

eHEALTH NEWSLETTER

13 December, 2022.
Volume 2, Issue 11



PMI Greatest National Impact Award eHealth Project Shortlisted

Pictured above from the PMI Awards Night, L to R: Steve Jones - A2IHIDs (Health Identifier Team); Helen Coughlan - eHealth CTO; Fergus Murray - eHealth-A2IHIDs (Vaccination Integration); Roisin Doherty - Director A2IHIDs; Bernie Flynn - eHealth-Public Health (Covax); and Mark Bagnell - eHealth IIS.

By Róisín Doherty

Delivery Director A2i-HIDs

eHealth were recently short-listed by the PMI Ireland National Project Awards as 2 of the 5 programme finalists in the special category of Greatest National Impact Project for our role in both “The HSE’s eHealth Digital Response to the COVID Pandemic” and “The HSE’s Covid Vaccination Programme”.

The PMI awards celebrate outstanding success in project management; recognising individuals, projects, teams and organisations that have demonstrated excellence in the delivery of change and there was not a member of the eHealth team that did not play a role in the HSE’s Digital response to Covid.

The operational response to Covid

was so time critical that it quite simply could not have been achieved without the digital systems that were put in place and the capture of accurate and timely data and information required for the government and the HSE to make the decisions needed to protect the public and health services.

There were multiple technical systems, applications and devices that were rapidly deployed and securely integrated on the HSE’s network infrastructure to provide registration portals, identification services, tracking systems for Covid Testing, Contact Tracing and Vaccinations, appointment scheduling, telehealth services, SMS text message communications and secure electronic messaging and electronic prescribing.

Continued on next page.

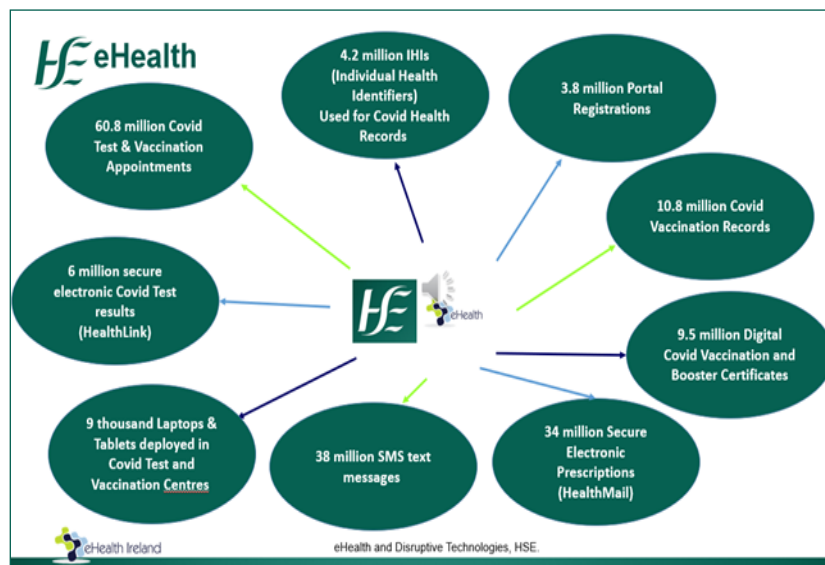


Inside this issue:

| | |
|-------------------------------------|-------|
| A2i-HIDs shortlisted for PMI award | 1-2 |
| Leadership Programme | 3-6 |
| Message from Joyce Shaw | 7 |
| SNOMED CT Vendor Specifications Doc | 7 |
| Lunch & Learn | 7 |
| SPARK Event | 8 |
| European Health Innovation | 9 |
| eHealth Team Focus: SAP CoE—BIU | 10-11 |
| Events | 12 |
| eHealth Induction Day | 13 |
| Christmas Pets Feature | 14 |
| Employee Assistance Programme | 15 |
| Meet our new eHealth Colleagues | 16-17 |

Furthermore, the digitisation of information provided by these systems allowed eHealth to provide timely data analytics and the health intelligence data required to enable public health services to track the disease and operationally respond to demands for Covid testing and vaccinations. The table below provides an indication of the scale of delivery by the eHealth teams across the Covid Response pathway:

patient, carer, clinician or health worker, that did not benefit from the availability of the vaccination, contact testing and tracing systems, devices and data intelligence delivered by eHealth. While it has been a very challenging 3 years now for eHealth, it has been so rewarding for us to have had the opportunity to demonstrate what technology can do and how it can transform the way our health workers can



It is testimony to the quality of the systems that were delivered that these systems, while rapidly deployed, have remained secure and available on a 24 hours basis, 7 days a week since the onset of Covid and were not impacted by the Cyber event in May 2021.

