

Pressure Ulcers to Zero:

“A Celebration and Network” Event



Pressure Ulcers to Zero



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Quality Improvement Division



Framework for
Improving Quality
in our Health Service

Pillar Room, Rotunda Hospital, Dublin 1

Thursday 16th November 2017

Programme

Time	Topic	Speaker
09:30-09:40	Welcome	Dr Philip Crowley National Director, Quality Improvement Division (QID), HSE
09:40-10:00	Patient Experience	Mr Olan McGowan , RTE Radio Producer (<i>Arena</i>)
10:00-10:20	Ministerial Address	Minister for Health, Mr Simon Harris
Theme: Person Centeredness		
10:20–10:25 Chair: Ms Mary Wynne , Interim Nursing and Midwifery Services Director, ONMSD		
10:25-11:05	Person-centredness as culture: the missing domain in quality improvement.	Professor Jan Dewing Chair in Nursing & Director for The Centre for Person-Centered Practice Research, Queen Margaret University, Edinburgh
11:05-11:20	The St. Columba's Story	Ms Aoife McDonnell Pressure Ulcer Lead, St. Michaels Hospital, Dun Laoghaire
11:20-11:35 COFFEE		
Theme: Holding the Gains		
11:35-11:40 Chair: Dr Colm Henry , National Clinical Advisor & Group Lead Acute Hospitals, HSE.		
11:40-11:55	The PUTZ 3 Story	Ms Lorraine Murphy National Lead PUTZ collaborative, QID, HSE
11:55-12:35	Pressure Ulcer Reduction: The Scottish experience	Ms Alison Hunter Improvement Advisor, Acute Adult Safety Programme, Healthcare Improvement Scotland
12:35-13:00	"On the Couch" Q & A	Prof J Dewing / Mr O McGowan Ms A McDonnell / Ms L Murphy / Ms A Hunter / Ms Louise Skerritt
13:00-13:45 LUNCH		
QI Talktime with Ms Pat McCluskey & Ms Gillian O'Brien "Pressure Ulcer Terminology & Classification"		
Theme: Pressure Ulcer Prevention		
13:45- 13:50 Chair: Dr Peter Lachman , CEO, International Society for Quality in Healthcare (ISQua)		
13:50–14:20	Sustainability & Spread	Dr John Fitzsimons Clinical Director for Quality Improvement, QID, HSE
Concurrent Sessions		Speaker
14:25-14:35	Poster Presentations (Annex & Board Room)	An estimate of the cost of managing pressure ulcers within an acute care setting in Ireland – A Feasibility Study
14:35–15:00		Pressure Ulcer Terminology & Classification
		Ms Aoife Reilly Medical student , Royal College of Surgeons in Ireland
		Ms Pat McCluskey Advanced Nurse Practitioner, Wound Care, Cork University Hospital Ms Gillian O'Brien Advanced Nurse Practitioner, Tissue Viability, Naas General Hospital
15:05–15:30	Patient questions to Leadership Panel	Interviewer: Mr Olan McGowan , Patient Panel: Dr Philip Crowley , National Director, QID, HSE Ms Eileen Whelan , Chief Director of Nursing & Midwifery, Dublin Midlands Hospital Group Dr Susan Kent , Deputy Chief Nursing Officer, DOH
15:30-15:45	Roundup and close	Dr Philip Crowley

Correct at time of printing

Minister for Health

hello my name is...

Minister Simon Harris



Simon is a native of County Wicklow and has been involved in the community all his life.

Simon first became involved in politics through his work as a disability advocate and is committed to providing a strong voice on issues relating to special needs and mental health. Before entering politics, Simon established the Wicklow Triple A Alliance, a charity to support children and families affected by Autism.

He was first elected to Dáil Éireann in the 2011 General Election and was the youngest member of the 31st Dáil. During that Dáil term, Simon served as a member of the Public Accounts Committee, Oireachtas Committee on Finance, Public Expenditure & Reform, Secretary of the Fine Gael Parliamentary Party and Co-Convenor of the Oireachtas Cross Party Group on Mental Health, before being appointed in July 2014 as Minister of State in the Departments of Finance, Public Expenditure & Reform and the Department of the Taoiseach with Special Responsibility for OPW, Public Procurement & International Banking (including IFSC).

