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:
Communications.TechnologyAndTransformation@hse.ie

SCS-CMS Team Win at the Tech Excellence Awards

By Linda Reck
Communications, Technology and Transformation.

In this year's Tech Excellence Awards the Specialised Care Services Clinical Management System (SCS-CMS) Programme has been announced as winners of the IT professional team of the year. The Tech Excellence Awards represent the most prestigious achievements across the technology sector, recognising the skills, innovation and ingenuity of the industry and its people.

The Specialised Care Services Clinical Management System (SCS-CMS) Programme sits within Community Health and is committed to revolutionising healthcare delivery in Ireland through technology.

The project "Making Specialist Services Electronic – Paper to Digital" involved the parallel implementation of a patient Electronic Health Record, namely TrakCare from the vendor InterSystems, in the National Rehabilitation Hospital and in parallel in the National Forensic Mental Health Services.

This is a fantastic achievement for the SCS-CMS Team and we wish all the team a huge congratulations on their well-deserved win.

www.ehealthireland.ie

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

SCS-CMS Team Win at the Tech Excellence Awards

Mary Cooke, Delivery Director for Community Health said:

"*This is a great achievement to have both the National Rehabilitation Hospital and the National Forensics Mental Health Service live on SCS-CMS. This programme of work commenced pre-covid and I would like to express my appreciation and congratulate everyone who has been involved at the different stages of the journey from both Community Health and the wider Technology and Transformation team.*

The strong partnership approach adopted by the staff of the National Rehabilitation Hospital, National Forensics Mental Health Service and Technology and Transformation enabled the successful implementation of SCS-CMS, which will enhance the experience of both service users and the staff delivering the services into the future."

You can read more about SCS-CMS here.

Photograph on the front page from left to right:

Dr Damian Mohan, Forensic Psychiatrist NFMHS; John Maher, Head IMT, NRH; Michelle Cox, FIT National Fulfilment Manager Tech Apprenticeships (Award Sponsor); James Ormonde, Sales Director, InterSystems UK/I; Pauline Fitzgerald, Programme Manager SCS-CMS, Technology & Transformation; Paul Griffin, eHealth Lead, NRH; Gayle Reilly, Senior Project Manager SCS-CMS, Technology & Transformation; John Kelly, Regional Sales Manager, InterSystems Ireland; and Greg Lambert, Project Manager SCS-CMS, Technology & Transformation.

Happy Retirement Alan

Photographed above is Killian Deenihan presenting Alan Bushner with a retirement gift from his colleagues.

Alan Busher retired on Friday the 24th of May after 23 incredible years with the HSE. He was joined by his team and colleagues from the CISO and CTO in Tullamore, Primary Care Centre.

Alan has been an integral part of Information Security, Frameworks and Controls team within the CISO for the last 3 years and has worked with many other teams and projects, especially in the South East region's IT team. His contribution to building and maintaining the organisation's infrastructure, systems, and security cannot be overstated.

Beyond his professional expertise, Alan has been a cornerstone of our workplace culture, forming countless connections with people across the organisation. His warmth, generosity, and willingness to help have left a lasting impact on all of us.

As Alan embarks on this new chapter of his life, we wish him all the best for the future.

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:

21st June, 2024:
GP eOrdering Project
with Thomas Walsh.

5th July, 2024:
An Introduction to the Office of the CTTO
with Damien McCallion.

12th July, 2024:
MyHealth@EU Programme
with Kathryn Kissane, John Gilmartin and Tony Hamill.

26th July, 2024:
Positive Psychology
with Tanya Hudson from Kinch Lyons Business Psychology Group.

30th August, 2024:
IFMS and SAP CoE Support
with Margaret Kilmartin, Sean Duffy and Geraldine Kilkenny.

13th September, 2024:
Preventing Work Related Stress
with Nodlaig Carroll.

View this handy guide on how to find the Discovery Zone on HSeLanD.

