



Healthcare highlights

from Air Products

Air Products Healthcare Ireland Newsletter

Issue 8 - November 2011



Happy Christmas



2011 has been a year to be proud of and I would like to take this opportunity to thank everyone involved in making it such as success.

Developing our services and communicating with our stakeholders continues to be a priority for us. Our nationwide patient forum programme has proved successful for another year, being well received in all locations and attracting, not only patients, but key members of the local PCCC. The meetings are key to our understanding of patient needs and part of our continuous engagement with patients and their families/carers.

Engaging with our healthcare professionals has taken many forms, whether it be at the ERS exhibition in Amsterdam recently, the rehabilitation study days, supporting patient meetings such as the Pulmonary Hypertension, ILFA information days, Annual General Meetings of the Irish Sleep Society or the BLF sleep meeting in Northern Ireland earlier this year.

2011 saw the continuing trend of emphasis on safety shown in the new offerings to patients and the sharing of best practice between the healthcare teams in Europe. Our focus on environmental health and safety was demonstrated by the efforts to reduce carbon footprint in the launch of the new fleet of vans customised for our healthcare needs.

We may have a challenging year ahead, but be assured that we will strive to provide the best possible value for money service in all areas of our respiratory care. Continuing to grow our market share, seek improvements in our individual and organisational performance, and to be the best provider of respiratory services in Ireland will continue as our focus.

In the meantime, may I take this opportunity to wish you all a very happy Christmas and all the best for the New Year.

Adam Sullivan, general manager healthcare, UK and Ireland



Cylinder allocations

Letters will be distributed to high-using oxygen cylinder patients prior to Christmas informing them of an alteration to the number of refill cylinders they will be entitled to each month in light of the new agreement with the HSE.

For patients using up to six cylinders per month, then there is no change. For those using more than six cylinders per month, then any requirement for additional cylinders will need to be officially approved by the local HSE Primary, Community and Continuing Care office.

For medical card holders, we will be advising them to get in touch with their doctor or clinician requesting that they write to the HSE PCCC office to obtain approval for the number of additional cylinders required each month.

This new process will come into effect from January 3, 2012.

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Monthly allocation of cylinder refills

You have been prescribed a standard ambulatory oxygen system, which ensures you can obtain up to six (6) cylinder refills delivered to you per calendar month.

If your prescriber agrees that you should have more refills per month, they will need to write to your Health Service Executive (HSE) Primary, Community and Continuing Care (PCCC) office to obtain approval for additional refills at the discretion of the PCCC office.

If you do not have a valid medical card, please advise the written prescriber request directly to Air Products, please note additional cylinders are at additional cost.

If you believe you may consistently need more than six (6) refills per month, please discuss this issue with your prescriber.

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Ben's first Christmas at home

One of our younger patients is finally enjoying life at home after spending his first 17 months in hospital, thanks to some outstanding work by the Air Products team and the PICU Royal Belfast Hospital for Sick Children.

Baby Ben was born on 8th February 2010 at 35 weeks at the Royal Jubilee Maternity Hospital. Ben is a twin to his baby brother, Leo, but whilst Leo had a strong healthy cry, Ben experienced breathing difficulties. He was intubated and transferred to the neo natal intensive care unit, initially on an oscillating ventilator for 24 hours and then weaned onto an SLE ventilator.

Five weeks later, a tracheotomy was successfully performed. Ben was then weaned onto minimum pressure support ventilation, onto CPAP through the SLE and then onto low flow oxygen, but it became clear that although Ben could breathe, his breaths were shallow and he was tachypnoeic. After a respiratory episode Ben was ventilated again and, after stabilizing, was trialled onto portable BiLevel therapy in an attempt to progress him towards home but he was retaining CO₂.

This unfortunate pattern continued over several months during which time different equipment was trialled, but with only the same outcome, until Ben was transferred to the

Regional Paediatric Intensive Care Unit, also at the Royal Group of Hospitals. At seven months old, having still not been home, baby Ben was introduced to the Trilogy 100 by Air Products staff, Sonia and Terry, alongside the PICU team. Ben quickly took to this new mode of ventilation and the SD card download facility allowed his anaesthetist and the medical team to review his progress and compliance on the various modes available.

By Christmas 2010, Ben was ventilated using the Trilogy 100, 24 hours a day. In May 2011, a diagnosis was given for Ben's condition and on 4th July 2011, aged 17 months, Ben was finally discharged home to the delight of his family.

Ben's mum, Ciara, said: 'Ben's development has significantly progressed at home, and he is enjoying the freedom this now allows him with many car journeys and frequent visits to Lurgan Park. My husband and I had our prayers answered the day Sonia visited the RBHSC, we are delighted to have our family together.'

Air Products clinical nurse specialist Sonia Morrisson said: 'Working together with the excellent team in the PICU Royal Belfast Hospital for Sick Children gave Ben the opportunity to try the ventilator. He has been able to get home with the support of his local trust and is cared for by an extensive team of nurses, carers and physio support, along with his family. We have all played a vital part in getting Ben to this point and everyone at Air Products is thrilled with his progress.'

