



National Maternity Hospital			
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Table of contents

Service Provider	3
Legal status	3
Responsibility for service quality and patient safety	3
Mission.....	3
Vision	3
Values.....	4
Aim	4
Objectives	4
Service user population	5
Service delivery model	5
Services and provision	5
Facilities, layout and staff	6
Antenatal education and preparation.....	6
Community and General Midwives Clinics	7
Specialist Maternity Clinics.....	7
Ultrasound Scanning (USS) Service	9
Emergency Dept.....	10
Gynaecology Clinics	11
Cervical Check/Colposcopy	11
Support services	11
Executive Management Committee	13
Executive Management Team.....	13
Capacity of NMH (<i>beds</i>).....	14

HR/staffing complement	14
Governance	17
Age range and gender of patients targeted for service.....	18
Admission criteria	18
Emergency procedures (<i>incl. fire precautions, etc.</i>).....	18
Arrangements for patient to access chosen religious services	18
Hospice Friendly Hospital.....	18
Maternity network membership	19
Arrangements for patient contact with partners, families, relatives and friends.....	19
Complaints management	19
Bereavement support.....	19
Arrangements in place to respect the privacy and dignity of service users	20
Policies, procedures, protocols and guidelines	20
Accreditation.....	20
Signed by Executive Management Team	20
Appendix A: HIQA quality improvement tools for national data collections - Mapping	21

Service Provider	
Name	The National Maternity Hospital (NMH)
Address	Holles Street
City	Dublin 2.
Website	http://www.nmh.ie
Email	Various (for this Statement of Purpose, rirwin@nmh.ie).
Telephone	01 637 3100

Legal status	
Status	Registered Charity (#: 1387)
Governance and mgmt.	<ul style="list-style-type: none"> ▪ Board of Governors ▪ Executive Committee of the Board ▪ Master ▪ Committees ▪ Royal Charter 1936

Responsibility for service quality and patient safety			
Overall accountability and responsibility	Prof Shane Higgins		
Title	The Master		
Contacts	Tel:	01-637 3520	Email: shiggins@nmh.ie

Mission
<p>As the leading Maternity Hospital in Ireland and a national referral centre for complicated pregnancies, premature and sick infants, our mission is to ensure our patients receive high quality, safe, evidence based care whilst respecting their dignity and rights. This is will be achieved through fostering excellence and innovation in patient care, training and education and research in a culture of quality and safety where each person is valued, respected and facilitated for personal and professional growth.</p>

Vision
<p>To be renowned as a world class hospital for the care of women and infants.</p>

Values	
Quality	To identify and exceed world class patient care standards (<i>clinical and otherwise</i>), we will continue to evolve smarter, faster and more effective and efficient ways to deliver our maternity and infant services.
Understanding and compassion	In every personal interaction as we treat everybody with empathy, honesty and openness.
Respect	Value each individual we deal with by treating them with consideration and due regard of their feelings, wishes or rights.
Collaborative	Through constant, consistent communication we will strive to work together, irrespective of service user or staff member (<i>including discipline or department</i>), to share knowledge and skills as well as continuously learn.
Vigilance	We will constantly attempt to anticipate the challenges of tomorrow and as a result develop new, innovative and better ways to deliver our maternity and infant services.

Aim
To deliver a first class, high quality, patient-focused service through the provision of safe and effective care to women and infants delivered by skilled professionals in a cost effective manner.

Objectives	
1.	To create an environment that fosters excellence and innovation.
2.	To ensure that our patients receive high quality, safe, evidence based care and that their dignity and rights are respected.
3.	To actively promote and strengthen a culture of quality and safety throughout the hospital.
4.	To create a working environment where each person is valued, respected and facilitated for personal and professional growth.
5.	To continue our strong commitment to education and research.
6.	To maximise the use of our resources and enhance strategic alliances.

Service user population

- The NMH primarily provides Maternity, Gynaecology and Neonatal Services with the original focus of our services being the poor people of the districts surrounding Holles Street, Dublin. However continuous change and growth means that today one in every twelve Irish citizens began life in our hospital.
- The NMH gives birth to over 8,000 infants a year and is recognised as a national referral centre for complicated pregnancies, premature and sick infants.
- Our Gynaecology Unit also treats over 10,000 patients annually.
- The NMH has also built up a reputation for undergraduate and postgraduate training and holds international courses on the Active Management of Labour each year. The NMH also trains Midwives and runs an annual Higher Diploma course in Neonatal Studies in conjunction with the two other Dublin Maternity Hospitals and the Royal College of Surgeons in Ireland.
- The NMH established a Community Midwifery service in 1998 including homebirth, Domino birth and early transfer home programmes. This service covers Dublin and North Wicklow and continues to be the busiest Community Midwifery service in Ireland.
- The NMH is part of the Ireland East Hospital Group (IEHG) which comprises of 11 hospitals. The IEHG is Ireland's largest hospital group serving 1.1 million people, with University College Dublin (UCD) as its academic partner. There are 3 other maternity units within the IEHG.

