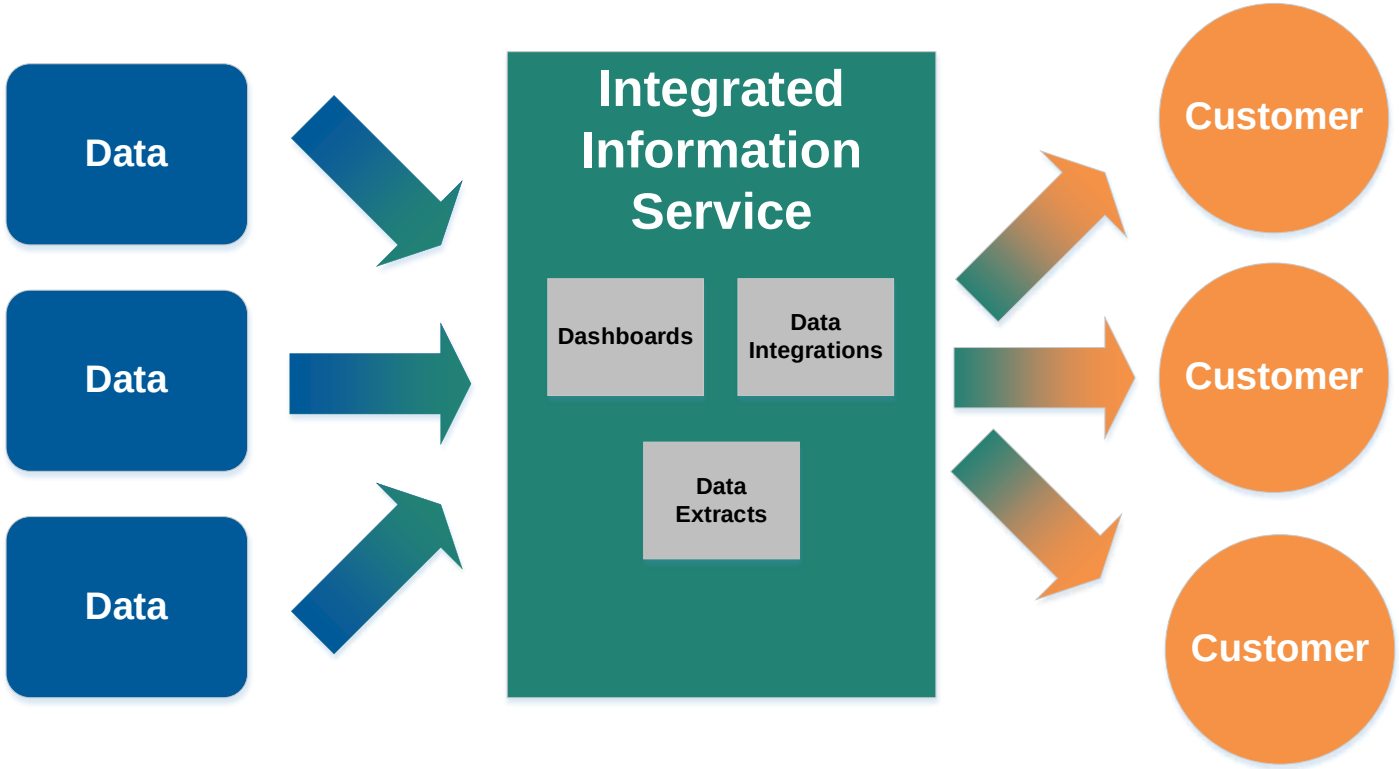
Better Together in Digital Healthcare 2023

