

2023 Annual Review

Delivering Excellence *with* Simplicity.



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Chief Executive Introduction



Welcome to our Annual Review 2023. Mater Private Network continues to be the leading innovator in private healthcare in Ireland and 2023 saw significant investment in our staff, our infrastructure, and technology. We saw an increase in the geographical presence of Mater Private Network, with expansion of facilities in Cork, Limerick, and Kilkenny. I would like to thank our staff, our consultants, and our referring general practitioners and their staff for their continued support.

In 2023 we retained Joint Commission International Gold Standard Accreditation across the Network. This is a testament to the high standard of care we deliver. This is very important, but equally important is the standard of care the patient perceives. In our Voice of the Patient survey (Red C 2023), Mater Private Network received a 91% customer satisfaction.

At Mater Private Network we deliver complex, excellent care. In 2024 we will emphasise delivering “**excellence with simplicity**”. We understand patients want excellence delivered in a seamless manner that facilitates their needs, facilitates **access**, is delivered **locally** when possible, and want to feel part of a larger **connected** network when clinical need requires. We strive to meet these needs across the Network.

Our Digital Transformation Programme will facilitate our patients’ needs. Patients will be able to connect with us at their convenience, schedule an online appointment and track their results. Communication with their healthcare team will be facilitated.

Mater Private Network’s digital transformation will facilitate care delivery and increase patient safety. When writing this review next year this digital transformation will have been rolled out across our Network. Mater Private Network will continue to deliver excellence every day, but we will do it more simply to facilitate our patients, staff, and our GP colleagues.

Let me again thank you and I think this review gives an insight into the work, dedication, and investment that Mater Private Network is making to continually innovate and improve the quality of care.

Yours sincerely,

John Hurley
Group Chief Executive Officer and
Consultant Cardiothoracic Surgeon

Mater Private Network 2023 Highlights

HCAHPS patient
experience score

91%



NEW Halcyon
LINAC in
Limerick

Read more
on pg 31

33,000+

Heart & Vascular
tests, treatments
and procedures

CORK
10-year
anniversary



Oncology tests,
treatments and
surgeries

65,000+

Network-wide
JCI accreditation



Prof. Robert Byrne
leads new European
heart guidelines
taskforce

Read more on pg 24

Capital and digital
investment
delivered in 2023

€36m



3x

number of patients
participating in
CVRI trials

NEW
Opening of 2nd
cath lab in Cork

Read more on pg 22



Mater Private Network

An Integrated Healthcare System





Drogheda
Satellite Clinic

Consultants
& Clinicians
300+



**Northern
Cross**
Day Hospital



Liverpool
Cancer Care
Centre



Dublin
Acute Hospital

Dedicated
Caregivers &
Patient Support
2,200+



Cherrywood
Day Hospital

Mater Private Network About Us

Mater Private Network is an innovative, national and international leader in healthcare. Our unparalleled expertise is bolstered by 38 years' experience across multiple specialities and multiple locations.

We provide best-in-class care to patients at our facilities which include two acute hospitals in Dublin and Cork, two day hospitals in North and South Dublin, two advanced specialist radiotherapy centres in Limerick and Liverpool (UK), and six satellite clinics in strategic regional locations.

Across our integrated network of locations are world-renowned teams of leading consultants, nurses, and dedicated support staff.

We support this infrastructure and team through continued investment in technological advancements, services and capacity expansion with one goal in mind – providing the safest and most comprehensive care for our patients.



2



Acute Hospitals

2



Day Hospitals

2



Dedicated Cancer Centres

6



Satellite Clinics

14



Main Theatres

7



Minor Theatres

9



Intensive Care Beds

5



Cath Labs

5



LINACs

5



MRIs

5



CT Scanners

3



Surgical Robots

Mater Private Network 2023 Activity

 313,000+

In 2023, we provided patients with more than 313,000 tests, treatments, and procedures across our integrated care network.



