



Tallaght
University
Hospital

Ospidéal
Ollscoile
Thamhlachta

An Academic Partner of Trinity College Dublin



Working in
Tallaght
University
Hospital

www.tuh.ie

Welcome to Tallaght University Hospital

It is a great pleasure to welcome you as a new staff member to Tallaght University Hospital – A Teaching Hospital of Trinity College, Dublin.

Along with the Corporate Induction Programme followed by your departmental induction, this guide is designed to welcome you and help you to settle in as quickly as possible, answering some of the questions you might have.

Induction consists of three phases:

- **Pre-Employment Induction:** is to ensure that the Hospital has made adequate preparation for your arrival to work. You are required to complete a number of mandatory e-learning programmes as part of your Pre-employment induction.
- **Corporate Induction:** takes place in the Centre for Learning & Development and provides general information about the Hospital.
- **Departmental Induction:** takes place with your manager or supervisor. This is where you will be introduced to colleagues, department structures, rules, policies and procedures, duties and responsibilities, accountabilities and health and safety within the Department.

If there are any questions that are not answered in this guide please contact your Head of Department.

We would like to wish you every success with your career in Tallaght University Hospital.

'A great hospital is made up of people like you'

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Your Hospital

Introduction to Tallaght University Hospital

Tallaght University Hospital is one of Ireland's largest acute teaching Hospitals, providing adult, psychiatric and age-related healthcare on one site. The Hospital has 614 adult beds with 3,000 people on staff. The Hospital is a provider of local, regional and national specialities. It is also a national urology centre, the second largest provider of dialysis services in the country and a regional orthopaedic trauma centre.

Tallaght University Hospital is one of two main teaching Hospitals of Trinity College Dublin – specialising in the training and professional development of staff in areas such as nursing, health and social care professionals, emergency medicine and surgery, amongst many others. Tallaght University Hospital is part of the Dublin Midlands Hospital Group which serves a population of over 1.2 million across seven counties.

The Adult Emergency Department caters for over 50,000 attendances annually and there are in excess of 239,000 attendances at the Adult Out-Patients Department each year.

In July 2018 the Government approved the publication of the Children's Health Bill to provide for the establishment of a new body into which the three Children's Hospitals and the Children's Hospital Group will transition to one organisation. From 1st January 2019 this new organisation, called Children's Health Ireland, governs and delivers acute Paediatric Health Services in Dublin. A new satellite centre is to be built on the campus of Tallaght University Hospital as part of the Children's Health Ireland project.

The Hospital's operations are supported by a community of 300 general practitioners in surrounding communities.

Vision

Our vision is “People Caring for People to Live Better Lives” through:

- Excellent health outcomes supported by evidenced based practice
- Positive patient and staff experience in an empowering and caring environment
- A culture of innovation and quality improvement in everything we do



Mission

Our mission is to enhance the wellbeing of our community through care and innovation. We strive to:

- Deliver high quality care to our patients
- Educate, train, challenge and empower our staff
- Foster a culture of research and innovation



Values

Our **CARE** values – for patients, their families, our community and staff are:

- **Collaborate** – together and with our academic and care partners
- **Achieve** – our goals, positive outcomes and wellbeing
- **Respect** – for patients, each other and our environment
- **Equity** – for patients and staff

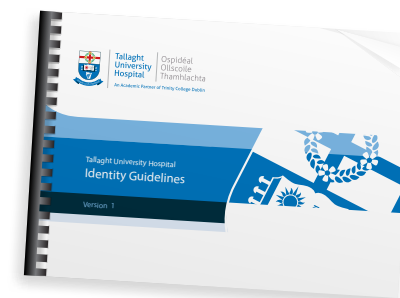


Uniform and Dress Code

All staff are required to wear clothing which is fitting in the context of their work environment and is appropriate to the tasks performed in the normal conduct of the job as defined in the Uniform and Dress Code policy. Where a uniform is worn, the uniform must be neat and well maintained and worn in full. Any safety clothing or items of safety clothing provided to staff must be worn in accordance with operating instructions and Hospital policy. Please ensure you familiarise yourself with the full Uniform and Dress Code Tallaght University Hospital policy.

Tallaght University Hospital (TUH) Identity Guidelines

These guidelines are a very specific, clear and simple guide on how the name of our Hospital should appear. They are for use internally and externally in all printed and online communications. So whether you are presenting, creating a poster, patient information leaflet, sending letters, printing banners you should refer to the templates and guidelines.



