



BON SECOURS HOSPITAL CORK

2024



# ONCOLOGY PATIENT SERVICE INFORMATION

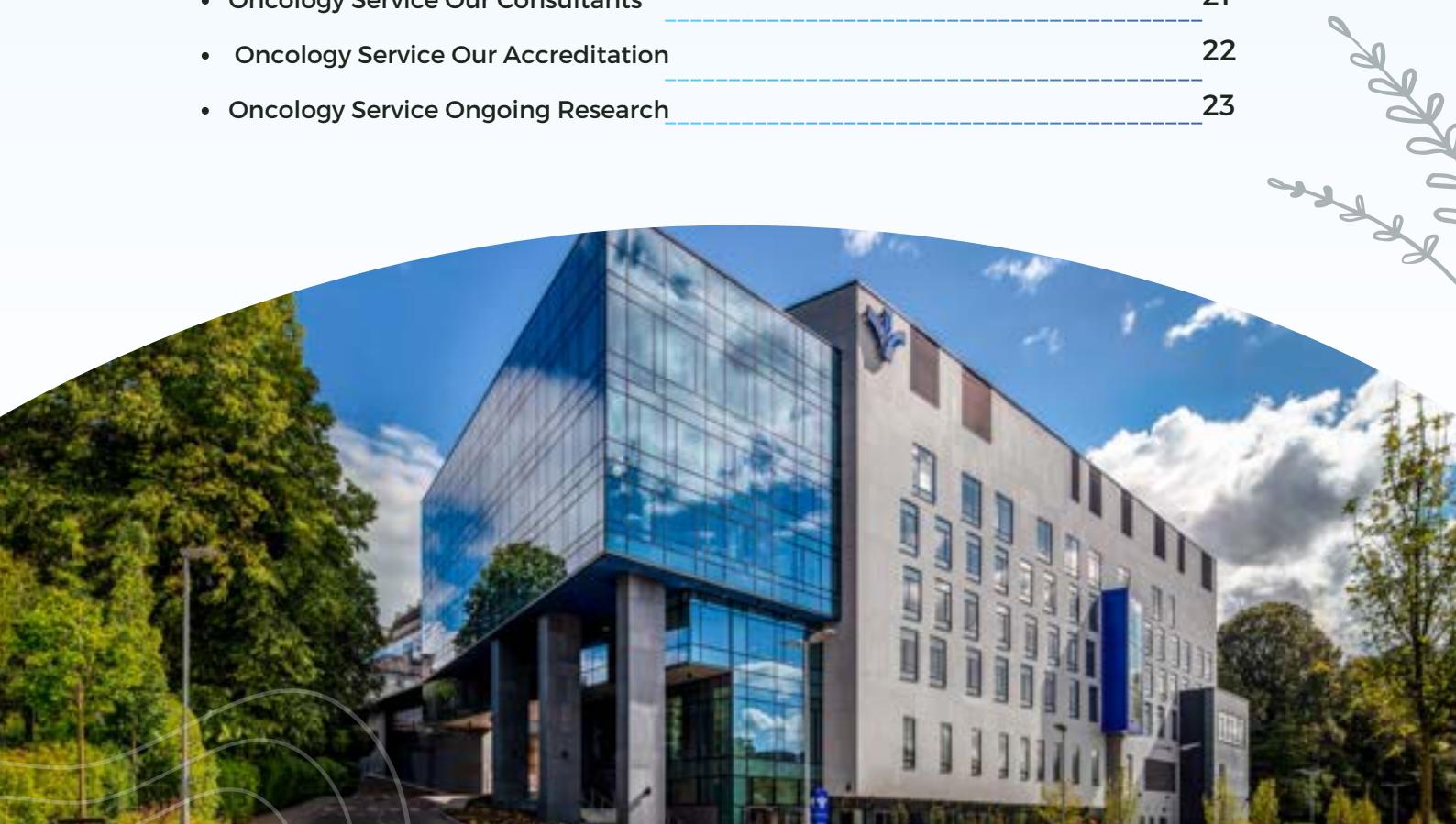


Contact Us  
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## BON SECOURS HOSPITAL CORK: OUR MISSION

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 characterised by compassion, respect, justice and hope.

