



Saint John of God Hospital and
Saint Joseph's Shankill



Where listening creates *hope*

Annual Report 2016

Hospitality • Compassion • Justice • Respect • Excellence



"I was so impressed with the absolute person centred care that is St Joseph's and I would like to thank everyone of your staff for their kindness and compassion. This has been by far the most positive experience of healthcare that I have witnessed on a personal basis and I commend you and your team."





welcome

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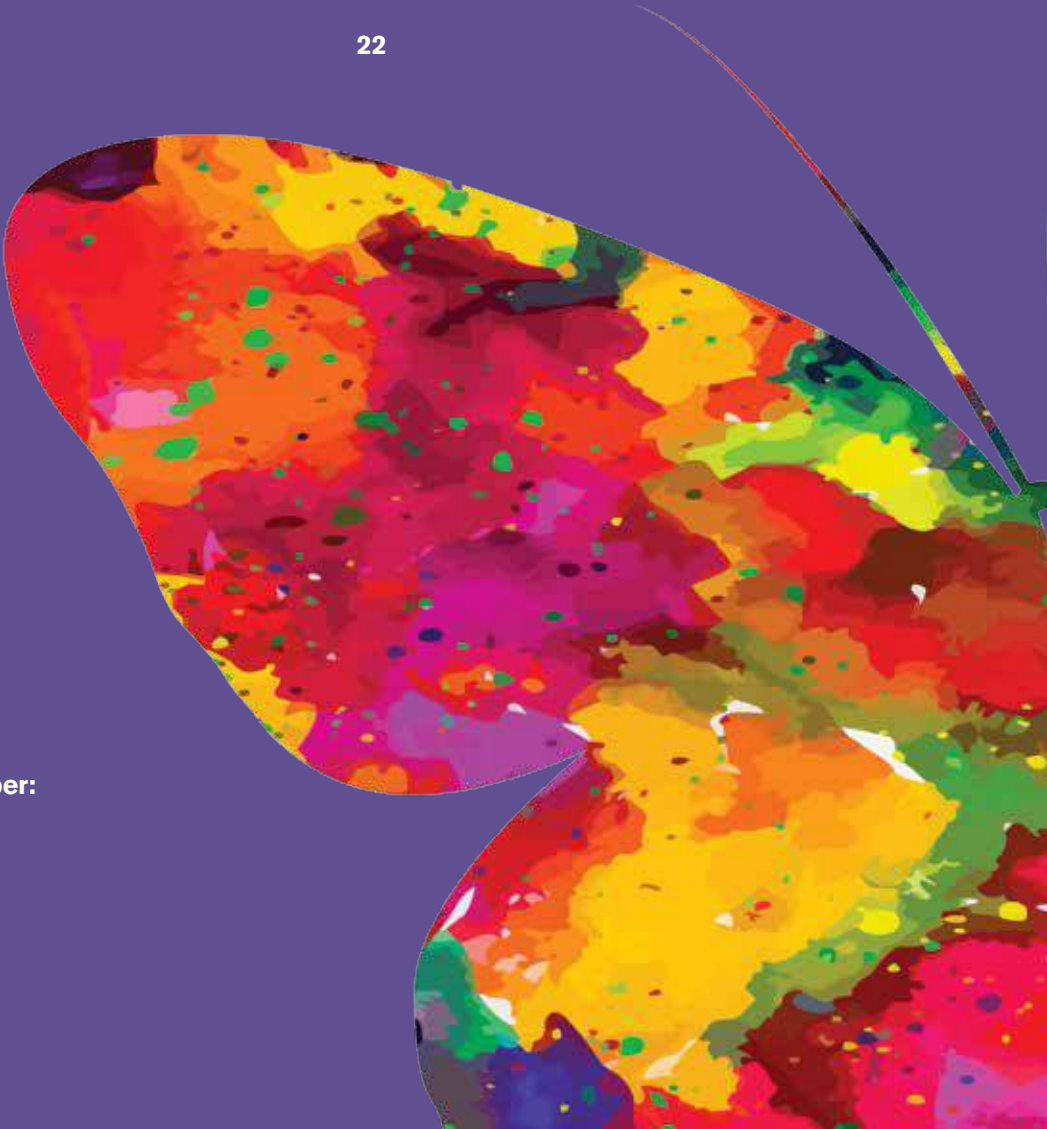
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Our Mission

Saint John of God Hospital

Since its foundation in 1882, the mission of Saint John of God Hospital is to bring healing, care and wholeness to people who have mental illness and/or psychological and emotional problems. Assessment, treatment, rehabilitation and care are provided in accordance with the highest professional standards and always in keeping with the ethos and caring traditions as modelled for us by Saint John of God.

