



Winter

Planning

servisource



23/24



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Message from CEO



Servisource CEO

Declan Murphy

As we stand on the threshold of a new winter season, I am reminded of the journey we've undertaken over the past six years. Servisource has consistently played a pivotal role in supporting the Irish Health Service during the demanding winter months. Our annual Winter Plan has been a beacon of assurance for the healthcare sector.

With society more open this winter, there's an anticipation of increased community transmission of both Covid-19 and seasonal flu, presenting new and complex challenges. This dynamic shift calls for a higher level of preparedness, resilience, and innovation. In this context, the 2023 Waiting List Action Plan from the HSE serves as a poignant reminder of the task at hand.

Servisource is fully prepared for a winter where healthcare service demand may surge. We are poised to meet this demand, providing the right people with the right skills and knowledge in the right place.

Servisource is not only ready to embrace the upcoming healthcare challenges but also committed to making a meaningful impact. We understand the unique needs of the HSE and the critical importance of timely access to healthcare. Our extensive resources, expertise, and dedicated clinical teams are primed to provide solutions that align with the HSE's vision of a world-class public health service.

In a world filled with uncertainty, Servisource remains steadfast and unwavering, our tagline, 'Servisource Right When You Need Us,' reinforces our dedication to being the preferred recruitment provider. Together, we can navigate the forthcoming winter, ensuring the highest quality of care for all in need.



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Servisource's Winter Plan

Servisource recognises the unique challenges facing the HSE this winter, with the simultaneous circulation of COVID-19 and the seasonal flu. These challenges will undoubtedly impact healthcare demand and delivery. Our approach to meeting these challenges revolves around our four key pillars:

1 Waiting List Initiatives

We are committed to supporting the HSE in reducing waiting list numbers and improving access to scheduled care. Our Specialist Services team is ready to provide capacity for disability assessments in the community and in-sourced models for areas like urology, plastics, and orthopedics.

2 Building Capacity

Servisource aims to assist the HSE in optimising and creating capacity across all stages of the patient pathway. From admission avoidance to inpatient flow and egress, we're aligned with the Sláintecare vision of 'the right patient in the right place at the right time.'

3 Workforce Planning

Our comprehensive workforce solutions encompass permanent, contract, and contingent temporary staff. We understand the challenges posed by workforce turnover and additional requirements brought on by unforeseen events. Our recruitment services extend globally to ensure a diverse talent pool for your needs.

4 Vaccinations/ Swabbers

As winter approaches, we're gearing up to support your vaccination efforts, including co-administration of COVID-19 boosters and the Seasonal Influenza Vaccination Programme. And should the need arise for swabbers to test for COVID-19, Servisource is equipped to rapidly recruit compliant swabbers.

We provide a diverse team of skilled healthcare professionals to ensure patients receive appropriate care. Our support extends beyond hospital walls with personalised homecare packages. We're dedicated to supporting patients every step of the way.

Waiting List Initiatives

In a healthcare landscape where the government and the HSE are intensifying efforts to tackle the persistent issue of lengthy waiting lists for scheduled care, Servisource emerges as a dedicated partner committed to making a meaningful impact. Recognising that acute hospital waiting lists have been a longstanding challenge, the 2023 Waiting List Action Plan from the HSE underscores the need for innovative solutions. In response, Servisource offers a comprehensive Managed Step-down Unit Solution, poised to alleviate the waiting list backlog.

With a focus on providing high-quality healthcare services and patient-centered care, Servisource is well-equipped to support the HSE's vision of timely and transparent access to scheduled care, aligning seamlessly with Sláintecare reforms.

Patient-Centered Initiative

Recognising that every healthcare institution has its unique challenges and requirements, we provide both insourced and outsourced solutions to ensure optimal results. We offer tailored insourced solutions for healthcare institutions that prefer to maintain control over their operations and resources. For institutions looking for a hands-off approach or lacking resources, our outsourced solutions provide a comprehensive answer.

Experienced Clinical Teams

Our seasoned clinical team comprises professionals from various medical disciplines, our team brings together a wealth of knowledge, expertise, and dedication to patient care. Our clinicians hail from diverse medical backgrounds, ensuring a well-rounded approach to patient care. This diversity guarantees patients receive tailored care that meets their specific needs.

Enhanced Patient Outcomes

The Servisource Waiting List Initiative Services aims to enhance the overall patient experience and outcomes. Timely access to quality healthcare is crucial, and prolonged waiting times can exacerbate health issues, leading to complications and prolonged recovery periods. Patients no longer face the stress of extended wait times. Early intervention often translates to quicker recovery times, fewer complications, and reduced hospital stays.

Efficient Hospital Discharges

Implementing our step-down unit solution ensures more efficient discharges, minimising readmissions, and optimising patient care pathways. We work closely with healthcare institutions to streamline the discharge process, ensuring patients can return home without unnecessary delays. Our approach revolves around the patient's well-being. Patients receive the necessary support, medications, and follow-up care for a smooth transition.