The award was ultimately decided by public vote with the award going to the HSEs Covid Vaccination Programme resonating the most - all made possible by eHealth with the vaccine registration portals using the Individual Health Identifier (IHI) creating Covid vaccination records, in turn generating the Digital Covid Vaccination Certificates allowing citizens to travel and dine out as restrictions eased.

There was not a member of the nation's population, citizen,

efficiently deliver Health Services. All that we have done has made an impact for our colleagues in the HSE, the wider public service, our clinicians our front line health workers and indeed the wider population of Ireland.

We are immensely proud of all of the entire eHealth team, for their skills and work ethic displayed during such a challenging time and are delighted to have it recognised not only on such a prestigious platform as the PMI awards but most of all, by members of the public, our own families and friends.

[Read more on this subject here.](#)



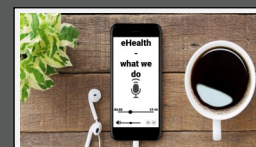
Access each playlist below by clicking on the image.

Our eHealth YouTube Channel can only be accessed by the links published here.

If your team would like more information on how you can utilise this platform for your teams' benefit, contact communications.ehealth@hse.ie



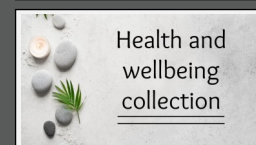
Sharing Insights



Backstage with eHealth



HSeLand



Health & Wellbeing

eHealth Leadership Programme

30th November, 2022
Richmond Education Centre



Fran Thompson, CIO speaking at the event.

"I enjoyed the programme immensely and in particular the individual mentoring sessions which I found to be very beneficial. I would happily recommend the programme to others to consider as part of their own development within eHealth." – Peter Roche.

"This programme offered a chance to



Kate Hanlon - creating a visual interpretation of the day.

The eHealth 8 day Leadership programme commenced on 17th May and concluded on 30th November 2022, at the Richmond Education Centre in Smithfield, Dublin.

This eight-day programme aims to advance the effectiveness of seasoned managers by challenging them with new insights, high energy learning exercises using best practices and tools as well as Action Learning opportunities.

On the final day of the Leadership Programme, the participants delivered a 'pitch' to eHealth's Senior Management Team on an initiative that enhances services to the organisation. 17 participants took part in the programme, with 13 pitches presented on the final day.



Some members of the Senior Management Team and Leadership Programme Participants posed for a photo beside the Christmas Tree.

learn and network across the sectors of eHealth. The long format course enabled relationships to bond, and time to workshop through real life work scenarios. The strong turn out from SMT was appreciated, the leadership class felt valued and listened to." – Martha Timlin.

"For me, it was an ideal forum to 'Harness the collective knowledge of colleagues'" – Ray Daly.

Continued on next page.

