

Issue 15

St. Vincent's Foundation Newsletter for the *Friends of St. Vincent's*



Autumn
2016

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St. Vincent's Foundation is the philanthropic fundraising
arm of St. Vincent's Healthcare Group



St. Vincent's Foundation

Board of Directors: Mr. David Ryan (Chairman), Ms. Stephanie Fitzpatrick,
Mr. Dermot Furey, Prof. Michael Keane & Mr. John Hickey
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is a voluntary
organisation and all
donations and grants are
shown on our website*

Welcome from John Hickey, C.E.O. of St. Vincent's Foundation



It gives me great pleasure to welcome all our readers to this the 15th edition of *Friends of St Vincent's*.

Throughout the magazine you can witness the wonderful work done by so many people to assist St. Vincent's. The fundraisers and donors who generously give of their time and money make a real difference to our patients. On behalf of all who rely on care in the hospital we express our sincere thanks as we have done so often.

During the recent past we have implemented some very significant projects that have been funded by donations and fundraising monies.

We have a very impressive review of the Whiteboard Project by Niall Berwick and users of the system. This demonstrates how the patient journey through the hospital is better co-ordinated and more effective. This investment will serve us and our patients well over many years to come. It would not have happened without the kindness of donors and fundraisers.

Reflecting our on-going support for Compassion in Healthcare seminars, we are delighted that Michael Brophy has contributed to this edition. Michael is a consistent and committed advocate of the benefits of focussing on this dimension in care. Again the financial contribution to the seminars from St. Vincent's Foundation comes about because of the generosity of you, our supporters.

In *Fundraising Highlights* we feature so many events that represent the hard work of huge numbers of people. Many of these have become annual events run on a most professional basis. Every year as well we are delighted that new fundraisers approach us to support a cause in the hospital. All we can say to each and every one is; a sincere thank you.

I know we have commented in the past that the majority of our donors do not wish to be identified. These donations come to us through correspondence, online or to the moneyboxes in the hospital. When we have details of the donor we always acknowledge them but sometimes they simply come to us anonymously. We want to take this opportunity to thank them all.

During the Autumn, St. Vincent's Foundation was active again in supporting Best Will Week. In that context we encourage all our supporters to ensure that they have made a will to determine what should happen after their death. The inclusion of a gift to a charitable cause is always welcome but obviously a very personal decision.

As we come near to year end, we are delighted to note a significant increase in donor and fundraising activity. This has, of course, enabled us to support many more important projects and we hope that this trend will continue into 2017.

Welcome from John Hickey & Business Partners

We are rapidly approaching Christmas as we finalise this edition. We ask for your support for our Raffle and Christmas Card sales. This year all proceeds from these go to Palliative Care. Most of us have some experience of the huge importance of this facet of medicine. With greater resources we can enhance this service. We have exciting prizes in our raffle and great quality Christmas Cards.

Please enjoy the content and any feedback is always very welcome.

John Hickey,
C.E.O. (Voluntary), St. Vincent's Foundation

**St. Vincent's Foundation is supported by the
following Business Partners**

As a voluntary organisation St. Vincent's Foundation assures donors and fundraisers that every cent raised goes to the intended cause. We can do this because the quite minimal costs involved in managing the Foundation are covered by our Business Partners. We are grateful to them all.



However you choose to help St. Vincent's you are assured that all your donation goes to your selected cause without deduction of costs.

We are a voluntary organisation dedicated to raising funds for patients care, research and education in St Vincent's.

***St. Vincent's Healthcare Group comprises
St. Vincent's University Hospital, Elm Park, Dublin 4 (affiliated with University
College Dublin); St. Vincent's Private Hospital, Elm Park, Dublin 4 and
St. Michael's Hospital, Dun Laoghaire, Co. Dublin.***

www.stvincents.ie

Fundraising Highlights

For the past eight years we have included hundreds of fundraising events. The ones that follow are no less heart-warming and demonstrate such generosity. We are really grateful to them all.

As well as the generosity and energy of our fundraisers that we invariably comment on, we are always impressed by the ingenuity that is demonstrated in finding new ways to raise money for good causes.

We think of all the individuals who have repeatedly contributed as 'old friends' to whom we are eternally grateful. We also welcome 'new friends' and thank them all for their vital contribution to our patient care.

Here are some details:



Collection Boxes:

We received almost €10,000 in 2015 from the money boxes throughout the hospital, for which we are very thankful and so far collected over €6,000 in 2016.