TECHNOLOGY AND TRANSFORMATION

Training & Development

A schedule of our upcoming courses is listed below:

Getting Ready for Retirement

Date	Duration	Venue	Start & Finish Times	Closing Date
17/09/24	1 day	The Richmond Education and Event Centre No 1 North Brunswick Street, D7.	09:30 – 17:00	03/09/24

Administration Development Programme

Date	Duration	Venue	Start & Finish Times	Closing Date
25/09/24 and 26/09/24	2 days	The Richmond Education and Event Centre	09:30 – 17:00	11/09/24

Managing People Using HR Policies

Date	Duration	Venue	Start & Finish Times	Closing Date
09/10/24	1 Day	Technology and Transformation, 3rd Floor Southgate, Colpe Cross, Drogheda, Co. Meath, A92 YK7W	09:30 – 17:00	25/09/24

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 **TechnologyAndTransformation.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 2024 Technology and Transformation Training Prospectus **here**

Fran Thompson, HSE CIO

6 month update for Technology and Transformation

As we reach the mid-year point, Fran Thompson, HSE CIO took time to share updates on our significant progress over the last 6 months.

Key projects include the successful launch of the HSE App, advancements in the Shared Care Record, and the upcoming launch of Virtual Wards in University Hospital Limerick and St. Vincent's Hospital.

He also referred to the strides made with various procurements to enhance Community Services, the completion of the PAS upgrade in Letterkenny, Medlis in Beaumont and expanding our Single Sign-On program.

He spoke about our rebrand to Technology and Transformation and the launch of our eHub. You can view the full video here.

Introducing the eHub:
Your Go-To Resource for Technology & Transformation Staff

We are excited to announce the launch of our new internal hub, eHub, specifically designed for Technology and Transformation staff. This dedicated space is created to host essential content and information that will support you in your daily work and keep you informed about the latest updates within our department.

What is eHub?
The eHub is a centralised platform where you can find a wealth of resources, including important documents, guidelines, updates, and news relevant to our department. It is exclusively accessible to Technology and Transformation staff, ensuring that the information is tailored to your needs and secure from other departments.

The effectiveness of the eHub depends on the quality and relevance of the information it provides. Our goal is to make the eHub a dynamic and evolving resource that grows with the needs of our team. As we develop this platform, we encourage you to contribute by sharing insights, updates, and suggestions to enhance the content available.

What Can You Expect?
Up-to-Date Information: Stay informed about the latest developments, projects, and initiatives within Technology and Transformation.

Essential Resources: Access important documents, templates, and guidelines that can assist you in your daily tasks.

Future Developments: We hope to introduce an interactive feature to the eHub, allowing staff to engage with each other directly through the platform. This will foster collaboration and knowledge sharing across the department.

As we continue to build and refine this platform, your input will be invaluable. Please take the time to explore the eHub, utilise its resources, and share your thoughts on how we can improve it further.

eHub is now available to all Technology and Transformation Staff to access.

Creative Problem-Solving Workshop

By Janis Nolan,
Training & Development Team.

The Creative Problem-Solving Workshop held at Tangent (Trinity's Ideas Workspace) on May 16th focused on equipping participants with innovative strategies to tackle complex challenges.

The workshop lead was Jonathan Bannister, serial creative entrepreneur and founder of the UK's Make Happy; a creative facilitation and innovation agency. The focus of Make Happy is to help their clients foster creativity, innovation and adaptability within their teams and organisations.

The workshop was structured to provide theoretical knowledge followed by practical application through a series of interactive activities and group exercises:

- Gather Data: Participants identified data to enable a clear understanding of the challenge.
- Formulate Challenges: Participants were divided into small groups to work on applying the tools and techniques learned to develop innovative solutions.
- Explore Ideas: The workshop emphasised the importance of collaboration, with group discussions and peer feedback sessions to refine ideas and approaches.
- Formulate Solutions: Participants evaluated, strengthened and selected solutions.
- Formulate a Plan: The workshop concluded with a reflection session where participants shared their experiences and outlined action plans to implement the learned techniques in their personal and professional lives.

