

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

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Hospital Medicines Management System (HMMS)



By Niall Clancy
Project Officer, Community IT.

The Health Service Executive has embarked on implementing a new national Hospital Medicines Management System (HMMS) across acute hospital and Community Healthcare Organisation pharmacy departments in Ireland. Hospital Medicines Management System (HMMS) will provide modern medicines management software enabling hospital pharmacies to effectively manage medication inventories, ward medication supply, patient specific supply, and associated procurement processes.

The HMMS vendor is UK-based CareFlow Medicines Management (SystemC), who were contracted by the HSE after a detailed procurement process. The

project contract was signed in Q2 2022 and is being rolled out on a phased basis across the country.

Some key features offered by HMMS include comprehensive stock control, order processing, label printing, reporting, and integration with dispensary robots and automated dispensing cabinets. HMMS has the ability to interface with existing established HSE systems such as Finance and our Patient Administration Systems enabling a smooth integration of key data transactions that support information sharing and decision making.

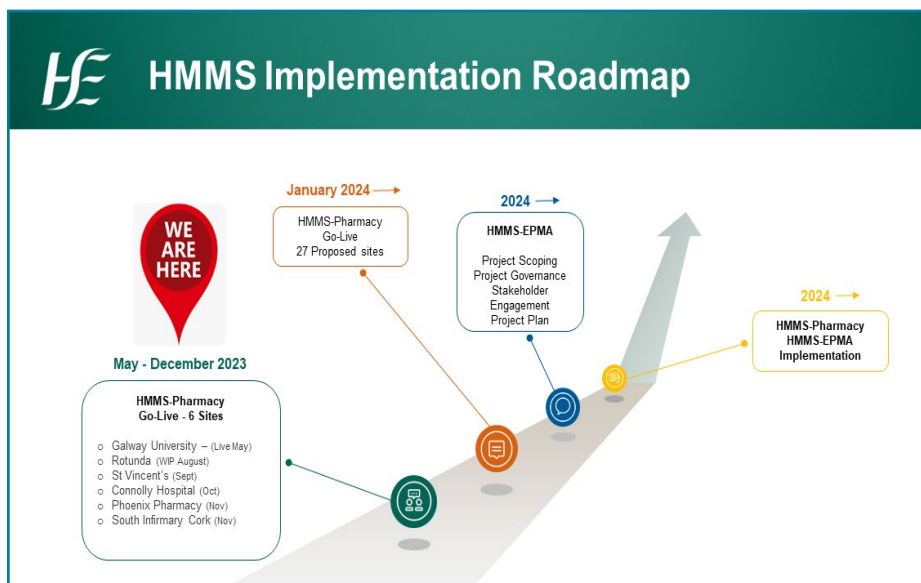
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Hospital Medicines Management System (HMMS)

By leveraging global medication data standards, HMMS will enhance patient safety through standardised datasets, catalogues, and semantic interoperability. It will also support ePrescribing and eDischarge to create a modern, efficient medicines management ecosystem in Irish public hospitals.

The first hospital to go-live with the new system was Galway University Hospital in May 2023. Implementation sites being planned include Rotunda Hospital Dublin, St Vincent's University Hospital Dublin, Connolly Hospital Blanchardstown, CHO9 Phoenix Pharmacy Dublin, and South Infirmary Victoria University Hospital, Cork, followed by Phase 2 sites.

The HMMS project team is working closely with each hospital to plan the

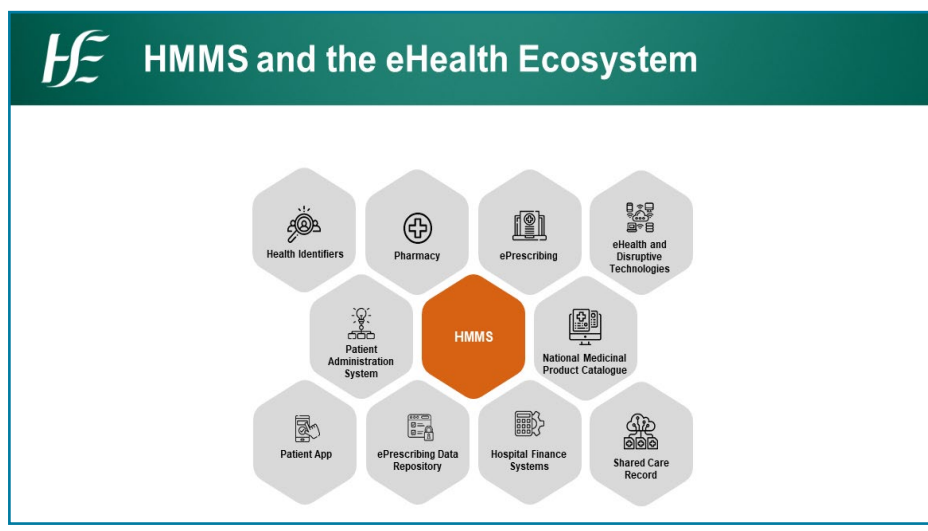


phased roll-out and ensure a smooth transition to the new HMMS platform.