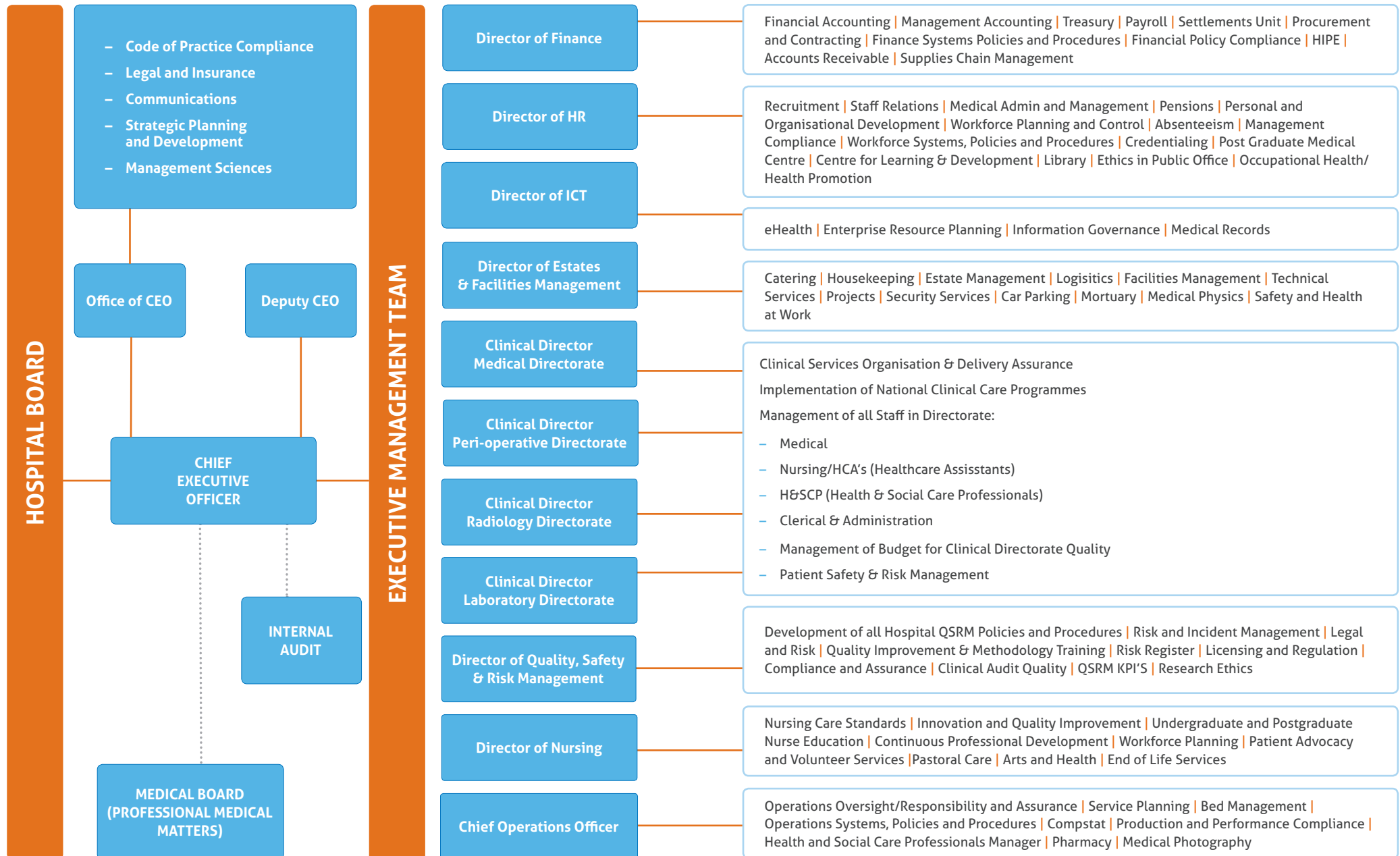
These guidelines are available on the Communications Intranet site
<http://tuhintranet/News/Pages/New-Branding-Guidelines.aspx>

Confidentiality

All staff, students and others associated with the Hospital will be aware of the confidential nature of Hospital work and in particular, the right of patients to confidentiality. Staff should not discuss workings of the Hospital, its staff or its patients with people outside the Hospital, except as required to do so in the course of their work (refer to local policy). Staff should familiarise themselves with the Hospital confidentiality policy and in particular staff who are engaged in activities that involve patient's information.



TUH Organisational Chart



Useful Telephone Numbers


Main Hospital	(01) 414 2000
Switchboard	0
Outside Line	9
Bleep	81
Security	(01) 414 2100
Cardiac Arrest Team – Adult	2222
Cardiac Arrest Team – Paediatric	3333
HR Business Services	(01) 414 3587
	(01) 414 2043
	(01) 414 5858
	(01) 414 2075
HR Talent Acquisition	(01) 414 3377
	(01) 414 4700
	(01) 414 3496
	(01) 414 2885
	(01) 414 2022
HR Pensions Division	(01) 414 2029
HR Business Partners	(01) 414 3092
	(01) 414 4131
	(01) 414 3693
HR Medical Division	(01) 414 4774
	(01) 414 2463
	(01) 414 3643

Centre for Learning & Development	(01) 414 3170
Occupational Health & Wellbeing Department	(01) 414 2770
Environment, Health & Safety Officer	(01) 414 2433
ICT Service Desk	(01) 414 4567
Payroll	(01) 414 3654
Incident & Risk Manager	(01) 414 2118
Infection Prevention and Control Department	(01) 414 3809
	(01) 414 3938
Patient Advice and Liaison Service	(01) 414 4709
Estates Fire Officer	(01) 414 5921
Clinical Audit Manager	(01) 414 2855

Employee Assistance Service Workplace Options

Freephone:	1800 490 390
Email:	eap@workplaceoptions.com
Website:	www.workplaceoptions.com

Tallaght University Hospital's Employers Registration Number **0055033A**



Your Journey as an Employee of Tallaght University Hospital

Your Employment Contract

Contract of Employment

Your contract of employment sets out your terms and conditions of employment. **THIS IS AN IMPORTANT AND INFORMATIVE DOCUMENT**

Probation

Each appointment is subject to a probation period as specified in the Contract of Employment. The probationary period may be extended at the Hospital's discretion but will not in any case exceed nine months. The appointment will cease at the end of that period unless service has been confirmed as satisfactory by the Head of Department. A regular system of assessment will occur during the probationary period involving discussion with the staff member, his/her supervisor or Head of Department in relation to the staff member's work performance.

Probation for Appointment to Medical Consultant

Each Consultant appointment is dependent upon the satisfactory completion of a probationary period. Please refer to the Consultant Contract 2008 as of the 8th December 2014, Section 3 regarding Probation for Medical Consultants.

