

eHEALTH NEWSLETTER

A monthly newsletter brought to you by the eHealth Communications Team.
If you wish to contribute please contact us at communications.ehealth@hse.ie

ICT & Cyber Programme Chief Technology Transformation Office (CTTO)

By Michael O'Kane
General Manager - ICT & Cyber Transformation

The ICT & Cyber programme was established in the summer of 2022 following an immense recovery effort in the aftermath of the 2021 Cyber Attack on the HSE. The ICT & Cyber programme is led by Programme Manager Michael O'Kane, under the remit of the Chief Technology Transformation Office. The overarching purpose of the programme is to enhance the Cyber Posture of the HSE and the broader Irish Health Service, and to increase resilience against numerous cyber threats that continue to attack organisations, large and small, across the globe. The programme seeks to fulfil this purpose through the provision of funding support and establishment of governance structures for cyber related programmes with its partners in the HSE, namely programmes led by the CTO, CSE and CISO, as well as programmes in voluntary organisations.

The ICT & Cyber Programme tracks the

progress of the HSE toward being more resilient to future cyber-attacks via an internationally recognised methodology, namely the National Institute of Standards and Technology (NIST) Cyber Security Framework (CSF), the Information Systems Audit and Control Association (ISACA) and, the Control Objectives for Information and Related Technologies (COBIT).

The initial independent assessment against this methodology in December 2021 resulted in the HSE achieving an average cyber security maturity rating of 1.18 out of 5.00 across the five NIST domains Identify, Protect, Detect, Respond and Recover. Comparing the HSE's rating against peers, the Private Sector scored on average 2.47 out of 5.00, other Public Sector bodies averaged 1.75 out of 5.00 while large organisations averaged 2.26 out of 5.00.

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ICT & Cyber Programme

Chief Technology Transformation Office (CTTO)

Upon commencing the programme in 2022 and receiving funding from the Department of Health at the beginning of 2023, the programme focussed its efforts on 5 key areas related to cyber security in a bid to enhance the HSE's cyber security maturity rating.

These areas are detailed below:

Compliance & Training:

Support HSE and Voluntary Hospital compliance with the relevant regulations and support the delivery of a comprehensive, formalised cybersecurity training and awareness programme to all staff.

Security Operations:

Support the maintenance and enhancement of appropriate security operation services through the provision of Security Operations Centre and Security Information and Event Management services.

Foundational Technology:

Invest in the continuous modernisation of the technology estate to enhance the foundational infrastructure on which the organisation is dependent and cyber criminals often target.

Threat & Vulnerability Management:

Support and fund the proactive testing and scanning of the networks and systems to identify vulnerabilities and security weaknesses, by simulating cyber-attacks.

IT Service Management:

Support the provision of an enhanced asset register and configuration management database (CMDB) to provide more comprehensive information,

cataloguing and configuration details of the HSE technology estate.

As the ICT & Cyber programme was progressing in its first full year, it was again independently assessed versus the NIST CSF framework in June 2023 to evaluate progress to date. The assessment outcome sees the HSE move from 1.18 to 1.89, which is an increase of 42% versus our target of 2.86 / 5.00. This is an excellent and accurate reflection of the work that has been done across the CTO, CSE, CISO, eHealth SMT and the ICT & Cyber programme. Nonetheless, the report did acknowledge that we need to continue to invest and be vigilant now and for many years to come to ensure we deliver on the target of 2.86 by 2030.

Accordingly, the programme will continue in its mission to enhance the cyber posture of the HSE and the broader Irish health service in 2024 and following years. In addition to continuing the progression of the 5 key focus areas already identified, the ICT & Cyber programme will also support the roll out of Office 365 in Voluntary Hospitals as well as scope a number of new initiatives designed to enhance the organisations cyber posture, including Third Party Risk Management. We are looking forward to continuing to work with our partners across the HSE and voluntary hospitals to promote good cybersecurity practices and protect the IT foundation of the HSE and broader Irish Health service.

You can view our web page on ehealthireland.ie [here](#).



Welcome to another month for our eHealth Book Club. Our book club meeting will take place today:

**Tuesday 10th October, 2023
at 1pm via MS Teams**

New members are always welcome to join and you can email us on: communications.ehealth@hse.ie
We meet on the second Tuesday of each month at lunchtime. If you haven't read the book you are still encouraged to join us for a chat and a cuppa. Its always fun to link in on a teams call that isn't work related!

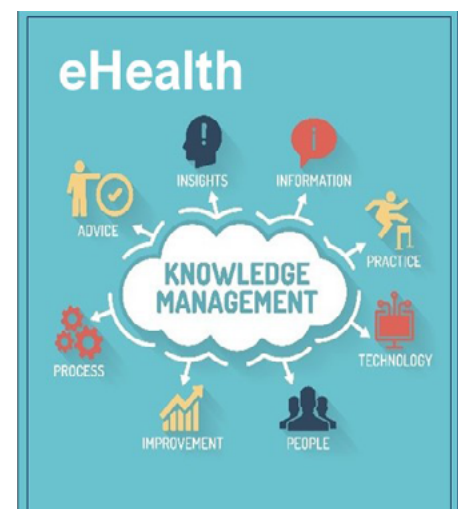
EAPandME
Employee Assistance Programme

Many of us experience stresses and strains in our work and personal lives and might be wondering if there is anyone there to help.

Call **0818 327 327**
to speak to someone who can help.

HALO
Acronyms for eHealth

There are so many acronyms in use within the HSE it can be hard to keep track of them all. Click [here](#) to view this valuable online tool called HALO which documents some of the most common acronyms we use in the organisation.