Once fully adopted nationally, the system is expected to deliver significant benefits in patient safety, workforce productivity, inventory optimisation, and prescribing accuracy.

If you would like to learn more about the Hospital Medicines Management System (HMMS), please contact:

HMMS.contact@hse.ie



Photographed above at a recent A2i-HIDs team event held in South Gate, Drogheda was L-R: Fergus Murray, GM Programme Manager, Philip McKee, GM Programme Manager, Yvonne Cantwell, GM Programme Manager, and Róisín Doherty, Delivery Director for A2i-HIDs. We will feature this team get-together in our October edition of the eHealth Newsletter.



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

**Tuesday 12th September, 2023
at 1pm via MS Teams**

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

eHealth Training & Development

A schedule of our upcoming courses is listed below:

An Introduction to Agile – The Agile Mindset

Date	Duration	Venue	Start & Finish Times	Closing Date
22/09/2023	1 day	The Richmond Education and Event Centre No 1 North Brunswick Street, D7.	09:30 –14:00	15/09/2023

Administration Development Programme

Date	Duration	Venue	Start & Finish Times	Closing Date
11/10/2023 12/10/2023	2 days	The Richmond Education and Event Centre No 1 North Brunswick Street, D7.	09:30 –17:00	29/09/2023

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

If you are experiencing problems trying to locate or enrol onto a course, please [review our support documents](#).

Alternatively please contact health.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](#)

Free Online Courses with

ecollege

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

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

The courses could help you whether you are already doing a course and want to add to your learning or you simply want to improve your skills or learn new ones.



The courses are designed to give you specific skills training with certification, to help you improve your skills.

[How to qualify](#)

eCollege courses are currently free to

anyone over 18 who holds a valid PPSN and has a postal address in Ireland.

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

MAKING SERVICES SAFER

Introducing the new National Clinical Surveillance Infection Control System

Dr. Deirdre Mullins

Project Manager Resistance and Infection Control Team.

HSE Acute and Community Services, eHealth and Antimicrobial Resistance & Infection Control (AMRIC) are working together to introduce a National Clinical Surveillance IT System for Infection and Prevention Control. The introduction of this software will help support surveillance of Health Care Associated Infections (HCAI) and will play a key part in control of these infections - its estimated that about half of HCAIs can be prevented. The system is a Baxter product called ICNET and it will be available across all Acute and Community services. This is a multi-million euro project which will deliver significant benefits to patients, service users and staff.

Infection Prevention and Control teams (IPCs) will now have access to a "one stop shop" for all their IPC information in relation to their patients or service users. Having everything in the one system means that the IPC teams have fast access to all the information they need to deliver care that is appropriate and timely which reduces the number of HCAIs. The system assists staff in the timely management of outbreaks. It significantly reduces the administrative burden on these teams and has additional features such as clinical audit.

Deirdre Mullins, Project Manager with AMRIC says the system also has comprehensive reporting capabilities which can be configured to support local needs, it delivers enhanced workforce productivity due to greater efficiencies in obtaining patient information, record keeping, and administration. Procurement of the system has now completed and implementation plans are in development. Areas are in the process of establishing their Local Implementation Groups (LIGs). These LIGs will have membership from both acute and community services to ensure that an integrated approach is taken to implementation.



Left to Right: Deirdre Mullins, Avril Blade, Bernie Hannigan, Cathal O'Conallain, Cathal Collier, Sinead Conroy, Sarah Whoriskey, Regina Monahan, and Laura Moore.

There are a number of hospitals which already have clinical surveillance systems in place for Infection Control, these include Tallaght University Hospital, Kerry University Hospital and across UL Hospitals Group. Currently a project is underway across the Saelta Hospital Group in collaboration with CHO1 and CHO2 to roll out such a system in an integrated way across acute and community services. As part of that project Galway University Hospital, Mayo University Hospital and Roscommon University Hospital went live late 2022.

A national eHealth project team is now in place and Informatics Nurse posts (CNM2) are being appointed in each

Hospital Group to support implementation of this system. These Informatics Nurses are forming a network, they held their first meeting on the 27th of July. Colleagues from AMRIC, eHealth, CHI, ULHG, Saelta and SSWHG were present to share learning from previous implementations, plan for the future and develop a community of practice.

It is planned to implement this system progressively commencing in Q4 2023. If you would like more information or would like to speak to someone working on this project, please contact:

Deirdre.Mullins@hse.ie or
Cathal.Collier@hse.ie



Connecting the workforce with the power of KNOWLEDGE

By Aoife Toner
Knowledge Management Team Lead, CSE.



What is Knowledge Management?

Knowledge Management enables our organisation to break down silos by putting information in a place which is easily accessible to all employees.

A vast trove of knowledge exists across eHealth. This includes many different types and sources of knowledge, including corporate intellectual property, institutional knowledge such as process and policy documents and the individual intellect that each employee brings to their role.

FOSTERING A KNOWLEDGE TRANSFER CULTURE

What do we do?

The Knowledge Management Team captures, collates, and catalogues information, in order to provide up-to-date knowledge for eHealth.