Emergency Department Team, Dublin

Vascular

6,727

Cardiothoracic

867

Cardiology

14,796

Colorectal

2,187

Gastroenterology

11,171

Diabetes

2,919

Haematology

3,512

**Medical
Oncology**

17,132

**Radiation
Oncology**

31,870

Orthopaedics

3,967

Spinal

4,143

Pain

3,748

Urology

6,287

Gynaecology

3,838

Ophthalmology

21,223

**Urgent
Cardiac Care**

9,209

Radiology

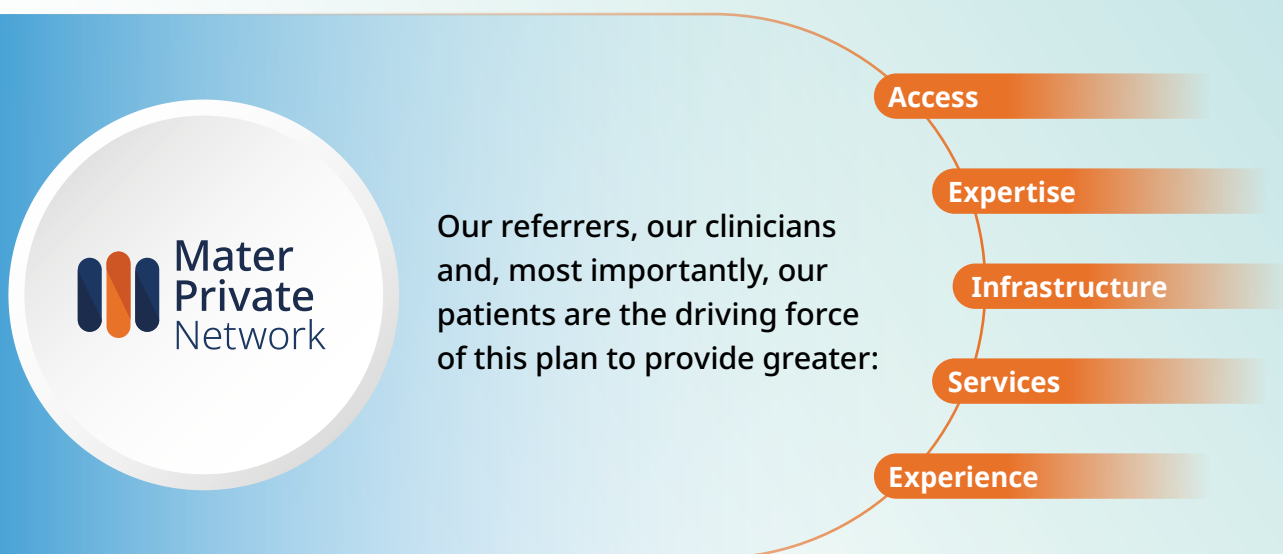
144,192

Emergency

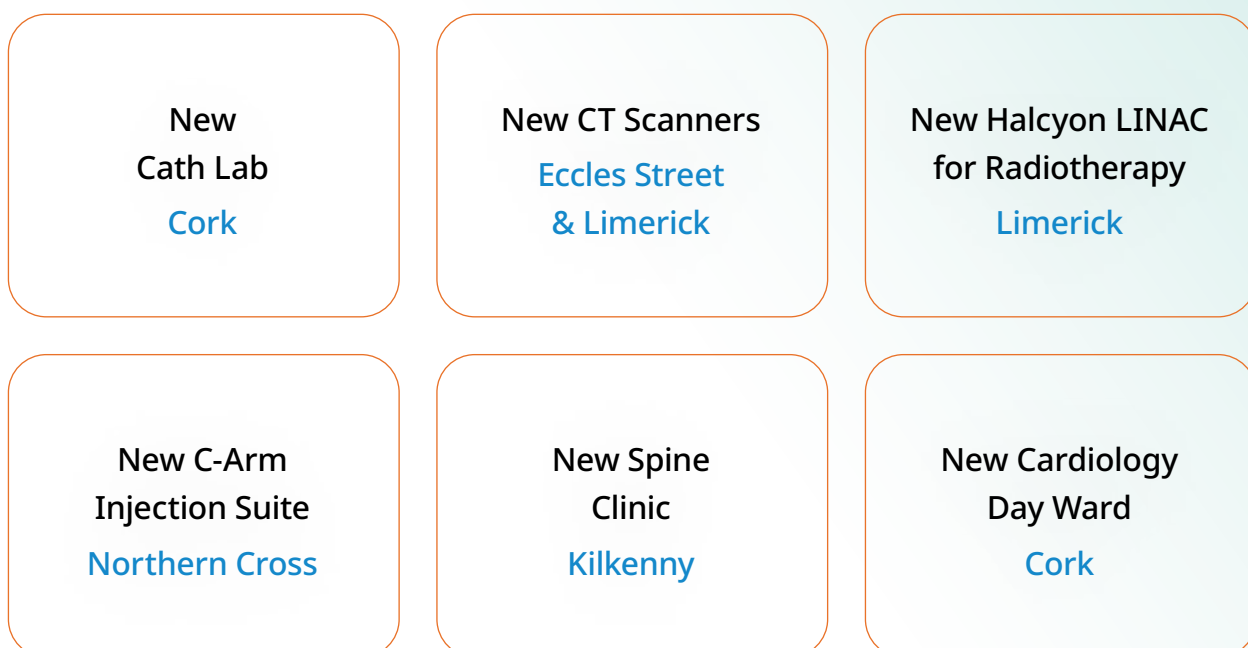
9,997

Mater Private Network Strategic Investment

Mater Private Network's capital investment plan 2023 – 2026 took significant strides forward in 2023. This phase of our investment plan focused on expanding the technologies available to our clinical teams, increasing availability of services for our patients, and improving our infrastructure to facilitate growth.



Capital investment of more than **€36 million** in 2023 delivered:





PLANNED CAPITAL INVESTMENT
€97m
 2023 - 2026



Mater Private Network Digital Transformation

The focus on transforming the digital landscape within Mater Private Network has continued at pace as we seek to further streamline and optimise our organisation and processes for the future.

Electronic Health Record – Perl

Perl, Mater Private Network's new Electronic Health Record (EHR) system, has made impressive strides over the course of 2023. Once implemented, it will be the most advanced EHR system in Ireland. Perl provides the unique opportunity to optimise operational benefits and improve patient experience, safety and outcomes. Many staff throughout our hospitals have had the chance to get hands on with Perl. Some examples of initial feedback include:

- *"Digitisation is the way forward. I think Perl will be a great success."*
- *"Perl is safer. It will make things far more efficient having all patient records in one place."*
- *"Faster & improved communication between consultants, nursing, pharmacy and scheduling."*
- *"This is a huge leap forward for Mater Private Network."*



Fully integrated patient records across the network



Ireland's most advanced EHR system

€26m
Investment
Fund

FULLY LIVE

2025





Environmental Impact

Our move to digital will also have a positive environmental impact as we are steadily decreasing our use of paper and other disposable stationery.



Insurance Checker used
5,000+
times since launch

Website

In 2023, we implemented important improvements to our website, in order to better inform our patients. Among these improvements was the launch of the Mater Private Insurance Checker. This feature enables patients and their GPs to access key information about health insurance cover and costs for treatments and procedures at Mater Private Network in Dublin. By simplifying insurance-related tasks, the health insurance checker can help to reduce confusion, save valuable time, and promote informed decision-making by patients about their healthcare choices.



Patient Mobile App

Our MyMaterPrivate mobile app is an important asset for patients to help them navigate their healthcare journey. This app provides patients with access to information about aspects of their care, 24 hours a day, seven days a week. Continuous work is underway on this app to improve its capabilities and user experience. Version 2.0 of the app will be available in 2024.

Mater Private Network Heart & Vascular

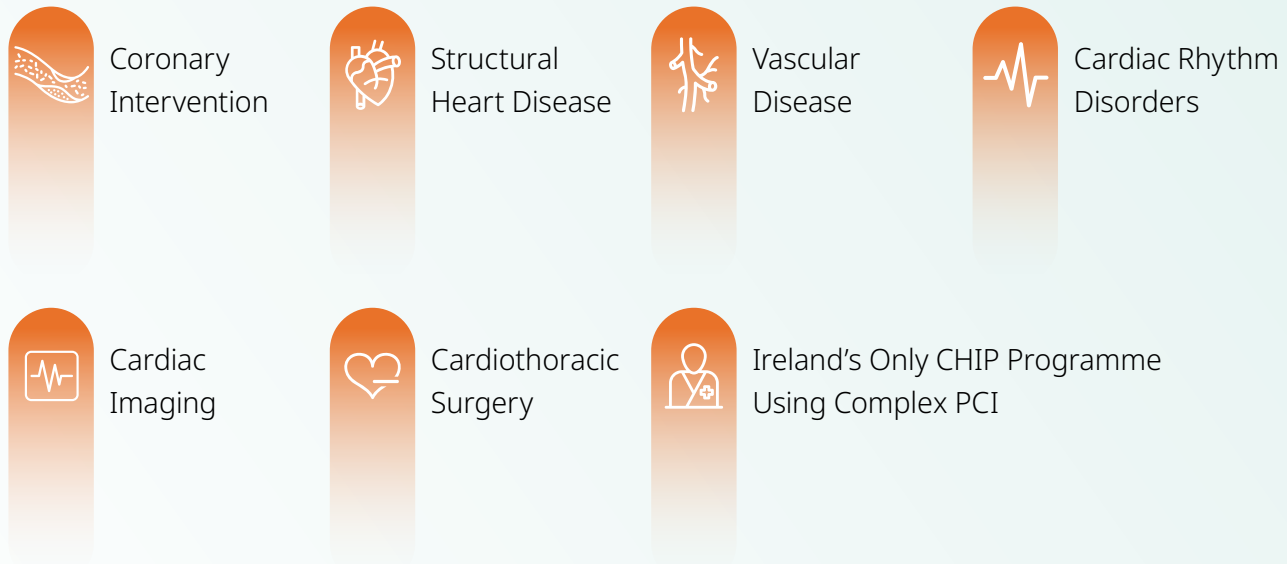
Mater Private Network's Heart & Vascular service is a cornerstone of our integrated care network. With over 30 years' experience in this space, Mater Private Network is the most advanced provider of heart and vascular care in Ireland, offering access to the latest treatments and technologies.

Our multidisciplinary team of clinical experts and health professionals support 56 consultants who are recognised leaders in the fields of cardiology, cardiothoracic and vascular care. The team continues to collaborate and contribute internationally to the advancement of heart and vascular treatment on a European and global scale.

This ensures the latest research, technology and treatments are available to patients in our Dublin and Cork hospitals.

Our ability to deliver life-changing and life-saving heart and vascular interventions continued to grow in 2023 with 24/7, 365-day access to five cath labs, ICU services, our Urgent Cardiac Care service and many more services, procedures, and experts.

Among our extensive heart & vascular treatment areas are:



**Expert
Consultants**

56

**Procedures,
Tests & UCC**

33,000+

**Coronary
Angiogram/PCI**

6,518

**Cardiac Rhythm
Disorders**

1,634

**Cardiothoracic
Surgery**

867

**Vascular
Surgery**

179

Mater Private Network operates Ireland's only Complex Higher-Risk Indicated Patients (CHIP) programme. This programme allows us to provide care to patients with complex coronary artery disease who cannot be treated using more traditional or other minimally invasive procedures.



Complex PCI Procedures



Mater Private Network Urgent Cardiac Care

Mater Private Network's Urgent Cardiac Care (UCC) services provide patients with rapid access to a refined pathway of cardiac care during times of unexpected distress. Our consultant-led UCC teams are available 24 hours a day, seven days a week, 365 days per year in our Dublin hospital and on weekdays from 9am to 5pm in our Cork hospital.

