

Technology & Transformation NEWSLETTER

A monthly newsletter brought to you by the
Technology and Transformation Communications Team.

If you wish to contribute please contact us at:
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Building a Data-Driven Health Service:

Tom Laffan - reflections on his first months
as Chief Data and Analytics Officer



By **Tom Laffan**,
HSE Chief Data and Analytics Officer.

Earlier this year, I stepped into the role of Chief Data and Analytics Officer—the first time this role has existed within the HSE. It’s a privilege, and one I take very seriously.

I’ve been with the HSE since 2001. Over that time, I’ve had the opportunity to work across many teams and programmes, from early digital messaging projects to pandemic data dashboards. My background

is in applied computing, and I’ve worked across sectors like healthcare and banking, but I’ve always been drawn to the work that supports patients and public services.

This new role is a milestone—not just for me, but for the organisation. It reflects the value we’re now placing on data, and how central it is to the future of our health system. [Continued to next page.](#)

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Tom Laffan - reflections on his first months as Chief Data and Analytics Officer

Data That Delivers Better Care

For me, data has never been just about reporting or systems. It's about care. It's about people.

Good data helps us deliver safer, more informed, more connected services. It gives clinicians timely insights. It helps service managers plan effectively. And it empowers patients with access to their own information.

But we also know our current environment is fragmented. We have paper records. We have disconnected digital tools. We have valuable data locked in silos. One of the big challenges ahead is building the systems, standards and structures that allow us to truly integrate care pathways and put the patient at the centre.

That's where this role comes in. And that's where the work we're doing now—across regions, services and functions—starts to take shape.

Supporting Digital for Care 2030

Much of our work aligns directly with Digital for Care 2030. It's a strategy that lays out a clear direction, and I'm proud that the Office of the CDAO is central to delivering on it.

Data is one of the core enablers of Digital for Care. My team is currently developing a national Data Strategy and a supporting Data Management Plan. Both will help us make better use of what we already have—and plan wisely for what comes next.

These aren't documents we're writing in isolation. We've already started wide engagement—clinicians, patient and service users, regional teams, the Department of Health, Health Research Board, and partners like Health Tech Ireland. Their insight is essential.

What Real-Time Data Can Do

The work of the Integrated Information Services (IIS) team during the pandemic was a powerful example of how data can help us respond quickly, transparently and effectively. We built on that work to launch the new HSE Health App, which is now providing patients with secure access to their own vaccination and maternity data—with more services coming soon. Real-time data isn't just for crisis response. It's for everyday care. It gives visibility to clinicians. It supports decisions in our hospitals and communities. And it can help us keep people well and out of acute settings when possible.

Securing Trust Through Governance

As someone who lived through the 2021 cyberattack alongside many of you, I understand the importance of trust and security when it comes to data. Since then, we've strengthened our security posture. We've enhanced our governance structures. And we're continuing to roll out training across the health service to support data protection and best practice.

But governance isn't just for CIOs or data leads—it's for everyone. Clinicians, administrators, IT teams—we all have a responsibility. And we're building the structures that make it easier for people to do the right thing with data, every time.

Artificial Intelligence: Promise and Guardrails

AI is already here. It's in use in parts of radiology, diagnostics and beyond. But as we scale it, we must do so responsibly. AI falls under my remit, and we've now established an AI and Automation Centre of Excellence and an AI Implementation Working Group. We're developing a national AI Strategy and Governance Framework, due mid-year. These will guide how we use AI safely, ethically and in line with the new EU AI Act.

We're doing this collaboratively—with clinicians, technologists, data protection experts, industry, and patients themselves. The IPPOSI jurors report on AI is informing our approach, and we're working closely with Health Tech Ireland and HIQA on what comes next.

This isn't just about managing risk—it's about unlocking opportunity. Used well, AI can support better outcomes, reduce clinical burden, and help us use our data more intelligently.

Investing in People and Data Literacy

Technology is only one part of the equation. If we want a truly data-driven culture, we need to support our people. That means training, clarity, and building confidence. We're developing data literacy programmes across the service to help staff ask the right questions of the data they see. We want to foster a culture of curiosity—where someone spots a pattern, challenges an assumption, or digs deeper into a trend.

Because sometimes the most important insight comes from a person who takes a second look and asks: "Why?"

My Priorities for 2025

As I settle into the role, my focus for the months ahead includes:

- Finalising the Health Data Strategy and implementation plan;
- Publishing AI Strategy and governance framework;
- Strengthening collaboration with regions, REOs and clinical teams;
- Building a stronger foundation for data integration;
- Championing safe, secure and people-centred data use;
- Continuing to grow our office and capacity for delivery.