Service delivery model

- The NMH is a service provider to the Health Service Executive (HSE).
- Our services are delivered in compliance with an agreed annual Service Level Agreement with the HSE which allocates an annual budget from the HSE.
- Services provided are also in compliance with the National Maternity Strategy 2016-2026 "Creating a better future together", the companion document "The National Maternity Strategy Implementation Plan" and the HIQA (2016) National Standard for Safer Better Maternity Services
- The Clinical Programmes of most relevance to NMH are the Obstetrics and Gynaecology Programme and the Paediatric Neonatal Programme.
- In addition to the services listed herein which are delivered onsite in the NMH, Holles Street, there is significant inter-linking of services between the NMH and other hospitals including St. Vincent's University Hospital, Temple Street Children's University Hospital, Our Lady's Hospital for Sick Children, Crumlin, Mater University Hospital.

Services and provision

The NMH provides expert care to women and infants from the island of Ireland by planning the safe care of the pregnant woman throughout their pregnancy and the immediate aftercare. We are a tertiary referral centre providing a wide range of expert services designed to improve the healthcare experience of mothers and infants, including women's health services, such as colposcopy, urogynaecology, fertility/reproductive medicine, mental health, pain management, oncology services, and neonatal.

Facilities, layout and staff

The NMH is a single location hospital established in 1894, employing approximately 1,000 people and is the largest Maternity Hospital in the State as measured by annual deliveries and also one of Europe's largest maternity hospitals. The hospital has recently undertaken a range of refurbishments which are balanced against our forthcoming move to St. Vincent's Campus. These refurbishments include: Delivery Ward, NICU, Ultrasound Dept., Colposcopy, Emergency Dept., Theatre, Central Decontamination Unit and X-ray Dept.

Antenatal education and preparation

Services provided	Description
Early Pregnancy Class	This focus of this class is to promote wellness and maintain good health in pregnancy and beyond. It is aimed at women of up to twenty weeks gestation and is facilitated by a Midwife, Pharmacist, Dietitian and Physiotherapist.
Classes for First Time Parents	The NMH offers sets of classes designed for first time parents. A complete set of classes runs over five weeks with each class lasting approximately one hour. Alternatively classes can be provided over two full Monday mornings/Tuesday afternoons.
Young Mums and Dads	This class is aimed at the younger Mum and Dad (<i>late teens to approximately 22 years of age</i>) and is a small, interactive class, facilitated by a Midwife. Partners and other support people are always welcome to attend.
Refresher Class (<i>for women who have a child already</i>)	This class is designed for women who have had a previous vaginal delivery with the aim to help prepare such women for their current pregnancy's labour and delivery. The class is facilitated by a Midwife and Physiotherapist and, where possible, concludes with a tour of our Delivery Ward for those who wish to see it. Partners and other support people are always welcome to attend.
VBAC Class (<i>preparing for vaginal delivery after previous caesarean</i>)	This class is designed to support women who have had a previous Caesarean section and are hoping for a vaginal delivery in current pregnancy. This is known as a vaginal birth after Caesarean section or VBAC. The class aims to empower women to maximise their chances of a vaginal delivery and is facilitated by a Midwife and Physiotherapist. Partners and other support people are always welcome to attend.
Preparing for Elective Caesarean Section.	This class is designed for women where it has been decided that an elective Caesarean section is the most likely delivery method. Facilitated by a Midwife and Physiotherapist, it aims to prepare women for their Caesarean Section. Partners and other support people are always welcome to attend.
Preparation for Breastfeeding	This class, facilitated by Lactation Consultants is designed to help start a positive breastfeeding journey.
The NMH eLearning Hub	To complement and support your antenatal education needs, a multidisciplinary team (<i>composed of midwives, physiotherapists, lactation consultants, dieticians, paediatricians, obstetricians, psychologists, etc.</i>) have developed an eLearning Hub. Each resource takes you through a series of educational modules to help you on your journey through pregnancy and beyond, and will be referenced throughout your virtual classes. We recommend that you review each module prior to the classes.