Building Capacity



Servisource is fully committed to aiding the HSE in enhancing and expanding its healthcare capacity throughout the patient journey. Our efforts span four critical areas, all in line with the Sláintecare vision of achieving the 'right patient in the right place at the right time.'

1. Admission Avoidance/Alternative Pathways

Our primary solution in this arena is a workforce solution. Our pool of highly trained, compliant nursing and support staff can be activated at a moment's notice, providing invaluable support to acute services within all hospital groups.

2. Community Care

Servisource is equipped to provide community services in all CHO areas, deploying well-trained and compliant nursing and support staff, including Multi-task Attendants, for versatile clinical and support roles. Our JCI-accredited Myhomecare service guarantees service continuity, incorporating cutting-edge technology and high patient safety standards. This includes state-of-the-art One-Touch technology booking systems that reinforce our remote care management platform. Our Specialist Solutions team further ensures community service continuity by increasing staffing solutions, collaborating with community-based step-down units, and conducting psychological assessments in the disability services sector.

3. Services for Older People and Egress

Servisource specialises in facilitating Egress, introducing a partnership between our JCI Accredited homecare agency, Myhomecare, and our assistive technology service, Isaac Care. Together, we offer innovative nationwide solutions. Our Rapid Community Response Nurse-Led Team, initiates care at home within 24 hours of a hospital assessment, enhancing patient comfort and increasing hospital bed capacity.

Isaac Care leverages cutting-edge technology for precise care delivery, including 24/7 fall monitoring, remote health monitoring, and vital sign tracking within 3-days post-discharge.

Myhomecare manages homecare packages across 9 CHO areas, prioritizing Home First and patient-centered care. Our Rapid Community Response Nurse-Led Team initiates home-based care within 24 hours, enhancing patient comfort and freeing hospital beds.

Our Reablement program supports client recovery at home with specially trained care staff nationwide. Data-driven decisions by clinicians improve patient outcomes and reduce readmissions. The Myhomecare and Isaac Care collaboration redefines healthcare delivery, enhancing Egress and fostering a healthier community.

4. Community Beds

Servisource offers Specialist Solutions, including step-down units, providing beds and staffing solutions to bridge the gap between hospital and home. Offering a comprehensive Managed Step-Down Unit Solution that addresses the long-term needs of patients and the challenges of delayed discharges. By implementing our managed step-down unit solution, hospitals can benefit from a significant reduction in bed occupancy rates, facilitating more efficient hospital discharges and minimising readmission.

Workforce Planning

As the healthcare landscape faces unprecedented challenges, the availability of a consistent health workforce is paramount. In 2021, the health service grappled with an average staff turnover rate of 7.7%, as reported in the HSE's Health Sector Workforce Turnover report. This figure, coupled with unforeseen workforce demands due to the national vaccination rollout, the criminal cyber-attack, and surges of COVID-19 over the past 18 months, underscores the urgent need for a dependable workforce solution.

Servisource is uniquely positioned in the Irish market to provide the health service with workforce stability and flexibility, reinforcing our commitment as 'Winter Warriors.'



Comprehensive Workforce Solutions

Servisource offers a full spectrum of workforce solutions, spanning permanent, contract, and temporary staff, ensuring the right workforce stability for healthcare's unique demands. Our Specialist Solutions cover both insourced and outsourced teams, tailored to your specific needs.

Winter Staffing Solutions

During winter, we respond rapidly to unexpected staff absences, providing fully trained, locally-based temporary healthcare professionals. Operating under ISO and HIQA standards, holding JCI accreditation, our commitment to workforce stability, and meeting healthcare industry needs ensures you have the right skilled professionals in the right place.

Expertise in Recruitment

With a central recruitment team, we have a nationwide reach to provide cost-effective temporary staff solutions. We have a proven track record with HBS, providing end-to-end recruitment services across various roles, from clerical to clinical staff.

Global Recruitment and Verification

Our global reach ensures access to top candidates for permanent positions, including international and domestic nurses. Our 'Check Your Candidate' pre-employment screening service offers employers rapid access to candidate qualifications and references.

Vaccinations & Swabbers

As we prepare for an intense flu and COVID-19 winter season, our focus on vaccinations takes center stage. These vital vaccines serve as a shield to protect some of the most vulnerable individuals in our society. With a particular emphasis on the elderly population, ensuring they are fully vaccinated is paramount to reducing admissions to emergency departments.

Vaccinations

For the past year, Servisource has been at the forefront of supporting the HSE and healthcare facilities in their vaccination efforts. Our qualified and compliant vaccinators have played a pivotal role in the successful rollout of not only the COVID-19 vaccination campaign but also the influenza vaccine.

Our Occupational Health Division boasts a nationwide network of Occupational Health Nurses and staff, including a fully equipped mobile clinic. This clinic can be deployed to any location across Ireland, facilitating efficient and accessible vaccinations.