Key highlights of the day included:

- Assumptions, principles and guidelines of deliberate creativity.
- Skills – divergent and convergent thinking, invitational stems, PPCO.
- Applying the six-step CPS method:
  - Explore the Vision: Participants identified a challenge.

Feedback from the 49 participants was positive. Some themes emerging from the feedback include -

Liked: Practical learning, tools/techniques, meeting new colleagues, the engagement.

Learned: Separate problem and solution, Diverge and Converge, PPCO, Tools.

Longed for: All Technology and Transformation staff to adopt, share knowledge to the HSE, more assistance at each step.

Overall, the workshop was an engaging and informative experience, providing practical skills and insights into creative problem-solving.

General Manager's Forum

At the Richmond Education & Event Centre

By Sean Toner,
Training & Development.

Photographed above are our group of General Managers who attended the recent GM Forum at The Richmond.

The Technology and Transformation General Managers Forum (GM Forum) took place on Wednesday 5th June 2024 in the Richmond Education and Events Centre in Smithfield, Dublin.

The GM Forum provides an opportunity for our General Managers to experience shared learning in specific areas of practice, while also building their network

and sharing knowledge with their colleagues from the various functions across Technology and Transformation. The session was also facilitated by Steve Rawling.

Steve is a former BBC TV journalist, international author and business storyteller. His Storyteller Tactics cards are used by companies all over the world

including Meta, Google and Rolls Royce. Steve reckons he has told over 20,000 stories in his career.

This was an engaging session where Steve took the group through the importance of identifying the stories in their work as a means of transferring useful information to colleagues.

The session also served as a wonderful networking opportunity for our General Managers, allowing them to meet with colleagues again or in some cases, for the first time and further strengthening the relationship between all of the functions through shared learning.

Above, Steve Rawling photographed facilitating a session with the General Managers.

DEPARTMENT REBRAND

Welcome to Technology and Transformation

In alignment with our ongoing initiatives and the publication of the Digital Health Strategic Implementation Roadmap, our department is undergoing a name change from eHealth to Technology and Transformation. This change reflects our focus on leveraging technology for transformative outcomes and aligns with our strategic vision for the future.

As part of this transition, we kindly request that you update your email signatures to reflect the new branding.

Additionally, please be advised that we

have updated our PowerPoint template and letterhead to reflect the new department name.

You will find the updated email signature format, Letterhead and PowerPoint tempalte here.

Going forward, please ensure that any presentations, official communications, and documents reflect the updated department name.

We believe that this name change better represents our department's mission

and goals as we continue to drive innovation and digital transformation within our organisation.

If you have any questions or need further assistance with updating your email signature or using the new templates, please don't hesitate to contact:

Communications.TechnologyAnd Transformation@hse.ie

Thank you for your cooperation and support as we embrace this exciting change.

FUTURE HEALTH SUMMIT
Fran Thompson, CIO HSE

Transforming Healthcare: Insights from the Future Health Summit

By Linda Reck
Technology & Transformation Communications.

At the recent Future Health Summit, Fran Thompson, CIO HSE, delivered an engaging presentation on the future of electronic health records and digital transformation within the HSE. This presentation was followed by an insightful interview with Dr. Tom O'Callaghan, providing a comprehensive overview of the HSE's strategic direction and its implications for healthcare delivery.

Fran Thompson began by emphasising the critical need to build on the electronic health record (EHR) solutions that other countries have successfully implemented. He stressed that strategic investments will be prioritised based on the HSE's strategy and implementation plan, acknowledging the necessity of making tough decisions about which projects to pursue given limited resources.

Pictured above, HSE CIO Fran Thompson is interviewed by Dr. Tom O'Callaghan following his presentation at the Future Health Summit.

prioritisation is essential for setting realistic, time-bound goals that benefit both the clinical community and patients.

Photographed above, L-R: Puneet Kukreja, Chief Information Security Officer and Fran Thompson, Chief Information Officer HSE at the Future Health Summit.

A central theme of Fran's presentation was the importance of prioritising initiatives and highlighting the need to make decisions that balance immediate needs with long-term goals. This

Photographed above, Fran Thompson, CIO HSE presenting at the Future Health Summit.