Simon was re-elected as TD for Wicklow & East Carlow in the February 2016 General Election and subsequently appointed Minister for Health. Prior to his election to Dáil Éireann, Simon was a member of both Wicklow County Council and Greystones Town Council, having been elected in the 2009 Local Elections with the highest percentage vote of any candidate in the country. He has also served his community as Chairperson of the County Wicklow Policing Committee, Chairperson of the Dublin-Mid Leinster Regional Health Forum, Board Member of Wicklow Tourism and Member of Wicklow Vocational Educational Committee.

Welcome

hello my name is...

Dr. Philip Crowley



Dr. Philip Crowley, National Director of Quality Improvement is a doctor who trained as a GP and worked for five years in Nicaragua. He worked in the NHS to tackle health inequalities. He also trained in public health medicine and has worked with the Institute of Public Health in Ireland (IPH) and the Irish College of General Practitioners (ICGP) on refugee and asylum seeker health. Philip worked for 6 years as Deputy Chief Medical Officer with the Department of Health; he continues to work as a GP part-time.

Speakers, Chairpersons, Panellists Biographies

hello my name is.

Ms. Mary Wynne



Ms. Mary Wynne is Interim Director of the Nursing and Midwifery Services in the HSE since September 2015. She undertook her nursing and midwifery education in the Mater Misericordiae University Hospital and the Rotunda Hospital respectively. Following an extensive and varied career in clinical practice in both voluntary and statutory services she graduated from UCD as nurse tutor. Her subsequent career has comprised of education, practice development, senior nurse management at Assistant Director and Director Level in the acute sector, and since 2004 at Regional and Area Level in the HSE. She has led on national nursing and midwifery development work since 2006. She was awarded an MBA in Health Services Management by UCD in 2008.

The breadth and depth of her professional experience has provided her with a keen insight into the challenges facing nurse and midwife leaders, as well as nursing and midwifery's pivotal role and contribution within the health service. Mary's current role as Director of the Office of Nursing and Midwifery Services is to strategically lead and support the development of the nursing and midwifery professions in terms of clinical leadership, workforce development, education and training as well as research and innovation.

hello my name is.

Dr. Colm Henry



Dr. Colm Henry is the National Clinical Advisor and Programme Lead for Acute Hospitals in the HSE. Prior to this appointment, he was the National Lead for the Clinical Director Programme from 2012 to 2014 and Clinical Director of the Mercy University Hospital in Cork from 2009 to 2012. He was appointed as Consultant Geriatrician to the same hospital in 2002. The Acute Hospital Division is currently overseeing the implementation of extensive hospital reform as part of the wider national health system reform programme. In his role as National Clinical Advisor and Group Lead to the National Hospitals Office, Dr. Henry provides the clinical guidance and support required to navigate this redesign process ensuring national clinical agendas reflect the requirement for the provision of safe patient care across the entire hospital system.

hello my name is.

Dr. Peter Lachman



Dr. Peter Lachman M.D. MPH. M.B.B.Ch., FRCPCH, FCP (SA), FRCPI assumed the position of ISQua Chief Executive Officer on 1st May 2016. He has great experience as a clinician and leader in quality improvement and patient safety. Dr Lachman was a Health Foundation Quality Improvement Fellow at IHI in 2005-2006, and developed the quality improvement programme at Great Ormond Street Hospital where he was the Deputy Medical Director with the lead for Patient Safety. Prior to joining ISQua, Peter was also a Consultant Paediatrician at the Royal Free Hospital in London specialising in the challenge of long term conditions for children. Dr Lachman has been the National Clinical Lead for SAFE, a Health Foundation funded RCPCH programme which aims to improve situation awareness in clinical teams. In Ireland he is Lead International Faculty at the RCPI in Dublin, where he co-directs the Leadership and Quality programme to develop clinical leaders in quality improvement. He is co-founder and Chairperson of PIPSQC, the Paediatric International Patient Safety and Quality Community.

hello my name is.

Mr. Olan McGowan



I'm Olan McGowan, a very active, energetic and young 50-year-old wheelchair user.

By day, I'm a radio producer in RTE Radio 1, currently producing ARENA, the arts programme. My background is music and entertainment, although I have worked in current affairs and digital programming. I also served as Media Relations and Advocacy Coordinator for the Irish Wheelchair Association for two years, and I currently sit on the board of that organisation.