Community and General Midwives Clinics	
Services provided	Description
Domino	<p>This is Midwifery-led care from the beginning of pregnancy, during labour and until an infant is 5-10 days old. Antenatal care is provided by a Team of Midwives in one of our community based clinics. Our ethos while caring for women and infants is to encourage and support normal childbirth with minimum intervention, with the aim of early discharge from 6 hours post-delivery. The Team continues to provide postnatal care, support and advice in the comfort of Mum's own home for 5-10 days following discharge from the hospital.</p> <p>Women living within a specific geographical area can avail of this service and deemed at low risk of complications during pregnancy and birth.</p>
Homebirth	<p>The Community Team offer a homebirth service to low risk women living in the south Dublin area. Women who choose this service will attend a satellite clinic of their choice and also have a home visit to discuss their homebirth plan in detail. Two of our Midwives will attend the birth of an infant with follow up care from our Team in the home.</p> <p>Women living within a specific geographical area and deemed at low risk of complications during pregnancy and birth can avail of this service.</p>
Community Midwifery Satellite Clinics	<p>Following an initial booking visit with a Consultant Obstetrician in either the main hospital or one of our satellite clinics, women have the option of attending Midwives clinics in Dun Laoghaire, Ballinteer, Bray, Greystones, Wicklow Town, Arklow and/or Loughlinstown.</p>
Early Transfer Home	<p>A Team of Midwives provide postnatal care, support and advice in the comfort of their own home for women living in the South Dublin and North Wicklow area with the aim of alleviating accommodation pressures on public wards. This care includes weighing an infant and performing the Newborn blood spot screen.</p> <p>Women wishing to avail of this service may leave hospital 12-36 hours following the birth of their infant which is arranged on the Postnatal Ward with no advanced booking is required. Only women who are public patients living within a specific geographical area and can avail of this service</p>

Specialist Maternity Clinics	
Services provided	Description
Debriefing after delivery	<p>Offered to expectant mothers who request discussion on their previous pregnancy and deliveries.</p>
Cardiology and renal clinics	<p>Rapid access to Cardiology and Renal clinics in St. Vincent's University Hospital.</p>
Diabetes	<p>The Multidisciplinary Diabetes Team includes an Endocrinologist, Obstetricians, Dieticians and Midwives who work together to provide diabetes care to all pregnant women with Type 1, Type 2 or Gestational Diabetes.</p> <p>The Team provide a comprehensive holistic approach to ensure a high quality and safe pregnancy with regular care and support to deal with the range of challenges diabetic women have during pregnancy and post-delivery.</p>

Epilepsy Clinic	Twice monthly clinics led by Clinical Nurse Specialist in epilepsy for expectant mothers.
GUIDE Clinic	Rapid access to the Department of Genito Urinary Medicine and Infectious Diseases (GUIDE) clinic in St. James' Hospital for mothers with underlying infectious disease.
Haematology Clinic	Weekly Consultant-led clinic for mothers with underlying clotting blood disorder.
Hepatology Clinic	Hepatology Consultants visit the NMH to review expectant mothers with liver concerns.
Hypertensive Clinic	A Consultant Cardiologist with special interest in hypertension visits fortnightly to review mothers with hypertensive disorders.
Maternal Medicine Clinic	A clinic providing pre-conception and antenatal care for women with an underlying co-morbidity.
Pain Clinic	An Anaesthetic Team review expectant mothers, postnatal mothers and non-pregnant women regarding pain management.
Preterm Surveillance Clinic	Antenatal care for expectant mothers who have had a previous spontaneous delivery between 16-34 weeks gestation as well as for women who have had 2 previous cervical surgeries.
Rheumatology	A Consultant Rheumatologist and his Team visit monthly to review expectant mothers with underlying rheumatology and related disorders.
Pre-conception Clinic	Pre-conception Consultants visit fortnightly with relevant Specialist Clinicians to provide care for women with underlying morbidity or previous pregnancy complications.
Teenage Clinic	A combined Consultant and Midwives clinic for expectant mothers under the age of 18 years, with specialist support from multi-disciplinary team.
Poppy Clinic	Postnatal clinic for mothers who suffered a complication during their pregnancy, labour, delivery and postnatal period. This clinic includes wound management, medical and obstetrical review and debriefing.
Unplanned Pregnancy Support Services	The NMH accepts referrals for elective abortion services under the Regulation of Termination of Pregnancy Act 2018. Referrals are made by General Practitioners and community based services such as the Irish Family Planning Association and Well Woman Centres, for women within our catchment area (<i>South Dublin, Wicklow and Kildare</i>).