Court Poor-Box Donations:

As we mentioned in previous issues, Cystic Fibrosis care here in St. Vincent's has been the beneficiary of several Court Poorbox donations. We would like to acknowledge further payments of over €3,000 received this year, for which we are most grateful.

Revenue Refund:

In each edition of "Friends of St. Vincent's" we highlight how we can get a rebate of tax on donations in certain circumstances. We actually refer to this process on page 18 of this magazine. The completion of a tax reclaim form where relevant, has enhanced the value of donations by over €2,000 this year.

In memory, anniversary and family donations:

On these poignant occasions it is so admirable to see how families seek to help others with the empathy of knowing they have a shared experience in dealing with sickness and, sometimes the loss of a loved one.

Standing Orders:

Over the years a number of people have set up regular payments to a chosen cause. In almost all cases they wish to remain anonymous but we want to take this opportunity to say that they are not forgotten and are much appreciated.

Phone Recycling monies:

Please keep donating your old mobile phones for recycling. We have a phone recycling box located at the main reception desk in the hospital. Because these phones can either be repaired or used for spare parts, we raise several hundreds of euros each year from them. Recycling them is also, of course, good for the environment.

Fundraising Highlights continued.....



2016 Warriors Festival Sligo:

For the last three years we have received a most generous annual donation of €1,000 from the Sligo Warriors Festival Committee. Each year runners from all over Ireland and various parts of the world converge on Strandhill to follow in the footsteps of Queen Maeve's ancient warriors. The donations have been at the behest of a former patient Denis Foley from Drumcliff, whose land is part of the course.

This year the Committee also generously made a second donation of €1,000, bringing to €5,000 contributed since 2013. We are particularly grateful to all involved, especially Denis Foley & family, for continuing to support St. Vincent's in this way.

St. Vincent's Rugby Club Charity Ball 2016:

One of the most consistent supporters of St. Vincent's Foundation over the years has been our own Hospital Rugby Club.

On and off the pitch, the energy and generosity of the Club members has been spectacular.



St. Vincent's Charity Ball 20th February 2016, Shelbourne Hotel

This year their annual Spring Charity Ball raised €2,000 for patient care in St. Vincent's. Each year, the contribution to causes in St. Vincent's Hospital has been most significant and much appreciated.



Junior Hell & Back Fundraising by Jack Carey:

Jack Carey took part in the Junior Hell & Back Challenge in Kilruddery on 11th September and raised the magnificent sum of €2,577.22 for Cancer Care in St. Vincent's Hospital.

Aged just 10 years, Jack, from Kilmacanogue, County Wicklow, is one of our youngest fundraisers. He is also one of the most successful. Hell & Back Junior, Ireland's toughest physical and mental endurance challenge for Children and Teenagers, is a fun and exhilarating obstacle course and mud run for kids/teens seeking the ultimate adventure.

Well done Jack and on behalf of our patients we Thank You. What an admirable young man.

(see photos below of Jack)



Fundraising Highlights continued.....

Tom Kennedy Annual Memorial Rally 2016:

The Garden of Ireland Vintage Car Club held the Tom Kennedy Annual Memorial Rally in July. The rally commemorates Tom Kennedy, a member and great friend of the Car Club.

This year's event had a record number of vintage cars attending from across the British Isles. As always, the rally supports fundraising for St. Anne's Cancer Care in St. Vincent's University Hospital and raised €2,000. This brings to a total of almost €10,000 the contribution of the club to a vital area of medical care.

The Garden of Ireland Vintage Club present the cheque proceeds

We are really grateful on behalf of our patients, for the wonderful ongoing support of the Club Committee and friends, and of course Tom's family.



Coffee Morning for Palliative Care:

Thank you to all in St. Mary's Community Centre, Rathmines who organised an "In Memory" Coffee Morning, following the death of a colleague's mother in St. Vincents. The proceeds of €350.81 were donated for Palliative Care here in St. Vincent's, for which we are most grateful.

Christine Kearney's Halloween Raffle for Breast Cancer services in St. Vincent's:



For over five years, Christine Kearney has organised a series of Raffles for Breast Cancer Care in St. Vincent's.

The 2016 Halloween Raffle raised €3,223.95, which is a record for this event. Over the years, Christine has raised over €29,000 and enabled vital work in this medical area.

Christine and her friends Catherine and Katie had 50 wonderfully presented prizes, which made a great display in the hospital. On the day of the raffle, the

three of them were very scarily turned out, as captured in the photos!

We are grateful to all who made this happen by donating prizes and selling tickets. We want to particularly thank the staff of the main reception in St. Vincent's who contributed enormously to the sales in the couple of weeks beforehand.