This care system is designed to help patients who experience the sudden onset of chest pain, palpitations and/or breathlessness which are all indicators that they may be experiencing a cardiac event. Same day diagnostic imaging, such as CT coronary angiogram, is available through our UCC service, enabling quick and definitive diagnosis for low-risk patients with chest pain. When a patient enters the UCC process, they will speak to the clinical team who will put a plan of action in place.

Where clinically indicated the patient will undergo:

- A review of history/further assessment
- Blood tests
- ECG

Following these tests, patients will be advised of next steps, and if required they will then have access to further testing and treatment under the care of our consultant cardiologist team.

**Number of UCC
Patients in 2023**

≈ 10,000

**UCC Attendance
Increase in 2023**

16%



The significant increase in the number of patients who accessed UCC across the network in 2023 further solidifies the importance of this pathway into Mater Private Network's cardiac care system. This rapid access, which is available 24 hours a day, seven days a week in our Dublin hospital and Monday to Friday, 9pm to 5pm in our Cork hospital, makes a real difference in cases where time is of utmost importance.

Dr. Saber Hassan,
Director of Urgent Cardiac Care





Cardiac Transfers

In 2023 we received acute and complex transfers from hospitals across Ireland providing a further pathway to critical cardiac care.



1 Phone Call



24/7 Service



Access To Acute and Complex Procedures



Mater Private Network Structural Heart

The development of the structural heart field of medicine is an important area for Mater Private Network. In 2023 we continued to contribute to international research and provide innovative healthcare solutions to our patients.

Our Structural Heart team, led by Prof. Mark Spence, further developed the use of minimally invasive procedures, making them available to an increasing number of patients. These procedures are becoming more important in treating all levels of structural heart disease in Ireland.

Our expertise and multidisciplinary process, using the most advanced cardiac imaging techniques to carry out procedures, played a vital role in the success of this area in the last 12 months.

Area of focus in 2023	Progress in 2023
Transcatheter Aortic Valve Implantation (TAVI)	<ul style="list-style-type: none">• 190 TAVIs performed in 2023.• Case volume growth reflective of expanded indications and evidence base.• Right patient right valve approach is reflective of our expertise in the use of TAVI valves across the available portfolio and use of the appropriate delivery methods.
Transcatheter Edge-to-Edge Repair (TEER)	<ul style="list-style-type: none">• Progress in mitral TEER case numbers and successful introduction of a Pascal programme to complement the existing Mitraclip programme.• Started the first TEER programme for tricuspid valve disease in Ireland, recognising unmet treatment need for patients.
Left Atrial Appendage Collusion Therapy (LAA)	<ul style="list-style-type: none">• 44 LAAs performed in 2023.• An important treatment option reducing the risk of stroke for patients with atrial fibrillation unable to take long-term anticoagulants.
Structural Heart Disease Research	<ul style="list-style-type: none">• Continued research activity including participation in the OPTIMISE Pro Study – an international trial conducted in TAVI centres of excellence evaluating the optimal implantation technique of the newest Medtronic TAVI valve.



We are pleased to have grown the structural heart programme at Mater Private Network in 2023. This is a notable team accomplishment and reflects everything from the investment in new cardiac CT, software, superb interventional transoesophageal colleagues, the expertise available for our heart team discussions, procedural excellence, and dedicated specialist cardiology nursing. We expect the demand for our expertise to increase in the coming years as diagnoses of structural heart diseases are projected to rise and the range of effective treatments available also grows. We are committed to remaining at the forefront of how we assess, image, treat and care for our patients with structural heart disease.

Prof. Mark Spence,
Head of Structural Heart

Mater Private Network Atrial Fibrillation

At Mater Private Network's Dublin hospital we treat more electrophysiology and arrhythmia patients than any other centre in Ireland. Patients are cared for in a dedicated Electrophysiology (EP) treatment suite equipped for state-of-the-art diagnostic, ablation and device implantation procedures – available 24 hours a day.

Our EP lab is also the first in Ireland to become a recognised training centre by the European Heart Rhythm Association. Our EP lab has been awarded the ERTC quality label that verifies the use of advanced and uniform teaching techniques, as well as the highest standards in education and career development in Europe.

Our ability to treat atrial fibrillation at Mater Private Network has never been in a stronger position. The introduction of the Boston Scientific FARAPULSE™ PFA system to treat initial paroxysmal atrial fibrillation had a huge impact on procedure efficiency for our consultants and improved patient safety and recovery from procedures.

As a recognised centre of excellence, Mater Private Network was one of 25 centres worldwide to introduce this technology in 2022. The significance of this is reflected in the increased number of procedures performed in 2023, along with our participation in several live case events streamed across the globe.

Leading with safety, the system makes durable cardiac lesions in affected areas of the heart in seconds using non-thermal electric fields that are tissue selective. It selectively ablates heart tissue without affecting other critical surrounding structures. Irregular heart signals have been effectively reduced using this system, while the risk of damage to nearby tissues compared to traditional ablation systems has been reduced.



**Number of
Ablation Procedures
Performed in 2023**

1,099



Our progress in treating patients in 2023 further illustrates how important the most advanced technologies are in order to provide better outcomes for patients. Our ability to provide more of these procedures is also directly affected by the effective teamwork and the increased efficiency afforded to us by our innovations at Mater Private Network.

Prof. Gábor Széplaki,
Head of Cardiac Electrophysiology

Mater Private Network Cath Lab Investment in Cork

One of Mater Private Network's main capital investment projects in 2023 was the establishment of a second Catheterisation Lab in our Cork hospital. This Cath Lab opened on November 9th following an extensive €4.8 million investment programme.

The introduction of this second Cath Lab reinforces our commitment to providing the highest quality cardiac care in Ireland and positions our Cork hospital as one of the most important heart & vascular centres in Munster. It is also a fitting nod to the 10-year anniversary of the opening of our Cork Hospital which we celebrated throughout the year.



Through consistent and strategic investment, we have expanded our services in Cork and now treat over 74,000 patients annually from the wider Munster region. In October, we were awarded the Joint Commission International Gold Standard Accreditation (JCI) for the fourth time, a testament to the exceptional standard of care and operational excellence on site.

Sandra Daly,
CEO of Mater Private Network, Cork



TOP FIVE PROCEDURES:

Echo

4,562

Angiogram

1,554

Cardioversion

223

Ablation

191

Angioplasty

186



8,000+

Cardiac Tests,
Treatments and
Procedures in Cork
in 2023.



Mater Private Network Cork continues to deliver the highest quality cardiac care to thousands of patients each year and is a recognised regional centre for complex, high-risk interventional procedures for coronary artery disease. This investment of €4.8 million represents a critical first step in the expansion of our cardiology services. The second Cath Lab will facilitate the expansion of our Urgent Cardiac Care service and deliver a twofold increase in the volume of cardiac patients we can treat here.

Dr. Ronan Margey,

Clinical Lead and Consultant Cardiologist at Mater Private Network, Cork



Scan the QR code to watch the video

Mater Private Network Cardiovascular Research

Behind the advances in cardiac care at Mater Private Network in recent years is the research carried out by the Cardiovascular Research Institute (CVRI) Dublin, which was established in 2020 as a collaboration between Mater Private Network and the Royal College of Surgeons in Ireland (RCSI) University of Medicine & Health Sciences. Prof. Robert Byrne, Mater Private Network's Director of Cardiology and Chair of Cardiovascular Research at RCSI, leads CVRI Dublin.

Innovative Clinical Trials and Access to New Treatment

The mission of CVRI Dublin is to deliver heart health through patient centred clinical research. This is achieved through the delivery of both investigator-initiated research and by working with external sponsors. In 2023, we provided access to new and innovative treatments through clinical trials to over 280 patients. This was a significant increase compared to 2022.

