HospiceFriendly HOSPITALS

National Conference 27 April 2016
The Strand Hotel, Limerick

Compassionate Care at End of Life in Hospitals

Leading by example
Welcome Messages

I AM DELIGHTED the Irish Hospice Foundation has today brought together the many and varied professionals working in our hospitals and health system to promote the practice of compassionate care. We share a similar path in promoting compassionate care. Our own core HSE corporate values are; Caring, Compassion, Trust and Learning.

Whilst we continually strive toward the delivery of excellence and quality in our care systems, we cannot forget that the primary goal of all systems is to value the human being we are treating. One of our direct expressions of the value of compassionate caring in our commitment to further developing palliative, end of life and bereavement care in our hospitals. We are progressing a number of initiatives which will be important areas of focus in the development of the future strategic plans for all Hospital Groups. Projects such as the Palliative Care Competency Framework, Hospice Friendly Hospitals, the Bereavement Care Standards for Pregnancy Loss and Perinatal Death, the “Hello my name is” and the Leaders for Compassionate Care Programme, run in partnership with the Florence Nightingale Foundation, are examples of some of the initiatives we are developing to promote and foster a compassionate and caring environment.

While our primary partners are our patients and their families, who look to us to not only respond to their medical and clinical needs but to do so in a caring and compassionate manner, the Palliative Care Clinical Programme and the Irish Hospice Foundation are also working with us to achieve our goals.

LIAM WOODS, National Director Acute Hospitals Division (Interim), HSE

I AM DELIGHTED that UL Hospitals Group is a partner with the Irish Hospice Foundation for this conference. We are thrilled to welcome the IHF and all the conference delegates to Limerick City.

The UL Hospitals Group has worked very closely with the IHF for a number of years and our hospitals have linked with the HFH Programme since 2008. Since then, we have made great strides in improving the end of life experience for patients and families.

We have very active End of Life Care and Bereavement Committees in our hospitals, made up of service users and representatives from multi-disciplinary teams.

With the support of the Design & Dignity Grants we have improved our built environment. We have redeveloped the mortuary in University Hospital Limerick and opened family rooms in Nenagh Hospital, Ennis Hospital and St John’s Hospital, which helps enhance the patient and their family’s experience at a most difficult time. Our new Emergency Department is due to open in 2017 and will contain a Serenity Suite for end of life and bereavement care. This will be a private and dignified space for patients and families.

Focusing on improving awareness and training amongst our staff has been central to our progress. Many staff training initiatives have been held to improve awareness and to support our staff in delivering the best possible care.

We look forward to working with the support and guidance of the IHF to further develop palliative, end of life care and bereavement care across our hospital group.

PROF. COLETTE COWAN, CEO, University of Limerick Hospitals Group

20 YEARS AGO the Irish Hospice Foundation began its work to 'apply hospice principles beyond traditional areas' and the small exploratory project undertaken in St James’s Hospital in 1999 informed the establishment of the now internationally recognised Hospice Friendly Hospitals programme. Over 40 hospitals throughout Ireland are now engaged with the HFH programme, which seeks to ensure that end of life, palliative and bereavement is central to the everyday business of hospitals, and we are pleased to see the leadership and investment from HSE in supporting this work. The Irish Hospice Foundation is also proud to see the recent progress that hospitals have made which have yielded improvements in care for people who are facing death, and their families, as well as providing support to staff and making much needed changes to the physical environment.

All these positive changes have been informed by the HFH Quality Standards for End of Life Care in Hospitals, the hard work of the End of Life Care Co-ordinators and the Hospital End of Life Care committees, the joint IHF and HSE Design and Dignity programme and solid partnership with the HSE. As well as celebrating the achievements of the HFH programme, this conference will also inform the future structures and improvements that need to be made so that people who are dying in hospitals and their families get the best possible care. We look forward to working with you to continue this vital work.

SHARON FOLEY, CEO, The Irish Hospice Foundation
The Hospice Friendly Hospitals Programme seeks to ensure that end of life, palliative and bereavement care are central to the everyday business of hospitals.

Support to the hospital groups and the 40 hospitals which are linked to the HFH Programme is coordinated via the HFH Hub.

