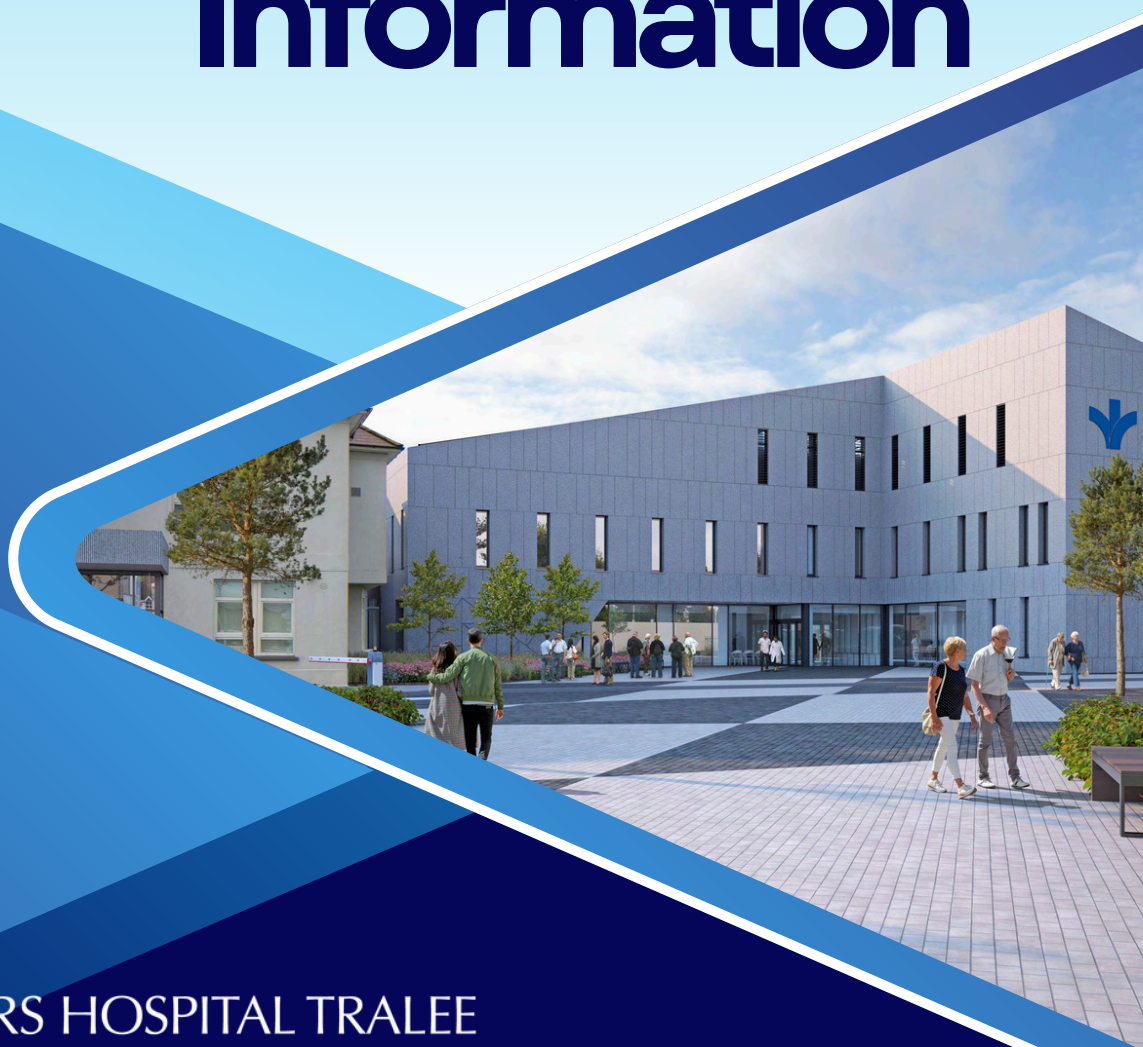




2024

Endoscopy Patient Service Information



BON SECOURS HOSPITAL TRALEE



(066) 71 64519



www.bonsecours.ie



Monday - Friday (08:00 - 20:30)



Bon Secours Hospital, Strand St, Tralee, Co. Kerry (V92 P663)

Endoscopy Nurse Management

Eimear O'Sullivan (CNM2)

Catherina Ross (CNM1)

Anne Marie Scanlon (CNM1)

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Bon Secours Hospital Tralee: Our Mission

To care for the sick, the dying and their families within a Catholic Ethos. Inspired by the Gospel and sharing in the healing mission of Jesus, we recognise the dignity and uniqueness of each person, seeking to provide high quality, holistic care which is characterised by compassion, respect, justice and hope.