Outside of work, I have a keen interest in cooking, and I had the joy of designing my own home over a decade ago, centred around the kitchen and expanding outwards! I love to travel, and I'm a Francophile in particular. And I immerse myself in arts, theatre, cinema, culture, history, current affairs, politics, and any learning experience.

hello my name is.

**Prof. Jan Dewing
Keynote Speaker**



Professor Jan Dewing (PhD MA MN BSc RNT RNDip Nurs Ed DipNurs) is the Sue Pembrey Chair in Nursing Division of Nursing as well as Director Centre for Person-centred Practice Research. Professor II, University College of Bergen and Stord-Haugesund Norway. Visiting Professor University of Wollongong NSW Australia. Visiting Professor, Maribor University, Slovenia. Jan's research is aligned to Older People including people living with dementia and Long-term Conditions.

Jan's interests are in person-centred practice, practice development and research in clinical and education settings and has resulted in successful collaborations across the UK, Republic of Ireland, Norway and Australia. Her gerontological research interests are in care of persons living with dementia. The centre is focusing on research and development in acute care and in exploring more about the ways people with advanced dementia communicate unrecognised needs and distress and how nurses can better respond to the person during these times. Jan is the academic editor for The International Practice Development Journal and serves on the editorial board of The International Journal for Older People Nursing. She also contributes to a number of other journals, professional initiatives and development groups.

Jan currently supervises 12 doctoral/professional doctorate students. These students are located in Queen Margaret University as well as in Malta (University of Malta) and Australia (University of Wollongong). All of the research focuses on practice development and various aspects of person-centred practice, older people, or people living with dementia. The unifying factor is that all the research is underpinned by person-centredness as a core perspective in the research and to the advancement of new knowledge in the field.

hello my name is...

Ms. Aoife McDonnell



Ms. Aoife McDonnell is a registered general nurse currently working on an elective surgical ward in St. Michael's Hospital, Dun Laoghaire, Dublin. Aoife completed a BSc in Nursing in UCD and qualified in 2014. Aoife has a keen interest in Urology and patient safety. Aoife thoroughly enjoyed taking part in the pressure ulcer to zero collaborative and can really see the impact that it has had on both patients and staff.

hello my name is...

Ms. Lorraine Murphy



Ms. Lorraine Murphy has enjoyed many diverse roles within the Irish health service since qualifying as a Registered General Nurse in 1993. She joined the Quality Improvement Division in September 2017 as a Quality Improvement Facilitator, a role which includes leading the Pressure Ulcers to Zero Collaborative. Prior to this Lorraine worked with the HSE/RCSI TPOT programme as Quality Improvement Advisor. Lorraine completed the Improvement Advisor course at the Institute for Healthcare Improvement in 2012, and an International Fellowship at the NHS Institute for Innovation and Improvement in (2010 -2013).

hello my name is...

Ms. Alison Hunter



Ms. Alison Hunter has been working as Improvement Advisor for Healthcare Improvement Scotland since September 2011. Over the last six years she has led delivery of Scottish Patient Safety Programme (SPSP) in acute care. In her role she uses her clinical and improvement skills to support teams to test and implement changes that will reduce harm and mortality for patients in acute adult hospitals across NHS Scotland. Alison leads the design and delivery of programme work streams which currently include

- Deteriorating Patients, Sepsis and Acute Kidney Injury
- Falls and Pressure Ulcers
- Frailty in acute care

Prior to joining Healthcare Improvement Scotland, Alison was a senior charge nurse in cardiothoracic intensive care for over 20 years, initially at the Western Infirmary in Glasgow and latterly at the Golden Jubilee Hospital in Clydebank.

She is a Fellow of the Scottish Patient Safety Programme (SPSP).

hello my name is...