Hours of Work

Hours of work vary and are outlined in the relevant Conditions of Employment. Your actual hours of duty will be as determined by your Supervisor/Head of Department to accommodate the needs of your Department in order to ensure that appropriate staffing levels prevail at all times throughout the day. Daily and weekly rest breaks will be granted in accordance with the provisions of the Organisation of Working Time Act, 1997. In order to comply with Section 33 of this act, which limits the maximum number of hours an employee is permitted to work in a given period, all employees are obliged to notify the Hospital if they engage in any employment in addition to their post within the Hospital.

CORE ESS is the Hospital electronic time and attendance system for clocking in/out, rostering and recording of leave.

Your Leave Entitlements

All applications for leave are subject to the approval of your Head of Department. Listed below is a summary of Key Leave Entitlements. Further information on all Leave Entitlements, including copies of policies and application forms (where applicable) are available from your Manager, Human Resources Directorate or on our intranet site and policies are available on Q-Pulse.

Adoptive Leave

Summary of Entitlement: 24 weeks paid adoptive leave. Up to 16 weeks additional leave unpaid.

Annual Leave

Summary of Entitlement: Leave is calculated from 1st April to 31st March each year. For Non-Consultant Hospital Doctors (NCHD's) annual leave, please refer to the contract of employment. All staff regardless of status or service qualify for paid annual leave based on the hours they work. Staff are requested to have taken at least 75% of their annual leave by the end of December. All leave arrangements are subject to approval and staff are advised not to plan their holidays before discussing the dates with their Head of Department. Every reasonable effort will be made to facilitate staff although this may not always be possible.

Carer's Leave

Service Requirement: One year continuous service. The Carer's Leave Act 2001 became effective on the 2nd July 2001. The main purpose of the Act is to entitle staff to avail of temporary unpaid leave to enable them to personally provide full-time care and attention to a person who is in need of such care. A person who is in need of full-time care and attention must be defined by the Department of Social Protection. Manual and application forms are available from your Manager, Human Resources Department or the intranet.

Compassionate Leave

The Hospital is committed to supporting staff in times of family bereavement. Five working days in the case of a spouse (including a cohabiting partner), child (including adopted children and children being cared for on the basis of 'in loco parentis') or any person in a relationship of domestic dependency, including same sex partners. Three working days in the case of other immediate relatives as follows: father, mother, brother, sister, father-in-law, mother in law. In exceptional circumstances (e.g. where the employee concerned has lived in the same house as the deceased or has to take charge of funeral arrangements), an employee may be granted up to three working days special leave on the death of a more distant relative.

Force Majeure

Force majeure leave is short-term paid leave that employees can avail of to enable them to deal with family emergencies, resulting from the sudden and unforeseen injury or illness of a family member, once certain conditions have been met. Force majeure leave may consist of one or more working days up to a maximum of three days in any 12 consecutive months or five days in any 36 consecutive months.

Jury Duty

Service Requirement: None. Special leave with full pay is granted in order to attend for Jury Duty. Any staff member summoned for Jury Duty must immediately notify his/her Supervisor/Head of Department. Staff who are not required to be in Court or are discharged from attendance at Court on any day in time to enable them to report to work for at least a half days work are required to do so. Full details on the policy is available from your Manager, Human Resources Department or the intranet.

Marriage Leave / Civil Partnership Leave

A maximum of two days with pay is allowed on the occasion of marriage/civil partnership provided that the total leave (marriage plus annual leave) in the year of marriage/civil partnership does not exceed 24 days.

Maternity Leave

Summary of Entitlement: Service Requirement: None. 26 Weeks paid maternity leave. The manner in which payment is effected will vary in accordance with the PRSI category in which staff are classified. Up to 16 weeks unpaid maternity leave. Time off to attend antenatal medical appointments. Time off to attend one set of antenatal classes.

Parental Leave

Staff must have completed one year's continuous service with employer. Summary of Entitlement: 18 weeks unpaid leave. Must be availed of before 13th birthday or 16th in case of child with disability. Entitlement in respect of each child.

Paternity Leave

Service Requirement: None. 10 days paid special leave (pro-rata for part time staff) to male employees/civil partners on the birth or adoption of a child. The manner in which payment is effected will vary in accordance with the PRSI category in which staff are classified.

Public Holidays

There are nine official public holidays: Part time or Locum staff who have worked at least 40 hours in the five week period ending on the day before the public holiday are entitled to public holiday benefits. Payment for the public holiday will be based on ⅓ of their normal weekly hours worked. A public holiday is a statutory entitlement, as set out in the Organisation of Working Time Act, 1997 and should not be confused with "Bank Holiday" which are not covered by the Act and to which there is no legal entitlement. NCHD's please refer to your contract of employment for public holiday entitlement.

Sick Leave

The new Public Service Sick Leave provides for payment of the following financial support of staff during periods of absence from work due to illness or injury. A maximum of 92 calendar days on full pay in a year followed by a maximum of 91 days on half pay, subject to a maximum of 183 calendar days paid sick leave in a rolling four year period.

These entitlements will be pro rata for part time and temporary employees.

Notification of Absence

If you are absent due to illness your Supervisor/Head of Department should be notified personally prior to the start of your shift or within two hours of the commencement of your shift on the first day of absence. If the immediate supervisor cannot be notified it is essential that in the absence of the supervisor the name of the individual to whom the message is given is noted. If not, they should contact another supervisor/manager. Failure to do so may result in your absence being classified as unpaid leave. It is not acceptable to leave a message on voicemail or with the switchboard.



Supporting Work Life Balance and Employee Wellbeing

The Hospital embraces the importance of work life balance and recognises the demands on employees to balance work-life and home-life and actively offers the following initiatives:

Shorter Working Year

Shorter Working Year (HSE incentivised Scheme). The scheme is intended to facilitate staff in balancing their working arrangements with outside commitments. Further details are available from the Human Resources intranet site.