A particularly big *Thank You* to Christine.



Fundraising Highlights continued.....

John Cullen Memorial Fundraising for Pancreatic Cancer Care:

In memory of her beloved husband John R.I.P., Michelle Cullen organised a fundraising Golf Outing and Raffle on 20th May last. Supported by family and friends, Michelle had a very successful Outing in Naas Golf Club followed by an evening gathering in Maynooth. This fundraising raised a fantastic total of €3,342.26 for Pancreatic Cancer Care here in St. Vincent's.

On behalf of our patients, our sincere thanks to Michelle, her family and all involved in this magnificent support. *(See below photos from the Golf Outing and cheque presentation to Dr. David Fennelly*



KBC Fund Management Charity Donation:

Thank you to the Charity Committee in KBC Fund Management for again nominating St. Vincent's Hospital to receive a donation. €250 was donated by them at the end of October



Allcare Pharmacy Merrion Shopping Centre fundraising:

Our sincere thanks to all the staff of Tony Walsh's Allcare Pharmacy in the Merrion Shopping Centre, who donated €754.97 for patient care in St. Vincent's following their fundraising as part of their annual "Give for Good" campaign.

Carrickmacross Baptist Church Family Fun Day for the Liver Unit:

The Carrickmacross Baptist Church Community had a Family Fun day at the Woodlands Christian Centre on July 9th 2016 to fundraise for the Liver Transplant Unit in St. Vincent's Hospital. Despite the unseasonably bad weather, the event raised almost €1,000 for this most worthy cause.

Pictured on the right is Liver Transplant recipient Anne Daly with her husband Brendan presenting the fundraising proceeds

The creativity of Rev. Colin Creighton, Anne Daly and the organising committee overcame the challenges of the weather to ensure that everyone had an enjoyable day. On behalf of our patients we are truly grateful for this fantastic support.



Wedding Favours Donation:

Thank you to Samantha & Ryan who donated €250 for patient care in St. Vincent's, in lieu of Wedding Favours in memory of Ryan's grand-dad Philip Giles R.I.P.

Fundraising Highlights continued.....

Fundraising in memory of Frank Robinson:

Teresa Tobin from County Wexford took part in the 2016 Dublin Marathon in memory of her dad. He died just 3 weeks before the Marathon.

From this and donations in lieu of funeral flowers, the family donated the magnificent sum of €3,059.48 for the Kidney Unit here in St. Vincent's

Pictured presenting her fundraising proceeds to Prof. Alan Watson, S.V.U.H. are Teresa Tobin and her mother Mrs. Carmel Robinson

Teresa, our sincere thanks and huge admiration.



Noreen Armstrong Memorial Ladies Lunch & Fundraising for Breast Cancer Care & Research:

Shiona Murphy along with family and friends organised a fundraising Ladies Lunch on Saturday 22nd October 2016 at the Hampton Hotel, with all proceeds going to the important medical area of Breast Cancer. As well as fundraising, the event commemorated Shiona's mother, the late Noreen Armstrong.

The function room was most welcoming and wonderfully presented and it was obvious that everyone was having a great time.

During the afternoon and evening Shiona and her fellow organisers had arranged a fundraising raffle which added to the success and fun.



Vero Moda Fashion stores supported the fundraising with a collection, in 20 of their stores and boosted the contribution to this vital cause.

In total €10,003.38 was raised from all the activities. This magnificent result is huge credit to the efforts and professionalism of the fundraisers.

We are grateful to everyone who made this such a success but particular thanks are due to Shiona, Michelle, Theresa, Aoife, and Maeve.

Pictured presenting the fundraising proceeds to John Hickey are Maeve, Shiona, Aoife and her daughter Sadie & Theresa.

Missing on the day from the photo was Michelle.



Fundraising Highlights continued.....



2016 Women's Mini Marathon

The 2016 V.H.I. Women's Mini Marathon took place on 6th June last. Each year, important causes in St. Vincent's benefit from this Fundraising.



This event is considered to be the biggest 'single-start' event in the world with 40,000 women taking part. It is also a vital contributor to fundraising for many charities, including St. Vincent's.

We are indebted to the many, many women who have raised money for causes in the hospital a great number of whom have done it year-in, year-out.



A big thank you to Shauna, Máire, Anne, Salome, Michelle, Nataliya, Mercy, Caroline, Aideen & Finola – all staff of the Liver Unit here in St. Vincent's - who took part in this year's Mini Marathon. They raised a terrific total of €1,326.00 for this extremely worthy cause.