In many ways, the role of the Knowledge Management Team is much like that of a librarian – gathering information, categorising, indexing, and making it accessible and searchable for users.

Why engage with Knowledge Management?

It's important that people are willing to participate in sharing knowledge.

Knowledge based on experience disappears when people retire or change jobs and it can be amazing how quickly information goes out of date.

Creating a culture of Knowledge Management is not just about technology, employees play an important role and can assist Knowledge Management to

capture the valuable resources our colleagues require.

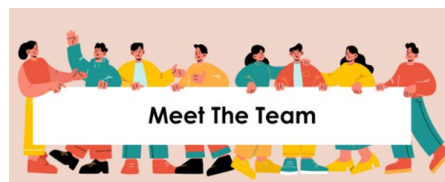
THE HUMAN FACTOR ACTIVATES THE COLLECTIVE INTELLIGENCE

Knowledge Management can capture valuable information that will be accessible via the eHealth Knowledge Hub.

Preparing for the new Sláintecare regions

In preparation for the new Sláintecare regions, we are currently conducting a knowledge audit to assess our organisation's knowledge value and to identify present and future knowledge gaps.

Knowledge Management will be engaging with the new regional teams to ensure knowledge is available and easily accessible within the HSE.



James Conlon
National Knowledge Manager
Aoife Toner
Knowledge Management Team Lead
Mary Loughran
Knowledge Editor
Mark Kelly
Knowledge Technician
Ross McQuillan
Knowledge Editor
Megan Callan
Knowledge Administrator

eHEALTH KNOWLEDGE HUB Share, Connect & Collaborate!

The eHealth Knowledge Management Team are happy to announce the launch of the eHealth Knowledge Hub. This is an interactive, online platform for accessing knowledge across eHealth.

The Knowledge Hub is a hugely valuable resource and provides quick and easy access to the information eHealth employees need to work effectively and efficiently. This will reduce the need to constantly ask for help or clarification from colleagues or hunt down information.

The Knowledge Hub will also allow eHealth staff to engage with each other, solve problems, support decision-making, and ensure employees have the resources they need.

In addition, the Knowledge Hub can help to reduce the learning curve for on-boarding employees, providing them with access to valuable information. The Knowledge Hub can be easily scaled to meet our changing needs which will allow for growth and expansion as required.

OBTAINING KNOWLEDGE FROM REPOSITORIES IS SIGNIFICANTLY EASIER WHEN THE ORGANISATION IS KNOWLEDGE FOCUSED

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eHEALTH KNOWLEDGE HUB

Share, Connect & Collaborate!

A few advantages of what the Knowledge Hub has to offer are as follows:

Sharing

With the launch of the eHealth Knowledge Hub, you will have access to 500+ articles including information on clinical and non-clinical applications, technical guides and eHealth staff contact information.

We would appeal to all eHealth employees to contribute information and knowledge. This will help us build a more comprehensive Knowledge Hub, allowing everyone to find information when they need it. Please engage with the Knowledge Management Team if you have information you wish to share.

Connecting

Open to all eHealth staff, the Knowledge Hub will allow users to engage with each other via groups and communities.

It can be hard to reach others or even be aware of their work. The Knowledge Hub will provide you with access to a network of contacts within different functions and areas of eHealth.

Collaborating

The eHealth Knowledge Hub will promote cross-departmental collaboration and knowledge sharing. When everyone



has access to the same information, it becomes much easier to solve problems, avoid duplication of effort and share best practises.

When it comes to sharing and developing knowledge, collaboration is vital. With an ever-growing pool of resources, the Knowledge Hub is a platform devoted to harnessing the collective knowledge of all of its users.

The Knowledge Management Team would like to invite you to register for the eHealth Knowledge Hub by clicking on the link below:

<https://ehealthknowledge.hse.ie/>

Contact:

[eHealth.](#)

KnowledgeManagement@hse.ie

eHealth REPORTING

eHealth reports are available to all staff on our **shared Teams Folder** - [Click here to view.](#)