We're not starting from scratch. The HSE has already made significant progress. But now is the time to join the dots and build something sustainable, inclusive and forward-looking.

How You Can Support

I often get asked: "What can staff or patients do to help this journey?"

My answer is simple: help us collect good data. When we ask for your PPSN or verify your information at the point of care—it's not bureaucracy. It's about creating an integrated care record that follows the patient across settings.

We're asking for time, attention and care when entering data—and in return, we're working to build systems that will give staff better tools and patients better outcomes.

If I look ahead 12 months from now, I hope to be able to say: this was the year we built the foundation for a health service that truly uses data to deliver better care.

And we're just getting started.

Recently, the HSE T&T Communications Team recorded a video interview with Tom, and the article above provides a synopsis of that conversation. The interview is part of 'Transforming Healthcare – People Behind the Progress', a new series by the HSE T&T Communications Team that shines a light on the individuals driving digital transformation across the HSE—from Technology and Transformation to clinical services and beyond. You can [view the video from this link](#).

The [CDAO web pages](#) are now live on our [website](#), offering an overview of the team's work to harness data for better healthcare across the HSE.

HSE TECHNOLOGY AND TRANSFORMATION

Training and Development

A schedule of our upcoming courses are listed below:

Course	Date(s)	Duration	Location	Start & Finish times	Closing Date
Administration Development Programme	20/05/25 21/05/25	2 days	The Richmond Events and Education Centre Eir Code: D07 TH76	09:30-17:00	15/05/25
From Worrier to Warrior	29/05/25	1 day	The Richmond Events and Education Centre Eir Code: D07 TH76	09:30-17:00	14/05/25
Presentation Skills - Presenting with Presence	25/05/25	1 day	The Richmond Events and Education Centre Eir Code: D07 TH76	09:30-17:00	23/05/25

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

Access our Training Prospectus and support documents for help with finding or enrolling in courses [by clicking this link](#) for assistance.

Alternatively please contact Training.TechnologyAndTransformation@hse.ie and we will be happy to assist you.

QR Code Safety Awareness: Avoid Scams on Pay and Display Machines

By Jason Forry,
Cyber Security Officer.

The HSE would like to raise awareness about potential risks associated with scanning QR codes on Pay and Display parking machines across Ireland. While there have been reports of fraudulent QR codes being placed on parking machines and Payzone signage in some areas, this serves as a general precaution to help prevent scams before they occur.

Fraudulent QR codes can direct users to cloned websites that request

credit card details and other personal information. To stay safe when making payments, we recommend:

- Using the official Payzone parking app, which should be downloaded directly from the App Store or Google Play.
- Paying for parking through the official Payzone website by manually entering the web address rather than using a QR code.

- Opting for card or cash payments where available.

It is essential to remain cautious when scanning QR codes in public spaces. Always verify that you are using a legitimate payment method before entering any personal or financial information.

If you encounter a suspicious QR code on a Pay and Display machine or notice anything unusual, please report it to An Garda Síochána and your local council immediately.

Stay vigilant and help spread awareness to ensure safe and secure payments for everyone.

Reach out to cybertips@hse.ie for more information.

The Evolution of Specialised Care Services – Clinical Management System

By Katie O'Rourke and Mary Cooke, Community ICT Delivery Team, HSE Technology and Transformation.



Photographed above was taken at the Community Connect Kick-Off back in March 2025 with the Programme Team, Stakeholders and Vendor.

The Specialised Care Services CMS programme began in 2016 in the National Rehabilitation Hospital, and in 2018 expanded to include the National Forensic Mental Health Service under a National Framework.

take this opportunity to acknowledge their contributions, as the programme welcomes its latest chapter in Community Connect: Noreen Noonan, ICT Delivery Director, Corporate and Population Health; Bernie Flynn, ICT Project

Claire Mulligan, ICT Project Manager.

SCS-CMS: Community Connect

The Community Connect vision, aligned with the six Digital for Care Principles, is to provide a single, integrated digital solution for Community Services that places people at the heart of care. The programme will facilitate streamlined pathways, standardised practices, and empower frontline teams with real-time insights, delivering safer, more coordinated, and truly person-centred healthcare for every service user availing of community services in every region.