Many, many other groups and individuals have completed their fundraising and we thank them all. They are also recorded on our website.

Dublin Marathon 2016:

On the theme of Marathons, a full course of c.42km is an extremely challenging undertaking. We all admire those who are willing to undertake it. Thankfully many participants seek to have benefit from their effort and pain!



This year we had a record number of participants taking part in this gruelling event. We are really grateful to them and thankful, on behalf of our patients for the causes that will be helped.

We will report further in the next edition on the success of all these efforts. In the meantime we express our thanks to all concerned.

We are so indebted to all our supporters mentioned here and to many more not listed.

Some donors do not want to be identified and we always respect that.

How we handle your money



Regular readers will be familiar with this page which we reproduce in each edition as we feel it is important to demonstrate both our activities but also our consistent policy in dealing with donations.

Donations: *In line with our privacy policy we generally do not highlight specific donors unless they specifically request to be identified. Most donors want confidentiality and we always respect that.*

Personal details of **Donors** will remain confidential unless SVF is specifically requested by the Donor to publicise them. Otherwise Donors will be able to recognise their own donation by reference on that page to the donation date and amount and by the cause, if they have specified one.

Fundraisers will be individually identified in the publicly accessible database, if they have requested to be identified, by name and amount raised. Otherwise they will be able to recognise their contribution by reference to the presentation date and amount and specific cause if nominated.

We would like to take the opportunity to thank those many, many generous people who give money to assist us in our work.

Many couples getting married decide to make a contribution instead of wedding favours on their special day. Normally we are asked for table displays for the wedding reception and we are of course very happy to provide them. We thank all those couples as we wish them a long and happy married life.

On the sad occasion of the loss of a loved one, many families request a donation to a named charity in lieu of funeral flowers. St. Vincent's frequently benefits from this generosity. This is most appreciated. We always advise the family of donations received and also acknowledge directly to the donor. As we thank these families we would like to acknowledge the Funeral Directors who assist people who wish to donate.

Through the end of 2015 and into 2016 we have noted an increase in the number of bereaved families who request donations to St. Vincent's instead of flowers and we are grateful for their kindness at this most difficult time for them.

We continue to receive donations in lieu of Court fines and we are very grateful to the Court staff who support this.

Finally we must thank those people who, completely anonymously, support our collection boxes so generously throughout the hospital.



For details of all donations, fundraising and spending, please see our website www.stvincentsfoundation.ie

On the website also, you can read our Income and Grants policies.

Donors making a difference

In the pages that follow we demonstrate the practical impact that donors and fundraisers have had on patient care in St. Vincent's Hospital. We feature staff training, some investments in patient and family comforts and equipment financed by donors through St. Vincent's Foundation

St. Vincent's Foundation supporting clinical excellence:

As we mentioned in a previous edition, the support of donors and fundraisers has enabled us to improve the environment for patients in many ways. One of these is enabling staff to implement better procedures in their own medical areas.

Clinical Masterclasses are an established method for showcasing improved procedures. In 2015 St. Vincent's Foundation was delighted to launch a bursary for further education for staff who excelled in identifying potential improvements in the delivery of healthcare.

The 2015 winners were Audrey Byrne and Sharon Byrne, from St. Vincent's Private Hospital for their poster on the reduction of surgical site infections.

Audrey and Sharon, along with staff members from St. Vincent's Healthcare Group attended the BMJ/IHI International forum for Healthcare Quality Improvement in Gothenburg, Sweden in April 2016.

We can look forward to the good initiatives that the attendees bring back to healthcare in St. Vincent's and elsewhere in Ireland.



Pictured above attending the conference are Dr. Ian Callanan, Group Clinical Audit Facilitator, St. Vincent's Healthcare Group; Sharon Byrne, Infection Control, St. Vincent's Private Hospital; Kathryn O'Sullivan, Cardiac Rehab, S.V.U.H.; Audrey Byrne, Infection Control, St. Vincent's Private Hospital; Dr Aaron Doherty, S.H.O., S.V.U.H.; Ann O'Reilly, Occupational Health Dept., S.V.U.H.; Dr John Brennan, SpR, S.V.U.H. & Dr Dubhfeasa Slattery, Head of the Clinical Indemnity Scheme, State Claims Agency



Exercise Bike for Cardiac Rehab:

Through the generosity of a donor, an exercise bike (pictured on the left) was purchased for Cardiac Rehab patients. It has already made a significant contribution to patient care in this important area.