Co-Administration

In line with the evolving healthcare landscape, the Autumn/Winter campaign 2023/2024 brings a novel approach. It aims to offer eligible individuals the opportunity for co-administration of both the COVID-19 booster and the Seasonal Influenza Vaccine simultaneously, where possible. This streamlined approach not only enhances convenience but also ensures that the most vulnerable among us receive comprehensive protection.

Swabbers

In the event that community swabbing becomes necessary for COVID-19 testing, Servisource is equipped to rapidly recruit compliant swabbers. Our commitment to a responsive and agile healthcare workforce remains unwavering.

Servisource is committed to protecting community health and well-being during the upcoming winter season with a focus on ensuring the right vaccines reach the right people at the right time. With Servisource, you can count on a resilient response to the challenges of the season.



Let Servisource support you this winter...

Servisource Business Divisions



SCAN TO
LEARN MORE

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Right When You Need Us



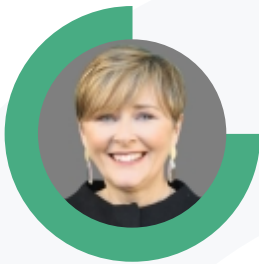
Meet The Team

Servisource is your partner for comprehensive healthcare recruitment services, from Healthcare, Business Support, and Clerical Temp to Healthcare Perm, connecting you with skilled professionals. We go beyond recruitment, offering comprehensive assisted admissions, occupational health services, education support, training, and homecare support.

With Servisource, you gain access to the right people, with the right skills and knowledge, at the right place, transforming the way you recruit, train, and support your workforce, taking it to the next level.

Healthcare Temp

We specialise in sourcing agency Nurses, Allied Health Professionals, and Support Staff for temporary placements. We promptly deliver reliable staffing solutions, maintaining a 95% shift fill rate with 1000+ temporary workers, providing 365 days a year coverage, and guaranteeing a 1-hour response time to meet your unique needs while ensuring seamless continuity of care during peak periods.



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Senior Manager Recruitment Services

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Business Support & Clerical Temp

Our Business Support & Clerical Temp team specialises in comprehensive staffing solutions, offering temporary, permanent, or contract positions, providing Clerical, Medical Secretary, and Admin staff across all HSE facilities.

With 20+ years of experience, we place 4,500 hours per week with 210 active temps and maintain a database of 1.5 million, providing a no placement, no fee policy to eliminate risks for the HSE.



Simon Povall

Business Support & Clerical Temp Manager

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Meet The Team

Healthcare Perm

In 2023, Servisource's Permanent Healthcare Division successfully relocated approximately 291 nurses and midwives to both the public and private sectors across Ireland, with a conversion rate of 1 in 3 candidates from interview to offer. The process typically takes 12-16 weeks from the offer stage to relocating an International Nurses/AHP into Ireland.



Aileen McCann

Healthcare Perm Associate Director

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Myhomecare

Myhomecare, Ireland's top JCI Accredited homecare agency, offers comprehensive homecare services, emphasizing Home First, rapid post-hospital care, and advanced technology for remote care management, all while adhering to strict infection control measures and providing PPE.



Deirdre Doyle

Myhomecare Senior Manager

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Isaac Care

Isaac Care, an assistive technology solution, offers 24/7 support, combining advanced tech with remote health monitoring and data-driven decision-making for enhanced community care. Our vision is to enhance community care using assistive technology, enabling safe, independent living and peace of mind for caregivers.



Dennis Weir

Isaac Care Senior Manager

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Assisted Admissions

The Allied Admissions Team provides a specialised mental health patient transport service across Ireland on behalf of the HSE. This service allows for the transfer to or return of a person to an approved centre in accordance with section 13 and section 27, of the Mental Health Act, 2001. Our team are vetted by the HSE and fully qualified in the safe transfer of mental health patients.



Marguerite Murphy

Assisted Admissions Executive Director

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Meet The Team

Occupational Health

Servisource Occupational Health streamlines pre-employment screenings for HSE healthcare professionals and provides health programs, checks, and wellness support. Our Check Your Candidate service ensures informed hiring. Services on offer include:

- ✓ Pre-Employment Screening
- ✓ Occupational Medicals
- ✓ Health Screening programmes
- ✓ Corporate wellness & workplace wellbeing



Leanne Sheridan

Occupational Health Lead

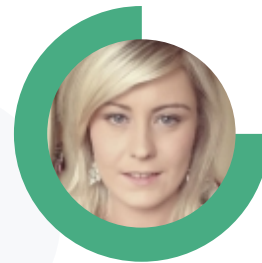
Tel: 086 043 9005

Email: ls Sheridan@servisource.ie

Training

Servisource Training is Ireland's premier healthcare training provider, offering FETAC level 5 accredited courses tailored to modern healthcare practices both online and classroom training. Courses available include:

- ✓ Patient Moving & Handling
- ✓ Heartsaver AED
- ✓ Basic Life Support
- ✓ Safeguarding Vulnerable Adults
- ✓ Fire Safety Awareness.
- ✓ MAPA (Management of Actual Potential Aggression)



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