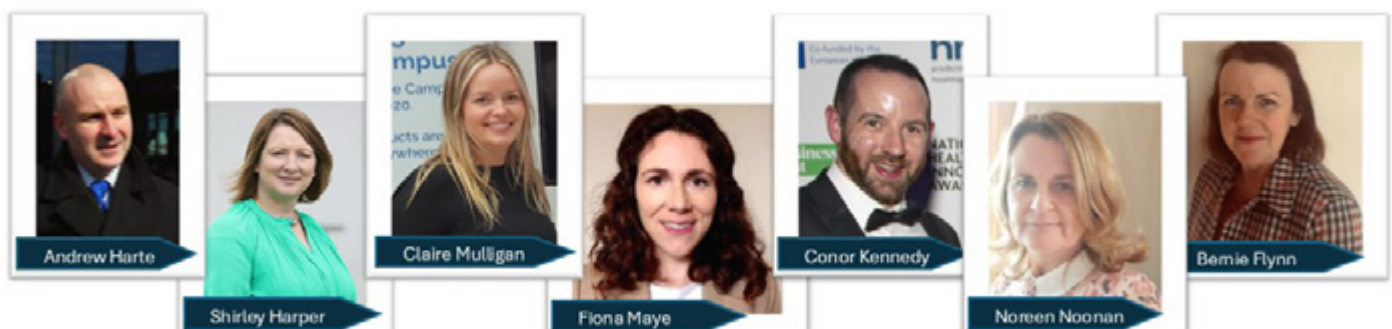
The Community Connect Programme Kick-Off took place on the 12th March 2025, bringing together team members and stakeholders from across services to ensure a common understanding of the objectives and plan for the programme's Discovery phase. The discovery for Community Connect consists of a phase of work that will determine the national blueprint design for the solution, incorporating consultation with stakeholders across services and regions. It is anticipated that there will be a regional deployment of Community Connect, beginning in 2026 and completed in 2027.



The photograph above was taken at the National Forensics Mental Health Service (NFMHS) go-live back in October 2023. Pictured (L to R): Jodie McCrann, Senior Business Analyst, Thea Murtagh, Project Manager, Mary Cooke, HSE ICT Delivery Director, Katie O'Rourke, HSE ICT Deputy Delivery Director, Fran Thompson, CIO, Pauline Fitzgerald, Programme Manager, Marie Byrne, Senior Project Manager, Paul Byrne, Project Manager, Gayle Reilly, Senior Project Manager, and Greg Lambert, Project Manager.

The programme was raised by a village and many of the HSE Technology and Transformation family involved throughout the initiation, procurement and go-lives have moved on to other programmes and delivery areas. The Community ICT Team wanted to

Manager; Shirley Harper, Senior Project Manager; Conor Kennedy, Senior Project Manager; Paul O'Byrne, Project Manager; Fiona Maye, Senior Project Manager; Marie Byrne, Senior Project Manager; Andrew Harte, GM ICT Programme Manager; and



SAP Centre of Excellence Achieves SAP Accreditation Through 2027

By Ciara Horton,
SAP (CoE) Team, HSE Technology and Transformation.

We are delighted to announce that in March 2025 following a formal audit process, SAP Centre of Excellence (CoE) has been accredited once again as a SAP approved Centre of Expertise for another 2 years until the end of March 2027. This is a significant endorsement of SAP CoE to align with SAP best practice in the support and development of the current HR/Payroll SAP system and the Finance and Procurement SAP system.

The audit criteria are based on SAP best practices. The audit process reviews and evaluates the extent to which the Customer CoE capabilities are addressed and implemented within the HSE's SAP CoE.

The Customer CoE team accreditation determines the maturity of a Customer CoE in a frequency of 2 years, as nothing is more consistent than change.

Value

The Customer CoE team accreditation provides orientation on which topics are important as a basis and indicates where there is a need for action. The certificate at the end of the successful audit is the confirmation from SAP that the expert team has successfully implemented the fundamental support pillars required for a CoE.

Process

During the audit, a SAP Customer CoE auditor evaluates the extent to which the HSE SAP CoE capabilities are addressed and implemented in the Health Service Executive. The audit criteria are based on SAP best practices.

By operating an accredited Customer CoE, SAP customers benefit from:

- Increasing integration between Business and Technology.
- Having a clear picture of SAP products, tools, services and support offerings.
- Ensuring smooth collaboration across business and technology, SAP and additional 3rd party providers.
- Driving adoption and innovation of business processes and technology trends.
- Taking accountability of end-to-end processes.

The successful accreditation is a credit to each and every member of the SAP CoE team and provides recognition of the commitment, skill sets and capabilities within the team. SAP CoE strive to provide a strong platform which we will continue to build on in the coming years.



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 Technology and Transformation.

Coming up soon:

16th May, 2025:

The value of IT Change Management
with Edward Mountaine.

6th June, 2025:

The National Clinical Audit Platform (NAP)
with Brid Moran and Corinna Abbott

13th June, 2025:

The Driest Subject on the Planet - IT
with James Lee

If you missed some of the previous sessions, they are available on the Discovery Zone on HSeLanD and on our [Resources Page](#) on our eHub.

