



Staff Information Sessions 2019

Vienna Woods
November 14th



Welcome

- Introductions
- Housekeeping



Agenda Cork city

Item	Timing (approx)
Welcome – Chief Officer Ger Reaney	2.30 - 2.35
<i>Context - Cork Community Healthcare in 2018 – Head of Service</i>	2.35 - 2.45
Context – Our Strategic Plan	2.45 - 2.50
<i>Making Our Priorities Count – local presentation</i>	2.50 – 3.05
HR updates and discussion re the staff survey	3.05 – 3.20
<i>Making Our Priorities Count – local presentations</i>	3.20 - 3.35
Questions/discussion	3.35 - 3.50
Summary and Close	3.50 – 3.50

The aims of today’s session are to:

- provide an update on the development of Cork Kerry Community Healthcare
- discuss how we are Making Our Priorities Count
- showcase the work of your colleagues
- allow opportunities for everyone to ask questions.

Welcome from Chief Officer Ger Reaney

- Financial context
- Recruitment
- Our strategic plan



Our Mission, Vision and Values

“



OUR MISSION

Providing quality services to enable everyone to optimise their health and wellbeing.



OUR VISION

A healthier Cork and Kerry with an accessible, responsive, connected, and high quality service valued by all.



OUR VALUES

*Integrity, Learning,
Partnership and Respect.*

”

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.

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

National Context

Teresa O'Donovan, Head of Primary
Care

National updates



CEO & HSE Board

Paul Reid, CEO appointed May 2019
The Board is the governing body of the Health Service Executive (HSE), and is accountable to the Minister for Health for the performance of its functions with the CEO accountable to the Board as set out in the Health Service Executive (Governance) Act 2019.

Mr Reid has visited services in Cork and in Kerry

CEO Paul Reid visits services in Cork city



We are in a state of transition

- Sláinte Care (Ten year cross party strategy)
- New CEO & Board appointed to HSE
- Regional Health Areas announced summer 2019
- Community Healthcare Networks- Learning Site
- Revised GP Contract

Sláintecare Objectives:



- Promote the health of our population to **prevent** illness
- Bring the majority of care into the **community**
- Create an **integrated** system of care, with healthcare professionals working closely together
- Create a system where care is provided on the **basis of need**, not ability to pay
- Move our system from long waiting times to a **timely** service
- Drive **accountability and performance** in the health service
- Deliver a health service that has the **capacity and ability** to plan for, and manage, **changing needs**



Integration Fund

€20m for 122 successful projects

- Promote the engagement and empowerment of citizens in the care of their own health
- Scale and share examples of best practice and processes for chronic disease management and care of older people
- Encourage innovations in the shift of care to the community or provide hospital avoidance measures

CKCH Project - Urgent Ambulatory Care and Virtual Ward for the Older Person

A collaboration between Cork Kerry Community Healthcare, South South West Hospital Group, the Five Fundamentals of USC Programme and the Integrated Care Programme for Older People

.The impact of the approach could release up to 30 acute beds per week in the acute system at full capacity

CKCH Project - Cork Kerry Health & Wellbeing Community Referral

A partnership between Cork Kerry Community Healthcare Health & Wellbeing and National Family Resource Centres, supported by a cross-sectoral steering group

Regional Health Areas



Cork and Kerry make up one entire Regional Health area, with a population of 690,000

- Six regional planning teams have been identified and wider engagement with stakeholders at a regional level is getting under way.
- Staff, patients and the general public will be centrally involved in the design of their own area.
- While the HSE will continue to be the central executive with responsibility for planning and strategy, restructuring will mean health regions will have greater autonomy to make decisions at a local level.
- Regional health areas will have their own budget based on local population needs.
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Community Healthcare Networks

- We are implementing a Community Healthcare Network learning site in the Kinsale, Bandon, Carrigaline Network (14 networks in Cork and Kerry, 96 across the country)



Cork Kerry Community Healthcare

Update on the launch of our Strategic Plan

Mary Smithwick Communications Manager



Why do we need a CKCH strategic plan?

- It helps us to deliver the best possible services.
- Structures will change, but the principles driving the plan will still be important. Achievements and advances under the six strategic priorities transcend and can outlive structures.
- If we don't set our own agenda, then who will?
- To assist in building identity for Cork Kerry Community Healthcare.
- Provides a framework for a structured approach to service improvement and change, brings objectivity to decision making.
- Multi annual perspective rather than planning on a year to year basis through operational plans.