Saint Joseph's Shankill

Saint Joseph's Shankill is committed to providing holistic and palliative care principally to persons living with later to end stage dementia in accordance with the ethos and values of Saint John of God Hospitaller Ministries.

Saint Joseph's Shankill's commitment extends to the provision of day care and respite services to those in the community suffering from early to middle stage dementia.

Message from the Chief Executive



It gives me great pleasure to present the 2016 Annual Report for Saint John of God Hospital and Saint Joseph's Shankill.

2016 was a challenging but ultimately rewarding year in both services and throughout we have endeavoured to be true to the mission, ethos, values and philosophy of care of Saint John of God Hospitaller Ministries. Mission and Values continued to be an area for focus in 2016 and has been enhanced greatly through the sterling work of the Hospitality Teams in both locations. Separately, our "Wrens Nest" in the hospital continues to provide meals on a daily basis to those less fortunate in our locality.

The Board of Directors, under the chairmanship of Mr Bill Cunningham, continued to oversee the running of both the hospital and St Joseph's Shankill and has been a source of great support to the Management Team along with the Board Sub-Committee on Finance which is also chaired by Mr Bill Cunningham and the Board Sub-Committee on Clinical Governance, Quality and Safety which was chaired by Professor Michael Rigby.

A separate Board Steering Group was established in 2016 to oversee the implementation of the hospital review that was conducted the previous year. Three workstreams were established. Good progress has been made by all three with a cross-departmental

approach and engagement evident. This work will continue in 2017.

In the following pages you will read of successes and challenges that we have experienced in 2016. There have been many achievements during the year only some of which I highlight here but there are many more which you will see throughout this annual report.

Mental Health First Aid Ireland was officially launched in September 2016 and it continues to grow and spread through workplaces and communities across the Republic of Ireland.

Through the efforts of our Technical Services Team the hospital won the EnviroCom 2016 "Environmental Innovation" Award as well as being a finalist in the "Best Example of Energy Management – Built Environment" Award. This is due recognition of the investment and work that has been done in the hospital with regard to energy management and using latest technology to reduce our carbon footprint. We continued to upgrade our facilities at the hospital during 2016. Significant work was undertaken by the Technical Services Team with regard to the remedial anti-ligature works programme in the inpatient areas. This work will continue in 2017. We officially opened the new Elvira Garden which was totally refurbished and includes a new outdoor gym. The Seomra Eolais opened at Reception and is a great resource for information on mental health for patients, families and visitors.

The major refurbishment works in Saint Joseph's Shankill was completed and changed it from two large nursing units to six new lodges with new sitting



rooms. This significant development has transformed Saint Joseph's and has really enabled the move to a household model of care.

Both services had their annual inspections in May 2016 by the respective regulators i.e. HIQA in St Joseph's Shankill and the Inspector of Mental Health Services in Saint John of God Hospital. The inspection reports were heartening and affirming of the care and treatment that we are providing in both locations, with some areas requiring improvement noted and receiving the required attention.

The hospital is an accredited training centre for clinical pastoral education and we train healthcare chaplains every year. The Healthcare Chaplaincy Board conducted the accreditation site visit in November 2016 and they recommended "without reservation" that the Clinical Pastoral Education Centre at Saint John of God Hospital be re-accredited for a further seven years until 2023.

Our adolescent service, Ginesa, hosted a visit from the Ombudsman for Children, Dr Niall Muldoon in December 2016. It was a great opportunity for the young people to engage directly with the Ombudsman and for him to hear first-hand about matters affecting young people. We will continue our engagement with the Ombudsman for Children's Office as it is vitally important that the mental health needs of young people are heard and understood.

I thank sincerely all the staff in the hospital and Saint Joseph's Shankill, along with my colleagues on the Management Team, for their hard work and dedication to those who avail of our services. I would like to thank most sincerely the Board of Directors for their continued support, encouragement, advice and commitment to mental health and dementia care.