Flexible Working Initiative

Flexible Working is available to all grades of staff subject to the approval of the Head of Department and in line with service delivery.

Flexi-Time

Clerical and administrative employees may work flexi-time, subject to the agreement of their Head of Department, provided they attend during core working hours and in line with the Hospital policy. Flexi-time is a benefit that supports employees with the management of an effective worklife balance but is not a contractual right or entitlement of any employee. This benefit is discretionary and subject to service requirements.

Career Breaks

Career breaks may be granted to staff for a period of not less than one year and not more than five years in line with the Hospital policy.

Occupational Health & Wellbeing Department

Our Mission: To achieve excellence and leadership in the efficient delivery of a comprehensive occupational health service by protecting, maintaining and promoting the health of all employees and by fostering regulatory and policy compliance.

Overview: Occupational medicine focuses on the interaction between health and work; specifically the impact that work or the work environment has on health and how an employee's health status may affect their ability to do their job. The primary role of the Occupational Health & Wellbeing Department (OHWD) is to protect staff of Tallaght University Hospital from possible adverse effects of work by identifying hazards and controlling risks.

The emphasis of the service is to:

- Provide a confidential medical service for work-related health problems and an independent advisory role on the medical aspects of 'fitness for work' issues
- Advice on rehabilitation and return to work
- Protect employees from possible ill effects of work related activity
- Immunisation service to include: hepatitis B, influenza vaccine, TB screening, measles, mumps, rubella, varicella and pertussis vaccinations when indicated
- Pre-employment health assessments
- Assessment of workplace injuries
- Health surveillance screening
- Assessment and management of occupational blood exposures (e.g. needle stick injuries, splashes, bites and scratches)
- Promotion of staff wellbeing.

Employee Assistance Programme

This service is provided by Workplace Options an expert provider of employee support services that is completely independent from our organisation. The Employee Assistance Service is a confidential, independent service for you as an employee, providing information together with support and assistance on any matters that impact your work or personal life. Any staff member who feels that they require specialist information and/or professional support in dealing with a personal or work-related issue can avail of this service. It provides you with access to fully qualified, professional information specialists and where necessary confidential coaching and counselling services.

The Employee Assistance Service Offers:

- Counselling
- Free-phone Support Line
- Work-Life Online Information and Support
- Work-Life Online Coaching
- Money Management and Legal Information
- Consultation Services

Freephone: **1800 490 390**

Email: eap@workplacesolutions.com

Website: www.workplacesolutions.com

Smoke Free Hospital

Equality, Diversity and Inclusion

Tallaght University Hospital is committed to promoting an environment of equality, diversity and inclusion in the workplace. We promote a culture which provides a working and learning environment which upholds the dignity and respect of each employee. This provides employees with the means to grow and develop their career and to foster diversity and inclusion. We are committed to treating all employees equally regardless of gender, civil status, family status, sexual orientation, religious belief, age, disability, race or membership of the travelling community.



WALK

WALK are a local community group that work to provide employment, education and training to young people with intellectual disabilities. Walkways TUH is a joint initiative as a result of a very successful collaboration with the Hospital, WALK and the Dublin & Dun Laoghaire Education and Training Board. The one year programme helps job seekers with intellectual disabilities gain relevant and meaningful work experience, be accredited for their practical learning and ultimately, move on to access paid employment. Each trainee completes three, four month work rotations and can choose from a number of roles across various department within the Hospital.

Tallaght University Hospital Heroes

This programme recognises and celebrates staff from across every discipline (Adult & Children's) who contribute to the care of our patients and the smooth running of the Hospital and supports the Hospital ethos of People Caring for People, making a positive impact and going above and beyond in their roles.

This Human Resources initiative is open to nominations from all staff. This is an opportunity to celebrate individuals and teams that go the extra mile and make a real difference to patients and their families and also their colleagues. Entry forms are available on the HR intranet site.

Our Hospital Policies

There are over 900 Hospital policies and they can be found on Q-Pulse on the Hospital intranet site. You must familiarise yourself with all relevant HR policies and with all other Hospital policies relevant to your role. Please note policies are updated regularly in line with best practice, legislation and organisational change.

You Must Aim to Familiarise Yourself with All Key Policies Including:

- Understand the Tallaght University Hospital Attendance Policy
- Understand what conduct and behaviour is expected of you
- Know about the Disciplinary Policy & Procedure for Employees and the Grievance Procedure.
- Social Media Policy & ICT Acceptance Usage Policy
- Know about Dignity at Work Policy
- Trust in Care Policy



Dignity at Work Policy

All employees are entitled to be treated with dignity and respect in the workplace. The Dignity at Work Policy promotes a working environment where employees feel valued, respected and safe. It aims to protect employees from bullying, harassment and sexual harassment regardless of whether it is carried out by a work colleague or a person whom employees come into contact during the course of their work. Staff can seek advice locally via Line Managers, Support Contact People, Human Resources, Employee Assistance Programme or Occupational Health.

As part of the Dignity at Work Policy a Support Contact Person is a fellow member of the hospital staff (a peer) who has been trained to support employees who feel they may have been subject to bullying, harassment or sexual harassment. The support people are available to explain the Dignity at Work Policy, in a confidential non-judgement way, in order to help the employee make an informed decision on the best course of action for the situation. A list of Support Contact People is available on the Hospital Intranet Site and Hospital Notice Boards.

Protected Disclosure of Information

Tallaght University Hospital is committed to promoting a culture of openness and accountability so that employees can report any concerns they may have in relation to their workplace. We would encourage staff to escalate incidents and risks in line with our incident management and risk escalation policies.