The HSE's Digital Health Roadmap revolves around six guiding principles, with the patient as an empowered partner at the centre. Fran advocated for making all relevant data available

to patients to help them manage their health more effectively. He used the analogy of individuals acting as EHRs for their families, tracking appointments and medical records due to the fragmented nature of healthcare records.

FUTURE HEALTH SUMMIT - Fran Thompson, CIO HSE

Transforming Healthcare: Insights from the Future Health Summit

Fran also highlighted the need for digitally enabled and connected care, encompassing a wide range of clinical and support systems beyond EHRs. He pointed to the success of the NIMIS program, which has transitioned to a long-term environment, and the significant achievement of having over 80,000 people using Office 365 under a single domain.

Innovation and data-driven services are key areas of focus. Fran acknowledged the challenges large organisations face with innovation and the need to collaborate with small and medium enterprises (SMEs) that can innovate rapidly and effectively. Data utilisation, as demonstrated during COVID-19, will drive decision-making and service improvements, forming a cornerstone of future healthcare delivery.

Fran outlined the framework's structure, which includes one vision, six principles, and 48 initiatives, encompassing hundreds of projects. Key initiatives for the year include launching a HSE app, remote care monitoring, and digital therapies. By the end of June, virtual wards are expected to be operational in Limerick and St. Vincent's, and the shared care record system, currently in procurement, aims to start implementation by October.

In the subsequent interview, Dr. Tom O'Callaghan asked Fran to highlight some real successes from the IT side. Thompson cited the NIMIS program, which has revolutionised medical imaging, reducing turnaround times from months to days. He also mentioned Healthlink, the integration system between GPs and HSE services, which processes around 20 million messages annually.

When asked how stakeholders can help the HSE, Fran emphasised the need for focused collaboration. He urged vendors


and partners to align their proposals with the HSE's strategic priorities and highlighted the importance of the Health Regions in driving implementation and innovation.

Fran acknowledged the successes of countries like Singapore and New Zealand in integrating healthcare data and emphasised the HSE's openness to adopting best practices from around the world. He reiterated the HSE's commitment to patient-cantered care, involving patients in decision-making and co-designing solutions.

The interview concluded with a recognition of the challenges in procurement and implementation, but also with a strong endorsement from the audience, reflecting the collective commitment to advancing Ireland's healthcare system.

The HSE Digital Health Strategic Implementation Roadmap is due to be submitted to the HSE Board in late June.
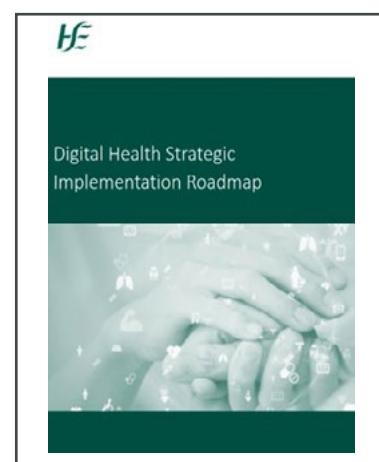
For further queries around the Digital Health Roadmap please contact: ctto.digitalstrategy@hse.ie

MyHealth@EU

Updated Webpage on ehealthireland.ie

By John O'Neill,
Senior ICT Projects Officer, Standards and Shared Care Records,
Technology and Transformation.

The ehealthireland.ie website has been enhanced through the addition of a new section dedicated to MyHealth@EU.

The MyHealth@EU team is very pleased to present a new section located within the www.ehealthireland.ie website, which can be found on the National Shared Care Records page. The new web section is designed and dedicated to the sharing of information, standards and guidelines related to the European MyHealth@EU Cross Border Project.

The HSE is mandated by the Irish Government to manage the ongoing development and operation of the Irish National Contact Point (NCP). Operationally, the NCP focuses on enabling Technology and Transformation interoperable services between Ireland and our EU member state partners. This capability satisfies the needs to provide bi-directional exchange of health information for Irish citizens travelling abroad within the EU and in turn for EU citizens visiting Ireland.