Public Sector Digital Transformation Awards 2023

MN-CMS EHR Programme

By Mary Mullins

Change and Transformation, Risk Management Lead,
Maternal & Newborn Clinical Management System Programme.



The team representing the MN-CMS EHR Programme at the inaugural Public Sector Digital Transformation Awards 2023 in the Shelbourne Hotel from L-R: Ger McAleer, Joan Malone, Emma Flaherty, Aileen Murphy, Catherine Jinks, Mary Mullins, Brian Kehoe, Fiona Lawlor, Eileen Burke, and Aileen Pekoz.

The MN-CMS team was honoured to be shortlisted for the HealthTech Innovation of the Year in recognition of the achievement of the MN-CMS Antenatal Visit (ANV) Medication Inbound Messaging Project at the inaugural Public Sector Digital Transformation Awards 2023.

This innovation was achieved under the leadership of Emma Flaherty, Senior Informatics Pharmacist and Eileen Burke, Senior Project Manager in collaboration with hospital pharmacists, GPIT, GP vendors, the Healthlink team and Oracle-Cerner.

The quality improvement project optimised MN-CMS EHR capabilities to accept and file medication and vaccine information provided by the GP as part of the electronic ANV Shared Care messaging via Healthlink. This is the first project nationally to develop a process for standardisation of medication-related information between GP systems and an EHR - an essential building block for the development of an Irish Summary Care Record as envisaged by Sláintecare.

The key objectives of this innovation:

- Reduce avoidable harm from medications by improving medication safety at transitions of care – a

key priority for the World Health Organisation (WHO).

- Enhance patient care and improve health outcomes by developing automated, clear, relevant and timely communication of medication and vaccine information between GPs and MN-CMS.
- Enable staff, in the provision of antenatal care in MN-CMS sites, to have full oversight of vaccines administered and medications prescribed and discontinued by the GP within the previous 12 months.
- Implement Health Information and Quality Authority's (HIQA) recommendation to focus on improving medication safety by using the electronic solution to reduce time spent by clinical staff on medication-reconciliation.
- Ensure that the medication details in the ANV Shared Care messages inbound to MN-CMS allows the automated acquisition of GP medication information.
- Provide support to clinical staff completing medication reconciliation by automating one source of medication information and facilitate the documentation of the most

accurate medication history possible to support improved patient safety and care.

- Enhance clinical audit and research through standardisation of medication information in alignment with Sláintecare Strategic Action 10, which advocates integrated patient-centered care and improving data, research and evaluation capabilities.

Implementing Health Information and Quality Authority's (HIQA) recommendation to focus on improving medication safety by using our electronic solution to reduce the time spent by clinical staff on medication reconciliation is a national requirement.

Scalable potential:

- This optimisation project for messaging between GP systems and MN-CMS developed into a pioneering, pathfinding project to enhance the semantic interoperability between the GP systems and an EHR.
- No other system in the Irish market has developed these medications information capabilities.
- All 19 maternity facilities will have this information for their patients when they adopt MN-CMS.
- Semantic understanding - The area of medication and vaccine information is complex and the absence of a national drug file generates further complexity, ensuring clear understanding among all parties is essential for future scalability and was central to this project.
- This solution is the foundation upon which further innovation is unlocked i.e. potentially use the GP as a consistent, accurate source of medication information for all patients being referred into acute care to ensure seamless medication reconciliation at transitions of care.
- This would save clinical staff time (GP's and staff in acute care) spent on obtaining and supplying a medication history for all patients in Ireland.

eHealth - 'A day in the Life Campaign'

By Helena Murphy,
Social Media Lead, eHealth Communications.

Colleagues, we're pleased to announce that we are working on a "Day in the Life" campaign. This initiative is designed to feature the incredible people across eHealth and showcase their work throughout the Health Service Executive.

We hope to use the "Day in the Life" campaign to showcase the daily experiences and contributions of eHealth staff, offering a behind-the-scenes look at the diverse roles in eHealth, including software developers, data analysts, network administrators, cybersecurity experts etc. We want this campaign to highlight the unique perspectives, challenges, and rewards of these different IT jobs across eHealth.

Some of the benefits this campaign can bring is to be a source of inspiration for individuals considering a career in IT with eHealth. By providing an authentic look at what staff in various IT roles do on a daily basis, it can help students and newcomers gain insights into eHealth. This exposure can encourage more individuals to pursue IT careers, bridging the talent gap.

We know IT is at the forefront of technological advancements, and the campaign provides an opportunity to highlight the innovative projects and cutting-edge technologies that eHealth IT



professionals work with. This cannot only attract tech-savvy recruitment candidates but also potential collaborators and partners.

As eHealth often works in collaboration with other departments, we envisage that the 'Day in the Life' campaign can help employees from different areas of the Health Service Executive gain a better understanding of the IT function, which in turn can lead to smoother interdepartmental collaboration and more efficient project execution.

How can you contribute?

We have a short questionnaire for you to fill out with information you are comfortable sharing; we will also need a profile picture of you in your work environment. This information will be hosted on the [eHealth Ireland Careers webpage](#) and shared across our social media platforms.

We appreciate your contribution and look forward to learning more about your workday. If you would like to be part of this campaign or to discuss further please contact me at Helena.murphy1@hse.ie.

Free Online Courses with

ecollege

eCollege is a SOLAS-funded online training facility. It provides a range of free online courses with certificates, available any time. If you want to learn at your own pace, eCollege is perfect for you.

eCollege courses are free, part-time, certified, and always on-demand, so you can get started straightaway.