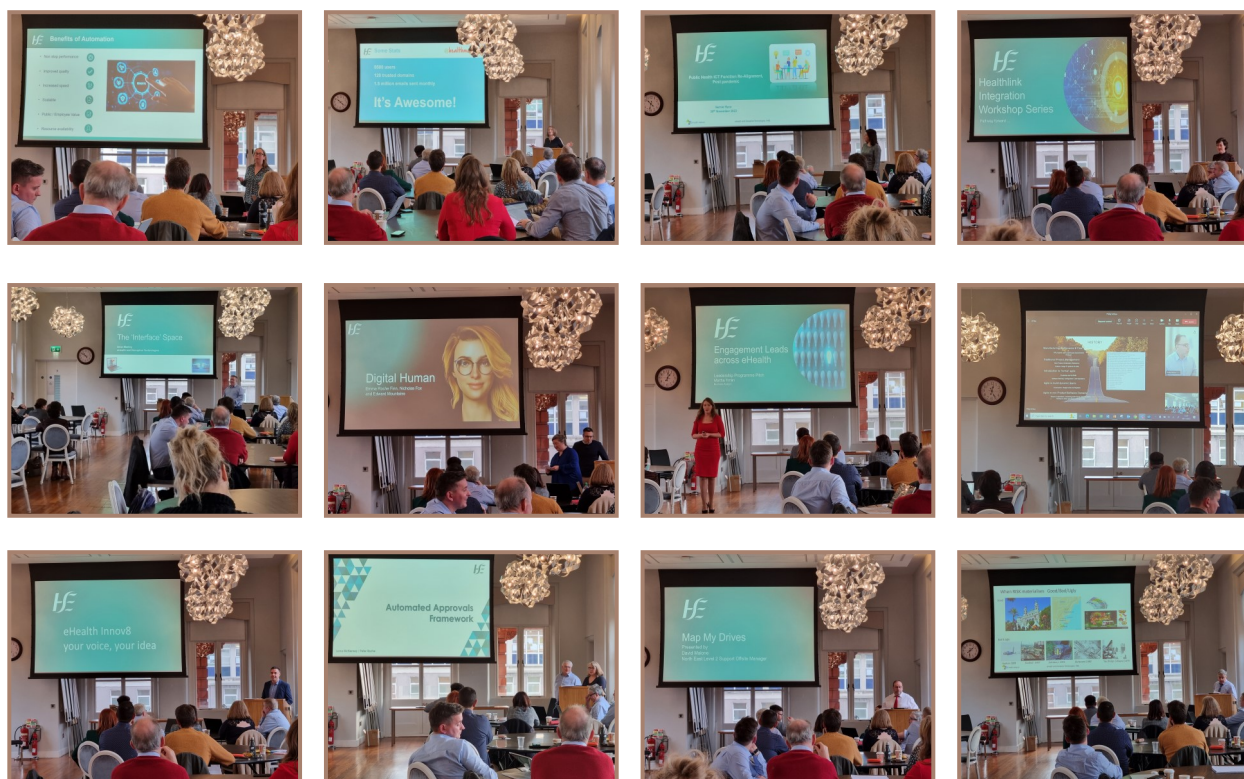
“I really enjoyed the course. The variety of topics covered along with providing mentors over the course of the training was both engaging and insightful. It was hugely beneficial to get to know colleagues within eHealth and gain an understanding of the functions within their departments. And finishing up the programme with presentations to SMT was a very positive experience.” – Karen Wynne.



Photo Blocks were presented to the participants on the day by Fran Thompson, CIO.



Below are some photographs taken on the day of the various presentations made by the participants of the eHealth Leadership Programme.



Below is the visual interpretation of the day by Kate Hanlon, eHealth Communications.



More photographs from the Leadership Day. Fran Thompson CIO presented each participant with their own eHealth Leadership Photo Block as seen on Page 4 as a keepsake from their Leadership Programme.



Pitch Titles and Presenters

| | |
|---|-----------------------------------|
| 1. Network Operations Center (NOC) | Aidan Ryan & Alan McKenny |
| 2. Automation Champions | Ciara Wynne |
| 3. Healthmail API | Karina Hull |
| 4. Public Health ICT Function Re-Alignment, post pandemic | Bernie Flynn |
| 5. The 'Interface' Space | Brian Markey |
| 6. Digital Human | Ed Mountaine, Nicholas Fox & Emma |
| 7. eHealth Innov8 – your voice, your ideas | Michael O'Kane |
| 8. Healthlink Integration Workshops | Karen Wynne |
| 9. Lessons from Agile | Philip McKee |
| 10. Map my drives | David Malone |
| 11. Engagement Leads across eHealth | Martha Timlin |
| 12. Automated Approvals Framework | Lorna McNerney and Peter Roche |
| 13. @RISK software | Ray Daly |

For individuals Grade VII and above that are interested in taking part in future Leadership Programmes, please keep an eye on HSeLand for any upcoming and available dates.

eHealth Newsletter

Joyce Shaw
Chief of Staff

Our eHealth newsletter continues to be a powerful and inspiring way to tell our human stories and spotlight our significant events. It has helped us celebrate employee milestones and honour individuals and team achievements. It is an indispensable communication

channel for staff while chronicling a true assortment of exclusive exposé.

As 2022 comes to a close I reflect on another great year for our newsletter. More importantly I want to sincerely thank and congratulate the fantastic eHealth team behind the newsletter. Thank you for all your hard work, efforts and dedication to the telling of our tales.

SNOMED

Vendor Specifications Document for HSE procurement of new systems

By Theresa Barry
Clinical Terminology Architecture Lead

Introduction:

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. This document should be shared with all prospective suppliers during the procurement process.