Bon Secours Hospital Tralee: Our Values



Bon Secours Hospital Tralee: Our Vision



A Leader in Healthcare



Empower Staff



Reach out to the Community



Be Innovative & Responsive to New Developments in Healthcare

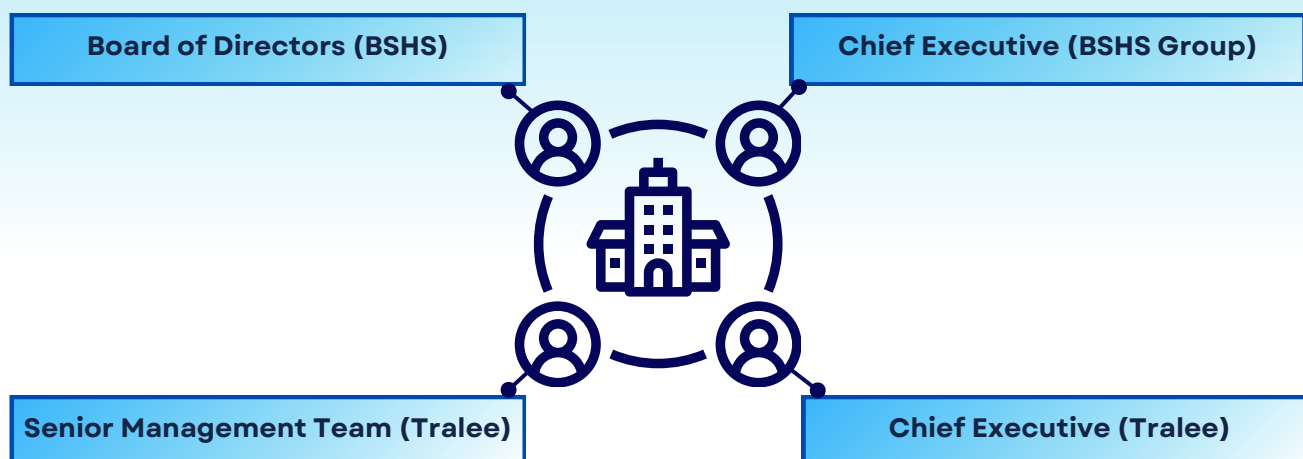


Maintaining our Patient Friendly Environment



Bon Secours Hospital Tralee: Our Governance

BSHT is a member of the Bon Secours Health System Ireland (BSHS) along with four acute care services in Limerick, Galway, Dublin, Cork and a care of the elderly service in St. Joseph's Care Village in Cork. BSHS is committed to ensuring that all patients and residents across the group receive the highest standard of care. BSHT has established robust and effective leadership and governance structures as a mechanism to ensure the hospital is accountable for all its actions. BSHS is responsible for the safe and effective provision of services and has delegated responsibility for the management of the hospital to the Chief Executive Officer (CEO) and team below:



BSHT is on an accreditation pathway with Joint Advisory Group (JAG) on GI Endoscopy Accredited services submit evidence annually to demonstrate that they are continuing to meet the standards and have a 5 yearly on-site assessment carried out by our experienced assessment team. The standards cover all aspects of a high-quality clinical service and are organised into three domains:

1. **Clinical**
2. **Quality Patient Experience**
3. **Workforce**



TJ O'Connor
Chief Executive
Officer



Helena Moore
Clinical Director



Siobhan Dowling
Director of
Nursing



Hilary Fitzgerald
Business
Development
Manager



Breda Doyle
Quality & Risk
Manager



Margaret Cahill
Head of
Human Resources



Owen McCarthy
Head of Mission



Bernadette Lane
Finance
Manager

Bon Secours Hospital Tralee: Our Patients

A link between organisational objectives and values is patient engagement. Over the last YEARS, patients of the BSHT have reported an overall positive experience in our patient experience survey. Our results have led to recognition within the Bons Secours Health System for our quality initiatives, including projects on communication.

In 2023, there were # respondents to the Patient Experience Survey. **93%** of participants rated their overall experience in BSHT as positive. The hospital also scored highly in all stages of care.



94%

of patients rated their care and treatment on the wards as a positive.



93%

of patients rated their overall experience a positive one.



88%

of patients found the discharge process positive.

