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

eHealth
LEADERSHIP DAY
October 2023

By Thelma Pentony
eHealth Training & Development Specialist.

On Wednesday 18th October we gathered at the Richmond Education and Event Centre in Dublin for our Leadership Development Programme presentations.

This event presented the 21 participants the opportunity to use the new knowledge and skills acquired over the programme to present a proposal to eHealth's Senior Management Team. We were very excited and impressed with all the brilliant ideas and innovations aiming to improve the everyday workings of eHealth for our HSE staff and patients.

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www.ehealthireland.ie

Bringing improved population wellbeing, health service efficiencies and economic opportunity through the use of technology-enabled solutions.

eHealth Leadership Day - October 2023

We would like to thank all our amazing participants for their time, effort and determination to this programme and for working on these projects.

We would also like to thank all our Senior Management Team and guests for taking the time to attend, listen and engage.

using best practices and tools as well as networking opportunities.

On the final day of the Leadership Programme, the participants deliver a 'pitch' to our eHealth Senior Management Team on an initiative that enhances services in the organisation.

Sheila Dunleavy pitching 'Data – Right Place, Right Time, Right Information'

Brian Lynch pitching 'Collecting and Using: Patient-specific Health Data and AI'.

Photograph from our front page:

Back Row L-R: Tom Molloy, Paul Tumulty, Brenda Hughes, Declan Connolly, Sheila Dunleavey, Yvonne Cantwell, Nicola Carolan, Andre Leite, Robert Lawrence, Oliver Smith, James Moriarty, Justin McGoldrick, Mark Sherlock, Brian Lynch, Karen O'Connell, and Daniel Gazzea

Front Row L-R: Frances Griffin, Gayle Reilly, Sabrina McDonnell, Thelma Pentony, Course Facilitator, Michael Redmond, COO, Patrick Lynch, and Richael Gath.

Photographed above from L-R: Martina Burns, Delivery Director for Acute Hospitals, Roisín Doherty, Delivery Director A2I-HIDs, Helen Coughlan, Chief Technology Officer, Mary Cooke, Delivery Director Community Health Services, Alan Price, Mentor and former Delivery Director for Community Health, and Noreen Noonan, Delivery Director for Public Health.

The Leadership Programme is an is eight-day course, which aims to advance the effectiveness of seasoned managers by challenging them with new insights, high energy learning exercises

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.

Opening the Leadership Day at The Richmond was Fran Thompson CIO.

Daniel Gazzea pitching 'AI Synthetic Data Generator in Healthcare for Testing Purposes'.

Andre Leite presenting his pitch 'Volunteer Hospitals Tech Update'.

Declan Connolly presenting the cyber security focused 'Designing & Delivering Effective, Security Awareness via Email'.

Richael Gath's pitch was on 'Targeted ICT Text Alert System'.

Attending the Leadership Day, photographed above LtoR: John McDonagh, Project Manager Standards & Shared Care Records, Joyce Shaw, Chief of Staff. and Tommy Tallon, National Applications Delivery Manager.

Yvonne Cantwell's pitch was 'Data Quality Data as an Enabler'.

Frances Griffin's pitch was 'Help me Help you'.

View all of the photos from the day here as well as a visual representation of the pitches created by Kate Hanlon, eHealth Communications.

If you would like more information about the leadership programme, contact eHealth.Training@hse.ie.

eHealth Training & Development

A schedule of our upcoming courses is listed below:

Leadership Development Programme

Date	Duration	Venue	Start & Finish Times	Closing Date
12/12/23 13/12/23 23/01/24 24/01/24 27/02/24 28/02/24 16/04/24 17/04/24	8 days	The Richmond Education and Event Centre, No 1 North Brunswick Street, Dublin 7, D07 TH76.	09:30 – 17:00	28/11/23

Negotiation Skills

Date	Duration	Venue	Start & Finish Times	Closing Date
30/01/24	1 Day	The Richmond Education and Event Centre No 1 North Brunswick Street, Dublin 7, D07 TH76.	09:30 – 17:00	16/01/24

Administration Development Programme

Date	Duration	Venue	Start & Finish Times	Closing Date
10/04/24 11/04/24	2 Day	eHealth, 3rd Floor, Southgate, Colpe Cross, Drogheda, Co. Meath, A92 YK7W.	09:30 – 17:00	27/03/24

If you are interested in attending any of these programmes and have line-manager approval to do so, please **enrol via HSeLanD.**

If you are experiencing problems trying to locate or enrol onto a course, please **review our support documents**.

Alternatively please contact **ehealth.training@hse.ie** and we will be happy to assist you.

Parking at **The Richmond** is limited and offered on a first come, first-served basis. Smithfield Car Park is 5mins from the venue.

Click here if you wish to book in advance. View our 2023 eHealth Training Prospectus **here**

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.

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.