## BON SECOURS HOSPITAL CORK: OUR VALUES



SERVICE



COMPASSION



INTEGRITY



HUMAN  
DIGNITY



STEWARDSHIP

## BON SECOURS HOSPITAL CORK: OUR VISION



A Leader in Healthcare



Empower Staff



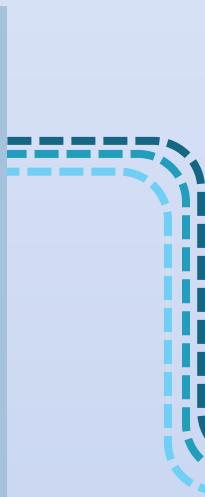
Reach out to the community



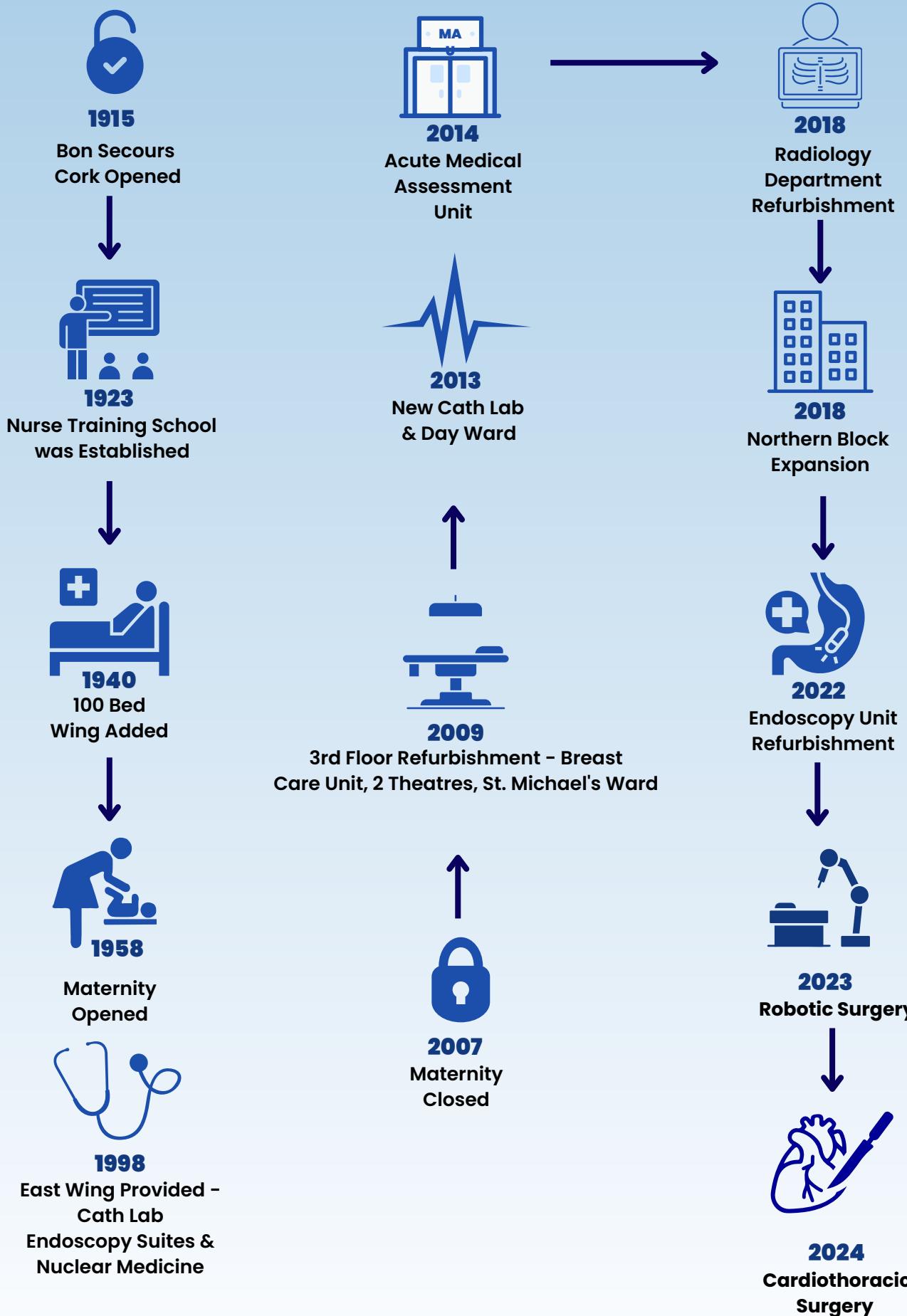
Be Innovative & Responsive to New  
Developments in Healthcare



Maintaining our Patient Friendly Environment

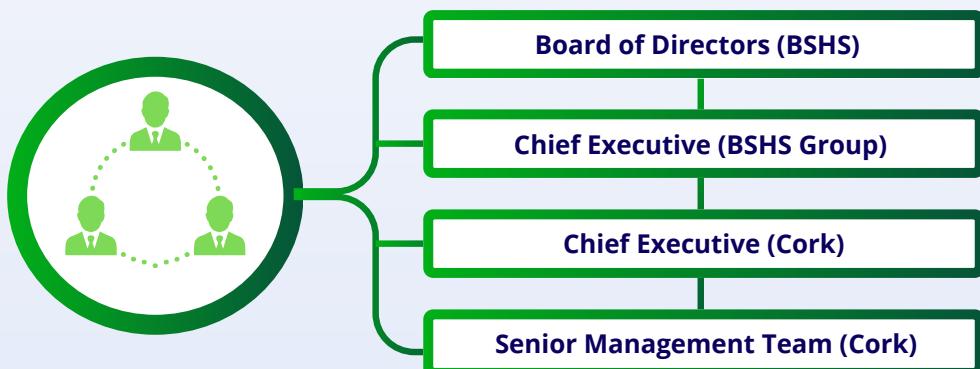


## BON SECOURS HOSPITAL CORK: OUR HISTORY



## BON SECOURS HOSPITAL CORK: OUR GOVERNANCE

BSHC is a member of the Bon Secours Health System Ireland (BSHS) along with four acute care services in Limerick, Galway, Dublin, Tralee 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. BSHS has established robust and effective governance structures as a mechanism to ensure the hospital is accountable for all of 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 the Senior Management Team as shown below.



**The Senior Management team in BSHC is led by the Chief Executive Officer and comprises of:**

 <b>Cork CEO</b>	 <b>Business Manager</b>
 <b>Director of Nursing</b>	 <b>Quality &amp; Risk Manager</b>
 <b>Mission Lead</b>	 <b>Head of Finance</b>
 <b>Head of HR</b>	 <b>Clinical Director</b>

### Bon Secours Hospital Cork Senior Management Team - Led by Harry Canning (Cork CEO)



**Harry Canning**  
Cork CEO



**Paul Reidy**  
Head of HR



**Nollaig Crowley**  
Business Manager



**Ber Mulcahy**  
Director of Nursing



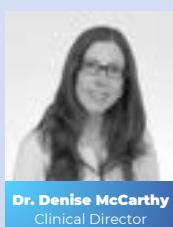
**Fr. Dwayne Gavin**  
Mission Lead



**Kieran Murphy**  
Quality & Risk Manager



**Michael Russell**  
Head of Finance



**Dr. Denise McCarthy**  
Clinical Director



# BON SECOURS HOSPITAL CORK: OUR SERVICES

## Surgical Pathways

Planned care to include day & inpatient elective care in the specialties of:

- Bariatric Surgery
- E.N.T.
- Endoscopy
- General Surgery
- Ophthalmology
- Orthopaedics
- Plastic Surgery
- Urology
- Breast Care
- Endoscopy
- General Surgery
- Plastic Surgery

## Medical Pathways

- Cardiology
- Endocrinology
- Haematology
- Medical Assessment Unit
- Neurology
- Oncology
- Paediatrics
- Respiratory
- Rheumatology
- Gastroenterology



### Cardiothoracic Surgery

In September 2024 BSHC commenced Cardiothoracic Surgery to include surgery such as coronary artery bypass grafting, heart valve surgery, surgery of the aorta, or lung surgery



### Breast Care Centre

In the Specialist Breast Care Centre our multidisciplinary team consists of breast surgeons, breast care nurse, medical oncologists, radiation oncologist, radiologist, pathologists & allied health professionals.