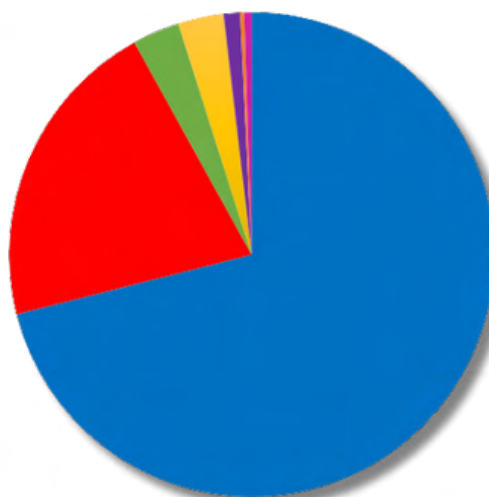


98%

of patients gave positive responses to questions about treated with Respect and Kindness during their hospital admission

Bon Secours Hospital Tralee: Admissions

Kerry	71.39%
Limerick	21.03%
Cork	3.15%
Clare	3.05%
Tipperary	1.10%
Galway	0.27%
Other	0.49%



Bon Secours Hospital Tralee: Accreditations



**Joint Commission
International Hospital
Accreditation**



**Keepwell Mark
Workplace Wellbeing
Accreditation from IBEC**



**INAB
Accreditation**

Bon Secours Hospital Tralee: Our Staff

BSHT has a workforce of 698 staff providing a complex diagnostic, medical and surgical services. In 2023, a number of our staff and teams were recognised for the quality of the work with winning entries at the Bon Secours Health System staff awards.

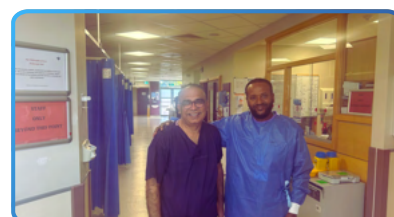
Total Number of Staff

Full Time: 336 / Part Time: 362



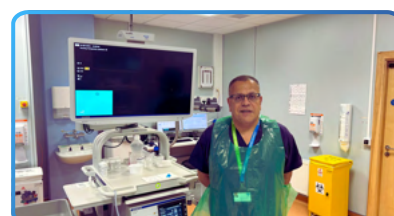
Medical Department

Nursing: 262
Allied Health Professionals: 79
NCHD: 18
OPCC (Other Patient Client Care): 62



Non-Medical Department

General Support Staff: 61
Catering: 46
Administration: 166
Maintenance: 4



Bon Secours Hospital Tralee: Consultants



Specialty	Full Time	Part Time	Total
Anaesthetics	7	1	8
Cardiology	4	3	7
Dermatology	3	0	3
ENT	1	1	2
Gastroenterology	3	0	3
Geriatric	0	2	2
Gynaecology	0	1	1
Haematology	0	1	1
Histology	2	0	2
Microbiology	0	1	1
Neurology	1	0	1
Oncology	0	4	4
Ophthalmology	1	0	1
Oral Surgeon	1	0	1
Orthopaedics	4	2	6
Pain Management	1	1	2
Palliative	0	2	2
Plastic Surgery	2	0	2
Radiology	2	1	3
Respiratory	2	0	2
Rheumatology	1	0	1
Surgery	2	2	4
Urology	3	0	3
Overall Total	40	22	62

Bon Secours Hospital Tralee: Our Services

The Bon Secours Hospital, Tralee is a private independent 150 bedded acute care Hospital, employing 590 employees. The hospital serves the requirements of both public patients referred from Kerry General Hospital and private insured patients in Kerry. The Bon Secours Hospital, Tralee is delighted to be able to provide services to both public and private patients and to positively contribute to the health and well being of our local community.



Services Provided

Acute Medical Assessment Unit
 Cardiology
 Dental Surgery
 Dermatology
 Radiology
 E.N.T
 Endoscopy
 Gastroenterology
 General Medicine
 General Surgery
 Gynaecology
 Haematology
 High Dependency Unit
 Neurology
 Occupational Therapy
 Ophthalmology
 Orthopaedics
 Paediatrics
 Pain Medicine
 Pathology
 Plastic Surgery
 Respiratory Medicine
 Rheumatology
 Urology
 Elective Vascular Surgery



Services not Provided

Unscheduled Emergency
 Presentations / Trauma
 Acute Psychiatric Services
 Cardiac / Pulmonary Surgery
 Convalescent Care
 Neuro - Surgery
 Obstetric and Neonatal Care
 Nephrology & Rental Dialysis



Main Contracted Areas



Bon Secours Hospital Tralee: Our Community

Throughout the year of 2023, as we continued to emerge from the shadow of the COVID crisis, we endeavoured to strengthen our support not just for the poor, vulnerable and underserved, but indeed other areas of need also. We sought to achieve this through our various community outreach programs, both at hospital and system level, by contributing over €1,135,000 of support over course of 2023.

