

NATIONAL WEBINAIR: Health Services Quality and Safety Conference 2010



INTEGRATION: People at the heart of service delivery – Governing through integration for safer quality services

Date: 13th May 2010

Venue: Boardroom, Dr. Steevens' Hospital to venues in Cork, Donegal, Galway, Kerry, Kildare, Kilkenny, Limerick, Louth, Offaly, Sligo and Waterford

INTEGRATION: People at the heart of service delivery - governing through integration for safer, quality services

MAIN CONFERENCE VENUE BOARDROOM, DR STEEVENS' HOSPITAL THURSDAY 13TH MAY 2010

MORNING SESSION - WEBINAIR

- 08.00hrs** **Registration/Tea and Coffee/Scones/fresh fruit**
- 08.30hrs** **Opening remarks** – Ms. Rosemary Ryan, Risk Manager, Irish Public Bodies (IPB)
- Setting the context** – Dr. Barry White, National Director, HSE Quality & Clinical Care Directorate
- 08.45hrs** **Causes of harm in healthcare: Systems failures and human factors?**
Ms. Cora Mc Caughan, Interim Deputy Director of the Serious Incident Management Team
- 09.10hrs** **“People with voices and feelings”** – Conference DVD Presentation
- 10.00hrs** **Spirit of Unity** – participatory event at each location
- 10.10hrs** **Tea/coffee**
- 10.30hrs** **Panel Perspectives** – Chair: Mr. John Bowman, Journalist and Broadcaster
- **Mr. Berchmans Gannon**, Consultant, Healthcare Risk Management, Dispute Resolution (Mediation and Arbitration)
 - **Mr. Liam Doran**, General Secretary, Irish Nurses and Midwives Organisation
 - **Mr. Martin O’Halloran**, Chief Executive, Health and Safety Authority
 - **Ms. Sheila O’Connor**, Users Representative, Patient Focus Ireland
 - **Mr. Brendan Kenny**, Chief Executive, Limerick Regeneration Project
 - **Ms. Barbara Lynch**, Staff Counsellor, Beaumont Hospital
- 11.45hrs** **Open Discussion** - Participation and input from HSE venues across the organisation
- 12.30hrs** **Have lessons been learnt?** - Ms. Cathriona Molloy on the couch with John Bowman

13.00hrs	The Future – Chair: Ms. Rosemary Ryan, Risk Manager, Irish Public Bodies (IPB)
13.10hrs	HSA 5 year Plan for the Health Services - Martin O' Halloran, Chief Executive, Health and Safety Authority
13.30hrs	What does the future hold? - Dr. Barry White, National Director, HSE Quality and Clinical Care Directorate
14.00hrs	Lunch
	AFTERNOON SESSION - NON WEBINAIR
14.30hrs	Opening Remarks (Dublin) – Mr. David Hughes, INMO, Health Services National Partnership Forum (HSNPF)
14.40hrs	Poster Presentation Session Poster presentation/s – key themes in small group presentation style with discussion
15.25hrs	Facilitated Workshop Group discussion will relate posters to the main conference theme and sub themes
15.45hrs	Feedback and recommendations
15.50hrs	Summary
16.00hrs	Close

CONFERENCE SPEAKERS

Dr. Barry White is the National Director of Quality and Clinical Care in the HSE. Dr White is on secondment from the position of Consultant Haematologist in St James's Hospital, Dublin, where he also held the roles of National Haemophilia Director and Director of the National Centre for Hereditary Coagulation Disorders. He was the Clinical Director for Laboratory Services at St James's Hospital between 2002 and 2006.

Dr White has a specific interest in maximising performance within the health care sector and has overseen the introduction of national clinical services and quality and performance programmes. He is widely published in peer reviewed medical publications.

Dr. John Bowman is a broadcaster and historian. He presents current affairs and historical programmes for RTÉ radio and television. He is currently researching a history of RTÉ television for its 50th anniversary in 2011. His book *De Valera and the Ulster Question: 1917-1973* won the Ewart-Biggs literary prize for its contribution to North-South understanding. He is a past president of the Irish Association for Economic, Cultural and Social Relations.

Ms. Cora McCaughan is the Interim Deputy Director of the Serious Incident Management Team. She leads the HSE's Investigation Process Project and is chair of the Healthcare Risk Managers Forum. Cora is also a Council Member of the Health Management Institute and a member of the Medical Council's Standards in Practice Monitoring Sub-Committee. Cora has an honours degree in Physiotherapy from Trinity College Dublin, an MSc (Hons) in Occupational Health and Ergonomics from NUI; and a diploma with distinction in Project Management.