### Gynaecology Surgery

Electively noncomplex Gynaecology Surgery is provided includes mainly day surgery, diagnostics including colposcopy, hysteroscopy, cytscopy / urodynamic & ultrasound & advanced laparoscopic surgery.



### Urology

The Urology Service provides a wide range of surgical services including incontinence surgery, laser surgery for bladder & prostate.



### General Surgery

Our General Surgery teams evaluate & treat a full range of general surgery conditions & perform a range of open & more commonly laparoscopic procedures.



# BON SECOURS HOSPITAL CORK: OUR SERVICES



## Orthopaedics Service

The Department of Orthopaedic Surgery provides a comprehensive service for elective Orthopaedic surgery offering a range of simple & complex inpatient & day case procedures. The Orthopaedic service have robust Pre-Aadmission Assessment Clinic which encompasses nursing, medical & health & social care professional input.



## Gastroenterology

Gastroenterology is the branch of medicine which focuses on the digestive system and its disorders.

- Oesophagus
- Stomach
- Colon
- Small Intestine
- Rectum
- Bile Ducts
- Pancreas
- Gall Bladder
- Liver



## Haematology

The Haematology Services deals with blood disorders ranging from anaemia to blood cancer.



## Medical Assessment Unit

This service is available on referral from a GP and allows rapid access to our services led by a Consultant in Emergency Medicine



## E.N.T. Service

Our E.N.T. service treats both adults & children. It includes;

- Nasal Deformity
- Hearing Loss
- Tonsilitis



## Oral Surgery

The Oral Surgery service includes;

- Removal of Wisdom Teeth
- Management of Impacted Teeth
- Oral Tumors & Lesions



## Plastic Surgery

Plastic Surgery provides a wide range of surgical services including;

- Skin Grafts
- Removal of Lesions
- Ganglion Removal



## Ophthalmology Service

The Department of Ophthalmology deals with the structure, functions & disease of the eye.

- Cataract Surgery
- Diode Laser Treatment
- Eyelid Surgery



# BON SECOURS HOSPITAL CORK: OUR SERVICES



## Rheumatology

Rheumatology is the medical specialty caring for patients with musculoskeletal disease including;

- Osteoarthritis
- Osteoporosis
- Gout
- Ankylosing spondylitis



## Radiology

Radiology Services are provided under the direction of Consultant Radiologists and include General X-Rays, CT scans, Ultrasound scans, Fluoroscopy & Bone Density scans. The service also covers imaging for pain management, Orthopaedic theatre and inpatients.



## Cardiology

The Cardiology Services include:

- Pacemaker Insertion
- Implantable Defibrillators
- Urgent & Express Cardiac Care Clinic



## Dermatology

The Dermatology Services include:

- Specialised Mohs Micrographic Surgery for removing certain types of skin cancer.
- Phototherapy Service
- Treatment of Skin Cancer



## Oncology Service

Oncology services are provided under the care of Consultant Oncologists and offers our patients the highest possible quality of life and symptom control throughout their treatment. Our Infusion Unit is a day unit for administration of chemotherapy.



## Respiratory Medicine

The Respiratory Service Includes;

- Airway Disease
- Asthma
- Chronic Obstructive Airways Disease
- Sleep Monitoring



## Endocrinology Service

BSHC delivers high quality care for patients with endocrine and diabetic conditions;

- Over active & under active thyroid
- Infertility
- Diabetes



## Endoscopy

The Endoscopy Unit provides a service for day patients and inpatients undergoing endoscopy procedures.



## BON SECOURS HOSPITAL CORK: OUR SERVICES

The Bon Secours Hospital Cork (BSHC) came into existence in 1915 under the auspices of the Bon Secours Sisters. We are a unique private hospital that has been providing a full range of hospital services to the people of Cork, Munster and beyond for over 100 years. We pride ourselves on the excellence of the care provided to our patients and we are the largest private hospital in Ireland.

 <b>Services Provided</b>	 <b>Services not Provided</b>
Bariatric Surgery Breast Care Cardiology Dental / Oral Surgery Dermatology Radiology E.N.T. Endocrinology Radiotherapy Endoscopy Gastroenterology General Medicine General Surgery Gynaecology Haematology	Critical Care Unit Acute Medical Assessment Unit Neurology Occupational Therapy Oncology (Medical & Surgery) Ophthalmology Orthopaedics Paediatrics Pain Medicine Pathology Plastic Surgery Respiratory Medicine Rheumatology Urology Elective Vascular Surgery

**Main Contracted Services**



## BON SECOURS HOSPITAL CORK: KEY PERFORMANCE INDICATORS

### Hospital Managerial Indicators

#### Indicators

- Bed Utilisation
- Theatre Utilisation
- Endoscopy Utilisation
- Cath Lab Utilisation
- Debtor Days
- Employee Incidents
- Net Promoter Score
- Profit & Loss