IHI Rollout to National iPM System

By Donal Rorke,
Senior Project Manager, iPMS Tech Team.
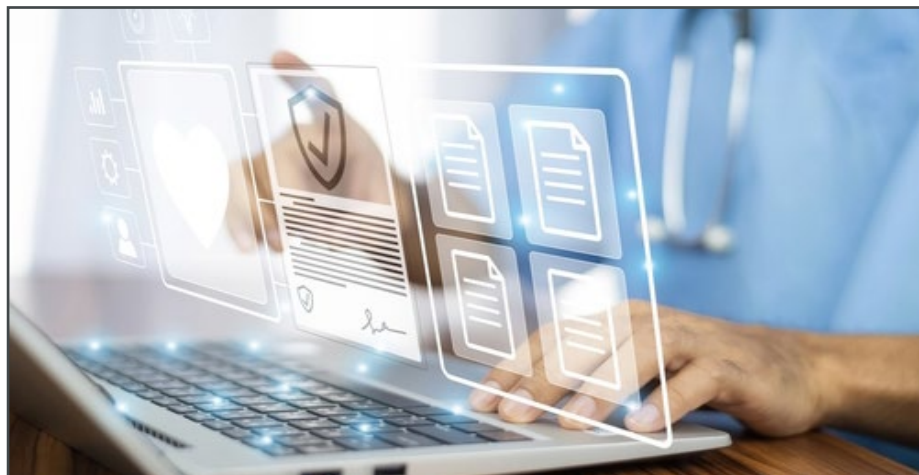
Background:

Enabling the Individual Health Identifier (IHI) is a key component on the journey towards Shared Care Records, Electronic Health Records (EHRs) and Digital Solutions related to supporting patient care.

HIDS (or the Health Identifiers Service) manage the delivery of the IHI across healthcare services. IHI was used extensively in COVID to support safe identification of persons – COVID Track & Trace, initial and booster Vaccinations via Centers, Pharmacists, GPs and in the digital COVID Cert, etc.

As Integrated Patient Management System (iPMS) is the first point of entry for patient demographic and transactional information and holds the Patient Master Index (PMI) which contains all the personal information on all patients who attend the hospital, it was decided that seeding the iPMS system was the best way of getting the IHI into patient records. This was facilitated via a seeding utility developed by Dedalus. The project was a joint initiative between HIDS Business, HIDS Technical and the IPMS National Team.

Seeding Process:

A new tool with a UI was created by Dedalus and this contained the criteria for patient selection. The seeding utility selects patients based on defined criteria, and sends them to the IHI API to look for an IHI. These specific targeted cohorts are:

- Patients with future appointments
- Patients with recent A&E attendances
- Patients with appointments in the recent past
- Patients with recent admissions
- Patients with active referrals
- Patients with active Waiting Lists (IP and OP)
- Latest created / amended patients.

The following data is passed to try to identify the patients IHI number:

Core information
- Given Name
- Surname
- DOB
- Sex

Optional Additional Data
- Address Line 1
- Eircode
- PPSN
- Mothers Birth Family name
- Mobile Phone number

HIDS utilises combinations of 9 searchable data items to safely return an IHI and the greater the availability of these 9 data items, the higher the IHI match rate. The IHI infrastructure has been configured with complex matching algorithms which enable searching and accurate matching of records using alpha, phonetic and other searches. Where the data meets the matching criteria threshold, the IHI number is returned and the relevant patient record is updated with the IHI.

The seeding utility is installed on each application server and scheduled jobs run at regular intervals to select the patient cohort and send to the IHI API.

Current Status:

The IHI Integration process with IPMS commenced in Sept 2022, and has now almost completed a full run through of each database. While the overall match rates for instance vary from 40-55% the match rates are significantly higher for more recent active patients ranging from 60-80%. The match rates drop as we move through older legacy data.

What we have found during the seeding process is where mobile phone, Eircode and MBFN are populated in patient records this significantly helps improve IHI match rates. Also patients who are actively engaging with the health service are getting higher match rates.

The IHI is now being included on all HL7 messaging along with other patient identifiers to downstream systems when a previously seeded record is updated in iPMS. The IHI is not currently displayed in any downstream systems or in the iPMS application. Display of IHI in IPMS will be reviewed at a later stage for front end iPMS users.

Next Steps:

An updated Seeding tool will be deployed to all iPMS instances – this will include more mobile numbers and patient IDs to help increase the match rates. It will also allow the updating of the PPSN number from the IHI Register when permitted. The HIDS Team and the iPM team will work together to improve the quality of data recorded at source to enable a continuous increase in the match rate of IHI's.

The next version of iPMS (Version 8) will include a real-time lookup of the IHI and Eircode API's which will also help to drive seeding of the IHI in patient records.

MAKING PAYMENT EASIER
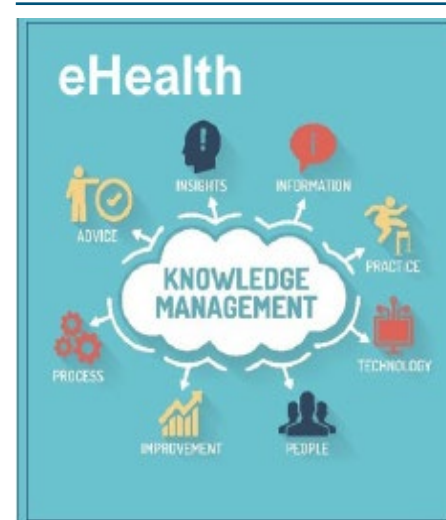
Introducing the new Payment Portal Solution

By Declan Hayes
ICT Project Manager - eHealth Corporate Delivery.

