Together with our community partners we aim to deliver the right care to our patients, in the right place, at the right time.

As a teaching hospital, we understand the importance of sharing our knowledge, skills and experiences to ensure professional development for all of our colleagues. We encourage you to become a proactive member of your team, and make the most of every opportunity you will have to both share your knowledge and grow as a professional during your time at MRHT.

We look forward to working with you to help achieve continued success together.

Senior Management Team

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Your Hospital

Introduction to the Midland Regional Hospital Tullamore (MRHT)

The original Regional Hospital in Tullamore was founded in 1942. A new hospital build was later commissioned and officially opened December, 2008. MRHT is the receiving center for all trauma activity.

The hospital currently operates with 232 inpatient beds across the specialities of Critical Care, General Medicine, General Surgery, Ear, Nose and Throat, Haematology, Oncology, Orthopaedics and Paediatric/Adolescent. In addition, patient care pathways are supported through our Acute Medical Assessment Unit.

Same day Cardiology, Haematology, Oncology, Renal Dialysis, Outpatient and Radiological surgical and medical assessments are carried out in specialised day care facilities in our hospital.

The Midland Regional Hospital Tullamore is a Hospice-Friendly Hospital and has three funded End of Life Rooms.

MRHT is one of two main teaching hospitals of Trinity College Dublin – specialising in the training and professional development of staff in areas such as nursing, health and social care professionals, emergency medicine and surgery, amongst many others.

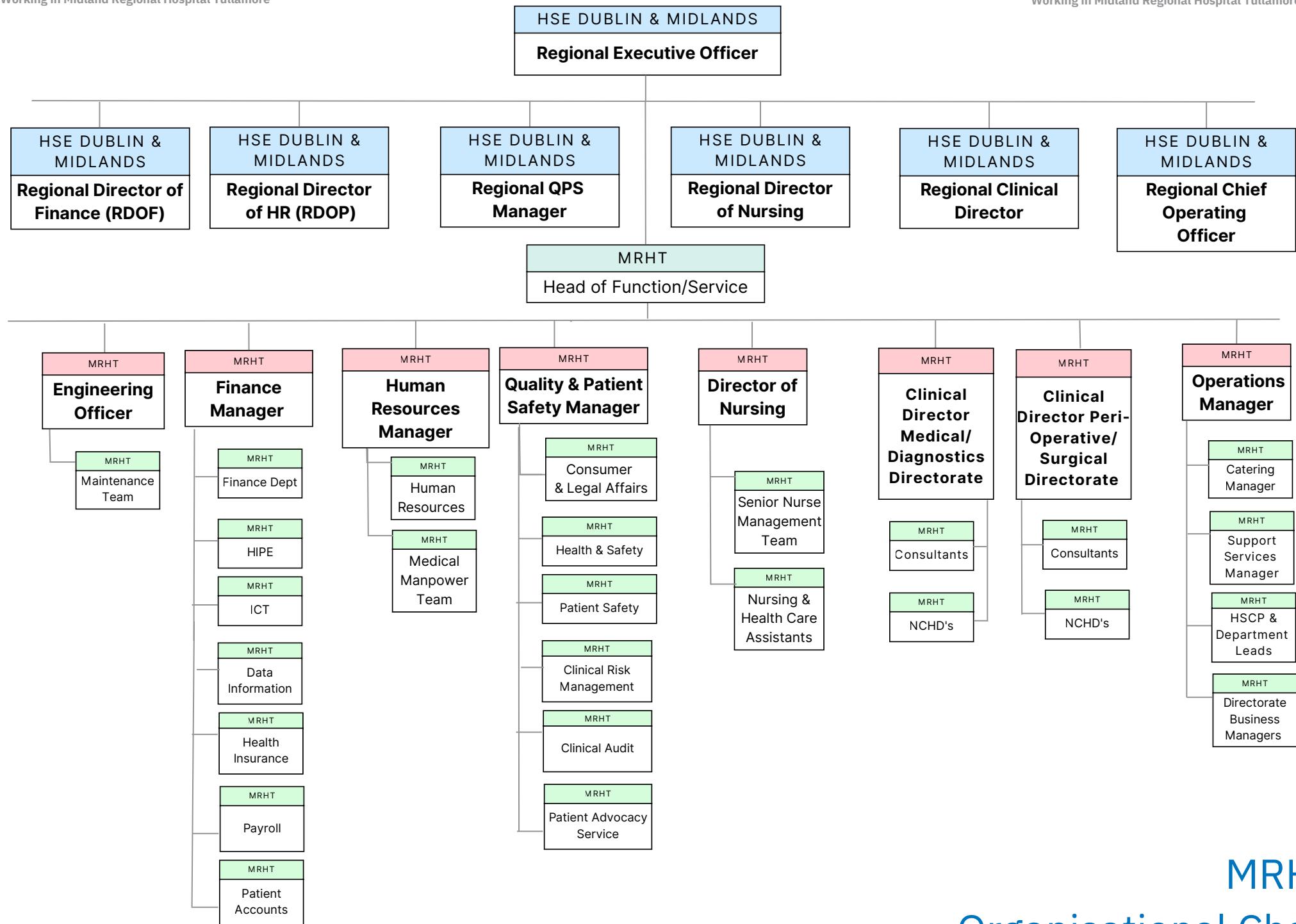
The Department of Medicine at MRHT, incorporates the specialties of General Medicine, Cardiology, Nephrology, Gastroenterology, Gerontology, Oncology, Rheumatology and Haematology

The Department of Surgery incorporates the specialties of Trauma, Orthopaedics and ENT. The hospital has five major operating theatres along with two day theatres, an endoscopy suite and a minor procedures room.

MRHT is the largest hospital in the Midlands of Ireland. It serves a population within the four counties of Laois, Offaly, Longford and Westmeath but also receives, in growing numbers, year on year activity from the counties of Tipperary, Galway, Roscommon, Kildare and other surrounding counties to a lesser extent.

The hospital is the one of the largest employers in the Midlands with a staffing compliment in excess of 1450. All of our staff are highly committed to the delivery of high-quality service.

MRHT is part of the Dublin Midlands Hospital Group and is establishing its role within this wider network.



MRHT
Organisational Chart

Useful Telephone Numbers

Bleep System: Dial 37_Bleep number XXX_your 5 digit extension

Outside Line: Dial 0 Telephone system anomalies:

- Extn: 3000 is the internal extension number for Main Reception. For internal use only.
- Five digit extension numbers starting with the combination 57- or 58- can be used when calling the hospital from an external number. Use the suffix 057- 93 - 57/58XXX
- Five digit extension numbers starting with the combination 55- change to 15- when calling the hospital from an external number. Use the suffix 057 - 93 - 15XXX

Main Hospital Reception (Internal)	3000
Main Hospital Reception (External)	057 - 93 - 21501
Telephony Room	58778/58780/58780
Outside Line	0
Bleep	37
Security	58728
Cardiac Arrest Team	2222
Fire Point Phone	58784
Clinical Risk Manager	59378
Clinical Audit Coordinator	58116
Patient Safety Officer	086 0600887
Medical HR/ Medical Manpower Consultant queries	58453
Medical HR/Medical Manpower NCHD queries	58103
HR Nursing and Healthcare Assistant queries	59528
HR Administration Health & Social Care & Support Service queries	57626
ICT Helpdesk	0818 300 300
Library	58393
Payroll	58096
Patient Advocacy Liason	58117
Health and Safety Officer	086 0599491

Admissions Desk	59434
Day Hospital	59434
Business Manager Diagnostics / Medical Directorate	55833 / 087 1770513
Business Manager Diagnostics / Medical Directorate	59057 / 086 0669575
Business Manager Surgical / Peri-Operative	57656 / 086 0669573
Business Manager Surgical / Peri-Operative	59256 / 086 0677989
Business Manager Surgical / Peri-Operative	59530 / 086 0677957
Business Manager Support Officer	58106
Business Manager Support Officer	58121
Catering Manager	58224
Consumer & Legal Affairs Manager	58076
Consumer & Legal Affairs Office	58316
Equipment Library	58464
Data Information Officer	58098
Finance Manager	58220
Finance Officer	58080
Finance Officer	58111
General Manager PA	58072
Health Insurance	
ICT Business Operations	57899 / 57928
ICT Helpdesk	0818 300 300
Patient Accounts	58114
Maintenance Building Foreman	58404
Maintenance Clerical Officer	58399 / 58400

Midlands Regional Hospital Tullamore Employers Registration Number **0002000J**

Useful Telephone Numbers

Nursing ADON Infection Prevention & Control	58491 / 086 8157265
Nursing ADON Practice Development	58133
Nursing ADON Patient Flow	(086) 0678220
Nursing Bed Manager	58144 / 58494
Director of Nursing Secretary	58091
Discharge Planner	58144
Divisional Nurse Manager (ED / Children's / Day Hospital)	59384
Divisional Nurse Manager (Medical / CCU / Renal Dialysis)	58361
Divisional Nurse Manager (OPD / Oncology-Haematology)	58993 / 58092
Divisional Nurse Manager (Surgical)	59299
Nursing Administration	58490
Nursing Administration Clerical Officer	58511
Occupational Health Reception	59137 / 59138
Operations Manager's PA	57616
Staff/Public Phone @ Reception Desk in Concourse	58442/58785
Reception (Internal)	58781/58780
Reception (External)	057 93 21501
Telephony Room	58778/58780/58781
Assistant Support Service Manager	58225/59094/0860609725
Assistant Support Service Manager	58225/59094
Goods In Office	59158
Hygiene Team Lead	59186
Laundry Room	59185
Post Room	59294
Support Services Manager	59298 / 086 0677981



Tracy Hanniffy
Hospital Management
Administration Office



Melissa Smith
Hospital Management
Administration Office

Human Resources



The role of Human Resources is to support our greatest resource, the management and staff of the Midland Regional Hospital Tullamore.



Majella Gorman,
Human Resources Manager

Human Resources Management

Health & Social Care, Management/Admin,
Nursing, Other Support Service Staff.

The role of Human Resources is to support our greatest resource, the management and staff of the Midland Regional Hospital Tullamore.

In line with HSE policies and procedures, the HR Team provides support and advice to the Senior Management Team, Heads of Services and staff at the Midland Regional Hospital Tullamore.

This includes, but is not limited to, supporting and advising on absence management, employee/industrial relations, mentoring and coaching programmes, performance management, staff engagement, workforce planning and any other HR projects and initiatives that are in line with the Hospital's overall strategic and operational plans.

Support and advice is also provided to Line Managers and staff in relation to recruitment processes which are overseen, on behalf of our Hospital, by the HSE's National Recruitment and/or the Dublin Midlands Hospital HR/Recruitment Teams.

<https://www.hse.ie/eng/staff/resources/hrppg/policiesprocedures.html>

Our Human Resources Team promotes a working environment that is conducive to good employee relations and encourages personal and organisational development.

Queries from Health & Social Care, Management/Admin, Nursing and other Support Staff grades can be referred to our Human Resources Team via e-mail at hr.mrht@hse.ie

HR Team



Caitriona Nolan, HR Officer



L-R Claire Camon, Valerie Monahan, Carol Dolan, HR Team.

Medical HR/Manpower Team

Medical Staff (Consultants and NCHD's)

The Medical HR/Manpower Team operates in line with the HSE's policies, procedures and guidelines relevant to Consultant and NCHD staff grades.

Please refer to pages 93 to 106 for further information in relation to Medical Consultant and NCHD's and contact details should you have any queries.



L-R Lisa Quinn, Cleo Dunne, Emma Miller, Sandra Gilligan, Medical HR/Manpower Team



Ann Marie Keegan, Medical HR/Manpower Manager

Vision

Delivering excellent clinical care through patient-centred services and supporting innovation for the benefit of our patients and staff.

Mission

Our mission is to provide our community with high quality, patient-focused healthcare services. We will do this by delivering care based on excellence in clinical practice, teaching, and research, grounded in a culture of kindness, compassion and respect.

Values

Our core values which support our mission statement are:

CARE: We will provide physical, emotional and spiritual care underpinned by a culture of patient focus.

COMPASSION: We will treat all patients, family members and colleagues with dignity, empathy and respect.

TRUST: We will respect and value the privacy and integrity of all our patients through understanding their individual needs.

LEARNING: We will nurture and promote lifelong learning and continuous improvement to develop and retain a highly skilled workforce, encouraging them to fulfil their potential to deliver high quality care to all our patients.

We will provide high quality, evidence based healthcare to enable us to deliver better experiences for those who use our services and foster a valued and respected workforce.



Mandatory Training

In line with the HSE's Statutory and Mandatory Training Requirements Policy, MRHT is committed to creating and maintaining a safe and positive working environment, ensuring that our staff have the right skills and knowledge to undertake their roles to the required standard and minimise the risk to themselves, service users, visitors and colleagues.

MRHT is fully committed to ensuring that our staff have access to, and are facilitated to, attend training and education appropriate to their roles.

Training needs will vary according to your profession and area of work. Your Line Manager will clearly identify the training requirements specific to your area of employment within our Hospital.

As of July 2023, the HSE-Wide Mandatory Training that should be undertaken by all staff includes:-

- An Introduction to Children First
- Dignity at Work (Revised 2022)
- Communicating Effectively Through Open Disclosure
- Cyber Security Awareness
- Hand Hygiene

All HSE staff can access the HSE's statutory and Mandatory Training Policy and the above training modules by logging onto www.hseland.ie

Major Emergency Plan (MEP)

Our Major Emergency Plan outlines in detail the action to be taken and the procedures to be followed by personnel and services in the hospital in the event of a major emergency. A major emergency is an incident/event which, usually with little or no warning, causes or threatens injury or death, serious disruption of essential services, damage to property, the environment or infrastructure or events that would fundamentally be beyond the normal capabilities of the hospital.

MRHT has developed our MEP in order to provide hospital personnel with a plan of action in order to provide a structured, coordinated and timely response to a major emergency. The plan outlines the responsibilities of individuals and departments, prioritises major emergency requirements/actions and conceptually establishes how the major emergency should be managed.

The hospital's MEP is a subset of health service regional and national Major Emergency Plans and is also in accordance with emergency management standards and national interagency guidance as outlined in the document 'A Framework for Major Emergency Management'.

The object of the plan is to protect life and property, to minimise disruption to the hospital and to provide immediate support for those affected.

Protocol around a Fire Activation

What a staff member should do on hearing the fire activation.

STAFF: ON HEARING A CONTINUOUS FIRE ALARM SOUNDING

- Go to the nearest local fire alarm panel.
- Identify the location of the fire alarm activation and proceed immediately to the location displayed.

STAFF ON HEARING AN INTERMITTENT FIRE ALARM SOUNDING.

- Go to the nearest local fire alarm panel.
- Identify the location of the fire alarm activation.
- The Senior Person in Charge at the local panel will nominate and direct staff to the area of the fire alarm activation.

DETECTION OF A FIRE.

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.

1. RAISE THE ALARM - By operating the nearest fire alarm Manual Call Point.
2. ATTACK THE FIRE - If it is safe to do so by using an appropriate extinguisher.
3. CALL OUT THE FIRE BRIGADE - By dialling '0999' or '0112' (On any internal phone with an outside line) or * 51999 (On any internal phone with speed dial facility.)
4. EVACUATE PATIENTS / OTHERS FROM IMMEDIATE DANGER.
5. CONTAIN THE FIRE - By closing doors/windows where possible.

Mandatory fire training must be completed every 12 months.

Hospital Watch

Hospital Watch is a proactive crime prevention programme in hospital settings. Similar to the residential Neighbourhood Watch scheme, Hospital Watch operates as a partnership between An Garda Síochána, the HSE and Tullamore Hospital staff, patients and visitors with the aim of preventing crime within our hospital.

We aim to make the hospital as crime free as possible for all colleagues and the patients that we care for.

BE AWARE	Your Personal Safety	Your Property
BE ALERT	<ul style="list-style-type: none"> • Always be aware of your surroundings. • Always use well-lit areas & avoid dark/isolated locations when coming to and from the hospital. • Do not get involved in other people's disputes. Hospital personnel or the Gardai will deal with these situations 	<ul style="list-style-type: none"> • Have you secured/locked your vehicle? • Have you left any property on view in your vehicle? • If a secure locker has been provided to you, use it. • Do not leave your valuables unattended. • Record your phone IMEI number. This can be obtained by dialling *#06#.
BE SECURE		
BE INFORMED		
BE RESPECTFUL		

Uniform and Dress Code

All staff are required to wear clothing which is fitting in the context of their work environment and is appropriate to the tasks performed in the normal conduct of their job.

Where a uniform is worn, the uniform must be neat and well maintained and worn in full. Any safety clothing or items of safety clothing provided to staff must be worn in accordance with operating instructions and Hospital policy.

Please ensure you familiarise yourself with the full Uniform and Dress Code Policy for the Hospital, details of which can be obtained from your Line Manager.

Pending the hospital Dress Code Policy being updated, please liaise with your Line Manager for details in relation to current requirements.

Confidentiality

All staff, students and others associated with the Hospital will be aware of the confidential nature of Hospital work and in particular, the right of patients to confidentiality.

Staff should not discuss workings of the Hospital, its staff or its patients with people outside the Hospital, except as required to do so in the course of their work (refer to your Line Manager for further policy details).