Cora worked as a physiotherapist in Dublin before embarking in 1993 on two by two year assignments in Swaziland with the Agency for Personnel Services Overseas (APSO). She was promoted to the post of Head of Academic Programming and Development at Swaziland Institute of Management and Public Administration (SIMPA) and then became Project Manager of an EU project to strengthen the Central Agencies of the Government of Swaziland.

Cora returned to the Irish Health Services in 2001.

Mr. Martin O'Halloran is the Chief Executive of the Health and Safety Authority since June 2007. He also served on the Board of the Authority from 1992 to 1995.

He was an Irish delegate to the European Commission advisory committee on Occupational Safety and Health from 1992 to 1995. Martin is a graduate of Trinity College, Dublin from where he holds an M.Sc. in Statistics and Operations Research. He holds a B.Sc (hons) Applied Physics, Mathematics from the University of London and a Graduate Diploma in Occupational Safety and Health 1990 (Masters Programme) from the Robens Institute, University of Surrey. Martin has also lectured in Trinity College Dublin and the University of Limerick.

Martin is a chartered member and Honorary Vice President of the Institution of Occupational Safety and Health. He is also a trained executive coach.

He has held senior positions with Telecom Éireann, Eircom and Vodafone. He has also worked as an occupational health and safety professional in industry.

Ms. Cathriona Molloy works with Patient Focus. In November 2007 she was appointed by the Minister for Health and Children to An Bord Altranais to represent the public interest. She is also a lay member of a Research Ethics Committee and a Health Research Advisory Committee in the North East. Cathriona has a background in accounts and administration. She holds a Certificate in Counselling Skills from Maynooth University.

PANEL SPEAKERS

Mr. Liam Doran was appointed General Secretary of the Irish Nurses Organisation in October 1998. He had previously been the INO's Deputy General Secretary and held other posts with the Organisation, since joining as the Organisation's first Student Officer in 1983.

Liam is both a Registered General Nurse and a Registered Mental Handicap Nurse and holds a BA in Health Management and an MA in Human Resource Management and Industrial Relations.

Liam is chairperson of the Health Service Staff Panel, which represents all 100,000 plus workers within the Irish public health service. He is also joint secretary of the Health Services National Joint Council which is the primary management/staff body for the Irish public health services. He is also on the Executive Council of the Irish Congress of Trade Unions and has, therefore, been involved in all of the negotiations leading to the various national social partnership agreements which have been an integral part of Irish economic policy for many years.

Mr. Berchmans Gannon is a Retired Solicitor who specialised in the area of Healthcare, Medical Malpractice and Medical Risk Management. Since retirement, Berchmans has worked on a consultancy basis with the HSE, voluntary hospitals and other healthcare service providers in the areas of Healthcare Risk Management and Dispute Resolution (Mediation and Arbitration). He is a sitting member of the Solicitors Disciplinary Tribunal.

Mr. Brendan Kenny was appointed Chief Executive of the Limerick Regeneration Agencies in June 2007. The Agencies were set up by Government, with a five year remit, as a special response to serious social problems relating to some large public housing estates on both the Northside and Southside of Limerick City. These estates have 3,000 houses and roughly 10,000 residents. The principal aims of the Agencies are:

To develop and implement a comprehensive Masterplan including social, economic and physical objectives

To facilitate the co-ordination, integration and accountability of all existing services

To support and develop local communities

Prior to taking up his current position, Brendan was Dublin Assistant City Manager having worked all his career with Dublin City Council mainly in the Housing/Social/Community arena. He is a native of County Mayo.

Barbara Lynch is an Accredited Psychotherapist and Supervisor with the Irish Association of Humanistic and Integrative Psychotherapists (IAHIP) and the Irish Association of Counselling and Psychotherapy (IACP) and holds the European Certificate of Psychotherapy (ECP). Barbara has worked in the Health care sector since 1979, having trained and worked as both a General Nurse and Midwife. In 1999, Barbara took up a post in Beaumont Hospital with a remit to develop the Staff Counselling Service in the Hospital. Currently, Barbara combines working part-time in Beaumont as the Counselling Services Manager with the running of a private practice and providing training for student counsellor/psychotherapists.

Ms. Sheila O'Connor is a founding member of Patient Focus, a national patient advocacy charity. She has worked in this area for 14 years and is best known for the high profile Neary case and has recently written a book "Without Consent" about this case. The role of Patient Focus is to help people damaged by the Health Care System and to enable them to achieve resolution in a constructive way.

Sheila holds Bachelors and Masters Degrees in Social Science and Sociology from UCD as well as a Bachelors Degree in Civil Law, also from UCD. She holds a Certificate in Counselling Skills from Maynooth University and is on the Board of HIQA.



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