IFMS Shared Services, eHealth Corporate Delivery, A2i-HIDS, IBM, HSE Digital and WorldPay have been working together to introduce a fully integrated Online Payment Portal solution to help optimise the Order To Cash (OTC), Credit and Collection processes.

The introduction of this solution is bringing major benefits to client service and payment management for the HSE including a self-service portal, digital payment integration and significantly improved financial controls - the Online Payment Portal interfaces seamlessly with the Integrated Financial Management System SAP 4/Hana via the IFMS standard integration engine SAP Process Orchestration.

This is a substantial project, and a progressive implementation is planned, having commenced in Q3 2023. Approximately 1.4m invoices will be generated annually by the health sector and it is intended that this payment portal will act as a key collection channel for these statutory charges.

The introduction of the Payment Portal delivers several qualitative benefits for both citizens and the business. For citizens, the Portal provides better engagement and a modern and convenient means to pay for HSE services. The Portal is available in both English & Irish languages. For the business, the Portal provides better management efficiencies, enhanced controllership, reduced bad debts, reduced debt collection effort, easier collection method, faster access to funds and easier banking of funds. It is expected that the portal will deliver significant financial savings annually.

I would like to take this opportunity to thank all involved over the past year, too many to mention individually, for all your dedication, commitment, and contribution to overcoming the obstacles and delivering this solution on schedule.
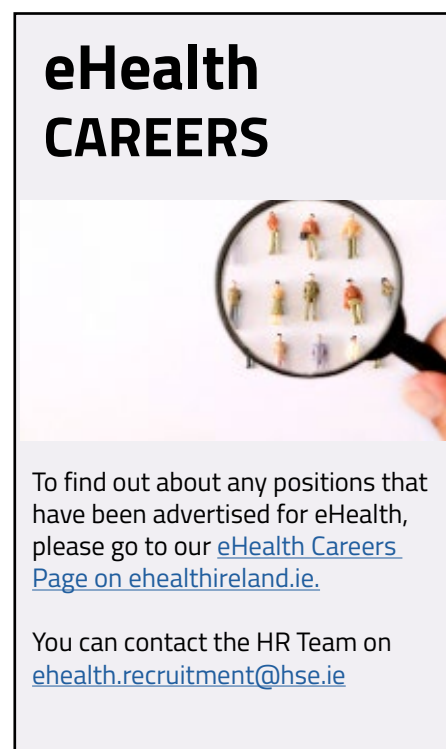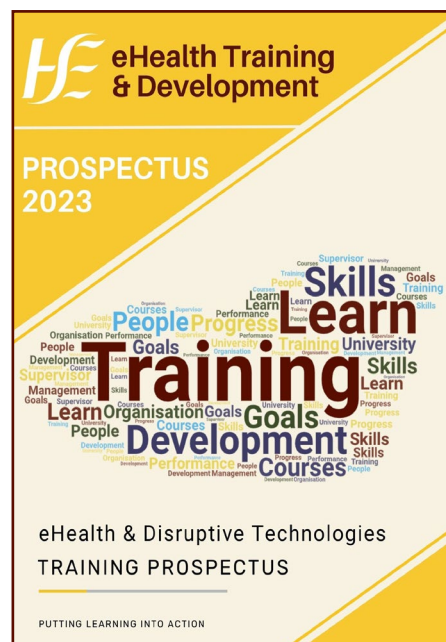
If you would like more information or would like to speak to someone working on this project, please contact:

Declan.hayes@hse.ie

or
AnneM.Purcell@hse.ie

or you can visit our HSE.ie web page here for more information.

Who's on your Christmas List?

On the lead up to Christmas this year we have compiled a list of links that might come in very handy for your festive shopping.

First up we have **Care Box Collection** this is an Irish owned company that deliver across Ireland, UK and the EU. They provide unique, affordable and meaningful gifts for loved ones, friends or colleagues, they prompt the recipients of the boxes to relax and look after their wellbeing.

Here's the perfect gift for book worms - **The Book Resort** it's a book subscription and gifting company, they deliver luxury gift boxes with books and extra goodies or you can sign up for one of the subscription options.

For a one-stop-shop for Irish Made gifts—try **Croia Ireland**. It's a community for small Irish businesses, makers, designers and creatives to showcase their products.

As always, the **Kilkenny Shop** has some lovely gifts—and there's something for everyone here.

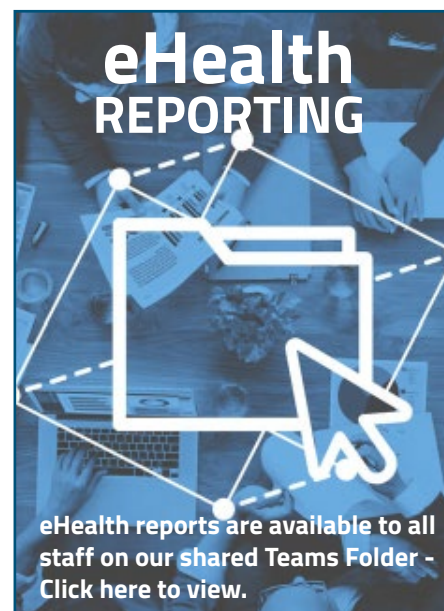If you are looking for a personalised gift this Christmas check out **gifts.ie.** They have everything from beautiful chocolates to embroidered bathrobes.