The courses could help you whether you are already doing a course and want to add to your learning or you simply want to improve your skills or learn new ones. The courses are designed to give you specific skills training with certification,



to help you improve your skills.

How to qualify

eCollege courses are currently free to anyone over 18 who holds a valid PPSN and has a postal address in Ireland.

If you are not sure what to expect from an eCollege course, you can find out more information on the [eCollege website](#).

Please note, while these courses are intended to be completed outside of normal working hours, you should discuss same with your line-manager, particularly if the course(s) form part of an agreed Performance Achievement discussion.

Celebrating Success!

Recruitment Survey Yields Excellent Results

By Linda Reck
eHealth Communications

Universum (a partner of Irishjobs.ie) issued their recent survey findings for Ireland's Most Attractive Employers for 2023. Several categories of students were surveyed, one of which was The Most Attractive Employers 2023 - voted for by Tech students. We are pleased to announce that HSE eHealth is now in the top 40 of employers of choice for students. This is an increase in our ratings on the Universum 2022 survey. The result is due to the tireless efforts of eHealth staff to raise the profile of our services.

This year we have taken part in Job Fairs both in Galway and Dublin with over 1,800 people attending. Several college fairs in TU Dublin, Hackathons in DKIT Dundalk and we have other college events planned to further boost our profile.

"As CIO I am delighted that the HSE is in the Top 40 Employers, the whole eHealth team have tried very hard to make the HSE an attractive place to work for technology staff."

"We provide a challenging environment, where you can really make a difference to your family, community and the country."

Fran Thompson, CIO eHealth HSE.



On social media and our website ehealthireland.ie we continue to promote our varied and invaluable programmes of work. Our colleagues in Recruitment are tireless in their commitment to recruiting talent and doing so under extreme pressure as eHealth continues to grow with the introduction of the CTTO and CISO functions.

This success of being in the top 40 tech employers as voted by tech students would

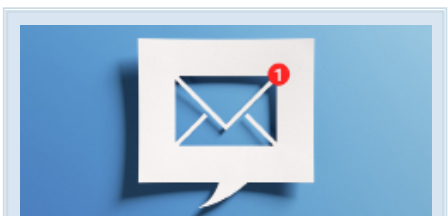
not be possible without an all-eHealth endeavour to promote the valuable work and innovation within our service. We value and appreciate our staff's contributions in building a strong profile, attracting top talent, and fostering a positive work environment.

Moving forward, we will continue to utilise the insights gained from the survey to refine our processes and ensure that we maintain our reputation while continuing to grow our profile.

"As Chief of Staff in eHealth, it makes me extremely proud to see our efforts come to fruition in this great achievement, earning our place as an attractive employer in the area of Technology."

"This success is a testament to the exceptional teamwork and commitment that permeates the eHealth organisation."

Joyce Shaw, Chief of Staff eHealth HSE.



Recruitment:

eHealth.recruitment@hse.ie
eHealth.hr@hse.ie

Employee Relations

Employeerelations.ehealth@hse.ie

Training & Development

eHealth.training@hse.ie

Mobile Telephony

Mobile.queries@hse.ie
Mobile.ne@hse.ie

Finance

Finance: infrastructure.orders@hse.ie
Capital: revenue.po@hse.ie

Executive Support:

DSHmgt.Support@hse.ie
New Staff: NewStaffIT.ehealth@hse.ie

Communications

Communications.ehealth@hse.ie

Most Attractive Employers 2023 as voted for by Tech students:

1	Google	👍
2	Apple	👍
3	Microsoft	👍
4	Intel	👍
5	Amazon	👍
6	Facebook	👍
7	Dell Technologies	👍
8	Samsung	👍
9	TikTok	New
10	Activision Blizzard	👍
11	Twitter	👍
12	IBM	👍
13	Adobe	👍
14	PayPal	👍
15	Accenture	👍
16	Oracle	👍
17	Workday	New
18	SAP	👍
19	J.P. Morgan	👍
20	LinkedIn	👍
21	Cisco Systems	👍
22	Pfizer	👍
23	EY (Ernst & Young)	👍
24	Ericsson	👍
25	Salesforce	👍

26	RTE	👍
27	Deloitte	👍
28	Aer Lingus	👍
29	Sky	👍
30	PwC	👍
31	Johnson & Johnson	👍
32	AIB	👍
33	Boston Scientific	👍
34	eBay	👍
35	Vodafone	👍
36	KPMG	👍
37	An Garda Síochána	👍
38	Coca-Cola HBC	👍
39	Huawei	👍
40	Health Service Executive (HSE)	👍
41	PepsiCo	👍
42	Bank of Ireland	👍
43	Airbnb	👍
44	Department of Education/Teaching	👍
45	Hewlett Packard Enterprise	👍
46	Ryanair	👍
47	Bank of America	👍
48	Insh Assurance Authority	👍
49	Penneys (Primark)	👍
50	Central Bank of Ireland	👍

Performance Achievement

Performance Achievement (PA) helps you develop in your role and gives you the opportunity to meet with your manager to discuss your learning and development needs.

To simplify the process, the PA team have introduced a new form which is applicable to all staff. Links to the new form can be found [here](#) together with a guide to completing your PA Form:

PA Reporting

National HR only require reporting on the first PA meeting of the year. Data on any follow-up PA meetings after the initial meeting is not required.

PERFORMANCE ACHIEVEMENT



Outline clear
objectives & Goals



Improves how
we deliver
health services



Helps you **develop** in
your role and gives
clear vision of where
you are going

Performance Achievement is a **meeting** with your line manager about your future.