Mark Bagnell
General Manager – Integrated Information Service – eHealth - HSE

What the IIS does

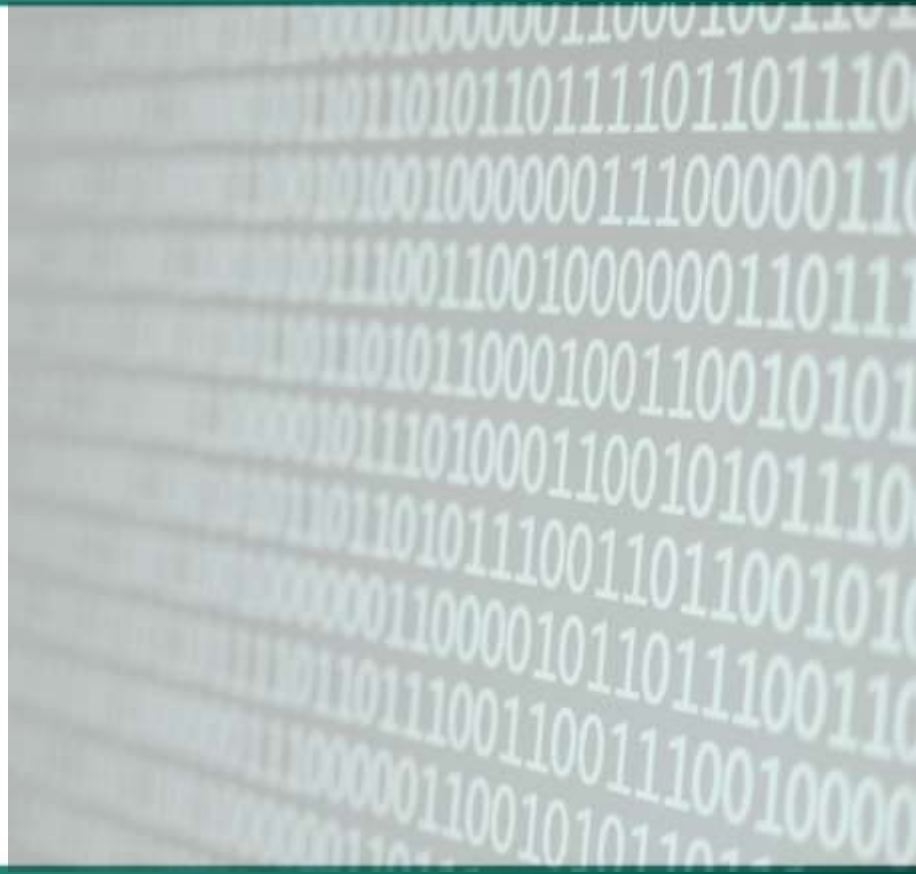


Challenges

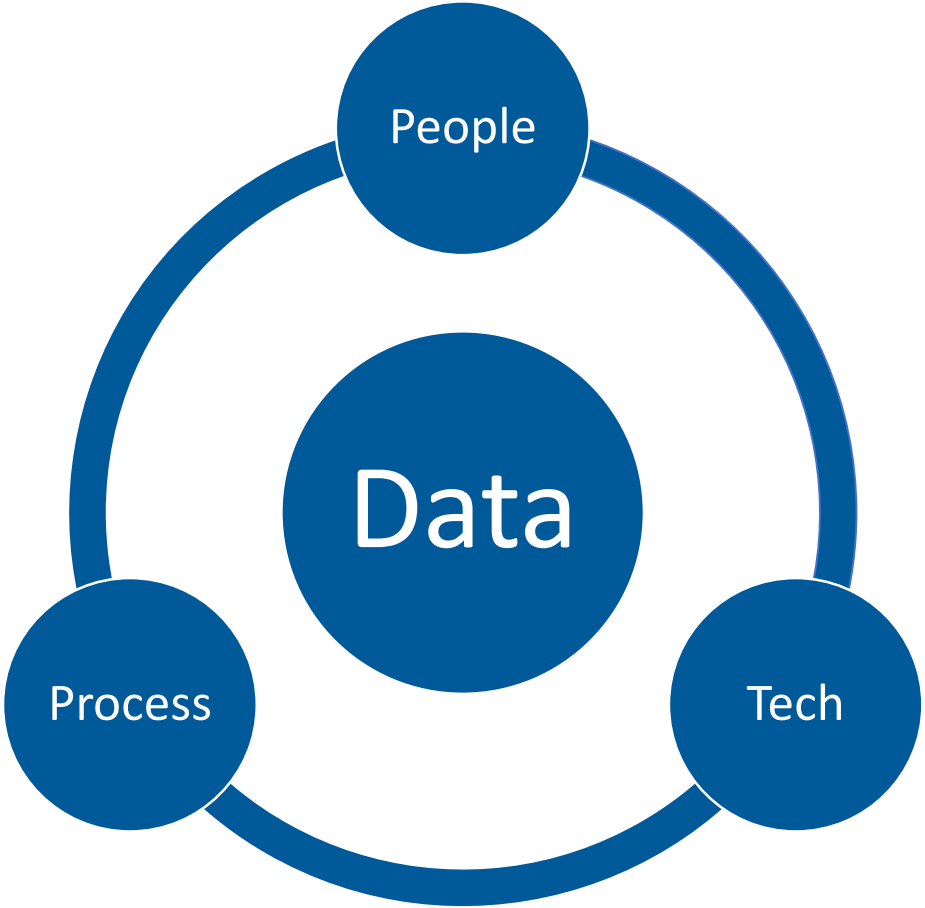
- Healthcare is Difficult
- HSE is a complex environment
- Tech is complex
- Tech is rapidly evolving
- Data Governance & Compliance
- Building Trust
- **Excel**