For those of you with loved ones far away from home this Christmas **The Paddy Box** is the place to go. It aims to connect those around the world to Ireland by allowing customers to create and ship a box of 'Irishness' around the globe.

B Cool! The gadget store, Ireland's leading online source for great gifts and gadgets. They provide you with something a little different for someone special. Or if you simply want to treat yourself!

There's also the option of an Ethical Gift—**Oxfam** are offering a number of different life changing gifts for vulnerable families and children.

If you have a Christmas Gift list as long as your arm you could try the Gift List app and you can download it from the Apple or Google App Store and its completely free.

eHealth at TU Dublin College Fair

eHealth attended the TU Dublin's College fair in Grangegorman Campus on 19th October, 2023 to promote the eHealth brand and values to potential future staff.

Pictured L-R: Jose Mota, eHealth ICT Project Manager) and Tiernan Wright, eHealth ICT Project Manager. Photographed separately is Sean Toner, Training & Development Officer.

ICT for Public Health Organisational Health Day

By Bernie Flynn
ICT Deputy Delivery Director for Public Health

On Tuesday 12th September, ICT for Public Health hosted their bi-annual team gathering in Limerick. The focus of the day was Organisational Health "A team approach towards creating healthy and safe psychosocial work". The event was opened by Noreen Noonan, ICT Delivery Director, who talked about the evolving structure of the delivery function, its commitments, achievements, delivery goals and priorities.

Reflecting on the progress ICT for Public Health has made over the past three years, Noreen acknowledged the significant efforts made by the team in the delivery and implementations of pivotal ICT projects to support the Public Health digital requirements and reform priorities, initially in response to the pandemic and now continuing to enable the broader HSE's Public Health ICT requirements. Noreen also acknowledged the collaborative support and cooperation of colleagues across eHealth and the wider HSE with the delivery of projects to date.

Welcoming recent new starters to the team and noting for some, that similar to other HSE services working across virtual platforms, they were meeting work colleagues for the first time in-person, face to face at the event. Noreen highlighted the geographical spread of the team across the country. She emphasised the importance of using the team day to take time to reset, redirect, continue to support connections and work towards enhancing the existing positive work relationships in the virtual/hybrid workplace that the team is operating in.

Keynote speaker, Nodlaig Carroll, Organisational Health Lead, Workplace Health and Wellbeing Unit, National HR Division led the agenda. Nodlaig outlined that Organisation Health within the HSE provides an advisory, operational, research and strategic support to the HSE organisation and services/teams/workplaces, offering individuals and teams the opportunity to pause and

Photographed above attending the meeting are the ICT Public Health Delivery team members.

reflect on their Health and Wellbeing and that of their colleagues and families. It covers:

- Organisational and occupational psychology.
- Workplace health and wellbeing.
- Work-related stress work.

Founded on psychosocial risk management standards, framework and legislation, work and organisational psychology principals, Organisational Health practitioners apply theory, methods and evidence based research to support managers, groups and teams in the Organisation in preventing, managing and responding to complex psychosocial risks at work.

Nodlaig outlined the overarching objective and shared purpose of the day:

- Present to the team an understanding of the psychosocial work environment and the challenges with the transitioning workplace/new ways of working and how it impacts (positive and negative) on work environment, team and individual.

- Work towards promoting a workplace environment that is supportive of living a healthy lifestyle.

- Present the importance of self-care and team-based self-care and explore how this can be incorporated into work structures to build a psychosocial safe work climate.

She outlined that as people spend approximately a third of their day at work, the work environment has a significant impact on overall health.

The day centred on:
Reflections, storytelling, sharing, listening and understanding the significance of prioritising self-care. Wellness was reinforced with actionable insights for team members navigating this new era of work and highlighting the importance of nurturing organisation health in this evolving landscape.

Current psychosocial work challenges were discussed and tangible actions to support desired outcomes with a focus on collaborative solution focussed action planning and how to incorporate into work structure was provided. Areas explored within this backdrop:

- Human factor concerns.

- The current psychosocial work challenges.

- Effective problem solving to concerns/issues/risks raised and create tangible actions to support desired outcomes with a focus on collaborative action planning with solutions – Where to from here?

- The importance of self-care and team-based self-care and how this could be incorporated into work structures to build a psychosocial safe work climate.

Solution focused action planning
Participants were grouped and invited to participate in interactive exercises, sharing key takeaways from each group's conversation with the wider group.

ICT for Public Health Organisational Health Day

The programme was embraced with enthusiasm by team members, who were provided with guidance on the development of action plans and incorporating these into work structures to improve certain areas of work which will have a positive effect on overall wellbeing and performance.