CKCH strategic plan – how we got here

Work to date:

- May 2017: Development of draft mission, vision, values.
- June 2017: Workshops with frontline managers leading to identification of six strategic priorities.
- Sept 2017: Strategic Direction document produced
- December 2017: Strategic Direction work launched at staff information events
- Jan 2018: Workstreams began work
- May 2018: Workshop with all workstreams to review progress and agree next steps
- December 2018: Workstreams complete list of deliverable and outcomes related to each objective

CKCH strategic plan

- Our plan was launched on October 14th, and is available at hse.ie/corkkerrypriorities.

Priorities for Cork Kerry Community Healthcare

Cork Kerry Community Healthcare's strategic plan for 2019 to 2023 is available: [CKCH StrategicPlanFinal](#)

The plan helps our 8,000 staff to see their role in delivering our mission, vision, values and strategic priorities.

Working together, we can all Make Our Priorities Count.

The plan lists actions needed in the short, medium and long term to deliver on objectives related to our six Strategic Priorities.

Those six priorities are Access, People, [Resources](#), Quality, Health and Wellbeing and Engagement.

As well as the actions listed in the plan, staff in all parts of Cork Kerry Community Healthcare are taking on their own projects and initiatives.

Documents for local meetings:

We are asking staff to hold meetings to discuss how they are Making Our Priorities Count.

A workbook is available: [Workbook for Progressing Strategic Priorities at Local Level](#)

and slides for those meetings are available here: [Slide deck for staff meetings in CKCH](#)

This poster contains the Mission, Vision and Values of Cork Kerry Community Healthcare: [CKCH Mission, Vision and Values](#)

And this poster outlines the six strategic priorities: [CKCH Priorities Poster](#)

These leaflets have more details of the Mission, Vision, Values and Priorities: [CKCH leaflet 1](#) , [CKCH leaflet 2](#)

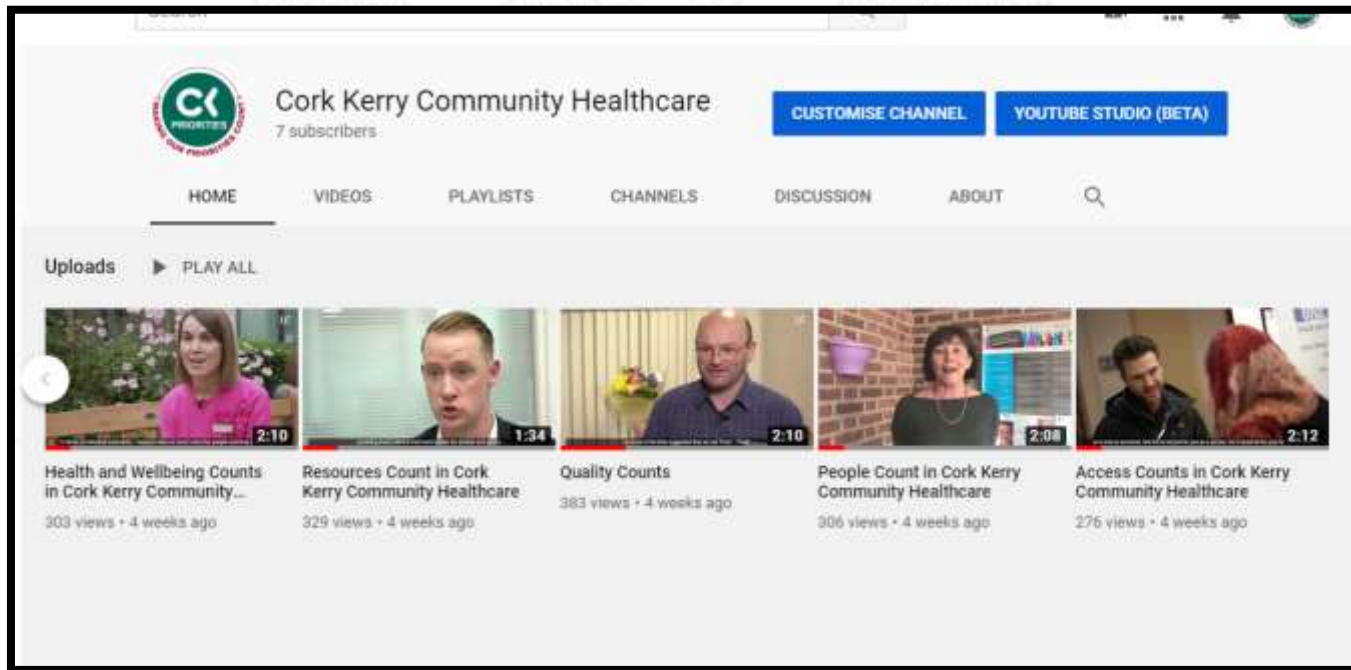
Share Your Stories of How you're making Our Priorities Count:

We want staff to share their stories of how they are Making Our Priorities Count.