The HFH Programme is an initiative of the Irish Hospice Foundation

email: hfh@hospicefoundation.ie  web: www.hospicefriendlyhospitals.ie
Programme

Chair
Margaret Gleeson, Chief Director of Nursing/Midwifery, University of Limerick Hospitals Group

9:20 Opening address
Prof. Colette Cowan, CEO University of Limerick Hospitals Group

9:30 Keynote address
Prof. Bee Wee, National Clinical Director for End of Life Care, NHS

10:10 The Hospice Friendly Hospitals Programme-an overview
Sharon Foley, CEO, Irish Hospice Foundation

10:30 DNAR decisions-overview of national policy
Dr Shaun O’Keeffe, Chair, HSE Working Group on Implementing the National Policy on DNAR Decisions

11:10 Coffee break and poster viewing

Chair
Ian Carter, CEO RCSI Hospitals

11:30 Decision making-not as straightforward as it seems
Dr Patrick J. Neligan, Medical Director Critical Care, Galway University Hospitals

11:50 The PAL.M.ED project-the impact of early palliative medicine involvement in the ED
Dr Mary Casey, PAL.M.ED Project Coordinator and Millie Devenish, CNS Palliative Care, St Vincent’s University Hospital

12:10 Bereavement care in maternity hospitals-developing standards and guidance
Dr Ciarán Browne, National Lead, HSE Acute Hospitals Division

12:30 Dying in acute hospitals-care experiences from the perspective of bereaved relatives
Bettina Korn End of Life Care Coordinator, St. James’s Hospital and Diarmuid Ó Coimín, End of Life Care Coordinator, Mater Misericordiae University Hospital

12:50 Questions to the panel

1:05 A personal reflection
Sandra Hannan

1:15 Buffet lunch served in the restaurant

2:15 Extended sessions A,B,C-see next page

3:40 Conference reflections
Prof. Paul Finucane, Chief Academic Officer, University of Limerick Hospitals Group

4:00 Close of conference
Sharon Foley, CEO, Irish Hospice Foundation
Extended Sessions

A  The challenges of, and obstacles to successful communication about end of life care; a practical session
Chair: Dr Feargal Twomey, Consultant in Palliative Medicine, Milford Hospice and University Hospital, Limerick
Facilitated by: Jim Rhatigan, Dr Kathy McLoughlin, Marie Richardson, Rebecca Lloyd and Martina O’Reilly, Milford Care Centre
Dr Feargal Twomey, Jim Rhatigan, Marie Richardson, Dr Martina O’Reilly (all from MCC), Rebecca Lloyd (MCC/Limerick Institute of Technology) and Dr Kathy McLoughlin (MCC/Maynooth University), have varied backgrounds and bring extensive experience and expertise in palliative medicine, social work, psychology, education & research, community engagement and marketing.

Milford Care Centre’s specialist palliative care services have been at the forefront of developing communication skills training modules in Ireland to support health care professionals to respond effectively to the challenging communication issues that can arise in palliative and end of life care. A range of approaches and resources have also been developed to help individuals, families and communities to be better able to talk together about illness, death, dying, loss and care. This practical workshop will explore the challenges of successful communication in end of life care and signpost the steps required for overcoming the obstacles. Knowledge and skills are important, but the starting point for the having end of life care discussions is our own comfort and ability, not only as health care professionals, but fundamentally as people.

B  The Design & Dignity Programme; transforming hospital spaces for people at end of life
Chair: Michael O’Reilly, Chair Design & Dignity Project Advisory Group
Facilitated by: John Browner, HSE Assistant National Director Capital and Property, Ronan Rose Roberts, Architectural Advisor to the Design & Dignity Project. Mary Lovegrove, Design & Dignity Project Manager, Irish Hospice Foundation

This session will be facilitated by the Design & Dignity Project Team. Michael O’Reilly is a lawyer with an extensive background in legal practice, business, political consulting and the arts. He has served for ten years as a board member of the Irish Hospice Foundation, for six of those years as Chairperson. An engineering graduate, with wide experience in the private sector, John Browner joined HSE Estates in the mid-1990s and for the last ten years has been working in Capital Projects.

Conference reflections
Shannon Suite 3:40-4:00pm

The conference organising committee invites you back to the Shannon Suite for remarks from Prof. Paul Finucane, Chief Academic Officer, University of Limerick Hospitals Group.
Poster prizes will be awarded at this time also.

C  Building resilience when working in end of life care; practical resilience strategies and initiatives
Chair: Margaret McKiernan, Director of Nursing, Mercy University Hospital and Chair, HFH Acute Hospital Network
Facilitated by: Breffni McGuinness, Training and Development Manager and Bryan Nolan, Communications and Development Coordinator, The Irish Hospice Foundation
Breffni McGuinness and Bryan Nolan have extensive experience as a facilitators and educators in the area of bereavement.