Understanding that there is no "one-size-fits-all" self-care model, but there is a common thread to individual self-care, that is making a commitment.

Feedback from participants

The feedback from those who participated was incredibly positive, and included comments such as:

"Excellent theme and was really needed by the team after a busy few years."

"The areas covered are often not focused on which is good, especially around personal well-being. Presenter was very good ….and the group breakouts gave insights."

"The event was well put together and the talk by Nodlaig was excellent. The exercises were thought provoking and was great to bounce off other members of the wider team."

Next steps

Based on the feedback collected and work completed on the day, Organisational Health has compiled a draft recommendations plan focussing on three areas: individual, collective team and management for further consideration and exploration by ICT Public Health team management. The next stage will be to develop an implementation plan with agreed actions, responsibilities and dates.

Ensuring staff members continue to place focus on individual and team health and wellbeing is a key component to ICT for Public Health continued growth and success.

ICT for Public Health management would like to thank all participants for their contributions to the day with a special mention to Nodlaig for taking the time to attend and conduct such an informative and engaging workshop.

THe BoCIO
B O O K C L U B

Our eHealth Book Club's next meeting will take place today:

Tuesday 14th November, 2023 at 1pm via MS Teams

The list of books for the remainder of the year are:

November - The housekeeper by Natalie Barelli
December - No One Saw A Thing by Andrea Mara

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. Its always fun to link in on a teams call that isn't work related! - even if you haven't read the book!

National Digital Health Conference
Better Together for Digital Healthcare 2023
Friday 1st December

As we continue to navigate Ireland's evolving digital healthcare landscape we are delighted to invite you to join us at this insightful and inspiring one day event in the Convention Centre, Dublin

We will be hosting a selection of great speakers to showcase the positive impacts of digital health development in our health service, the need for access to accurate and reliable data and the importance of a digitally capable workforce.

Key Sessions on the day will include:
- **Shaping the digital future for a better health service**
  - **Reliable Data for Decision Making**
    - **Care at Home**

Full Agenda for the day can be found here.

This a hybrid event with limited capacity on the day - early registration for in-person attendance is advisable to avoid disappointment.

Please Register using this QR Code

Challenge: Healthcare Automation Transformation (CHAT23)

By Kevin Kelly
General Manager, Digital Workflow Automation.

Photographed above L-R: Kevin Kelly, GM, Digital Workflow Automation; Dr. Colm Henry, Chief Clinical Officer HSE; Loretto Grogan, National Clinical Information Officer Nursing & Midwifery; and Tom Laffan, Corporate Delivery Director.

As part of Public Service Transformation week, eHealth held a 1-day hackathon event titled **Challenge: Healthcare Automation Transformation (CHAT23)** in Dr. Steevens Hospital on 26th October.

The event was organised jointly by the Digital Workflow Automation team in Corporate Delivery, the Chief Clinical Information Officer and the National Clinical Information Officer for Nursing and Midwifery.

In September, health and social care professionals from across the organisation were invited to submit proposals describing challenging and/or inefficient work practices or processes which could be resolved through the introduction of digitisation and automation technologies, releasing healthcare workers time for more productive or patient-focused activities.

L-R: Fran Thompson CIO, Loretto Grogan, Kevin Kelly and Tom Laffan.

We had a very high response with over 70 challenges received. The selection panel then had the difficult task of choosing six challenges to bring forward for the event. The final six chosen were:

1. Increasing Efficiency in Processing Dietetic Transfers from Acute Services (Cork South Primary Care).

2. Verification Process for Confirmation of Annual Renewal of Nursing & Midwifery License (NMBI).

3. Identification of Pharmacy Prescriptions of Females of Child-Bearing Potential on Valproate Treatment (National Valproate Response Team).

4. Digitise Paper Based Activities (Public Health Nursing).

5. Automated Nebuliser Device Approval And Delivery System (Kerry Community Services).

6. Infusion Appointment DNA Rate (Endoscopy Unit Connolly Hospital).

At the event, each challenger team worked directly and intensively with a dedicated technical team to explore how to redesign part or all of their work process using digitised workflow and automation technologies. Our technical teams were supported on the day by product specialists from our software partners Microsoft and UiPath, who were able to step into the various conversations that were happening and identify how emerging AI capabilities in their respective product sets could address elements of the challenges. In some cases, prototypes were rapidly built which presented our

challengers with a clearer view of how their redesigned process might work.

At the end of the day, each challenger presented their future state technology-enabled design and were able to identify key benefits including improved patient care and safety, efficiencies, reduced risk, quality improvements, cost reduction, increased capacity and better integration.

The hard work starts here!

These proposed solutions are now in our activity pipeline, and we have already started work with the respective challengers with the ultimate aim of bring their proposals to fruition.

We are grateful for the support and effort of the many colleagues who helped to put the event together but we wish to particularly acknowledge and thank the eHealth Communications Team who helped us to design and promote the event, and the Executive Support team in Dr. Steevens Hospital who prepared the room and the AV technology.

Photographs above: Fran Thompson CIO speaking with the teams discussing their challenges.