CKCH strategic plan

- To coincide with the launch, we shared six days of video content. Go to YouTube and search for “Cork Kerry Community Healthcare”



CKCH strategic plan

- **We want to show everyone their role in making strategy a reality; allow for two-way feedback; and allow opportunities for staff to tell their own stories**
- Our theme/strap-line is Making Our Priorities Count (adaptable for each of the six priorities)
- This theme is reinforced with a suite of logos, and the message will be repeated at the staff awards (Dec 12th 2019) and staff newsletter (Dec 2019)
 - **Contact us on corkkerry.priorities@hse.ie**



Our Priorities Count visually



See hse.ie/corkkerrypriorities and the intranet for guidelines on how to use this logo, including templates for letters and email signatures.

This logo does not replace the CKCH or HSE logos



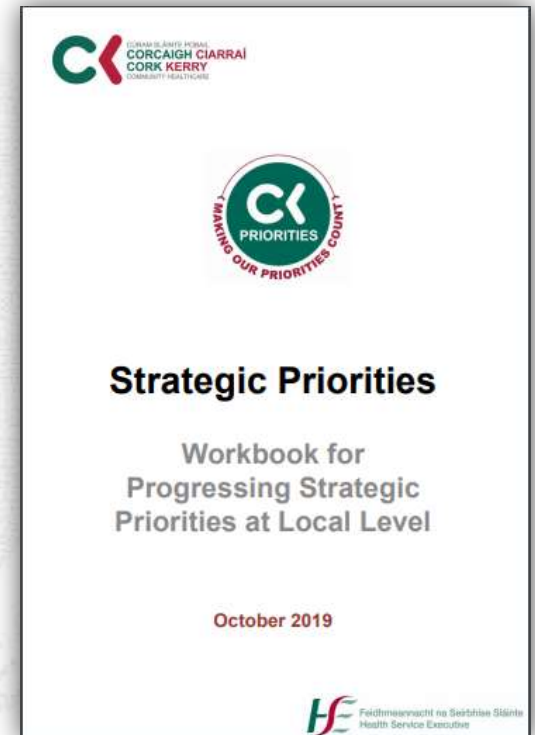
Launch of our Strategic Plan

- Staff newsletter to launch shortly.
- Follow us on Twitter, @CorkKerryCH
- Facebook account to follow.
- You can see stories of staff Making Our Priorities Count on YouTube.
- **We want to show everyone their role in making strategy a reality; allow for two-way feedback; and allow opportunities for staff to tell their own stories**



The ask for all staff

- Visit hse.ie/corkkerrypriorities.
- Discuss the plan and your role at staff meetings (support documentation at hse.ie/corkkerrypriorities).
- Share your stories.
- Each unit/department to introduce a Quality initiative.



Making Quality Count

Strengthening the Pathway of Care
for People with Mild Cognitive
Impairment/ Early Dementia.

Martina Agar

The need for a clear, accessible, pathway of care:



(In line with post-diagnostic support for people with dementia and their carers – National Dementia Office)

- GP
- Consultant – assessments/ medical tests/ timely diagnosis
- Referral to MISC
- Individual assessment with team/ advice reassurance / information with written handouts /strategies
- Access to the Memory gym
- 4 monthly review
- Central point of contact (Community Dementia Coordinator)

The memory gym

- What it is ?
- What is the criteria for referral?
- 6 week programme – five group sessions and one individual session
- The programme focuses on making best use of memory and thinking processes
- Content includes:
 - information on memory and how it works
 - memory strategies
 - goal setting
 - problem solving
 - stress management
 - general wellbeing
 - increasing confidence and self management
 - peer and professional support
 - community links
- What it is not !!!!!

Access and Quality - changes made

- **Better triaging at point of referral/ Continuity of Care:**
Ensuring that the most appropriate staff are involved in client care.
- **Quicker access to group programme and cognitive stimulation:**
The Memory Gym programme now takes place five times per year
- **Individual planning and ensuring that client's ongoing pathway of care is clear:**
Individual session with O.T. / Community Dementia Coordinator at end of memory gym programme.
- **Single point of contact in the event of issues arising prior to next appointment:**
Contact details for the Community Dementia Coordinator provided.
- **Adjustment of the care pathway when individual needs change:**
Access to the full Memory Intervention and Support team in the event of the condition progressing.

The outcome:



A pathway of care that allows people with cognitive issues and their families to access to quality customised services in a clear, timely and organised manner.