Patient Outcomes Registry

CVRI Dublin successfully completed its initial objective of establishing a Percutaneous Coronary Intervention (PCI) Outcomes Registry within Mater Private Network and we published our first full year of results in 2023.

The PCI Outcomes Registry provides us with up-to-date outcomes data, enabling us to ensure the highest possible standards of care.

In addition to this, a PCI Outcomes Registry was established in Mater Private Network Cork. We look forward to seeing the first full year results in early 2024.

Electrophysiology Research

The establishment of the Electrophysiology Research Team in 2023 under the leadership of Prof. Gábor Széplaki was significant in increasing research output from CVRI Dublin.

There are currently three electrophysiology trials running within CVRI, which are outlined in the table opposite.

As part of its research output, the team released eight publications related to its research, held five Pulsed Field Ablation (PFA) teaching days and two COE Rhythmia training events. The team also held five Live Case Observations and had a PFA Live Case at the prestigious Boston AF Symposium 2023 – a leading international electrophysiology conference.



New ESC Guidelines on Acute Coronary Syndromes Published

New cardiology guidelines on Acute Coronary Syndromes were published in August 2023. The expert-led taskforce that delivered the guidelines was chaired by Prof. Robert Byrne.

At the launch of the new guidelines, Prof. Byrne said: **“Heart disease is the number one cause of death in women and men globally and as national leaders in cardiovascular care in Ireland, the team at Mater Private Network and RCSI University are passionate about propelling the field forward to streamline patient care and to drive better outcomes for patients.”**

Study Name	Principal Investigator	Brief Study Design	Recruitment Start Date
Dublin & Cork			
FAST III	Prof. Robert Byrne (Dublin), Dr. Ronan Margey (Cork)	Determine safety and efficacy – Fractional flow reserve / vessel fractional flow reserve to guide coronary revascularisation.	April 2022
FARADISE (BOSTON SCIENTIFIC)	Prof. Gábor Széplaki (Dublin)	Observational and prospective registry of data to provide continued evidence on the safety and effectiveness of use of the FARAPULSE™ PFA System.	March 2023
SECURE (BIOSENSE WESBTER)	Prof. Gábor Széplaki (Dublin)	Observational evaluation of ongoing safety and effectiveness of catheter mapping and ablation using devices for cardiac arrhythmia treatment.	April 2023
SOCRATES (BOSTON SCIENTIFIC)	Prof. Gábor Széplaki (Dublin)	Observational evaluation of ongoing safety and effectiveness of rhythm management products for cardiac arrhythmia treatment.	September 2023
TERUMO (NAGOMI)	Prof. Robert Byrne (Dublin)	Expand knowledge about clinical outcomes of the Ultimaster Nagomi™ sirolimus eluting coronary stent system.	December 2023



Mater Private Network Oncology

Mater Private Network's oncology service is another of the core pillars upon which our organisation has grown. Our service provides leading cancer treatments to patients in Ireland, through our centres in Dublin and Limerick and in the UK, at our cancer centre in Liverpool.

Patients are referred into our network by their GP and are assessed by our expert teams. We then guide them through a diagnostic phase of care specifically related to their case. This phase includes advanced imaging options, scoping, histopathology, molecular profiling, and other relevant tests.

The results of these tests are discussed among our world-class multidisciplinary teams who will then offer the optimal treatment plan to the patient. Treatment is delivered in a holistic manner, through leading medical, radiation and surgical oncology options.

Patients can access one or more treatment options depending on their specific case, and our teams will provide support and guidance through this process.

Mater Private Network is a registered cancer centre with the Organisation of European Cancer Institutes (OECI) and as such we work in line with OECI structures which champion a multidisciplinary approach to cancer care. The OECI currently comprises 123 members, which include some of the most prominent European comprehensive cancer centres.





At Mater Private Network our approach to care is robust and ever improving as we innovate through the introduction of new treatments, surgeries, technologies, and expertise. We are continually growing our team and we recruited 12 new consultants over a three-year period up to 2023. This combination empowers us to deliver care in a way that is patient-centred and which guides patients through what is undoubtedly a difficult time.

Hugh Healy,
Director of Cancer



Medical Oncology Nursing Team, Dublin

Mater Private Network Medical Oncology

Patient demand for medical oncology treatment is continuing to grow. Throughout 2023 we expanded our operations to meet this demand, which means more patients received comprehensive treatment with the use of specialist medications under the care of our expert consultant medical oncology teams.

Medical oncology treatments are administered at our sites in Dublin and Liverpool.

 17,000+

Medical Oncology Treatments
(Dublin and Liverpool)

10%

Growth
Year-on-Year



Haematology in Liverpool

2023 marked 10 years since the opening of Mater Private Network's cancer centre in Liverpool – The Clatterbridge Clinic. The number of patients requiring medical oncology intervention in Liverpool and the Merseyside area has steadily increased over that period. This partnership in the UK gives Mater Private Network a touchpoint in a different territory which further enhances our ability to remain at the forefront of new cancer treatments.

Significant development of our service in Clatterbridge came in 2023 with the introduction of a new haematology oncology offering, further expanding the type of care that we can provide to patients in Liverpool. As part of the introduction of the service, we successfully recruited four dedicated specialist consultants who provide high quality care to patients.

Alongside our new haematology offering, we continued to provide care in Liverpool for patients who were undergoing chemotherapy and radiotherapy.

Treatments Provided in Liverpool in 2023

Chemotherapy

37%

Growth Year-on-Year

Radiotherapy

58%

Growth Year-on-Year



Mater Private Network Radiation Oncology

Stereotactic Body Radiation Therapy (SBRT)

SBRT is a form of radiotherapy which uses beams of radiation to target specific cells to slow or stop the growth of cancerous tumours.

With the use of 3D imaging, this therapy targets cancer cell DNA and alters the cells' ability to multiply. This targeted approach to treatment is beneficial for patients as it reduces the beams' interaction with the surrounding healthy cells in the vicinity of a tumour.

This therapy is most commonly used to treat certain types of lung tumours that cannot be removed safely with surgery and is also highly effective on tumours in the prostate, liver, spine, pancreas, brain and abdomen.

In 2023 we successfully expanded availability of SBRT to patients in Dublin using our linear accelerator (LINAC) technology. Our LINACs afford us pinpoint accuracy when we target cancer cells during treatment. We currently have five LINACs in operation across our network, which provide a variety of targeted radiotherapy approaches. This includes a new Halcyon LINAC which was introduced in Limerick in 2023.

25%

**Growth in SBRT
Treatments Year-on-Year**

Halcyon LINAC in Limerick

The Mid-Western Radiation Oncology Centre, the only specialist radiotherapy treatment centre in the Mid-Western region, is an important part of our cancer care service. Our team in Limerick treat patients from counties including Limerick, Cork, Tipperary, Clare, Galway and Kerry.

In 2023, this centre became the first in Ireland to provide radiotherapy treatment using a Halcyon LINAC radiotherapy treatment system. Patients who are treated in Limerick will benefit from more targeted treatment and shorter treatment times. This has several benefits for overall patient health by minimising the radiation impact on surrounding healthy tissue, and potentially reducing associated side effects.

The installation of this system is a milestone for cancer care within our organisation, but also within Ireland. We have seen and will continue to see improved patient outcomes from the use of this new technology. Its use also reflects our dedication to improving the standard of patient care in our service.

To further enable more comprehensive treatment, a new CT scanner was also installed in our Limerick centre in 2023. This state-of-the-art CT machine enables our teams to capture the highest quality internal imaging for patients who visit the centre, which will have a positive impact on treatment, treatment plans and treatment times.

17,367

**Total Radiotherapy
Treatments in
Limerick in 2023**



Scan the QR code to watch the video

Mater Private Network Surgical Oncology

Surgical oncology is an increasingly important element of our overall oncology service provision in Mater Private Network. Surgical cancer interventions are performed by our consultants who are specialists in their respective fields. These fields include urology, gynaecology, breast, colorectal, gastroenterology, hepatobiliary, thoracic and lung.

