



Mayo General Hospital



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NB/AK

Mr. James Quinn,
Meridian Productivity Limited,
Taney Hall,
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Dublin 14.

Dear Jimmy,

We have now completed the Theatre Session Scheduling Programme at Mayo General Hospital. I would like to take the opportunity to reflect our achievement at this point. The initial study confirmed many of these issues I had received from the Theatre Users Group, as well as other associated areas from the hospital. That study was indicative of the extent of the problems and the resulting loss of control and expense.

Embarking on the programme, I was pleased to see your Team working hand in hand with all of our staff, whilst taking them through a logical approach to the barriers that they were facing at all levels, from senior consultants through all management levels. Your Team were extremely approachable to everyone in the hospital. The logical approach they took shortly began to affect the behaviour of the individuals involved, which ultimately changed the prevailing emotional attack, to one of factual and logical approach to problems.

The system that has been installed in the theatre is simple for the user, while maintaining the complex data behind the scenes. At this stage, it is allowing management to make reasoned and calculated decisions in a timely and productive fashion. Specific in details, step by step instructions have been documented, allowing the most difficult of steps to be completed with relative ease. An interesting benefit is that this system not only is designed specifically for Mayo General Hospital, but as additional needs are identified, adoptions to the system are easily accomplished.

The programme has allowed Mayo General Hospital, to more fully utilise the theatres with minimal additional resources required. This has resulted in our ability to offer session times to additional users, as well as to provide 3 emergency sessions each week as standard.

The emergency sessions now allow elective surgery to be performed in core theatre hours rather than causing additional hours to be used at premium rates. All of this was accomplished with minimal additional cost to Mayo General Hospital, and with additional patient care time made available.

It has been an exciting experience. I have enjoyed working with yourself and your team and look forward to working with you again on some future projects at Mayo General Hospital.

Yours sincerely,

Noel Brett,
General Manager.