Employees can also make protected disclosures in good faith where they have reasonable grounds for believing that the health or welfare of service users may be at risk so that the matter can be investigated. The protected Disclosure Act 2014 provides for health employees to make protected disclosures without penalisation from the employer and without fear of civil liability.

Major Emergency Plan

The Major Emergency Plan is a document which details the Hospital's response to a Major Emergency event and any resulting crisis will be properly co-ordinated and managed effectively. The plan uses an "all hazards" approach: it can be applied to a wide range of possible causes and scenarios. It outlines the responsibilities of individuals and departments, prioritises major emergency requirements / actions and conceptually establishes how the major emergency should be managed. Please ensure you are familiar with this policy.

Internal Incident Response Plan

The Internal Response Plan is a document which details the Hospital's response to internal incidents, which occur within the Hospital buildings or grounds and which could have implications for the safety of patients, staff, visitors or the Hospital environment. Please ensure you are familiar with this policy.

Your Pay

The payment of wages in Tallaght University Hospital is by Electronic Funds Transfer (EFT).

Rates of Pay

Staff are paid fortnightly or monthly as detailed in your contract of employment. The rates of pay, allowances and other pay-related conditions are determined through agreement between staff organisations and management representatives at national level.

Pay Frequency

Monthly Pay: Payday for staff paid monthly is on the last Wednesday of each month.

Fortnightly Pay: Paid fortnightly it is every alternate Thursday.

Electronic Payslip

Payslips are available online via the HSE website. All employees will receive a verification email from epayslips@hse.ie and this will permit access to the website. You will have the option of accessing your payslip through your own personal device such as smartphone, personal computer, iPad etc. via HSE website.

Deductions From Pay

Statutory and voluntary deductions from the payroll are as follows: Pay Related Social Insurance (PRSI), Superannuation, Pension Related Deduction (PRD), Tax and Universal Social Charge (USC). Voluntary Deductions: The availability of voluntary deductions from pay such as Health Insurance, Staff Credit Union, etc.

Income Tax/USC

All employers are obliged to deduct income tax/USC from salaries and wages paid to staff. Please submit your P45 to Human Resources Department on your first day of work. If you do not have P45 please contact Tax Office to obtain Certificate of Tax Credits. In the absence of P45, Certificate of Tax Credits you will be deducted at emergency rates. Staff are advised to notify the tax office of any change in their personal circumstances that might affect their tax credits and cut-off point. Any tax queries can be addressed by the Revenue Information Office on LoCall **1890 333 425** (Dublin) or www.revenue.ie Tallaght University Hospital's Employers Registration Number **0055033A**.

Overtime

Staff may from time to time be required to work overtime depending on the requirement of their Department. Where possible staff will be notified in advance. Overtime rates will be paid, where appropriate in accordance with the Department of Health & Children Regulations. There are legal limitations on the amount of hours a person is permitted to work each day, week and year.

Social Welfare

Pay Related Social Insurance (PRSI) is deducted from all staff. All permanent and pensionable staff in officer grade posts employed in the public service prior to 6th April 1995 pay Class D1 contributions. This is a reduced PRSI rate and covers staff for limited benefits. Since 6th April 1995 all new staff in the Health Service pay Class A1 Social Welfare Contributions and are insured for all social welfare benefits. Please refer to your payslip for details of your PRSI class and PPS Number.

Social Welfare Payment During Sick Leave

Staff paying PRSI at A1 rate who are on certified sick leave for more than three days are required to make a claim to the Department of Social Protection. Staff should request a social welfare certificate (this is in addition to the medical certificate) from your Doctor and forward the completed Social Welfare form to the Department of Social Protection. Social Welfare Cheques (resulting directly from sick leave) are paid directly to staff and the Hospital will deduct the social welfare amount allocated by Social Welfare from your salary each month/fortnight. (See section on Social Welfare under Core Policy No 3).

Change in name, address, phone number, marital status, educational qualifications etc. should also be notified to the Human Resources Business Services Division.



Our Accountability for Quality Healthcare

Health & Safety

The purpose of the Environment, Health and Safety Department is to promote a positive health and safety culture in the hospital. This is achieved through advising senior management with regard to compliance with legislation and best practice and engaging with staff to ensure their participation in the health and safety programme for the Hospital.

The Management of Fire Safety in the Hospital is overseen by the Fire Safety Officer. All staff have a responsibility for the prevention and prompt extinction of fires. Each staff member must acquaint him/herself with the location of fire exits, fire appliances, extinguishers, means of raising alarms and assembly points with relation to their place of work. Fire safety training is available for every member of staff. Fire training is mandatory.

**If a fire breaks out, dial
Ext: 4444 to raise the
alarm and get assistance.**



The Safety, Health and Welfare at Work (General Application) regulations 2007 provides for the safe handling of loads in the workplace. In accordance with this legislation the Hospital provides mandatory manual handling training for all staff.

All queries relating to Health & Safety should be directed the health.safety@tuh.ie or Ext. 2345/244.

Quality Improvement

Quality improvement aims to improve patient experience and outcomes by taking a systematic approach that uses specific techniques to improve quality. Tallaght University Hospital has significant experience and skills in this area. It has developed a Model for Quality Improvement with an integrated project management methodology to ensure implementation. Training and mentoring is available for any staff member who is keen to carry out a Quality Improvement Project (QIP). Other Quality Improvement modules are also available such as Meeting Facilitation Workshop Skills and Process Mapping

Incident and Risk Management

The three key functions of risk management are:

- Incident Reporting
- Medico Legal Issues
- Coroners Inquests

In order to learn lessons from adverse incidents and near misses, the Hospital encourages the reporting of any event which could result in, or may lead to, unintended or unexpected physical or psychological injury, disease, disability or death of a patient, staff member or visitor.