Benefits:

Doing so will ensure that data quality and data standardisation are

managed and architected within the system from the beginning. This will ultimately aid in interoperability and data sharing. With the Health Information Bill from the Department of Health being drafted and the legislation from the EU Health dataspace being planned, it would be prudent that the HSE is in a state of readiness and be prepared to enable data sharing, and overall improve data quality. The document is hosted on the eHealth Ireland page here. [Here you can read the Vendor Specification Document.](#)

For further information contact:

Theresa Barry, Clinical Terminology Architecture Lead



There are some really interesting Lunch & Learn sessions organised for the new year so put the reminders into your calendars so you don't miss them.

All sessions take place on Fridays @12.30 unless stated otherwise.

20th January 2023
Lunch & Learn kick-off for 2023

with Michael Redmond

3rd February 2023
National Integrated Medical Imaging System (NIMIS) 'The Big Bang'
with Keith Morrissey

17th February 2023
Project Management Office (PMO)
with Tom Molloy

3rd March 2023
Integrated Information Service (IIS)
with Mark Bagnall

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](#)



SPARK Event—25 November 2022

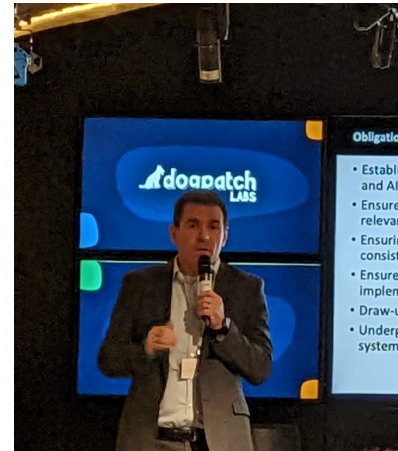
By Sean Toner
Training & Development

The 2022 Spark Forum on Artificial Intelligence and Machine Learning in Healthcare took place on Friday 25th November in Dogpatch Labs, Dublin. The event focused on the potential that Artificial Intelligence (AI) and Machine Learning have to revolutionize the healthcare industry, with the belief that cross-discipline innovation in this space can improve healthcare outcomes and also create business success. Minister of State at the Department of Public Expenditure and Reform Ossian Smyth, spoke of the national AI Strategy and the importance of building public trust before integrating AI into the workplace. By encouraging organisations to try things out and allowing them to fail, this will provide an experience that allows people to learn, develop and innovate in the future. Mark Bagnell from Integrated

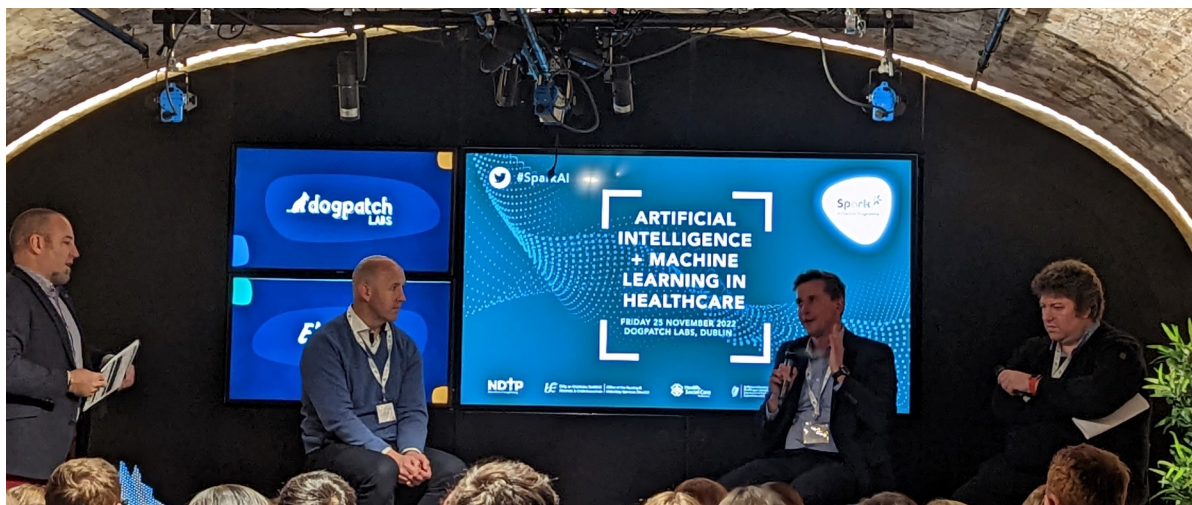
Information Services (IIS) represented eHealth at the event and spoke about the realities and challenges that IIS face in getting access to gather data to produce products, data integrations and dashboards for a number of stakeholders. Mark said that while AI is amazing, the HSE needs staff with the right skills, strong stakeholder relationships and strong data to support its effective implementation.