Staff should familiarise themselves with the Hospital confidentiality policy and in particular staff who are engaged in activities that involve patient's information.

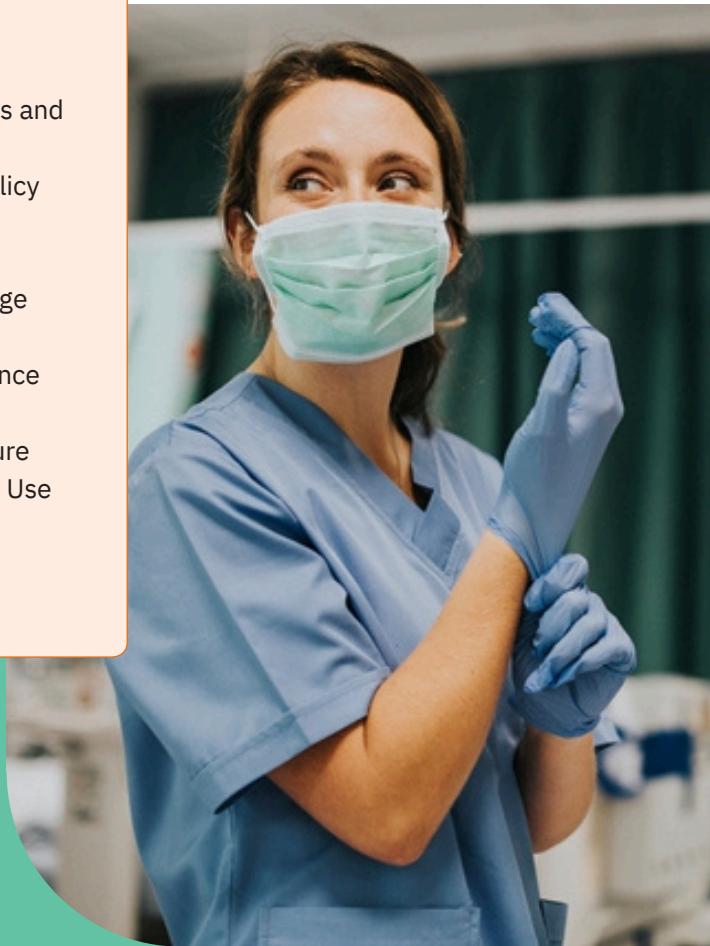
Our Hospital Policies

All MRHT Hospital policies can be found on Q-Pulse (<https://mrht-knowledge.hci.care/clickonceclient/q-pulse.application#>) . You must familiarise yourself with all relevant HR polices and with all other Hospital polices relevant to your role. Please note policies are updated regularly in line with best practice, legislation and organisational change.

HSE HR policies can be accessed via the HSE's website
www.hse.ie/eng/staff/resources/hrppg.policiesprocedures.html

You Must Aim to Familiarise Yourself with All Key Policies Including:

- Codes of Standards and Behaviour
- Dignity at Work Policy
- Grievance and Disciplinary Policy
- IT Acceptable Usage Policy
- Managing Attendance Policy
- Protected Disclosure
- Social Media Staff Use Guidelines



Dignity at Work Policy

All employees are entitled to be treated with dignity and respect in the workplace.

The Dignity at Work Policy promotes a working environment where employees feel valued, respected and safe. It aims to protect employees from bullying, harassment and sexual harassment regardless of whether it is carried out by a work colleague or a person whom employees come into contact with during the course of their work.

Staff can seek advice locally via Line Managers, Support Contact People, Human Resources, Employee Assistance Programme or Occupational Health.

As part of the Dignity at Work Policy, a Support Contact Person is a fellow member of the hospital staff (a peer) who has been trained to support employees who feel they may have been subject to bullying, harassment or sexual harassment.

The support people are available to explain the Dignity at Work Policy in a confidential non-judgemental way, in order to help an employee make an informed decision on the best course of action for the situation. A list of Support Contact People is available from the National HR desk
 Phone: 1800 444 925
 E-mail: ask.hr@hse.ie

Grievance and Disciplinary Procedures

The Grievance and Disciplinary Procedures were produced following discussion between the HSE and Health Services trade Unions. These procedures have been prepared in accordance with the Labour Relations Commission's Code of Practice on Grievance and Disciplinary Procedures. These procedures are effective from 1st May 2004 and supersede all local procedures.

HSE Employees

Please note that in 2007 a revised Disciplinary Procedure for Employees of the Health Service Executive was agreed between the HSE-EA and health service unions. This procedure is effective from 1st January 2007 and supersedes the Disciplinary section of the Grievance and Disciplinary Procedure for the Health Service (2004). See Disciplinary Procedure for Employees of HSE 2007 to read more.

The Grievance section of the 2004 procedures continues to apply to HSE employees. See Grievance and Disciplinary Procedures for the Health Service to view the relevant stages and requested HSE processes.

Our Hospital Policies

Managing Attendance Policy

The contribution, ability and dedication of health service employees is key to the delivery of quality health services.

The HSE's Managing Attendance Policy is designed to identify scope for improvement in attendance levels and to find workable solutions to illness absence issues where they exist. This will benefit the HSE in terms of increased productivity and improved customer service and there are also clear benefits for employees.

Good attendance at work can assist in alleviating:-

- Disruption to services and reduced productivity
- Creation of backlogs
- Reduced quality of service
- Challenges to management due to constant revisiting of work schedules/rosters

Managing Attendance Training Requirements

The HSE's Managing Attendance Training Programme aims to promote awareness of the policy, the procedure for managing attendance and to promote a culture of regular attendance in a positive working environment.

All employees are required to complete this mandatory training programme.

Further details are available via the following link
<https://healthservice.hse.ie/staff/training-and-development/training-programmes-for-all-staff/managing-attendance/>

Protected Disclosure of Information

MRHT is committed to promoting a culture of openness and accountability so that employees can report any concerns they may have in relation to their workplace. We would encourage staff to escalate incidents and risks in line with our incident management and risk escalation policies.

Employees can also make protected disclosures in good faith where they have reasonable grounds for believing that the health or welfare of service users may be at risk so that the matter can be investigated.

The protected Disclosure Act 2014 provides for health employees to make protected disclosures without penalisation from the employer and without fear of civil liability.

For more information please contact our QPS Department at qps.mrht@hse.ie

HSE Menopause Policy

The [HSE Menopause Policy](#) focuses on supporting employees who are experiencing or who may, in the future, experience menopausal symptoms which impact on them at work. It aims to give guidance to managers and employees on how to be supportive of employees with menopause related concerns, with a focus on awareness and support in the workplace.

See information for employees here:
https://assets.hse.ie/media/documents/Menopause_and_the_workplace-information_for_employees.pdf

Employee Assistance Services

The HSE's Employee Assistance Programme (EAP) is a work based support service for staff and the organisation. This is a confidential, independent service and supports employees with psychological and social factors that influence emotional health and wellbeing.

These issues may be personal or work related, affecting your job performance or home life.

The service is free and available to all HSE employees.

Services provided by the EAP Programme include, but are not limited to:

- Counselling
- Advising staff and/or managers on staff wellbeing and psychosocial issues
- Critical Incident Stress Management (CISM)
- Response – individual and group support and pre-incident training available
- Workshops on staff wellbeing issues

More detailed information in relation to the service is available on the HSE's website

<https://healthservice.hse.ie/staff/benefits-and-services/employee-assistance-programme-staff-counselling/>

Telephone: 0818 327 327

Health & Wellbeing

EAPandME

Employee Assistance Programme

The impact of working through a pandemic means we can feel depleted in lots of different ways.



Any worker can experience these feelings at times. If you're feeling all of them at once, it may be a sign to reach out for support

Call **0818 327 327**
to speak to someone who can help.
www.hse.ie/EAPandME



Health & Wellbeing

Occupational Health Service

The HSE's Occupational Health Service provides an independent and confidential advisory service to employees and the employer on matters relating to the "effect of health on work and work on health". The advice is provided on the basis of specialist knowledge of the work environment.

An employee may self-refer to Occupational Health. This is called a self-referral. Self-referrals are confidential and your Manager is not informed of the referral.

If your issue relates to your work, it may be better to discuss this with your Line Manager wherein a mutually supportive management referral to Occupational Health may be necessary

A Manager may suggest a referral to Occupational Health because of:

- An absence from work due to illness or injury
- Frequent short term absences from work
- A work issue that is affecting your health
- A health issue which may be affecting your ability to do your job

Your Manager will discuss the reasons for your referral in advance and thereafter the Occupational Health Physician will advise you and your Manager on the likely duration of sickness absence and the effects of ill health on work.

Further information in relation to supports available through our Occupational Health Department are available on the HSE's website.

<https://healthservice.hse.ie/staff/benefits-and-services/occupational-health/management-referral-information-for-employees/>

Equality, Diversity and Inclusion

MRHT is committed to promoting an environment of equality, diversity and inclusion in the workplace. We promote a culture which provides a working and learning environment which upholds the dignity and respect of each employee. This provides employees with the means to grow and develop their career and to foster diversity and inclusion. We are committed to treating all employees equally regardless of gender, civil status, family status, sexual orientation, religious belief, age, disability, race or membership of the travelling community.

Healthy Workplace Resource Pack

Health Service Executive (HSE) staff supports and services are provided by a number of service areas and units across the HSE. The Health Service Executive will continue the development and provision of employee support services to enable response to employee needs.

The H.S.E Healthy Workplace Framework Resource Pack will raise awareness and promote access to the correct support. www.hse.ie/eng/about/who/workplace-health-and-wellbeing/about-us/strategy/hse-healthy-workplace-resource-pack-2024.pdf

Balancing Stress

Balancing Stress is the HSE's free programme to understand and manage stress, worry, anxiety, low mood and relationship difficulties. You can access the HSE's Blancing Stress Programme any time at your own pace.

About Balancing Stress

Sessions

1. [Understanding stress](#)
2. [Managing worry](#)
3. [Managing anxiety](#)
4. [Managing low mood and depression](#)
5. [Stress and relationships](#)
6. [Balancing stress now and into the future](#)

Exercises

1. [Exercises to manage stress](#)

YOU ARE NOT ALONE: SOMEONE IS ALWAYS THERE TO LISTEN

SAMARITANS

BY PHONE:
Freephone
116 123
24hrs, 7 days a week

spunout
next about it

BY TEXT:
Text HELLO
to 50808
24hrs, 7 days a week

pieta

FACE-TO-FACE:
Freephone
1800 247 247
24hrs, 7 days a week

Mymind

ONLINE:
mymind.org

You can call the HSE YourMentalHealth Information Line anytime, day or night, for information on mental health, and other services and supports that are available near you. **Freephone 1800 111 888** or visit www.yourmentalhealth.ie

If you, or someone you know is at immediate risk of harm, go to or call the emergency department of your local general hospital. You can also contact emergency services on **112** or **999** anytime, day or night.

Social Club

The Midland Regional Hospital Tullamore has a social club which is open for all staff members to join.

The cost of joining the social club is €66/year. Benefits of joining the social club include;

1. Monthly Draw
2. Christmas Party
3. Planned activities throughout the year
4. Discounts at local stores, with presentation of social card.

For application forms and information on how to join the social club please see our noticeboard in the main hospital canteen.

Healthy Ireland

MRHT is working alongside other hospitals within the Dublin and Midlands Region to implement the Healthy Ireland Plan, a government-led initiative aimed at improving health and wellbeing of staff and patients within the hospital.

Each plan outlines a set of actions targeting national policy priority programmes, namely governance, leadership and structure: Tobacco, Healthy Eating and Active Living, Alcohol, Positive Ageing, Staff Health and Wellbeing, Making Every Contact Count, and Self- Management Supports.

Tobacco Free Campus

The Health Service Executive (HSE), as the leading healthcare provider is committed to reducing the use of tobacco and its harmful health effects. The HSE aims to create a healthier tobacco free, clean environment for its staff, patients/service users and visitors.

As the national body responsible for health promotion, health protection and prevention of illnesses and disease, the HSE follows the Tobacco Control Framework.

This states that all HSE campuses are tobacco free. This includes the use of all tobacco products, e-cigarette and vaping products on site.

In line with HSE policy, employees, patients/service users, visitors and any other parties must not smoke on Midland Regional Hospital Tullamore (MRHT) campus or within vehicles parked on MRHT campus.

Smoking is limited to designated smoking areas and smoking in any other area on campus is considered a breach of policy.

MRHT will treat nicotine addiction (tobacco, e- cigarette products) as a health care issue and will actively promote and support smoking cessation.

Further information is available from your Line Manager.

Hello my name is

Midland Regional Hospital Tullamore has subscribed to the international campaign for more compassionate care Hello My Name is... to encourage and remind staff of the importance of formal introductions within the healthcare setting. Exchange of names is how the foundations of a relationship is built, encouraging trust and therefore compassion is fostered. The ethos is a simple exchange of names between any member of hospital staff and a patient, and any member of staff and another member of hospital staff.

All hospital staff are required to wear the "Hello My Name is" badge to facilitate these introductions. The application for this badge is included in your induction pack. You should complete this form and submit it to your Line Manager.



Bienvenido

fáilte

maligayang pagdating

wilujeng sumping

خوش آمدید

Welcome

Health & Wellbeing



Schwartz Rounds

Join confidential conversations with colleagues sharing the emotional impact of your work.

Schwartz Rounds are simply conversations with staff and they provide a valuable opportunity for all staff to reflect on their work through conversations facilitated by a local clinical lead and facilitator. At each session two to three stories are told in confidence by our panellists followed by a wider discussion amongst attendees or if you would prefer to just listen- that is okay too.

Each event lasts one hour and will provide an opportunity for staff from all disciplines, clinical and nonclinical, across our hospital to come together and reflect on the emotional aspects of your work.

Booking is not required in advance, and we welcome everyone from all areas of the hospital.

WHAT OUR COLLEAGUES SAY ABOUT SCHWARTZ ROUNDS:

"Great idea, great stories, keep up the good work"

"A privilege to hear the speakers' stories"

"Definitely would recommend for colleagues. Thank you to all involved"

"It is really nice to hear people's stories, get positive feedback and take a step back to see that we are all really good at our jobs and we do care."

Nursing Grand Rounds

Nursing grand rounds (NGR) provide staff nurses a forum to share clinical expertise and the best of nursing practice at their institutions in a setting that recognises their unique contributions to the nursing profession.

Nursing Grand Rounds take place throughout the year in MRHT.

Details on how to book is shared prior to each event.

NMB1 Category 1

Please contact the below if you have any questions:
ngr.tullamore@hse.ie



[Click or scan here](#)
TO EXPERIENCE
A SCHWARTZ ROUND



Your Employment Contract

Contract of Employment

Your contract of employment sets out your terms and conditions of employment. **THIS IS AN IMPORTANT AND INFORMATIVE DOCUMENT**

The HSE's National Recruitment Service (NRS) and/or the Dublin and Midlands Region Recruitment Teams support the Midland Regional Hospital with recruitment, pre-employment and contracting processes. Your contract of employment will be issued by either a member of the NRS or the Dublin and Midlands HR/Recruitment Team.

Probation

Appointment may be subject to a probationary period as specified in your Contract of Employment.

The European Union (Transparent and Predictable Working Conditions) Regulations provide that the probationary period of a public servant shall not exceed 12 months for any reason other than to take account of an employee's absence on statutory leave, e.g. maternity leave, parental leave etc. This applies to HSE and Section 38 employees whose contract of employment provides for a probationary period.

A regular system of assessment will occur during a probationary period involving discussions between the Line Manager and employee.

Probation for Appointment to Medical Consultant

Each Consultant appointment is dependent upon the satisfactory

completion of a probationary period. Please refer to the relevant Consultant Contract in relation to your employment at the Midland Regional Hospital Tullamore.

Hours of Work

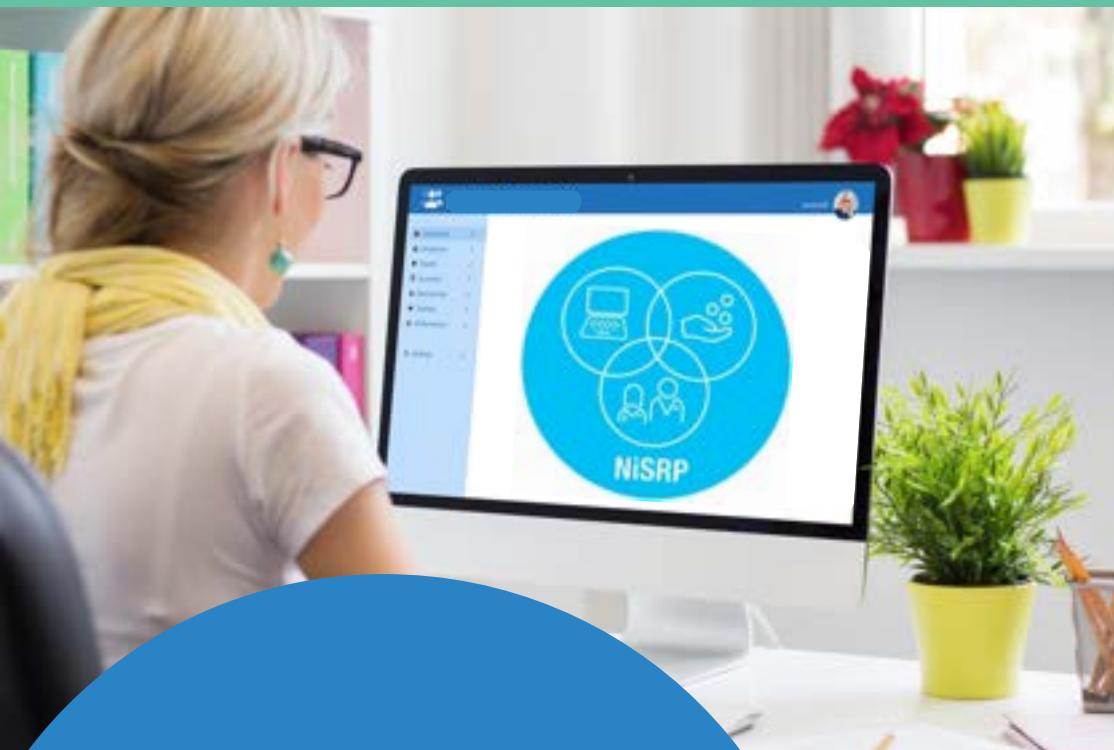
Hours of work vary and are outlined in your Contract of Employment. Your actual hours of duty will be as determined by your Line Manager/Head of Department to accommodate the needs of your Department in order to ensure that appropriate staffing levels prevail at all times throughout the day.

