Staff Information Sessions
North Cork– Mallow GAA club
11th October 2018
Welcome

- Introductions
- Housekeeping
Our Agenda

The aim of today’s session is to provide an update on the development of Cork Kerry Community Healthcare, share news about developments in community services across Cork and Kerry, and allow opportunities for everyone to ask questions.

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<th>Item</th>
<th>Timing</th>
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<tr>
<td>Welcome</td>
<td>09.30 - 09.35</td>
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<tr>
<td><strong>Context - Cork Community Healthcare in 2018</strong></td>
<td>09.35 - 09.40</td>
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<tr>
<td>Strategic Planning</td>
<td>09.40 – 09.55</td>
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<td><strong>HR updates</strong></td>
<td>09.55 – 10.00</td>
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<td>Questions</td>
<td>10.00 - 10.10</td>
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<td><strong>News and updates</strong></td>
<td>10.10 - 10.40</td>
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<td>Questions</td>
<td>10.40 - 10.55</td>
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<td>Summary and Close</td>
<td>10.55 - 11.00</td>
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Cork Kerry Community Healthcare in 2018
Ger Reaney, Chief Officer
Community Healthcare Organisations

- Cork Kerry Community Healthcare is one of nine community healthcare organisations.
- We provide health services in the areas of primary care; social care (disability services and older people); mental health; health and wellbeing.
- We serve a population of 690,575.
- We have a workforce of more than 8,000 staff and a budget of more than €629 million.
Cork Kerry Community Healthcare

- 96 community healthcare networks across the country.
- 14 in Cork/Kerry.
- One learning site per CHO, early 2019.
# Our Services

Cork Kerry Community Healthcare

<table>
<thead>
<tr>
<th>Budget by Care Group</th>
<th>Staff Dec 17</th>
<th>Budget 2018</th>
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<tbody>
<tr>
<td>Primary Care</td>
<td>1,315</td>
<td>€98.780</td>
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<tr>
<td>Community Schemes (demand led)</td>
<td></td>
<td>€29.44m</td>
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<tr>
<td>Social Inclusion</td>
<td></td>
<td>€16.36m</td>
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<tr>
<td>Palliative Care Services</td>
<td></td>
<td>€10.82m</td>
</tr>
<tr>
<td>Social Care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Older Person Services</td>
<td>1,778</td>
<td>€122.05m</td>
</tr>
<tr>
<td>Disability Services</td>
<td>2,299</td>
<td>€231.8m</td>
</tr>
<tr>
<td>Home support</td>
<td>1,121</td>
<td></td>
</tr>
<tr>
<td>Mental Health Services</td>
<td>1,447</td>
<td>€118.3m</td>
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Total Cork Kerry Community Healthcare                      | 7,960        | €629.63m    |
Our Management Team

Ger Reaney
Chief Officer

Gabrielle O’Keeffe
Head of Social Care

Priscilla Lynch
Head of Health and Wellbeing

Sinead Glennon
Head of Mental Health

Teresa O’Donovan
Head of Primary care

Derek O’Gorman
Head of Human Resources

Julie Hallahan
Head of Finance

Annette Logan
Quality & Patient Safety Manager

Sinead Glennon
Head of Mental Health

Jennifer O’Neill
Business Manager to the Chief Officer

Mary Smithwick
Communications Manager

Each Head of Service has their own management team and structure
Networks in North Cork

- Population 60,382 (Census 2016)
- Population change is +2.9% since 2011
- Self-reported health bad/very bad = 1.6%
  (1.6% nationally)

Charleville, Kanturk, Buttevant, Mallow, Millstreet, Newmarket.