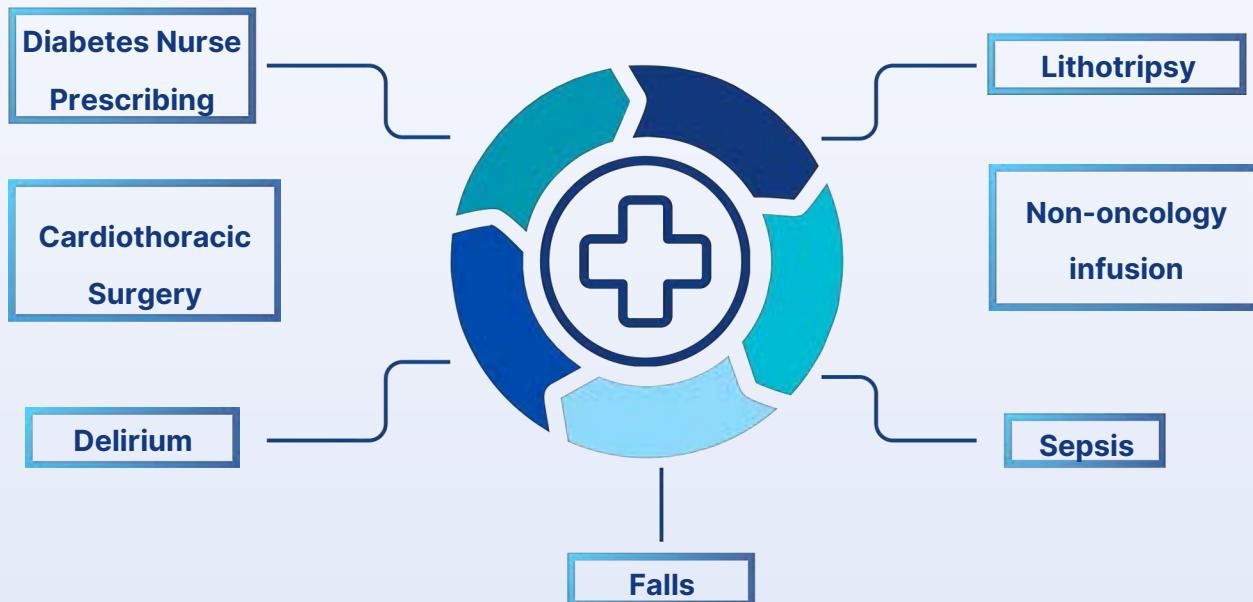
### Hospital Clinical Indicators

#### Categories

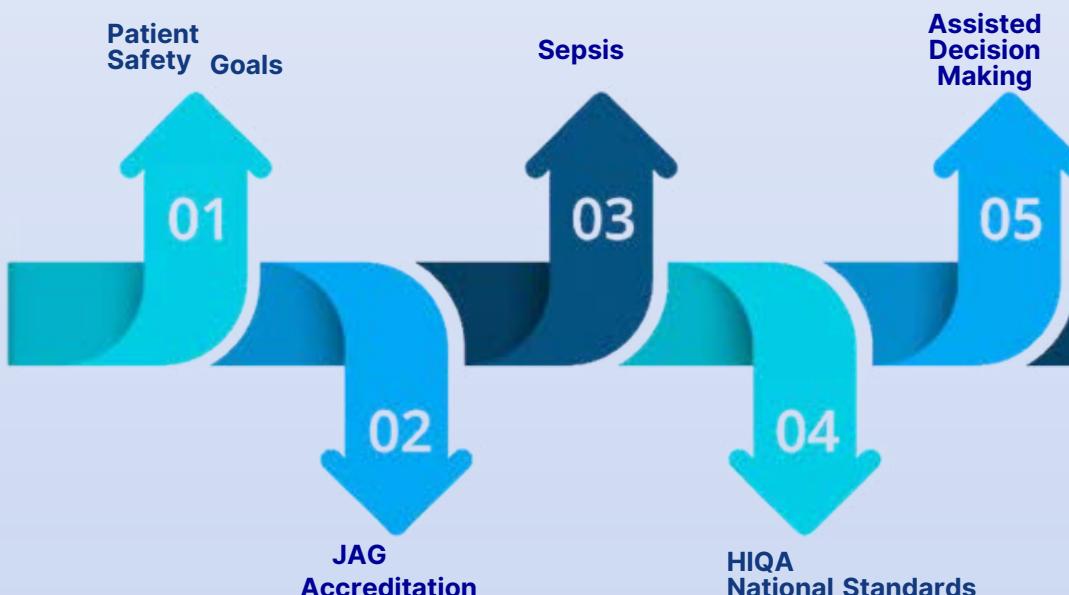
- Inpatient Admissions
- Day Case Admissions
- Number of Patient Deaths
- Rate of Mortality per 1,000 Discharges
- Falls per 1,000 Bed Days
- Medication Error Rate per 1,000 Bed Days
- Total Number of Returns to Theatre (Within Same Admission)
- Total Number of Returns to Theatre (Not Within Same Admission)
- Total Number of Employee Incidents
- Total Number of Complaints Received
- Medical Re-Admissions within 30 Days
- Surgical Re-Admissions within 30 Days
- Total Number of Critical Transfers

## BON SECOURS HOSPITAL CORK: QUALITY PRIORITIES 2024

### BSHC Clinical Pathways 2024



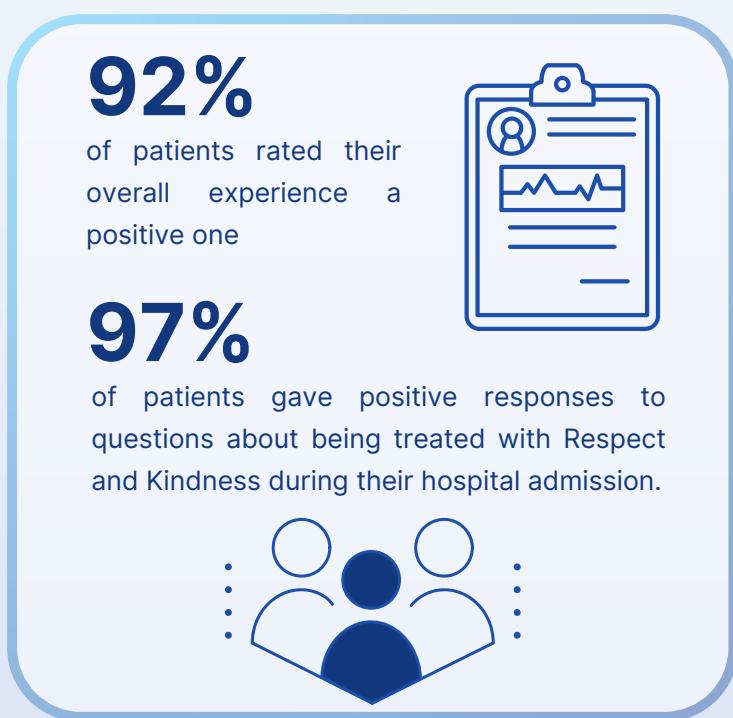
### BSHC Quality Priorities 2024



## BON SECOURS HOSPITAL CORK: OUR PATIENTS

A link between organisational objectives and values is patient engagement. Over the last 3 years, patients of BSHC have reported an overall positive experience in our Patient Experience Survey. Our results have led to recognition within the Bon Secours Health System for our quality initiatives, including projects on communication.

In 2023, there were 4,150 respondents to the Patient Experience Survey. 92% of participants rated their overall experience in BSHC as positive. The hospital also scored highly for all stages of care.