Our goals and commitments focus on achieving quality structures to meet the required EU standards set out for interoperability and exchange of health data. These standards are necessary to establish the Technology and Transformation services that underpin Ireland's capability to exchange patient health data with the healthcare systems of other European member states. The initial focus is on the exchange of patient summary and ePrescription/eDispensation data. We work closely with stakeholders, advisors, and fellow work colleagues, to assist with the development and testing of the NCP application. The new web page provides insights into 'who we are', 'what we do' and the projects we work on.

If you need additional information, please visit our website section and contact us at MyHealth.EU@hse.ie

Welcome to our new MyHealth@EU webpage!

Preventing and Managing Work-Related Stress
# A GUIDE FOR MANAGERS

By Thelma Pentony,
Manager, Training & Development.

The eLearning programme 'Preventing and Managing Work-Related Stress – a guide for managers, was launched recently.

The programme is mandatory for HSE staff with responsibilities for managing staff and carrying out health and safety risk assessments.

The course objective is to raise manager awareness of their statutory responsibilities and duty of care in preventing and managing work-related stress.

The HSE want managers to feel confident, empowered and supported in proactively preventing and managing work-related stress.
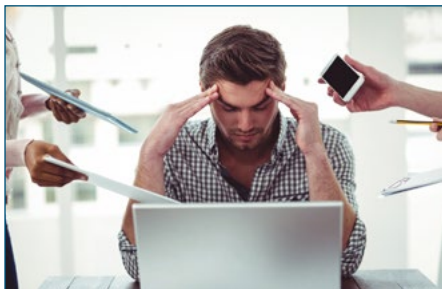
Programme topics include:

- Understanding work-related stress.
- Work-related stress risk assessment with an individual
- Work-related stress risk assessment with a team

The programme is available on HSeLanD. For more information contact:

TechnologyAnd Transformation.Training@hse.ie.

Future-Proof Your Finances:

PLAN 20 YEARS OUT FOR YOUR DREAM RETIREMENT

Because who needs an alarm clock anyway…

By Thelma Pentony,
Manager, Training & Development.

As we move forward in our careers, it's easy to get caught up in the day-to-day tasks and immediate goals. However, there's one crucial aspect of our future that requires our attention sooner rather than later and that is retirement planning.

While retirement may seem distant, starting to plan early can have profound benefits for your financial security and peace of mind. It is important to consider elements such as your entitlements, taxation and the personal impact of transitioning from work to retirement. Taking action at least 10 years before you retire is indispensable.

Reducing Financial Stress
Early planning for retirement helps to reduce financial stress later in life. By setting aside money now, you create a financial cushion that can help you manage unexpected expenses and avoid debt. Moreover, knowing that you have a plan in place for the future can provide peace of mind and allow you to focus on other important aspects of your life and career.

Flexibility in Retirement
Starting early gives you more flexibility and options when you reach retirement age. With a well-funded retirement account, you can choose to retire earlier, travel, or pursue your hobbies and activities you enjoy. Without adequate savings, you may find yourself needing to work longer or make compromises on your retirement lifestyle.

Our pre-retirement programme is a great place to start and covers:

- Superannuation/Legacy Scheme (for those who joined the HSE before 1st January 2013).
- Single Public Service Pension Scheme (for those who joined the HSE after 1st January 2013).
- Adopting a positive approach to personal change in retirement.
- Financial planning.
- Personal taxation.
- Social Welfare entitlements and your Pensions.
- The importance of Making a Will and understanding the purpose of an Enduring Power of Attorney.

Testimonials of Previous Participants
"Advertise to people early or prompt them to attend early in life".

"I think the course should be advertised for people who have more than 5 years to retirement so they can get finances in place sooner rather than later".

"I did a mid-career version and I think it would be worth offering this again to all staff so they can start financial planning earlier".

"More people should do this". *"I found the course excellent and all speakers very knowledgeable".*

The date for our next programme is 17th September and you can enrol via HSeLanD. For more information contact:

TechnologyAndTransformation.Training@hse.ie.