Images are from the COMPASS Healthy Ireland documents for this network – copies will be available following the meeting.
Networks in North Cork

NETWORK 05
NORTHEAST CORK
Castleyons | Fermoy | Mitchelstown

- Total Population: **32,344** (Census 2016)
- % population change is **+4.9%** since 2011
- Self-reported health bad/very bad = **1.5%**
  (1.6% nationally)

Fermoy, Castleyons, Mitchelstown

Images are from the COMPASS Healthy Ireland documents for this network – copies will be available following the meeting
National Context
SláinteCare

• Details on [gov.ie/slaintecare](http://gov.ie/slaintecare)
• The Sláintecare implementation strategy aims to deliver on the actions outlined in the 2017 all-party Oireachtas committee report.
• An implementation plan was published in August 2018.
• A Sláintecare Programme Office has been established, led by Laura Magahy and will publish biannual progress reports.
• Dr Tom Keane is chair of the Sláintecare Advisory Council.
SláinteCare

Medium-term goals in the implementation plan include:

• Establish a transition fund to resource the implementation of plan: 2018/2019

• Develop a plan for the organisation and operation of community-based services: 2019

• Establish more primary care centres and develop a programme of investment in diagnostics facilities: 2018 and ongoing
National appointments

• John Connaghan, interim Director General.
• Recruitment underway for a Chief Executive.
• Ciarán Devane announced chairperson of the new HSE Board.
• Anne O’Connor, Interim Chief Operations Officer.
• David Walsh, Interim National Director, Community Operations
Our strategic priorities
Recap and implementation

Mary Smithwick, Communications Manager
Teresa O’Donovan, Head of Primary Care
Our Mission

The mission statement is designed to provide clarity for staff and the public on what we aim to do for the people of Cork and Kerry on a day-to-day basis.

Providing quality services to enable everyone to optimise their health and wellbeing
Our Vision

The vision for the future of the CHO sets clear aspirations for the level of service we aim to achieve over the coming years.

Accessible
The right service available, when and where it is needed

Responsive
A flexible service that reacts quickly and positively to meet changing needs

High quality
A consistent service that sets, maintains, and exceeds standards of excellence

Connected
Services that are linked together so that everyone experiences seamless care

Our vision is for
A healthier Cork and Kerry with an accessible, responsive, connected, and high quality service valued by all
Our Values

Our set of values are aligned with the national HSE values, but also reflect our local priorities and the particular contexts faced by our staff and the people using our services.

These are the characteristics that we want to exhibit in all that we do.
## Our Strategic Priorities

In order to realise our vision and implement the ethos and values that we want to create, we have identified six strategic priorities for the next 3-5 years.

Each priority is underpinned by specific objectives.

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<tr>
<td><strong>1. Access</strong></td>
<td>To provide the best possible access to our services</td>
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<tr>
<td><strong>2. People</strong></td>
<td>To value and respect our staff, those who use our services, and their families and carers</td>
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<tr>
<td><strong>3. Quality</strong></td>
<td>To ensure we deliver the best possible quality, compliant services</td>
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<td><strong>4. Resources</strong></td>
<td>To create a culture of efficiency that makes the best use of resources in all of our services</td>
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<tr>
<td><strong>5. Health and Wellbeing</strong></td>
<td>To improve the health of all who live in Cork and Kerry</td>
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<tr>
<td><strong>6. Engagement</strong></td>
<td>To foster a culture of pride, confidence &amp; trust in our services</td>
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Delivering On Our Priorities

In order to make our strategic priorities a reality:

• An implementation plan will be published on www.hse.ie/corkkerrypriorities in the coming weeks

• Download posters at: www.hse.ie/corkkerrypriorities

• Six Strategic Priority Workstreams have developed detailed long term plans which will benefit everyone.