Daily and weekly rest breaks will be granted in accordance with the provisions of the Organisation of Working Time Act, 1997. In order to comply with Section 33 of this act, which limits the maximum number of hours an employee is permitted to work in a given period, all employees are obliged to notify the Hospital if they engage in any employment in addition to their post within the Hospital.

The National Integrated Staff Records and Pay Programme (NiSRP) is the electronic payroll system in use at MRHT.

Learn more about NiSRP via www.hse.ie/eng/about/who/hr/nisrp/

Alternatively, please discuss any concerns you have about your HR/Payroll records with your direct Line Manager.



Your Journey as an Employee of the Midland Regional Hospital Tullamore

Children & Vulnerable Persons Act 2012 to 2016

The Children & Vulnerable Persons Act 2012 to 2016 provides a legislative basis for the mandatory vetting of persons who wish to undertake certain work, activities or certain services relating to children or vulnerable persons.

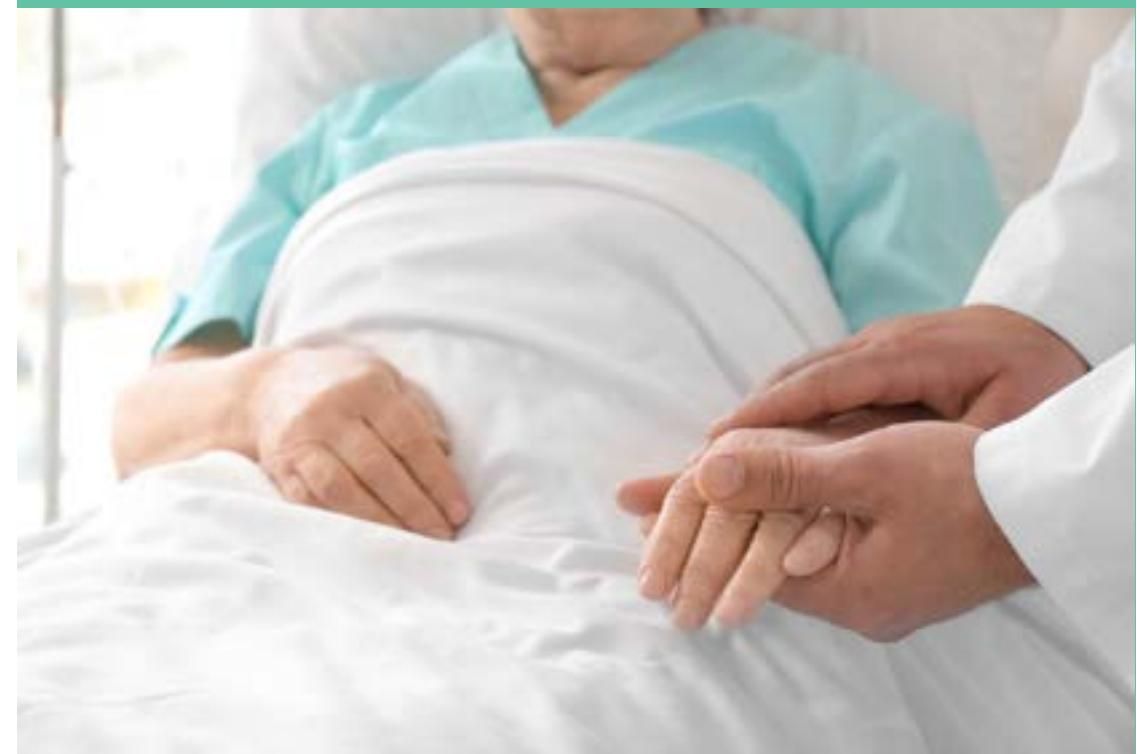
The HSE will carry out Garda Vetting Clearance on all new employees where their role is engaged in relevant work (e.g. access to, or contact with, children or vulnerable adults). New employees engaging in relevant work will not take up duty until the Garda Vetting Clearance process has been completed and the HSE is satisfied that such an appointment does not pose a risk to clients, service users and employees.

As part of the Garda Vetting process an applicant must disclose any and all convictions. This disclosure must include such offences as driving offences, non-payment of a TV licence and public order offences, and includes the application of probation or community service. This covers offences in the Republic of Ireland and Northern Ireland.

The HSE will refer, to the An Garda Síochána, individuals who wilfully submit, by omission or otherwise, false, misleading or inaccurate information in connection with their application for posts with the HSE or on the Garda E-Vetting Form as provided for under the Public Service Management (Recruitment and Appointments) Act 2004.

HSE staff who continue to engage in “relevant work”, as outlined above, will be re-vetted every 3 years.

MRHT's Garda Vetting Liaison Officer is Ms. Valerie Monaghan. Valerie works within the HR Directorate and can be contacted at (057) 9359523 or via e-mail yalerie.monaghan@hse.ie



Your Pay

The payment of wages in the MRHT is by Electronic Funds Transfer (EFT).

Rates of Pay

Staff are paid fortnightly or monthly as detailed in your contract of employment. The rates of pay, allowances and other pay-related conditions are determined through agreement between staff organisations and management representatives at national level.

Pay Frequency

Monthly Pay:
6D staff are paid on the 30th of the month
7D staff are paid on the 15th of the month

Fortnightly Pay:
2D staff are paid on every alternate Thursday

National Integrated Staff Records and Pay Programme (NiSRP)

The National Integrated Staff Records & Pay Programme (NiSRP) will implement national Staff Records and Payroll systems across the HSE. These systems will be fully integrated and will support the needs of a modern health system employer, enhancing available workforce information for managers.

The Programme will modernise the way the HSE connects with staff, improving access for them to their staff record and pay details via online employee and manager self-service.

Further details are available via
<https://www.hse.ie/eng/about/who/hr/nisrp/>

Deductions From Pay

Statutory and voluntary deductions from the payroll are as follows: Pay Related Social Insurance (PRSI), Superannuation, Pension Related Deduction (PRD), Tax and Universal Social Charge (USC). Voluntary Deductions: The availability of voluntary deductions from pay such as Health Insurance, Staff Credit Union, etc.

Income Tax/USC

All employers are obliged to deduct income tax/USC from salaries and wages paid to staff.

When you leave a job, your employer will notify revenue that you have finished. They will do this by including a date of leaving on your final payroll submission. You will no longer receive a P45 from your employer.

You can now view your pay and income tax deductions reported by your employer through the 'Manage your tax' link in [myAccount](#).

Any tax queries can be addressed by the Revenue Information Office at www.revenue.ie. MRHT Hospital Employers Registration Number is **000200J**.

Allowances

Unsocial hours payments are payments that are additional to basic pay. If you work unsocial hours you may qualify for an allowance or payment. Unsocial hours are hours worked outside of the standard working hours. If you work unsocial hours you may qualify for an allowance or payment.

The types of attendance arrangements where additional payments may apply include:

- overtime
- on call or standby
- planned essential services
- sleepover
- Saturday work
- Sunday work
- public holiday
- night duty
- twilight payment

You should check with your Line Manager to determine if any of these allowances or payments apply to you. You can also check in the [HSE Guidelines on Terms and Conditions of Employment](#)

Social Welfare

Pay Related Social Insurance (PRSI) is deducted from all staff. All permanent and pensionable staff in officer grade posts employed in the public service prior to 6th April 1995 pay Class D1 contributions. This is a reduced PRSI rate and covers staff for limited benefits. Since 6th April 1995 all new staff in the Health Service pay Class A1 Social Welfare Contributions and are insured for all social welfare benefits. Please refer to your payslip for details of your PRSI class and PPS Number.

Dept of Social Protection Changes to Illness & Injury benefit

You may be eligible to receive illness benefit or occupational injury benefit from Department of Employment Affairs and Social Protection (DEASP) when you are ill or injured. Information on qualifying and applying for illness benefit.

You need to tell our Payroll Team the rate you will receive from DEASP so the Payroll Team can ensure that correct deductions are applied.

[HR Circular 004/2024](#)

Contact Us:

Payroll Manager, ext 58096

Moving On Resignations

Employees must give the minimum written notice as stipulated in their Contract of Employment of their intention to resign from MRHT employment.

Pension Schemes/Entitlements

Full details of these schemes are available on the HSE website or our local pensions department at pensions.tullamore@hse.ie

Your Leave Entitlements

All applications for leave are subject to the approval of your Head of Department. Listed below is a summary of Key Leave Entitlements. Further information on all Leave Entitlements, including copies of policies and application forms (where applicable) are available from your Line Manager, Human Resources or on <https://healthservice.hse.ie/staff/leave/>

Annual Leave

Summary of Entitlement: Leave is calculated from 1st April to 31st March each year.

- For Non-Consultant Hospital Doctors (NCHD's) annual leave, please refer to the contract of employment.
- All staff regardless of status or service qualify for paid annual leave based on the hours they work.
- Staff are requested to have taken at least 75% of their annual leave by the end of December.
- All leave arrangements are subject to approval and staff are advised not to plan their holidays before discussing the dates with their Head of Department.
- Every reasonable effort will be made to facilitate staff although this may not always be possible.

Bereavement Leave

Bereavement leave is paid leave for an employee in the event of the death of an immediate family member. It's granted at the time of the bereavement to give the employee time off from work.

You may be granted up to 5 working days paid leave on the death of your:

- father
- mother
- brother
- sister
- father-in-law
- mother-in-law

You may be granted up to 20 working days paid leave if your spouse or your child dies.

You may also get extra days leave where an immediate relative dies abroad and you must travel to take charge of the funeral arrangements.

Bereavement leave is granted at the time of the bereavement to give an employee time off from work. It is not granted retrospectively, for example, where a bereavement happens during days or shifts when an employee is not normally rostered to work.

In some circumstances, an employee may be given up to 3 days special leave on the death of a more distant relative.

For example, where the employee:

- lives in the same house as the deceased
- has to take charge of funeral arrangements

How to apply for Bereavement leave:

By its nature, notice for bereavement leave cannot be given in advance. You should complete a [bereavement leave application form \(PDF, 107KB, 2 pages\)](#) and give it to your line manager as soon as you return to work.

Line managers are sensitive to the needs of employees in circumstances of bereavement. Support may be offered, if needed, through the [Occupational Health Service Employee Assistance Programmes](#)

The Hospital embraces the importance of work life balance and recognises the demands on employees to balance work-life and home-life and actively offers the following initiatives.

Blended Working

The HSE Blended Working Policy applies to employees in the HSE and Section 38 organisations.

'Blended working' is a combination of working from your work premises and working remotely at your home. Blended working is not an automatic entitlement and is subject to an application process and management approval. Further information is available from your Line Manager and/or Head of Department.

If your application for blended working is approved, the work premises continues to be your primary workplace.

Career Breaks

Employees who have completed their probation period may apply for/avail of a career break for:

- Domestic reasons
- Educational purposes
- Foreign Travel

Career breaks are granted at the discretion of your Line Manager and are subject to service requirements. Your Line Manager will consider your application based on service needs and advise you of their decision.

The minimum period for a career break is one year – except where leave is needed to cope with unusual domestic difficulties. The maximum period is 5 years.

Carer's Leave

Service Requirement: One year continuous service. The Carer's Leave Act 2001 became effective on the 2nd July 2001. The main purpose of the Act is to entitle staff to avail of temporary unpaid leave to enable them to personally provide full-time care and attention to a person who is in need of such care. A person who is in need of full-time care and attention must be defined by the Department of Social Protection. Manual and application forms are available from your Line Manager, Human Resources Directorate or hse.ie

Flexi-Time

Clerical and administrative employees may work flexi-time, subject to the agreement of their Head of Department, provided they attend during core working hours and in line with the Hospital policy.

Flexi-time is a benefit that supports employees with the management of an effective worklife balance but is not a contractual right or entitlement of any employee. This benefit is discretionary and subject to service requirements.

Supporting Work Life Balance and Employee Wellbeing

Force Majeure

Force majeure leave is short-term paid leave that employees can avail of to enable them to deal with family emergencies, resulting from the sudden and unforeseen injury or illness of a family member, once certain conditions have been met. Force majeure leave may consist of one or more working days up to a maximum of three days in any 12 consecutive months or five days in any 36 consecutive months.

Jury Duty

Service Requirement: None. Special leave with full pay is granted in order to attend for Jury Duty. Any staff member summoned for Jury Duty must immediately notify his/her Supervisor/Head of Department. Staff who are not required to be in Court or are discharged from attendance at Court on any day in time to enable them to report to work for at least a half days work are required to do so. Full details on the policy is available from your Line Manager, Human Resources Department or hse.ie.

Maternity Leave

Summary of Entitlement: Service Requirement: None. 26 Weeks paid maternity leave. Up to 16 weeks unpaid maternity leave, time off to attend antenatal medical appointments. Time off to attend one set of antenatal classes. Further information is available from your Line Manager.

Parental Leave

Staff must have completed one year's continuous service with employer. In the public health service, parental leave must end when your child reaches age 16. Summary of Entitlement: 26 weeks unpaid leave. Further information is available from your Line Manager or <https://healthservice.hse.ie/staff/leave/>

Parent's leave

Parent's leave is time off work so that you can care for your child during their first two years. Parent's leave is different to parental leave (in the public health service, parental leave must end when your child reaches age 16).

The current entitlement for parent's leave is 9 weeks leave. Employees who had taken seven weeks' parent's leave prior to 1 July 2022 will now have an entitlement to an additional 2 weeks if their child is under 2 years old.

Parents leave must be taken within 2 years of the birth or adoptive placement of your child. An employee is entitled to a total of 7 weeks (or 9 weeks from 1st August 2024) currently including for multiple births or if adopting 2 or more children at the time.

You will not be paid your salary from the HSE while you are on parent's leave, but you can apply for parent's benefit from the Department of Social Protection (DSP). Read more about the conditions of Parent's benefit set out by the Department of Social Protection

Only you can take your Parents leave. You can't pass it on to your partner or to someone else caring for your baby.

Paternity Leave

Eligible parents can take paternity leave to care for a child following birth or adoption.

Entitlement is 2 weeks paternity leave and the leave must be availed of within the first 6 months after birth/adoption. (pro-rata for part time staff). The manner in which payment is effected will vary in accordance with the PRSI category in which staff are classified. Further details are available from your Line Manager.

Shorter Working Year

Shorter Working Year (HSE Incentivised Scheme). The scheme is intended to facilitate staff in balancing their working arrangements with outside commitments. Further details are available from your Line Manager, Human Resources or hse.ie.

HSE Breastfeeding Breaks

The HSE breastfeeding policy and HSE information of different leave types and how to apply can be found at the following link: www.healthservice.hse.ie/staff/leave/

You should discuss your breastfeeding requirements with your Line Manager.

Breastfeeding Facilities for Staff

There is a designated, secure room available for staff in the Hospital for breastfeeding.

Located adjacent to the Radiology waiting area. The room includes:

- A comfortable high back chair.
- A press and countertop.
- Power points.
- Fridge Facilities

Hand washing facilities are available next to the Parent/Baby room.



Supporting Work Life Balance and Employee Wellbeing

Sick Leave

You should let your manager know as soon as possible, and before your start time, that you are unable to attend work.

If you are unable to attend work due to illness or injury, you may be granted sick pay under the [public service sick leave scheme - gov.ie](#).

Changes to the public service sick leave scheme came into effect on 4 September 2023. The revised scheme is set out in [changes to the public service sick leave scheme \(HSE HR circular 024/2023\)](#).

The changes apply to employees who went on sick leave on or after 4 September 2023.

You are entitled to sick pay when you comply with HR policies and procedures including:

[Managing attendance policy \(PDF, 443KB, 29 pages\)](#)

[Rehabilitation back to work policy \(PDF, 1.3MB, 30 pages\)](#)

Further information in relation to sick leave policies, procedures and guidelines is available from your Line Manager, the MRHT HR Department and/or the HSE's website

<https://healthservice.hse.ie/staff/leave/sick-leave/>

Notification of Sick Leave Absence

If you are absent due to illness your Line Manager/Head of Department should be notified personally prior to the start of your shift or within two hours of the commencement of your shift on the first day of absence.