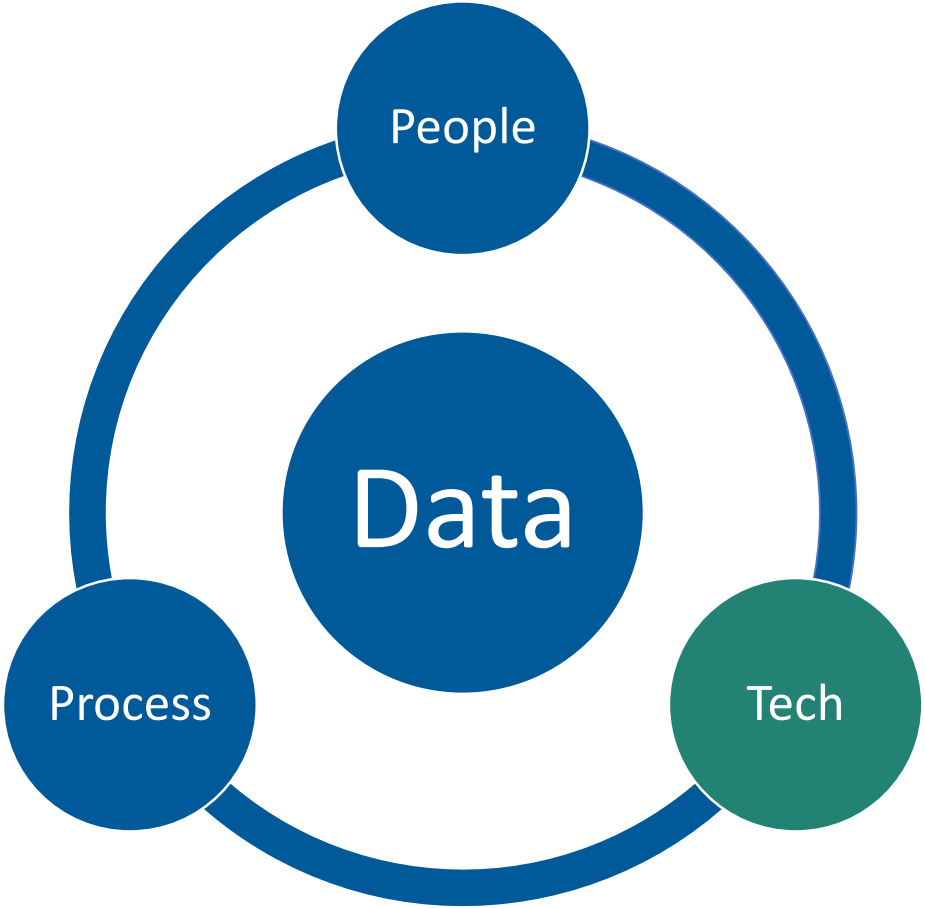
Why is data not reliable?

- Lack of Data Validation
- People being busy with the day to day
- Duplicate Data / System Workarounds
- Lack of Standards/Incomplete data
- Training
- Legacy systems
- Process / Systems changes



Data


People
Data
Process
Tech


People
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Why is Reliable Data important ?

Coming Down the Line

Patient Apps

Shared Care Record

Health Information Bill

Post Covid expectations

Artificial Intelligence

Go raibh maith agat

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