Reclining Chair and T.V. remote controls for the Liver Unit:

A family from County Galway, kindly financed a reclining chair (pictured on the right) and additional T.V. remote controls, which have been purchased for St. Brigid's Ward. This great contribution was in memory of a family member who died last year, and who had previously received a liver transplant.



Candelabra purchase for St. Vincent's Hospital Oratory:

Because of the generosity of donors to Chaplaincy funds, we recently purchased an Electric Candelabra for the Oratory in St. Vincent's. Many people appreciate being able to light a candle for a loved one.

Donors making a difference

Whiteboard Patient Journey system

One of the biggest grants from St Vincent's Foundation to date was for a Patient Journey Management investment known as the **Whiteboard System**. This has now been implemented and we thought it would be appropriate to report back on its effectiveness.

Historically the management of the flow of patients was governed by standard whiteboards, diaries and paper methods with the many challenges that this entailed. The implementation of a modern electronic system with an integrated whiteboard system was identified as imperative to improve this process. The preferred solution was an Electronic Whiteboard Patient Management System .

The system went live earlier in the year and was gradually rolled out throughout the hospital. All wards now have the system available on touchscreen whiteboards in their wards as well as relevant PC's in the hospital.

The Patient Journey system facilitates the capture of key Clinical data throughout the full patient's journey, regardless of admission source, in real time.

In addition it enables an accurate Ward census ensuring that the exact location of every patient in the Hospital is known in real time. Clinical Nursing staff will therefore be able to locate and manage their patients and consults and transfer care between consultants/teams in real time

The information is displayed and recorded on touchscreen electronic whiteboards at ward level and all desktop PC's with rapid RFID authentication using the current staff swipe thus enabling, simplifying and promoting the ward level real time data entry required.

The system utilises advanced web based technologies and provides an intuitive, flexible, mobile and functionally rich patient journey solution to minimise the overhead of data entry for key administration, clinical and nursing interactions with the patient.

This in turn provides a full and shared view of key clinical and nursing interactions throughout the patient journey improving communication and releasing time for patient care.

The contrast between the old and new systems is very interesting as is demonstrated in the "before" and "after" photos depicted below.

Manual boards



Whiteboards



Donors making a difference

The effectiveness of any major system introduction is hugely dependent on the confidence of staff to adopt and use the new system while dispensing with what they have been used to. Key to this was a series of communication and Q&A sessions before and throughout implementation.

The highlight of the communication series was a Staff Awareness Day. This was held in SVUH on 13th July to showcase the new technology and give staff an opportunity to interact with the system and engage with the project team delivering the system.

The FLOW system was demonstrated to staff on both the state of the art touchscreen whiteboards while the NOTE products functionality and mobility was demonstrated on Microsoft "Surface" tablets. This day was a great success and generated a huge interest in the system.

The pictures below capture some of the interaction at the Awareness day.



Feedback on Whiteboard.

The ultimate measure of the effectiveness of the Whiteboard System is from the users. We thought we would finish by some directly relevant quotes from personnel in St. Vincent's

Kay Connolly, Chief Operating Officer, St. Vincent's University Hospital commented "The electronic whiteboard represents a tangible investment by the organisation to provide staff with optimal resources to deliver enhanced quality of care to our patients."

Elaine Whyte, CNMI, AMAU/AMU stated "The implementation of the electronic whiteboard has gotten off to a great start in AMU, it has made our lives much easier, and is already starting to improve patient flow. We are all enjoying the new system and are excited to see SVUH moving into a paperless future"

Prof Alan Watson, Clinical Director Medicine/Emergency Medicine summarised "The enthusiasm with which this new project has been received is a credit to all involved in its organisation and to the staff utilising it on a daily basis. The system in its most basic format allows better clarity in regard to patient flow throughout the hospital. There are however many other facets available, which in time can only add to the quality of service we provide."

Finally we thought we would finish by thanking our donors and fundraisers for making the Whiteboard System happen.

Quite simply it would not have been possible without the generosity of so many supporters of St. Vincent's.

Michael Brophy—Compassion in Healthcare article

“Throughout the years St. Vincent’s Foundation has funded conferences on *Compassion in Healthcare*. We have been able to do this because of the generosity of donors and on behalf of our patients we thank them all. In this edition we thought it would be interesting to hear from an expert on the theme and passionate on its importance.