Tallaght University Hospital operates a system of incident and near miss reporting that requires all employees to report incident/near miss events affecting staff, patients and visitors. The Hospital is committed to facilitating this reporting in a positive and supportive manner. We have a robust incident management system in place which aims to ensure that incidents are not repeated by introducing preventable measures once an incident has been analysed.

Forms can be located and downloaded electronically from the Hospital's Risk and Incident Management intranet home page.

Open Disclosure

An open, consistent approach to communicating with service users when things go wrong in healthcare. This includes expressing regret for what has happened, keeping the patient informed, providing feedback on investigations and the steps taken to prevent a recurrence of the adverse event (HSE 2014). Tallaght University Hospital aims to promote a just, proportionate and consistent approach to the management and investigation of incidents and near misses. Incidents will be disclosed in accordance with the guidance provided in the HSE/State Claims Agency (SCA) Open Disclosure: National Guidelines (HSE/SCA, 2013).

Clinical Audit

One of the Hospital's key objectives is to deliver a service to patients that is safe, clinically effective and efficient. Clinical audit supports clinical effectiveness and is an important quality improvement process that seeks to improve patient care and outcomes. Clinical audit is a key source of assurance in this regard, for both the Hospital as well as Service Users. The Hospital has a Clinical Audit Manager and an active Clinical Audit Committee and all staff are encouraged to initiate or take part in a clinical audit project. Further information in relation to Clinical Audit, including tools and guidelines, are available on the Clinical Audit intranet site.

Patient Advice and Liaison Service

At Tallaght University Hospital we strive to provide the best possible service to our patients, their families and visitors. Feedback on patient care received is welcomed by the Hospital as it can help us identify areas where we can improve or continue to deliver the high level of care they receive. The management of this feedback is everyone's responsibility. Handling feedback effectively from the start benefits everyone involved, and it helps to keep complaints when received from becoming an issue. The Patient Advice and Liaison Service has a responsibility to ensure equity and fairness and to support staff, departments or services who are the subject of a complaint. For more information contact the Patient Advice and Liaison Service at Ext: **4709**.

Research/Ethics

Tallaght University Hospital has a Research Ethics Committee (REC) which was established to provide ethical reviews for research in which patients (and sometimes healthy controls) are direct participants or which uses information derived from patients' medical records or from biological samples. For more information visit our web page. Tallaght University Hospital is strongly committed to promoting and encouraging research. It has strong links with Trinity College Dublin (TCD) which is evidenced by the collaborative approach taken by TCD and Tallaght University Hospital towards research. Email: ResearchEthics@tuh.ie

Infection Prevention and Control

A healthcare associated infection (HCAI) is an infection that is acquired after contact with the healthcare services which was not present at the time of admission. It can be estimated that each year, hundreds of millions of patients around the world are affected by HCAI. Every day, HCAI results in prolonged hospital stays, long-term disability, increased resistance of microorganisms to antibiotics, massive additional cost for health systems, high costs for patients and their family and even death.

The purpose of any infection control programme is to reduce the risk of acquisition and spread of pathogenic micro-organisms between patients, staff and visitors. All staff should adhere to standard and transmission based precautions. The principles of standard precautions include:

- good hand hygiene,
- use of personal protective equipment,
- risk assessment and isolation of patients with infectious disease,
- the appropriate decontamination of equipment and the environment and the correct management of linen,
- healthcare waste and sharps.

Proper application of infection control principles will enhance the quality of patient care and ensure a safe working environment for all healthcare workers.

A Sharps Education PowerPoint Presentation has been developed by the Infection Prevention & Control Department (IPC) and Occupational Health & Wellbeing Department (OHWD) and is available for all staff to view on the intranet (both IPC & OHWD intranet sites).

Making Every Contact Count

TUH employees are encouraged to foster an environment where every contact counts. The Making Every Contact Count strategy capitalises on the daily opportunities experienced by healthcare professionals to support patients in changing behaviours which are having an impact on their current health or which may influence their health in the future, empowering people to make healthier lifestyle choices.

Healthy Ireland

TUH is working alongside other hospitals within the DMHG to implement the Healthy Ireland Plan, a government-led initiative aimed at improving health and wellbeing of staff and patients within the hospital. Each plan outlines a set of actions targeting national policy priority programmes, namely governance, leadership and structure: Tobacco, Healthy Eating and Active Living, Alcohol, Positive Ageing, Staff Health and Wellbeing, Making Every Contact Count, and Self-Management Supports.

Hello my name is

Tallaght University Hospital has subscribed to the international campaign for more compassionate care Hello My Name is... to encourage and remind staff of the importance of formal introductions within the healthcare setting. Exchange of names is how the foundations of a relationship is built, encouraging trust and therefore compassion is fostered. The ethos is a simple exchange of names between any member of hospital staff and a patient, and any member of staff and another member of hospital staff.

All hospital staff are required to wear the "Hello My Name is" badge to facilitate these introductions. The application for this badge is included in your induction pack. You should complete this form and submit it to your Line Manager.



Your Development

The Hospital is committed to appointing well-qualified, high quality and performing staff to help achieve its objectives and to promote its mission. Tallaght University Hospital recognises the need to support and develop its staff in order for them to fully achieve their potential not only in the early stages of their careers but throughout their employment.

Patient focused clinical care needs are reflected in the development of education models to ensure versatile "Fit for Purpose" healthcare professionals.

The CLD (Centre for Learning & Development) at Tallaght University Hospital has vast experience in providing cost effective education and clinical competency based programmes from short in-service training courses to more advanced accredited courses at level nine, in partnership with third level institutions and awarding bodies such as QQI.