EAPandME

Employee Assistance Programme

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

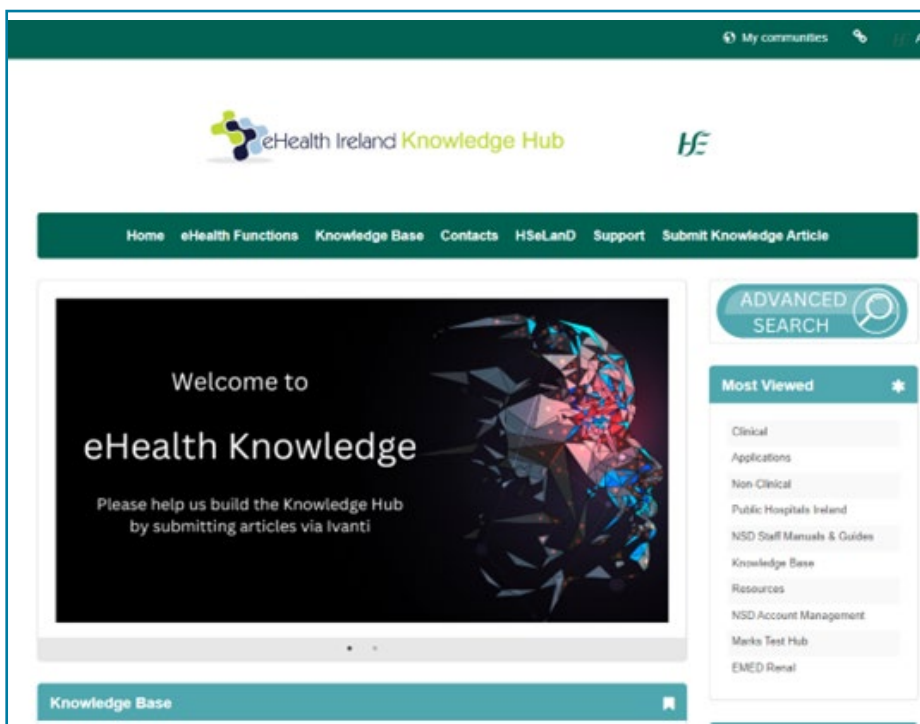
Call **0818 327 327** to speak to someone who can help.

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



Organisational Support and Unlocking the power of Internal Audit

How the Internal Audit function provides crucial support to the HSE

By Joseph Duggan

National Director Internal Audit

Introduction:

In a complex and rapidly evolving business landscape, the HSE faces a multitude of challenges ranging from regulatory compliance to risk management and operational efficiency. To navigate these challenges successfully, the HSE requires robust support systems that provide assurance, insights and guidance.

One such key division is Internal Audit, a dedicated independent function that is a key corporate governance mechanism with a direct reporting line to the HSE Board. The Institute of Internal Auditor's "International Professional Practices Framework" guides the internal audit discipline. Internal Audit plays a pivotal role in strengthening organisational resilience through robust oversight and advisory expertise. The Internal Audit discipline has evolved over time from system-based assurance in the 1980s to being a key agent of change.

As the recently appointed National Director of Internal Audit, I have the privilege of leading a team of auditors and support staff with healthcare, ICT and operations specialism across the country in delivering the HSE's internal audit activity. The HSE's Internal Audit Division has a critical role in safeguarding the integrity of the HSE and demands vigilance, adaptability and the ability to navigate complex situations while maintaining objectivity and independence. Management of risks in a dynamic industry is a challenge while also meeting public expectations and ensuring proper use of finite resources.

Some of the key supports provided by Internal Audit Division to the HSE are:

Risk Evaluation and Control

Improvement:

A well-defined Risk Management Framework is at the heart of every successful organisation. In March 2023, the HSE Board adopted the new HSE Enterprise Risk Management (ERM) Policy and Procedures 2023. Internal



Audit will continue to collaborate with management to identify and assess risks, develop risk mitigation strategies, and monitor their implementation. By conducting comprehensive risk assessments, Internal Audit provides an independent perspective on potential risks and offer guidance on effective controls and safeguards. This support ensures that the HSE is well-prepared to navigate uncertainties and minimise the impact of unforeseen events.

Compliance and Regulatory Guidance:

Compliance with laws, regulations, and industry standards is paramount in today's healthcare sector and business environment. The Internal Audit Division supports compliance and regulatory guidance by identifying risks, assessing controls, monitoring compliance and providing recommendations for improvements, thereby safeguarding the HSE's reputation and avoiding adverse impacts. Through Internal Audit's in-depth knowledge and continuous monitoring, we provide assurance to management and stakeholders that compliance procedures are in place and working effectively. We help the HSE to evolve and adapt to changing regulatory requirements by identifying emerging risks and potential compliance issues.

Operational Efficiency Enhancement:

The Internal Audit Division is uniquely positioned to independently evaluate and enhance operational efficiency

within the HSE. By conducting thorough reviews of processes, internal controls, and workflows, we can identify areas for improvement and recommend streamlined approaches. Our objective insights facilitate the optimisation of resource allocation, and identification of control gaps and bottlenecks, ultimately leading to cost savings and increased productivity. By partnering with management, Internal Audit plays a vital role in optimising operations and driving efficiency throughout the HSE.

Financial Integrity:

Maintaining financial integrity and preventing fraud are critical for the HSE's sustainability and growth. Internal Audit plays a pivotal role in evaluating financial controls, and ensuring accurate financial reporting. Our analysis and forensic techniques help mitigate risks associated with financial misstatements, misappropriation of assets, and non-compliance with accounting standards.

Governance and Ethical Practices:

The Internal Audit function acts as a guardian of organisational values, ensuring that governance structures and ethical practices are firmly in place across the HSE. By assessing adherence to corporate policies and codes of conduct, we provide assurance to management that the HSE operates within ethical boundaries.

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How the Internal Audit function provides crucial support to the HSE

We help foster a culture of integrity, transparency, and accountability, promoting trust amongst stakeholders.