## BON SECOURS HOSPITAL CORK: ACCREDITATIONS



Joint Commission International  
Hospital Accreditation



INAB Laboratory Accreditation



Endoscopy Unit Accreditation



IFSO Bariatric Surgery  
Accreditation

## BON SECOURS HOSPITAL CORK: OUR STAFF

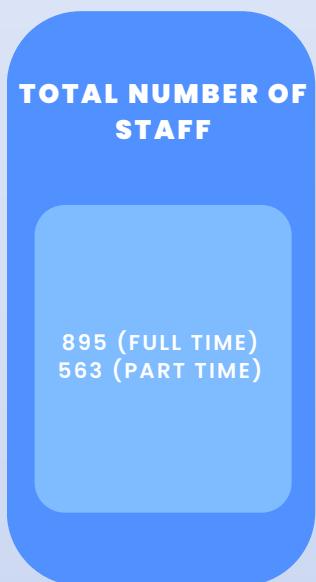
BSHC has a workforce of 1,458 staff providing complex diagnostic, medical and surgical services. BSHC is affiliated with University College Cork (UCC) and we provide medical training facilities for medical, nursing and health & social care students. In 2022, a number of our Consultant staff were appointed as Professors in conjunction with UCC.



BSHC has also invested in our staff with the provision of the Education Centre and a Research Library for students and staff. BSHC staff have presented at conferences and published peer reviewed journals that have resulted in substantial improvements in quality of care & services across healthcare.



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.



## BON SECOURS HOSPITAL CORK: OUR COMMUNITY

Each year we support local projects in our community as an expression of our mission, good help to those in need. Registered charities submit projects for consideration. Successful applicants are determined by the management team. There are group wide guidelines and oversights. Staff can also suggest projects, however priority is given to local charities.

### Community Initiatives 2022 - 2023

Good Help Dental Initiative

Le Cheile Africa

Respite Initiative

Syria Earthquake Appeal

St. Vincent de Paul Funding

Cancer Connect

Westgate Foundation  
Replacement Minibus

International Family  
Fun Day

Changing Room / Bathroom Facilities  
Conservation at Crann

Funding to 'Nurture Room'  
in Midleton CBS

Shine Centre for  
Autism, Cork

New AED Defibrillator  
for Mayfield G.A.A.





The Oncology Medical Home (OMH) model is a guide to identify and implement a comprehensive oncology care delivery system that is focused on quality of care. It is an all-encompassing model meant for patients, care teams, and payers of all types. In a medical home health care delivery model, the “medical home” serves as the central coordinator of a patient’s care. The goal is to ensure that quality, outcomes, and value are optimized through patient-centered care coordination. Traditionally, medical homes have been thought of as being based with a primary care physician who oversees all of a patient care needs, including specialty care.

## PATIENT POINTS OF ENTRY



## PATIENT PATHWAY

### 1. Oncologist Review

### 2. Planning Meeting

### 3. Oncology Liaison Nurses

### Communication with Chemo-oncology

- Name
- Diagnosis
- Height/Weight
- Allergies
- Treatment Plan- Time to start
- If relevant; Approval secured
- Goals of care

### 4. Preassessment Clinic

Assess patients 48 hours in advance of their planned treatment. The focus of this consultation is on assessment and the patient has an opportunity to discuss their chemo toxicities with the Pre-Assessment Nurse and RMO without the pressure of time deadlines

#### Inpatient Service

St. Bernadette's is a 27-bed inpatient oncology ward, expertly managed by a Clinical Nurse Manager (CNM2) and a dedicated team of specialised (CNM1)'s and staff nurses. Each inpatient bedroom is a single room with en-suite facilities

#### Oncology Day Services

The Oncology Day Service St. Veronica's is a specifically appointed unit for patients to receive chemotherapy. There are 23 cubicles with lounge chairs for patients to receive their chemotherapy. There are a number of private rooms



# ONCOLOGY SERVICE: OUR PATIENTS

In October 2024 the Oncology Service undertook an an oncology specific patient experience survey, the EORTC survey.

An invitation to participate was offered to each patient discharged from the inpatient service, each patient attending the Infusion Unit and each patient attending the Oral Anti-Cancer Medicines Clinic.

Over the course of the week a total of 79 patients participated:

**96%**

Rated Their Overall Care as Excellent

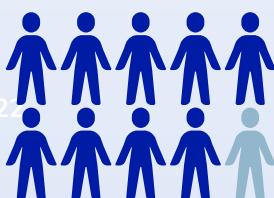


**89.7%**

Felt They Had High Levels of Privacy

**9.4**

of 10 020 - 2024



Rated Thoroughness in Treating Physical Symptoms as Excellent

**92.6%**

Rated Staff as Excellent in Providing Comfort & Support

**How Did Patients Rate Their Care?**



**94%**

Patients Reported Treatment with Dignity & Respect

**93%**

Rated the Environment as Excellent



**95%**

Rated the Time Devoted to Patients as Excellent



# YOU SAID, WE LISTENED.



“  
**Information given verbally can be an overload**

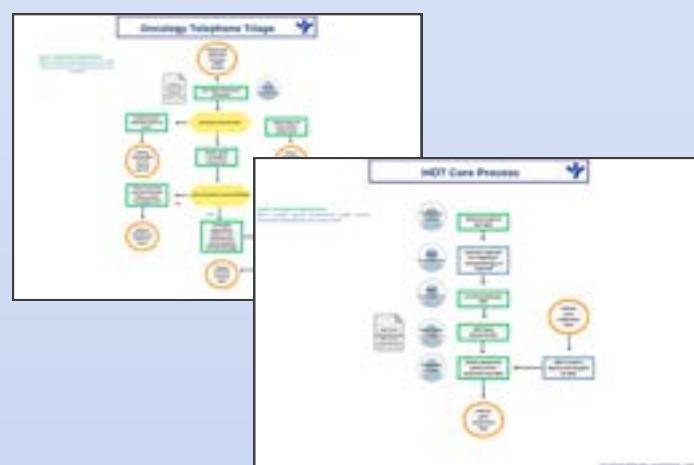
Information is now available in written format on  
<https://www.bonsecours.ie/cork-cancer-centre>

“  
**I would like to see an increase in the size of the font on any info handed out**

Information is now available in digital format

“  
**I wish I received a roadmap to know what to expect. A lot of things were a surprise as I went through various treatment stages**