Details in relation to the programmes that are provided are available in the Learning & Development Prospectus which is published on the Hospital intranet and internet sites. The Learning & Development, Leave & Funding Policy is available on Q-Pulse.

A list of all mandatory education is available on the Centre for Learning & Development Intranet site.

Hospital Foundations



Tallaght University Hospital Foundation (THUF) is here to serve the enhancement of the quality of healthcare delivered to the community and enhance the working environment for all staff.

We are here

- to secure and build on its financial health, to invest in a state of the art and leading teaching hospital, to support its innovation and research strategic agenda
- to use our fundraised resources intelligently to ensure that patients are in the best place for care in Ireland & ensure that staff are in the best place to work in healthcare
- to empower our community through support and education so as to improve their own health and wellbeing
- to promote and cultivate an organization of volunteerism
- to do this with integrity, respect, good governance and transparency at our core



The Meath Foundation
Fondúireacht Na Mí
Healthcare Research, Education, Quality Improvement
& Arts in Health at Tallaght University Hospital

The Meath Foundation supports and encourages healthcare, research and education within the Hospital and the wider community through the opportunity of applying for research grants in any area of healthcare delivery, including medical, nursing and healthcare management. Applications are invited through internal communications from The Meath Foundation.



The Adelaide Health Foundation is an independent not-for-profit health foundation, with its roots in the Adelaide Hospital, Peter Street. The Foundation's focus is the advancement of healthcare.

This is delivered in a practical way in TUH through direct support of service developments and patient care initiatives. Nursing students are supported financially through the Adelaide Health Foundation's nursing bursary scheme – www.adelaide.ie

TUH Learning Station



TUH Learning Station is TUH's dedicated LMS (Learning Management System) which is hosted on www.hsland.ie

Learning Station is the "One Stop Online Platform" for all TUH employees' Learning and Development requirements. TUH employees can undertake all their mandatory eLearning via the LMS as well as enrolling on CLD/TUH classroom education programmes, on a 24/7 basis from any internet point.

For further information email
learningstation@tuh.ie

Career Advancement

All job opportunities are advertised on the Hospital website and intranet site. We support and encourage the promotion of our staff and provide training on Curriculum Vitae (CV) preparation and interview skills.

Your Facilities

It is essential for communication purposes that all staff are entered on the on-line staff telephone directory.

Telephony/Reception

This Department consists of two areas: Telephony and Atrium Reception / Patient Transport. You should contact this Department if you require a telephone or bleep. Instructions on how to activate your voicemail and other phone features can be found on the Hospital intranet. It is essential for communication purposes that all staff are entered on the on-line staff telephone directory.

ICT Department

In line with the Hospital's Mission Statement, the ICT Department provides essential support services to enable staff to meet their objectives in this area. IT services in the Hospital are among the most modern and progressive available. The Hospital will audit and monitor all electronic communications including all source and destination addresses. All files stored on PCs or on the network, whether internally or externally generated and all episodes of internet access, including associated backups, are the sole property of the Hospital.

Access to the internet is intended to help staff in their work and for that purpose we provide a wide variety of resources for staff in conducting business. Responsible limited personal use of internet facilities is allowed at the discretion of Management and the organisation reserves the right to monitor your internet usage.

ICT Service Desk

Difficulties with any elements of the IT infrastructure should be notified to the ICT Service Desk who operate a service between 08:00 - 17:30, Monday to Friday. Calls can be logged online via the ICT Service Desk Portal which can be accessed from the Hospital Intranet.

They also provide an out of hours emergency support service, for mission critical systems. ICT On Call can be activated out of hours via the Out of Hours Site Manager.

Data Protection

At Tallaght University Hospital we must endeavour to be compliant with Data Protection regulations at all times. All staff are required to undertake the online data protection training course. Any queries relating to data protection can be sent to dpo@tuh.ie

Passwords

All staff on taking up employment and where it is appropriate will be issued with passwords enabling them to access the computer systems. This is a unique identification of each individual and should be known by the person themselves only. Staff on leaving the employment of the Hospital shall have their passwords to the computer systems deleted. In accordance with our ICT Hospital policy you are required to change your passwords from time to time. ICT Policies and Procedures are available on Q-Pulse and staff should familiarise themselves with these.

The Library of Tallaght University Hospital (TUH)

The Library's mission is to provide its diverse user communities with timely access to world-class information resources and a professional advisory service to support direct patient care; evidence-based practice; research, learning and teaching; and management decision-making. It is open to all Hospital staff, Psychiatric Unit staff and Trinity College Dublin staff and students based in the Hospital.

Security

Personal belongings should be secured and not left lying about in offices or on the wards. You must return to the Hospital upon request and, in any event, upon the termination of your employment, all documents or other property of the Hospital including ID cards, swipe cards and keys which are in your possession or under your control.

Car Parking Facilities

Car parking is available to staff subject to an annual charge. Staff are reminded to park at all times in designated parking areas. Cars will be clamped if not parked in designated parking areas. Application forms are available from the Security Department.

Identification Cards

Staff ID cards are issued by the Security Department on presentation of the employee's staff number and the completion of the appropriate application form. To enable staff members to be identified and for security reasons staff must wear their identification badges clearly displayed. These badges will be used for swipe card access throughout the Hospital and as access into and out of the staff car parks. Should you change positions or lose your badge you must report to the Security Office in the Main Atrium. Please ensure you take care of your ID card, lost cards will take at least 48 hours to be replaced and the cost of a replacement must be borne by the staff.

Staff Newsletter – TouchPoint

The Communications Office produces a fortnightly newsletter with news from management and clinical updates to news and events from Hospital staff. If you have any information you would like to include or if you would like to give feedback on the newsletter please contact the Communications Officer on Ext: **3035**.