Emma Balmaine
Chief Executive





Board of Directors



William Cunningham
Chairman of the Board



**Dr Bernadette
Mangan**



**Br Gregory (Patrick)
McCrory OH**



**Br Laurence (Michael)
Kearns OH**



**Br Ronan (John)
Lennon OH**



**Br Stanislaus (Michael
John) Neild OH**



John Pepper



Mary Collins



Prof Michael Rigby



**Thomas
McConalogue**



Management Team



Emma Balmaine
Chief Executive



Dr Richard Blennerhassett
Clinical Director



Adrian Doherty
HR & Operations
Manager



Joe Kelly
Head of Operations
& Quality



Aidan MacMahon
Accountant



Norma Sheehan
Director of Nursing/
Person in Charge,
Saint Joseph's
Shankill



Lesley Vard
Director of Nursing



Orlaith Donoghue
Head of
Occupational
Therapy



Br Hugh Gillan OH
Head of Pastoral
Care



Dermot Hickey
Head of Social Work



Dolores Keating
Head of Pharmacy



Zita Radmall
Head of Psychology

Report from the Clinical Director



2016 was a successful year in respect of clinical services with clinicians regularly contributing to the media, enhancing the profile of the hospital.

Outpatient services continued to grow with further increased levels of referrals to the Dublin County Stress Clinic. The South East Stress Clinic in Kilkenny is thriving and has raised the hospital profile in this region.

The hospital had a successful year from a clinical perspective with an increase in patients seen compared

to 2015, alongside a reduced length of stay. Consultant staff engaged with the hospital review process to consider changes to current clinical services and the development of new services.

The Department of Psychology achieved a full staff complement in 2016 which ensures that each multidisciplinary team has at least a half time psychologist. The hospital said a fond farewell to Ms Zita Radmall, principal psychologist who was head of the department for 13 years and was instrumental in significant expansion of the department from three psychologists to the current staff complement of 12 senior psychologists and two principal psychologists. She also oversaw the development of a wide range of specialisms which have enhanced the therapeutic experience of patients. Her legacy is evident in the excellent psychological services available at the Hospital.

The Occupational Therapy Department continued



to deliver a range of very successful programmes. In addition, initial results on a research study into the impact of the treatment programmes on eating disorder symptoms functioning and quality of life by Ms Jane O’Riordan was presented at the first Irish National Eating Disorders Conference.

The year saw a significant change in the Social Work Department with retirements and new appointments. The general inpatient case load remained the central focus of the department with the individual social worker continuing to carry the responsibility to provide the family and social interventions for the inpatients at the hospital. Ms Orla Prendergast was elected to chair the Special Interest Group for Adult Mental Health for IASW, the Irish Association of Social Workers.

The Pharmacy Department was once again to the fore in respect of research and conference presentations. As just some examples of their engagements during the year, the team were finalists at the Hospital Professional

News Awards in the categories of Service Development and Innovation and the Hospital Pharmacy Team of the Year. The project to roll out Mental Health First Aid training among community pharmacists in collaboration with All Care Pharmacies was a finalist at the National Pharmacists Awards.

The Pastoral Care Department continued to foster the spiritual care which reflects the faith of Saint John of God. Among the achievements during the year was the completion of a multi-faith room and three month clinical pastoral education (CPE) training for five students at the hospital.

Finally I would like to acknowledge the hard work and dedication of all the staff in the service during the past year and I trust that the spirit of Saint John of God will continue to guide us during the coming year.