Visual workflows available for all oncology pathways



# ONCOLOGY SERVICE: QUALITY PRIORITIES AND PATHWAYS 2021 – 2024



## Hospital Priorities Oncology Service

2023

Ethics Structure

2022

Person Centred Care

2024

Assisted Decision Making



## Clinical Pathways Oncology Service

2022

Oncology Preassessment

2022

Portacath

2023

Oral Anti-Cancer Medicines Clinic

2024

Oncology Transfusion

2024

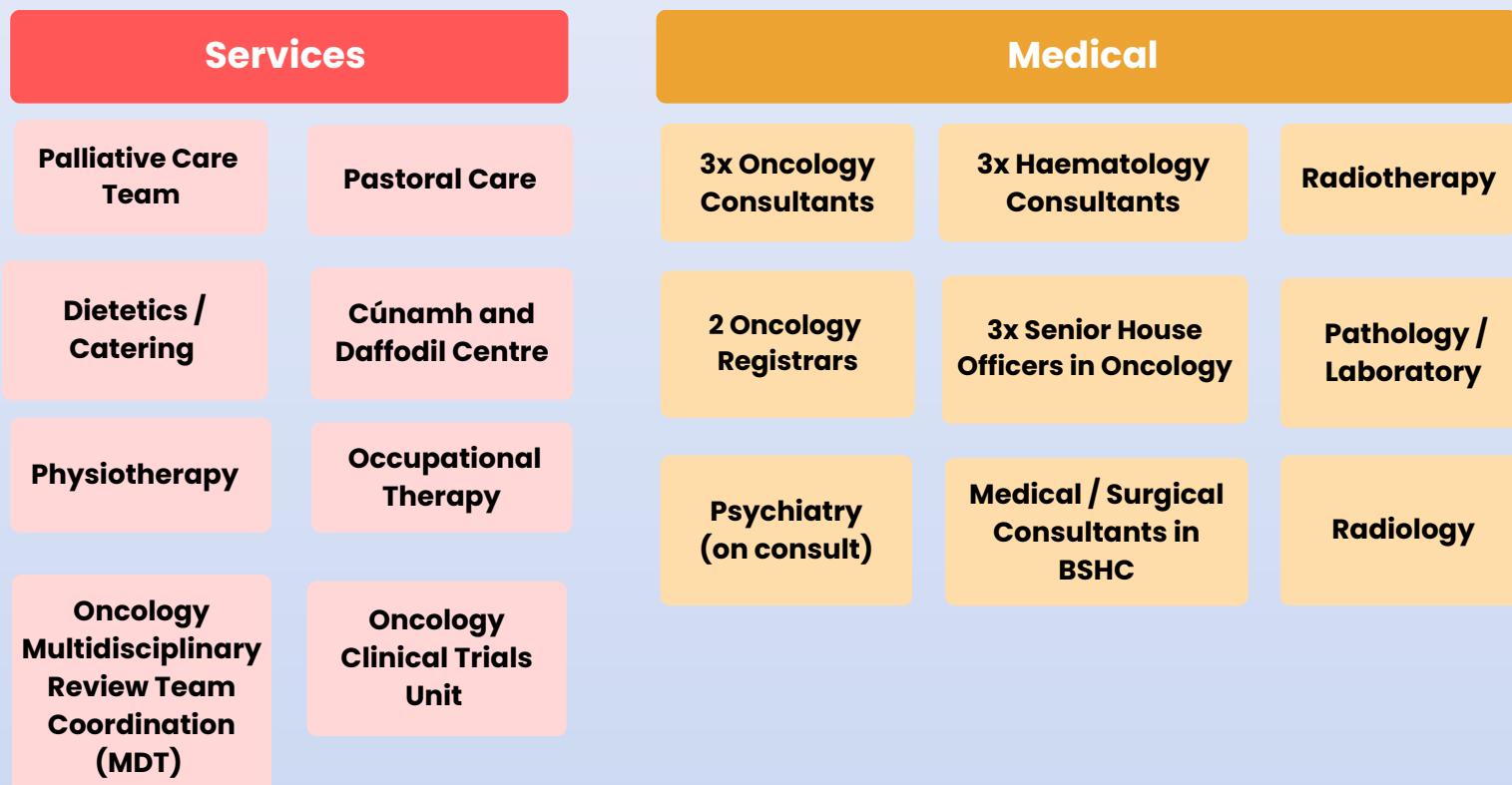
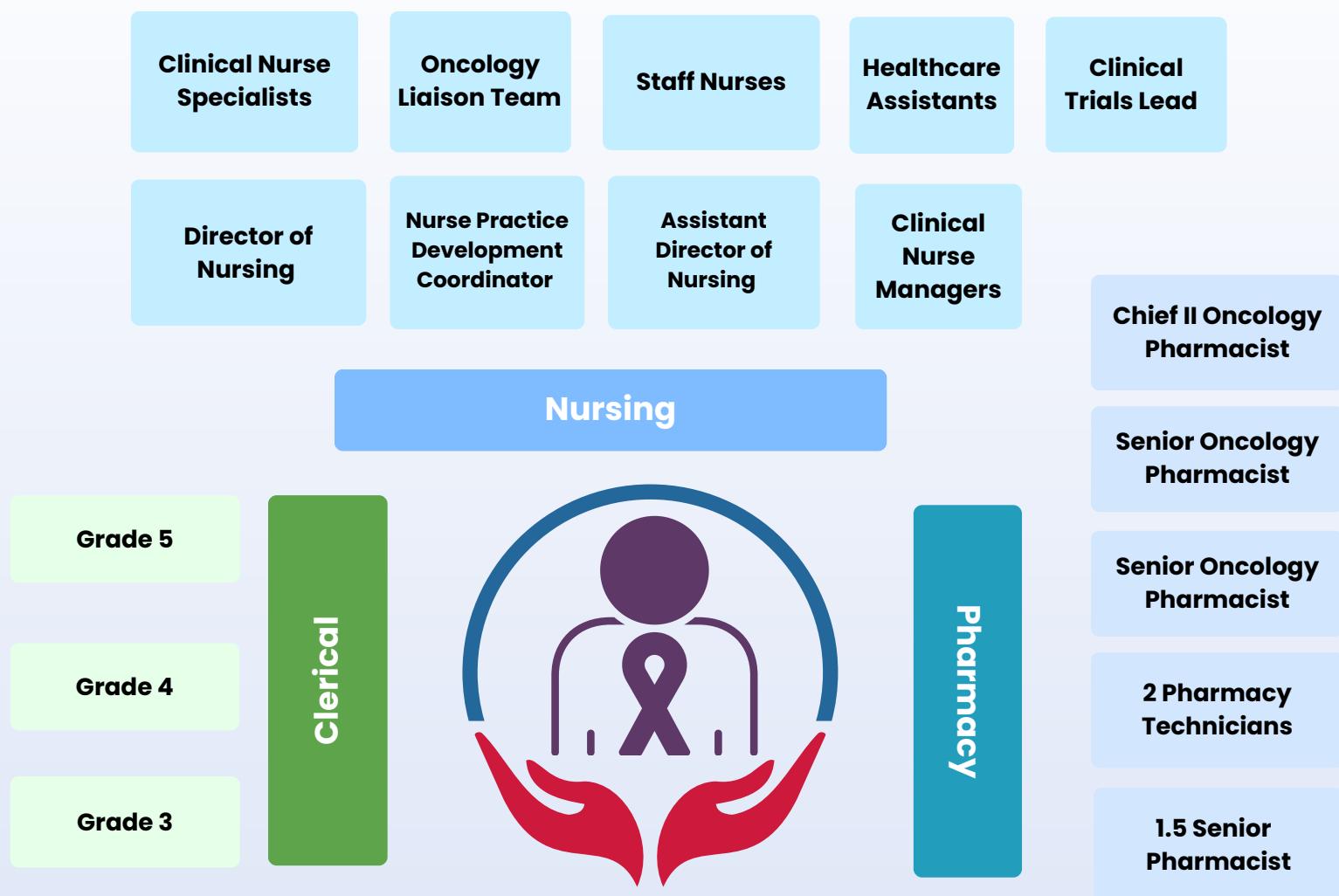
Sepsis