Dining Facilities

Phoenix Dining Room

The Hospital's Main Dining facilities for staff are provided in the Phoenix Dining Room located off the main Hospital Street and we are open from 7:30am to 3pm Monday to Friday. We offer a hot breakfast 7:30am to 9:30am. Morning coffee from 9:30am to 11:45am and lunch is available from 11:45am to 2:15pm.

Recovery Doc Coffee Shop

The Recovery Doc is open from 9am to 3pm Monday to Friday. We run a loyalty scheme in the Recovery Doc Coffee Shop, buy ten teas or coffees and get one free.

Volunteer Coffee Shop

The Volunteer Coffee Shop is located in the main atrium which is staffed by volunteers and is open from 10am to 4pm Monday to Thursday and Fridays 10am - 2pm.

Vending Machines

Vending machines are located in various locations convenient to the wards.

Café Kylemore

Café Kylemore is located in the Trinity Centre for Health Sciences and is open to Tallaght University Hospital staff and students. Opening hours are from Monday to Thursday, from 8am to 3:30pm and Fridays from 8am to 3pm.

Starbucks/BaxterStorey Coffee Shop

Starbucks/BaxterStorey Coffee Shop is located in the main atrium and is open from 7am – 9.30pm Monday to Friday and 8am – 8pm Saturday and Sunday.

ATM Facilities

There is an ATM cash machine located in the main atrium

Shop Facilities

Essentials

Is located in the main atrium and is open from 7am – 9.30pm Monday to Friday and 8am to 8pm Saturday and Sunday.

Lockers and Changing Rooms

Where necessary, staff lockers will be provided. Contact Ext: **2991** to apply for a locker.



Transport



By Bus

For details contact Dublin Bus on **(01) 8734 222** or log onto www.dublinbus.ie



By Train

Upon arrival by train into Heuston and Connolly Stations, the Luas operates a service from both stations to the Hospital. See information below on the Luas.



By Luas

The Hospital is accessible through the red line on the Luas. The line starts at Connolly Station, runs through Middle Abbey Street, Heuston Station, and finishes in Tallaght. The Hospital is adjacent to the second last stop on this line, aptly-named, "Hospital". Trams run daily at regular intervals. For more information, please visit www.luas.ie

Taxsaver Commuter Tickets

This scheme enables staff to purchase tax saver commuter tickets from Dublin Bus, Iarnród Éireann and the Luas light rail system from their employer. By availing of the scheme, staff will be able to save up to 52% on an annual travel pass which is purchased by the Hospital on their behalf and the cost deducted from their salary on a monthly/fortnightly basis. The scheme is administered by the Human Resource Directorate and further information is available on the intranet.

Bike to Work

Tallaght University Hospital also participates in the Bike to Work Scheme. The scheme is administered by the Human Resource Directorate and further information is available on the intranet.

Pastoral Care

The healthcare chaplains of the pastoral care team provide for the emotional, spiritual, religious and existential needs of all patients and staff. The service is available twenty four hours a day. We also provide support for patients and staff of all faith traditions, beliefs, philosophies and none. We liaise with leaders of these faiths and beliefs and we provide information on all aspects of spiritual care for healthcare staff. Pastoral care includes counselling, presence, a listening heart, prayer, arrangements for sacraments, support in decision making, advice relating to faith and advocacy.

Please contact the pastoral care team with regard to patients who request a visit and for terminally ill, palliative care, end of life care patients.

The Hospital chapel and contemplation room are sacred spaces available for patients and staff and provide a quiet place for reflection, and quiet prayer.

Services take place in the chapel daily and are advertised on the notice board in the department. Pastoral Care Information and prayer leaflets are also available.

To contact the Healthcare Chaplain Bleep 2725

End of Life Care

This is the End of Life Symbol which is from our Celtic tradition. You may see this symbol on a curtain, on a nurse's station or on the door of a patient's room – it signifies that a patient has died or is dying. It is a visible reminder to everyone to create an atmosphere of respect and quiet for both the deceased and their family.



Crèche

Nurture Crèche is a crèche facility available to children of staff. Please contact Crèche Manager at **(01) 414 3337**.

Communications & Media

Media enquiries concerning Hospital information, policies or patient status information are dealt with by the Chief Executive and the Communications office. The provision of interviews, statements or any other information connected with the services provided by the Hospital should not be undertaken without the prior approval of the CEO's office. Outside normal working hours such enquiries are dealt with by the Senior Nursing Manager on duty. If you are contacted by media directly please transfer them to the Communications Office. If the office is unavailable the Hospital Switch have out of hours contact details.

The Square Loyalty Card For Hospital Staff

The Square Tallaght operate a loyalty card for Hospital staff, called the Emergency Service Card, this card enables staff to avail of up to 25% in selected stores. Participating stores in The Square display an image of the card in their shop window if they are participating in the initiative, discounts and special offers will also be listed on The Square's Website/ Facebook. Once you have been issued with a Staff Identification badge you can apply for a card by obtaining an application form at the Customer Information Desk in the Square on Level 2. You will be issued with a card which you then produce along with your Staff Identification badge in the participating outlet.

Moving On

Resignations

Employees must give the minimum notice as stipulated in their Contract of Employment of their intention to resign from Tallaght University Hospital employment.

Pension Schemes/Entitlements

There are three superannuation schemes. Full details of these schemes are available on the HR intranet page and from the pensions office.



Tallaght
University
Hospital

Ospidéal
Ollscoile
Thamhlachta

An Academic Partner of Trinity College Dublin

People Caring For People

Tallaght University Hospital,
Tallaght, Dublin 24, D24 NR0A.

www.tuh.ie