There are examples of engagement with key partners in the communities where we serve, for example in the form of educational evenings for general practitioners. Our commitment to making a difference is exemplified through our many partnerships with local and national charities, as well as through our in-house initiatives. In many instances our amazing staff took the lead and we endeavoured to support their fundraising efforts through match-funding.

ADAPT Kerry Women's Refuge

Ard Chúram Day Care Centre

BSHT Dental Project in
partnership with HSE Kerry
Dental Service

Comfort for Chemo, Kerry

Féileacáin

Inch Community Centre

Kenmare Family Resource
Centre

Recovery Haven Kerry



Endoscopy: Our Governance

The Bon Secours Hospital Tralee Endoscopy Unit cares for adults, both inpatients and outpatients who are undergoing investigative and therapeutic procedures via an endoscope which looks inside the body. The Endoscopy department provides a compassionate and understanding approach to the patient who is at a vulnerable and uncertain stage in their diagnosis and treatment.

Our priority is to ensure that patient care and best practice is at the centre of everything we do in the unit. The unit provides a wide range of high-quality diagnostic and therapeutic gastrointestinal (GI) endoscopic, and respiratory procedures which cater to both inpatient and outpatients over the age of 16 years.

The Endoscopy Department is open from **08:00 to 20:30**, Monday to Friday for general procedures and services. Saturday service can be provided if required. Shift patterns can vary depending on the Endoscopy Unit activities and closing time may vary depending on Endoscopy lists.



Multi Disciplinary Team

- Consultant
- Nursing
- Clinical Nurse Specialist
- Decontamination Manager



Facilities

- Admission Area
- 3 Procedure Rooms
- Decontamination Unit
- Consultant Room

Endoscopy Service

- Colonoscopy
- Gastroscopy
- Flexible Sigmoidoscopy
- ERCP (Endoscopic Retrograde Cholangion-Pancreatography)
- Bronchoscopy

Year	Total Procedures
2021	8,381
2022	9,752
2023	9,428

Endoscopy Service: Our KPIs

Hospital Managerial Indicators

Indicators

Withdrawal of Consent
 Incomplete Scope Due to Poor View or Obstruction
 Specimens Audited by Lab
 Hand Hygiene
 Reversals
 Day Case to Inpatient
 Time Out Audits
 Daily Endoscopy Statistics
 Quarterly Reports of GI Procedures
 Quarterly Reports for Endoscopy Procedures
 Consultant Individual Patient Comfort Score
 Labelling of Medication



Participation in the National Quality Assurance Intelligence System Covering:

Categories

Successful Intubations for Both Upper & Lower Endoscopies
 Retroflexion Rate for Upper GI Endoscopy
 Duodenal Second Part Intubations
 Repeat Endoscopy Requested
 Sedation & Reversals
 Comfort Levels
 Tattooing
 Caecal Intubation Rate
 Polyp Detection Rate
 Polyp Recovery
 Bowel Preparation Quality
 Diagnostic Colo Rectal Biopsies for Persistent Diarrhoea
 Post Polypectomy Perforation
 Post Polyp Bleeding

Endoscopy Service: Our Feedback

**94%**

of patients rated their overall experience a positive one.

**84%**

of patients found the discharge process positive.

**85%**

Net Promoter Score for 2023.

**96%**

of patients said they have had positive interactions with endoscopy staff during their hospital admission.

**95%**

of patients rated their care and treatment on the wards as a positive experience.

**98%**

of patients gave positive responses to questions about treated with Respect and Kindness during their hospital admission.

**89%**

of patients responded positively when asked about communication with staff on the ward both during their hospital stay and in preparation for discharge.



Endoscopy Service: Our Accreditations

BSHT is on an accreditation pathway with the Joint Advisory Group on GI Endoscopy.

Accredited services submit evidence annually to demonstrate that they are continuing to meet the standards and have a 5 yearly on-site assessment carried out by our experienced assessment team.

The standards cover all aspects of a high-quality clinical service and are organised into three domains:



**Joint Commission
International Hospital
Accreditation**

Clinical Quality

Patient Experience

Workforce



Consultants



Health Care Assistants



Endoscopy Team



Clerical Officer



HSSD Technicians



Catering Staff



Household Staff

Endoscopy Service: Our Staff

There are seven consultants practicing within the unit. The Consultant team is supported by a team of highly skilled professional nursing, healthcare assistants, HSSD Operatives, clerical and catering staff to ensure a quality patient experience.