If your Line Manager cannot be notified, it is essential that the name of the individual to whom the message is given is noted.

Failure to contact your Line Manager may result in your absence being classified as unpaid leave. It is not acceptable to leave a message on voicemail or with the switchboard.

Public Holidays

There are 10 official public holidays.

Permanent or Temporary employees who work full time get public holiday benefits.

Casual or Part Time Staff who have worked at least 40 hours in the five week period ending on the day before the public holiday are also entitled to public holiday benefits.

A public holiday is a statutory entitlement, as set out in the Organisation of Working Time Act, 1997 and should not be confused with "Bank Holiday" which are not covered by the Act and to which there is no legal entitlement. Further information is available from your Line Manager.

NCHD's please refer to your contract of employment for public holiday entitlements.





L-R Paula Mc Elligot, Angeline Flanagan, Pauline Keeshan, Clare O'Dea,

The Medical Directorate is responsible for the operational management of the Directorate ensuring the efficient and effective day to day running of the Governing Hospital groups, matching resources to needs with flexibility to respond to workload pressures.

The Medical Directorate is governed by a Clinical Director, Business Managers and Divisional Nurse Managers, and the invaluable support of our General and Medical secretariat colleagues.

Services under the Medical Directorate governance include:

- Accident and Emergency
- Cardiology
- Dermatology
- General Medicine, including frailty
- Endocrinology
- Gastroenterology
- Infectious Diseases
- Paediatrics (visiting Consultants from MRHP)
- Respiratory
- Renal/Nephrology
- Rheumatology
- Oncology /Haematology
- Laboratory

Contact Us:

Clinical Director
Dr. Aine Gorman

Business Managers
Pauline Keeshan: 05793 59057, 086 0669575, E-mail: Pauline.keeshan@hse.ie
Angeline Flanagan: 05793 55833 ,087-1800706, , E-mail: Angeline.flanagan@hse.ie
Location: Business Managers offices are located on Level 2 of Scott Building.

Divisional Nurse Manager:
Paula McElligott: 05793 58993, 086 0678200,
E-mail: Paula.McElligott@hse.ie
Clare O'Dea: 05793 58361, 086 1455400,
E-mail: Clare.odea@hse.ie
Location: Ground Floor old Hospital

The Medical Directorate also can be contact through their Assistant Staff Officer:
Sylvia Nowak, 057 93 58121; E-mail: Sylvia.nowak@hse.ie

Medical Directorate



Dr. Aine Gorman.
Clinical Director



L-R Mary Jane Burke, Sinéad Heffernan, Suzanne Buckley, Deirdre Rock, Marie Ryan.

The Perioperative Directorate manages quality and safety for patient care before, during and after surgery.

The Perioperative Directorate is governed by a Clinical Director, Business Managers and Divisional Nurse Managers, and the invaluable support of our General and Medical secretariat colleagues.

Services under the Peri Operative Directorate governance include:

- Surgical - Elective and Emergency services
- Day Hospital and Endoscopy Services
- Orthopaedics – Elective and Regional Trauma Centre
- Trauma Assessment Clinic
- ENT – Elective and Emergency Services
- Audiology
- Anaesthetics – Theatre and Critical Care
- Vascular – Elective and Emergency Outpatient Services
- Vascular Laboratory
- Outpatients Department
- Radiology – Diagnostic and interventional imaging (including CT/ MRI/ Ultrasound and plain film x-ray)

Contact Us:

Clinical Director:

Mr Khalid Merghani

Clinical Director Peri-Operative Directorate

Business Managers:

Deirdre Rock: 057 9359530, Mobile No: 086 0677957,

E-mail: Deirdre.Rock1@hse.ie

Suzanne Buckley: 057 9357656, Mobile No: 086 0669573,

E-mail: suzannem.buckley@hse.ie

Sinéad Heffernan: 057 9359256, Mobile No: 086 0677989 :

E-mail: sinead.heffernan1@hse.ie

Location: Business Managers offices are located 2nd floor in the Scott Building.

Divisional Nurse Manager:

Mary Jane Burke: 057 9358133, Mobile No: 086 0677980,

E-mail: maryj.burke@hse.ie

Marie Ryan: Mobile No: 086 1913468,

E-mail: mariem.ryan@hse.ie

The Peri Operative Directorate can also be contacted through their Assistant Staff Officer

Anne Marie O'Connor: 057 9358106, 087 9572143, E-mail:

annemarie.oconnor1@hse.ie

Surgical/ Perioperative Directorate



Mr Khalid Merghani
Clinical Director Peri-Operative Directorate

Quality & Patient Safety



Our Accountability for Quality Healthcare

Access Officer

The Patient Advocacy and Liaison Services Coordinator is the Access Officer for MRHT.

Access to health and social care services is everyone's responsibility and is about big and small things; like access to buildings, how consent is obtained, how medication is explained, how appointments are managed and assigned and how bad news is broken, whether a person is blind, deaf, has autism or any other disability.

The Access Officer supports staff to deal with these big and small things when additional support or guidance is needed.

For more information, contact PALS on ext: 58117 or MRHT.PALS@hse.ie.

Clinical Audit

One of the hospital's objectives is to deliver a service to patients that is safe, clinically effective and efficient.

Clinical audit is a way to find out if healthcare is being provided in line with standards and informs care providers and service users where the service is doing well, and where improvements could be made.

MRHT is committed to participating in five National Clinical Audits in collaboration with the National Office of Clinical Audit (NOCA). The five national clinical audits are:

- Irish Hip Fracture Database
- Irish National Orthopaedic Register
- Hospital Mortality
- Major Trauma Audit and
- National ICU audit.

The hospital has a Clinical Audit Coordinator who provides assistance to staff in relation to clinical audits and develops Clinical Audit Excel Tools for staff.

Consumer and Legal Affairs

All service users have the right to comment, compliment or complain about any service received in MRHT. The Consumer and Legal Affairs department responds to comments, compliments and complaints in accordance with HSE policies.

We also learn from complaints received so we can better improve our service to provide a high quality customer focused service. It is your right as a patient or service user of MRHT to make a complaint if you believe the standard of care, treatment or practice falls short of what is acceptable.

If you need to make a complaint, we want the process to be easy, effective and fair. We are committed to providing a complaints management system that allows us to listen and respond to feedback with a satisfactory outcome for the service user.

The Consumer and Legal Affairs team also processes requests for records under Freedom of Information legislation and General Data Protection Regulations.

Contact the Consumer and Legal Affairs team to provide feedback via MRHT.Yoursay@hse.ie. To request your records under Freedom of Information or General Data Protection Regulation, email MRHT.Records@hse.ie with a detailed description of the records you require along with a copy of your photographic ID.

Data Protection

At the Midland Regional Hospital Tullamore we must endeavour to be compliant with Data Protection regulations at all times. All staff are required to undertake the online data protection training course.

Health and Safety

The purpose of the Health and Safety Officer is to promote a positive health and safety culture in the hospital. This is achieved through advising senior management with regard to compliance with legislation and best practice and engaging with staff to ensure their participation in the health and safety programme for the Hospital.

The Health and Safety Department aims to support management and staff by:

- Providing specialist advice and guidance regarding health and safety matters to the Senior Management Team, Heads of Service, managers and staff and to assist Hospital management and heads of service in ensuring that the high standards of health and safety as dictated by MHRT are met.
- To facilitate compliance with the corporate Health and Safety Statement and associated processes, policies and legislation within.
- Conduct accident investigations and liaise with external bodies such as the Health and Safety Authority (HSA).

The Health and Safety Officer, Oisin Daly is responsible for the management of health and safety to ensure that MRHT is a safe workplace for staff and a safe environment for patient and visitors.

Incident Management

In order to learn lessons from adverse incidents and near misses, the hospital encourages the reporting of any event, which could result in, or may lead to, unintended harm to staff or patients. All employees have a responsibility to report incidents/near miss events. The hospital is committed to facilitating this reporting in a positive and supportive manner.

We have a robust incident reporting system in place, which aims to ensure that incidents are not repeated by introducing preventative measures once an incident has been investigated.

Incident report forms are available from your Line Manager and/or the HSE's website <https://www2.healthservice.hse.ie/organisation/qps-incident-management/nims/>. Our Quality & Patient Safety Team are available to provide advice on incident reporting and can be contacted at gps.mrht@hse.ie

Open Disclosure

Open disclosure is an open, consistent approach to communicating with service users when things go wrong in healthcare.

This includes expressing regret for what has happened, keeping the patient informed, providing feedback on investigations and the steps taken to prevent a recurrence of the adverse incident.

MRHT promote a just, proportionate and consistent approach to the management and investigation of incidents and near misses.

Module 1 Open Disclosure training is mandatory for all employees working in the HSE. Module 2 and Module 3 (classroom based) is a requirement for all staff who may be involved in formal open disclosure training, i.e. senior managers, senior nursing staff, midwifery and health and social care professionals, medical staff and QPS staff.

Online training for Module 1 & 2 is on HSElanD and Module 3 can be booked at gps.mrht@hse.ie.

Patient Advocacy and Liaison Service (PALS)

The PALS service is here to provide support and information to patients, and their families/carers. The service assists those who have concerns or queries about services in the hospital or their care.

It is also responsible for developing strategies to enable increased patient partnership across the hospital. It acts as a catalyst for change and improvement by providing information and feedback on problems arising and blocks in service care/delivery through data reporting to senior management.

For more information, contact Amy Mathews PALS on ext: 58117 or MRHT.PALS@hse.ie.



Quality Improvement

Quality improvement in MRHT aims to improve quality and safety and to improve patient experience and outcomes. The QPS team use a number of Tool-kits such as the Health Services Change Framework, Co-lead tool-kit and the HSE Framework for Improving Quality.

Quality improvement projects can come from audit results, complaints/compliments, inspections, standards or from ideas that staff have to improve services for patients. Information and support on QI is available from the QPS team at gps.mrht@hse.ie.

Risk Management

Each one of us unconsciously and naturally manage risks every day, in our homes, as we travel and at work. Risk management simply provides us with a structured approach to anticipate the threats that could occur, assists us in identifying the most effective way to manage those threats and gives us the means by which we can measure how successful we have been in our efforts.

Each department in MRHT has a risk register that identifies the risks for patients and staff in that area. Risks that cannot be managed at department level are escalated to line managers and if necessary to the overarching hospital risk register.

The QPS team facilitates training on risk management. If you require any information on risk management, contact your line manager or the QPS dept. at gps.mrht@hse.ie.



L-R Clare Conway, Tina Connaughton, Eileen Dunphy, Ciara Norris, Stephen Wynne, Oisin Daly, Amy Mathews

Clinical Audit Co-ordinator- Eileen Dunphy
Co-ordination of national and local audits in MRHT and providing guidance to MRHT staff on principles of audit.

Patient Safety Officer- Tina Connaughton
Implementation of the Patient Safety Strategy, monitoring and implementing quality improvement plans, focusing on the common causes of harm. Monitoring National Inpatient Experience Surveys and implementing improvements to address areas where scores need improving.

Clinical Risk Manager Management of clinical incidents, including monitoring of incident trends, investigation of incidents and providing education and support to staff. Risk management, including management of the hospital risk register.

Risk Management Resources

<https://healthservice.hse.ie/staff/health-and-safety/risk-assessment/>

<https://www2.healthservice.hse.ie/organisation/qps-incident-management/>



Clare Conway
Quality and Patient Safety Manager
Email: claireconway1@hse.ie



Síle Geraghty, Clinical Risk Manager



Julie Mealiffe and Stephen Wynne
Administration support for the QPS Directorate

Where are we located?

The QPS dept. is located on Level 1 Scott building, beside the security desk.

Availability

The QPS dept. is available Monday- Friday 08.30-16.30. The QPS manager can be contacted for serious incidents through the senior manager on call out of hours.

Contact Us:

The QPS team can be contacted at qps.mrht@hse.ie

Patient Advocacy can be contacted at mrht.pals@hse.ie and 057 935 8117

The Quality and Patient Safety (QPS) Department supports risk and incident management. It leads and monitors quality and safety standards set down by international and national standards.

Infection Prevention and Control

The infection prevention and control team limit the acquisition and spread of infection and to ensure that no person is harmed by preventable infection and disease, through the provision of:

- Epidemiological and evidence based practice
- Proactive identification of risks through the process of audit, risk assessment, alert organism surveillance and targeted surveillance of hospital acquired infection.
- National Infection prevention and control guidelines adapted to local facilities where indicated and staff education/training to promote implementation in practice.
- Ensure appropriate use of antimicrobials in treatment and prophylaxis of infection

We can provide services such as patient information leaflets, education, training and expert infection prevention and control advice.

We are located in the old hospital building near the MRI and Renal Dialysis.

Please see our relevant documents on Q Pulse IPC Policies, HPSC national guidance and HSE Amric Resist.

Please completed the mandatory HSE modules online:

- Hand Hygiene
- Standard precautions
- Basics of Infection prevention and Control

Making Every Contact Count

MRHT employees are encouraged to foster an environment where every contact counts. The Making Every Contact Count strategy capitalises on the daily opportunities experienced by healthcare professionals to support patients in changing behaviours which are having an impact on their current health or which may influence their health in the future, empowering people to make healthier lifestyle choices.

COVID-19 & Vaccinations

The current national covid guidelines are available on Q pulse.

Please ensure you are full up to date with your vaccination requirements as vaccines prevent infection.

Contact Us:

Grace Kinahan
Assistant Director of
Nursing, IPC
EXT 58521
grace.kinahan1@hse.ie
Mob.0860678006

CNM 2 IPCN: Bleep 235

Monday – Friday- 8am -6pm

The Consultant Microbiologist can be contacted through the hospital switchboard for out of hours advice.



Grace Kinahan, Assistant Director of Nursing, IPC.



End of Life Care

The MRHT is a Hospice Friendly Hospital (HFH). We aim to ensure that each patient receives high quality end of life care that is appropriate to his/her needs and wishes and to ensure family members are provided with compassionate support and, subject to the patient's consent, given timely information before, during and after the patient's death.

Staff are supported through training and development to ensure they are competent and compassionate in carrying out their roles in end of life care.

Final Journeys

Final Journeys is a one-day workshop designed to help you become more competent, confident and comfortable delivering end of life care. It focuses on enhancing the communication skills of participants to enable them to be more competent in supporting patients who are dying, as well as their families.

This workshop is for all staff. Everyone who attends the workshop will receive a certificate of attendance.



Final Journeys is currently accredited by the Nursing and Midwifery Board of Ireland (NMBI) and RCPI (Royal College of Physicians of Ireland). For more information contact zara.dagg@hse.ie

Accreditation for Final Journeys:

- 7 CEU credits in Category 1 approval from NMBI
- 6 CPD credits in the International (Practice and Evaluation) Category from the Royal College of Physicians of Ireland (RCPI)

New : Practical Languages and Phrases for End of Life Conversations in Hospitals

Workshop 1 & 2: Accreditation for 1 CPD (RCPI) and 1 CEU (NMBI)

Workshop 1 Objectives:

- Prepare for compassionate end of life conversations, provide examples of language and phrases which support effective end of life conversations and reinforce learning through case studies and scenarios

Workshop 2 Objectives:

- Explain the need for a post mortem examination to relatives following a death

The end of life symbol is displayed when a patient is dying or has died on the ward. The symbol lets staff and visitors know that an intensely personal moment is happening within the ward and alerts us to show dignity and respect. The symbol is inspired by ancient Irish history and is not associated with any one religion or denomination.

Non-Denominational Remembrance Services

Services are held twice a year at MRHT. Bereaved relatives of patients who died in a recent 6 month period are invited to these services, which are held in the evening at the Hospital, usually during May and November each year. The services consist of readings and music, and acknowledgement of individual patients who died at the hospital.

Local Chaplains

Local chaplains are contacted via switch at a patient/family's request to provide for the emotional, spiritual, religious and existential needs of patients. We engage with leaders of all faiths, beliefs, philosophies, religions and non-religions. Hours of availability: 24 hours a day, phone switch on 0579321501.

Chapel

The Hospital Chapel is a sacred space for reflection and quiet prayer. It is available for staff, patients and families and is located on the ground floor. Mass is available at 9am every Friday, Sunday and Holy Days.

Masjid Islamic Prayer Room

The Masjid Islamic prayer room is located on the vascular corridor and is available for staff only.

Special Care Rooms:

Special Care Rooms: There are three rooms in the hospital designated for End of Life Care: one is located on Clonmacnoise and 2 are located on Brosna. These rooms create homely, private, dignified spaces for patients and families at the end of life.

Healing Garden

The Healing Garden located on the ground floor was funded by the Friends of the Hospital and is a quiet, tranquil space for staff, patients and families.

Mortuary

Our Mortuary is located on the ground floor of the hospital. Family viewing of deceased persons in the mortuary viewing room can be accommodated pending staff availability and infection prevention and control guidance. The mortuary can be contacted on 0579358460.

End of Life Care Committee

The End of Life Care Committee meets quarterly. For end of life care education, training, resources, information, policies, research, audit and advocacy.

Contact

Contact Zara Dagg, End of Life Care Coordinator at zara.dagg@hse.ie or phone 0867871378.

