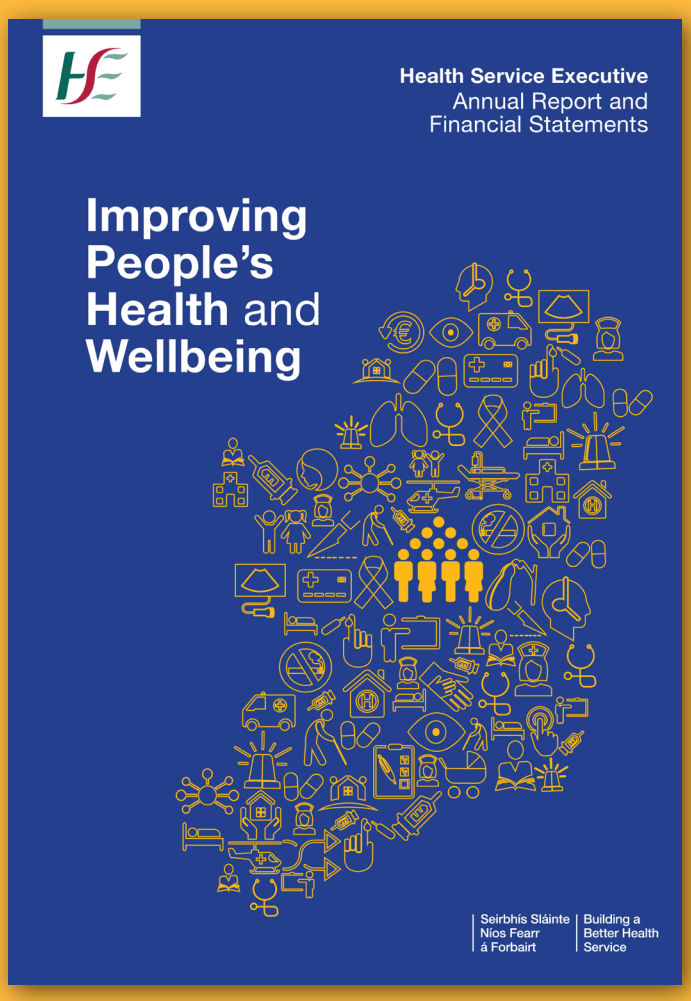
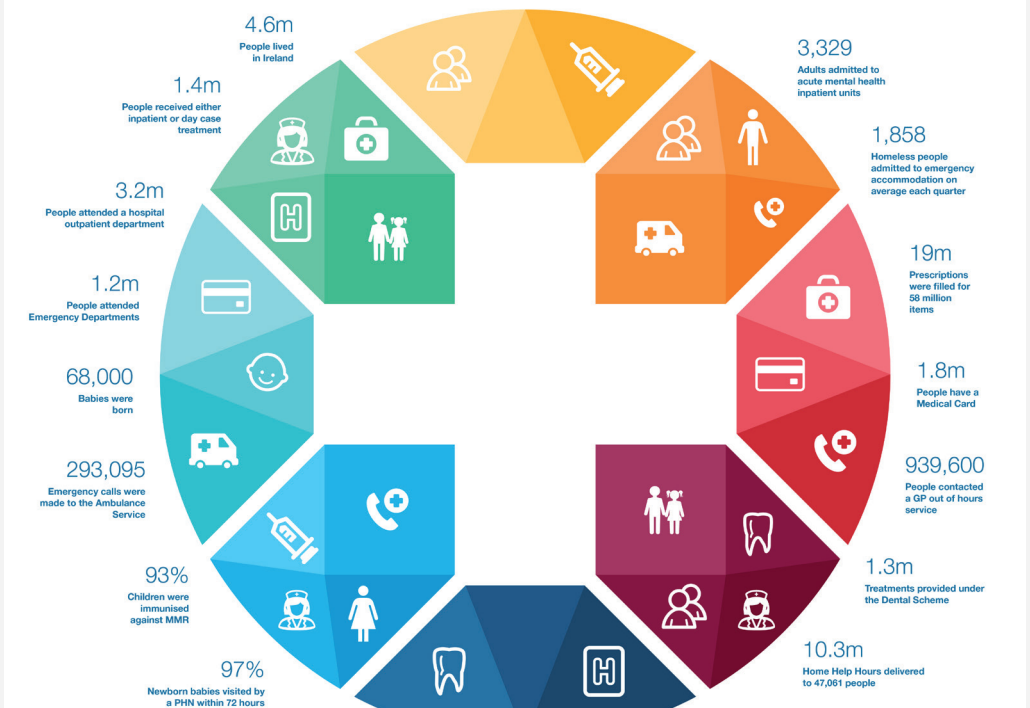