Ultrasound Scanning (USS) Service

Services provided	Description
Early Pregnancy Assessment Unit	<p>The Early Pregnancy Assessment Unit in the Ultrasound Department is an appointment only service. Referrals are accepted from GPs and the maternity Triage service. This is a Midwifery-led service that is available to women less than 12 weeks pregnant and experiencing early pregnancy problems, such as vaginal bleeding and abdominal pain.</p> <p>An ultrasound scan (USS) is performed externally (<i>trans-abdominal scan of the lower abdomen with a full bladder</i>) or internally (<i>trans-vaginal scan with an empty bladder</i>); an internal scan is usually required to examine a pregnancy less than 7 weeks. Depending on the scan results a blood test may also be taken.</p>
Anomaly ultrasound scan	<p>Offered to all women between 20-22 weeks gestation and provided by Specialist Midwife Sonographers and Radiographers. The purpose of an anomaly ultrasound scan is to check the health of an infant, assess its growth, confirm due date, assess amniotic fluid volume as well as the location of the placenta (<i>afterbirth</i>). A full bladder is not required and the scan takes 20-30 minutes to complete.</p> <p>This scan checks for major physical abnormalities in an infant although it cannot detect every problem. In most cases the scan will show that an infant appears to be developing normally. However, in some cases the Sonographer will identify or suspect a problem that requires a referral to a Fetal Medicine Specialist.</p>
Ultrasound Scan after 22 weeks	<p>Following a normal anomaly scan (<i>20-22 weeks scan</i>), another routine ultrasound scan appointment will not be made unless there is a clinical indication. Clinical indications include pain, vaginal bleeding, reduced fetal movements, high blood pressure, low-lying placenta, a pre-existing medical condition, past obstetric history, a concern regarding the health of an infant or an infant's position. If a mother is overdue she will be referred for further assessment.</p>

Fetal Medicine	<p>The NMH provides a country-wide referral service for maternal and fetal high risk pregnancies. This service is provided by 6 sub-specialists in Maternal Fetal Medicine with daily fetal medicine clinics attended by a Fetal Medicine Specialist and urgent referrals seen within 24-48 hours of referral.</p> <p>The Fetal Medicine Services include:</p> <ul style="list-style-type: none"> ▪ Prenatal diagnosis including 1st trimester screening and fetal anomaly scanning in the 1st and 2nd trimester. ▪ Non-invasive prenatal screening, the “Harmony Prenatal Test”. ▪ Fetal echocardiography in collaboration with paediatric cardiology. ▪ Neurosurgical clinics in collaboration with Paediatric Neurosurgeons and Neurosurgical Nurse Specialist. ▪ Renal clinics in collaboration with Paediatric Nephrologist. ▪ Surgical clinics in collaboration with Paediatric Surgeons. ▪ Invasive tests including Amniocentesis, Chorion Villus Sampling and Cordocentesis ▪ Fetal therapy including insertion of bladder or chest shunts and fetal blood transfusion. ▪ Rhesus disease management ▪ Management of multiple pregnancies, including complicated mono-chorionic twins and laser ablation for twin-to-twin transfusion syndrome. ▪ Placental insufficiency assessment including assessment of fetal growth as well as maternal and fetal Dopplers
Gynaecology ultrasound scan	<p>A pelvic ultrasound scan is commonly performed to examine the uterus and ovaries for abnormal vaginal bleeding, postmenopausal bleeding, follicle tracking, absent periods, pelvic pain, follow-up of an ovarian cyst, location of an intrauterine contraceptive device or suspected fibroids. There are two methods available for performing pelvic ultrasound, transabdominally and transvaginal.</p>

Emergency Dept.

Description of services provided

A 24 hours, 365 days per year emergency service is provided by the NMH and located on the ground floor of the main hospital. This is an adult emergency service for women who have complications during pregnancy, during the first 6 weeks after the birth or for acute gynaecology emergencies.

Gynaecology Clinics

Description services provided

The Gynaecology Clinics provide care through our Multidisciplinary Team including Consultant Gynaecologists, Specialist Gynaecology Nurses, Physiotherapists, Counsellors, Phlebotomists and Radiologists. The clinics include:

- Fertility
- Urogynaecology
- Perineal
- Adolescent Gynaecology
- Psychosexual Therapy
- Mirena Coil
- Stillbirth and Miscarriage
- Hysteroscopy

Cervical Check/Colposcopy

Description services provided

The vast majority of women screened as part of the National Cervical Screening Programme will only require smear tests; however small minority (2%-5%) require further investigation or treatment through a Colposcopy Service. Patients can be referred to 1 of 15 colposcopy clinics located nationwide as part of the National Cervical Screening Programme and the NMH is one of those clinics.