Breffni has worked with educational, business, healthcare and voluntary organisations to develop effective and supportive solutions for staff who experience grief as part of their work. He has developed eLearning courses on bereavement support as well as workplace guides on bereavement policies and providing support after suicide. Bryan specialises in communication, training and facilitation. He works with healthcare staff helping build confidence and competence in delivering the best end of life care. Bryan delivers a number of different training programmes to healthcare staff covering issues such as advance care discussions, delivering bad news, care after death, hospice principles and practices, communicating with people with dementia and supporting families of people in residential care. Bryan also teachers on the IHF Masters in Bereavement Studies.
PROF. COLETTE COWAN

Colette Cowan was appointed CEO of UL Hospitals Group in 2014. Colette completed her nursing training at St Vincent’s University Hospital, Dublin. In 2007, she was appointed Director of Nursing in Nenagh, the youngest person ever in the country to have filled such a role. In March 2012, she was appointed Director of Nursing at Galway University Hospital before becoming the first Group Director of Nursing and Midwifery in the West North West Hospitals Group (now Saolta University Healthcare Group).

During 2015, UL Hospitals Group became the first group in the country to meet the national PTL targets in respect of outpatient, inpatient and day case waiting times. During her term, she has strengthened the academic and research profile of the group and she signed contracts for the fit-out and completion of the new ED and Dialysis Unit at University Hospital Limerick. Other capital projects completed or having commenced construction during her term of office have included the Leben Building and Clinical Education and Research Centre at UHL while planning is now underway for the relocation of University Maternity Hospital Limerick and the development of a 96-bedded inpatient block at UHL.

Firmly committed to patient advocacy and empowerment, Colette has established a Patients Council at UL Hospitals Group and authorised the development of new patient feedback metrics.

Colette is chairperson of the National Hospital Group CEO Forum and sits on a number of other groups and task forces at national level. Colette is adjunct Professor of Nursing and Midwifery at NUI Galway. She is currently studying for an MSc in business and management at the Institute of Public Administration.

PROF. BEE WEE

Prof. Bee Wee is Consultant in Palliative Medicine at Sir Michael Sobell House, Oxford University Hospitals Foundation Trust. She has been seconded part-time as National Clinical Director for End of Life Care in NHS England since April 2013. In this role, she provides strategic clinical leadership for improving end of life care across England.

Originally from Malaysia, she arrived in Ireland when she was 15, had her secondary school education at Sandymount High School, then trained in medicine at Trinity College Dublin. She was the first Senior House Officer at Our Lady’s Hospice in Harold’s Cross, Dublin, learning from ‘Doc McCarthy’, Michael Kearney, Thérèse Brady and Maura Mac, amongst many others, and completed her GP training in Co. Meath. She then worked at Bradbury Hospice in Hong Kong, before becoming Consultant/Senior Lecturer in Palliative Medicine, and later, Deputy Director of the Medical School in Southampton. She moved to Oxford in 2003 as Consultant/Senior Lecturer at Sir Michael Sobell House, Fellow of Harris Manchester College and Associate Director of Clinical Studies at Oxford University, and Head of the Oxford WHO Collaborating Centre for Palliative Care.

She is now Associate Professor at Oxford University, Visiting Professor at Oxford Brookes University and University of Worcester, and Honorary Professor at Sichuan University, China. She also chairs a Standing Advisory Committee for Quality Standards for the National Institute for Health and Care Excellence (NICE).
SHARON FOLEY
Sharon Foley was appointed CEO of The Irish Hospice Foundation in 2011. Throughout her career she worked in a variety of sectors – state, public, private, community and charitable. She was the founding CEO of the Crisis Pregnancy Agency and previously served as Director of Health Promotion at two former Health Boards – the East Coast Area Health Board and the Midlands Health Board. She has also served on a number of state boards as well as working as an independent Management Consultant.
Sharon holds a Masters degree in Nutrition Research from Trinity College Dublin, a Masters degree in Health Promotion from NUI Galway and Diploma in Quality and Leadership. Sharon is a member of a number of national groups working to improve palliative, end of life and bereavement care in Irish hospitals.

DR SHAUN O’KEEFFE
Dr Shaun O’Keefe MD FRCPI graduated from University College Dublin and St Vincent’s Hospital, Dublin. He trained in Internal and Geriatric Medicine in Galway, Dublin, Boston and Liverpool. He was appointed as Consultant Physician to St Vincent’s University Hospital in Dublin in 1996, and in 2000 moved to his current post as Consultant Geriatrician in Galway University Hospitals. He is also an Honorary Personal Professor in the Department of Medicine in NUI Galway. He was a member of the Law Reform Commission working group that developed recommendations for changes in Ireland’s laws on mental capacity. He was Chairman of the Adult Subgroup of the National Consent Working Group and is Chairman of the HSE Working Group on Implementing the National Policy on DNAR Decisions. Research interests include cognitive impairment, sleep disturbance and ethical issues in the care of older people.