Interim HSE CTTO John Ward spoke on the EU Artificial Intelligence Act that will consolidate many of the existing acts around the world into one act which the Irish government will adopt. He noted that healthcare is not perfect and as doctors can make mistakes, so too can machines. Therefore there is great importance in adhering to what has been set out in the Artificial Intelligence Act.

This was an engaging event that featured great speakers from the healthcare service, start-ups, corporate business, researchers



and institutions and provided a platform to share ideas and thoughts on the realities of the introduction to AI in the workplace. With the key themes of the day being transparency and equity, we were treated to a great showcase of the benefits and the things to watch out for regarding AI in the workplace.



Irish Students partake in European Health Innovation Days

By Brian Markey
Senior ICT Project Manager

In October 2022, a series of Innovation Days, also known as i-Days, were run by the European Institute of Innovation and Technology (EIT) to promote health innovation in academic institutions across Europe. I was privileged to attend as a facilitator at the Dundalk Institute of Technology (DKIT) event on behalf of eHealth & Disruptive Technologies.

The event was attended by over 90 students and took place over a day and a half on the 25th and 26th October. The students came from various backgrounds including business, nursing and technology. We divided them into teams of 3 to 4 students, endeavouring to have a mix of backgrounds where possible. They had only 28 hours to come up with innovative solutions to a health problem.



DKIT i-Day Event - 25/26 October 2022

Most teams focused on the themes of chronic illness, the elderly and student mental health (which seemed to be a hot topic for many

students), with a few looking at other health challenges, including the winning team. The students were guided by the 'design thinking' approach from gathering insights through to the prototyping and testing of their solutions.

The winning team invented "PhysioLeap", a robotic glove made from flexible material that is programmable from a smart app. One of the team members, David McCabe lives with arthritis and said "I was one of the 70% of patients who didn't complete my physio regime. If I had a comfortable, inconspicuous robotic glove, I would wear it more often and it could be programmed to do my physio for me anywhere, at college, at home, on the bus, literally anywhere. Splints that are currently available are unsightly and awkward, so PhysioLeap gives the patient a comfortable, wearable robotic glove that even looks good!"

Using PhysioLeap's smart app, an occupational or physio therapist can programme a patient's physio regime into the glove making it more convenient for an arthritis patient to complete their physiotherapy plan and rehabilitate their arthritic hand(s). Therapists can prescribe a physio plan that suits the patient's mobility, by appropriately adjusting the speed, repetition and regularity of the physio exercises over time. The app tracks progress as the patient's mobility improves and even sends notifications to congratulate the patient on complying with their physio regime, encouraging them

to keep progressing.

dConnect and Connected Health and Wellbeing Cluster which are both based on the DKIT campus and who offer mentoring, training and support to Digital Health start-ups, were on hand to coach the PhysioLeap team. Sarah Nic Lochlainn of dConnect said, "local tech companies have been generous with their advice and feedback in helping the PhysioLeap team prepare for the final. Robotics and artificial intelligence are the future of healthcare, and PhysioLeap could revolutionise arthritis care."

The winning team, DkIT students Kyle McQuillan, John Tayag and David Mc Cabe have partaken in the iDays European final which was held in Vienna on 24th and 25th November.

I felt the event was a great opportunity to spark interest among students around the challenges faced in healthcare and the rewarding opportunities that working in this sector can offer. It was great to see that many of the students really enjoyed the event and indicated that opportunities in organisations such as the HSE is something they would now seriously consider as a career path they may wish to pursue.