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

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**

Explore, Learn, and Grow with

HSE Technology and Transformations online learning platform - Pluralsight

By Janis Nolan,

HSE T&T Training and Development Team.

[Pluralsight](#) is our go-to platform for high-quality, on-demand learning — giving you access to thousands of expert-led courses in technology, leadership, and professional development.

Whether you want to sharpen your skills in data analysis, improve your understanding of cloud computing, or develop your soft skills in areas like communication or team leadership,

Pluralsight offers content to suit all career paths and levels.

One of the biggest benefits? You can learn at your own pace, on your own schedule, from wherever suits you best. With curated learning paths, skill assessments, and progress tracking, it's easy to build confidence and capability in your area of work.

We encourage all staff to explore the

platform and see how it can support your personal and professional growth. A little time invested each week can lead to big results over time.

To get started you must:

- Click 'Accept' in the invitation issued to you via email from admin@appmail.pluralsight.com (You may need to check your junk folder.)
- Select the first box "Create a New Account" using your @hse.ie work email address

Future logins should be done from the [homepage](#) which we recommend you bookmark after you activate your account.

The Training and Development Team have a dedicated SharePoint page which hosts resources such as a 20min demo and an FAQ document.

Need help accessing your account? Contact the [Training and Development Team](#) who will assist you with any queries you may have.



New addition to our eHub: Digital for Care

We are pleased to share that a new tile has been added to our internal SharePoint site, [eHub](#) — the Digital for Care SharePoint is now live and accessible from the main content listings.

This addition is designed to support staff by providing direct access to the latest updates from the Digital for Care Programme, one of the key drivers of digital transformation across the HSE. The site includes regular progress updates, key milestones, and information on upcoming projects and events that are shaping the future of digital healthcare delivery.

By centralising this information, we hope to make it easier for teams to stay informed, aligned, and engaged with

the programme's goals. Whether you're looking for the latest news, timelines, or ways to get involved, the Digital for Care SharePoint will be a valuable resource in your daily work.

Be sure to check it out on [eHub](#) and stay connected to the progress of digital health in Ireland.



Technology and Transformation Reporting



A Sweet Success:

Dr. Steevens Hospital Bake-Off Raises €911 for Husky Rescue

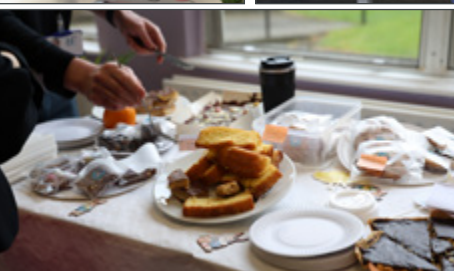
By Facilities Office, Dr. Steevens Hospital, Dublin.

Recently the Facilities Office in Dr. Steevens' Dublin held a Bake-Off to raise funds for Husky Rescue. The event was held on Wednesday 16th April and raised €911 for Husky Rescue Ireland.

Not only was it a fun time for staff and an opportunity for everyone to get together, but it also benefited a great charity.

The Facilities office would like to take the opportunity to thank all staff that baked for the event and provided fantastic showstoppers! They also would like to thank the organisers and of course the famous judges who skilfully managed the judging of what seemed like a difficult task as they tasted the wonderful cakes!

Our colleague, Ben Kearney T&T Communications took some photographs at the event and captured HSE CEO, Bernard Gloster, CTTO Damien McCallion and Dr. Colm Henry, CCO enjoying some of the baked goods on the day.



HIDS Business and Technical Teams unite under the CDAO

By Emer Purcell,

People and HR Lead, Health Identity Management Services, HSE Technology and Transformation.



The 25th of April 2025 was a milestone day when HIDS Business and HIDS Technical came together for the first time under the new shared umbrella of the office of the Chief Data and Analytics Office (CDAO).

The aim of this first joint team day, held in Southgate in Drogheda, was for the business and technical teams to get to know each other better, reflect on shared successes, celebrate their collaborative working results and further strengthen team connections.

Facilitating the team day, Sean Toner from T&T Training and Development kicked off the morning with gauging how everyone was feeling that day, using his unique sheep scale! This allowed everyone to have some time to introduce themselves to the wider team. There were many members of both HIDS Technical and HIDS Business that had not met either in person or virtually, so the introductions were vital to get to know each other. There were also a surprising amount of farming connections in the room!



Photographed above LtoR: Jaisal Chakkiyath, Kea Beckham, Abhishek Kellaka, and Mani Sundararajan (HIDS Business).