Dr. John Fitzsimons



Dr John Fitzsimons is a Consultant Paediatrician at Our Lady of Lourdes Hospital, Drogheda and Clinical Director with the Quality Improvement Division in the HSE. John graduated from University College Dublin in 1996. He trained in paediatrics in Ireland, Australia and the UK. He was appointed as a consultant to Our Lady of Lourdes Hospital, Drogheda in 2010. He trained as a Patient Safety Officer with the Institute of Healthcare Improvement (IHI) and became a fellow of the Improvement Faculty at the NHS Institute for Improvement & Innovation in 2009. In September 2013 he commenced a half-time secondment as Clinical Director for Quality Improvement with the HSE's Quality Improvement Division. His clinical interests are in ambulatory paediatrics and childhood allergy. He chaired group that published the NCEC Paediatric Early Warning System Guideline in 2015 and he currently chairs the advisory board of the Pressure Ulcer To Zero collaborative. He is a course co-director for the HSE/RCPI Diploma in Leadership and Quality in Healthcare.

hello my name is...

Ms. Aoife Reilly



Ms. Aoife Reilly is a second year medical student at the Royal College of Surgeons (RCSI). She also holds a BSc. in Physiotherapy from Trinity College Dublin. Her research interests include wound healing, health economics and preventative medicine.

hello my name is...

Ms. Louise Skerritt



Ms. Louise Skerritt is the current chairperson of the Tissue Viability Nurses Association of Ireland (TVNAI) and the tissue viability nurse for Wicklow Community Healthcare Organisation 6. Louise has a post graduate diploma in oncology nursing, public health and tissue viability/wound care and has completed an MSc in tissue viability and is a registered nurse prescriber.

The TVNAI is a collective group of specialist nurses in wound management and tissue viability from across the country. Their aim is to improve patient outcomes by strengthening an integrated approach to tissue viability between acute hospital services and community health care services and the promotion of equitable, high quality service. The TVNAI contributes expert advice and support in the areas of procurement, guidance documents and acts as a valuable resource to those involved in healthcare policy making in Ireland.

hello my name is...

Ms. Pat McCluskey



Ms. Pat McCluskey has worked in wound care since 1989. She is a Registered Advanced Nurse Practitioner in Wound Care & Tissue Viability in the Cork University Hospital Group. She is a member of the TVNAI & WMAI.

Although the role of RANP encompasses education, guideline/policy development & research both at a regional and national level, Pat's heart is in clinical practice.

hello my name is...

Ms. Gillian O'Brien



Ms. Gillian O'Brien currently works as a RANP Tissue Viability in Naas General Hospital and specialises in wound and dermatology care. Gillian holds a MSc Nursing Advanced Practice, Nurse Prescribing, BSc Nursing Management, Dermatology and Tissue Viability HDip. Her special interests include wound infection, chronic wounds, dermatological conditions, minor surgery and pressure ulcers. Gillian is a member of national groups pertaining to wound care and guidelines and is passionate about patient centred care and equity of access for all patients with wound and skin conditions.

hello my name is...

Ms. Eileen Whelan



Ms Eileen Whelan was appointed Chief Director of Nursing & Midwifery to the Dublin Midlands Hospital Group in March 2015. In her illustrious career to date Eileen has demonstrated committed to supporting and leading improvements for patients within our health services, and to supporting the nurses, midwives and the multidisciplinary team to continuously improve the quality of care and services provided to our patients. Eileen commenced her nursing education in the University Hospital Limerick and completed her early postgraduate education in the UK. Eileen's early commitment to improving services for patients led to her undertaking her MBA in Health Services Management in the Smurfit School of Business, UCD, 2001. In 2004 Eileen was awarded a Fellowship from NHS Scotland following her participation in the highly regarded Scottish Patient Safety Programme. Eileen has close to 30 years national and international nursing clinical practice experience. She also has extensive nursing and midwifery leadership and management experience. She has held Senior Nursing and Midwifery Executive roles in both the statutory and voluntary Hospitals, where she was Directorate Nurse Manager in the Mater Misericordiae University Hospital (1998 to 2006) and Director of Nursing and Midwifery Services in Our Lady of Lourdes Hospital, Drogheda as part of the Louth Meath Hospital Group

(2007 – 2012). Prior to her appointment as Chief Director of Nursing and Midwifery, Eileen worked in the Special Delivery Unit (SDU) established by the Minister for Health in 2011. Her initial appointment was to the post of Liaison Officer for Unscheduled Care prior to her promotion to the role of National Lead for Performance Improvement (Unscheduled Care) incorporating both strategic and operational responsibility for Unscheduled Care Performance. Eileen is passionate about improving the quality of our health service, and the overall experience of for our patients and continuously strives to achieve better outcomes for patients. Eileen appreciates the critical importance of supporting continuing education, professional development and innovation and building synergies with our academic partners.

hello my name is...