Where patients require surgical intervention following diagnosis, they will be guided by our teams to a relevant surgical specialist who will carry out surgeries using the latest techniques and technologies to deliver the best possible outcomes.

2023 was an important year for growth in our surgical output, with increases in the number of surgeries provided to patients in almost all fields.

Urology

4,145

Gynaecology

2,246

Breast Surgery

765

Gastroenterology

5,747

Colorectal

2,187

Overall Surgical Oncology Growth Year-on-Year

15%

Introduction of New Da Vinci Xi Robot

We have positioned ourselves as a leader of surgical oncology in Ireland. This is, in part, because of our willingness to invest in new technologies that assist our highly skilled surgeons. In 2023, we acquired a new surgical robot – the Da Vinci Xi robot.

This advanced equipment is used for a wide range of surgical procedures by our specialists. The robot is a multiport surgery system which extends surgeons' capabilities compared to older equipment and more basic techniques.

As its use increases, this technology will help surgeons to better visualise the areas in which they are operating, reposition patients in a simpler manner during surgery, have greater access to a variety of different surgical equipment and more.



**Surgical Oncology
Robots Available in
Mater Private Network**

Approximately

600

**Surgeries Performed
with Da Vinci Xi Robot in 2023**

DIEP Flap Breast Reconstruction

Provision of surgical care to women was a priority for Mater Private Network in 2023. Breast reconstruction options for women who have undergone a mastectomy as part of their overall cancer treatment are available within our cancer care service. We take a dual discipline approach to ensure that we provide a gold standard of care to post-mastectomy patients.

DIEP flap breast reconstruction saw significant growth within our service in 2023. This form of breast reconstruction is performed using the patient's own tissue, and where appropriate, using an additional implant. This procedure has many benefits for patients, including fewer long-term complications related to potential hernia or muscle weakness, and lower likelihood of additional surgeries, especially in cases where implants are not used.

The growth in this procedure evolved from the further development of a successful collaboration between our surgical breast oncology and breast plastic surgery specialists.

By seamlessly integrating advanced breast oncology surgeries, including DIEP flap breast reconstruction, with meticulous pre- and post-surgical care, we have established an unparalleled holistic framework to support our patients through their cancer journey.

14%

**Growth in Breast Oncology
Surgeries Year-on-Year**

Mater Private Network Ophthalmology

In 2023 Mater Private Network made significant progress in expanding our eye care service with the addition of two new consultant glaucoma surgeons to our existing world-class team. Along with this new recruitment, we also introduced two new glaucoma procedures which will open new areas of opportunity for patient care and innovation moving into 2024 and beyond.

New Procedure Spotlight

One of the two new procedures introduced to our ophthalmology service is Selective Laser Trabeculoplasty (SLT). It is a painless outpatient laser procedure used in the primary treatment of open angle glaucoma and ocular hypertension and serves as an alternative treatment to long-term eye drops.

This new treatment, which we have adopted a year after the conclusion of a six-year study on its safety and efficacy, is more cost-effective for the patient. In most cases it provides a better patient experience, as newly diagnosed patients who undergo the procedure no longer need to use a daily treatment routine to control their eye pressure for a significant number of years.



Tests & Procedures

21,223

Sub-Specialist Consultants

22

OCT

5,059

Eye Injections

5,474

Cataract

5,312

YAG Laser

1,216

Ziemer/Laser

331

Vitrectomy/Retinal Detachment

211



Mater Private Network is one of Ireland's largest private ophthalmic treatment services and has a rich heritage in the introduction of sight-saving options for our patients. With important additions to our already extensive expertise and with investment in our procedures and technologies, we are building our service so our teams can provide more exceptional care in the coming years.

Mr. Ian Dooley,
Clinical Lead of Ophthalmology



Mater Private Network Orthopaedics

Orthopaedic Care

Providing the most comprehensive orthopaedics programme in Ireland is a goal for Mater Private Network and our work in 2023 toward that goal was transformative. We sought to expand the types of procedures that were available to our patients in Dublin and Cork, and to provide a complete orthopaedic care system with a holistic approach for the treatment of patients with conditions affecting the foot, ankle, hip, knee, shoulder, arm or hand.

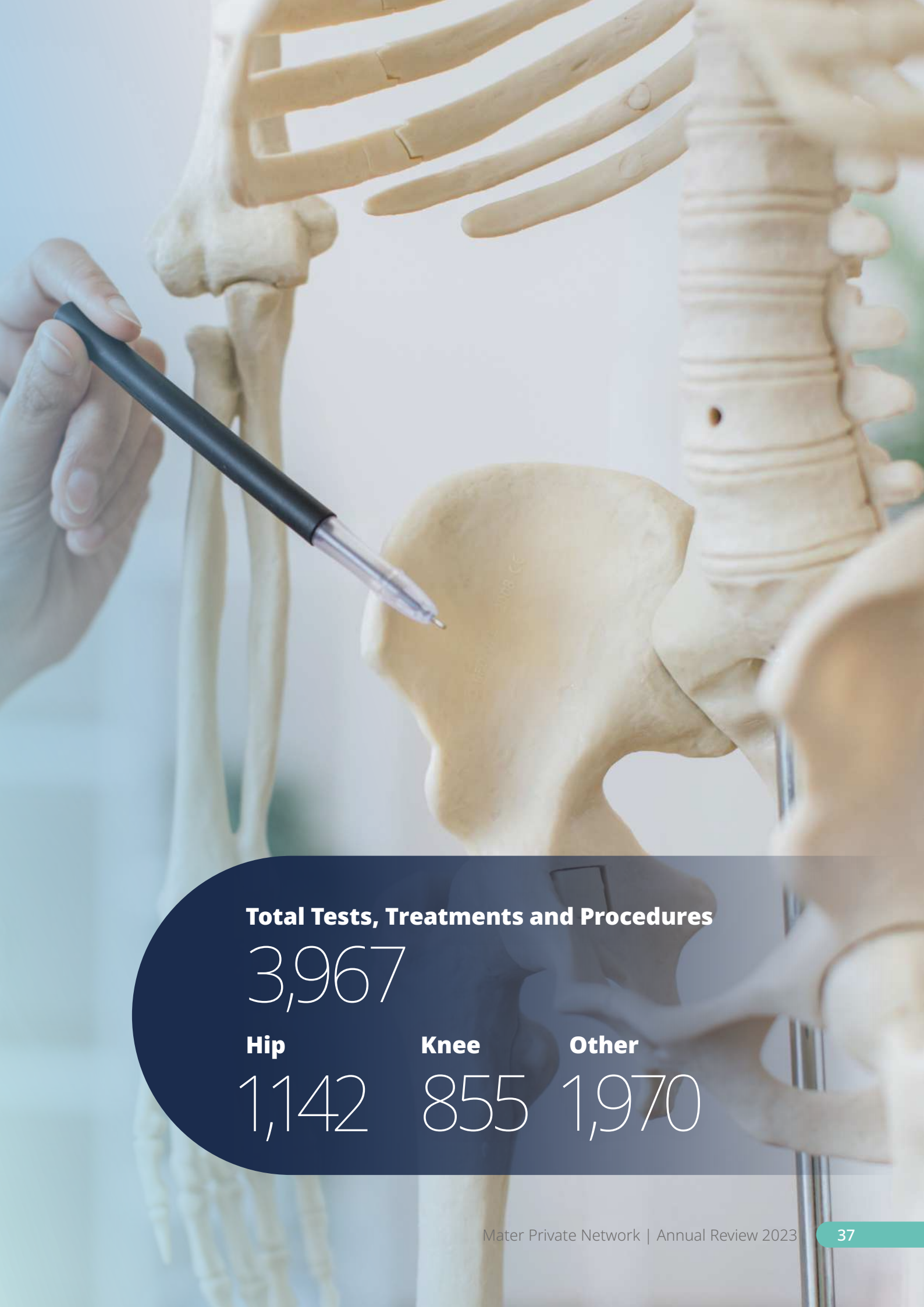
This complete care approach can only be achieved with the highest quality teams, providing the latest procedures in the most timely and efficient manner possible. With a growth in the number of appointments and the number of procedures across the network in 2023, consultant recruitment across our Network in Dublin, Cork and our satellite clinics was imperative.