Referral appointments are *only* accepted on receipt of a referral letter from the smear-taker. Such referrals are reviewed by a Clinician and an appropriate appointment date set up with the referring centre also notified.

Support services

Services provided	Description
Bereavement	Providing an empathetic, sensitive and caring environment to support couples and their families following a pregnancy loss - an integral part of Maternity Services.
Clinical Nutrition and Dietetics	Assessing medical and nutritional needs to identify any areas of concern that may require support to help make diet and lifestyle changes.
Diabetes	Providing a comprehensive holistic approach to ensure a high quality and safe pregnancy with regular care and support.
Hollestic App	The information in this app is based on up to date, current scientific evidence and has been created by dieticians, obstetricians and researchers at the National Maternity Hospital, Holles Street, Dublin and the UCD Perinatal Research Centre, Dublin.
Medical Social Work	Providing a range of practical and psychosocial services to women who are receiving care in the hospital and are experiencing additional challenges.

Patient Advocacy	<p>Patient Advocacy Support Service helps and empowers complainants in the healthcare complaint process. This may range from offering information or advice, to organising and attending meetings with the complainant, to enabling them to articulate their needs, and/or involve support after a complaint was made.</p> <p>The Patient Advocacy Officers are part of the Quality Department and report to the Quality Manager.</p>
Perinatal Mental Health	Working with women, their infant's and family/support person to help stay as well as possible during pregnancy and after birth.
Physiotherapy	Providing confidential treatment and care for all Women's Health and Maternity Patients as well as Infants.
Placenta Accreta Service	The placenta accreta service is provided by a multidisciplinary team (<i>midwives, nurses and doctors from a variety of specialities including obstetrics, gynaecological oncology, radiology, pathology and neonatology</i>) specialising in the care of pregnancies complicated by placenta accreta spectrum. "Placenta accreta spectrum" covers a range of clinical conditions where the placenta is imbedded too deeply into the lining of the womb.
Reiki Complementary Therapy	<p>An ancient method of healing, Reiki healing aims at initiating a deep relaxation response to help the recipient to acquire a sense of well-being (<i>a balance of mind, body and spirit</i>). Reiki is not a diagnostic treatment, has no harmful side effect and is complementary to medical treatments, with no contraindications.</p> <p>The NMH uses fully qualified volunteer Reiki practitioners (<i>members of the RFI</i>) who are insured for providing Reiki treatment and Garda vetted by the hospital.</p>
Stop Smoking Support Service	This confidential, free service is offered to all women attending the National Maternity Hospital and provides a friendly, non-judgemental one-to-one behavioural support programme.
Telehealth Patient Information	There are two platforms for virtual appointments in use in the NMH, Attend Anywhere and Cisco WebEx . Details of the platforms used for consultations are included in patient appointment notification (<i>letter/email/SMS text</i>).
The Linen Guild	<p>The Linen Guild, founded in 1912, is a discretionary charity providing emergency assistance to mothers and babies in difficult circumstances at a vulnerable time who attend the National Maternity Hospital.</p> <p>The services is self-funded through donations and a variety of fund raising initiatives during the calendar year with all monies raised go directly to help mothers and babies who need emergency financial and practical support.</p>
Vaccines	Information regarding recommended vaccines during pregnancy is made available via the NMH public website (<i>e.g. flu vaccine, prevention of rubella, COVID-19</i>).

Executive Management Committee

- Dr Dermot Farrell, Archbishop of Dublin, Chairman
- Cllr. Alison Gilliland, Lord Mayor, Vice Chairperson
- Prof Shane Higgins, Master
- Very Rev. Enda Cunningham, Administrator of the Parish of St. Andrew, Westland Row
- Ms Patricia O'Shea, Nominee of the Minister for Health
- Mr William Johnston, Honorary Secretary
- Ms Michele Connolly, Honorary Treasurer
- Cllr James Geoghegan, Nominee of Dublin City Council
- Cllr Cat O'Driscoll, Nominee of Dublin City Council
- Dr Ingrid Browne
- Ms Mairead Butler
- Ms Denise Cole
- Mr Aidan Devlin
- Mr Frank Downey
- Ms Grainne Hennessy
- Prof Declan Keane
- Prof Fionnuala McAuliffe
- Mr Pat McCann
- Ms Jane McCluskey
- Dr Roger McMorrow
- Prof Peter McParland
- Ms Christine Moran
- Dr John Murphy
- Cllr Naoise Ó Muirí
- Prof. Colm O'Herlihy
- Ms. Nóirín O'Sullivan
- Dr Michael Robson
- Mr Stephen Vernon

Executive Management Team

- Prof Shane Higgins, Master
- Mr Ronan Gavin, Secretary Manager
- Ms Mary Brosnan, Director of Midwifery and Nursing