Hours of availability:
Monday to Friday 09:00-16:30.



Zara Dagg,
End of Life Care Coordinator



What is Palliative Care?

Palliative Care is care given to improve the quality of life of patients who have serious or life-limiting conditions. This means a condition, illness or disease which is progressive and cannot be cured.

We aim to treat, as early as possible, the symptoms of the disease (or side-effects caused by treatments) and any psychological, social and spiritual problems related to the illness. We also assist families and caregivers through this experience and identify families or loved ones who may be a bereavement risk assisting them in seeking bereavement support services.

The Specialist Palliative Care (SPC) service at MRHT is a consultation based service for advice and guidance to the primary team, who continue to have primary responsibility for patient care, communication, delineation of ceilings of care and discharge planning.

Referral Criteria

Eligibility criteria for referral to specialist palliative care services:

Patients with both:

- an advanced, life limiting condition
- And
- current and anticipated complexities relating to symptom control, end of life care planning or other physical, psychosocial or spiritual care needs.

It is recognised that there are grey areas and individual referrals may be discussed with the consultant so as to assess their appropriateness.

All referrals should normally be sanctioned by the most responsible physician.

The patient must be aware of and agreeable to palliative care referral. If there are any complexities, discuss with SPC team.

The SPC service is not a chronic pain service, and reserves the right to decline referrals of patients with chronic pain who do not have a palliative diagnosis.

How to Refer to SPC team:

All referrals should be made by completion of the Specialist Palliative Care Team Consultation form and a telephone call to a team member.

URGENT REFERRALS MUST BE MADE BY 12 NOON IF YOU WANT THE PATIENT TO BE SEEN ON THE SAME DAY

(NOTE: response may be dependent on staff availability)

Palliative Medicine Pocket Guide

This guide to symptom control is made available to all NCHDs as part of their induction pack. Please note phone numbers are not up to date on the front page. Use the phone numbers above or contact the team via MRHT switchboard. Copies of the guide can also be obtained from team members and it is also available on the hospital pharmacy app.

CHO Area 8 (Midlands Area)
Regional Hospital Mullingar
Midland Regional Hospital Portlaoise
Midland Regional Hospital Tullamore



Palliative Medicine Pocket Guide

2nd Edition - September 2019

For further advice contact:

Leisure Offaly		
Michael Cusheen, Consultant	(057) 9359524 (Sec)	(086) 0433508
Anne Tan, CNM II Community Team		(086) 8142623
CNS MRH Portlaoise	(087) 7844675	(086) 751740
Leisure Community Team	(057) 8660147	
Leisure weekend mobile		(087) 2680482
CNS MRH Tullamore	to be advised	
Offaly Community Team	(057) 9019519	
Offaly weekend mobile		(087) 2776833
<hr/>		
Longford Westmeath		
Pauline Kaine, Consultant	(044) 9394259 (Sec)	(087) 2494176
Carol Lynan, CNM III Community Team		(086) 7815946
CNS RH Mullingar	Sleep 252,	
Longford Community Team	(043) 3345851	(086) 8264855
North Westmeath Community Team	(044) 9053626	(087) 2626431
South Westmeath Community Team	(090) 6483147	(087) 2681422

Referral criteria:

Patients/clients with both:
An advanced, progressive, life-limiting condition, irrespective of diagnosis and:
Current or anticipated complexities relating to:
• symptom control
• end of life care planning
• other physical, psychosocial or spiritual needs
that cannot reasonably be managed by the current care provider(s)

Your Facilities

Telephony/Reception

The main reception of our Hospital is situated in the atrium, which is on the ground floor just inside the main entrance to the Hospital. Our telephony room is also on the ground floor, adjacent to the main reception and beside the security office.

To contact our main reception, from any telephone line within the Hospital, please dial 3000.

If you wish to contact our main reception from an external line, please dial 057-93-21501.

Alternatively, our Reception and Telephony Team can be contacted via email at reception.mrht@hse.ie



L-R Eadaoin Finlay, Vinny Grennan, Martina Kinahan



Our Reception and Telephony staff are delighted to welcome you to Tullamore and help you with any queries you might have during your time with us.

We can assist you with,

- Access to an external telephone line as not all of our Hospital landlines have external connections.
- Directions and telephone extension information for various Departments within the Hospital.
- Any issues with your bleep.

We also manage the On-Call Book after 5pm from Monday – Thursday, after 4pm on Friday afternoons and 24 hours Saturday and Sunday, also Bank Holidays.

Bleep Protocol

From any internal phone Dial 37 followed by the bleep number you require then followed by the extension you are calling from.

Cardiac Arrest and Emergency Response

In the event of a cardiac arrest or emergency response dial the following numbers from any phone in the hospital and state clearly the location of the emergency.

Cardiac Arrest 2222 Emergency Response 7777

These calls come through to our telephony room and staff on duty will initiate the emergency call.

We hope you will enjoy your time with us
RHT.



Hospital Communications

It is essential for communication purposes that all staff with a HSE email address are added to the hospital contact registry and added to the appropriate internal mailing lists.

Please email Communications.MRHT@hse.ie to be added upon joining the hospital or changing roles.

Your Facilities



ICT Service Desk

The National Service Desk (NSD) is the single point-of-contact for all HSE staff to access I.T. services.

The National Service Desk (NSD) I.T. team can help you:

- fix problems with your IT equipment (for example your computer or email)
- access networks or shared folders

Services are categorised as requests or incidents. A request is where you want something, for example, a new computer, a new user account, access to a shared folder. An incident is where something is broken, for example, printer not working, unable to access an application, internet unavailable, email not working.

ICT Self-Service

You can [use the self-service portal](#) to log an incident or request. This gives the fastest response time and you can check the status of your tickets without having to ring the NSD.

ICT Support at MRHT

With the expert guidance of our onsite ICT Coordinator, significant progress has been made in developing, managing and ensuring the availability of ICT services at our Hospital. The support of our onsite ICT Coordinator also ensures the integrity of data used within the Hospital.

Lee Kearney ICT Manager, Lee.Kearney@hse.ie

Please liaise with your Line Manager in regard to relevant ICT policies for your area or alternatively all ICT Policies, Guidelines and Standards can be viewed via <https://www.hse.ie/eng/services/publications/p/ict/>

General Data Protection Regulation (GDPR)

Data Protection is the safeguarding of the privacy rights of individuals in relation to the processing of personal data. You supply information about yourself to many organisations, including the HSE, in order to avail of services or satisfy obligations. For the purpose of Data Protection, such organisations or individuals who control the contents and use of personal data are known as Data Controllers.

The HSE as a Data Controller must adhere to the principles of data protection which are set out in the General Data Protection Regulation (GDPR) and the Data Protection Acts 1988-2018.

Furthermore the HSE must be able to demonstrate compliance with the above principles and respond to requests by individuals seeking to exercise their data protection rights (for example the right of access).

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Please be aware of your responsibility for safeguarding personal data, further information can be obtained via <https://www.hse.ie/eng/gdpr/>

Research and Education Centre Library

The Library at the Midland Regional Hospital Tullamore aims to provide an integrated and high quality service to ensure that the best possible evidence underpins patient care, decision-making, education and research in the health service.

The Library provides access to an extensive online library available to all HSE staff and students together with a well-resourced physical library. Core services include an evidence request service and information skills training. Facilities available include out of hours study spaces, WiFi, PCs, printers, including 3D and poster printers and MakerLab. Register for a library account online at www.hselibrary.ie or email librarymrht@hse.ie for enquiries.

Security

There are a number of security procedures in place in order to provide a safe environment for all Staff, Visitors and Patients in Midlands Regional Hospital Tullamore and to protect the Hospitals assets, buildings and grounds.

Personal Belongings

Personal belongings should be secured and not left lying around in offices or on the wards.

Car Parking Facilities

Car parking is available to staff. Staff are reminded to park at all times in designated staff parking areas.

Contact Us:

- Security (Hospital): Phone: 58728 Email: ben.corcoran@hse.ie / tullamorecontrolroom@gmail.com
- Security Scott Building (Reception): Phone: 57602
- Security Manager Phone: 58440 Email: eddie.porter@hse.ie

Communications & Media

Media enquiries concerning Hospital information, policies or patient status information are dealt with by the General Managers office and the Communications office. The provision of interviews, statements or any other information connected with the services provided by the Hospital should not be undertaken without the prior approval of the General Managers office. Outside normal working hours such enquiries are dealt with by the Senior Nursing Manager on duty.

If you are contacted by media directly please transfer them to the Communications Office. Phone: 05793 58124 Email: Communications.MRHT@hse.ie

Identification Badges

Central to our Hospital's security structure is the requirement for all staff and contracted workers to wear personal identification badges at all times when on the hospital premises.

The Security Department will operate the identification badge system for all hospital employees and contracted workers. The identification badge will incorporate a name, photograph, occupation of bearer and duplicate as a door access swipe card.

For the purpose of clarity the identification badge will be known as a Swipe ID Card. The cost of this Swipe ID card will be paid by the employee (currently €20) and this cost is refundable at the end of your employment, once receipt is produced.

Please liaise with your Line Manager and/or our Security Manager for further information in regard to the application and approvals process.

MRHT Staff Newsletter

The Communications Office produces a bi-monthly newsletter with news from management and clinical updates to news and events from Hospital staff.

If you have any information you would like to include or if you would like to give feedback on the newsletter please contact the Communications Officer at email:

Communications.MRHT@hse.ie



Caroline Cleary,
Communications Officer



Staff dining in Midland Regional Hospital Tullamore

Dining Facilities

Staff Restaurant

The Hospital's Main Dining facilities for staff are located on the 2nd Floor of the main Hospital.

Opening hours are:
7.30am to 5.30pm Monday - Friday
8.30am to 5.30pm Sat / Sun

We offer a continental breakfast from 7.30am (tea, coffee, cereal, porridge, fruit salad, boiled eggs, toast, brown bread)

Hot breakfasts are available between 9.00am and 11.00am alongside a variety of homemade fresh scones and pastries.

Lunch is available from 12.00pm to 2.00pm consisting of vegetarian options, fresh variety of fish, cooked meat, halal options, and fresh vegetables, all cooked and served fresh on the day.

Also available is a variety of salads, sandwiches, wraps, hot and cold desserts.

Evening teas are available between 4.00pm - 5.30pm – hot meals freshly cooked along with salads.

Vending Machines

Vending machines are located on the ground floor behind the reception desk. Card or cash payment is accepted.

Hospital Shop

The shop is located on the ground floor behind reception.

Opening hours:
Mon-Fri: 8:45am–5:00pm.
Sat, Sun, Bank Holidays: 11:00am-3:00pm

Zen Cafe

Is located in the main reception. It is available for staff, patients and visitors to our hospital.

Open Monday-Friday 8am - 7.30pm

Our staff restaurant caters for all dietary requirements – halal, vegetarian, coeliac, diabetic & any other requests.

Our restaurant is also open to any patient or visitor to the hospital who is unable to leave the campus for refreshments.

Living in the Midlands

Why Offaly?

The county has a rich and ancient heritage. Offaly is bursting with wildlife from the forests to the bogs to the mountains and river valleys.

The main Offaly towns are Tullamore and Birr. Tullamore is home to the famous Tullamore Dew and Irish Mist and one of the best shopping locations in the midlands. Birr is a handsome Georgian town. Birr's castle is one of the main attractions in the county.

Read more about what makes Offaly a great place to live and work in here:
<https://www.midlandsireland.ie/>



With vibrant towns, and quite country villages, the Midlands is a great place to call home. With better value housing, social and cultural diversity and lots to do, more people than ever are choosing to live in the Midlands.

Accommodation Websites

Whether you are moving jobs within Ireland, or travelling to Ireland from abroad, we strongly advise arranging accommodation prior to commencing your new post at the Midland Regional Hospital Tullamore.

Rental accommodation is mostly advertised online. Popular websites used by private landlords and letting agencies include www.daft.ie; www.rent.ie; and www.myhome.ie. These sites also allow you to create alerts so that you will receive emails notifying you of new listings that correspond to your search parameters.

You may also wish to review the Citizens Information website for more details in relation to your rights and responsibilities as a tenant, www.citizensinformation.ie/housing.

Citizens Information

daft.ie
Rent.ie

myhome.ie

What to do Locally

www.offaly.ie – this website provides information in relation to news and events happening within the Tullamore and surrounding Offaly areas, including arts and cultural events.

Group and Club Meetings at Tullamore Library

Contact Tullamore Library directly for more information on any of the events listed below.

<https://www.offaly.ie/tullamore-library/>

MyWelfare

Revenue
 Cais agus Caisleán na hÉireann
 16th Tax and Customs

NDLS
 National Driver Licence Service
 National Driver Licence Service

National Childcare Scheme
 Early Learning & Care

MyRoadSafety

SUSI

JobsIreland.ie
 Connecting Employers and Jobseekers

Voter.ie

Digital Postbox

**Aer Rásna Teangeolaíochta,
 Bás agus Meate**
 Department of Agriculture,
 Food and the Marine

Aer Rásna Cosanta Fochraíochta
 Department of Foreign Affairs

**seirbhís iaccainme
 cíosaintreachta**
 decision support service

HAP
 localacht Cúnamh Títhíochta
 Housing Assistance Payment

myCoCo
 Local Authority Services
 Coming Soon



Transport



TFI Local Link Bus Service

TFI Local Link Services are available through the [National Journey Planner](#). Alternatively, more detailed information on the range of services in the Laois Offaly area can be obtained by contacting the TFI Local Link Office at:
<https://www.transportforireland.ie/support/your-tfi-local-link-office/>



Irish Rail Train Services

5 minute walk to town centre. 10 minute walk to General Hospital.

Station Address, Iarnród Éireann, Kilcruittin, Tullamore, Co. Offaly.
R35 RY63
Contact Number:
[\(057\) 93 214 31](tel:(057)9321431) or [\(01\) 836 6222](tel:(01)8366222).

Calling from outside the Republic of Ireland [+353 \(0\)1 836 6222](tel:+353(0)18366222)

HSE Cycle to Work Scheme

The HSE's Cycle to Work Scheme covers bicycles and equipment up to €1,250. The scheme is a tax incentive encouraging you to cycle to and from work.

Under the scheme, employers pay for bicycles and bicycle equipment for their employees. You pay your employer back through a salary-sacrifice arrangement. You are not liable for tax, PRSI or Universal Social Charge on your repayments.

The Midland Regional Hospital Tullamore participates in the above scheme. Further details can be obtained from your Line Manager

Offaly timetables





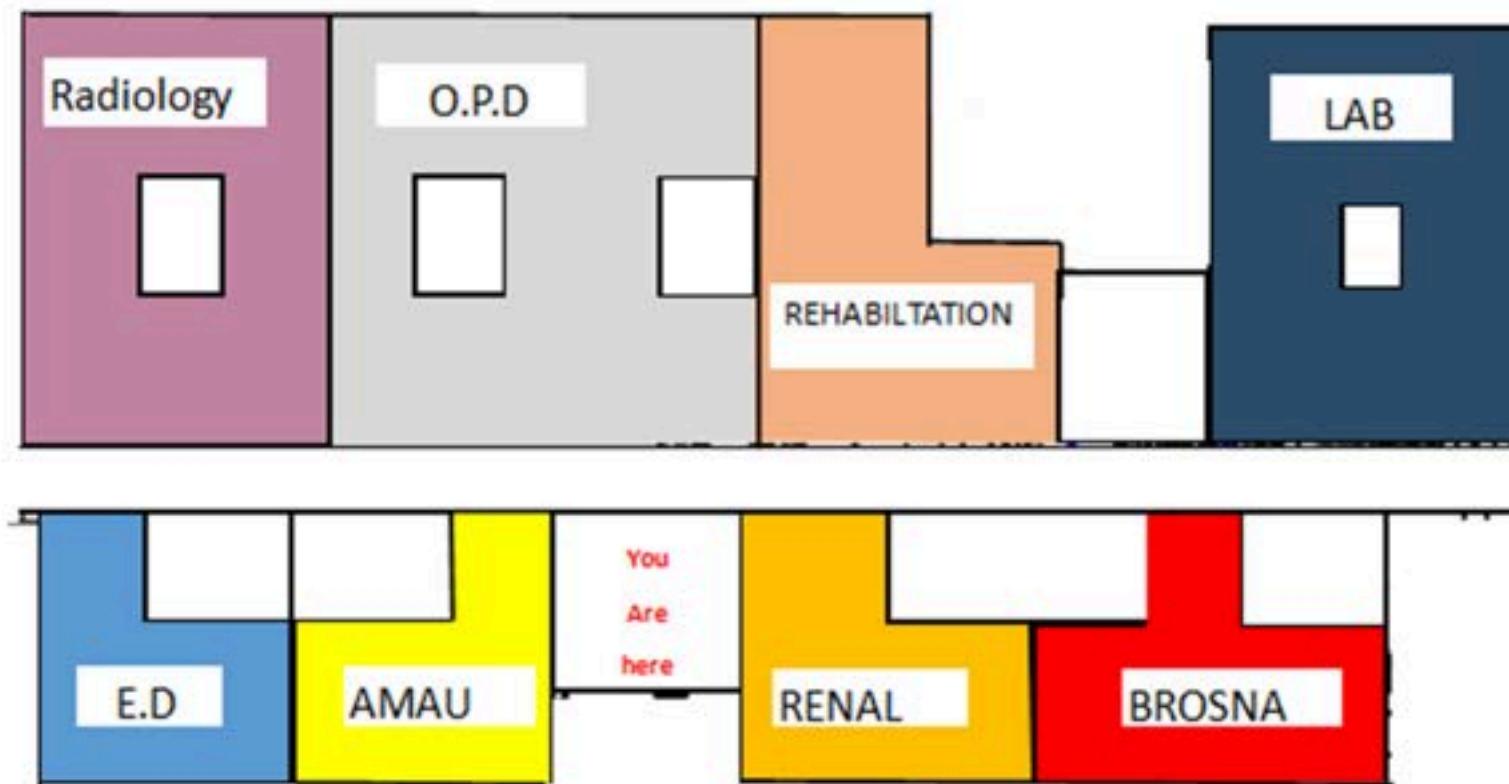
MRHT Departments

The Midlands Regional Hospital Tullamore has a wide variety of departments including:

- Admissions
- Anaesthesiology
- Acute Medical Assessment Unit
- Catering
- Cardiology
- Cardiac Rehabilitation
- Clinical Engineering
- Emergency Department
- Finance
 - Health Insurance
 - HIPE
 - ICT
 - Patient Accounts
 - Payroll
- General Administration
 - General Manager Administration Support
 - Operations Manager Administration Support
- Human Resources
 - General HR Support including Administration, Health & Social Care, Nursing, Healthcare Assistant, Other General Support Services
 - Medical HR Support
- HSSD/CSSD
- ICT
- Laboratory (Pathology)
- Library
- Logistics & Inventory Management (KanBan)
- Main Reception
- Maintenance
- Medical Records (Medical Secretariat Support)
- Mortuary
- Nursing
 - Infection, Prevention and Control
 - Nurse Practice Development
 - Phlebotomy
 - Patient Flow
 - Nursing Administration
- Outpatients
- Pharmacy
- Quality & Patient Services
 - Consumer & Legal Affairs (FOI, Data Protection, Complaints Management)
 - Patient Advocacy & Liaison Services
 - Clinical Audit
 - Health & Safety Management
 - Patient Safety Management
 - Clinical Risk Management
- Radiology
- Renal Dialysis
- Rehabilitation
 - Nutrition & Dietetics
 - Occupational Therapy
 - Speech & Language Therapy
 - Physiotherapy
- Security
- Social Work
- Support Services
- Theatre
- Vascular Laboratory
- Wards
 - Allen
 - Ardan
 - Boora
 - Brosna
 - Charleville
 - Clonmacnoise
 - OHIU
 - Pallas
 - Shannon
 - ICU
 - CCU

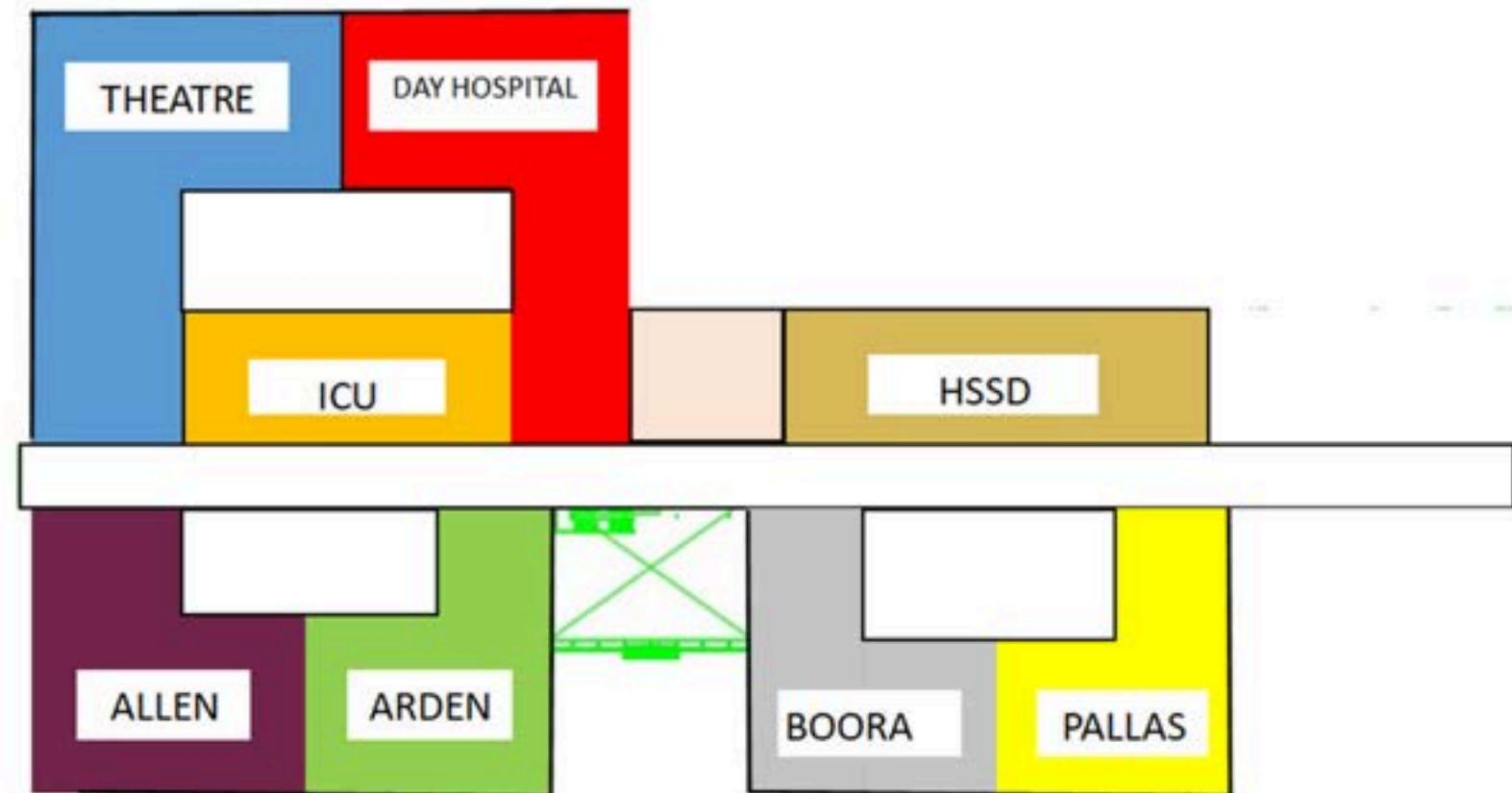
Hospital Ward Plans

LEVEL 0



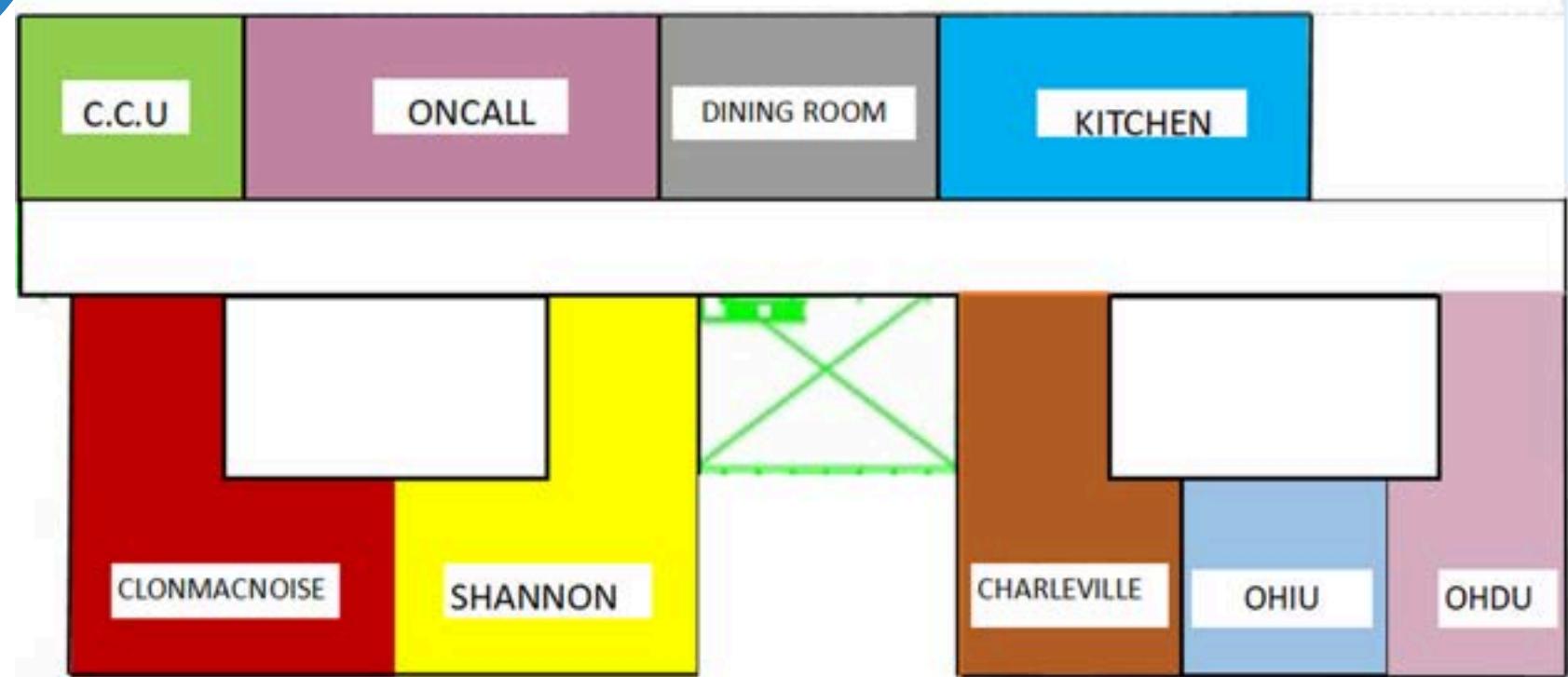
Hospital Ward Plans

LEVEL 1



Hospital Ward Plans

LEVEL 2



Cardiology Dept

The Cardiology Department is located on the ground floor of the old hospital, between the Scott building and the main hospital.

The department is staffed by clinical nurse specialists in cardiology, cardiac physiologists, clerical staff and multi task attendants.

Service provided by the Cardiac Physiologists

- Transthoracic echocardiography (Echo)
- Transoesophageal echocardiography (TOE)
- ECG
- Exercise treadmill test (EST)
- Holter monitoring
- Pacemaker clinics for Medtronic, Boston Scientific and Abbott devices.

How to request a service?

Requests for echo, ESTs, holter and BP monitoring can be made using the NIMIS system.

Requests for pacemaker checks can be made by contacting the cardiac physiologists directly.

Inpatient TOE requests are via direct consultation with the consultant cardiologist.

Inpatient ESTs require medical supervision by the requesting team.

Service provided by the Clinical Nurse Specialists:

- Coordination of angiogram referrals from Tullamore to St. James
- Follow up post PCI clinic
- Review inpatient heart failure patients
- Outpatient heart efficiency clinics
- Organise inpatient and outpatient Cardioversions and TOEs.

All cardiology medical clinics take place in the department.

Contact Us:

Reception: Ext 59103

Cardiac Physiologists: Ext 59106

Clinical Engineering (and Medical Equipment Library)

How to Report a Call for Faulty Medical Equipment:

All equipment faults must be logged through the Clinical Engineering Call Logging system, available on most PC desktops, or by calling extension 58406.

When reporting a fault, please provide the following information:

- Asset/Equip Number
- Detailed description of the fault
- Requestor Name
- Requestor Contact Number
- Confirmation of cleaning/disinfection performed

There are two types of Asset /Equipment number labels currently used in MRHT:



Important Note: It is the responsibility of the staff member who discovers the fault to log the call and attach a red “Reported to Clinical Engineering” tag to the device. This prevents accidental use by other staff.

Devices will not be accepted for repair unless they have been formally reported to Clinical Engineering and have been cleaned or, where applicable, disinfected.

MRHT Equipment Library

The Medical Equipment Library is located on the second floor, opposite Oncology.

The service provides the loan of a wide range of medical devices from Monday to Friday, 9:00am to 4:30pm (excluding public holidays).

Given the high annual cost of maintaining medical equipment, all devices must be properly stored or returned to the Medical Equipment Library when not in use.

For all queries, access to equipment outside these hours, or to return equipment after use, please contact extension 58464.



The Clinical Engineering and Medical Equipment Library department provides 24/7/365 maintenance and technical support for over 7,000 items of medical device equipment at the Midland Regional Hospital Tullamore.

John Adlington (Principal)
Mobile: 086 389 4733
Email: john.adlington@hse.ie

Paul Rosney (Senior)
Michael Cox (Senior)
Seamus McDonald (Senior)

Jenny O’Grady (Clerical Officer)
Telephone: Extension 58406
Mobile: 086 380 2601
Email: clinicaleng.mrht@hse.ie

Equipment Library:
Telephone: Extension 58464



John Adlington
Principal Clinical Engineering Technician

Finance Dept

What do we do?

Finance

Our Finance Manager, supported by two Finance Officers, manages all aspects of the finance function

They liaise with MRHT Senior Management Team and Heads of Service to provide support in respect of projects/developments/queries which may have a financial impact.

As part of their departmental role they create awareness around National Financial Regulations and other finance developments which may have implications for other staff.

The finance department is responsible for budgetary management for a budget in excess of €130m.

Health Insurance

Engages with patients who elect to use their private health insurance while attending MRHT and process claims in respect of these patients. They are available to assist consultants with issues around completion/submission/payment of private health insurance claims.

Hospital Inpatient Enquiry (HIPE) Department

HIPE are responsible for all aspects of coding activity at MRHT. Available to provide data around specific data/activity queries as and when required.

Patient Accounts

Facilitate processing of supplier invoices, month end accruals, booking of transportation, generation of patient invoices, cash management.

Payroll

Process payroll data for all HSE staff employed by MRHT. They are available to answer queries staff may have around their own pay or payroll processes in general.

Contact Us:

Finance Manager – deirdree.orourke@hse.ie

Finance Officer – sheelagh.hyland@hse.ie

Finance Officer – ciara.rigney@hse.ie

Data Information Officer – kathryn.obrien2@hse.ie

Health Insurance – patricia.mellsop@hse.ie

HIPE – john.malone1@hse.ie

ICT – lee.kearney@hse.ie

Payroll – mary.healy@hse.ie



Deirdre O' Rourke
Finance Manager

Laboratory Dept

Pathology Department

The Pathology Department at the Midland Regional Hospital, Tullamore (MRHT) is comprised of the following key disciplines: Biochemistry, Blood Bank, Haematology, Histopathology and Microbiology. The Mortuary Department is located adjacent to the Laboratory on the ground floor of the hospital.

The Department is committed to providing a high quality, efficient and comprehensive service to its users and is accredited by INAB for compliance to ISO15189

Services Available

The Pathology Department provides a laboratory testing service to MRHT Clinicians and GPs, Primary care Centres and Nursing Homes in the Midlands Catchment area .

The department is also a referral centre for specialised testing and Cellular pathology for the Midland Regional Hospital Mullingar and the Midlands Regional Hospital at Portlaoise.



Aidan Fallon
Laboratory Manager

Contact the Laboratory:

Pathology Department opening hours and contact information are detailed at the following link:

<https://www.hse.ie/eng/about/who/acute-hospitals-division/hospital-groups/dublin-midlands-hospital-group/our-hospitals/mrht/pathology-department-opening-hours-and-contact-information.pdf>



Maintenance Dept



The maintenance department is responsible for the service, upkeep and maintenance of all HSE properties in Offaly. This is achieved by ensuring the environment and facilities will be maintained in accordance with best practice protocols

The list of properties include

- Midland Regional Hospital Tullamore campus
- Central Offices Tullamore
- Riada House Tullamore, Age Care Unit
- Bury Quay and Mental health houses
- Finance Department Sragh
- National Distribution Centre Burlington
- Riverside Centre
- HSE offices Clonminch
- 18 health Centres in the county
- Birr Community Nursing Unit
- Birr community mental health Centre
- Ely house and old Hospital Birr
- Ofaila house Edenderry, Community Nursing Unit
- All other HSE owned and rented accommodation in the county of Offaly.

Tririga System for raising maintenance requests

To gain access to the new Tririga Maintenance system please forward the following details to Neis.Support@hse.ie

- Name
- Location/Ward
- Job Title

You can also visit <https://www.hse.ie/eng/about/who/healthbusinesservices/estates/national-estates-information-system.html> for more information on Tririga.

Staff

There are currently 35 staff within the department which comprises of Administration staff and a highly trained maintenance team that can meet the ever changing challenges that the service demands.

There are currently over 130 maintenance service contracts managed by the department.

The department works closely with the Estates department and plays a lead role in all minor and major capital projects carried out in HSE properties.

Location

The maintenance department is located at the rear of the hospital. The department consists of office accommodation and workshops for each of the relevant trades working on site.



Brendan Cuskelly
Engineering Officer Laois/Offaly

Contact Us:

The department can be contacted on 05793 58400/58399.

Maintenance office hours are as follows
08:00 to 17:00 Monday to Thursday
08:00 to 16:00 Friday



The Department of Nutrition and Dietetics is located within the Rehabilitation Department which you will find to the right of the main reception.