Dr. Susan Kent



Dr. Susan Kent, Deputy Chief Nursing Officer RGN (Jervis Street Hospital), RM (Hope Hospital, Salford, Manchester), ENB 100 (Intensive Care Nursing, Hope Hospital, Salford, Manchester), Cert. Counselling (NUI Maynooth), HDip Public Health Nursing (UCD), BSc Nursing (Health Promotion, Ulster University), MSc Nursing (Child Health, Trinity College Dublin), Clinical Health Strand in Education – RNT (Trinity College Dublin), PhD, Children’s research Centre and School of Social Work and Social Policy, (Trinity College Dublin). Susan has had a nursing and midwifery career spanning 33 years. Susan was appointed Deputy Chief Nursing Officer with responsibility for Women's Health, Child Health and Welfare and Primary Care Services. Prior to this post she was the regional specialist for child health and immunisation in the Dublin North East region. Susan has a long practice experience combined with academic experience. Susan has worked in acute and community areas, primary, secondary and tertiary care settings. Her academic and professional experience and qualifications were obtained in Ireland and the UK. She hails from Jervis Street hospital and studied in Salford University Manchester, UCD Dublin, Ulster University Belfast, Queens University Belfast and Trinity College Dublin. She also teaches on the Mary Seacole Programme for the NHS leadership programme in the UK. Susan was awarded the Nurses medal in Jervis Street and Midwife of the year in Manchester. She has a professional background of leadership within her areas of practice. She has also worked for long periods with populations in vulnerable groups in society. She has had a long practice involvement in foster care and child protection. She has led on many national initiatives and projects for improvement of patient care. Susan is peer reviewer for the British Journal of Nursing and the Child Abuse review journal. Susan is published in Child health, Traveller health and Maternity ICT processes. She has also published in child protection collaboratively with colleagues from Israel on the TACHYwe Tempus EU project. Her PhD enquired from grandfathers in Ireland and identified the new concept of ‘Redemption Theory’. She has been described as a ‘Hybrid’ of nursing and midwifery because of her extensive practice and academic experience. Susan takes this as a compliment and compares it to the best cars in the world! Susan is also the mother of 3 children of which she is very proud.

Poster Presentations

Poster Coaches:

- Ms. Maureen Flynn – Director of Nursing, Lead Governance and Staff Engagement for Quality, QID
- Ms. Roisin Breen – Quality Improvement Facilitator, QID
- Dr. Michael Carton – Measurement for improvement Team, QID

1. Deirdre Phelan, Olivia Lafferty, Fiona Moore. Pressure Ulcers to Zero (PUTZ). **Medical Ward, Midland Regional Hospital, Portlaoise, Co. Laois.**
2. Christina Lydon, Helen Strapp, Angela Doyle, Louise O Regan, Ann Dwyer, Triona Murphy, Karen Hayes. Pressure Ulcers to Zero- Protecting the skin our patients live in. **Ormsby Ward, Tallaght Hospital, Dublin 24.**
3. Amy Spain, Andrianna Lawlor, Claire Foley. Relieve that Pressure. **Medical 3, Midland Regional Hospital Tullamore, Co. Offaly.**
4. Breeda Delaney, Jacqueline O’Shea, Ans Robin, Kristina Pekar, Eileen Collins, Orlaith Hogan, Pat McCluskey, Emer Neu, Claire Roe, Elish Hawe, Vicky Baker. Teamwork, It’s as simple as that! **4B Ward, Cork University Hospital.**
5. Michelle Howard, Carmel Dermody, Helen O’Keeffe, Trish Linehan, Timmy O’Mahony. Super Staff on St. Patrick’s ward Keep the Interest, now what’s Next? SSKIN at Mallow General Hospital. **St. Patrick’s Ward, Mallow General Hospital, Co. Cork.**
6. Paula Curran, Marie Laste, Catriona Ryan, Vicki Lyons, Sinead Buckley. How an audit of Hospital acquired pressure ulcers and auditing of electric pressure redistributing mattresses in an acute gynaecological/surgical ward reduced the risk of developing a hospital acquired pressure ulcer. **Gynae/Surgical Ward, South Tipperary General Hospital, Clonmel, Co. Tipperary.**
7. Susan Griffin, Hylda Maguire. Reducing Pressure Ulcer prevalence in UHK, Muckcross Ward’s story. **Muckcross Ward, University Hospital Kerry**
8. Nuala Clarke, Geraldine Craig, Patricia Suresh. Improving Performance using the SSKIN Bundle. **Louth Hospital Group**
9. Antoinette Kirwan, Paul Butler, Caroline Butler, Wendy Fox. Taking the Pressure off. **B Ward, St. Luke’s Hospital, Rathgar, Dublin 6**
10. Margaret O’Regan, Teresa Kelly , Louise Keatley, Vinya Annadavally, Valerie Bagnal, Doireann Tutty, Emer Flood, Gillian O’Brien, Jo Downes. Pressure Ulcers to Zero. **Curragh Ward, Naas General Hospital, Co. Kildare**
11. Jeanmarie Conroy, Niamh Connolly, Reshmi Kachappilly, Brid Lynch, Val O’Brien, Caitriona O’Keefe, Colm Quinn, P Ryan, Emma Wood. Pressure Ulcers to Zero: Quality & Safety Initiative to Improve Pressure Ulcer Prevention & Awareness. **Mary Mercer & Hospital 5 Wards, St James’s Hospital, Dublin 8**