Continuous Improvement and Best Practices:

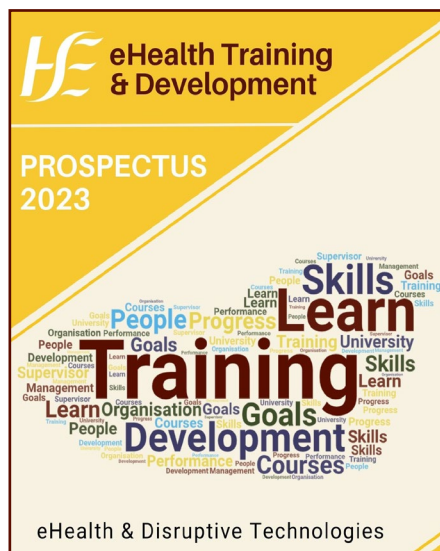
Internal Audit is not limited to identifying deficiencies. We also serve as catalysts for continuous improvement. We provide insights into emerging best practices through benchmarking exercises, industry research, and knowledge-sharing initiatives. By proactively identifying opportunities for growth and recommending innovative solutions, we contribute to the HSE's long-term success.

The Internal Audit function is an invaluable support system that the HSE can leverage to enhance operations, safeguard assets, and navigate the challenging healthcare environment effectively. From risk assessment and compliance to operational efficiency and ethical governance, the Internal Audit Division is dedicated to promoting a culture of accountability, transparency, and continuous improvement. We are committed to working collaboratively with all stakeholders, to drive positive change and contribute to the achievement of organisational objectives as we move through the Slaintecare reform and the implementation of Health Areas.



Fran Thompson, CIO HSE recorded a video at the end of July to give a 6-month update on eHealth. Fran discussed the huge volume of work that eHealth has undertaken. He mentions the development of the strategy and implementation plan and working closely with the Department of Health. Other topics covered were the RHA's and preparation of the Service Plan.

You can watch the video [here](#).



LUNCH AND LEARN SERIES

The latest list of lunch and learn sessions are listed below. All sessions take place on Fridays at 12.30 unless otherwise stated. These sessions have been hugely beneficial for us to learn about the work going on in teams across eHealth.

COMING SOON

Friday 22nd September:

eHealth Q&A Session
with Michael Redmond, COO & Joyce Shaw, Chief of Staff.

This sessions' format is a little different to the norm and will look more like a Q&A Forum, which will give staff an opportunity to ask questions of Michael Redmond, Chief Operating Officer and Joyce Shaw, Chief of Staff, about some of the topics which are currently of interest to all. As this is a 30 minute session and to allow us to prepare and ensure we are best placed to answer all questions, we ask that you submit these questions in advance of the session to:-

LunchandLearn.ehealth@hse.ie

Friday 6th October:

eHealth Lunch & Learn ePharmacy
with Grainne Downey PM ePharmacy and ePrescribing

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

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



Update from the Laboratory Programme

By Mags Hylands

Laboratory Programme MedLIS Delivery & Support Lead.

The Laboratory Programme, under the governance of eHealth, was established in 2021 to advance, standardise and support key Laboratory ICT initiatives. The aim of this Programme is to provide a framework for laboratory services to engage with HSE eHealth and Acute Operations.

eOrdering for GPs:

The Laboratory Programme was delighted to welcome Ms. Mary Foley to the team in February. Mary has been appointed as the GP Workstream Lead and is working with the Pilot Sites, Healthlink and Clanwilliam to implement GP eOrdering. It's great to have a dedicated resource on the team to manage this project.

In latest developments; the display of orders within Healthlink is to be refined following a meeting with the GPIT group; additions to the GP catalogue are being referred to the NCPP for review; the job of mapping of orders and specimen types for the 3 APEX pilot sites continues with an expectation of a Go-Live in Q4 this year.

LIS & hardware stabilisation of current LIS systems:

The Laboratory Programme team continue to support and advance projects to stabilise existing Laboratory Information Management System (LIMS) and associated hardware. In total, 11 LIMS sites have been upgraded and stabilised in the past year.

Examples of recent activities include:

- Project ICT22067 Upgrade of Telepath servers is complete for St. Colmcilles, Connolly and Naas hospitals who were previously hosted on a shared alpha server. All sites are now live on 3 new virtual servers providing Telepath LIMS server stabilisation and resilience for the next 5-7 years.
- Project ICT23013 Upgrade of Technical Platform for servers/memory/cache supporting APEX LIMS for Galway (GUH), Mayo University Hospital (MUH) and

Roscommon University Hospital (RUH).

- Strategy for APEX hardware upgrade and technical refresh: The APEX Laboratory Information Systems (LIMS) is in operation at multiple sites across the state, some originally installed late 1990s and early 2000s. The server infrastructure and storage (SAN) at these sites is aged and a risk to laboratory services. The hardware requires a refresh which should be aligned with an application upgrade where applicable. It is proposed to continue the process of a full refresh on a phased basis over the next 4 years.