DkIT students Kyle McQuillan, John Tayag and David Mc Cabe in Vienna (23rd November 2022)

eHealth & Disruptive Technologies Team Focus

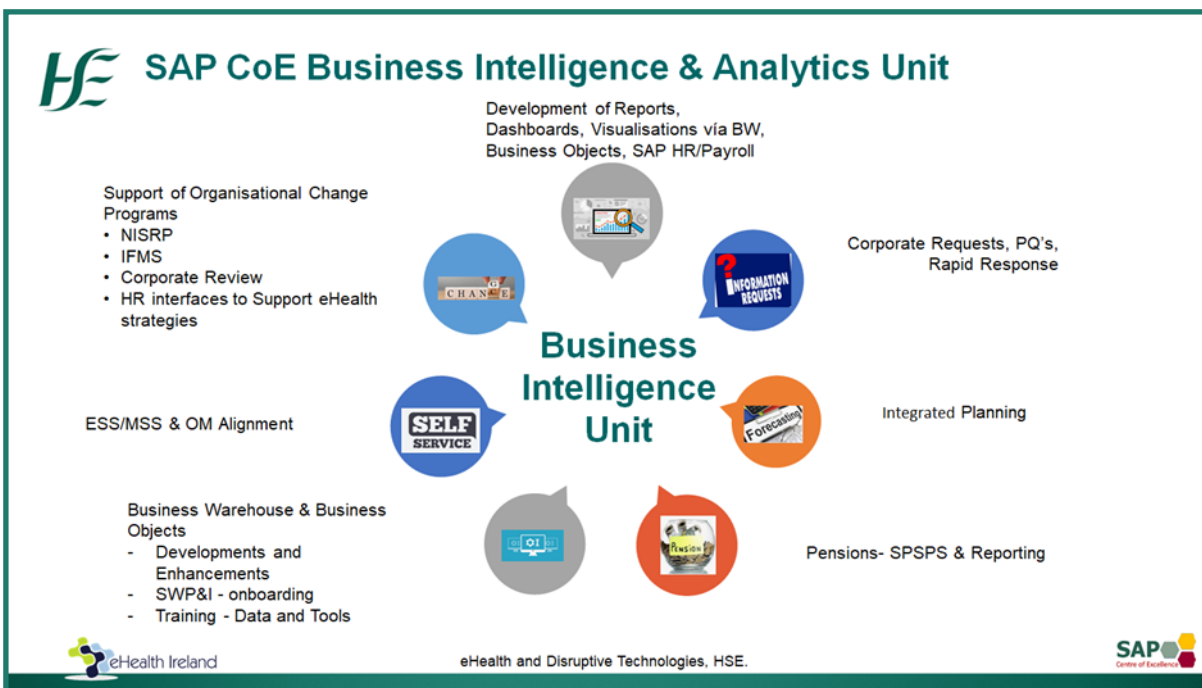
SAP Centre of Excellence—Business Intelligence Unit

Following on from our last SAP CoE Team Focus published in September, where we focused on the SAP CoE Business Support Team, this month's article will focus on the SAP CoE Business Intelligence Unit (BIU). Introductions to each of the other SAP CoE teams will follow in upcoming editions of the eHealth newsletter. The SAP CoE currently consists of seven functional teams; Technology and Infrastructure, New Developments, Business Support, Business Intelligence Unit, Quality Assurance, Business Delivery Team for Finance and Procurement and SAP Transformation and Continuous Improvement.



The Business Intelligence Unit is led by Caroline Hurley (Interim)

The Business Intelligence Unit is responsible for providing reporting, analytics and data visualisations using HR and Payroll data with the aim of providing Senior and Line Managers with relevant information for analysis and decision making. The team also supports the continuous development of SAP Fiori applications, HR/Payroll Employee/Manager Self-Service and pensions-related applications. This is done utilising SAP HR/Payroll data and systems including SAP Business Warehouse, Business Objects and SAP Fiori platforms.



SAP Business Warehouse & Business Objects: The SAP Business Warehouse (7.5 on Hana) contains HR and Payroll data for over 100k employees and over 40k pensioners and consolidates data from the SAP HR and Payroll systems and other payroll providers to provide a single view of HR and Payroll data within the HSE which can be used for the provision of Business Intelligence throughout the organisation.