Michael Brophy is a member of Hearts in Healthcare, a network of individuals who are committed to the re-humanisation of healthcare on a worldwide basis. In his work in this area he has designed and facilitated educational interventions centred on the value of compassion for healthcare staff, in a variety of settings throughout Ireland”

Compassion as a corporate and personal value within St. Vincents University Hospital

Compassion in healthcare has three elements:

- ◆ the recognition of a patient's suffering,
- ◆ an internal response to that suffering (active imagination of the sufferer's condition, concern for his or her good, sense of sharing his or her distress)
- ◆ movement towards addressing such suffering through presence, word and action.

Compassion is distinguished from the values of sympathy and empathy by the requirement for action.

The actions outlined throughout this newsletter are a manifestation of the lived value of compassion on the part of the individuals and groups carrying out those actions. Similarly the action of SVUH in supporting the annual compassion in healthcare conference is also such a manifestation.

Working in healthcare ought to rank among the best jobs in the world, but far too many healthcare professionals feel over-worked, dis-empowered, frustrated and unappreciated.

Compassion is not a panacea for all of those ills. However, in a hospital setting, it can be the foundation for improving patients’ care experiences, patient and caregiver satisfaction, and a hospital’s bottom line. In a recent study* with CEOs and senior leaders at thirty five U.S. hospitals and hospital-based health systems, known for their patient experience improvement initiatives and commitment to compassionate care, the following findings emerged:

- ◆ Organisations that place a high priority on delivering compassionate care benefit from lower staff turnover, higher retention, recruitment of more highly qualified staff, greater patient loyalty and reduced costs from shorter lengths of stay, lower rates of rehospitalisation, better health outcomes and fewer costly procedures.
- ◆ Caregivers who are able to express compassion for patients, families and each other experience higher job satisfaction, less stress, and a greater sense of teamwork.
- ◆ Patients who are treated compassionately benefit from improved quality of care, better health, fewer medical errors, and a deeper human connection with their caregivers.

Compassion in Healthcare contd.....



◆ A recurring thread within the study is that successful healthcare organisations understand that it is the experiences of staff that shape patients' experiences of care, for good or bad, not the other way around.

**Schwartz Centre for Compassionate Healthcare White Paper, Building Compassion into the Bottom Line: The Role of Compassionate Care and Patient Experience in 35 U.S. Hospitals and Health Systems March 2015*

Compassion helps healing. Anyone who has been seriously ill knows that it is the individual acts of kindness, thoughtfulness, and sensitivity on the part of healthcare staff that make it possible to cope with the panic and indignity of a failing body. But care staff also need to be treated with compassion, indeed they need to treat themselves in a compassionate manner. Having compassion for oneself is no different than having compassion for others. Self-compassion involves acting the same way towards yourself when you are having a difficult time. Instead of just ignoring your pain, mercilessly judging and criticising yourself for various inadequacies or shortcomings, self-compassion means you are kind and understanding when confronted with personal failings. Perhaps most importantly, having compassion for yourself means that you honour and accept your humanness. Things will not always go your way. You will encounter frustrations, losses will occur, you will make mistakes, bump up against your limitations, fall short of your ideals. This is the human condition, a reality shared by all of us.

The involvement of patients and families was identified in the study as being essential in the development of a compassionate culture. One hospital looked internally to its palliative care unit, which “opened everyone’s eyes to what healthcare could be like.” A number of hospitals reported using patient stories – both the stories themselves and the act of collecting them – as a way to help caregivers better relate to patients. One senior leader said that, typically, staff would look at a patient’s chart, review clinical information, and move on. Now, there is personal information in the chart, such as: “This 45-year-old father of three girls is a plumber who has season tickets to the Red Sox.” Another hospital trains volunteers to write short stories about patients’ lives that become part of the medical record for the care team.

Recruiting and training were seen to be of critical importance. Most of the hospitals and health systems are specifically recruiting for compassion, “hiring for attitude” utilising behavioural interviewing techniques designed to understand whether candidates are team players or not, and how they will interact with patients. This is subsequently copper fastened in induction and training programmes.

Developing tailor-made compassionate solutions requires a culture of experimentation and entrepreneurship. Senior management support is essential, since a willingness to try new things involves risk. Most enduring change occurs at the unit level. Successful hospitals have departments or units that model compassionate care leadership, creativity, innovation and teamwork. One hospital created a unit team model, which can best be characterised as the “CEO of every unit”.



Compassion in Healthcare contd.....

The team includes a patient services manager (typically a nurse manager) and a medical director who are charged with managing the unit as if they were the CEO. The challenge is to empower every unit in the hospital to create an environment that promotes the precepts of “Don’t hurt me, heal me, and be nice to me.”