PROF. PAUL FINUCANE
Prof. Paul Finucane is the Foundation Head of the Graduate Entry Medical School at the University of Limerick and Chief Academic Officer, University of Limerick Hospitals Group. A doctor (geriatrician) by profession Paul is a graduate of UCC. He was formerly the Director of Education with the Medical Council of Ireland. Before this, he spent 10 years in Australia where he was Professor of Rehabilitation & Aged Care and Assistant Dean, School of Medicine, Flinders University of South Australia. While at Flinders, he played a key role in the introduction of Australia’s first graduate-entry medical programme. He is a former Vice President of the Australasian & New Zealand Association for Medical Education (ANZAME) and has published extensively in the field of geriatrics.

DR PATRICK J. NELIGAN
Pat Neligan is medical director of critical care at Galway University Hospitals. He trained in Medicine and Anaesthesia in Ireland and in Critical Care at Duke University, North Carolina, USA and the Hospital of University of Pennsylvania, Philadelphia. He was on staff at Penn between 2002 and 2008, and has been a consultant in Anaesthesia with a special interest in Intensive Care since 2008. He has published on a variety of topics in both specialties and is co-editor of “An Evidence Based Practice of Critical Care” - currently in its 2nd edition.

MILLIE DEVENISH
Millie Devenish is a CNS working in St Vincent’s University Hospital, Dublin. She has previously worked in intensive care and acute surgery before joining the Palliative Care Team in St Vincent’s University Hospital in 1998. With the team she has been involved in End of Life Care Pathways and the setting up of End of Life Suites in the hospital. Most recently Millie has been involved in a quality improvement project, integrating palliative care into the Emergency Department. She holds a Bachelor’s Degree in Nursing Science and a Higher Diploma in Palliative Care and is a member of the IAPC and served on the Nurses Forum Committee.
DR MARY CASEY
Mary Casey has a background in Medical Social Work and Medicine. Prior to her career change she was Head Medical Social worker in St. Luke’s Radiation Oncology Hospital Dublin. Since graduating she completed the Graduate Certificate in Palliative Medicine in UCD. She also holds a B.Sc. She has a particular interest in support for Oncology patients and their families. She has been involved in the development of many support groups and services. Her more recent work includes audit and research and she has been research officer for The Palliative Medicine in the Emergency Department Project in St. Vincent’s University Hospital Dublin.

DR CIARÁN BROWNE
Ciarán Browne currently works in the Acute Hospital Division of the HSE and is Chair of the Bereavement Care Standards following Pregnancy Loss and Maternal Death group. Ciarán currently leads a large number of projects within the Acute Hospital Division. Prior to this, Ciarán was Head of the Performance Management Unit in the National Hospitals Office and has worked for the Health Research Board and the Department of Public Health. Ciarán holds a PhD from Trinity College Dublin as well degrees from UCC and DIT.

DIARMUID Ó COIMÍN
Diarmuid Ó Coimín joined the HFH Programme team in the Mater Misericordiae University Hospital in 2010. Prior to his current role as End of Life Care Coordinator Diarmuid worked as a Senior Social Worker in Palliative Care and also in the Emergency Department. Diarmuid graduated from UCD with a Masters qualification in Social Work (MSoc.Sc, NQSW) and subsequently completed a Diploma in Bereavement Studies (RCSI). In addition he has a Green Belt in Lean Six Sigma (UCD / Mater Lean Academy) and a Diploma in Leadership and Quality in Healthcare (RCPI).

BETTINA KORN
Bettina Korn joined the HFH Programme for St. James’s Hospital in 2011. Since then she has worked as the hospital’s HFH Programme Coordinator, through advocacy, education, research and project management in relation to end of life care. Bettina originally qualified as a nurse in Germany and moved to Ireland in 1996. She holds an MSc in Nursing from Trinity College (2009) and has previously worked for over ten years as a Respiratory Clinical Nurse Specialist, most of those at St. James’s Hospital, where she was part of a Respiratory Outreach Programme. Through her longstanding contact with patients with advanced non-malignant lung diseases Bettina developed a strong interest in palliative and end of life care.

Professional accreditation has been awarded for this conference.
Visit the registration area from more information.

THE IRISH HOSPICE FOUNDATION
The Irish Hospice Foundation (IHF) is a national charity dedicated to all matters relating to dying, death and bereavement in Ireland.
With no core funding from the State, the IHF is an independent organisation which relies on public donations to support our initiatives.
www.hospicefoundation.ie

Follow the conference on twitter #HFH2016
Presentations will be online after the conference www.hospicefriendlyhospitals.ie