Endoscopy Service: Our Sustainability

Tralee Greener Endoscopy



Since January 2023, we have reduced our plastic bedding sheet usage considerably.

January 2023
3,020

January 2024
620

Saving €16,000



Endoscopy Service: Our Service

The Bon Secours Hospital Tralee Endoscopy Unit cares for adults, both inpatients and outpatients who are undergoing investigative and therapeutic procedures via an endoscope which looks inside the body. The Endoscopy department provides a compassionate and understanding approach to the patient who is at a vulnerable and uncertain stage in their diagnosis and treatment.



(066) 71 64519



08:00 - 16:30



The Bon Secours Hospital Tralee has a newly refurbished Endoscopy Unit with patient safety and comfort in mind. There are three endoscopy rooms equipped to the highest standards and we pride ourselves on providing an informative and friendly service.

The Endoscopy Department at the Bon Secours Hospital Tralee Offers a range of procedures and services which are:



Bronchoscopy: Examination of the trachea (windpipe), the bronchi (airway branches and some of the lungs)

Colonoscopy: Examination of the lining of the large bowel.

ERCP: Detailed x-ray examination of the bile duct and / or pancreas to remove stones or to place a tube if there are narrowed areas.

Gastroscopy: Examination of the lining of the oesophagus (gullet), the stomach and duodenum which is the first part of the small intestine.

Flexible Sigmoidoscopy: An examination of the lower bowel.



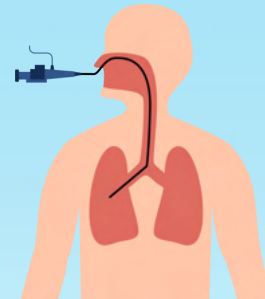
The Endoscopy Department is open from Monday - Friday for general procedures and services. In addition to this, an on-call service via theatre on staff is provided which provides extended / emergency service offering where applicable. This service is in operation outside the standard working hours described above and is available every day that the hospital is open. Saturday service can be provided if required.

Endoscopy Service: Our Service

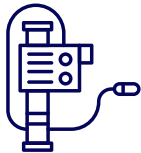
Bronchoscopy



Bronchoscopy is a procedure to look directly at the airways in the lungs using a thin, lighted tube (bronchoscope). The bronchoscope is put in the nose or mouth. It is moved down the throat and windpipe (trachea) and into the airways.



Colonoscopy



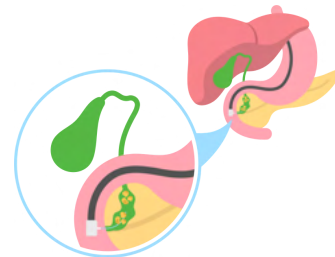
During a colonoscopy, a long flexible tube (colonoscope) is inserted into the rectum. A tiny video camera at the tip of the tube allows the doctor to view the inside of the entire colon.



ERCP



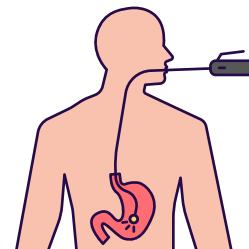
Endoscopic Retrograde Cholangiopancreatography or ERCP is a procedure to diagnose and treat problems in the liver, gallbladder, bile ducts and pancreas. It combines X-Ray & the use of an endoscope - a long, flexible, lighted tube.



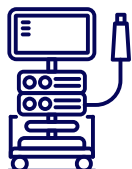
Gastrosocopy



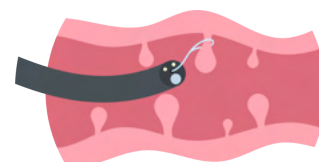
A gastroscopy is performed using a thin, flexible tube (gastroscope) which has a camera and a light on tip used to look at the area being examined.



Sigmoidoscopy

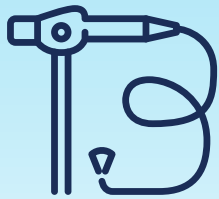


A sigmoidoscopy is a diagnostic test used to check the sigmoid colon, which is lower part of you colon is close to your rectum and anus.



Endoscopy Service: Our Facilities

The Bon Secours Hospital Tralee Endoscopy Unit care for adults, both inpatients and outpatients who are undergoing investigative and therapeutic procedures via an endoscope which looks inside the body. The Endoscopy department provides a compassionate and understanding approach to the patient who is at a vulnerable and uncertain stage in their diagnosis and treatment.



The Bon Secours Hospital Tralee has a refurbished Admissions area built with comfort in mind. There are three endoscopy rooms equipped to the highest standards and we pride ourselves on providing an informative and friendly service.