Capacity of NMH (beds)	
Pembroke Wing (<i>Antenatal</i>)	24
Antenatal Day Beds	6
Labour and Delivery Unit	14
Holles Wing (<i>Postnatal</i>)	35
Fitzwilliam Wing (<i>Postnatal</i>)	23
Merrion Wing (<i>Postnatal</i>)	13
Iveagh Wing (<i>Gynae</i>)	18
Neonatal ICU 1	9
Neonatal ICU 2	9
Neonatal Nursery	18
Recovery	4
HDU	2
Fetal Assessment (<i>rooms for scanning</i>)	8
Emergency Dept.	4

HR/staffing complement		
Grade name	Employees	
	Headcount	W.T.E.
Secretary Manager	1	1.0
Grade IV	81	68.29
Grade V	35	29.45
Grade VI	17	16.90
Grade VII	13	11.86
Grade VIII	2	2
Clerical Officer	2	2.00
Human Resources Manager	1	1.0
Purchasing Manager	1	1
Telephonist	5	2.30
Financial Controller	1	1.0

Supplies Officer Grade C	2	2
Clerical/Administration totals:	161	138.8

NCHDs	63	63
Consultants, Other Medical, Master and Associate Specialists (x 2)	49	39
Medical totals:	112	102

Staff Midwife, Senior	33	25.23
Clinical Midwife Manager 1	51	43.15
Clinical Midwife Manager 2	65	52.98
Clinical Midwife Manager 3	6	6
Clinical Nurse Manager 2	17	15.34
Clinical Nurse Manager 1	11	10.65
Staff Midwife	140.00	130.90
Staff Nurse - General	35.00	33.98
Staff Nurse, Senior (General)	43.00	42.34
Student Midwifery (post-registration)	26	25.5
Student Midwifery (pre-registration)	18	9
Advanced Nurse Practitioner (General)	0	0
Clinical Midwife Specialist	12	8.16
Clinical Nurse Manager 3 - Theatre	1	1
Nursing/Midwifery Clinical Placement Co-ordinator	4	3.08
Nursing/Midwifery Practice Development Coordinator	1	1
Advanced Midwife Practitioner	5	5
Clinical Nurse Specialist (General)	4	2.58
Clinical Nurse Instructor/Teacher	0	0
Director of Nursing 1, Assistant	9	7.85
Director of Nursing & Midwifery	1	1
Midwifery and Nursing totals	482	424.74

