



# ***Scope of Services for Acute Hospital***

## ***Statement of Purpose***

## **1.0 Policy Statement**

Bon Secours Health System (BSHS) is a premier provider of private healthcare in Ireland and believes that it can best maintain a high level of service through a patient focus, continually striving to understand and exceed the expectations of our patients. This focus is enabled through effective communication systems, staff education, team building, process improvement and an empowered workforce. BSHS hospitals, with the Group Chief Executive Officer and service leaders, plan the type of care and services to be provided and ensures that those services are consistent with the Bon Secours Mission, Values, and the needs of the patients we serve. With over 4,500 staff and 500 leading consultants, BSHS treats over 400,000 patients a year, seeking to provide compassionate, medical treatment to all those it serves – “Exceptional People, delivering Exceptional Care and Operational Excellence, achieving Sustainable Growth whilst Living our Mission”.

This policy statement is a reaffirmation of our commitment to a high level of ethical conduct and standards in conjunction with the mission and values of the Bon Secours Community.

## **2.0 Purpose**

The purpose of this Statement of Purpose is to accurately describe the services provided by the Bon Secours Health System and the people for whom the service is provided. This statement of purpose outlines the name and address of the Service Provider, the legal status, the governance arrangements for the service, the types of service, the locations where these services are provided and the models of service delivery necessary to deliver high quality, safe and reliable health care across the Bon Secours Health System.

## **3.0 Scope**

This policy is applicable to all consultants and staff working in BSHS.

The population utilising the health care services of BSHS ranges from children to the elderly patient. Today BSHS is the largest independent healthcare provider in Ireland, with a network of modern JCI-accredited hospitals and world-class medical treatment facilities located in Cork, Dublin, Galway, Limerick and Tralee, together with a nursing home in Cork.

All patients requiring high risk care and services not available within our organisations will be referred or transferred to a health care facility where these needs can be met. Each hospital has a defined scope of care which includes:

- Diagnoses and ages of patients served
- Procedures and services provided
- Goals and objectives for delivery of patient care.

## 4.0 Roles and Responsibilities

**4.1.** The BSHS governance structure ensures the structures are in place to support effective communication and co-ordination of care throughout the BSHS. The type of care and services provided across the BSHS is consistent with the mission and values of the BSHS.

**4.1.1.** The BSHS communicates via the Intranet, in contracts entered into, through G.P. meetings and conferences and in policy the services provided, the services not provided and that hospitals communicate this clearly to their referring doctors and through the engagement with these stakeholders via the hospital G.P. Liaison Officers.

**4.2.** It is the responsibility of each Hospital Management Team to ensure:

- that the type of care and services to be provided are planned and meet the needs of the patients served.
- that those services are consistent with the Bon Secours Mission.
- communication with key stakeholders in the community which includes G.P.'s to facilitate access to care and information about services available.
- provision of data and information on the quality of its services to stakeholders such as staff, patients, and their families.
- that services provided by each hospital are clearly outlined.
- that departmental service documents guide the provision of identified services.
- that departmental or service documents address the staff knowledge and skills needed to assess and to meet patient needs.
- coordination and/or integration of services within and with other departments and services.

## 5.0 Abbreviations and Key Definitions

- BSHS: Bon Secours Health System
- G.P.: General Practitioner
- RCN: Registered Charity number

## 6.0 Company Details

Name	Bon Secours Health System Company Limited By Guarantee
Address	7 Riverwalk, Citywest Business Park, Dublin 24 Eircode D24 H2CE
Key Personnel	<ul style="list-style-type: none"><li>• Bill Maher, BSHS Group Chief Executive Officer</li><li>• Margaret McHugh, Chief Nursing, Quality &amp; Patient Safety Officer</li></ul>
Website:	<a href="http://www.bonsecours.ie">www.bonsecours.ie</a>

## 7.1 Legal Status:

- Company Limited By Guarantee & Registered Charity
- Companies Registration Office Number: 198596
- Registered Charity number (RCN): 20027841
- Registered Office: Block 1 The Lee Clinic Lee Road Cork T23 KV2K

## 8.0 Governance Arrangements:

Bon Secours Health System is an Irish company limited by guarantee established in 1993 to carry on the healthcare ministry founded by the Sisters of Bon Secours in Ireland. Bon Secours Health System is a registered charity with Registered Charity Number (RCN) 20027841.