Our priority is to ensure that patient care and best practice is at the centre of everything we do in the unit. The unit provides a wide range of high-quality diagnostic and therapeutic gastrointestinal (GI) endoscopic, respiratory procedures which cater for both inpatient and outpatients over the age of 16 years.

The Endoscopy Department is open from **08:00 to 20:30**, Monday to Friday. The unit can be contacted on **(066) 71 64519**. Patients requiring an emergency service out of hours will be processed in theatre.

Location

The Endoscopy Unit is located on the ground floor of the Bon Secours Tralee, towards the back of the hospital next to the Medical Assessment Unit and is clearly signposted from the main reception area.

Patients are discharged via the recovery area to the discharge lounge, where they then wait for collection.



The Endoscopy Unit Consists of:

- An Admission Area
- Three Procedure Rooms
- Decontamination Unit
- Communication Room
- Discharge Lounge
- Recovery Room
- Two Toilets

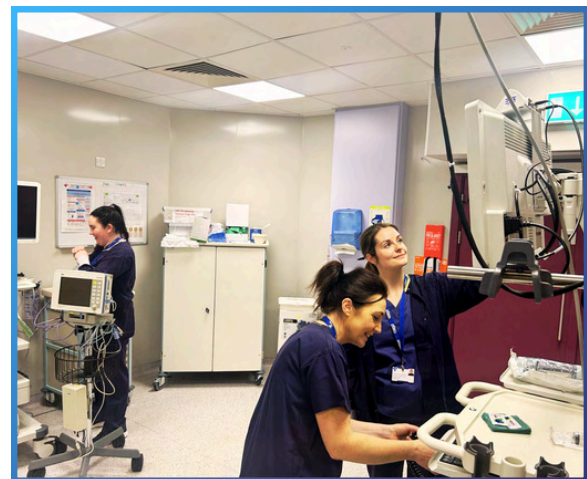


Admission Area

- A Hospital Waiting Area for patients on arrival to the unit
- Seven Individual Admission Pods, two individual patient toilet facilities, one of which is wheelchair accessible.
- Seven single patient pods.

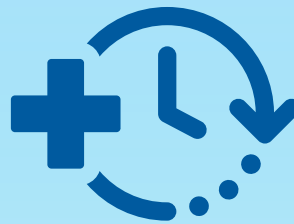
Procedural Area

- Comprising of three state of the art Procedure Rooms.



Recovery Bay

- Twelve Individual Trolleys
- Discharge Lounge
- Toilet Facilities



In the event that the patient requires bowel preparation pre procedure, the patient is facilitated in one of the seven patient pods.

Other accommodation consists of:

- Decontamination Facilities (separated into clean and dirty areas), with swipe access.
- Sluice room with chemical cupboard
- Storeroom

All areas within the unit are equipped with oxygen, suction, emergency bell, patient call bells and a resuscitation trolley.



Endoscopy Service: Our Service FAQs

FREQUENTLY ASKED QUESTIONS



What do I do if I take Medicine to Thin the Blood?

If you take drugs such as aspirin, clopidogrel, warfarin, apixaban, dabigatran or other medicines that thin the blood you do **NOT** need to stop these for a routine endoscopy procedure such as a gastroscopy, flexible sigmoidoscopy or colonoscopy. However, if you are having a more specialist procedure such as having a feeding tube inserted (PEG), a dilatation of a stricture, polyp or potential polyp removal or HALO then you will need to stop the medications that thin the blood. In this instance or if you are uncertain, please contact the endoscopy department.

Why do I have to arrive so early?

The time that you are given is the time that you will be admitted into the department, it is not the procedure time.



Why does it take 2 - 4 hours?

The appointment time is measured from the time you register at Endoscopy reception to your departure from the department. It includes pre procedure checks, the time you spend waiting for the examination, the time the actual examination takes, the time you need to recover from it and the time taken getting yourself ready to go home.

How long should I allow for my Appointment in Endoscopy?

You need to allow between 2 - 4 hours.



How long does the examination take?

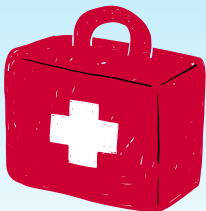
The actual time spent on an examination varies between patients and examinations. In general, an examination of the stomach (gastroscopy) will take 5-15 minutes, a flexible sigmoidoscopy takes 10 minutes and one of the colon (colonoscopy) 20-40 minutes.

Endoscopy Service: Our Service FAQs

FREQUENTLY ASKED QUESTIONS

Do I need to bring anything with me?