Team collaboration was celebrated through a series of short, engaging presentations highlighting key milestones across both business and technical domains – all aligned with the broader ambitions of the Digital for Care strategy.



Photographed above from LtoR: Niall Graydon, Paul Keenan, Maureen Harte and Steve Jones (HIDS Technical).

Sandra Cogan and Aidan Gill shared the evolution of Index Manager, tracing its journey from Version 1 in 2020 to the current Version 3, offering complementary perspectives from business and technical standpoints. Paul Hamill followed with an insightful look into the mechanics of Index Manager technical look-ups.

Looking ahead, the importance of deepening collaboration between business and technical teams was underlined by Lisa Farrelly, HIDS Business Manager, and Yvonne Cantwell, HIDS Technical Manager – a theme that resonates strongly with the integrated approach at the heart of Digital for Care.

Team work was further explored through a SWOT analysis with everyone mixed into small groups. This provided for some interesting analysis and the groups took the opportunity to connect, reflect on weaknesses, celebrate strengths, align opportunities and prepare for threats, ultimately aligning their future goals as one HIDS Team.

It was great to see how collaborative working has allowed HIDS to support patients, providers, and the systems that serve them. The biggest takeaway from the day was that HIDS teams have consistently delivered and their greatest strength has been their people.

So what does success look like for HIDS in 2025 and beyond:

- Every person in Ireland has a trusted digital health identity through the IHI.

- Every health and care system can confidently link, match, and share information using the IHI.
- HIDS is nationally recognised as the authoritative source for patient identity – the Patient Identity Authority.
- HIDS are helping to enable the future of care: connecting data across the HSE App, National Shared Care Record, Electronic Health Records, and more.

Thank you to Thelma Pentony, Sean Toner and Sinead O'Byrne from the HSE Technology and Transformation Communications, Training and Development Team for their support.

Festival of Cloud and Cyber at National College of Ireland

By Sean Toner,
Training and Development Team.



HSE Technology and Transformation Training and Development's Sean Toner and Eoghan Casey Cloud Platform team, along with NCI staff and other industry professionals

HSE Technology and Transformation recently participated in a number of great student forums with the National College of Ireland.

On Thursday 27th of March, a Festival of Cloud event took place at the National College of Ireland Campus in Dublin. This event was attended by Eoghan Casey of the T&T Cloud Platforming team, and myself as the Training and Development Coordinator. The event was an opportunity for students to meet with industry representatives and to make meaningful connections in the field of Cloud Computing. The effective conversations that took place at this event, help to bridge the gap between academic learning and the fast-evolving Cloud industry.



A festival of Cyber Event too place, again in the National College of Ireland (NCI) on Wednesday 2nd of April.

In attendance at this event was lead for Cyber Strategy, Cyber Programmes and Cyber Budget at CISO Office, Marie Lalor. This was a fantastic networking event designed



to connect the Cyber Security students of NCI with industry professionals. This event provided an invaluable opportunity for students to gain insights, expand their networks and explore the exciting possibilities in the field of Cybersecurity.

Events like these highlight the power of collaboration. They enable students to engage directly with industry professionals and gain real-world perspectives, while company representatives leave feeling inspired by the students and excited at the possibility of working with them in the future.



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Customer Service Experience (CSE) SAS Staff Day

Empowering Patient Care Through Strategic Application Services

By Sri Hari Gunasekaran

National Application Delivery Manager, Customer Service Experience (CSE).



On May 4th, the Strategic Application Services team gathered for the first time under one roof at the Merlin Park campus in Galway. This special occasion brought together all staff members for a day filled with activities aimed at fostering collaboration, communication, and team spirit, special thanks to LLTM (Leadership, Learning and Talent Management).

Next, the team participated in a value exercise activity. The enthusiastic participation from everyone led to the identification of the top values that the team holds valuable: trust, respect, teamwork, and initiative. The team also brainstormed the top three actions each team would implement to uphold these values.

by a Dotmocracy activity, where each person voted on their favourite idea for each theme. The ideas that received the highest votes were clear objectives to enable effective communication and delivery of results, more events like this to improve relationships with other teams, and project recaps to discuss useful insights and lessons learned.



The day concluded with an update from Darach Glennon, Head of the CSE department, who highlighted key project updates from the Technology and



The day commenced with a brief introduction by Gary O'Brien, Head of Strategic Application Services, (photographed above), who provided an overview of the department's achievements and future goals. This was followed by an engaging ice breaker session designed to ensure that everyone interacted and got to know each other by name, setting a lively tone for the day.



Photographed above, Darach Glennon, Delivery Director CSE.