eHealth & Disruptive Technologies Team Focus

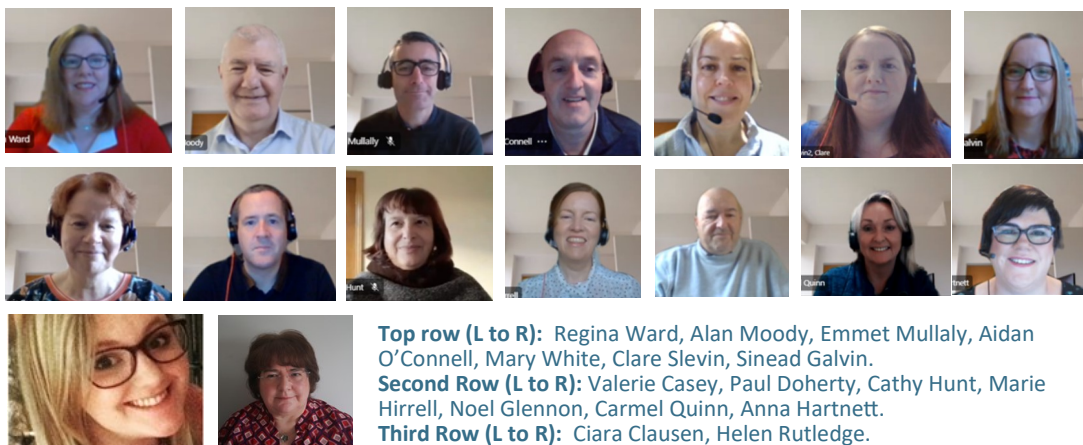
SAP Centre of Excellence—Business Intelligence Unit

- Data is made available to users via the delivery of 'slice and dice' queries, interactive dashboards available through our BI Self Service, MIS reports and visualisations using BW and Business Objects.
- Training & Level 2/3 User Support is provided by the team to end-users and new areas onboarding to BW.
- The team provides data analysis support, reporting and analytical services for many areas including many Corporate Functions, Hospital Groups/CHO's, Tusla, Voluntary Agencies and external stakeholders such as the Department of Health and Department of Public Expenditure and Reform (DPER), the Department of Health and the Pensions Authority.
- As new areas on-board onto SAP HR and Payroll via the NISRP program the service offering is updated and made available to these areas

Integrated Planning/Forecasting: Utilising the HR and Payroll data stored in the Business Warehouse, the team use the SAP module, Integrated Planning (IP) to provide a forecast of Pay Costs for the HSE and other areas on SAP Payroll.

Single Public Service Pensions Scheme: The BIU team have responsibility for the creation of a module within SAP HR and Payroll where pension benefits for those on the SPSPS scheme are calculated and processed. This data is consolidated in the Business Warehouse and made available for processing the annual Pensions Benefit statements working closely with our colleagues in Service Improvement (Pensions).

ESS and MSS: The team provide support to NISRP for the rollout and the on-going enhancement of Employee and Manager Self Service (ESS/MSS). Employee Self-Service is technology that lets employees digitally manage their personal details, apply for leave, submit travel and expense claims and view payslips. Manager Self Service enables Managers to review and approve leave and travel, to see their team calendar as well as making reports available to Managers. There are currently over 60k employees registered for ESS/MSS.



Top row (L to R): Regina Ward, Alan Moody, Emmet Mullaly, Aidan O'Connell, Mary White, Clare Slevin, Sinead Galvin.
Second Row (L to R): Valerie Casey, Paul Doherty, Cathy Hunt, Marie Hirrell, Noel Glennon, Carmel Quinn, Anna Hartnett.
Third Row (L to R): Ciara Clausen, Helen Rutledge.

UPCOMING EVENTS



Wild Arctic North

Donegal

Wild Ireland is a unique wild animal sanctuary located on the Inishowen peninsula in County Donegal. Visitors will be transported to the Arctic North, where they will see singing polar bears, elves working in the toy shop, Santa's reindeer and of course real life Arctic animals. They may even catch a glimpse of the Northern Lights! This event runs from 1-23 December 2022, tickets are available [here](#)

Cork Panto

Cork Opera House's fairytale Panto of Sleeping Beauty is open until January 4th starring Panto legend Frank Mackey and I'm Grand Mam Podcaster Kevin Twomey. Tickets are on sale [here](#) and from the Box Office (021 4270022).

For those leaving the kids at home Chattyboo Productions are back in An Spailpín Fánach Cork City with this year's show 'Robin Hood - the Adult Panto'. They promise that it is "the biggest and bestest, funniest and filthiest Adult panto yet". Will you regret buying this ticket? *Oh no you won't!* Tickets [here](#)



Guinness Storehouse

'Welcome Home' Christmas Experience

The Guinness Storehouse 'Welcome Home' Christmas Experience features multimedia immersive installations created by Dublin-born award-winning artist, GRIF. Behind the famous black gates, visitors can expect a state-of-the-art projection mapped Christmas tree installation measuring 16-metres tall, the best 360 degree views of Dublin's winter skyline and entertainment and festive fayre across all 7 floors of the iconic Storehouse building. Book [now](#).