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

**Tuesday, 11th June, 2024.
at 1pm via MS Teams**

New members are always welcome to join and you can email us on:
**Communications.
TechnologyAndTransformation@hse.ie**

We meet on the second Tuesday of each month at lunchtime. If you haven't read the book you are still encouraged to join us for a chat and a cuppa. Its always fun to link in on a teams call that isn't work related!

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.
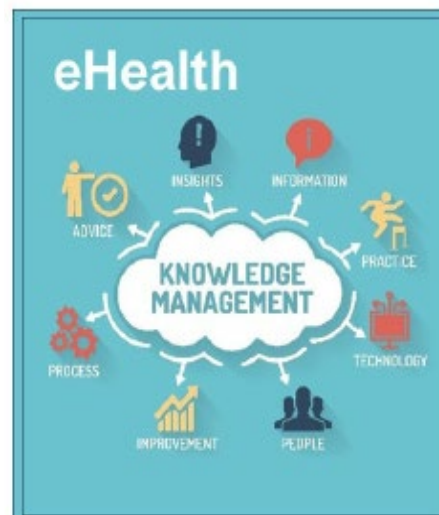
The Longest Day Swim Galway

The Longest Day Swim is a charity open water swim along the River Corrib on the 22nd of June, providing participants a unique opportunity to experience Galway from the water.

Swimmers pass iconic landmarks such as the University of Galway, Menlo Castle, and swim under the Quincentennial Bridge.

This event is open to adults over 18 and welcomes all levels, from fun swimmers to elite athletes. The swim aims to raise awareness of swimming's physical and mental health benefits while supporting this year's charity partner, Claddagh Watch.

The Cork Midsummer Festival runs from June 12th to 23rd, 2024, transforming the city into a vibrant stage for bold and diverse arts events.

This annual festival features performances and activities across theatre, dance, music, and visual arts, catering to all ages.

It emphasizes public participation and supports emerging artists while showcasing both local and international talent.

Dalkey Book Festival

Dalkey Book Festival (13-16 June 2024) celebrates and fosters literary talent in Ireland as well as hosting some of the world's leading writers and thinkers. From compelling conversations to live performances and debate, Dalkey Book Festival has fostered a community that ignites dialogue, facilitates conversation and programmes the unexpected – unusual combinations that have strong editorial and curatorial twist. Hear from upcoming and established authors such as Colm Tobín, John Boyne and Claire Keegan.

Clonmel Pride Festival

Clonmel Pride Festival 2024 will be held from Thursday 13th to Sunday 16th June, celebrating its 5th anniversary during Global Pride Month.

The third annual parade is on Saturday 15th June at 1pm, welcoming everyone to join or support. By 1:30pm, the parade reaches Kickham Barracks Plaza for Family Fun Day, running from 1:30pm to 4:30pm.

Hosted by Eddie McGuinness, it features live entertainment, guest speakers, food trucks, stalls, and kids' activities. Enjoy fun for all ages!

Cottage Market Cavan

Con Smith Park will come alive on Sat 15th + Sun 16th June 2024, 12 – 6pm for the Cottage Market Cavan**.**

This free eveny embraces the best of local, in season food, arts, crafts and culture. Featuring 50+ vendors, DineYard serving "Al fresco style brunch", live music and art performers, talks, workshops and demonstrations and children's activities.

Technology and Transformation Induction

Recently, we held an engaging induction event at The Richmond Education and Event Centre for our new eHealth staff. The event featured insightful talks from Joyce Shaw, our Chief of Staff; Allyson Donnelly, Employee Relations Manager; and Sean Toner, and Thelma Pentony from Training and Development. These gatherings are invaluable for introducing new team members to the Technology and Transformation department. Joyce, Allyson, Thelma and Sean shared their expertise and provided a comprehensive overview of our mission, values, and the innovative projects we are spearheading. It was a wonderful opportunity for new staff to learn about our department's pivotal role in advancing healthcare through technology, fostering a sense of community and excitement for the impactful work ahead.