The highlight of the day was a teamwork activity focused on building communication, collaboration, motivation, and engagement. Each table was divided into subgroups, with each subgroup working on one of the three themes. The subgroups brainstormed practical, action-focused ideas to advance their respective themes. This was followed

Transformation team. He also appreciated the team's efforts in three major projects:

- The Application Modernisation Program ;
- The Application Registry;
- National DBA Monitoring Solution.

The team expressed the value that the Application Services team brings to patient care by resolving IT application issues and upgrading infrastructure, leading to improved performance of legacy applications.

The event ended on a high note, with a lot of positive initiatives and mutual appreciation for each other's achievements. The day was a resounding success, leaving everyone motivated and looking forward to future collaborations.



Technology & Transformation

Pets Corner



Double Trouble in Bettystown: Meet the Mayo Springer Spaniels - Lia and Rua

Introducing two adorable English Springer Spaniels who live with Sinéad O'Byrne and her family in Bettystown.

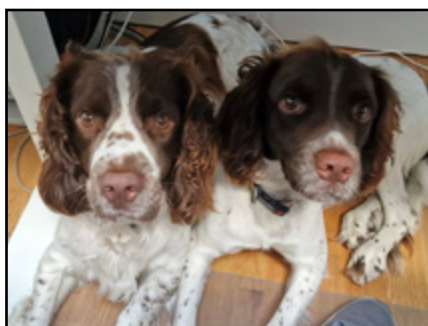
They hail from Mayo and prefer to be known as Mayo Springer Spaniels!

Lia will be 5 years old in June and Rua will be 2. They are sisters, with the same parents Milo and Bella.

After Milo and Bella went for a fateful walk - a surprise litter appeared a few months later! Rua came to stay with her sister Lia in Bettystown, causing great disruption to Lia's 'only-dog' lifestyle. Rua adores her big sister, and after some initial adjustment Lia has taken to her sidekick.

Both dogs love their morning walks on the beach, though it's less walking and more sprinting in their case. Rua enjoys jumping and splashing in the waves, while her sister Lia prefers to plunge right in and swim alongside the shore.

During the working week, the two dogs supervise Sinéad's Dad as he works from home, as well as maintaining constant vigilance on the house. Lia chooses to maintain watch by the window in the front room of the house, while Rua has her favourite step on the stairs, where she can keep an eye on the front door as well as any human activity in the house.



Both dogs are cuddlers, and no one can sit down in the house without a dog taking up position on their lap. Lia, in particular likes to hug, with two paws on your shoulders and her face in your face. While this is very sweet, it makes watching TV challenging. Rua is a bit more subtle, except with her sister whom she likes to sprawl out on top of.

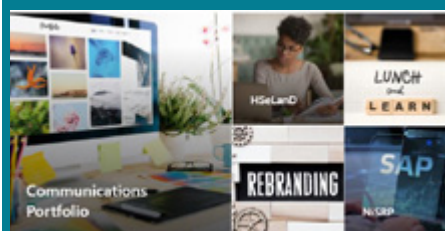
If you would like us to share your furry or feathered friend(s) and their stories in our Pets Corner feature, please contact us at

[T&T Communications](#)



Your one-stop-shop for Technology and Transformation

Discover a wealth of resources designed to support you in your role. Our eHub is your one-stop destination for everything you need—right at your fingertips. Simply click on any of the icons below to access key areas, explore valuable tools, and uncover helpful information.



BUILD YOUR SKILLS, YOUR WAY:

Explore Free Online Courses with eCollege

By **Hollie Kelly**,
Training and Development Team.



In a world where digital capability and lifelong learning are increasingly important, eCollege provides an accessible and flexible way for learners to gain valuable, in-demand skills. Funded by SOLAS and part of a Government of Ireland initiative, eCollege offers a wide range of fully funded, part-time online courses designed to support both personal and professional development.

The platform specialises in areas that are critical to success in the modern workplace, including ICT, CISCO, and Project Management. Courses are developed and delivered by expert learning providers, and learners can choose between tutor-supported programmes or self-directed options depending on their preferred style of study.

All courses are designed to be flexible and accessible, with self-paced content that can be completed at times that suit the learner. If the course includes live tutorials, recordings are always made available to ensure everyone can keep up, regardless of schedule. Where courses require

specific software, access is included at no extra cost. For accredited courses, both certification and exam fees are fully covered, removing any financial barrier to participation.

To be eligible, learners must:

- Be aged 18 or older;
- Hold a valid PPS number;
- Have a postal address within the Republic of Ireland.