- Set your goals
- Receive feedback
- Gain clarity about your role
- Improve job satisfaction
- Support and training requirements

More Info:

Discovery Zone
via [HSeLanD](#)

HSeLanD Modules

[PA Hub](#) on
HSE website

Clinical Management System (CMS) Go-Live National Forensics Mental Health Services (NFMHS)

By **Pauline Fitzgerald**
SCS CMS Programme Manager

We are pleased to report the National Forensics Mental Health Service (NFMHS) has gone live with the Clinical Management System (CMS). This is a fantastic achievement, and we would like to take this opportunity to congratulate all involved.

We wish to acknowledge the work and effort that went into making this possible. The transition from paper based records and processes to digitisation could not have happened without the patience and perseverance of the highly dedicated NFMHS Project TIDE Team who have worked tirelessly over the past 2 years in coordination with the eHealth Specialised Clinical Management System CMS Programme Team (SCS-CMS) and TrakCare CMS Team InterSystems.

The requirement for implementing a Clinical Management System through digital technology came about through a government led initiative called the Digital Government Oversight Unit (DGOU).

A directive from the DGOU is that mental health systems should be organised electronically. A CMS allows for the delivery of improved and safer patient care through digitisation of the patient journey. It aims to benefit the organisation, staff, and patients through support of best practice and optimising patient safety. Evidence to support digitisation of the patient journey has been referenced across national and international organisations.



Pictured (L to R): Jodie McCrann, HSE eHealth Senior Business Analyst, Thea Murtagh, HSE eHealth Project Manager, Mary Cooke, HSE ICT Delivery Director, Katie O'Rourke, HSE ICT Deputy Delivery Director, Fran Thompson, CIO, Pauline Fitzgerald, HSE-eHealth Programme Manager, Marie Byrne, HSE-eHealth Senior Project Manager, Paul Byrne, HSE eHealth Project Manager, Gayle Reilly, HSE eHealth Senior Project Manager, and Greg Lambert, HSE eHealth Project Manager.



Photographed above - Fran Thompson, CIO eHealth speaking at the event.

The Journey to a CMS

The HSE received two business cases put forward by two non-acute hospitals providing specialised care services for the procurement and implementation of a CMS. The work carried out at this time became the basis for developing a HSE Single Vendor Framework for a Clinical Management System for Specialised Care

Services.

A Single Party Framework Agreement for a Clinical Management System for Specialised Care Services took place in May 2022. This four-year framework establishes an agreement between the HSE and InterSystems BV which provides for the following:

- Supply
- Modification
- Installation
- Integration
- Implementation
- Hosting
- Data Migration
- On-going Support

Project Methodology & the CMS Project Team

The project followed the ARIES methodology and at each phase the team worked to complete each element. Work leads and workstreams were established with agile methodology and sprint planning implemented to facilitate the work.

Approach

Significant work went into looking at the standards, legislation, and best outcome for NFMHS patients.

Continued to next page.



Group photograph above of the eHealth and NFMHS forensics teams that collaborated on the rollout.

Clinical Management System (CMS) Go-Live National Forensics Mental Health Services (NFMHS)



Photographed above speaking on the day is Pauline Fitzgerald, eHealth Programme Manager.

This bespoke approach and tailoring of the system will ensure quality ways of working through digitisation and the delivery of the best care to patients.

The system has been developed around the model of care, developed back in 2019 for the National Forensic Mental

into the TrakCare System.

The system has been built to provide efficient and effective working practices for staff and to enhance how care is delivered to patients and continues to uphold the NFMHS mission, vision, and values.

Sterling work and dedication has been shown by all involved in the project. The Go Live was a great success with positive feedback on the system apparent from the very start.

Click [here](#) for more information on NFMHS.

For more information on the eHealth SCS-CMS Programme please click [here](#).

If you have any queries on the SCS- CMS programme please contact scs.cms@hse.ie



Photographed above - Danny O'Sullivan Senior Psychologist, NFMHS.

Health Service (NFMHS) and the seven pillars of which formed the basis of interventions with patients and is built



Photographed above, Eoin Markham, Applications & Transformation Manager, NFMHS.



Photographed above speaking to the group is Brenda Wright, Forensic Psychiatrist, NFMHS.

Vendor Specifications Document

SNOMED International

The Irish National Release Centre for SNOMED has produced a vendor specification document to support the procurement of new systems with a clinical terminology component. This specification document has been peer reviewed and approved by the SNOMED Governance Board.

CLICK HERE to view the document

eHEALTH CONNECT DASHBOARD

https://www.ehealthireland.ie/ehealth-connect/

eHealth REPORTING

eHealth reports are available to all staff on our shared Teams Folder - Click here to view.

Delivery Programme Managers' Forum Meeting

By Kathryn Kissane,
Deputy Delivery Director, Engagement & Delivery.



Fran Thompson, CIO eHealth, photographed above, welcomed Delivery Programme Managers to the second meeting of 2023 in the Ashling Hotel on 21st September and provided an update on current developments within eHealth.



Delivery Directors Martina Burns, Acute Delivery, and Mary Cooke, Community Health (photographed above), presented updates on their areas. Highlights from their presentations were confirmation that MedLis is on track to be delivered in Beaumont in Q2 2024 and the go-lives of the SCS-CMS in the NRH and NFMHS, as well as some interesting lessons learned.



Noreen Noonan, Delivery Director of ICT for Public Health, photographed above, spoke about planned new systems as well as the challenges of unplanned emergency projects where the team needs to react quickly to events such as the MPOX outbreak.

Roisin Doherty, Delivery Director for A2I-HIDs gave an overview of current activity in the area, noting that A2I-HIDs acts as an internal vendor in eHealth and is foundational in everything eHealth delivers.