Services available

There are currently 7.5 Dietitians working in MRHT across all services. We provide a referral based service across inpatients and outpatients.

How to request a service?

Inpatient Services

Please complete our purple Nutrition and Dietetics referral card and leave on the ward for collection.

Acceptance of referrals will be documented in the patient's medical chart. Due to high demand for the dietetic service, at present, we operate an inpatient waiting list.

Outpatient Services

Referrals for outpatients are accepted via our purple referral card or clinic letter.

Referrals are prioritised and we work closely with our community colleagues to ensure dietetic care is provided in the correct location and closest to the patient's home.

If we refer onwards, this will be communicated to the referrer.

Education and Training

The Nutrition and Dietetic Department supports training on nutrition related issues across the MDT (e.g. grand rounds, NMPDU courses, student nurses, HCA, MTA)

Across 2023-24 Training Focus
 1. Nutrition Screening for Malnutrition risk.
 2. Placement of Nasal Bridles.

Clinical Nutrition PPPGs

Clinical PPPG relating to Nutrition can be found on Q-Pulse under DIET

Nutrition and Hydration Committee

The Nutrition and Hydration Committee is chaired by Theresa Rennick (Dietitian Manager).

This committee aims to direct and support the implementation of a comprehensive programme of nutritional care which is designed to ensure all patients admitted to Midland Regional Hospital at Tullamore (MRHT) receive high quality nutrition and hydration care or nutritional support appropriate to their needs and preferences.

The work-plan for this committee spans across a wide MDT. If you would like more information please link in.



Theresa Rennick,
Dietitian Manager

Nutrition & Dietetic Dept

Contact Us:

Opening Hours: 9am – 5pm Monday – Friday

Dietitian Manager: Theresa Rennick
theresa.rennick@hse.ie

Office Tel: 58722

Departmental Bleeps:

#301 #402
 #307 #403
 #328 #502
 #394 #339

Dietitians will sign their name and number in the medical chart for intervention.

Pharmacy Dept

Pharmacy Service

There is a limited clinical pharmacy service available on wards, which flexes up and down depending on staff numbers.

Clinical pharmacist cover is linked to ward areas rather than consultant teams. Medical information queries can be given to the pharmacist on the ward or to the dispensary pharmacist at 58705.

We encourage you to request medication reviews of patients where the medicines reconciliation on admission is unclear or where clinical advice is needed.

Please engage with the ward pharmacist, or if you are not familiar with that person, call the dispensary to request a review.



Available Information Resources:

- MRHT MEG app (Username: MRHT, Password: Tullamore1!) – available on all desktop computers within the hospital and as an app for mobile phones.
- BNF, BNF for Children, Martindale, Injectable Drugs Guide, Stockleys Drug Interactions etc. accessible directly from any hospital computer via www.medicinescomplete.com/#/ It can also be accessed on your mobile phone using a HSE Open Athens account.
- HSEland comprehensive training on using the hospital kardex – search for 'MPAR'
- Uptodate® & Lexicomp® accessible on all hospital computers, no login required
- Paper copies of IV monographs available on all wards (also available via the MEG app)
- HSE library: access to specialised resources.

Regional Oncology Hematology Pharmacy (ROHP) team

The Regional Oncology Hematology Pharmacy (ROHP) team provides the following services:

- Aseptic compounding service for the preparation of hazardous medications, monoclonal antibodies and other high risk medications in a ready to use form
- Systemic Anticancer Therapy (SACT) prescription verification and processing service
- Medicines information and protocol development services for the oncology and hematology services.

The team can be contacted at 057 9359232 or oncology.ghf@hse.ie

Contact Us:

The Pharmacy department opens from:
8.30 – 16.30 Mon – Thurs
08.30 – 16.30 Fridays
Open through Lunch hours

Contact numbers:
58704 / 58705 / 58700



**Mairead Galvin,
Pharmacy Executive
Manager**

Speech & Language Therapy Dept

The roles of this department are to assess, diagnose, and treat or optimise difficulties with eating, drinking and swallowing and communication disorders, in order to enhance safety, promote recovery potential, independence, and an improved quality of life as far as possible.

How to request a service

Inpatient Services

Accessed via yellow ward-based referral cards, and alerting bleep to the SLT Department.

These include the following:

- Clinical bedside assessment of swallow and/or functional communication in the acute hospital setting.
- Videofluoroscopy instrumental swallow assessment clinic. This is on Wednesday's in Radiology Dept. Referrals are made by the key SLT in discussion with patient, medical team and other stakeholders as relevant. Medical team approval is required via completion of a radiology request card on NIMIS, or a hardcopy given to key SLT.

- Intervention – may include swallow/communication education with patient and/or family and other professional; compensatory swallow strategies; diet and fluid modification; environmental swallow or communication modification; and/or rehabilitative therapy.
- MDT liaison – This is completed as standard in MRHT throughout patient care. Onward referrals are completed to Community SLT services or other hospital/facility SLT services as indicated and within patient and family wishes.

Wards covered by SLT are: Medical 1, 2, 3, 4, OHIU, Surgical, Orthopaedic Trauma and Elective, ICU and CCU.

Outpatient Services

For service users with a Laois/Offaly home address –These include:

- Tracheostomy care - accessed via referral card and contact to Breda Flynn Murphy (SLT Manager).
- Rapid Access Frailty Assessment clinic under the medical care of Dr Donnelly or Dr McGlynn – 0.5WTE Senior SLT post, accessed via referral card and contact to RAFAU Senior SLT.



The MRHT SLT Department is an adult patient service located on site and comprises of the SLT Manager, Senior and Staff grade SLT's.

Departmental bleep contacts are:

- #306
- #222 (This is our always covered bleep)
- #372
- #371
- #261

At each ward an SLT contact poster will display the name and contact bleep for the SLT covering the ward.

Hours of availability/on call
Mon-Thurs: 08:30-17:00
Fri: 8:30-16:00

We are located in the Outpatient Rehabilitation Department. Post can be sent to the rehabilitation reception desk.



Breda Flynn Murphy, SLT Manager

Support Services Dept

What we do?

The Support Services Department delivers a wide range of high quality services within MRHT including;

- Ward level catering and delivery of additional catering as per Departmental requirements
- Hygiene maintenance throughout the hospital
- Laundry services
- Waste management
- Portering services
- Post Management

Multitask Attendants (MTA) staff complete a wide range of working patterns including, day, evening, night, and weekends.

Training Provided

Induction and in-service training and education will be provided, as appropriate.

In accordance with Health and Safety at Work policies, each Multi Task Attendant staff member will be responsible for observing and complying with all policies, procedures and guidelines relating to health, safety, conduct, infection control and risk management procedures and will use any equipment provided in a safe and responsible manner.

The Support Services Team strives for excellence through continuous quality improvement initiatives and a commitment to achieving the best results for our service users, staff and visitors.

Our goal is patient satisfaction and to achieve this aim, teamwork is at the forefront of everything we do.

Every member of the Support Services Team is valued and has a vital role to play in promoting and supporting a safe and positive culture within our Hospital.



Natasha Daly Senior Support Services Manager

Contact Us:

Senior Support Services Manager
natasha.daly@hse.ie

Senior Support Services Manager VII
 Natasha Daly

Assistant Support Services Managers VI
 Bernie Martin and Catherine Doyle,

Hygiene Team Lead
 Paula Lloyd

Team Leads
 Geraldine Ryan Dunne, Vinny Kane,
 Deirdre Mills, Geraldine Scully,
 Brendan Rosney

Information for Medical Staff NCHD's



Welcome to the Midland Regional Hospital Tullamore

The purpose of the information provided in this section is to ensure that you feel welcomed as an NCHD to our hospital and that you have access to the information you need to become a productive member of our Hospital team.

Mandatory Induction Courses

As an NCHD there are a number of courses you must complete on HSELand prior to commencing with us in MRHT. The list of courses are:

- An Introduction to Children First
- Communicating Effectively through Open Disclosure
- Fire Training
- The Fundamentals of GDPR
- Hand Hygiene for HSE Clinical Staff
- INEWS
- Manual Handling & People Handling
- Dignity in the Workplace
- National Sepsis E-Learning Programme
- Cyber Security Awareness
- 5 Stages of Safe Surgery Training (Peri -Op Only)
- Management of Neck Haemotomas (Peri - Op Only)

Work Permits

All non-EU passport holders must hold valid authorisation from the Dept. of Justice to obtain employment in Ireland. The Medical Manpower Office have worked with you to obtain this.

Following your commencement you must make an appointment with your local Immigration Officer to obtain a valid GNIB card by contacting the below:

Immigration Service Delivery
13/14 Burgh Quay, Dublin , D02 XK70
086 459 1962
<https://www.irishimmigration.ie>

Relocation Expenses

NCHDs on approved rotation schemes are entitled to claim relocation expenses to a maximum payment of €1000. Verification of previous refunds from your last employer/ last 6 months is required.

Mandatory Documents

Prior to commencing with MRHT, all NCHD's MUST submit the following documentation:

- Current Certificate of Registration with the Irish Medical Council
- Verification of Service from previous Employers
- Enterprise Liability Form
- Garda Clearance
- You are required to update all areas of your National Employment Record (NER) account at www.nchder.ie. Please ensure you update the Occupational Health Section of your NER account as part of this process.

On Call Commitment

As an NCHD, you are required to provide on call cover as per your contract as follows:

Provide overtime services(on-call on-site services) on-site in addition to your basic 39 hour commitment

- Provide on-call off-site services outside core and/or overtime hours
- Work beyond your rostered period in line with the exigencies of the service.
- MRHT will endeavour to ensure that this will be an exception rather than a standard requirement. Rosters are available within your own departments. Please contact the Medical Manpower Office for details of the responsible person(s) within your area.

NCHD Leave Entitlements

Types of Leave

All NCHD Leave is granted in accordance with the provisions as detailed in the NCHD Contract.

NCHD's applying for any type of leave must follow the correct approval process.

Please contact the Medical Manpower Office for further information.

Annual Leave

All requests for leave must be recommended and approved by your supervising Consultant/Clinical Director prior to actual leave dates. Leave will be approved in line with agreed rota and service requirements and notice is required in accordance with HSE policies and procedures.

Public Holidays shall be granted in accordance with the Organisation of Working Time Act 1997, please refer to your contract of employment for further details.

The Medical HR/Manpower Team will provide central oversight and administrative support to Consultants and NCHD's in relation to all notified leave.

For full contractual provisions, please refer to Section 9 of your Contract of Employment.

Educational Leave

NCHD's can be granted up to a maximum of 18 working days based on a 7.8 hour working day per 6 months to attend courses, conferences and educational events deemed appropriate by the HSE, the recognised Postgraduate training bodies and Universities.

All educational leave must:

- Be relevant
- Take account of service and rota needs
- Be recommended and approved by the Supervising Consultant and recorded by Medical Manpower

Shift Swaps

Shift swaps **may be** permitted with **prior approval** from your Supervising Consultant/Rota Coordinator /Clinical Director.

Shift swaps **must**:

- provide safe roster coverage to ensure safe patient care
- be officially recorded/reported, not just agreed informally
- should not breach EWTD/OWTD maximum hours limits



NCHD Leave is granted in accordance with the provisions as detailed in the NCHD Contract of employment

Sick Leave

NCHD's are covered by the terms of the Public Service Management (Sick Leave) Regulations.

All NCHD's must comply with the Employer's sick leave policy.

The following provisions should be noted and followed in the event of any period of sick leave:

- On the first day of your illness, you must telephone your supervising consultant at the earliest possible time (where possible not later than 1 hour before starting time) of your absence from work. In the case of night duty, where possible notice should be given not later than 3.00 p.m. on the day in question. You must advise your Consultant of the reason(s) for your absence and the expected duration of the absence.
- At the same time please either phone or email the Medical Manpower Office at leave.request@hse.ie advising of the expected duration of your absence.
- If your absence exceeds two continuous days, a medical certificate must be submitted on the third day of your absence. This certificate should specify the nature of the illness, the likely duration (but not exceeding one week) and should be signed by the NCHD's General Practitioner or attending Consultant.

NCHD Process for Applying for Leave

Before commencing employment at the Midland Regional Hospital Tullamore, NCHD's will be issued with an overview document outlining the local process for applying for and reporting leave (including annual leave, study leave and other leave categories).

It is important that all NCHD's review this document carefully and comply with the procedures and timelines set out, including approval requirements and rota-cover arrangements.

Processes will be further discussed as part of your local Induction Programme following your employment.

Further clarification can be sought from the Medical HR/Manpower Team, where required.

Training Support Scheme (TSS)

Training Support Funding has been made available to NCHDs from July 2019 onwards. This scheme is in addition to existing financial supports such as the Clinical Course and Exam Refund Scheme and the Higher Specialist Training Fund.

Funding is allocated based on Grade and the table below indicates the amount available under the TSS for each registration training year, July – July. Funding is available pro-rata for doctors employed on shorter contract duration.

A list of approved clinical courses, conferences and examinations that can be claimed for under the TSS are listed here. <https://www.hse.ie/eng/staff/leadership-education-development/met/ed/fin/>

Claims for this Training Support Fund are submitted via your National Employment Record. Please log on to the NER for further information on how to claim.

Grade	Amount Per Registration Year TSS
Intern	€1,250
SHOs and Registrars	€1,750
SPRs/GP Registrars / SRs on a training scheme	€2,500

Clinical Course & Exam Refund Scheme (CCERS)

The HSE-NDTP Clinical Course and Exam Refund Scheme (CCERS) provides funding towards an approved list of clinical course and exams found here:

<https://www.hse.ie/eng/staff/leadership-education-development/met/ed/fin/ccers-november-2020.pdf>

Log onto your NER Account to access both TSS and CCERS.

Please include proof of attendance and proof of payment in all submissions.

Specialist Training Fund for Higher Specialist Trainees

This scheme is open to higher specialist trainees and 3rd/4th year GP trainees only.

The funding available to each trainee is €500 per year of training and the fund rolls over if not claimed in a particular year.

The Specialist Training Fund for Higher Specialist Trainees (2023) guidance document which contains a detailed explanation of the Scheme should be completed and submitted to the your Postgraduate Medical Training Body to claim your refund.

<https://www.hse.ie/eng/staff/leadership-education-development/met/ed/fin/ndtp-specialist-funding-guidance-document-july-2024.pdf>

Salaries & Tax Information for NCHD's



NCHD Timesheets

NCHD's are paid the following:

- A. Basic 39 Hours per week**
- B. Rostered overtime**
- C. Unrostered Hours (Consultant approval necessary)**
- D. On-call off site hours**

NCHD Timesheets record all hours worked including basic hours, rostered hours and approved unrostered hours. One document records all attendance information.

It is therefore important that it is accurately completed. It will be referred to when queries arise about hours and / or payments. In addition, it is the record for attendance for EWTD purposes.

It is important that you record separately on your Timesheets any time spent at training activities, i.e. Grand Rounds, educational activities/meetings or any Consultant led teaching.

Timesheets are available each Friday from the Doctors Residence on the 2nd Floor of the hospital and are personalised for each NCHD in each speciality, so please ensure you complete your own timesheet.

The completed timesheets are required to be returned to the payroll office on the Monday after it is due before 12 noon in order for overtime to be processed for payment.

In respect of A) Basic 39 hours; this is paid automatically.

In respect of B) rostered overtime; NCHD's work overtime in accordance with the rosters for their specialty and grade. On-call rotas, once drafted, are forwarded to Medical Manpower Department and to Hospital Reception. These are used as the basis for payment of rostered overtime.

In respect of C) Unrostered hours worked must be claimed by entering relevant details on the reverse of your timesheet. The timesheet must be signed by your Consultant and submitted to the payroll department once verified.

In respect of D) On-call off site hours. These must be clearly recorded on the on-call off site sheet which is available from the Payroll Office. In order to verify the claims the form must be completed in full to include patient chart number or name.

Payment is made on the 15th of each month for the previous month directly to your Bank Account. Once all timesheets are submitted and signed by the Consultant, both basic and overtime for the previous month will be paid.

Payroll

The Payroll Office is open Monday to Friday 10 am to 12.30pm Payroll contact: Carol McGrath Ext. 58110 Please ensure that you have your Personnel/Employee No. available for all queries.

Your National Employment Record (NER)

The NER has been developed by HSE – National Doctors Training & Planning.

NER eliminates the requirement for duplication of paperwork, making the employment process more efficient.

You must upload/complete all relevant documentation to the NER in a timely fashion.

These include:

- Employment Documents
- Personal Details
- Training Certificates
- Other Documents

Salaries & Tax Information for NCHD's

Tax Information

Moving Jobs

If you are coming from a previous employment, your employer will notify Revenue that you have finished. They will do this by including a date of leaving on your final payroll submission. You will no longer receive a P45 from your employer.

You can now view your pay and income tax deductions reported by your employer through the 'Manage your tax' link in myAccount.

Any tax queries can be addressed by the Revenue Information Office at www.revenue.ie MRHT Hospital Employers Registration Number is 000200J.

Working in Ireland for the first time

To access public services in Ireland, you need a Personal Public Service Number (PPSN). Your Personal Public Service (PPS) Number is a unique reference number that helps you access social welfare benefits, public services and information in Ireland.