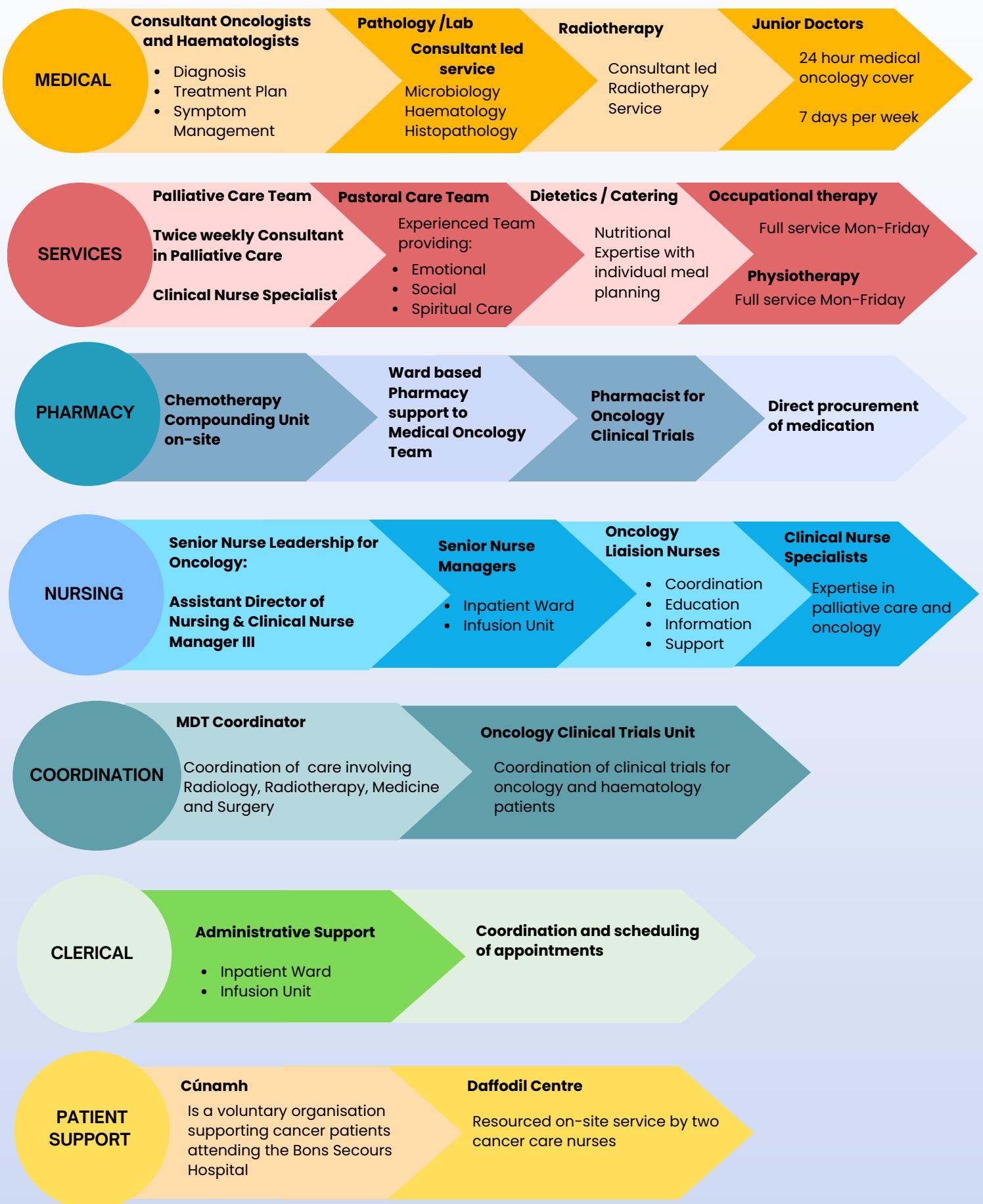
# ONCOLOGY SERVICE: OUR TEAM



Patient care is directed by a nominated Primary Consultant at all times. Multidisciplinary input is essential in providing a comprehensive service that aligns to complex patient requirements.