Bon Secours Health System is governed by its Board Of Directors, whose members are appointed by Bon Secours Ireland DAC (BSICo), the sole voting member of Bon Secours Health System. The sole shareholder of BSICo is Bon Secours Mercy Health, Inc. ("BSMH") The Board is supported by sub- committees, the Bon Secours Health System CEO and the Executive Team.

### Board of Directors

Chairman	Joe O'Shea
Board Member	Sr. Marie Ryan
Board Member	Sr. Eileen O'Connor
Board Member	Prof. Paddy Broe
Board Member	Maura Wilson
Board Member	Michael Buckley
Board Member	Mary Dunne
Board Member	Prof. Paul Brennan
Board Member	Orla O'Gorman
Board Member	Don Kline
Attendees at Board Meetings (Non-Directors)	
Board Attendee	Bill Maher, Group Chief Executive
Board Attendee	Sinead Corcoran, Chief Legal Officer and Chief Corporate & External Affairs Officer
Board Attendee	Andrew McCarthy, Chief Sponsorship and Mission Officer
Board Attendee	Simon Moores, Chief Financial Officer

The Board has established six main sub-committees, which support it in its governance of BSHS.

1. The Clinical Ethics Committee (CEC) provides support and guidance to staff and patients on decisions of a clinical ethical nature and approves participation in clinical research.
2. The Clinical Performance Committee (CPC) is in place to provide a lead on evidence-based practice (Quality Improvement and Risk Management), ensuring quality patient care at all times and to promote a corporate culture of best practice across the Group.
3. The Finance Committee is concerned with all matters relating to the financial affairs of Bon Secours Health System encompassing the areas of strategic financial planning, resource management, financial monitoring and policy.

4. The Governance and Nominations Committee is concerned with fulfilment by Board of its legal, ethical and functional responsibilities and deals with senior management remuneration matters.
5. The Audit and Compliance Committee addresses the integrity of financial statements of the Company, Enterprise Risk Management and Compliance, and the adequacy of the organisations internal control risk management systems.
6. The People and Culture Committee (PCC) will focus on key human resources strategies necessary to achieve the operational and financial plans of the Group. These include Organisational culture and strategy, Talent, and succession (other than CEO and senior management team), Rewards and performance, Staff Engagement, Consultant operating model and HR Risk Management.

### 8.1 Person with overall responsibility and accountability for quality and safety of service

The Group Chief Executive Officer, Mr. Bill Maher has overall responsibility and accountability for the quality and safety of services provided across the BSHS.

## 9.0 Types of services provided

Today BSHS is the largest independent healthcare provider in Ireland, with a network of modern JCI- accredited hospitals and world-class medical treatment facilities. It provides elective medical and surgical services as outlined in the Scope of Services included in (g) below.

### 9.1 Locations of hospitals:

Hospital name	Hospital address	Chief Executive Officer
Bon Secours Hospital Cork	College Road, Cork T12 DV56	Harry Canning
Bon Secours Hospital Tralee	Strand Street, Tralee, Co. Kerry V92 P663	TJ O'Connor
Bon Secours Hospital Galway	Renmore, Galway H91 KC7H	Henry Burrows
Bon Secours Hospital Dublin	Glasnevin, Dublin D09 YN97	Sharon Morrow
Bon Secours Hospital Limerick at Barringtons	George's Quay, Limerick V94 HE2T	Jason Kenny

### 9.2 Description of Services

BSHS Hospitals provide elective services in both medicine and surgery to patients with health insurance or those who wish to pay privately for services. BSHS hospitals do with prior agreement, provide services to Health Service Executive patients.

BSHS Scope of Services	Cork	Dublin	Galway	Limerick	Tralee
Medical Assessment Unit	•	•	•		•
Surgical Assessment Unit	•				
Bariatric Surgery	•				
Breast Surgery	•	•	•		•