What will you be asked for?

MyGovID basic account

You must register for a basic MyGovID account to access this service. You can create one over on MyGovID.

Reason for applying and your personal details

You will need to provide details about why you need a PPS Number, and submit documents to support this. Find out what documents you will need to provide here on gov.ie. You will also be required to provide personal details about yourself so that MyGov can identify you.

Your identity documents

You will be required to submit evidence of your identity such as a passport or national ID card and proof of your address such as a utility bill. More information on what is accepted can be found here on gov.ie

When you start your first job, you should notify Revenue as soon as possible, or you may have to pay emergency tax. To do this, you need to register for myAccount.

Once registered for myAccount you can register your job by clicking 'Add Job or Pension Details' under the 'PAYE Services' tab.

Please note, all of your subsequent jobs will be registered by your employer.

When you have registered your first job, Revenue will make a Revenue Payroll Notification (RPN) available to your new employer.

The RPN will tell your employer how much Income Tax and Universal Social Charge (USC) to deduct from your pay.



HSELand for NCHD's

Mandatory Training Programmes

There are a number of mandatory training programmes you must complete prior to commencing your rotation in MRHT on HSELand.

These are:

- **An Introduction to Children First**
- **Communicating effectively through Open Disclosure**
- **The Fundamentals of GDPR**
- **Hand Hygiene for HSE Clinical Staff**
- **INEWS**
- **Manual Handling & People Handling**
- **Dignity in the Workplace**
- **National Sepsis E-Learning**
- **Cyber Security Awareness**
- **Five Stages of Safe Surgery Training (Peri-Op only)**
- **Management of Neck Haematomas (Peri-Op only)**



Certificate of Completion:

When you have completed a mandatory training course you will receive an email with your Certificate attached. Please upload this training certificate to your NER Account.

Alternatively you can also access all certificates by clicking on "Learning Resources" on the home page. Please remember to upload relevant certs to your NER account.

In addition, there are a number of training programmes that you must complete in house

- Fire Training
- BLS/ACLS (renewal)
- Haemovigilance Training
- 'Making a referral course' (HSELand)

Dates will be forwarded to you by the Medical Manpower Support Officer on your arrival.

LEAD NCHD

Lead NCHD's represents their NCHD colleagues at a management level within our Hospital. The role facilitates a structured, continuous two-way flow of engagement and communication between NCHD's and Hospital Management. Lead NCHD's are expected to engage regularly with their Clinical Director and Medical HR/Manpower and participate in key meetings where issues relating to NCHD's can be addressed.

Registrars and SHO's are invited to apply for Lead NCHD positions for the duration of six (6) months or one (1) year, as applicable.

Further information is available from the Medical HR/Manpower Team.

Group NDTP Leads

National Development Training and Planning (NDTP) lead Professor Robert Eager - Consultant in Emergency Medicine, MRHT has been appointed by the Dublin Midlands Hospital Group to act as an advocate for the training needs of all NCHD's.

He will meet with Lead NCHD's to engage, plan and co-ordinate the NDTP programme.

You can contact the NDTP Group Leads at ndtp.dm@hse.ie

[Working as a Doctor in Ireland NCHD Guide](#)

HSeLand, is the Irish Health Service's national online learning and development portal.

It is accessible at www.hseland.ie

Contact Us:

Ms Ann Marie Keegan
Medical HR/Manpower Manager
Annemarie.Keegan@hse.ie 057 9358458

Medical HR/Manpower Team
E-Mail : mmp.mrht@hse.ie
Telephone : 057 9358453/58103



Professor Robert Eager,
Consultant in Emergency Medicine

Professional Competence Scheme

Professional Competence Schemes are the formal structures provided for under Part 11 of the Medical Practitioners Act (MPA) 2007 to ensure that all doctors registered and working in Ireland maintain their education, knowledge and skills (competence) at an acceptable level. From May 2011, all doctors are legally obliged to maintain their professional competence.

If you hold Specialist, General or Supervised registration with the Irish Medical Council, you are required by law to maintain your professional competence.

It is your responsibility to be aware of your scheme requirements so you can keep an accurate record of your compliance. The following requirements are common to all Professional Competence Schemes:

Clinical (Practice) Audit

You must perform at least one Clinical (Practice) Audit of an aspect of your day-to-day professional activities every year. These documents will help you:

- RCPI Guide to Clinical (Practice) Audit
- Clinical (Practice) Audit Report Form

Continuous Professional Development Support Scheme (CPDSS)

NCHD's who are in non-training posts should enrol on the CPDSS with the relevant College to access a range of courses in their speciality to help meet the requirements of the Professional Competence Scheme.

Further detailson the CPDSS is available on the relevant college websites (www.rcsi.ie or www.rcpi.ie)

Continuing Professional Development (CPD)

You must record a total of 50 CPD credits per year under four Continuing Professional Development (CPD) categories:

- External (maintenance of knowledge and skills) - minimum 20 credits per year (required)
- Internal (practice evaluation and development) - minimum 20 credits per year (required)
- Personal Learning - minimum 5 credits per year (required)
- Research or Teaching-2 credits per year (desirable)

The remaining credits can be made up of any combination of these four categories.

The Professional Competence year runs from 01 May to 30 April, and any claims must be for activities that took place within that period. For more information, go to www.rcpi.ie or www.medicalcouncil.ie



Training Logs

For those of you on training programmes, there is an onus on you to ensure that you discuss your learning requirements with your Supervising Consultant.

Please bring to the attention of your Supervising Consultant your logbook and identify early in the rotation any issues you would like to address while you are working with us in MRHT.

Please ensure you arrange to meet with your Consultant prior to the end of your rotation and discuss your progress in good time before you leave MRHT.

Don't forget to make the most out of all learning opportunities presented to you while you are working in MRHT.

MRHT Policy Documents

MRHT want to ensure that you make the best of the learning opportunities presented to you by the hospital. Please familiarise yourself with the following documents:

1. Hospital Doctors Bleep
2. NCHD Process for Applying for Leave
3. NCHD Application for Educational Leave

Medical Council

The patient-doctor relationship is a privileged one that depends on the patient's trust in the doctor's professionalism.

The role of the Medical Council is to safeguard the public by ensuring that the quality of the doctor's competence, behaviours and relationships that underlie this professionalism is maintained in the patient- doctor relationship.

Doctors must always be guided by their primary responsibility to act in the best interests of their patients, without being influenced by any personal consideration. They should act independently in the service of their patients and have a responsibility to advocate with the relevant authorities for appropriate healthcare resources and facilities.

Please familiarise yourself with the "Guide to Professional Conduct & Ethics" which is available at: <https://www.medicalcouncil.ie/News-and-Publications/Reports/Guide-to-Professional-Conduct-Ethics-8th-Edition.html>



Information for Nurses

Welcome to the Nursing Service of Midland Regional Hospital Tullamore (MRHT)

The Nursing Service in MRHT is made up of over 600 registered nurses and over 100 health care assistants. The Nursing Service in MRHT aligns itself with the Nursing Strategy of Dublin Midland Hospital Group. The strategy sets out the strategic direction and priorities for the next three years. The strategy is encompassed by the Dublin Midlands Hospital Group Strategy 2018-2023, with recognition and alignment to other national policies, Strategies and Clinical Care Programmes. It is underpinned by the DMHG mission and vision and a combination of the Nursing & Midwifery values of care, compassion and commitment and HSE values of care, compassion, trust and learning.

The key strategic priorities are as follows:

- Strategic Priority 1: To deliver integrated person centred, quality care.
- Strategic Priority 2: To implement evidence based workforce planning.
- Strategic Priority 3: To embed a culture of learning, quality, improvement, innovation and research.
- Strategic Priority 4: To nurture the leadership capability of all Nurses and Midwives.
- Strategic Priority 5: To drive the implementation of digital-enabled healthcare.

Nursing Service

The Nursing Service covers a range of specialties and we are committed to the development of Graduate to Advanced Nursing and Midwifery Practice, while also focusing on Continuous Practice Development, development of frontline staff and those wishing to develop into management roles.



Brendan Malone, Interim Director of Nursing



Martha Kilmurray,
Director of Nursing
Administration
Office



Senior Nurse Management Team

Interim Director of Nursing	Brendan Malone
Divisional Nurse Managers – Medical Directorate	Clare O'Dea, Paula McElligott
Divisional Nurse Managers – Peri - Operative Directorate	Mary Jane Burke , Claire Foley
ADON , Infection Prevention & Control	Grace Kinahan
ADON, Nurse Practice Development	Wendy Fitzpatrick
ADON, Patient Flow	Sinead Boyd
ADON, Emergency Department and Nursing Workforce Planning	Paula Duignan
Nursing Site Manager (24/7 team)	Phone: 057 9558490 Bleep 221 Mobile: 0860663110

Nursing Service

Care by advanced practitioners can increase hospital avoidance, early discharge, improve access to services, integrated care and patient flow through the health services. Our well-educated, highly skilled and experienced nurses and midwives are a valuable resource and the model outlines a broad-based approach to the education program required for advanced practice.

The following are a list of areas Clinical Nurse Specialist and Advance Nurse Practitioners work at Midland Regional Hospital Tullamore:

Advanced Nurse Practitioners (ANP)

- ED
- Older Persons
- Renal
- Rheumatology
- Cardiology
- Haematology
- Oncology
- Tissue Viability
- Diabetes
- Palliative Care
- ENT

Clinical Nurse Specialists / Nurses in Specialist Posts:

- Diabetes
- Respiratory
- Palliative care
- Cardiac Rehabilitation
- Ophthalmology
- Pre Assessment
- Oncology
- Haematology
- ENT
- Tissue viability
- Renal
- Anti-coagulation
- Cardiology
- Frailty at the Front Door
- Dementia
- Falls
- Older Persons
- Rheumatology

Practice Development Team

Your professional and practice development is supported by our practice development team.

Our specialist teams make sure you can flourish in your role, whether you're taking your first steps in providing care, specialising in your area of interest, or developing as a leader.

If you have any queries or concerns, please do not hesitate to contact the Nurse Practice Development Team.

Wendy Fitzpatrick, Assistant Director of Nursing, Practice Development Coordinator.
Ph. 086 0678004, Email Wendy.Fitzpatrick2@hse.ie



Wendy Fitzpatrick, Assistant Director of Nursing Practice Development Coordinator.

Nursing Service

The Nursing and Midwifery Planning & Development Unit (NMPDU) – Midlands.

The Office of Nursing and Midwifery Services Director (ONMSD) provides a focal point for nursing and midwifery within the Public Health System. It is the professional link with the Department of Health Chief Nursing Officer, the Nursing and Midwifery Board of Ireland (NMBI), Education Bodies, HSE Board and Leadership Team, Office of Health and Social Care professionals, Group/Area/Directors of Nursing and Midwifery to enable the development and implementation of policy and regulation into clinical practice.

The ONMSD within its scope of governance designs, develops and delivers continuous professional development and clinical leadership, with programs of education ranging from level 5 to level 8 on the National Framework of Qualifications

Nursing Midwifery Planning and Development (NMPD) work with the ONMSD to provide:

- strategic development of nursing and midwifery
- promotion of standards of care
- supporting services so that nurses and midwives provide patient-centred care
- supporting professional development
- enhancing practice for nurses and midwives
- fostering workforce development through workforce planning initiatives
- building capacity and leadership within nursing and midwifery

The Nursing and Midwifery Planning & Development Unit (NMPDU) – Midlands.

The NMPDU supports nurses, midwives, and healthcare assistants who work in nursing services across Acutes, Maternity, Paediatrics, Mental Health, Older Persons Services, Intellectual Disabilities and Public Health Nursing in counties Laois, Offaly, Longford and Westmeath, , in the Dublin & Midlands Health Region.

Our key priority is to achieve excellence in nursing and midwifery patient and service user care, through building capability and capacity by strengthening nursing and midwifery education, continuing professional development, clinical leadership and digital competence.

The work of the NMPDU is aligned to the strategic plan of the HSE Office of Nursing and Midwifery Services Director and the strategy of the HSE Office of the Chief Clinical Officer. These strategic priorities are:

1. **Clinical Expertise**
2. **Quality and Safety**
3. **Service Change and Transformation**
4. **Service- User Engagement**



SCAN FOR NMPDU STAFF CONTACT DETAILS 

SCAN FOR FUNDING APPLICATION FORMS 

Nursing Service

Regional Centre of Nursing and Midwifery Education (RCNME)

The Regional Centre for Nursing & Midwifery Education (RCNME) is committed to delivering Continuing Professional Development (CPD), education and training programmes to Nurses, Midwives and Health Care Assistants in partnership with the Nursing and Midwifery Planning and Development Unit, NMPDU (Dublin Midlands), and associated stakeholders in the region.

The stakeholders comprise of nurses, midwives and healthcare assistants working in Laois/ Offaly/ Longford/ Westmeath area acute services (Midlands Regional Hospitals, Tullamore, Portlaoise, Mullingar), Community Hospitals and Primary Care Services, Dublin Midlands Community Healthcare, Mental Health and Intellectual Disabilities (ID) Services

Role and Function of Regional Centre of Nurse and Midwifery Education

- Provide a broad range of NMBI/ QQI quality-assured education, training and professional development programmes for nurses and midwives, to support maintenance of competence and provision of safe, quality care.
- Provide high-quality evidence-based national and local education, training & professional development activities within the geographic remit, for staff involved in supporting the nursing & midwifery function, and for other staff categories, as relevant.
- Responsible for identifying training needs, recording, monitoring and auditing the provision of nurse and midwife CPD.
- Work collaboratively as a consortium of CNMEs (CCNME) to develop QQI level programmes at level 5 – Level 8.
- Provide a comprehensive education and training prospectus in accordance with annually agreed objective and available resources.
- Support the strategic priorities of the ONMSD in line with the ONMSD strategic plan 2023 - 2025.

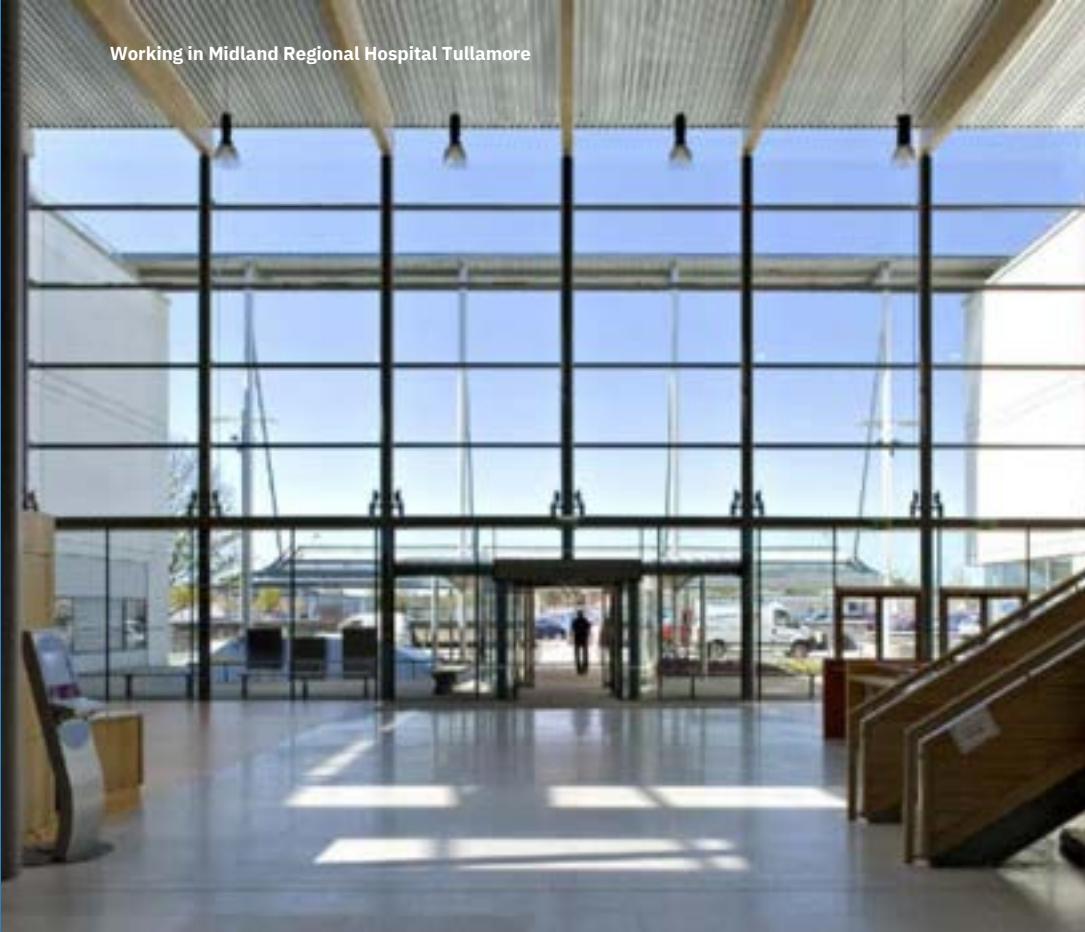
CNME Priorities



Scan the QR code below for a prospectus of education programmes coordinated and delivered by the RCNME team.

Contact Orla, Clerical Officer for any enquiries; Tel: 057 9358752 / 086 0858504





Midland
Regional
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Tullamore

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