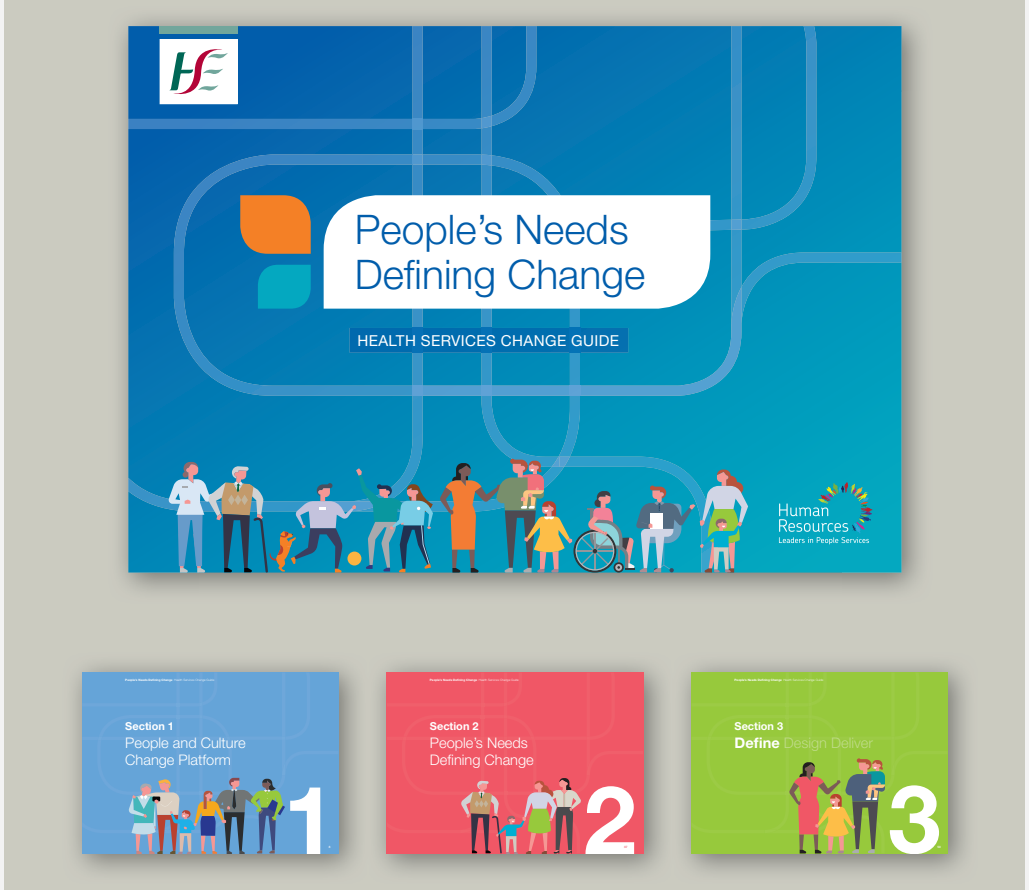
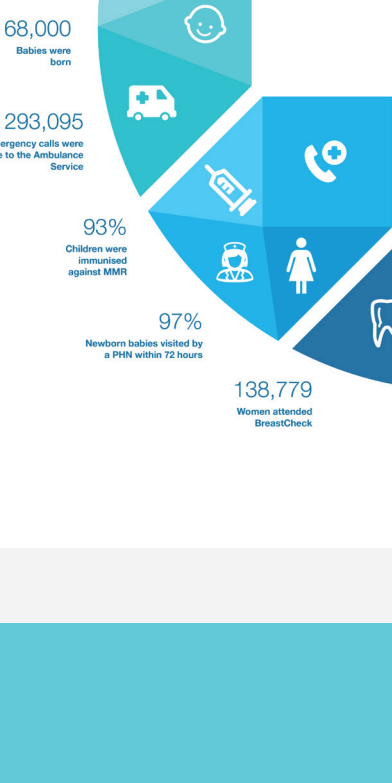