Integrated Information Service (IIS)
TEAM DAY

By Margaret Sheridan
IIS Project and Support Administrator

On Tuesday 10th October, 2023 the Integrated Information Service (IIS) held their 4th all-staff team day in the Liffey Suite at the Ashling Hotel, Dublin. Integrated Information Service (IIS) looked back over the last 6 months' achievements and also to future plans. A further goal of the day was to introduce new staff and reconnect the wider teams and functions given the rapid growth of the team over the last 4 years.

The event was opened by IIS Delivery Director Tom Laffan who welcomed the team and spoke of the work which occurred over the previous 6 months, the next 6 months, and the challenges and opportunities.

Photographed above are the IIS PMO Team.

During the course of the morning session presentations were provided by Mark Bagnell, General Manager, PMO, Strategy & Data Governance; Niamh Crossan, General Manager, Data Operations; Paula Kavanagh, General Manager, Health Performance Visualisation Platform (HPVP) with the assistance of Alan Heneghan and Jackie Kirrane, Change Managers.

The afternoon session presentations were provided by Ide O'Shaughnessy, Access, Acute Operations, who spoke about the role of data in the delivery of timely, equitable, quality care, and making our data visual and meaningful and providing the tools for our hospitals to "Tell" a compelling story.

Mark Donovan (photographed above) of Mark Donovan & Associates spoke about "*Who is the only person we can change?*". In this practical, thought provoking, energetic session we got to hear Mark's unique perspective on what stress is and what it isn't, the key to dealing with stress, the importance of knowing our low level signs, why most people only deal with the symptoms of stress and why it's vital to deal with the cause to ensure our on-going happiness and life success.

Olivia Gartlan, Senior Project Manager presented 'Digital Health & Social Care Strategic Framework and Implementation Plan briefing'.

We were joined on the day by our colleagues Kate Hanlon, eHealth Communications and Janis Nolan, Training & Development who took photographs throughout the day.

The Integrated Information Service (IIS) Team day proved to be a great success and was an excellent networking opportunity for staff across the division.

Below: IIS Team group photograph.

Inaugural meeting of eHeath General Manager Forum

By Thelma Pentony
Training & Development Specialist.

The first all eHealth General Manager Forum was launched by Fran Thompson, CIO on Thursday 26th October in the Richmond Education and Event Centre.

A masterclass in communication skills was delivered by Cathy MacDonald, a former Hostage and Crisis Negotiator with Police Scotland.

Cathy, seen here with Fran Thompson, shared her practical experience of being a professional communicator with the group. Attendees were inspired by Cathy's insights on how to defuse challenging encounters and engagement through the right choice of words and actions.

eHealth Mentors & Sponsors

Dundalk Institute of Technology (DKiT) winning students.

By Thelma Pentony
Training & Development Specialist.

i-Days is a European initiative with the aim of promoting health innovation among university students through dozens of one and two-day programmes held in academic institutions around Europe.

Students from all academic areas receive an introduction to practical health innovation tools and competes in teams to tackle real-life health challenges.

The winning team from each i-Day attend and compete in the Winners' Event in Barcelona in December, uniting students from all around Europe. This year's theme was Dementia and 65 students from all academic disciplines in DkIT took part.

Twenty mentors supported the students over the two-day challenge. Mentors included Dolores Donegan, Programme Manager with the RCSI, and representing eHealth were Brian Markey, Senior Project Manager NCIS and Thelma Pentony, Training & Development Specialist.

Dundalk Institute winning students created an app to enhance dementia care. The winning team of students consisted of Dillon Reilly, Erling Munguia, Matthew Riddlell and Abiel

Mentors Brian Markey and Dolores Donegan with judges and winners of the i-Days Event

Lopez, all of which are students in Computer Software Development.

The team collectively created 'Care Connect' a user-friendly digital platform providing a network of communication that helps care givers and medical professionals to enhance dementia care by streamlining communication and data sharing as distinct from traditional fragmented methods. A bracelet worn by the patient empowers newly assigned carers to obtain essential information via NFC in the application.

The prize of iPhones for the winning team was sponsored by eHealth and was presented to the winners by Brian Markey seen here with judges for the event.

Technology Office - Building the Future

By Helen Coughlan
Chief Technology Officer, CTO.

The Technology Office in the HSE is responsible for delivery of strategic investment, design, build and operational management of best-practice technology service to the HSE. The CTO's core function is to deliver technology solutions that drive efficiencies in models of care to result in a better patient experience.

What does this mean?

It means Technology Office is responsible for the servers, storage, end user devices, network connectivity, network infrastructure, telecommunication infrastructure, telecommunications devices, telecommunications connectivity, Cloud services, eMail, identity and access management and emergency services technologies. All this for the largest employer in Ireland, with the most distributed network of locations across the island of Ireland.

Some Key Facts

- The HSE network connects 6,000 locations across Ireland. We have 70,000+ end user devices, 48,000+ mobiles phones and 5000+ servers.
- The Storage (12PetaByte) in the HSE is equivalent to 240 million filing cabinets or 6,000 billion pages of printed text.
- The HSE mail servers process 2 million emails every day and manage 250,000 email addresses.
- Emergency Services have best in class technology and connectivity, enabling multi-disciplinary communications and engagement from the start of the patient emergency journey.
- HSE is one of the largest Microsoft customers in Europe with an Azure Cloud platform delivering critical applications across healthcare, including many of the Covid applications delivered at pace during the crisis.