Social Work	9.00	8.90
Pharmacy	8.00	7.40

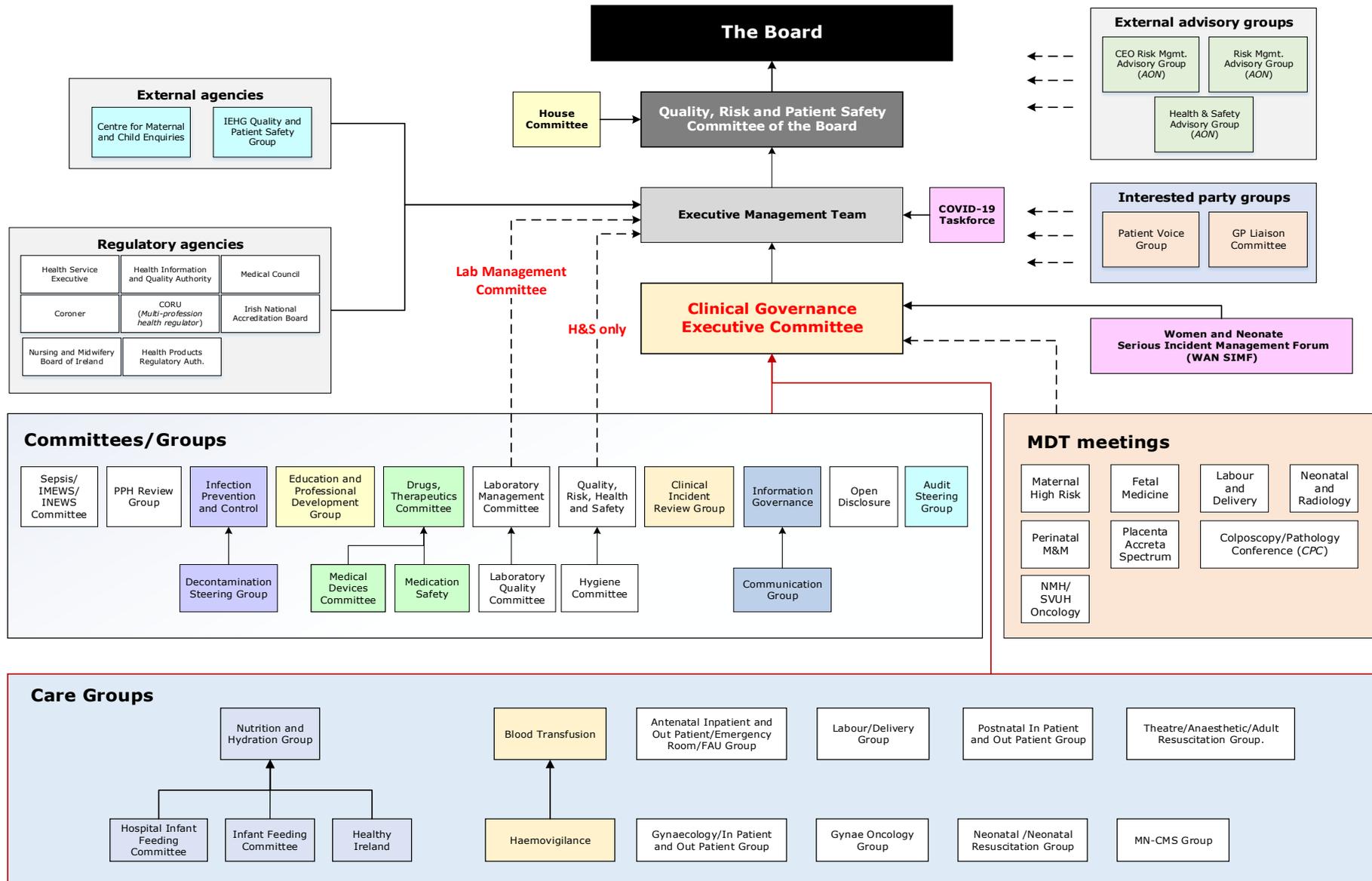
Radiography	10.00	7.50
Physiotherapy	10.00	8.70
Clinical Engineering	3.00	3.00
Dietetics	9.00	6.90
Medical Scientists and Laboratory Manager	37.00	36.10
Psychologists	4.00	2.34
Paramedical totals:	90.00	80.84

Catering Officer, Grade II	3.00	2.56
Catering Officer, Grade I	1.00	1.00
Catering Supervisor	1.00	1.00
Medical Laboratory Aide	7.00	7.00
Domestic Supervisor	5.00	5.00
Catering Manager	1.00	1.00
Catering/Cleaner/Assistant	87.00	81.35
Portering	35.00	26.40
Porter, Head	1.00	1.00
Chefs	10.00	9.72
Maintenance/Technicians	15.00	15.00
CDU	4.00	4.00
Multi-task Attendants (MTAs)	4.00	4.00
General Support Services totals:	174	159.03

Health Care Assistant	42	39.19
Other Patient Care totals:	42	39.19

OVERALL TOTALS:	1,061	944.6
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Governance



Age range and gender of patients targeted for service

Women and infants (*birth-6 weeks*).

Admission criteria

- Self-referral
- Clinical referral
- Tertiary Referral Centre
- Referral Policy
- Emergency referrals
- High Risk Anaesthetic Pre-assessment Clinic

Emergency procedures (*incl. fire precautions, etc.*)

- Provision and maintenance of fire equipment and fire exits.
- Mandatory training for staff.
- Identified Fire Wardens.
- Fire drills and evacuation.
- NMH Major Emergency Plan.
- NMH Major Incident Plan.
- NMH Pandemic Influenza Outbreak Plan.
- NMH Sepsis Policy.
- Skills and Drills for Clinical Staff.
- Basic Life Support (BLS) training.
- Neonatal Resuscitation Programme (NRP) training.

Arrangements for patient to access chosen religious services

Various Religions/Faiths:

The Chaplaincy Department is staffed by 2 Catholic lay chaplains (*Monday-Friday, 08.00-16.00*) providing spiritual and emotional support to patients, families and staff throughout the hospital. Both sacramental and pastoral care is available to all.

Pastoral care is offered to all by the Hospital Chaplains. Anyone wishing to avail of support from their own denomination is welcome to do so. An extensive list of contact details of Ministers of other Denominations and Faiths is available in the hospital at the Switch, at Reception and from the Chaplaincy Department.

Oratory:

The Oratory is located on the first floor and is open 24/7. Everyone is welcome to visit for quiet moments of prayer and reflection. Mass is celebrated on Sundays at 08.30. Holy Communion is brought to the bedside on Sundays after Mass and by request. Other Services are arranged as needed.