Dr Richard Blennerhassett
Clinical Director



Pharmacy Team 2016

Report from the Director of Nursing, Saint Joseph's Shankill



Saint Joseph's Shankill

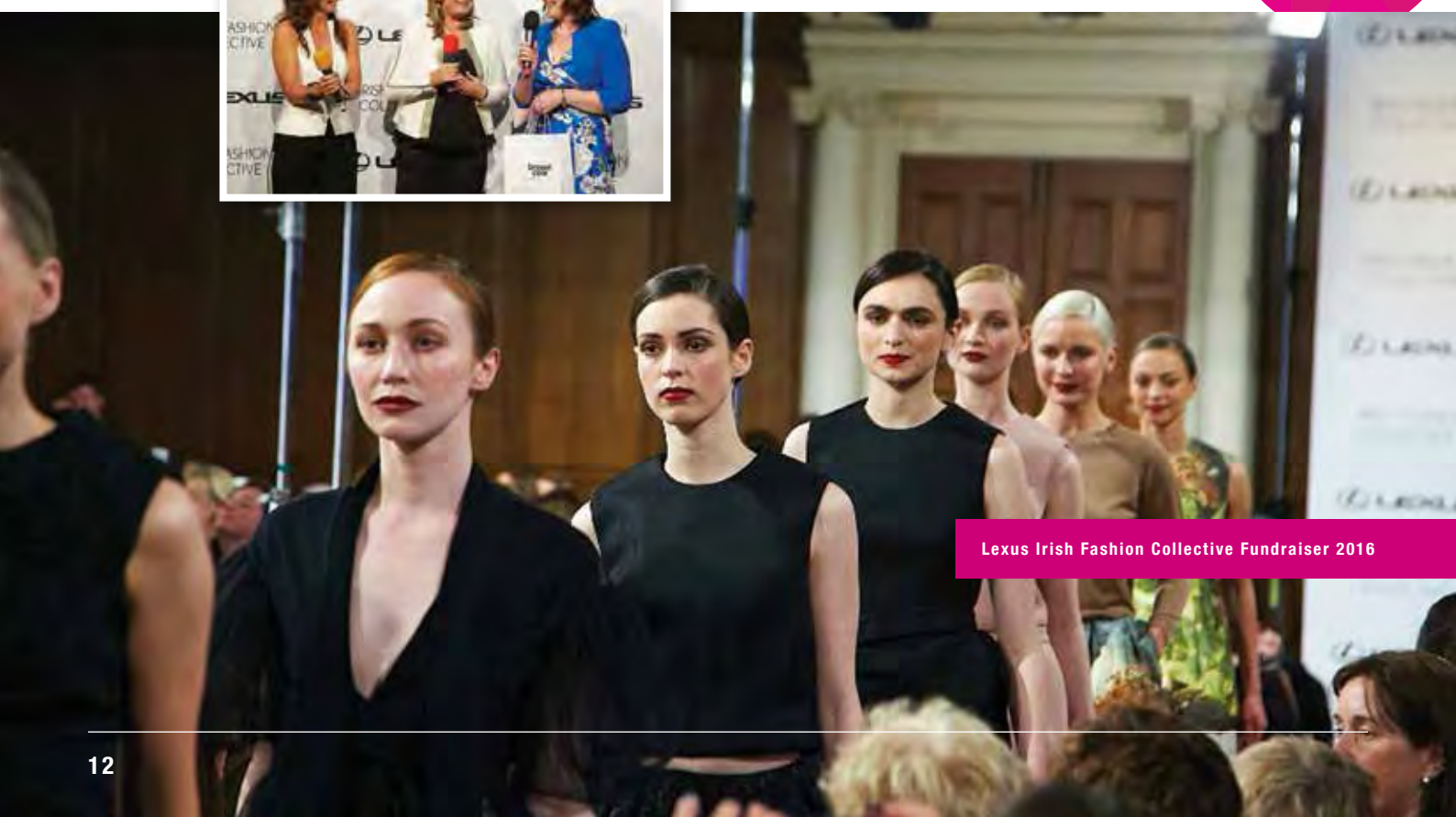
Today 55,000 people in Ireland are living with dementia. Unbelievably, 11 people every day receive a diagnosis of dementia.

As the only care home in Ireland solely dedicated to dementia care and following Saint John of God's footsteps to provide for any unmet need in our community, we have a responsibility to provide the best dementia care possible.

Taking on that responsibility means being visionary and making change and that is what we embrace in Saint Joseph's. Our vision is to lead the way in dementia care in Ireland and become the country's first dementia village.

In 2016 we took a big step towards achieving our goals. It was a very eventful year where we completed the transformation of Saint Joseph's from a traditional, institutional styled nursing home with two units to six individual homes, or lodges, where each lodge has its own front door, dining and sitting room or dining-cum-sitting room.

The building renovation and remodelling project began in 2015 and continued until the end of May 2016. From April, all our residents were assessed to determine what stage they were at on their dementia journey. They were then



allocated a lodge to live and be cared for together with others who are at the same stage.

This move for residents and their families and friends was a big change for everyone including staff who were also 'matched' to the different lodges, depending on their particular skills, but it forms part of the new model of care we have adopted - 'The Butterfly Household Model of Care' that we commenced originally in 2014.

Butterfly

Dementia Care Matters' Butterfly Household Model of Care is about valuing people and who they are, regardless of their dementia. The approach transforms cultures of care, creating households and focusing on quality of life and what matters to the individual.

The Butterfly Model of Care is usually a yearlong project resulting in the award of the 'Butterfly Kite Mark'. Unfortunately, due to many impacting factors the project which should have been completed in one year is now spanning four years. Training will resume again in early 2017. All staff took part in Dementia Care Matters, Butterfly Household Model of Care training in the actual lodges.