Cardiology	•	•	•		•
In-patient Cardiology	•	•	•		•
Cardiac Catheterisation	•	•	•		•
Acute Chest Pain Service	•		•		•
Electrophysiology	•		•		
Cardio-Thoracic Surgery	•				
Colorectal Surgery	•	•	•	•	•
Dermatology	•	•	•	•	•
Dentistry	•	•		•	•
Ear Nose and Throat Surgery	•	•	•	•	•
Endocrinology	•	•			
Endoscopy	•	•	•	•	•
Gastroenterology	•	•	•	•	•
General Medicine	•	•	•	•	•
General Surgery	•	•	•	•	•
Gynaecology	•	•	•	•	•
Gynaecological Oncology	•				
Urogynaecology	•	•	•	•	•
Haematology (general)	•				
Intensive Care	•				
Laboratory Services	•	•	•	•	•
Phlebotomy	•	•	•	•	•
Biochemistry	•	•	•	•	•
Haematology	•	•	•	•	•
Microbiology	•	•	•	•	•
Transfusion	•	•	•	•	•
Histopathology	•	•			•
Maxillary Facial Surgery	•	•	•	•	•
Medicine for the Elderly	•	•	•		
Neurology	•	•	•		•
Neurophysiology	•				
Oncology	•	•			
Ophthalmology	•	•	•	•	•
Orthopaedics	•	•	•	•	•
Paediatrics	•				• (Surgical)
Pain Medicine	•	•	•	•	•
Plastic Surgery	•	•	•	•	•
Palliative Care	•	•			
Radiology	•	•	•	•	•
CT	•	•	•	•	•
MRI	•	•	•	•	•
Ultrasound Scan	•	•	•	•	•
Interventional	•		•		•
Rheumatology	•	•		•	•

Respiratory Medicine	•	•	•		•
Urology	•	•	•	•	•
Vascular Surgery	•	•	•	•	•
Sleep Studies	•	•	•		•

Services not provided at BSHS Hospitals					
Unscheduled emergency presentations/trauma					
Acute Psychiatric Services					
Neurosurgery					
Obstetric and Neonatal Care					
Nephrology & Renal Dialysis					
Organ & Transplantation Services					

### 9.3 Description of patient population

The population utilising the health care services of BSHS ranges from children to the elderly patient.

### 9.4 Models of Service Delivery

Services are consultant delivered and may include direct referrals for medical assessments and physiotherapy services. Admissions are referred by Consultants and General Practitioners but must be admitted under the care of an identified BSHS consultant.

## 10.0 Standards of Patient Care

Patients receiving care at a BSHS hospital can expect the following:

- The right procedures, treatments, interventions, and care will be provided according to the established policies, procedures and protocols that have been developed to ensure patient safety.
- Efficacy and appropriateness of procedures, treatment, interventions and care provided will be demonstrated based on patient assessments, practice, desired outcomes, with respect for patient rights and confidentiality.
- Systems and services for care delivery which will be designed, implemented and evaluated and demonstrated through:
  - An attitude of courtesy and respect.
  - A manner that best meets the individualised needs of the patient population.
  - Efficiency based on the needs of the patient
  - Multidisciplinary team collaboration, to ensure continuity of care to the greatest extent possible.
  - Efficient use of the organisation's financial and human resources.

## 11.0 Staffing Plans

Staffing plans for patient care service departments are developed based on the level and scope of care that needs to be provided, the frequency of the care to be provided, the skill mix required and a determination of the level of staff who can most appropriately provide the type of care needed.

## **12.0 Patient Care Performance Improvement Activities**

All hospitals are responsible for participating in the organisation's Quality Improvement and Patient Safety Programme which includes but is not limited to:

- Identification of organisation and hospital priorities on an annual basis
- Identification of key performance indicators
- Compliance with the International Patient Safety Goals and Accreditation standards
- Ongoing training of staff
- Review of contracted services
- Mature reporting system
- Ongoing audit activities

## **13.0 Co-Ordination and Integration of Patient Care and Support Services**

Patient care, treatment and services are planned and designed to respond to the needs of the patient population throughout the enterprise. The importance of a multidisciplinary team approach is recognised, where knowledge and skills of disciplines collaborate in achieving desired patient outcomes. Open lines of communication exist between all departments providing patient care, patient services, and support services.

Medical, Nursing and other healthcare professionals within each hospital coordinate their services to ensure the provision of uniform, safe care to patients.

## **14.0 Support Services**

Hospital Management are responsible to ensure that direct patient care and services are maintained in an uninterrupted and continuous manner.

## **15.0 Frequency of Review**

This policy document will be reviewed annually or more frequently if required by:

- Implementation of new services
- Discontinuation of existing services
- Change in location of services
- Change in the model of service delivery
- Transfer of services to another provider.

## **16.0 References**



- Health Information and Quality Authority. (2012). *National Standards for Safer Better Healthcare*. Available at: <https://www.higa.ie/sites/default/files/2017-01/Safer-Better-Healthcare-Standards.pdf> [Accessed: 27<sup>th</sup> August 2024].
- The Joint Commission. (2024). *Joint Commission International Accreditation Standards for Hospitals: Including Standards for Academic Medical Center Hospitals*. 8th ed. Oak Brook, Illinois: Joint Commission Resources.