Hospice Friendly Hospital

The NMH is committed to the implementation of all quality standards for end of life care as outlined within the Hospice Friendly Hospitals programme (*regular audits are carried to evaluate compliance*). The end-of-life symbol is in use throughout the hospital with staff across various disciplines participating in training workshops conducted by the Hospice Foundation.

Maternity network membership

- Network of Maternity and Neonatal Services (*formed in October 2013*).
- IEHG Maternity Risk Managers Group.
- IEHG Quality and Patient Safety Group.
- CEO Risk Management Advisory Group (*Aon*).
- Risk Management Advisory Group (*Aon*).
- Health and Safety Advisory Group (*Aon*).

Arrangements for patient contact with partners, families, relatives and friends

- Set visiting hours.
- WIFI.
- Annual Remembrance Service, St. Andrew's Church, Westland Row to honour the short lives of infants who died in the NMH acknowledging the grief experienced by parents and families.
- Monthly Neonatal Graduates Support Group.

Complaints management

The National Maternity Hospital complies with the principals of "Your Service Your Say" Policy (HSE, 2018) for the management of complaints. Service users can submit compliments or complaints directly to the NMH via website

- NMH Feedback Management Policy (*PP-OG-QTY-6*)
- Patient Advocacy Officers x 2 (*1 x WTE with cover full day Mon – Fri*).
- Quality Manager.
- ADOMN on duty.
- Internal and external (IEHG and HSE) monthly reporting.

Bereavement support

A multi-disciplinary Bereavement Team including Bereavement Liaison Midwives, Chaplains, Medical Social Workers, Midwifery Staff and Doctors are closely involved in supporting those who experience loss, whether through miscarriage, stillbirth or neonatal death. This Team provides support, guidance and spiritual care (*in certain cases*). Support was also provided to staff working with these grieving parents.

Our Chaplains perform formal specific roles in bereavement such as blessings, baptisms, naming ceremonies and funeral services. Other members of the Team provide practical, emotional and spiritual support and follow up and liaison with the Community and Primary Care Team.

A Bereavement Committee also meets at regular intervals and the NMH also holds an annual Remembrance Service in St. Andrew's Church.

Arrangements in place to respect the privacy and dignity of service users

A range of policies, procedures, protocols and guidelines including (*but not limited too*):

- GDPR and Data Protection.
- Audit programme.
- Consent Policy.
- Visiting Policy.
- Code of Practice for Healthcare Records.
- Personal belongings remain the responsibility of the patient.
- Infrastructure (*work in progress*).

Policies, procedures, protocols and guidelines

The NMH provides all of its services in alignment with national and international evidence-based practice. To assure this alignment, NMH policies, procedures, protocols and guidelines are stored and accessible from a central repository document management system ("Q-Pulse"). These are regularly reviewed and updated on a minimum 2-yearly basis (*and more frequent as is indicated as necessary*).

Accreditation

- ✓ HIQA:2016 National Standard for Safer Better Maternity Services
- ✓ ISO 14001:2015 Environmental & Waste Management Systems.
- ✓ ISO/IEC 15189:2007 Medical laboratories, particular requirements for quality and competence (*INAB accreditation, Reg. # 240MT*).
- ✓ ISO 22000:2018 Food Safety Management.

Signed by Executive Management Team

Prof Shane Higgins <i>Master</i>	Signed:		Date:	27 th Sept. 2021
Ms Mary Brosnan <i>Dir. Midwifery/Nursing</i>	Signed:		Date:	27 th Sept. 2021
Mr Ronan Gavin <i>Secretary/Manager</i>	Signed:		Date:	27 th Sept. 2021

Appendix A: HIQA quality improvement tools for national data collections - Mapping

HIQA Statement of purpose requirements	NMH Statement of Purpose	Page #
Full legal name	Service provider	3
The year it commenced operation	Facilities, layout and staff	6
Contact details, including website information	Service provider	3
Name of the managing organisation	Legal status	3
	Service delivery model	5
	Executive Management Committee	13
	Executive Management Team	13
Target population	Aim	4
	Service user population	5
	Age range and gender of patients...	18
Overall function and purpose	Mission	3
	Vision	3
	Values	4
Aims and objectives	Aim	4
	Objectives	4
Legal basis	Legal status	3
Source of funding	Service delivery model	5
Governance and managing structure	Executive Management Committee	13
	Executive Management Team	13
	Governance	17
National legislation and standards	Service delivery model	5
	Accreditation	20
International legislation and standards	Accreditation	20
Document version number	Document header	1
Date it is effective from	Document header	1
Signatures of all parties responsible	Signed by Executive Management Team	20