To that end, three new consultants were recruited to bolster our hip & knee services, while another consultant with sub-specialty expertise in foot and ankle treatment was recruited to round out our complete care approach to orthopaedic services.

Rapid Access to Care

Rapid access for orthopaedic patients requiring complex and routine attention is available throughout our three locations at Eccles Street, Northern Cross and Cherrywood in Dublin and in our outreach clinic in Drogheda.

Our C-Arm injection suites in Cherrywood and Northern Cross were new additions to our service offering in 2022 and 2023, respectively. They will revolutionise how we provide pain management to orthopaedic patients. These machines allow our expert teams to inject required medicines directly into patients' joints with pinpoint accuracy using a specific type of imaging provided by the C-Arm technology.



Total Tests, Treatments and Procedures

3,967

Hip

1,142

Knee

855

Other

1,970

Mater Private Network

Spine

Spine Care

Spine care across our network came into sharper focus than ever before with growth across our offerings in six different settings around Ireland. The launch of our new Spine Clinic in Kilkenny in 2023 provides yet another regional option for our patients to seek spine care in a location that suits them. Our Kilkenny clinic houses dedicated consultant spine surgeons who provide a range of services including assessment, diagnosis, treatment, and rehabilitation of spinal conditions.

Locations:

- Eccles Street, Dublin
- Northern Cross, Dublin
- Cherrywood, Dublin
- Cork
- Limerick
- Kilkenny

Spinal surgeries

Mater Private Network has led the way in Ireland for spinal surgeries for decades and we are among the country's most trusted spine clinics for patients who are living with routine or complex spinal health issues. We have carried forward the quality of spinal surgeries available in Ireland over the last four years through our use of robotic-assisted spine surgery techniques. Robotic-assisted spine surgeries, using the most advanced technology available in Ireland and the UK, is a staple in our arsenal to provide complex spinal surgeries to patients in a minimally invasive way. The patient benefit of these techniques is incalculable overall, but they include shorter hospital stays, decreased recovery times, less blood loss during surgery, and less soft tissue damage.

Consultant recruitment for our spine clinics across the country was a priority in 2023. We were delighted to welcome additional consultants to our team of experts. These consultants will play a leading role in increasing the number of patients we can help moving into the future.

**Spinal Injections/
Epidural**

1,695

**Spinal Discectomy/
Decompression**

1,457

Spinal Fusion

805

Other

186



We continue to innovate within spine and orthopaedic care by expanding our clinical expertise, range of services and use of technology. Further expansion of our team in 2024 will position us extremely well to treat more patients and more conditions than ever before.

Mr. Ashley Poynton,

Clinical Director for Spine and Orthopaedics

Mater Private Network HeartCheck

HeartCheck is a new service which launched in the latter part of 2023 with a specific focus on cardiac health screening.

This new service, the first of its kind in Ireland, enables an individual who might have a concern in relation to their general heart health to access our cardiology team quickly and easily.

It also allows patients the freedom to access the service at a time that feels most appropriate to them.



A HeartCheck involves:

Cardiovascular Risk Assessment

Genetic/Familial Risk Assessment

Cardiac Second Opinion

HeartCheck is designed to give patients valuable insights about their cardiovascular health. It will support them to understand their risk of heart disease and help to identify any existing or underlying issues that may need to be managed.

Our cardiologists specialise in many different aspects of cardiac care, ensuring that patients receive the most up-to-date and widest range of diagnostic tests and treatment options, tailored to their individual needs.



Mater Private Network Health Screening

Mater Private Network provides several health screening options for members of the public who wish to understand their health risks. All our health screening services are provided by specialist care teams which include our leading consultants across a wide variety of specialities.



In 2023, we enjoyed another successful year across our health screening services which include:

HealthCheck

Aeromedicals

Visa Medicals

HealthCheck is a comprehensive physician-led service that provides a detailed snapshot of your health. It aims to help people identify risk factors, signs and symptoms of common conditions, which if not detected early could result in serious health issues.

Since 2000, we are an officially designated aeromedical centre for those wishing to obtain a license from the Irish Aviation Authority.

Mater Private Network is also the largest of two centres in Ireland to provide visa medicals for Australia, Canada and New Zealand. We are also the only centre in Ireland that has accreditation to provide visa medicals for the USA.

⊕ 45%

Growth in Visa Medicals in 2023

2022

2023

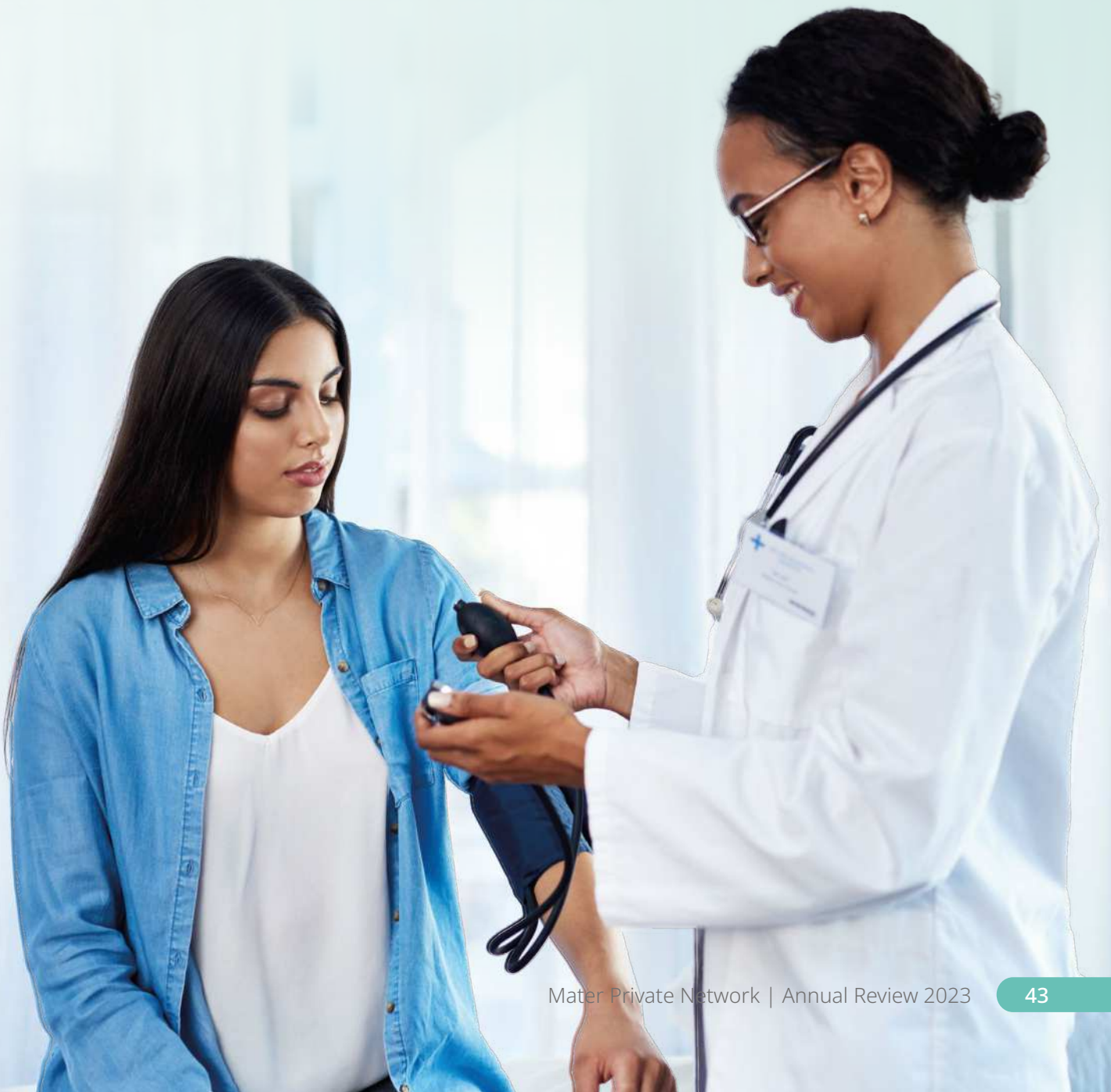
2,597

3,767

In addition to these three health screening services, there are several other specialised screening services and clinics offered in various locations across our network.