Procurement of a Compliance

Management Information System (CMIS):

The Laboratory Programme procurement process for a compliance management information system is progressing. In order to address contract life and meet customers need for this solution, HSE Procurement are using a procurement procedure called a Dynamic Purchasing System (DPS). A DPS differs from typical contract or frameworks in that the duration of the contract is not defined, multiple vendors can be included and there is the option to add new vendors during the lifetime of the DPS. The CMIS DPS was published on eTenders in April 2023. The HSE Procurement team are currently performing a qualification of all responses at which point scoring of the tender can begin. Once the contract is awarded, a fully cloud-hosted CMIS system will be implemented in the pilot site. This DPS contract will remain in place for subsequent sites to engage with.

MedLIS Progress:

Following the successful copy of the database to new servers in Sweden and the transition to RHO, connectivity was established with the various MedLIS local project offices and into Beaumont Hospital, our pilot site. As per the project plan, a comprehensive 12 week Change Build window then took place to update the build with the latest requirements

for Beaumont lab including Core build of Consultants, PAS locations, GPs and GP practices, Order Catalogue changes and any new workflow changes. This window concluded on June 30th with 193 Change Requests completed and tested.

Currently the National Project Team are undergoing an 8-week Operational Qualification (OQ) Test Cycle. The MedLIS OQ involves a comprehensive functionality and build stability testing of the system using a suite of test scripts. Once NPT OQ is completed, the system is handed over to the Beaumont Lab team to continue testing with a full site executed System Testing activity (Site OQ). Site OQ includes device interface testing, Foreign System integration testing and Integration Testing of scenarios for local workflows. This will inform their Change Management plan in preparation for Go-Live in May 2024.

Tracking batch products using GS1 barcodes – a first for Irish Blood Transfusion Laboratories:

MedLIS has an exciting new functionality for Blood Transfusion. MedLIS will be the first LIS to have a solution for batch products using GS1 barcodes. (All batch products now have GS1 barcodes to comply with the Falsified Medicines Directive). Batch products will now be entered into stock with one easy scan.

For any more information about the implementation of GS1 barcode scanning for batch products, contact:

anne.geaney@hse.ie

The National team are here to answer your queries and support you. Please feel free to contact us at any time on any issue:-

Thomas Walsh

Laboratory Programme Manager

Email: thomasw.walsh@hse.ie



PERFORMANCE ACHIEVEMENT



Outline clear
objectives & Goals



Improves how
we deliver
health services



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

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

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

More Info:

Discovery Zone
via [HSeLanD](#)

HSeLanD Modules

[PA Hub](#) on
HSE website

New Diversity, Equality, and Inclusion eLearning Programme

By Maria Molony

Diversity, Equality and Inclusion Manager, HSE.

The HSE Diversity, Equality and Inclusion team has launched a new eLearning programme called Diversity, Equality, and Inclusion in the Workplace. This programme aims to support all staff members across the Health Service to apply the principles of diversity, equality and inclusion to our working environments and teams.

"We wanted to develop a useful and practical learning resource for staff members," said Maria Molony, Diversity, Equality, and Inclusion Manager. "We designed this programme to provide information and guidance on some of the most common types of enquiries that our team receives from staff on topics relating to diversity, equality and inclusion in the workplace."

An Introduction to Diversity, Equality and Inclusion

Let's begin



The eLearning programme has been developed with support from the three HSE Staff Networks:

- The Cultural Diversity network for employees from diverse ethnic and cultural backgrounds and their allies
- The Le Chéile network for employees with disabilities and their allies
- The Reach Out network for lesbian, gay, bisexual, transgender, queer, intersex, and asexual (LGBTQIA+) staff and their allies.

The eLearning programme is available on HSeLand and consists of three modules. You can find the programme in the Human Resources course catalogue, or by searching for each module name in the HSeLand search engine.

[Diversity, Equality, and Inclusion Module 1: An Introduction](#)

This module provides an understanding of Diversity, Equality, and Inclusion. It explains the HSE's commitment to these principles in the way we work together. It outlines how different diversity characteristics are protected from discrimination under Irish law. The module also explains the role of the Diversity, Equality, and Inclusion team, and how to contact the team for support and information. It takes around 30 minutes to complete this module.

[Diversity, Equality, and Inclusion Module 2: Inclusive Communication at Work](#)

This module explains how we can communicate in a way that is inclusive and respectful of all colleagues. It also provides tips on how we can adapt our communications to support our colleagues with specific communication needs. This module was developed with the support of the Digital team in the Communications Division. It takes around 45 minutes to complete.

[Diversity, Equality, and Inclusion Module 3: Working in a Diverse Team](#)

This module aims to develop our awareness and understanding of assumptions, stereotypes, and bias in the workplace. It provides an overview of some of the many benefits of working in diverse teams. It includes practical suggestions for creating a welcoming and positive team culture that supports and respects difference. This module can be completed in approximately 45 minutes.

If you have any feedback on the eLearning programme or if you would like further information or guidance, please contact diversity.hr@hse.ie



PETS Corner

Welcome back to Pet's Corner for September and this month we have a real treat. Meet Aditya Mukherjee and his two beautiful dogs.

Dextor, a German Shepard is quite goofy and smart. Aditya says he is an expert in sneaking. While Hector, a Rottweiler/ Indie breed is the total opposite to Dextor and somewhat of an idiot!