CPAP servicing at the weekend

Since our first event in 2007 which attracted 27 patients, our fifth event has expanded to over 90 patients attending service days at venues in Tyrone, Derry and Donegal.

As with the nature of CPAP, most patients work during the day and therefore an event such as this gives them the ability to bring their devices and have a chat with their local engineer whilst their CPAP machines are being verified.

This event is now best practice throughout Europe, being very cost effective but more importantly a benefit to patients. We look forward to next year when we will return to the north of the country, where we will aim to service over 100 patients within the same time frame.

ILFA meeting

The Greenhills Hotel in Limerick was the latest venue for the recent Irish Lung Fibrosis Association (ILFA) meeting.

This patient event focused on increasing awareness and highlighting the developments in the treatment of Pulmonary Fibrosis.

Speakers on the day included: Dr Eithne Mulloy, St John's Hospital Limerick, and Prof Jim Egan, Mater Hospital in Dublin, who discussed the new developments in drug treatment and lung transplants. Irene Byrne discussed energy conservation and more importantly exercise and oxygen usage.

Finally, patient speaker Dave Mulcahy grabbed everybody's attention with his story of his successful lung transplant. His journey from diagnosis to hospital admission had everybody gripped; you could hear a pin drop! The floor was then opened for the patients to hear others' views and to discuss their condition, treatment options and the future. Overall, a valuable educational day for all who attended and an excellent way to increase the awareness of pulmonary fibrosis. For further information visit www.ilfa.ie





Pulmonary rehabilitation education event

Further to the initial National Pulmonary Rehabilitation Study Day that took place in March to encourage rehabilitation programmes in primary care, Air Products was delighted to be one of the primary sponsors at the second education event organised by the Irish Association of Pulmonary Rehabilitation (IAPR), held in October in Dublin.

The two day event, supported by the HSE, Irish Thoracic Society (ITS) and the Irish Society of Chartered Physiotherapists (ISCP) provided 200 clinical staff, including occupational therapists, physiotherapists and respiratory nurse specialists, with the necessary talks and information to establish and develop local Pulmonary Rehabilitation teams around the country, of which there are currently 27.

The event held a number of workshops which examined the practical use of respiratory therapies including inhalers, nebulisers, medications, BiPAP, long term and portable oxygen therapies. There was also an exhibition in which Air Products offered consultations and demonstrated the latest respiratory equipment.

Event speaker Prof Tim McDonnell, HSE National Clinical Programme Lead for COPD said, "Pulmonary Rehabilitation is one of the most effective interventions available for patients with breathlessness from COPD. Pulmonary Rehabilitation has been shown to reduce hospital admissions and coupled with treating patients in their own home this will afford greater efficiencies to the health system."

Ordering made easy

Early 2012 will see the launch of new oxygen prescription forms from Air Products, which will allow prescribers to order oxygen easier and more accurately.

The new forms will be simpler and easier to complete, helping to ensure the correct equipment and prescription is ordered.

Another successful year of patient forums

Air Products again have spent a lot of time listening to their patients and understanding their needs, and the patient forums provide a great way to meet patients and share their experiences. This year saw successful forums being held in Dublin, Galway, Wexford and Cork with the team meeting over 80 patients alongside many of their carers and family members.

A big thank you to everyone who attended and participated. The plans for patient forums in 2012 are underway, so look out for the dates and locations via our website, www.airproducts.ie/homecare





It's a baby boom!

The storks have yet again been busy across the team with several employees welcoming new additions to their families.

There must have been something in the water at our stores department with the arrival of two new babies!



Tomas Uhlir



Oliver Teague



Amelie Rae

Stores Manager, Ray Avila's wife Kathleen gave birth to a 7lb 12oz beautiful baby girl, Amelie Rae whilst Svetlana, wife of Zdenek Uhlir, Medical stores technician, gave birth to 7lb 9oz Tomas.

Also, Air Products engineer Rob Teague and his wife Hannah became the proud parents of a 7lb baby boy, Oliver.

Winter Sunshine!

It's that time of year again when Sunshine, our patient magazine, is distributed to all of our oxygen users.

Packed full of seasonal safety advice and lifestyle information including how to protect yourself from carbon monoxide poisoning, travel safely in the car during the winter months and undertake gentle exercises, Sunshine has something for everyone. There is even the prize winning word search where one lucky winner can choose €50 worth of gift vouchers from a store of their choice.

To download the latest copy visit our website at www.airproducts.ie/homecare



Key dates

With the festive season almost upon us, please find below details of our availability:

Date	Status
December 21, 2011 - December 23, 2011	Normal service
December 24, 2011 - December 27, 2011	Office closed
December 28, 2011 - December 30, 2011	Normal service
December 31, 2011 - January 2, 2012	Office closed
January 3, 2012 onwards	Normal service resumes

Our office is open Monday to Friday 8am - 5pm except bank holidays. Our phone number at all times is **1850 240202**. During this time, our on call service will still be available 24/7 for any urgent issues.

For further information or advice please visit www.airproducts.ie/homecare

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