# ONCOLOGY SERVICE: OUR ROLES





## ONCOLOGY SERVICE: OUR CONSULTANTS



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## ONCOLOGY SERVICE: OUR ACCREDITATION

### ESMO Designated Centre of Integrated Oncology and Palliative Care

The Bon Secours Cancer Centre Cork holds the European Society for Medical Oncology (ESMO) Accreditation as a Designated Centre of Integrated Oncology and Palliative Care.

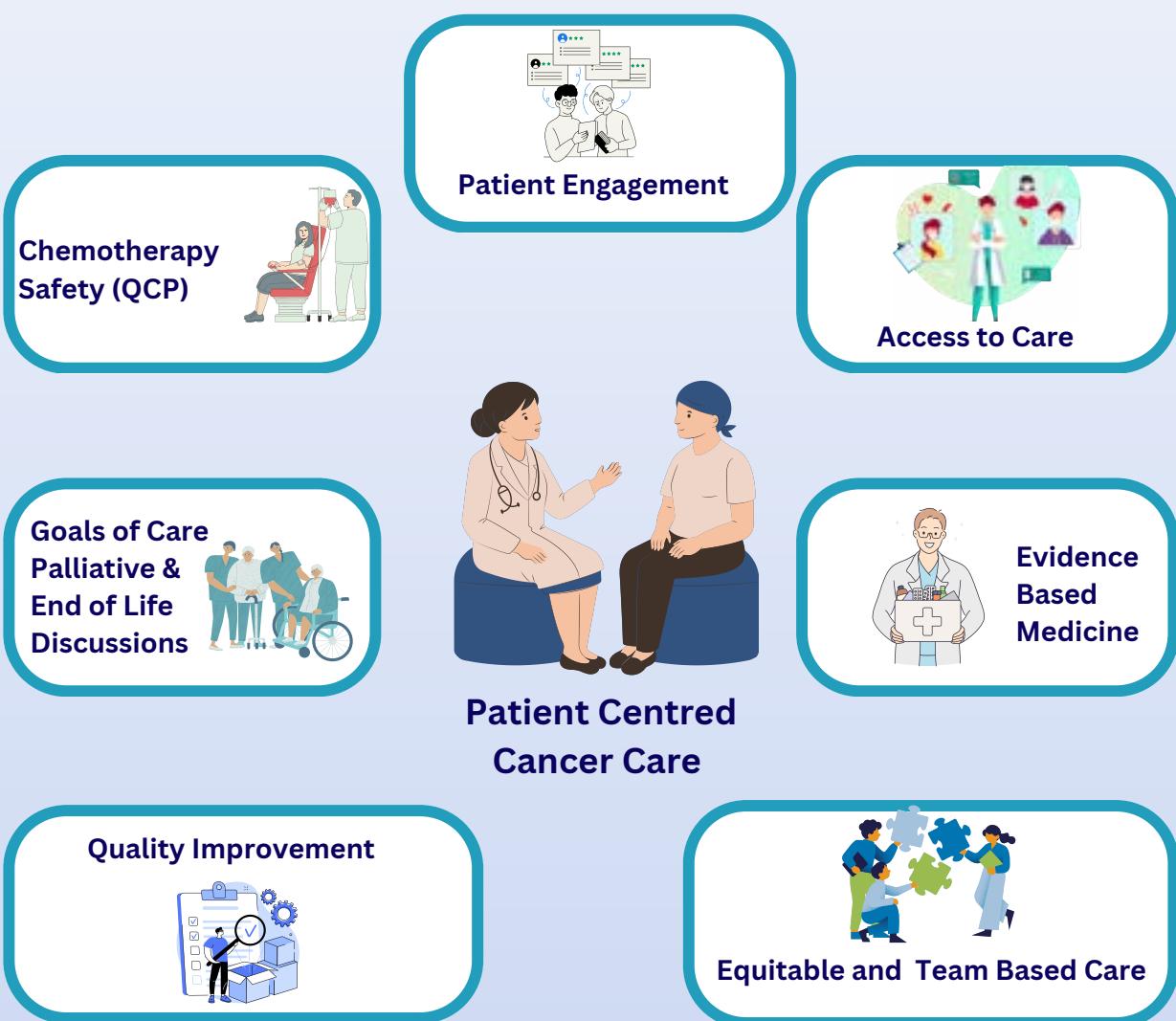
The BSHC has held this accreditation since 2008.



### American Society of Chemotherapy Oncology Certification

BSHC is on a certification pathway with American Society of Chemotherapy Oncology (ASCO)

The ASCO standards cover all aspects of a high-quality clinical service. The certification program is based on 7 domains :





# Ongoing Research

## Oncology / Haematology / Radiotherapy

**01.**

Recent trends in dermatophytes in Ireland- 2023

**02.**

Comparative analysis of the body fluid (BF) module on the Sysmex XN 3100 with manual light microscopy for cell counting of cerebrospinal fluid (CSF) and other body fluids- 2023

**03.**

An audit of the introduction of multiparametric prophylactic testing for 5-fluorouracil toxicity in Bons Secours Hospital, Cork- 2023

**04.**

A retrospective analysis of residual setup errors using four-dimensional (4D) cone-beam computed tomography (CBCT) to establish intrafraction tumour motion during lung stereotactic radiotherapy" - 2023

**05.**

Assessment of radiation therapy set-up errors in patients treated with prostate cancer in a single institution - a comparison of tattoos versus SGRT - 2023

**06.**

Audit of Debulking Rates in Ovarian Cancer Surgery- 2024

**07.**

To compare the prevalence of BRAC1 and BRAC2 germline and somatic mutations in men with metastatic prostate cancer in the South-West of Ireland with Published international data- 2024

**08.**

Audit of in-patient mortality & accuracy of death certificate reporting among oncology & malignant haematology patients diagnosed with sepsis at the BSHC- 2024

**09.**

Exploring the Management and Outcomes of Oligometastatic Breast Cancer Patients in Ireland: A Case Series Study- 2024

**10.**

A retrospective assessment of the impact of standard of care prophylactic exogenous steroids on routinely assessed blood parameters in patients undergoing neoadjuvant therapy for HER2+ breast cancer- 2024

**11.**

Prostate Smartprobe: Accuracy of a cancer-seeking tissue probe in detection of curable prostate cancer- 2024

**12.**

The Perceptions of decision makers implementing advanced practice in radiotherapy in Ireland- 2024