Clinics and services available include:

- ✓ HeartCheck
- ✓ Executive Screening
- ✓ Cancer Genetics
- ✓ Breast Triple Assessment Clinic (TAC)
- ✓ Prostate Rapid Access
- ✓ Lung Rapid Access
- ✓ Bone Density
- ✓ Urodynamics
- ✓ Pulmonary Function Testing
- ✓ Women's Health
- ✓ Cardiology Rapid Access Clinic
- ✓ Endoscopy Direct Access Clinic
- ✓ Pelvic Health Clinic
- ✓ Retinal Eye Rapid Access Clinic



Mater Private Network International Patients

 600+

Over 600 International Patients visited Mater Private Network for their healthcare needs in 2023.

Welcoming these patients to Mater Private Network is important and enables us to provide care to patients who are unable to access timely services elsewhere, for various reasons.

We have expert consultant surgeons who can provide the care that a patient needs across a range of specialties. We also have a dedicated team who specifically support patients by coordinating appointments and admission to our hospitals and who also provide support for any administration requirements.

Urology

220

Cardiothoracic

155

Gynaecology

69

Orthopaedics

65

Colorectal

41

Other

36

Ophthalmology

16



Mater Private Network Diagnostic Imaging

Mater Private Network's radiology service has expanded significantly in the last year which is reflected in the number of images and procedures we provided to patients. This service is available at Eccles Street, Northern Cross and Cherrywood in Dublin, and at Mahon in Cork.

Each provides state-of-the-art imaging services and interventional techniques, supporting our expert consultants and the wide range of medical services they offer.

Diagnostic imaging is available seven days a week in Eccles Street, and five days a week in Northern Cross, Cherrywood and Cork.

Sub-Specialist Consultants

20

Images & Procedures in 2023

144,192

6%

**Increase in Images and
Procedures Year-on-Year**



2023 was a year of great progress for radiology services at Mater Private Network. Investment in our services had an immediate positive impact on the number of patients we see and has supported an improvement in the quality of our overall service.

Bernard Bonroy,
Radiology Services Manager, Dublin

X-ray
35,423

Ultrasound
20,106

Mammogram
7,061

DEXA
4,439

CT
27,774

Cardiac CT
5,742

MRI
38,079

Cardiac MRI
2,137

Interventional Radiology
2,100

Nuclear Medicine
775

PET CT
556

Mater Private Network Patient Experience

The patient's experience while under our care is utmost in our list of priorities across our care settings and our process for listening to patients' needs is robust. We are committed to a system whereby patients can provide honest feedback, which we analyse and use to continuously improve our services and patient experience. Our goal is to provide quality healthcare in a friendly, caring, and thorough manner.

We collect feedback in two ways:

Quantitative

- Measuring our Net Promoter Score (NPS) – a systematic process of measuring patient satisfaction in partnership with RedC Research.
- Measuring through the Hospital Consumer Association for Hospital Providers Surveys (HCAHPS) – an international survey by Press Ganey (PG) tracking perceptions of hospital experience, benchmarking against large international centres of excellence. Mater Private Network is the only Irish hospital group that participates in HCAHPS.

Qualitative

Speaking directly to our patients and their families about their experiences in Mater Private Network care settings. We ask for their feedback across all aspects of their patient journey.

Patient Satisfaction HCAHPS Press Ganey

Inpatient Experience



Outpatient Experience



Overall Patient Experience at Mater Private Network



Voice of the Patient (RedC) 2023

NPS Measured from -100 to +100

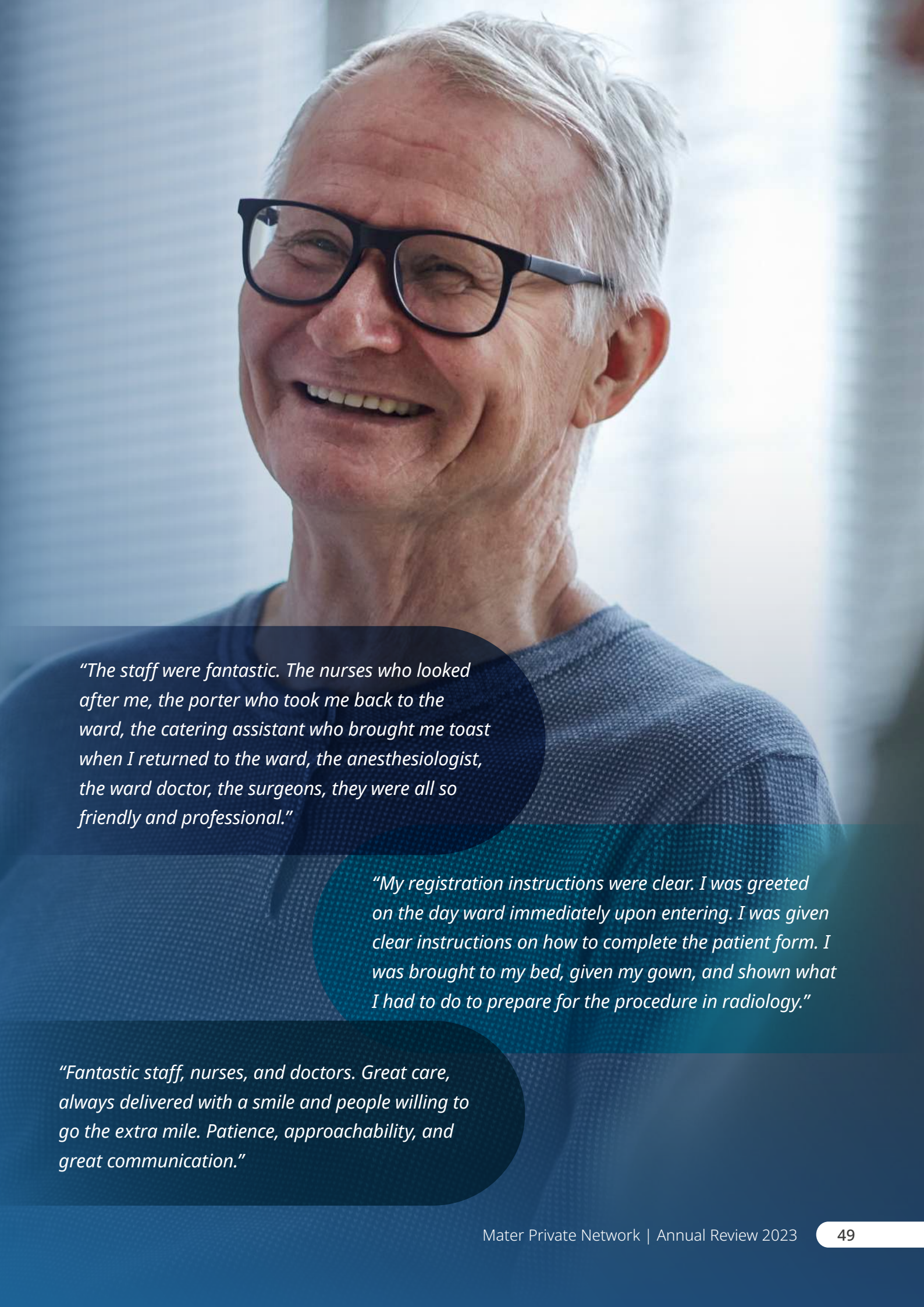


Overall Patient Satisfaction



Likely to Use Mater Private Again





"The staff were fantastic. The nurses who looked after me, the porter who took me back to the ward, the catering assistant who brought me toast when I returned to the ward, the anesthesiologist, the ward doctor, the surgeons, they were all so friendly and professional."