It is my personal experience that, in healthcare, the conversation is the relationship between the individual member of staff and the person who is the recipient of care. This relationship unfolds over the course of a single or multiple conversation(s), incorporating elements of presence and engagement, based on reciprocal identified needs and ways of meeting those needs in a compassionate manner. Crucially, such conversation is not limited to clinical staff but also encompasses conversations with the broad swathe of staff, management, administrative, reception, household, security etc. Working within such an environment staff, as unique, irreplaceable, valuable human beings, have a personal contribution to make which nobody else can make on their behalf, towards enabling their department, in particular, and SVUH, in general, provide care which gives life to the purpose of SVUH;

Providing the best possible health care, especially to those in need, drawing on the talents and creativity of its entire staff.

I could cite many examples of individual and corporate delivery of compassionate care within SVUH, but they are best exemplified in the actions of one particular member of staff, Professor Aongus Curran. The word that came up again and again, as his patients expressed their sadness and shock at his recent sudden death, was 'compassionate'. What stood out for them was the compassion he directed to them, the profound human kindness which he exuded, the way he saw in front of him not sickness or disease but people, scared people, worried people in pain, treating them with a mixture of kindness, humour and professionalism that did so much to reassure and encourage them. Professor Curran was a kind loving man who enriched the world around him. He has left behind a rich legacy of compassionate practice to the entire staff in SVUH. Nothing could be more fitting then that SVUH would build on that legacy in his memory.



Michael Brophy (pictured) is a former Senior Investigator with the Office of the Ombudsman. In that capacity he had functional responsibility for the examination and investigation of all complaints received by the Ombudsman about the public health service. In the course of this work he qualified as a Barrister.

Michael currently serves as Chairperson of the HSE National Patient and Service User Forum and as lay member of the Fitness to Practice Committees with the Medical Council and an Bord Altranais (Nursing Regulatory Board). He has acted as a lay observer with the National

Board of the College of Emergency Medicine in Ireland and as a representative of the public interest with the Irish College of General Practitioners (ICGP).

*Michael is a member of **Hearts in Healthcare**, a network of individuals who are committed to the re-humanisation of healthcare on a worldwide basis. In his work in this area he has designed and facilitated educational interventions centred on the value of compassion for healthcare staff, in a variety of settings throughout Ireland.*

Donations & Gifts

Here we highlight some of the ways that donors can help to support a cause in St. Vincent's. We specifically highlight legacy gifts, In Memory donations and direct gifts.

St. Vincent's joins with other Irish Charities to promote Wills:

The Tanaiste & Minister for Justice Frances Fitzgerald T.D. launched the Best Will Week 2016 on October 24th. The programme will run from Monday 31st Oct to Sunday 6th Nov (the month of remembrance). Best Will Week is an annual awareness week during which Irish people are reminded of the importance of making their will and asked to consider including a legacy gift to a charity they care about. The minister echoed the encouragement to make a will and described the potential downside of not doing so.



When a person in Ireland dies without a will, their estate is divided among family members on the basis of rules laid down in the Succession Act 1965. If no beneficiaries can be found, the person's estate, including property and savings, revert to the State's intestate funds deposit account. Without a will there is often a resultant uncertainty in how their assets should be treated. A will gives that certainty.

This Best Will Week, My Legacy asks people to support a cause they love by leaving a legacy donation in their will. You can learn more about leaving a legacy gift to charity by visiting www.MyLegacy.ie

Finally we would like to thank those supporters who have already made a will and included some cause in St. Vincent's

In Memory donations



When bereaved families request donations to a charitable cause in lieu of funeral flowers, they demonstrate extreme generosity in seeking to have others benefit from their loss. In each edition of "*Friends of St Vincent's*" we want to acknowledge families who have requested that donations be made to St. Vincent's and these donations are very important to us.

Often the bereaved relatives specify a medical area to be supported and we always adhere to this wish. If families intend to have a collection, in the church, at the funeral we can provide suitable laminated signs on request. We also often receive in memory donations too coinciding with the Anniversary of a loved one's passing.

Personal Donations

Patient support in St. Vincent's has always been enabled by the kindness of donors. We are grateful to them all. Contributions from *Friends of St. Vincent's* also help us in vital research that will improve the outcomes for patients now and in the future.

As well as one-off donations, we are fortunate that a number of supporters have set up Standing Order payments, so that we receive a regular amount each month. They are a wonderful contribution.

Ways you can Help St. Vincent's

Tax Reclaim for Charities

As a registered charity, donations to St Vincent's Foundation can be enhanced when we can reclaim tax on the amount donated. The process is quite simple and we describe it here.