Fun fact Aditya's dogs were part of a Bollywood movie and they model for photo shoots as well. So we have two famous dogs featured this month.

Photographed is Aditya with Dextor on the left and Hector on the right. Missing from the photo are Aditya's two other dogs, Victor and Elle - maybe next time we can have all 4 dogs in a photo for our pets corner.



Dextor, Aditya & Hector

If you would like us to feature your pet(s) in this section of our Newsletter, get in contact by emailing -

communications.ehealth@hse.ie

Garda Boxing Club v Fire Department New York (FDNY)

By Fernandez Badejo
Business Services CRM



On Friday 25th August 2023 I had the chance to box at the National Stadium in Dublin in an event where the Garda Boxing Club took on the Fire Department New York (FDNY).

The event kicked off with an 'in-house' parade held for both teams around 7p.m. There were up to 11 bouts taking place on the night in various weight categories. My opponent was Garry Kilcullen in the 80kg category, and our fight started at 7.30p.m. I earned a unanimous decision win and the event was amazing and felt like it went far too quickly.



This was my second time fighting in this event which takes place twice a year. One here, and the other in New York. I fought at last year's Dublin event for the FDNY and won that bout also. Looks like I'm going to be a regular feature from now on.

Now about my place in eHealth. I work as a support officer, primarily focusing on Customer Relationship Management (CRM). I also help with developing / maintaining applications that my team creates using Microsoft Power Platforms. I got into this role through a third year placement program at TU Dublin, (where I was studying IT Management) and accepted an offer to continue after the term ended.



To round this up, I would like to express how grateful I am for these opportunities. It's not often people work in an ever-evolving field like IT and get to pursue a passion worlds apart. I look forward to sharing future boxing achievements and contributing further into the eHealth sector.



Recruitment:

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

Employee Relations

Employeerelations.ehealth@hse.ie

Training & Development

eHealth.training@hse.ie

Mobile Telephony

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

Finance

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

Executive Support:

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

Communications

Communications.ehealth@hse.ie

eHealth CAREERS



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

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



Data Specification Management Process (DSMP)

What is Data Specification Management Process (DSMP)?

- Standardised uniform process that facilitates new and existing dataset specification.
- Quality assurance process for new and existing dataset specifications.
- Opportunity for early input from downstream functions to enhance service planning, analytics and reporting.
- Reduction in re-work and costs due to errors and omissions in dataset specifications.

Read more about DSMP [here](#).

What is the Health Services Change Guide?

By Marie O'Haire

Organisation Development and Change Practitioner, Organisation Development & Design.



The Health Services Change Guide is a step-by-step guide that will help you to lead and bring about change. It features practical guidance on where to start and what key aspects and processes someone needs to take when leading a change project. You will also find evidence to back-up the approach on our website www.hse.ie/changeguide.

Sometimes we get lost in the technical and project side of our business, and it is important that staff and our service users can understand what we are trying to achieve. This understanding builds a shared purpose so that implementation can happen.

Stakeholder Mapping and Analysis template also poses key questions on the influence of key stakeholders and helps you think about how best to engage with them.

[Click this link to view this helpful video on Template 6.1.2: Guidance on Stakeholder Mapping and Analysis](#)

To assist you establish the context for change and to create a shared purpose, you can use the Why What How Method. Template 6.2.2 is available to guide you through this exercise. It can really help you to think about why your service, staff or patients need this change? By doing this the environmental shifts that

the people and cultural change platform while identifying key actions. This template is best done with your working group or steering committees.

[Click here to view our video - an introduction to Creating the Conditions for Change with the Health Services Change Framework.](#)

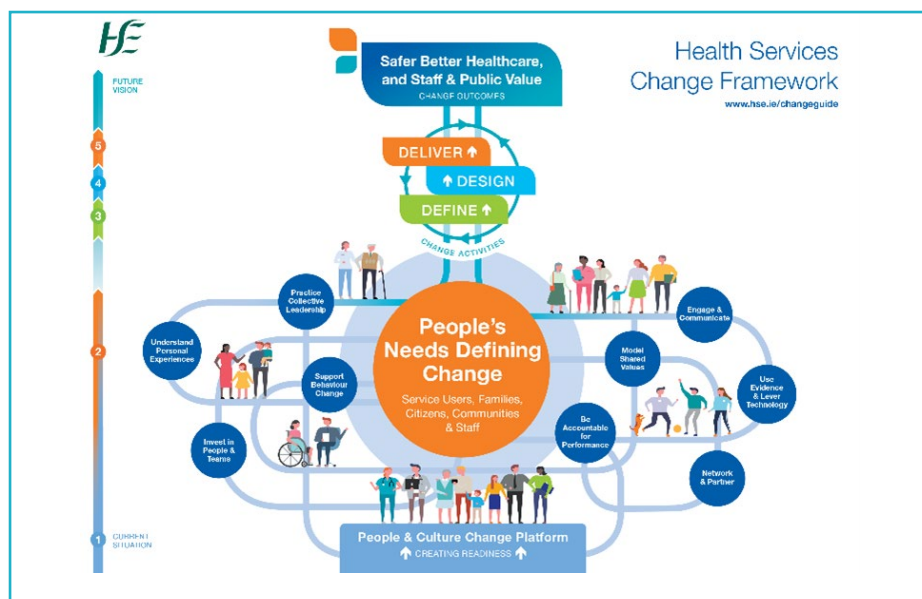
The Change Framework supports



change programmes and is intended to complement the transformation work taking place across health and social care service in the area of eHealth.