Some of the other Delivery areas chose to present on specific projects within their remits. Seighin O'Diomasagh, Deputy Delivery Director of Corporate Programmes, photographed below, presented on the IFMS Programme,



and Theresa Barry, SSCRs Clinical Terminologies Lead, spoke on behalf of Standards & Shared Care Records about Clinical Terminologies and the Data Specification Management Process.



The afternoon sessions were devoted to areas outside of the Delivery Programmes which the group expressed interest in exploring at the last meeting. Tom Molloy of the PMO presented on Knowledge Transfer and Lessons Learned. He showed the work done by the PMO on a Lessons Learned dashboard, and noted that while most eHealth projects conduct Lessons Learned, only one third of them are done in a format that can be shared effectively, leading to lost opportunities for improvements.

James Carroll of the Technology Office gave a very interesting presentation on the Hosting Process and Backup. He invited submissions to the Technology Office Open Forum meetings which provide help and guidance to all areas of eHealth. He also spoke about the restructure of TO teams into product based groups and the IT Recovery Framework.

The concluding session of the day was by Chris Plunkett of the CISO's office, who provided an overview of CISO Security Risk Control Sets which can be of great assistance to Projects and Programmes as a central searchable knowledge base of potential security related requirements when defining solution requirements, evaluating vendors or changes to solutions. The overview presentation and additional information is available via the [CISO Security Risk Control Set web site](#).

The next meeting will be held virtually on 21st November and will include a presentation on eHealth Managerial Support.

Requests for speakers or workshop sessions on other topics should be sent to ehealthstandards.scrs@hse.ie.

eHealth Standards and Shared Care Records Staff Day

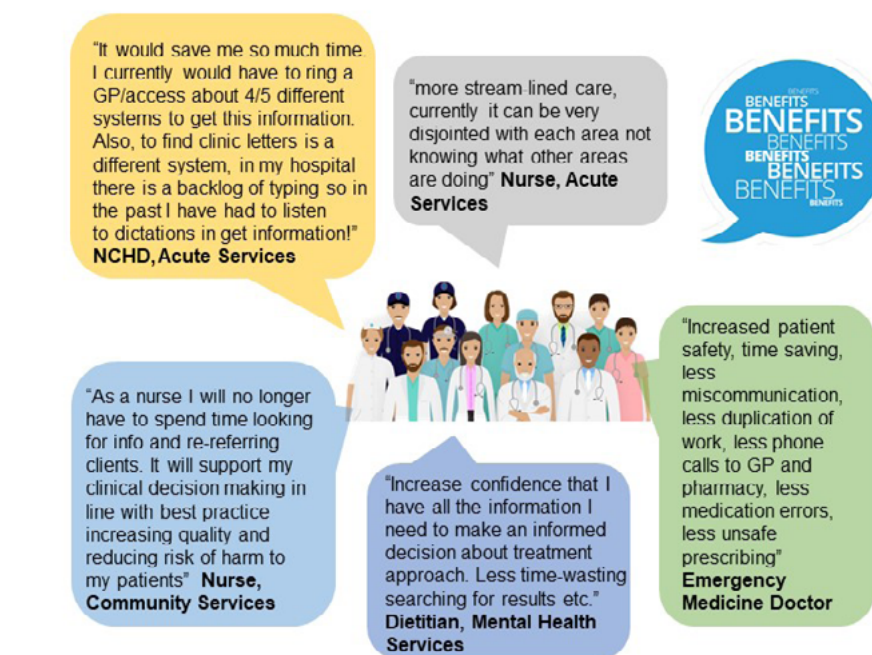
By Patrick Marren,
MyHealth@EU Lead, SSCRs

eHealth Standards and Shared Care Records (SSCRs) was formed in August 2022 by combining the Shared Care Records team with the Technical Architecture and Clinical Terminologies teams of the Enterprise Architecture function. The group has since expanded to 17 members who came together for their 2023 Staff Day on 19th September in the Ashling Hotel, Dublin. Kathryn Kissane, Deputy Delivery Director for Engagement & Delivery, opened the day with an update on the actions and highlights of SSCRs over the past year. Updates on the developments of each of the three areas in SSCRs, National Shared Care Record, Standards & Terminologies, and MyHealth@EU, were then delivered by the Team Leads.

Tony Hamill, National Shared Care Record (NSCR) Lead, provided an update on the requirements and tender process for the NSCR. The HSE issued an eTender under the Competitive Dialogue approach for an NSCR solution on 21st July 2023. Evaluation of Stage 1 responses has begun, and Stage 2 documentation is nearly complete. Tony also provided an update on the Health Information Bill and how it will impact the development of the NSCR in relation to data sources, data sharing, consent, and storage. He concluded with an update on the business benefits of the NSCR collated by the team from surveys of 850+ clinical stakeholders.

Patrick Marren, MyHealth@EU Lead, provided an update on technical standards and interoperability and the team's key initiative of exchanging health data with Ireland's EU partners. The EU commission has published extensive guidelines and technical specification for exchanging health data, and the Commission has mandated that all EU countries exchange data by 2030. The team are preparing for an extensive EU audit by DG Santé over the coming months. To assist with audit preparations, Patrick confirmed that Ireland successfully tested technical gateway conformance with EU specifications as part of the recent Wave 6 EU Test Projectathons.