The Vision

Our vision is to ensure every technology decision will be patient centric, enhancing their journey through the Irish Healthcare system. We aim to provide a consistent connected experience for service users

and staff. *We believe "A solid foundation is key to a strong superstructure".*

There are 4 primary pillars of technology delivering this superstructure for health care services (see image below).

from our partners and ensure a standardisation of approach across the organisation and sees the HSE at the forefront of technology deployments in Ireland.
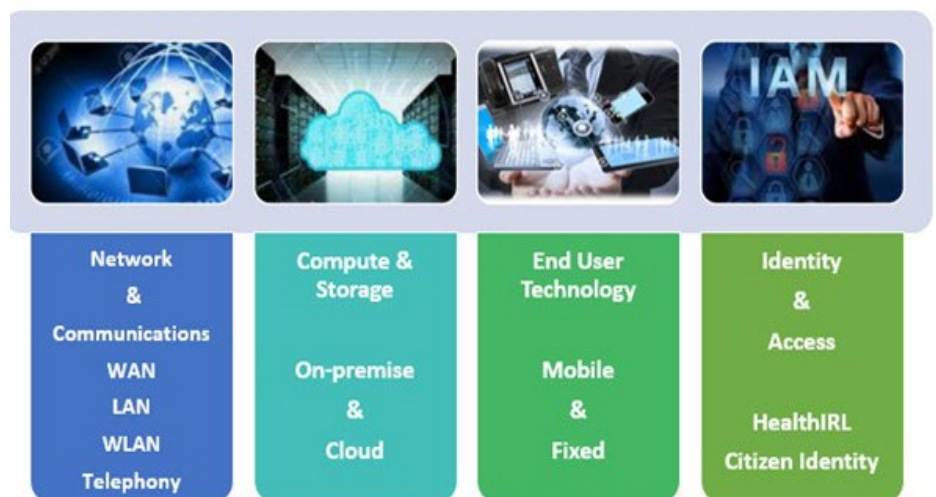
So where are we on this journey!

The HSE has best in class network and telecommunications infrastructure, with significant milestones passed in terms of operation and delivery. We have enhanced capacity through government networks – GB speeds into Acute Hospitals, upgraded internet infrastructure and delivered significant legacy remediation across the estate. The next sea change for the HSE is the Enterprise WLAN programme which is now very active and the new mobile framework which will set the bar for the delivery of mobile services in the HSE.

The model(s) for the delivery of compute and storage solutions on premise and in cloud in the HSE are best in class, with t-shirt size solutions which meet every business requirement. The solution encompasses the latest technologies

Where next for this? You can expect to see major transformation in how we deliver these services – automation, self-service portal etc. So watch this space!

End-User Technology is one of the most impactful areas in any organisation, and there are massive opportunities here to transform the work lives of our staff, particularly clinical staff. We now have a General Manager with responsibility for End User Technology - Kieran Herron, who will work with other technology office areas and staff across the HSE to determine the best fit for each persona. This will further our vision of a connected, consistent experience anyplace, anytime, anywhere.

So, what can you expect? You will see a merging of end user experiences across technologies (standard devices, tablet devices, mobile devices), you will see virtualisation of end user desktops, extensive mobile application enablement and the delivery of Windows 11 in an agile manner.

You always leave the best until last - Identity:

The foundation of all end user experience is identity. As the Rockshore Ad says, *"We don't care who you are, Where you're from, It's all cause we love you"* - well, maybe it should read *"it's all cause you are in HealthIRL and we can definitively identify you and, ensure you are digitally enabled"*. Not quite as catchy but hey!

HealthIRL Migration hit a key milestone a month ago with over 50,000 accounts. It is the largest domain in the HSE, delivering secure services both on-premise and cloud. Where next? Users will continue to be migrated, but you will see the deprecation of old domains as areas complete, so make sure you are not left behind. Worth mentioning there is a self-service option available – might suit you to check it out.

Our Cloud identity (which is HealthIRL) will leverage the capabilities in the cloud to enhance access controls. We will know who you are and where you are from, and this information will enable decisions in terms of what (if any access) you can have. We will look to connect identities where appropriate to deliver a genuine single sign on experience, enhancing the end user experience.

Citizen Identity is another area where there will be a sea change in the HSE in 2024. There will be opportunities to leverage government solutions and our A2i team will ensure the linkage to IHI. This will be driven by the implementation of the patient app and will require collaboration across all of eHealth. The identity team(s) in the Technology Office will play a key role in the underlying technology decisions. Exciting times ahead!

What does this mean for our staff and service users?

These are exciting times for the HSE and particularly exciting times for technology office, as we start to build on the foundations laid since our 2018 strategy. To a certain extent the technology strategy both delivered for, and benefitted from, the Covid and Cyber sagas, and many initiatives leapfrogged from design straight into implementation in response to the requirements of both crisis situations. The end result is, from a technology perspective, the HSE is well positioned to deliver digitally enabled, connected care. It also means the technology office in the HSE is a great place to work if you enjoy challenges, love technology, and want to make a real difference.