IHf Journey of Change Programme

16 staff also took part in the 'Journey of Change' Programme which was facilitated by the Irish Hospice Foundation. This was a programme about improving quality of care for residents at end of life and it has brought a lot of change and improvements to our way of

care. The programme commenced in late 2015 and was completed in November 2016.

HIQA

Saint Joseph's applied for re-registration in May 2016. HIQA always performs a full inspection prior to granting approval for registration or re-registration and we were due an inspection on completion of the building works.

An announced inspection was held over two days on 23 and 24 May 2016. The authority received a small number of completed relatives' questionnaires prior to the inspection and the opinions expressed were very complimentary on the manner in which staff delivered care, commenting on staffs' patience, good humour and respectful attitude.

Overall the inspection found that the residents' health care needs were met

Result: 18 outcomes judged – Full Inspection

- 15 = Compliant
- 1 = Substantially Compliant
- 2 = Non- Compliant – Moderate

Fundraising at Saint Joseph's 2016

There was a lot of activity in the Fundraising Department of Saint Joseph's this year!

Lexus Irish Fashion Collective

The Lexus Irish Fashion Collective raised €25,000 and brought together stunning collections from Ireland's leading designers including Philip Treacy, Simone Rocha, Deborah Veale and Sharon Hoey on Friday 29th April 2016. The event was held in the beautiful and historic setting of Trinity College with a drinks reception in the magnificent Long Room of the Library. Ireland's most glamorous people attended this amazing event which was heralded as THE fashion event of the last 10 years!



Saint Joseph's Shankill Video

Thanks to Ruth Meehan and Graham Wells for producing, directing and editing our new Saint Joseph's Shankill promotional video. It leaves many in tears and we plan to film another one in 2017 to show the progress made in development and care.

Strictly for Dementia

16 dancers raised €25,000 for Saint Joseph's and learnt how to dance through the process. Rehearsals were held in Saint John of God Hospital Stillorgan over six weeks. The show was held on Saturday 7th May 2016 in the Talbot Hotel Stillorgan, with a crowd of 400 in attendance. Overall the event was a wonderful experience for all the dancers and the audience.

Corporate Volunteer Days

During the summer months and through to Autumn we welcomed many volunteers through their corporate 'team building days'. These relationships have strengthened and continue to develop with further commitment of days in the future:

- Google Ireland
- Tesco Finance and Property Teams
- Difference Days Project with private family

Works carried out comprised exterior and interior painting including wall murals, garden design and implementation, window cleaning, wallpapering. And much more. Everyone received a tour of the new lodges and met many of the residents, It is estimated that we received €120,000 worth of 'in kind' product, expertise and manpower over the year.

Saint Joseph's Caring for Carers Programme

As a result of funding through Pobal from the Dormant Accounts, the Caring for Carer's Project began in July, with the appointment of Teresa Mooney as project manager.

- 114 Carers
- 7 Training Courses delivered over 3 months
- 4 modules in each course
- 4 learning publications
- 1 information leaflet
- Positive PR and awareness in the community

The carers, 114 in total across a broad range of ages and from different walks of life arrived at the beginning of each course not knowing anyone, carrying a heavy burden of worries, stresses and concerns and for many they were barely coping with a living grief. They left after a full day of learning, with smiles on their faces, a renewed sense of purpose, armed with information and new skills and a network of people in their own community.

Community Foundation Grants

We continue to build and develop relationships with the Community Foundation of Ireland and we have received grants totalling nearly €20,000 from a number of private funds.



Saint Joseph's Golf Classic

The Saint Joseph's Golf Classic was held at the beginning of August and raised over €11,000, thanks to the long established support that Brother Laurence has built up over the last 20 years for this event.

Delgany Lodge Design

Sponsored by Fleetwood Paint, Lumitech, istyle fabrics, the lodge was designed by Garry Cohn. The clever use of design and colour helped address some specific dementia problems. We are very grateful to all the donors of paint, lighting and curtains for their commitment to the project (totalling approximately €30,000 in cost).

Day Care

The day care service is currently developing its outdoor garden for attendees. This involves installing fencing to ensure the area has a level platform in order to minimise slips, trips and falls and make the area secure. Pathways will also be installed through flower beds and lawns which will provide attendees with positive experiences in both the physical and sensory areas.

The garden will also offer an area for interesting outdoor activities and its development will be on going.



Volunteers help with garden

Clinical Governance, Quality & Safety

Within Saint John of God Hospital CLG there are defined structures to support good clinical governance and ensure quality and safety at the hospital in Stillorgan and St Joseph's Shankill.