The platform is particularly suitable for those looking to reskill, return to work, enhance their CV, or simply build confidence in new areas of knowledge. Learners consistently highlight the flexibility and support on offer, with many finding eCollege a valuable stepping stone in their career or education journey.

While eCollege courses are intended to be completed outside of normal working hours, any staff member planning to enrol, particularly where the course aligns with a Performance Achievement discussion or broader professional development plan, should first discuss this with their line manager.

To explore the full range of courses or learn more about the learner experience, visit the official site: www.ecollege.ie.



Get ready to step up your game!

The Steps to Health Challenge started yesterday, Monday 12th May and runs through to 15th June.

It's time to put some pep in your step! Whether you're a pro at hitting your daily step count or just starting to explore the world on foot, this challenge is all about having fun, staying active, and making your health a priority.

Set your personal goals, track your progress, and cheer on your fellow participants — this is about more than just the numbers, it's about feeling energised, creating healthy habits, and maybe even discovering some new routes for your daily walks!

So, lace up those runners, grab your favourite playlist, and let's make these next few weeks all about moving, grooving, and stepping toward better health!

[To find out more you can visit the HSE Steps Challenge web page.](#)

TECHNOLOGY & TRANSFORMATION MOBILE TELEPHONY

UNUSED HSE MOBILE PHONES?

Time to declutter and clean up your workplace environment.

If you have unused HSE mobile phones in office drawers or cabinets, please contact your Line Manager and inform them of the device type, mobile number, and IMEI of the device.

Line Managers:

Please contact the Regional Mobile Administrator assigned to your specific location for guidance on returning these devices. A list of locations and their respective contacts can be found via the link below.

[Click Here](#) to find the
Regional Mobile Administrator
assigned to your location.



HSE and Doccla named finalists in Tech Excellence Awards for - Public Sector Project of the Year

By Julie Bellew,

ICT Programme Manager Telehealth, National Virtual Health Team.

We are delighted to share that the HSE, in partnership with Doccla, has been shortlisted as a finalist in the 2025 Tech Excellence Awards under the Public Sector Project of the Year category. This recognition highlights the successful delivery of our new Acute Virtual Ward service—an ambitious, people-centred model of care that's already making a real difference to patients and hospital teams across the country.



Supporting Care Closer to Home

The Virtual Ward model offers a new way for patients to receive hospital-level care at home. Using remote monitoring technology, a connected clinician dashboard, and strong clinical governance, patients can be safely monitored in their own homes—freeing up hospital beds while maintaining the highest standards of care.

This work directly supports the goals of Sláintecare and the HSE's Digital for Care 2030 strategy—delivering care in the right place, at the right time, and as close to home as possible.

First launched in University Hospital Limerick (UHL) and St. Vincent's University Hospital (SVUH) Dublin, the service is tailored to support patients with conditions like respiratory illness and cardiac issues. Each Virtual Ward is run by local clinical teams, with technical, onboarding and logistics support provided by Doccla.

Delivered at Speed - with Patients at the Centre

Led by the Office of the Chief Clinical Officer, Strategic Programmes Office, and Digital Health Clinical Office, the programme went live in mid-2024—on time, on budget, and with every requirement met. From system integration to device logistics, cybersecurity, training and patient onboarding, all elements

were delivered in parallel to meet a fixed go-live date.

The project has been a powerful example of national and local teams working together—with shared purpose, agility, and clear governance.

What We've Achieved

Since launch, the Virtual Ward Programme has:

- Provided care for **1,000 patients** aged 16–91.
- Enabled **7,000+ acute hospital bed days** to be delivered at home.
- Reduced the average length of hospital stay to **6.6 days**.
- The patient satisfaction survey indicated high satisfaction levels, with 100% of those who participated in the survey rating the service as either "good" or "very good." Additionally, the service received a 94% rating in favour of being treated in the VW rather than being a hospital in-patient.
- Achieved a **Net Promoter Score of 78**, well above healthcare benchmarks.

Patient feedback has been overwhelmingly positive. One patient told us:

"I came home feeling secure with follow-up calls twice a day, monitors, and a mini screen that I uploaded my readings on. Honestly, I was blown away with the whole experience... So grateful to them all."

The clinical model continues to expand, with additional pathways added based on need—proving its flexibility and value.

Looking Ahead

This project is already shaping the future of how we deliver care. It shows that digital solutions can be embedded safely and quickly when the right partnerships, governance and clinical leadership are in place.

Four new Virtual Wards are planned in 2025, one for each Regional Health Area. A national implementation playbook has been developed to help these teams scale quickly and safely.

This shortlisting is a welcome recognition of a team effort across Technology and Transformation, the wider HSE, and our partners in care. It highlights what's possible when we work together to design services around the needs of people and patients.