"My registration instructions were clear. I was greeted on the day ward immediately upon entering. I was given clear instructions on how to complete the patient form. I was brought to my bed, given my gown, and shown what I had to do to prepare for the procedure in radiology."

"Fantastic staff, nurses, and doctors. Great care, always delivered with a smile and people willing to go the extra mile. Patience, approachability, and great communication."

Mater Private Network Quality of Care

Mater Private Network is renowned for the care we provide to our patients and each year we make a concerted effort to maintain and improve care standards in line with national and international best practice. We strive to deliver exceptional, safe, and compassionate care at every touch point of our patients' journey.

Joint Commission International (JCI)

In 2023, we once again retained our Joint Commission International (JCI) gold standard accreditation for an eighth year in Dublin and for a fourth year in Cork.

The review and survey process for accreditation was rigorous. In 2023 JCI carried out two in-depth surveys in our facilities which lasted four and five days, respectively.

We were assessed on over 1,200 measurable elements across 10 Mater Private Network sites. This comprehensive triennial survey sought to validate compliance across all departments and services to the standards and intent of measurable elements.

Not only did the hospital receive a positive survey findings report, but the glowing verbal feedback from the surveyors echoed the sentiments and drive of the clinical staff to maintain the safety culture year-round.

Our process to ensure that we reach this accreditation includes:

- ✓ Performance measurement, clinical audit and benchmarking against national and international standards.
- ✓ Proactively identifying and managing risk.
- ✓ Clear accountability for quality, safety, and patient satisfaction.
- ✓ Investment in innovation, technologies, and expertise.

Some of the many achievements in 2023 include:



Bord Náisiúnta na hÉireann um Chreidiúnú
Irish National Accreditation Board

Irish National Accreditation Board (INAB)

- Pathology & Laboratory 15th consecutive annual accreditation.
- Continued participation in the National QA programmes in Histopathology, reporting data at a hospital and national level.



Health Information Quality Authority (HIQA)

- Positive onsite inspections across a number of Mater Private Network sites.



Mater Private Network Continuous Improvement

Patient feedback and outcomes from our internal audit and accreditation processes provide us with the necessary information to identify areas where small margins of improvement lead to larger impacts on patient care at all levels.

Clinical Care Pathway Projects

In line with the Joint Commission International (JCI) standards, these projects enable us to ensure a consistent and evidence-based healthcare journey for patients across our network.

Ares of focus in 2023 included:

1. Patient Discharge
2. Cardiac Ablation – Farapulse
3. Sepsis Management
4. Spinal Injections (Cherrywood)
5. Rapid Access Lung Clinic

Quality Improvement Initiatives (QII)

Linked to the hospital leadership improvement priorities, 51 different projects were led by departmental teams to achieve sustained improvements in processes and quality of care.

Priority 1:

Patient Experience: Registration to Discharge

Priority 2:

Improve Medication Safety and Communication

Priority 3:

Infection Prevention and Control

Priority 4:

Prevention of Falls

Priority 5:

100% Compliance with all International Patient Safety Goals

Cost Quality Initiative:

Work began in 2023 to implement the use of automated dispensing units for medicines on the inpatient wards at our Dublin hospital. This investment will see a reduction in the time spent managing medicines stock and dispensing by pharmacists and nurses. The use of these units will improve oversight of medicines use and increase the safety of medicines management in the hospital.

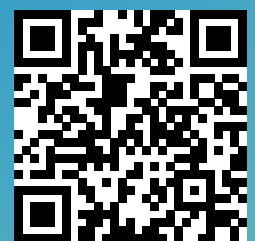
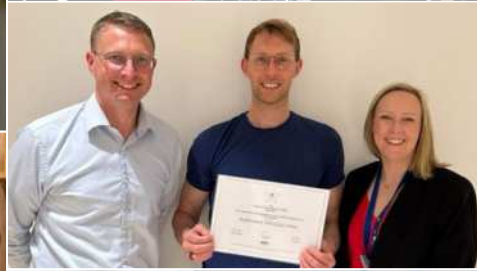


Mater Private Network Services & Specialties

Our integrated network of care is far-reaching and provides a range of services across several specialities. These services are offered by more than 300 of Ireland's leading specialist consultants. Services and specialties include:

- ✓ Aeromedical
- ✓ Arrhythmia Clinic
- ✓ Cancer Genetics Clinic
- ✓ Cardiac Testing
- ✓ Cardiac Transfer
- ✓ Catheterisation Laboratories
- ✓ Central Decontamination Unit
- ✓ Complex Higher-Risk Indicated Patient Programme (CHIP)
- ✓ Day Diagnostics
- ✓ Day Oncology
- ✓ Day Procedure Unit
- ✓ Diagnostic Imaging
- ✓ Dietetics
- ✓ Emergency Department
- ✓ Gastrointestinal Function Lab
- ✓ Health Screening
- ✓ Heart Failure Clinic
- ✓ Intensive Care Unit
- ✓ Isolation Rooms
- ✓ Laboratory
- ✓ Laminar Air Flow Theatres
- ✓ Outreach Clinics
- ✓ Paediatric Care
- ✓ Palliative Care
- ✓ Phlebotomy
- ✓ Physiotherapy
- ✓ Pre-Assessment Unit
- ✓ Pulmonary Function Lab
- ✓ Radiotherapy
- ✓ Rapid & Direct Access Clinics
- ✓ Robotic-Assisted Surgery
- ✓ Same Day Surgery
- ✓ Survivorship & Moving On Programme
- ✓ Triple Assessment Clinic
- ✓ Urgent Cardiac Care
- ✓ Urodynamics

- ✓ Anaesthesia
- ✓ Bariatrics
- ✓ Cancer Genetics
- ✓ Cardiology
- ✓ Cardiothoracic
- ✓ Colorectal
- ✓ Cranio/Maxillofacial
- ✓ Dental & Oral
- ✓ Dermatology
- ✓ Diabetes
- ✓ Ear, Nose & Throat
- ✓ Emergency Care
- ✓ Endocrinology
- ✓ Endoscopy
- ✓ Gastroenterology
- ✓ General Surgery
- ✓ Geriatrics
- ✓ Gynaecology
- ✓ Haematology
- ✓ Histopathology
- ✓ Infectious Disease
- ✓ Microbiology
- ✓ Nephrology
- ✓ Neurology
- ✓ Neurophysiology
- ✓ Oncology – Medical
- ✓ Oncology – Radiation
- ✓ Oncology – Surgical
- ✓ Ophthalmology
- ✓ Orthopaedics
- ✓ Paediatrics
- ✓ Pain Management
- ✓ Palliative Care
- ✓ Pathology
- ✓ Pelvic Health
- ✓ Radiology
- ✓ Reconstructive & Aesthetic
- ✓ Respiratory Medicine
- ✓ Rheumatology
- ✓ Sleep Disorders
- ✓ Spinal Surgery
- ✓ Sports Medicine
- ✓ Urogynaecology
- ✓ Urology
- ✓ Vascular
- ✓ Women's Health



Scan the QR code to watch the video



www.materprivate.ie