Health Service Executive
Annual Report and Financial Statements
Improving People's Health and Wellbeing
Seirbhís Sláinte Nios Fearr á Forbairt
Building a Better Health Service

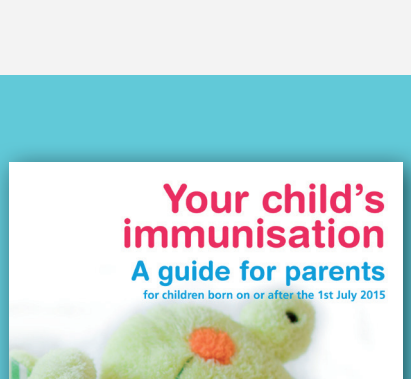

Listening to our Service Users
Listening to our Service Users
Listening to the views, concerns and experiences of patients is vital in ensuring we provide high quality care. We continually engage with patients and service users to ensure their needs are at the centre of service delivery. A number of areas were progressed during the year to promote patient and service user involvement across our health service.
Patient Experience Survey
Tell us about your experience
National Patient Experience Survey
All patients aged 16 and over, discharged in May, who spent 24 hours or more in one of the forty participating hospitals and had a postal address in the Republic of Ireland were asked during the year to complete the National Patient Experience Survey, a nationwide survey asking people for feedback about their stay in hospital. The survey, which first launched in 2017, asked patients about their experiences of hospital care in order to find out what is working well in our health service, and what needs to be improved.
Over 13,000 people participated, a strong response rate of over 50%. Key findings included:
84% of respondents said that they were always treated with respect and dignity while in hospital, with 16% reporting a fair to poor experience.
97% of those who had important questions to ask said that nurses on the ward answered questions in a manner that they could understand.
82% had confidence and trust in the hospital staff that treated them.
I was treated with the utmost level of respect, caring and professionalism by a dedicated and efficient staff over all disciplines.
Consultant made time to explain my condition and aftercare.
18 HSE Annual Report and Financial Statements 2018
Services provided within acute hospital settings
On a typical weekday…
1,761 inpatients discharged from hospital
254 elective inpatients discharged
1,205 emergency inpatients discharged
9 emergency hip fracture surgeries performed
10 elective laparoscopic cholecystectomies performed
4,349 people received day case treatment
13,505 people attended hospital outpatients departments
3,635 people attended an emergency department (ED)
2,347 people admitted or discharged from ED within 6 hours
2,887 people admitted or discharged from ED within 9 hours
258 patients attended an injury unit
167 babies born
83 patients, triaged as urgent, presented to symptomatic breast clinics
15 patients presented to lung rapid access clinics
14 patients presented to prostate rapid access clinics

Community Healthcare Organisations
Our Organisation
Nine Community Healthcare Organisations…
Our Organisation
€6.3bn gross expenditure on acute hospital services
€4.0bn gross expenditure on primary care
€3.3bn gross expenditure on disability and older persons' services
€0.9bn gross expenditure on mental health
117,857 whole time equivalents (WTEs) employed
346 increase in medical/dental staff since 2017
867 increase in nursing and midwifery staff since 2017
4.6% annual absence rate
3,560 increase in overall staffing levels since 2017
Breakdown of Expenditure 2018
Staff Distribution December 2018
64 HSE Annual Report and Financial Statements 2018