Theresa Barry, Standards & Terminologies Lead, presented on the development



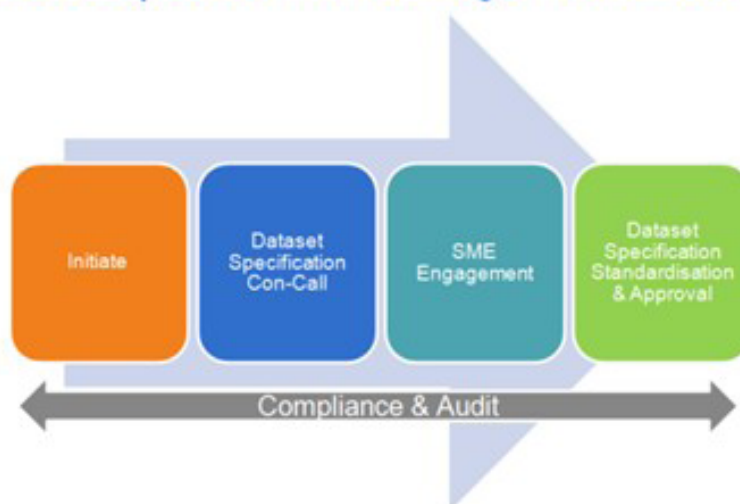
of the HSE Data Strategy and how this is interfacing with the European Health Data Space. Theresa is also EU Chair of the Hospital Discharge subgroup as part of the wider eHealth Network subgroup on semantics, and she briefed the team on the upcoming Hospital Discharge Report guidelines which are due to be finalised in the coming weeks. Anita Flynn then gave an update of the Irish National Release Centre for SNOMED. Yvonne Coughlan presented on the Dataset Specification Management Process, a data standardisation initiative to enable a standardised approach to dataset development. Denise Dawe developed

this theme with an update on the Data Dictionary pilot and the standardisation of metadata within the HSE. Theresa concluded the Team update confirming that the HSE are going to market to procure a Data Dictionary and a Central Terminology Service for the organisation and benefits for the NSCR.

Following the team updates, a session on the Patient Summary Record jointly presented by Theresa, Patrick, and Patricia Wilson of the NSCR team highlighted the shared dependencies amongst all three teams.

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Dataset Specification Management Process



eHealth Standards and Shared Care Records

STAFF DAY

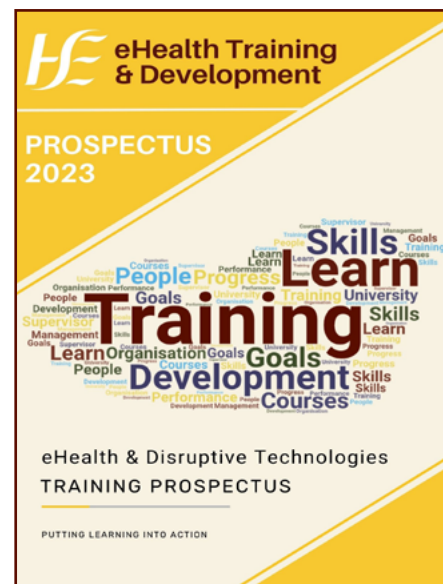
Standards & Terminologies provide the terminologies and data dictionaries to enable the NSCR to access and retrieve structured and coded health data from the multitude of applications currently storing patient data, while the MyHealth@EU team are reliant on this structured and coded patient data to exchange health data with our European partners and to meet Ireland's EU commitments for health interoperability.

The morning concluded with Andrew Lynch from National HR, who presented on Performance Achievement, providing an overview of the PA cycle and its benefits to staff career development.

The afternoon sessions presented an opportunity to learn about and discuss upcoming strategic initiatives. Gar MacCríosta held a workshop on HSE mobile Health App development, with its principle aim of empowering the

patient, followed by a lively discussion on features, functionality, UX, technical design and integrating with the NSCR. John Gilmartin expanded on this theme with a presentation and discussion on the upcoming Digital Health Strategic Information Plan. Working in tandem with the Department of Health, the Digital Health Strategic Information plan will provide better health outcomes enabled by seamless, safe, secure and connected digital health services and which support health and wellbeing for both our patients and providers. The plan is based on one vision, 6 pillars and 48 initiatives, many of which directly impact the SSCRs team.

If you would like to learn more about any of the topics detailed in this article, please see our pages on ehealthireland.ie or email ehealthstandards.scrs@hse.ie.



eHealth CAREERS



To find out about any positions that have been advertised for eHealth, please go to our [eHealth Careers Page on ehealthireland.ie](http://ehealthcareers.ie).

You can contact the HR Team on ehealth.recruitment@hse.ie



My Health @ EU
eHealth Digital Service Infrastructure
A service provided by the European Union

Dataset Specification Management Process (DSMP)

By Yvonne Coughlan,

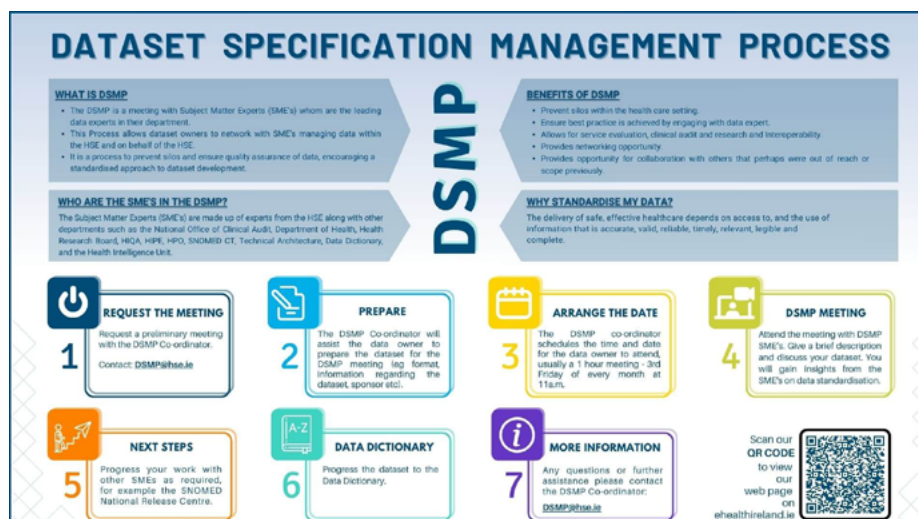
Business Analyst National Release Centre for SNOMED CT Enterprise Architecture

The eHealth Standards and Shared Care Record Team would like to share a new infographic on the Data Specification Management Process.