• Asking managers in every area to identify ways to progress our priorities immediately within their local area.
Access
(chaired by Annette Logan)

Workstream proposals for 2019 Operational Plan:
1. Services directory
2. Guiding principles for developing standardised access and prioritisation criteria
3. ICT Lead for CKCH

Workstream proposals for 2020 and beyond:
1. Guiding principles for validating waiting lists
2. Plan to improve accessibility of buildings
3. Dedicated ICT budget for CKCH to support better ICT infrastructure and enable staff to have access to equipment / systems that will improve their way of working.
People
(chaired by Julie Hallahan)

Workstream proposals for 2019 Operational Plan:
1. Service User Held Schedule of Care (Homecare)
2. Training Programme Development
3. Development of Workforce Plan

Workstream proposals for 2020 and beyond:
1. Service User Ownership of Care Plans
2. Training: Policy, Access and Funding
3. Workforce Plan – recruitment process to succession planning
Quality
(chaired by Sinead Glennon)

Workstream proposals for 2019 Operational Plan:
1. Establish CHO Quality Improvement Committee
2. Quality measures included in template for 1:1 coaching/PDP/performance appraisal meetings
3. Capture what is happening at “on the floor level” to improve morale

Workstream proposals for 2020 and beyond:
1. Publicise all publications and conference presentations from CKCH
2. Work with communications re public expectations – branding and quality walls
3. Improve attendance and engagement by service users and their families at for a and work to capture themes of feedback along with the voice of staff
Resources
(chaired by Priscilla Lynch)

Workstream proposals for 2019 Operational Plan:
1. Directory of current activity data
2. Guiding principles for preparing business cases and standard operating procedure
3. Population Needs Assessment to identify drivers e.g. growth in older persons, chronic disease, youth etc.

Workstream proposals for 2020 and beyond:
1. Population Needs Forecasting to lead to preventative interventions e.g. chronic disease
2. Make recommendations to streamline resource vs activity analysis reporting
Health and Wellbeing
(chaired by Teresa O’Donovan)

The Health and Well Being strategic priority work stream will explore and progress initiatives that will:

• Build the capacity of CKCH over the next three in the area of prevention.
• Effectively implement the COMPASS plan.
Engagement
(chaired by Gabrielle O’Keeffe)

Workstream proposals for 2019 Operational Plan:
• Ensure CKCH written communication consistent with CKCH Mission Vision and Values - Engage National Adult Literacy Agency in pilot on ‘Did Not Attend’ processes and letters.
• Fully implement “Hello my name is...” with staff identifying themselves and their roles to public / wearing appropriate identification badges.
• Staff and Team Meeting Guidelines to be implemented.
• Expand monthly Chief Officer Communication to incorporate a general newsletter.

Workstream proposals for 2020 and beyond:
• Consider local version of “Health Matters”
• Strategic approach to engagement with other statutory, regulatory, voluntary and community bodies.
HR updates
Derek O’Gorman, Head of HR
HR Update

National pay agreements:

- **1st October 2018**: 1% pay adjustment
- **1st January 2019**: Pension levy threshold up from €28,750 to €32,000 (worth €325pa)
- **1st January 2019**: 1% pay adjustment for those earning less than €30,000
- **1st September 2019**: 1.75% pay adjustment
- **1st January 2020**: Pension levy threshold increased to €34,500 (worth €250pa)
- **1st January 2020**: 0.5% pay increase for those earning less than €32,000
- **1st October 2020**: 2% pay adjustment
HR – Thank you

- Storm Emma – thank you to all staff.
Questions and Discussion
Updates from across the CHO
Aisling Lenihan, General Manager, Primary Care
Flu campaign

• CKCH flu vaccination campaign video.

• Available on [www.hse.ie/corkkerryflu](http://www.hse.ie/corkkerryflu)
Flu campaign

• Thank you for getting your vaccine.

• Use peer-vaccination clinics OR contact Occupational Health, CUH.