Oversight at Board level is undertaken by the Board Sub-committee for Clinical Governance, Quality & Safety under the chairmanship of Professor Michael Rigby. This committee set a series of key performance indicators (KPIs) for 2016 for reporting at its bi-monthly meetings throughout the year.

At executive level, the structure is overseen by the Clinical Governance, Quality & Safety Executive Committee and sub-committees that report into the executive committee include: Clinical Audit, Compliance & Continuous Quality Improvement, Saint Joseph's Shankill Clinical Governance Quality & Safety Committee, Risk Committee, Health & Safety Committee and Patient Satisfaction & Complaints Committee.

The above structures allow for close monitoring of quality, adverse incidents and patient safety initiatives and for the identification of areas for improvement as well as the progression of new clinical, quality and safety initiatives and the support and oversight of the Board in relation to these important matters.



On The Frontline 2017



The role of a specialist pharmacist in the mental health setting is a dynamic and exciting one. I've worked as senior pharmacist in Saint John of God Hospital since 2014. I have a special interest in psychiatry for later life and I am also the medication safety facilitator in the hospital.

A typical day starts at 8.30 when the pharmacy opens. For the first hour we review the medication charts for all clients newly admitted. When reviewing the chart, we make sure that medicines are appropriate, safe and within the recommended dosing range, identifying interactions or contra-indications. We also reconcile what is prescribed with what the person was taking before admission to ensure no medicines are omitted. Queries are raised with the treating team and medicines are supplied in time for the morning doses.

I attend the later life psychiatry team meeting for the rest of the morning. At the weekly meeting, 12-16 clients are seen. The team includes a clinical psychologist, pharmacist, social worker, occupational therapist, nurse, registrar and consultant. Feedback is provided from each member on the person's progress. We then meet the client to obtain their feedback and involve them in decisions about their care.

Before the meeting I prepare a care plan for each client. This includes diagnosis, co-morbidities, blood tests and medication history. This information is important in determining the choice of medicine and allows the team to optimise medicines for that

person. When we optimise medicines we ensure their safe and effective use to enable the best outcome for the person. The individual is central to the decisions about their treatment. For example, when switching antidepressants, I often meet the person to discuss the options, outlining which medicine might be most appropriate with considerations to their co-morbidities and the side-effect profile. During this consultation I elicit the person's preferences and feed this back to the treating team. Thereafter, I provide advice to the consultant regarding the most appropriate switch so as to minimise any adverse effects. I enjoy the opportunity to develop a rapport with clients throughout their stay. It's really lovely to see improvements each week where people become brighter and we see their true personality beginning to shine.

Another aspect of my clinical role is to highlight physical health monitoring and interventions to protect the physical health of people with a mental illness. This might involve initiating a cholesterol lowering tablet to reduce the risk of heart attack in someone who has a high risk of heart disease.

In the afternoon, I prepare for an upcoming Drug and Therapeutics Committee meeting. This committee reviews therapeutic guidelines, new medicines and medicines management issues. A standing item on the agenda is medication safety. As medication safety facilitator, I present a quarterly medication safety report and medication safety bulletins. I really enjoy this aspect of my role. I am also a member of the Irish Medication Safety Network, a group of hospital pharmacists and a useful forum to share experiences in medication safety.

Before the pharmacy closes, I return to the dispensary to help my colleagues lock the department.

Aoife Carolan
MPSI MPharm PGDipGPP
Senior Pharmacist Saint John of God Hospital

Financial Review (2016)

During 2016 the hospital service earned a €2M surplus while the Saint Joseph's Shankill service incurred a €1M deficit. Thus the net €1M surplus for the company is a significant improvement on last year (2015: €1.17M deficit).

Saint Joseph's Shankill

In 2016 Saint Joseph's Shankill derived 97% of its income from fees charged for long term residential care, respite and non-residential day care of patients with dementia. Total income reduced year on year by €181K largely driven by an occupancy reduction arising from bed closures necessary to facilitate building works undertaken in the period October 2015 to July 2016. Fundraising receipts in 2016 were €102K.

Payroll represented 84% of total costs with growth contained at 1.2%/€59K giving a total of €4.56M. Direct clinical care posts cost €3.3M or 73% of total pay. €1M or 22% of payroll is directed to non-clinical services supporting patient care e.g. catering, accommodation and maintenance with €0.24M or 5% covering administration.