This infographic is to assist those who are planning on standardising their data for new digital health solutions. The DSMP is a fantastic opportunity to network with data specialists internal and external to the HSE. It will assist in standardising the data to future proof it. The new infographic sets out the process clearly.

Please contact the DSMP co-ordinator at DSMP@hse.ie to ensure the dataset for your project is aligned and shareable with international standards.

For more information go to the DSMP web page on ehealthireland.ie



A2i-HIDs Event in Drogheda

By Sean Toner,
eHealth Training & Development



Photographed above L-R: Fergus Murray, GM Programme Manager, Philip McKee, GM Programme Manager, Yvonne Cantwell, GM Programme Manager, and Róisín Doherty, Delivery Director for A2i-HIDs.

The 2023 A2i-HIDs staff event took place on Thursday 17th August in the HSE offices in Southgate, Drogheda.

Access to Information and Health Identifiers (A2iHIDs) are the technical service that connects, captures and delivers information to health and social care system users. The team develops, supports and manages services which enable change and improved efficiencies within the Health Service through the use of connected eHealth solutions.

This was the first all-day staff event for the A2i-HIDs division in some time and the objective was to look back over the year's achievements and also outline future plans. A further goal of the day was to introduce new staff and reconnect the wider teams and functions.



The event was opened by eHealth's Chief Information Officer, Fran Thompson, who spoke on the growth of A2i-HIDs from 10 individuals to a team of more than 50 people. He also noted how A2i-HIDs play a vital role in the eHealth structure and they can further strengthen themselves



Photographed above speaking at the event - Fran Thompson CIO eHealth HSE.



and support the HSE through networking and knowledge sharing opportunities.

The 2023 A2i-HIDs staff event proved to be a success and was a great networking opportunity for staff across the division. The inclusion of relevant speakers and workshops for group discussions, outlined the fantastic support of A2i-HIDs as a core function of eHealth and the HSE.

DATA

COLLABORATION WORKSHOP

GeC GUINNESS
ENTERPRISE
CENTRE

HSE

Get Your Data Right. Get your data right first time.
Get right to the heart of patient care.

✓ **Wednesday**
October 25,
9.30am–4.00pm

✓ **Guinness Enterprise Centre**
The Liberties, Dublin
Portershed, Galway
And broadcast live online

The area of focus for this event will be data quality and data governance as well as looking at case studies of how we are managing data transformation in the HSE.

We are inviting partners, vendors, start-ups, HSE colleagues, and academics to join our second workshop featuring presentations from our data specialists. We will explore the clinical impact of improving your identity data quality and clear data governance for improved patient outcomes. This interactive event will include workshops where you will have the opportunity to provide feedback to support us all in implementing a data-positive environment.

Learning Wins

- Understanding the importance of high data-quality collection
- Becoming data literate on identity data quality and governance
- Empowered patients and clinicians
- Employees understand and encourage the use of data to improve decision-making
- Service providers can collect, manage, and use data to provide better solutions for the patient journey

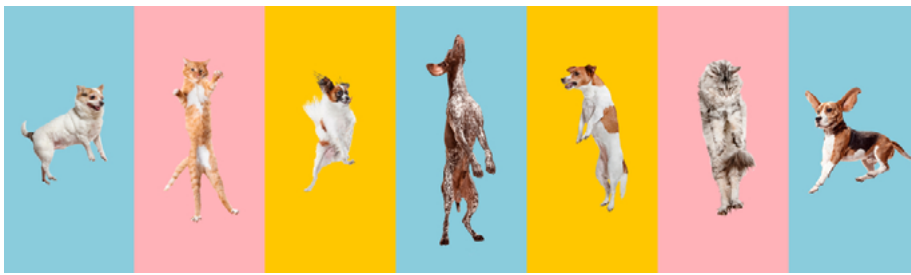
Data Wins

- Improved efficiencies
- Improved experience for staff and service users
- Improved care, trust and collaboration
- Better use of financial resources
- Better provider–user relationship

REGISTER NOW!

Let's make our Culture our advantage
Data and Digital Transformation is everyone's responsibility

For more information please email: hidsoffice@hse.ie

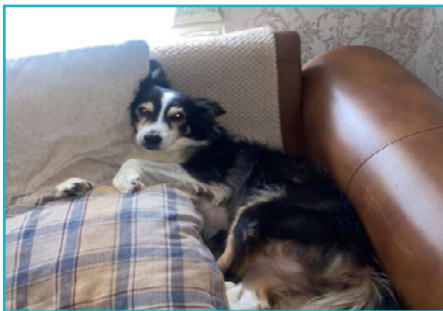


Pets Corner

This is Misty and she lives with Jessica Winters who works in our Training & Development department.

Misty is a 14 year old border collie and as you can see from the photograph, her favourite thing to do all day is peer out the window and wedge herself down the back of that sofa!