So now that you have commenced your change project you can access the Change Guide and the associated supports using our QR Code.

HSE Organisation Development & Design run monthly virtual Change Guide in Action workshops where you can discover from colleagues how they used the Change Guide to help them to lead their change. Register to attend a workshop by emailing changeguide@hse.ie.



Health Services Change Framework

The Change Guide Framework is focused on people and culture. People are at the centre of all of our development initiatives, so it's important that people's needs define the change.

As part of the Change Guide suite of resources, templates are available to assist your thinking and planning. As you commence or even if you find yourself in the middle of a project, mapping your stakeholders to understand their needs will help develop sustainable change. It will also strengthen your programme of work by ensuring it is relevant.

The Template 6.1.2: Guidance on

drive the need for change can become clear. The questions "what's in it for our service?" and "how it will impact me, my service and our patients?" will inform the planning of your organisational responses for example the structures, policies and processes that may be required.

[Click this link to view this helpful video on Template 6.2.2: Context for Change – Why What How Method.](#)

Knowing where to start

Knowing at the start what you need to focus on is supported by using the Creating Conditions for Change & Integration Template. This resource again enables you to map out key aspects of





dtf DUBLIN THEATRE FESTIVAL

Dublin Theatre Festival 2023 runs from September 28 to October 15, bringing world-class theatre to the capital. The festival supports artists in creating outstanding work and provides a platform to showcase the best of Irish theatre to the world.

At the heart of the festival is the city of Dublin – its people and its stories – and a commitment to contributing to the vibrant social and cultural life of the city.

See [here](#) for further information.



Culture Night / Oíche Chultúir is a national moment, celebrating culture, creativity and the arts. It is celebrated nationwide in cities, towns, villages and rural locations as well as on-line 742,000 people engaged with 1,700 Culture Night events in 2022.

On September 22nd special and unique events will be happening in participating locations across the country. All activities will be available to the public free of charge. Highlights include DJ Annie Mac at the Guinness Storehouse and a grand historical tour at The Metropole Hotel in Cork City.

See [here](#) for further information.



Cashel Arts Festival is a four-day festival, running from 14 September – 17 September, set in the town of Cashel in County Tipperary. The festival invites visitors to enjoy the music, dance, visual arts, film, theatre, workshops, family events and literature events on offer. Whether you want to sit back and be entertained or get 'stuck in' and learn something new, this festival will have something for you.

See [here](#) for further information.



The Boyne Valley Trails September Walking Festival will take place from 18 –24 September in Drogheda and the surrounding Boyne Valley. This week-long festival features series of guided tours, covering a variety of interests including Nordic Walking, History and Heritage walks, Georgian Architecture, Whiskey tours, fantasy walks and the stunning 25km Boyne Valley Camino as well as much more.

The festival is the perfect opportunity to explore the nature and history of the Boyne Valley and Ireland's Ancient East.

See [here](#) for further information.



The Galway International Oyster & Seafood Festival is an annual event held each year on the last weekend of September in Galway City.

During this popular food festival, visitors can expect to experience a wide variety of tantalising events to enjoy, from the Oyster 'Olympics', foodie talks, the Tribal Oyster Eating Competition along with family activities, live music, cooking demonstrations, 'Hot Oyster Awards' cooking challenge and more.

See [here](#) for further information.

eHealth

New Recruits

Introducing our new colleagues to the eHealth community.

Hughie Clinton

Support Officer - Executive Support



What is the top destination on your must visit list?

Normandy, France

What has surprised you about your job so far?

The broad areas of work covered by the Executive Support Team and eHealth in general. Also, how welcoming and helpful everyone on my team has been since I joined.

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

My Father (he passed away when I was 6 months old). I think it would be a long evening with loads to catch up on.

Kelly Quintero

Problem Management Manager



What is the top destination on your must visit list?

Iceland & Patagonia glaciers.

What has surprised you about your job so far?

The extent of the projects being carried out, all happening simultaneously.

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

Maye Musk, to get her advice on how to raise children with an entrepreneurial mindset.

Matthew Bartley

Software Developer
A2I/HIDS



What is the top destination on your must visit list?

Seoul in South Korea.

What has surprised you about your job so far?

As someone coming from a factory job where one stands all day, sitting at a computer all day is strangely tiring.

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

Eiichiro Oda, author of the comic book "One Piece" that I have been following since I was ten. I would love to meet the guy who played such a huge part of my childhood.

Dee Dunne

Business Analyst



What is the top destination on your must visit list?

I'd love to do the Inca Trail in Peru.

What has surprised you about your job so far?

No surprises yet.

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

Ryan Reynolds. He always comes across as down to earth and a bit of craic and if he's not really like that at least he's easy on the eye!