Non-pay, constituting 16% of total costs, increased 19% /€138K. This related to refurbishing and refurbishment costs associated with the building works. This increase was contained at a modest level thanks to the generosity of employees from external companies and private individuals who donated professional expertise, time, labour and materials to this project. A change in fixed asset policy resulted in €75K capitalised at year end which otherwise would have been fully expensed under the previous write off policy.

Saint John of God Hospital

Inpatient earnings of €29M at 93% of the total €31M remains the primary source of revenue. Non-residential clinical services contribute €1.1M/4%. The remaining €0.9M arises from other non-clinical sources e.g. rental and catering receipts. This 'Other' category includes charitable donations of €81K.

Gross revenues have increased 8% or €2.3M principally driven by a combination of inpatient volume (+2.8%) and average price growth (+5.3%). Notwithstanding limited insurance options covering non-residential mental health services, earnings at €1.1M increased 28% on prior year with demand for psychological outpatient services continuing to grow.

Payroll costs, driving 76% of total cost base totalled €22M with a slight increase over prior year of €60K/<1%. Direct clinical care posts include nursing, medical and allied healthcare professions came to €16.8M or 77% of total pay. Essential support services e.g. catering,



accommodation, building and grounds services cost €3.2M, a 14% share. Administrative payroll at €2M was 9% of total pay.

Non-pay decreased €297K/4% to €6.9M and accounted for 24% of gross expenditure. Establishment expenses were €3.1M or 45% of total. It includes the costs of operating, maintaining and improving the hospital's physical infrastructure e.g. energy, maintenance and refurbishment costs. Direct patient care costs of €1.8M constitutes 26% and covers clinical, pharmacy and catering supplies. €2M or 29% classified as administration costs covers staff education and training, insurances, IT, legal and other professional fees. A change in the fixed asset policy resulted in €460K capitalised at year end which would otherwise have been fully expensed under the previous write off policy.

Summary

The net result for 2016 is a significant improvement on last year (2015: €1.17 deficit).

The recovery is due to residential income growth in the hospital of €2.2M with non-residential sources growing €247K. This recovery enabled the hospital to continue to provide operational support to the Saint Joseph's service in accordance with the charitable mission of the Hospitaller Order of Saint John of God. The



fundamental problem is that reimbursement rates available to Saint Joseph's under the Nursing Home Support Scheme do not reflect the costs of running a HIQA compliant centre where 100% of the residents are at various stages of dementia.

The directors plan to minimise the Saint Joseph's deficit through a cost restructuring program and increases in non-residential revenues. While the company's charitable mission is advanced by continuing to operate a quality dementia service that remains the only home in Ireland totally and solely dedicated to dementia, the continuing risk of such material deficits indicates the need for longer term financial support to be put in place. The longer term operation of Saint Joseph's is under review by the company.

Income & Expenditure Accounts

Year Ended 31 December 2016

	Hospital €	St Josephs €	Total €
Income	31,037,459	4,441,977	35,479,436
Expenditure			
Remuneration	22,101,919	4,561,619	26,663,538
Non Pay Overheads	6,932,017	880,916	7,812,933
Gross Expenditure	29,033,936	5,442,535	34,476,471
(- Deficit) / Surplus	2,003,523	(-1,000,558)	1,002,965

Year Ended 31 December 2015

	Hospital €	St Josephs €	Total €
Income	28,727,898	4,623,051	33,350,949
Expenditure			
Remuneration	22,041,665	4,502,889	26,544,554
Non Pay Overheads	7,228,934	742,933	7,971,867
Gross Expenditure	29,270,599	5,245,822	34,516,421
(- Deficit) / Surplus	-542,701	(-622,771)	(-1,165,472)

Balance Sheet at year end

	2016 €
Tangible Fixed Assets	535,388
Current Assets	
Debtors and Prepayments	5,933,212
	5,933,212
Creditors- Amounts falling due within one year	
Creditors and accruals	3,137,814
Bank Overdraft	914,867
	4,052,681
Net Current Assets	1,880,531
Total assets less current liabilities	2,415,919
Capital and reserves	
Reserves	2,415,919

	2015 €
Tangible Fixed Assets	-
Current Assets	
Debtors and Prepayments	6,578,999
	6,578,999
Creditors- Amounts falling due within one year	
Creditors and accruals	4,198,081
Bank Overdraft	967,964
	5,166,045
Net Current Assets	1,412,954
Total assets less current liabilities	1,412,954
Capital and reserves	
Reserves	1,412,954