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.



Join our vibrant Book Club where stories come to life! Each month, we dive into a new, exciting book, exploring different genres and perspectives. Connect with fellow readers, share your thoughts, and engage in lively discussions. Whether you're a casual reader or a book enthusiast, there's a spot for you. Sign up today and start your next great adventure.

We meet on the second Tuesday of each month at lunchtime.

New members are always welcome and if you would be interested in joining the group, [please register here](#).



Connecting Innovation and Care: HSE and DKIT Sign MOU for Digital Health Transformation

By Ryan Campbell,
T&T Communications Team.



Attending the event from Left to Right: Tom Laffan, CDAO HSE, Joyce Shaw, Chief of Staff and Business Operations HSE T&T, Breandan Casey, DkIT Connect Health and Wellbeing Cluster manager and Aidan Browne, Head of Innovation and Business Development DKIT

The recent Innovation Healthcare Showcase at Dundalk Institute of Technology (DKIT) marked a significant milestone with the launch of a Memorandum of Understanding (MOU) between DKIT and the HSE Technology and Transformation (T&T) team. The event brought together healthcare leaders, researchers, and innovators to explore advancements shaping the future of digital health in Ireland.

A highlight of the day was the address by Tom Laffan, Chief Data and Analytics Officer at HSE, who spoke passionately about Ireland's Digital Care 2020–2030 strategy. Tom emphasised the need for a connected and patient-centric healthcare system, driven by interoperability, secure data use, and digital tools that empower both clinicians and patients.

In outlining key national initiatives such as the Health App and the development of the National Electronic Health Record (EHR), he reinforced how technology can streamline

care, enhance outcomes, and deliver better value for public health investment. He also stressed the importance of cybersecurity in ensuring the integrity and trustworthiness of these systems.

Tom welcomed the MOU as a concrete step toward bridging academic research with practical healthcare needs. He highlighted the value of collaboration with DKIT, whose research and innovation ecosystem plays a pivotal role in supporting real-world solutions through initiatives like AI-powered clinical documentation, medical device cybersecurity, and digital tools for healthy aging.

The event showcased a shared vision: to foster a digitally enabled, secure, and patient-focused health system. Through this partnership, DKIT and HSE T&T are paving the way for sustainable transformation, blending research, talent development, and technological advancement to improve healthcare delivery across Ireland.

Technology and Transformation CAREERS



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

[You can contact the HR Team for more information.](#)



Tips & Tricks on how to cope with stress in the workplace

Download an app that provides relaxation exercises (such as deep breathing or visualisation) or tips for practicing mindfulness, which is a psychological process of actively paying attention to the present moment.

Exercise and make sure you are eating healthy, regular meals.

Stick to a sleep routine and make sure you are getting enough sleep.

Avoid drinking excess caffeine such as tea/coffee/certain soft drinks/ energy drinks.

Identify and challenge your negative and unhelpful thoughts.

Reach out to your friends or family members who can help you cope in a positive way.

Keep a diary and write down triggers.



UPCOMING EVENTS



Blas na Gaillimhe
A Taste of Galway

Taste of Galway

Celebrate the flavours of the West of Ireland this May with Blas na Bealtaine. Expect pop-up experiences, oyster tastings, farm visits, seafood feasts, foraging walks, small plates and natural wine pairings, taking place now until 31st May.

For more information, visit atasteofgalway.com

Dublin Tech Week

Dublin Tech Week, running from 23rd to 30th May, brings together industry leaders, start-ups, innovators, educators, cultural institutions, and the wider community for a vibrant week of events.

This first of its kind event will bring together Dublin's tech community, educators, creatives, and the public, offering a vibrant programme of events designed to inspire collaboration and showcase Dublin as a global tech hub.

For more information, please visit dublintechweek.com



Kilkenny Cat Laughs

Kilkenny Cat Laughs is Ireland's annual craic pilgrimage, and has been heralding the start of the summer season since 1995.

Now in its 30th edition, the festival has played host over the years to international and domestic world class comedy and is renowned for treating both talent and audience to a warm, welcoming and convivial atmosphere in Kilkenny, taking place between 30th May and 1st June.

For tickets, please visit thecatlaughs.com



Cork Harbour Festival is the largest annual event in Cork Harbour taking place between 24th May to 2nd June, celebrating of Ireland's maritime culture.

The festival features over 80 different events, with over 50 event partners across Cork City and County. Throughout festival week there is a huge variety of events to dive into, from water activities to guided walks, open days to open sails, seafood tasters to seaweed foraging and so much more.

For more information, please visit corkharbourfestival.com