You don't need to bring anything specific with you (no change of clothing etc). You might like to bring the instructions sent to you with your appointment details and something to read whilst you wait.



Do I need to fast beforehand?

The instructions sent to you with your appointment details explain what you will need to do to prepare for the endoscopy.

What does the bowel preparation involve?

In order for your bowels to be examined you will need to take a bowel preparation. This is a drink that helps you to empty your bowels.



What should I do if I experience bloating, nausea or vomiting during my prep?

Take thirty minutes to one hour break from your preparation, then restart your preparation at the same pace as originally instructed. Drink plenty of other clear liquids. Do the best you can.

I started my preparation but have not had a bowel movement yet?

It is not uncommon for your first bowel movement to occur several hours after you begin your prep.



Endoscopy Service: Our Service FAQs

FREQUENTLY ASKED QUESTIONS

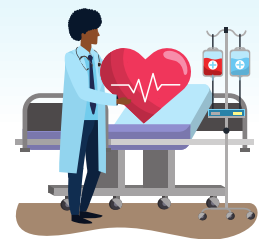


Do I have to have sedation?

For many of the procedures performed in our department you do not necessarily need to have sedation. For example, a gastroscopy can be performed with just a local anaesthetic spray. For some procedures such as ERCP we would advise that you do have sedation. You will have the opportunity to discuss your sedation with the team on the day of the procedure.

What kind of sedation can I have?

Most procedures in the endoscopy department are performed using 'moderate sedation'. The sedative we use most often is Midazolam which makes you feel sleepy and more comfortable but does not actually send you to sleep. Some people do not remember anything about the examination afterwards. These sedatives start to work very quickly but take hours to wear off (up to 24 hours). Occasionally some procedures require a deeper sedation or propofol.



Will I feel pain during the procedure?

Everyone's response to pain is different. Some people may feel some discomfort during the procedure, but you are constantly being monitored by the Endoscopist and nurses in the procedure room. If necessary, more sedative can be given. Other people are amazed to awake in the recovery room with little or no recollection of the procedure.

How long does it take?

The actual procedures take between 15 minutes and one hour, depending on the procedure. However, you should expect to be in the department between 3 - 4 hours.



Endoscopy Service: Our Service FAQs

FREQUENTLY ASKED QUESTIONS



What does recovery involve?

If you have had no sedation, then recovery is very quick. You can walk through to the step-down area and wait a short while for a copy of the procedure report. If you have sedation, you will be moved to the recovery area, and you allowed time to sleep off the effects of the sedation. When you are awake you will be offered tea and toast before walking to the step-down area where you wait for a copy of the procedure report.

Can I drive after my procedure if I have had sedation?

No, you must have someone with you that is able to drive you home because of the deep sedation you received during your procedure. You may not drive the rest of the day.

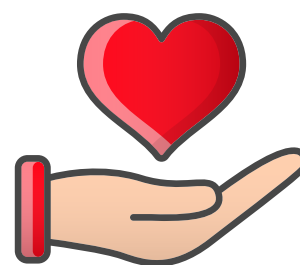


Do I need to bring someone with me?

Whether you need to bring someone with you as an escort depends on whether you will have a sedative for the endoscopy. If you have a sedative, it is important that you have someone to help you home afterwards, including being driven home and staying with you overnight. For some examinations, you can opt not to have a sedative and, therefore, do not need to bring an escort with you.

When can I get the test results?

Either your GP will be written to with the results, or you will be given a copy. A report will be sent to your GP. You will also get a copy on the day of your procedure.



Endoscopy Service: Quality Improvement Measures

Endoscopy

Department	Quality Improvement Initiative	Standard
Endoscopy	30 day mortality rate post GI endoscopy procedure	JAG CQ2.9, CQ1.5
Endoscopy	NQAIS Audit: Number of procedure performed by each Endoscopist (Number of OGDs, Colonoscopies & flexible Sigmoidoscopes per Endoscopist)	JAG CQ1.5, CQ4.1, CQ4.4
Endoscopy	NQAIS Audit: Number of successful intubations expressed as % of all 'intend to' OGD cases per Endoscopist	JAG CQ1.5, CQ4.1, CQ4.4
Endoscopy	NQAIS Audit: Number of cases where Retroflexion was performed expressed as % of all OGD cases per Endoscopist	JAG CQ1.5, CQ4.1, CQ4.4
Endoscopy	NQAIS Audit: Number of cases where Duodenal second part intubation was achieved expressed as % of all OGD cases per Endoscopist	JAG CQ1.5, CQ4.1, CQ4.4
Endoscopy	NQAIS Audit: Number of repeat endoscopies requested to be performed within 12 weeks due to the presence of gastric ulcer expressed as a % of total OGD cases with gastric ulcer detected per endoscopist	JAG CQ1.5, CQ4.1, CQ4.4
Endoscopy	NQAIS Audit: Number of colonoscopies with mucosal biopsies taken expressed as a % of cases which present with persistent diarrhoea per Endoscopist	JAG CQ1.5, CQ4.1, CQ4.4