PETS Corner

This is Charlie and Rascal and they live with Helena Murphy, eHealth Social Media Lead.

Charlie is a 10-year-old Shichon (Bichon Shih tzu mix) and Rascal is a 9-year-old mix Yorkie Terrier, but Helena said she's convinced there is a greyhound in there somewhere as he would run for Ireland!!

Charlie thinks he's human and should be treated like one. How dare we ask him to move off our seat on the couch! He gives a good death stare but he's a very loveable dog. He loves belly rubs and going for short walks. He likes to take things nice and easy and go at his own pace. He loves to sit in the grass watching the kids playing in the green.

Rascal, on the other hand is a ball of energy and although he is 9 years old, he is very young at heart. He likes to sit at the window barking at absolutely nothing or running around outside, but his favourite thing is to sit curled up on your lap!

Charlie & Rascal

Upcoming Winter Events
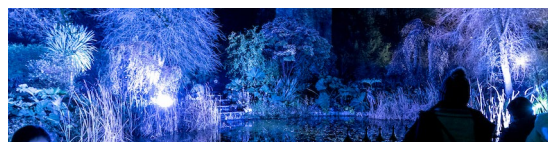
Wonderlights at Malahide Castle

Spread round the woodland at Malahide Castle is Wonderlights, a spectacular walking trail that leads you past illuminated creatures and light displays. This year's theme is the Night Sky, culminating in a recreation of the Northern Lights and a shower of shooting stars. It runs from November 4 to January 3. See here for further information.

Wild Arctic Experience Donegal

Every Christmas the Wild Ireland animal sanctuary in Donegal is transformed into the Wild Arctic Experience where foxes, snowy owls and arctic wolves are around to set a wintery scene underneath twinkling lights and istallations. Kids can go to visit Santa and his elves in the festive wooden hut before getting a hot chocolate topped with whipped cream and marshmallows in the café. Wild Arctic is running from December 1-23. See here for further information.

Victorian Christmas at Strokestown Park House and Garden

There's a historical vibe to the celebrations at Strokestown Park House in Co Roscommon. At the Victorian Christmas Experience, you'll be guided by a mischievous elf on an adventure around the Palladian mansion for storytelling and crafts as well as a chance to meet Santa and Mrs Claus. Afterwards you can head out into the woods with a hot chocolate where the festivities continue. See here for further information.

Waterford Winterval

This year is the tenth Winterval, which sees the city of Waterford transformed in the run up to Christmas. As well as the continental market with sweet treats sold in the quaint wooden huts, there's plenty for kids to do, from free puppet shows to craft workshops. There's a vintage ferris wheel at Arundel Square and an ice rink on the quayside, as well as an elaborate Santa Village, where you can deliver your letter to the big man with Elf Post. Winterval is running from November 18 to December 23. Click here for further information.

Belfast Christmas Market

Each year, Belfast's City Hall is transformed into a traditional German-style Christmas market, packed to the brim with 90 masterfully handcrafted wooden chalets. At the markets here, expect to find a food court with cuisines from 32+ nationalities, heaps of family activities and attractions, like the Santa Train, buzzy beer tents and plenty more.
See here for further information.

Other Christmas markets include:
- The Galway Christmas Markets: Nov 10th – Dec 22nd
- Glow Cork: Nov 24th – Jan 7th
- Yulefest Kilkenny: Starts Nov 25th

eHealth
New Recruits

Introducing our new colleagues to the eHealth community.

Orla Gibbons
Relationship Manager

What is the top destination on your must visit list?
Chile.

What has surprised you about your job so far?
The impressive progress of the team on the HealthIRL migration.

If you could have dinner with anyone, dead or alive who would it be and why?
Michael Davitt, an unsung hero and champion for human rights both in Ireland and abroad. He would have interesting stories to tell.

Rajesh Abraham
Software Developer

What is the top destination on your must visit list?
Oslo, Norway.

What has surprised you about your job so far?
The opportunity to learn and work in the latest technologies and also the warm, welcoming and friendly approach of every members of our team.

If you could have dinner with anyone, dead or alive who would it be and why?
My Kids, as I really enjoy the innocence and the real happiness in their childhood period and I may not get that opportunity when they grow up.

Amy Mc Elligott
Senior Service Transition Analyst, CSE

What is the top destination on your must visit list?
India and Japan.

What has surprised you about your job so far?
The amount of different areas/teams within eHealth, everyone is so nice and it is a great place to work.

If you could have dinner with anyone, dead or alive who would it be and why?
My Granny, she was a very funny and interesting person.

Sheelagh McGuire
Agile Project Manager

What is the top destination on your must visit list?
I promised my husband we would go to Madrid for his 50th, that trip is overdue now so Madrid is next on my list.

What has surprised you about your job so far?
The staff have been very welcoming.

If you could have dinner with anyone, dead or alive who would it be and why?
I would love to have dinner with my grandparents on my Mum's side that I never got to meet. They died before I was born.