From January 2013, for all donations of €250 or more in a given tax year the receiving charity receives a tax rebate for the charity provided the donor/taxpayer had paid tax of this amount or more in the relevant tax period.

Because donations are made from "after-tax" income the tax reclaim is calculated to refund the amount of tax that would have been deducted and the taxation rate used is 31%.

The benefit to charities is best demonstrated by an example as follows: where a donor gives €500 during 2014 to St Vincent's Foundation the €500 is considered to be what was left after the donor had paid tax. At a rate of 31% this gross amount before deduction of tax is calculated at €724.65. If the donor has paid a minimum of €224.65 in tax in 2014 the Revenue will repay this amount (€224.65) to St. Vincent's Foundation thereby increasing the value of the donation by almost 45%.

Relevant donors complete and sign a Revenue CHY4 form, which we will provide and the tax reclaimed is very worthwhile as it substantially increases the income to charities at no further cost to donors.

Fundraising Events

These are one of the biggest sources of financial support and are covered extensively in this magazine.

Are you thinking of taking part in a fundraising event? If so, please consider choosing St. Vincent's Foundation as your chosen charity You can select the cause within the Foundation you would like your money to go to All monies received will go directly to your chosen cause and patient care

Contact us now for a sponsorship pack on 01-2215065

or

Email: stvincentsfoundation@svhg.ie



EverydayHero (formerly MyCharity) Affiliation

Don't forget our partner in fundraising **EverydayHero (formerly mycharity.ie)** This is a really useful way to organise fundraising for sponsored events.

If anyone is considering participating in any type of sponsored event, it is worth visiting the website.

Literally any kind of event can be put up.

Everydayhero is an online fundraising platform just like MyCharity.ie, allowing people to raise money for their favourite causes or to give donations directly to them.

MyChairty.ie has now evolved into Everydayhero and is now fully mobile and is optimised to work on smart phones. It includes a range of engaging features for fundraisers to post photos, blog posts and even share their training effort with their friends and family.

See further details on www.everydayhero.ie

Christmas Cards & Raffle

Christmas Cards campaign and Raffle for Palliative Care:

Regular readers will know that, as we approach Christmas we organise a raffle in conjunction with sales of Christmas Cards. Each year a specific medical area is adopted for support and for 2016 we are donating all funds from the cards and raffle to **Palliative Care**.

The centrepiece of our raffle display is a renovated Doll's House lovingly restored by Gloria Winterlich. This work of art, as well as equally impressive crafts and a doll's cradle will brighten up the main reception in December. Our picture on the right gives a preview.



Dr. Eoin Tiernan, Consultant in Palliative Medicine in St. Vincent's University Hospital comments:

"The Palliative Care Service at St. Vincent's University Hospital provides pain and symptom management and general support to patients facing a life-limiting illness, and to their families. The focus of palliative care is on improving quality of life, and this means that patients can benefit early in their illness, even at time of diagnosis. Palliative care is not just for people who might be at the end of life. It is often helpful years before that. The palliative care team in St. Vincent's University Hospital receives around 1,000 referrals each year. Your support for their work is greatly appreciated".



Christmas Cards cost €5 for a pack of 10 and the price includes an entry in our Christmas Raffle for fabulous prizes.

Cards are on sale in the hospital, complete an order form below or contact us on 01-2215065. We would welcome your support for this important cause.

Order Form for Christmas Cards



Name: _____

Address: _____

Contact tel. no. _____ Amount Enclosed € _____

Cards are packed in 10's @€5.00 per pack

Tick Card Type/Quantity in box

1. Religious Cards
(assorted)

2. Non-Religious Cards
(assorted)

Cheque/postal order payable to "St. Vincent's Foundation"

Return your completed order form to:

Mr. John Hickey, C.E.O., St. Vincent's Foundation, St. Vincent's University Hospital, Elm Park, Dublin 4 or Phone us on 01-2215065 with your order

Donations can be made by
24 hour donation phone line Tel: 1850 603 803

Via Our Website

www.stvincentsfoundation.ie

Or

Pick up one of our leaflets in the hospital

OUR CONTACT DETAILS

St. Vincent's Foundation

St. Vincent's University Hospital

Elm Park

Dublin 4 D04 T6F4

Tel: 01 221 5065

Fax: 01 221 4428

Email: stvincentsfoundation@svhg.ie

St. Vincent's Foundation

Company Registration No. 464228 Charity No. 1183

St. Vincent's Foundation complies with The Principles of Good Governance and with
The Statement of Guiding Principles for Fundraising