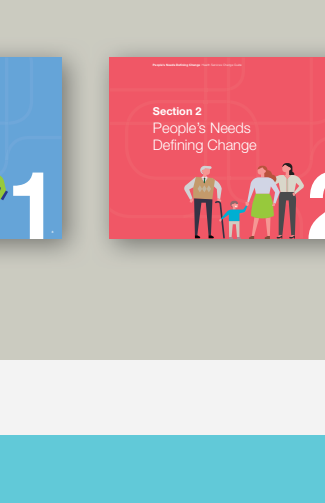

4.6m People lived in Ireland
1.4m People received either inpatient or day case treatment
3.2m People attended a hospital outpatient department
1.2m People attended Emergency Departments
68,000 Babies were born
293,095 Emergency calls were made to the Ambulance Service
93% Children were immunised against MMR
97% Newborn babies visited by a PHN within 72 hours
138,779 Women attended BreastCheck
3,329 Adults admitted to acute mental health inpatient units
1,858 Homeless people admitted to emergency accommodation on average each quarter
19m Prescriptions were filled for 58 million items
1.8m People have a Medical Card
939,600 People contacted a GP out of hours service
1.3m Treatments provided under the Dental Scheme
10.3m Home Help Hours delivered to 47,061 people

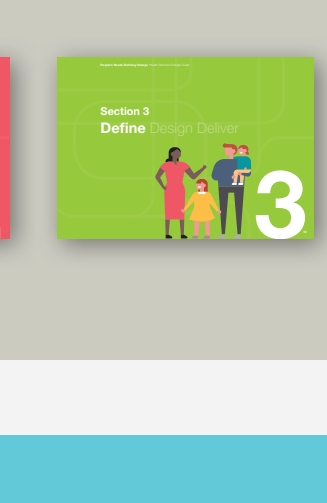

People's Needs Defining Change
HEALTH SERVICES CHANGE GUIDE
Human Resources
Leaders in People Services
Section 1
People and Culture Change Platform
1
Section 2
People's Needs Defining Change
2
Section 3
Define Design Deliver
3


Tdap and MenC booster vaccines
Information for parents of children in First Year of second level school
PROTECT PREVENT IMMUNISE
Feidhmeannacht na Seirbhíse Sláinte Health Service Executive


Your child's immunisation
A guide for parents
for children born on or after the 1st July 2015
www.immunisation.ie
Feidhmeannacht na Seirbhíse Sláinte Health Service Executive

Immunisation Schedule
for children born on or after 1st July 2015
AGE
WHERE
VACCINATION
At birth
HSE clinic or maternity hospital
BCG 1 INJECTION
2 months
GP surgery Visit 1
6 in 1 + PCV 2 INJECTIONS
4 months
GP surgery Visit 2
6 in 1 + MenC 2 INJECTIONS
6 months
GP surgery Visit 3
6 in 1 + PCV 2 INJECTIONS
12 months
GP surgery Visit 4
MMR + PCV 2 INJECTIONS
13 months
GP surgery Visit 5
MenC + Hib 2 INJECTIONS
Have you made an appointment for your child's next visit?
REMEMBER
Your child needs 5 GP visits.
Bring your child's immunisation passport to each visit.
www.immunisation.ie
NEXT APPOINTMENT


Prevention of rubella
Information for women planning a pregnancy or after giving birth
PROTECT PREVENT IMMUNISE
Feidhmeannacht na Seirbhíse Sláinte Health Service Executive


Whooping Cough Vaccine for Pregnant Women
PROTECT PREVENT IMMUNISE
Feidhmeannacht na Seirbhíse Sláinte Health Service Executive


The childhood immunisation schedule
for children born on or after the 1st July 2015
REMEMBER
Your child needs FIVE visits to your GP to complete their course of vaccines and be fully protected against serious diseases.
In Ireland, all the recommended immunisations listed in the primary childhood immunisation schedule are free.
Before immunisation
Before your child is immunised, the doctor or nurse will check with you that your child is well and able to get the vaccines. If you have any worries or questions about your child's immunisations, ask the doctor or nurse before your child is immunised. You can also ask for further information from your public health nurse at your local HSE clinic.
There are very few reasons why your child should not get a vaccine.
Can I give my child anything beforehand?
You can give your child a sugar-based drink a few minutes before their vaccination. This has been shown to help to reduce pain at the injection site.
Do not give any pain-relieving medicine to your child before they get their vaccines as this has been shown to reduce the effectiveness of some vaccines. These medicines should only be used if your child has a high fever (over 39.5°C) after vaccination.
REMEMBER – FIVE visits to your GP
At Birth
1 2 Months
2 4 Months
3 6 Months
4 12 Months
5 13 Months