Continued on next page.

A Christmas Tale at The Castle

Spend an enchanted evening at King John's Castle Limerick this Christmas. The medieval walls will come to life with colourful illuminations in an immersive 3D audio visual festive animation show. Soak up the festive atmosphere in the castle courtyard and enjoy a Christmas tale for all the family. Running for a limited time only on selected dates between 26 November and 18 December. Visit [this website](#) for tickets and more information.



INDUCTION DAY

in the Richmond Education Centre

eHealth Induction Day was held recently in the Richmond Event Centre. The day was opened by Fran Thompson, CIO. There were in total 39 participants in attendance. It was difficult to get the group in one photograph but a huge thank you to Thelma Pentony on her photographic skills.



The participants were asked to evaluate the day, and these are some of the comments received when asked what they found beneficial:

The opportunity to network and also chat with other eHealth members that you are unable to see as much; Introduction to the other areas of eHealth/Meeting other people; Video inductions to the other eHealth areas and

networking; Lots of good information on polices and HR; Overall presentations very informative and nice to meet people and facilitate the setting up of clinical group on teams.

Overall comments and suggestions from the day were - Great day with great information in a great venue; Fantastic day very beneficial really enjoyed the day and also hearing Fran; I wouldn't change anything it was a good day and enjoyable meeting other Ehealth members.



BOOK CLUB

The **BOoCIO Virtual Club** will meet TODAY:

Tuesday 13th December 2022
at 1pm via MS Teams

If you are interested in joining, new members are always welcome and you can email us on:
communications.ehealth@hse.ie





MERRY Christmas

**Thank you to everyone who submitted
a Christmas photo of their pet(s).
We hope Santa will be very good to all
our furry friends this year.**

What is EAP?

The Employee Assistance Programme

EAP is a free work-based support service for staff that is confidential and independent. It supports employees with psychosocial issues, personal or work-related, that may be affecting your job performance or home life.

SERVICES PROVIDED BY EAP



Counselling



Consultation to Managers



Critical Incident Stress Management Response



Workshops on Staff Wellbeing Issues

Call to speak to someone who can help.

0818 327 327

The service is free and available to all HSE employees.

 [HSE Employee Assistance Programme](#)



Introducing our new colleagues to the eHealth Community



Robbie Cahill

Planning & Logistics
and Tech Support

What fictional place would you most like to visit?

I would love to visit Middle Earth.

If you could trade places with one person for a day, who would you choose and why?

Probably Superman because I would love to try out his powers, even for a single day

What is the top destination on your must visit list?

If I ever got the chance I would love to go to Mount Everest

If you had to pick an age to be permanently for the rest of your life, which would it be?

Probably 19 as I feel it's a very interesting age, you've left childhood but you're still not quite a full adult.



MAYURI KODAM

Database
Administrator Working
with HSE Database
Services

What fictional place would you most like to visit?

My husband's brain (LOL).

If you could trade places with one person for a day, who would you choose and why?

My daughter, to understand why exactly she reject any food.

What is the top destination on your must visit list?

Himalayas.

If you had to pick an age to be permanently for the rest of your life, which would it be?

Forever 23.

Introducing our new colleagues to the eHealth Community



James Lyster

NSD Account
Management

What fictional place would you most like to visit?

Willy Wonkas Chocolate Factory

If you could trade places with one person for a day, who would you choose and why?

At the minute I would like to see what is going on in the background in Qatar so it would be interesting to see from a players prospective. I will go for Bukayo Saka as I support Arsenal.

What is the top destination on your must visit list?

New York

If you had to pick an age to be permanently for the rest of your life, which would it be?

35



Bríanán

McEnteggart

NSD Administration

What fictional place would you most like to visit?

Hogwarts School of Witchcraft and Wizardry

If you could trade places with one person for a day, who would you choose and why?

Kanye West because who wouldn't want to be an egomaniac celebrity for a day.

What is the top destination on your must visit list?

Santorini.

If you had to pick an age to be permanently for the rest of your life, which would it be?

15/16