• Leaflets and pens are available as you leave.
Staff Awards 2018

Public Nomination Award:
Rachel Hennessy, Primary Care Social Worker:

Patient Experience Award:
Siobhan Cahill, Community Dementia Coordinator

Innovation Non Clinical Award:
Aidan Warner, Principal Community Worker

Team Award:
Community Houses, St Raphael’s, Youghal
Staff Awards 2018

Best Example of integration Award: Cork North Community Work Dept

Unsung Hero: Sheila Lucey

Research Award: Dr. Daniel Flynn, Principal Psychology Manager

Innovation Clinical Award: Cork Adult Homeless Integrated Team

Quality improvement Award: CAMHS South Lee 2 Intellectual Disability Clinic
News from across the CHO

• Launch of COMPASS, Healthy Ireland implementation plan.
News from across the CHO

• Staff Health and Wellbeing Day in Tralee Bay Wetlands – next year’s event will be in Cork.
News from across the CHO

• Work continues on moving people to new homes from St Raphael’s Youghal and Cluain Fhionnain.
News from across the CHO

• Primary Care Centre developments – St Mary’s in Cork city is a significant development, but work is underway in other areas also. New builds are planned for Newmarket and Kanturk.
Integration with SSWHG

• We work to support discharges from acute hospitals – 183 people have availed of transitional care to date in 2018.

• We are working with the South South West Hospital Group and independent hospitals on a pilot “Five Fundamentals” project to improve Emergency Department performance.
News from across the CHO

• Green Ribbon month received huge support in Cork.
## Challenges

<table>
<thead>
<tr>
<th>Challenge</th>
<th>How we’re addressing this</th>
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<tbody>
<tr>
<td>CAMHS waiting times</td>
<td>CAMHS enhancement project is underway.</td>
</tr>
<tr>
<td>Waiting lists in Primary Care</td>
<td>Waiting list improvement initiatives in: - Speech and Language Therapy. - Occupational Therapy. - Ophthalmology.</td>
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Communications

• Twenty additional spokespeople trained.

• Monthly bulletin from the Chief Officer.

• Engagement with local media on Connecting for life.

• Resources available on the intranet - hsenet.hse.ie/communityhealthcare/CHO_4/Communications/
Local news – North Cork
Eileen O’Leary, General Manager, Social Care
Local news – investment in Community Hospitals

Plans are in place to invest in 18 Community Hospitals – rebuild, extend or refurbish:

• **Complete:** Two
• **Tender stage:** Five – including
• **Planning and Design stage:** Three
• **Design Team completing documents to lodge planning app:** Four – including Fermoy, Millstreet and Kanturk. Applications for planning permission expected to be lodged soon.
• A competition is needed to appoint a design team for one.
• **PPP process:** Three.
Local news – Older People

• New home help contract:
  • New title of health care support assistant.
  • Paid travel time.
  • Rostering.
  • No banked hours.
Local news – Older People

• Age-friendly guide, Cork city and county, including a section on North Cork:

Available on www.hse.ie/hseagefriendlyguide
Local news – Older People

• Memory technology resource room available in Mallow.

• The Crystal project launched “Feather in my Brain” earlier this year.

• An open day too place in Cluain Dara Day Care Centre, Fermoy last Fermoy and a booklet was launched to create awareness of the services available.
Local News – Primary Care

• Turnaround time for applications under the community Ophthalmic Service Scheme is consistently quick in Cork.

• Aids and Appliances - extra funding has been allocated to reduce waiting lists and waiting times.

• An outreach gynaecology service from the CUMH will begin at MPHC in November.
Local news – Mental Health

• North Cork CAMHS will move into Mallow Primary Health Care by the end of November.
• Successes for the The North Cork forum.
• Cork and Kerry is a pilot site for CAMHS Eating Disorder service.
• Peer support worker is based in Kanturk.
• CNS provides art intervention and therapy in North Cork.
Local news – Disability Services

• We have provided approx €2 million of emergency placements in Cork this year to date.

• Approx 286 placements for school leavers across Cork.
Local News – Health and Wellbeing

• Staff bikes are now available at Mount Alvernia.
Questions and Discussion
Summary and close
Thank you for coming