12. Kathleen Daly, Lisa Healy, Paul Finegan, Dolores Downey, Catherine Harte, Sharon Levis. PUTZ in Action: an interdisciplinary approach to reducing pressure ulcers. **Acute stroke unit & rehabilitation ward, Bantry General Hospital, Co. Cork**
13. Kae Slattery, Bridget Brennan, Mairead Brennan, Breeda Phelan. Pressure Ulcers to Zero (PUTZ). **St. Brigid's Ward, Kilcreene Regional Orthopaedic Hospital, Kilkenny**
14. Rebecca Bown, Gemma Poole. Pressure Ulcer Prevention. **Orthopaedic 2 Ward, University Hospital Waterford.**
15. Byron M., Connolly M., Corrigan N., Cotter S., Daly J., Duggan N., O'Brien G. Educate to Eliminate Pressure Ulcers. **St. Finbarr's Ward, Mercy University Hospital, Cork.**
16. Eimear Noone. Our Lady's Hospice & Care Services strive towards making a difference in relieving our own pressures and the pressure of those in our care. **Our Lady's Hospice & Care Services, Harold's Cross & Blackrock, Dublin.**
17. Ita McCabe Morgan, Claire Foley, Brendan Reddy. Standing up for our Skin. **Surgical Ward, Midland Regional Hospital Tullamore, Co. Offaly.**
18. Bernie Waterhouse, Martina Gorman, Tony Galvin, Saskia Carroll, Jeanmarie Conroy, Michelle Pacturanan. Pressure Ulcer Quality Improvement on Bennett Ward. **Edward Bennett Ward, St James's Hospital, Dublin 8.**
19. Orlaith Hogan, Bridget Doyle, Lynda O'Leary, Ann Marie Neukirchner. Pressure Ulcers to Zero in the General Intensive Care Setting. **GICU, Cork University Hospital.**
20. Paula Curran, Marie Laste, Doreen Kiely, Chantel Cleary, Sinead Ryan. How an audit of Hospital acquired pressure ulcers, education and implementation of a SSKIN bundle to an acute medical/surgical ward can prevent the development of a hospital acquired pressure ulcer. **Medical 1, South Tipperary General Hospital, Clonmel, Co. Tipperary.**
21. Maher S., O'Leary B., O'Brien G., Daly J., Connolly M., Byron M. Introducing a SSKIN Care Bundle to Acute Care of the Elderly Ward. **St. Mary's Ward, Mercy University Hospital, Cork.**
22. Breeda Kelly, Brenda O'Brien, Emma Cogan, Orla McGovern, Carmel Connolly, Marguerite de Fobert, Elaine Byrd, Noreen Hayes, Katie O'Connell, Helen Slyne, Emma Clifford. Improving Patient Quality and Safety through Pressure Ulcer Prevention. **South Infirmary Victoria University Hospital, Cork.**