Health and Wellbeing Counts

Video - how WellComm in Knocknaheeny helped an entire community connect for well being

Movement break

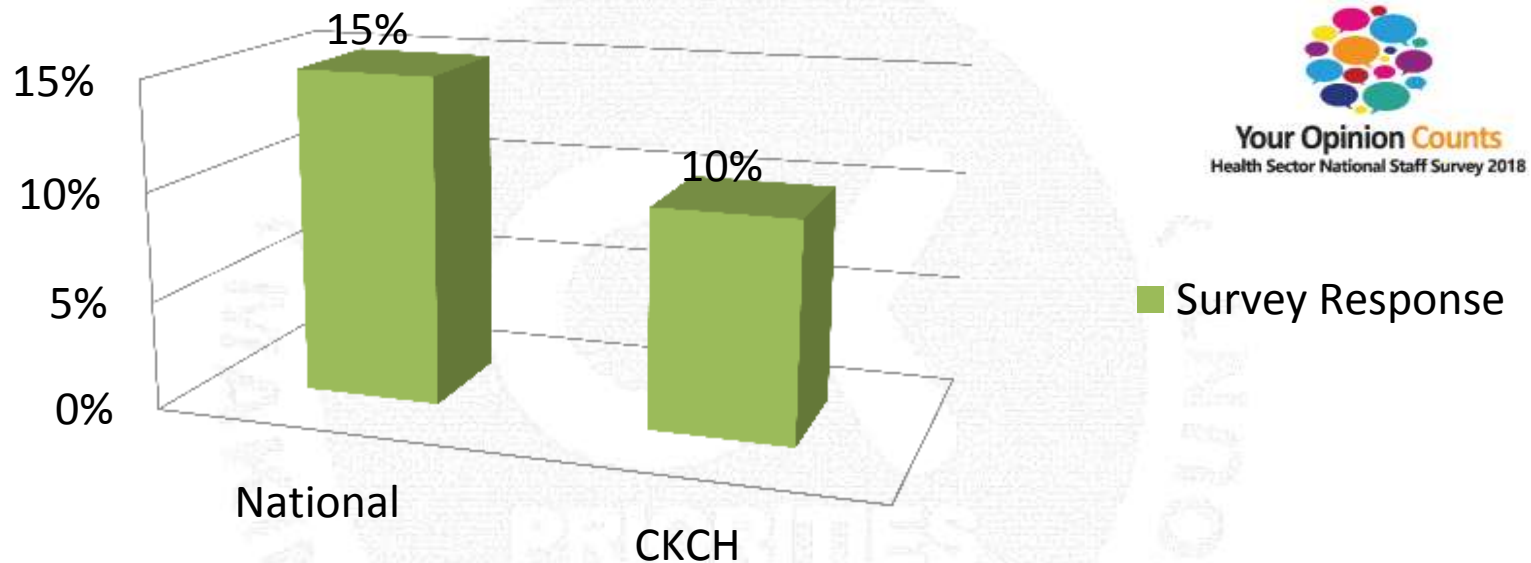
(because Health and Wellbeing
Counts)

HR updates

National Pay Agreements

- 1 September 2019 annualised salaries increase by 1.75%,
- 1 January 2020 annualised salaries up to €32,000 increase by 0.5%,
- 1 October 2020 annualised salaries increase by 2%.

Staff survey – key results in CKCH



Staff Survey – Q&A

What would make you more likely to do the survey in future?

What do you think should be asked in the survey in future?

Staff survey – key results in CKCH

Supports	2018 CKCH	2018 National
Dignity at Work Policy		
<ul style="list-style-type: none"> Aware of Dignity at Work policy 	87%	87%
<ul style="list-style-type: none"> Trained or briefed on the Dignity at Work Policy 	61%	59%
<ul style="list-style-type: none"> Have experienced bullying/ harassment by a Manager/Colleague 	33%	37%

Q&A – Dignity at Work Policy:

- How can CKCH improve Dignity at Work Policy awareness?
- How do we better support our staff to prevent Dignity at Work type issues?

Discussion re key results

Teams	2018 CKCH	2018 National	2016 CKCH	2016 National
Perception of Leadership <ul style="list-style-type: none"> Strategy heading in the right direction 	48%	47%	41%	33%
Line Management <ul style="list-style-type: none"> Communicates well with the team 	56%	52%	59%	53%
Training & Development <ul style="list-style-type: none"> Training Opportunities 	59%	48%	53%	45%

Q&A - Teams

- What do you think is an effective team?
- What makes you proud of the service?
- What are your suggestions to make teams even more effective?

Making Our Priorities Count Local Projects



Engagement Counts

Video How a CKCH-led men's cooking group has helped improve physical and mental wellbeing

Questions and Answers

- * Remember - you can submit questions online at sli.do
Use the code #ckch

Thank you
and
Close