Endoscopy Service: Quality Improvement Measures

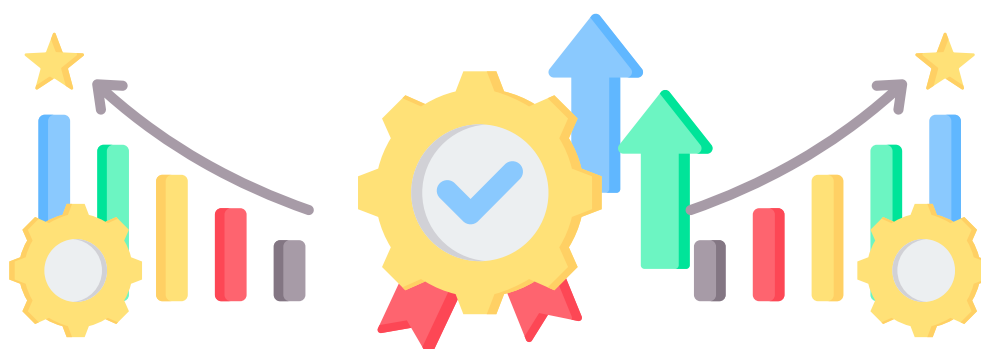
Endoscopy

Department	Quality Improvement Initiative	Standard
Endoscopy	NQAIS Audit: Number of Colonoscopies with a comfort score of 1 to 3 expressed as % of total colonoscopies per Endoscopist	JAG CQ1.5, CQ4.1, CQ4.4
Endoscopy	NQAIS Audit: Number of colonoscopies where the terminal ileum / caecum / [10] anastomosis have been reached expressed as a % of total colonoscopies per endoscopist	JAG CQ1.5, CQ4.1, CQ4.4
Endoscopy	NQAIS Audit: Colonoscopies with at least one polyp detected expressed as a % of total colonoscopies per Endoscopist	JAG CQ1.5, CQ4.1, CQ4.4
Endoscopy	NQAIS Audit: Reversal Agent Usage in colonoscopies & OGDs should take place in less than or equal to 1% of all cases	JAG CQ2.9, CQ1.5
Endoscopy	NQAIS Audit: Median quantity of Pethidine used in Colonoscopies & OGDs	JAG CQ1.5, CQ4.1, CQ4.4
Endoscopy	NQAIS Audit: Total number of colonoscopies with Adequate and Excellent scores in bowel preparation as a % of all colonoscopies	JAG CQ2.9, CQ1.5
Endoscopy	NQAIS Audit: Number of colonoscopies with tattooing of suspected malignant tumours outside the rectum or caecum expressed as a % of all colonoscopies with suspected malignant tumours outside the rectum or caecum detected per Endoscopist	JAG CQ1.5, CQ4.1, CQ4.4

Endoscopy Service: Quality Improvement Measures

Endoscopy


Department	Quality Improvement Initiative	Standard
Endoscopy	NQAIS Audit: Number of polyps with histology requested expressed as a % of all polyps excised per Endoscopist	JAG CQ1.5, CQ4.1, CQ4.4
Endoscopy	NQAIS Audit: Number of incidents of colonic perforation expressed as a % of all colonoscopies	JAG CQ1.5, CQ4.1, CQ4.4
Endoscopy	NQAIS Audit: Number of incidents of post polypectomy perforation expressed as a % of colonoscopies where polypectomy is performed	JAG CQ1.5, CQ4.1, CQ4.4
Endoscopy	NQAIS Audit: Number of incidents of intermediate or major postpolypectomy bleeding expressed as a % of colonoscopies where polypectomy is performed	JAG CQ1.5, CQ4.1, CQ4.4
Endoscopy	NQAIS Audit: Median quantity of Midazolam used in Colonoscopies & OGDs	JAG CQ1.5, CQ4.1, CQ4.4
Endoscopy	NQAIS Audit: Median quantity of Fentanyl used in Colonoscopies & OGDs	JAG CQ1.5, CQ4.1, CQ4.4





BON SECOURS HOSPITAL TRALEE



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