Analysis

Income Analysis 2016

	Hospital €	St Josephs €	Total €
Inpatient/Residential Service	28,975,980	3,952,215	32,928,195
Outpatient/Day Services	1,138,828	344,083	1,482,911
Other	922,651	145,679	1,068,330
	<u>31,037,459</u>	<u>4,441,977</u>	<u>35,479,436</u>

Income Analysis 2015

	Hospital €	St Josephs €	Total €
Inpatient/Residential Service	26,745,354	4,185,286	30,930,640
Outpatient/Day Services	891,796	339,335	1,231,131
Other	1,090,748	98,430	1,189,178
	<u>28,727,898</u>	<u>4,623,051</u>	<u>33,350,949</u>

Pay Analysis 2016

	Hospital €	St Josephs €	Total €
Pay Category			
Nursing	9,996,912	3,285,322	13,282,234
Medical	3,732,725	-	3,732,725
Allied Professions	3,134,074	34,364	3,168,438
Support Services	3,201,401	997,104	4,198,505
Admin	2,036,807	244,829	2,281,636
	<u>22,101,919</u>	<u>4,561,619</u>	<u>26,663,538</u>

Pay Analysis 2015

	Hospital €	St Josephs €	Total €
Pay Category			
Nursing	10,190,716	3,170,342	13,361,058
Medical	3,622,024	-	3,622,024
Allied Professions	3,042,661	35,919	3,078,580
Support Services	3,185,359	969,969	4,155,328
Admin	2,000,905	326,659	2,327,564
	<u>22,041,665</u>	<u>4,502,889</u>	<u>26,544,554</u>

Non-Pay Analysis 2016

	Hospital €	St Josephs €	Total €
Administration	2,002,899	275,657	2,278,556
Direct Patient Care Consumables	1,800,319	277,726	2,078,045
Establishment	3,128,799	327,533	3,456,332
	<u>6,932,017</u>	<u>880,916</u>	<u>7,812,933</u>

Non-Pay Analysis 2015

	Hospital €	St Josephs €	Total €
Administration	2,314,604	276,860	2,591,464
Direct Patient Care Consumables	1,779,595	281,853	2,061,448
Establishment	3,134,735	184,220	3,318,955
	<u>7,228,934</u>	<u>742,933</u>	<u>7,971,867</u>

Positive Moments

"I want to thank you all so much for all that you have done for me while I was an inpatient here. You are an amazing group of people and I will never forget the kindness and caring you gave me. You have helped me turn a big corner in my recovery that I haven't done before but did it with your support."

"Thank you so much for your expert care, help and support these past weeks. I couldn't have done it without you."

"It's been nearly two months and I am doing so well and want to thank you all so much. I think of all the help and support you gave me, every day."

"The standard of care I have received over the past couple of weeks has been exemplary and has contributed hugely to my ongoing recovery. The nursing staff must be commended for their professional attitude, natural genuine empathy and their dedication and application of their skills."

"Words cannot express how thankful I am to all of you. You are such amazing people who managed to make the hardest time in my life bearable. You made me laugh, made me smile and had such empathy and compassion when I was down in the dumps. You have all given me back my confidence, my personality and my sense of humour. I feel blessed to have met each and every one of you."

"Thank you one and all for your care, help and kindness to me. I feel renewed, nourished and healed in body and soul after my sojourn with you."

"I want to express my thanks for all the help you have given me. I have come a very long way from the first day I visited you. I have implemented a lot of the techniques I have learnt, on a daily basis. I have reached a stage where I can be confident even when difficult situations arise."

"We have just had first-hand experience of what inspired St. John of God in the loving care that was given to our Mum in the last three and a half years in Saint Joseph's. I want to thank all staff for the wonderful care and love Mum got there and indeed all the patients in your care. Our visits there were an opportunity to learn life lessons: patience, kindness, cheerfulness and spirit of service. We cannot say enough about the wonderful spirit that you all have. Crinken will always be in our prayers."

"I was so impressed with the absolute person centered care that is St Joseph's and I would like to thank every one of your staff for their kindness and compassion. This has been by far the most positive experience of healthcare that I have witnessed on a personal basis and I commend you and your team."



“From the bottom of my heart thank you so much for helping me to get better and start my road to recovery. Because of your knowledge, guidance and continued patience I am beginning to find inner strength and contentment after a long period of nothingness.”





Saint John of God Hospital and Saint Joseph's Shankill

Saint John of God Hospital

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www.stjohnofgodhospital.ie

www.saintjosephsshankill.ie