It's a dog's life!



Misty



Our newsletter aims to keep everyone informed about the latest happenings within eHealth, celebrate achievements, and share valuable insights. Whether its a new initiative you've been working on or an interesting project you've spearheaded, or any other noteworthy updates, we encourage you to share your stories, ideas, and insights. Your contributions will greatly enhance the diversity and richness of our newsletter, helping us foster a sense of community and connectedness within eHealth.

We value your expertise and look forward to featuring your input in future newsletters.

To our colleagues who have contributed to this publication and previous ones, thank you for your support and willingness to make our newsletter a source of information and inspiration.

if you would like to contribute, please contact us on:

communications.ehealth@hse.ie

LUNCH AND LEARN SERIES

The latest list of lunch and learn sessions are listed below.

All sessions take place on Fridays at 12.30 unless otherwise stated. These sessions have been hugely beneficial for us to learn about the work going on in teams across eHealth.

COMING UP SOON

20th October 2023

ePharmacy with Grainne Downey

10th November 2023

Specialised Care Services Clinical Management System (SCS-CMS) Community ICT with Pauline Fitzgerald & Thea Murtagh.

There was huge interest in the recent Lunch & Learn Session with Michael Redmond, COO and Joyce Shaw, Chief of Staff with over 350 people attending. This session was recorded and is available to view now on HSeLanD on the Discovery Zone.

Below are some links that may be useful to staff as a result of this session:

Employee Relations advice:
employeerelations.ehealth@hse.ie

Recruitment advice:
ehealth.recruitment@hse.ie

Training advice:
ehealth.training@hse.ie

If you missed some of the previous sessions, most of them are available on the Discovery Zone on HSeLanD.

[View this handy guide on how to find the Discovery Zone on HSeLanD](#)





The biggest names, the greatest laughs, and Ireland's largest comedy festival - it can only be Galway Comedy Festival. UK comedy superstar John Bishop headlines the event, alongside TV's Phill Jupitus, Milton Jones, and Seann Walsh, plus Irish legends Deirdre O'Kane, Ardal O'Hanlon, Kevin McAleer, Barry Murphy, Andrew Maxwell and David McSavage plus many more. [See here for further information](#)



Hurloween at Croke Park

Instead of 'ghouls', visitors will be talking 'goals' in Croke Park this Halloween with the return of the 'Hurloween' tours! GAA-mad kids can learn about Ireland's ancient sport. Hurloween Tours are suitable for children aged between 5 and 12. Tours include a visit to the Croke Park dressing rooms and a walk pitchside where tour guides will teach you more about the history and skill of hurling and camogie. [See here for further information](#)

Cork Jazz Festival

The Cork Jazz Festival, takes place in Cork City from 26-30 October 2023. The world-renowned festival will see its biggest programme yet, with more shows than ever before, an extended music trail through the city, and a stellar line-up of Irish and international musicians. Add to that pop-up events, late night parties, boat trips, collaborations and brass bands marching through the city streets.

[See here for further information](#)



Lú Festival of Light Drogheda

The Lú Festival of Light Drogheda will take place from 27 to 31 October and 02 to 4 November 2023. The Festival is based around a spectacular audio visual transformation of key heritage sites in the town of Drogheda, Co. Louth. The sites will be lit up with spectacular displays telling

remarkable mythological tales. The Festival will host live on-street performances, together with family friendly entertainment, in-venue entertainment in Drogheda's many cafés, bars and restaurants, together with an interactive element to the audio visual display. [See here for further information](#)



Dark History Tours Waterford

From 23 October - 27 October join the Curators of Waterford Treasures for a walk on the dark side. During this 90 minute fully guided tour you will be taken through the centuries, exploring the murky underbelly of Waterford. Vampires, ghosts, murderers and poor creatures from Waterford's past will make an appearance on this special limited edition tour experience. From the Viking Triangle to Ballybricken square, the city is filled with stories just dying to get out. [Tickets are available here](#)

eHealth

New Recruits

Introducing our new colleagues to the eHealth community.

Neil Clancy
Scrum Master



What is the top destination on your must visit list?

A very stock answer, and I'm not sure if I'll ever make it, but I'd love to see the pyramids in Egypt. Fingers crossed.

What has surprised you about your job so far?

Honestly, how warm and welcoming every single person has been so far! I've had the luxury of working in some friendly places and the HSE is right up there with the best of them.

If you could have dinner with anyone, dead or alive who would it be and why?

Tough one as I'm not sure he'd be a good dinner guest, but Jimi Hendrix is a personal hero of mine. I'd probably ask him to play guitar rather than talk over dinner though, so it might not count!

Nicola Murphy
Senior ICT Project Officer



What is the top destination on your must visit list?

South Africa.

What has surprised you about your job so far?

It's been really lovely to meet new people and everyone is very nice and welcoming.

If you could have dinner with anyone, dead or alive who would it be and why?

I'm a big Taylor Swift fan so would love to have dinner with her.

Will O'Sullivan
Project IT Administrator



What is the top destination on your must visit list?

Argentina.

What has surprised you about your job so far?

Meeting my cousin Denis in the staff room.

If you could have dinner with anyone, dead or alive who would it be and why?

Graham Hancock (writer) to discuss mysteries of the ancient world.

Eimear Crowley
Project IT Administrator

What is the top destination on your must visit list?

Thailand.

What has surprised you about your job so far?

The volume of things my team is responsible for.

If you could have dinner with anyone, dead or alive who would it be and why?

I would have dinner with Taylor Swift, she is my favourite artist since a young age and I would love to hear about her inspiration for all her hit songs.

