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

Mpox Immunisation Programme

ICT for Public Health

By Deirdre Horgan
Senior ICT Project Manager

As an emergency response to the Mpox outbreak in the middle of 2022, the HSE established a vaccination programme to provide a patient pathway to care.

The programme quickly identified a requirement for an Mpox Immunisation ICT System as a tactical plan to enable retrospective and point of care data entry. Its purpose being to support the streamlining of vaccination operations processes and improve reporting and monitoring of vaccinated patients. Given the urgent nature of the business needs, ICT for Public Health adopted a project approach that expedited procurement and system delivery to meet agreed scope within schedule and budget.

Continued to next page.

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

Mpox Immunisation Programme

ICT for Public Health

An options appraisal recommended selecting Swiftqueue who had a proven track record in implementing a similar solution for the HSE. Working with the National Immunisation Office (NIO), the business scope for the project was defined in July 2022 and a final statement of work agreed with Swiftqueue. Request for specific approval was approved by Digital Government Oversight Unit (DGOU) in August 2022. Project delivery from initial engagement with stakeholders to go-live of the Mpox Minimum Viable Product (MVP) September 15th, 2022, took exactly 3 months.

The Mpox Immunisation system is a Software as a Service (SaaS) solution using the Swiftqueue booking product. It has been customised to extend its capability and allow capture of a client's consent and eligibility in addition to the full Mpox immunisation record which is typically a two-dose vaccine schedule with a 28-day interval. This system is fully hosted by the vendor.

The system was rolled out on a phased basis in accordance with clinical priority. The system has been accessed by vaccination teams based in designated Covid-19 Vaccination Centres (CVCs) and Sexual Health Clinics. Smooth system adoption was facilitated via an identified business manager, a strong focus on training, and stakeholder engagement throughout the project.

To provide equitable access to vaccine and meet expected high demand by the at-risk cohort to appointments, the programme requested the technical capability for clients to self-refer for their first dose appointment in September 2022. Collaborating with the A2i team, this was achieved by system integration with the Health Services Front Door. The booking service went live on October 17th, 2022.

Other key project deliverables included PowerBI dashboard reporting on programme metrics developed by our eHealth colleagues Integrated Information Service (IIS).

Latest vaccination operations metrics communicated by the programme shows that 87% of those at high risk of exposure have received at least one dose of the MVA-BN vaccine with an estimated 69% having completed the full vaccination schedule. Current clinic services are now being scaled back while plans for mobile clinics operations progress, to increase vaccine uptake for targeted groups, with guidance on technical requirements provided from the National Technology Office.

Overall, the system solution has proven to be flexible in meeting the evolving business requirements of the vaccination programme. The project is now in close-out phase and we want to thank our project business stakeholders, Swiftqueue, and our eHealth colleagues for all their efforts in supporting the successful delivery of the Mpox Immunisation system project.

Management Development Programme

The Management Development Programme was held in the Richmond Education and Event Centre. The photograph above was taken on the first day of course on 22/03/2023. In attendance on the day were - Sean Calnan, Alan Chrystal, Niamh Codyre, Dermot Gorman, Emer Handy, Carol Harrington, Edward Harte, Ann-Marie Hodson, Brian Kelly, Des Marron, Fiona McAuliffe, Michael McGrath, Diarmuid McGuinness, Lisa McKenny, Martyn O'Shea, Claire Rigney, Niamh Russell, Edward Sofian, Ciara Wynne, Cathal O' Conallain.

eHealth Training & Development

A schedule of our upcoming courses is listed below:

Getting Ready for Retirement

Date	Duration	Venue	Start & Finish Times	Closing Date
10/05/23	1 day	The Richmond Education and Event Centre No 1 North Brunswick Street, D7.	09:30 – 17:00	30/04/23

Presentation Skills – Presenting with Presence

Date	Duration	Venue	Start & Finish Times	Closing Date
11/05/23	1 day	The Richmond Education and Event Centre No 1 North Brunswick Street, D7.	09:30 – 17:00	01/05/23

Managing People Using HR Policies

Date	Duration	Venue	Start & Finish Times	Closing Date
08/06/23	1 day	The Richmond Education and Event Centre No 1 North Brunswick Street, D7.	09:30 – 17:00	25/05/23
08/11/23	1 day	The Richmond Education and Event Centre No 1 North Brunswick Street, D7.	09:30 – 17:00	25/10/23

Administration Development Programme

Date	Duration	Venue	Start & Finish Times	Closing Date
11/10/23 12/10/23	2 days	The Richmond Education and Event Centre No 1 North Brunswick Street, D7.	09:30 – 17:00	30/09/23

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

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

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

Parking at The Richmond is limited and offered on a first come, first-served basis. Smithfield Car Park is 5mins from the venue. Click here if you wish to book in advance.

View our 2023 eHealth Training Prospectus here

Health Performance Visualisation Platform (HPVP)

HPVP & HSE Change Services

By Jason Henshaw, eHealth HPVP.

Photograph above from L to R: Mary Murphy, Senior Change Manager, HPVP, HSE; Jackie Kirrane, Senior Change Manager, HPVP, HSE; Elaine Birkett, Health Service Change Services, HSE and Caroline Sims, Senior Change Manager, HPVP, HSE.

The Health Performance Visualisation Platform (HPVP) Programme has been introduced by the HSE to address a gap in the centralised information available to support strategic and operational performance monitoring across acute hospitals.

Rolled out across 19 Hospitals with more to come in Phase II, the platform will introduce a new automated approach to acute hospital information management which produces timely, meaningful insights and reports necessary to support hospitals in routine decision making at strategic and operational level and facilitating improvement planning.

Domains:
- Outpatients (including waiting lists)
- Surgery (including theatres)
- Emergency Department
- Beds
- Medical Imaging

Benefits:

1. Improve patient access outcomes and hospital operational efficiencies by using data extracted from existing hospital systems to deliver insights and direct patient level actions across ED, Outpatients, Surgery (Waiting Lists), Beds and Medical Imaging.

2. Provide key information to accurately identify what is causing performance issues and how best to tackle them and measure the impact of the interventions.

In the field of Medicine, Strategic/Operational Management, Nursing or Healthcare Professional the programme can provide access to a leading-edge data management and visualisation system, with analytics, designed to support quality improvement at clinical team, hospital group and national network levels. Click here for more information on HPVP.
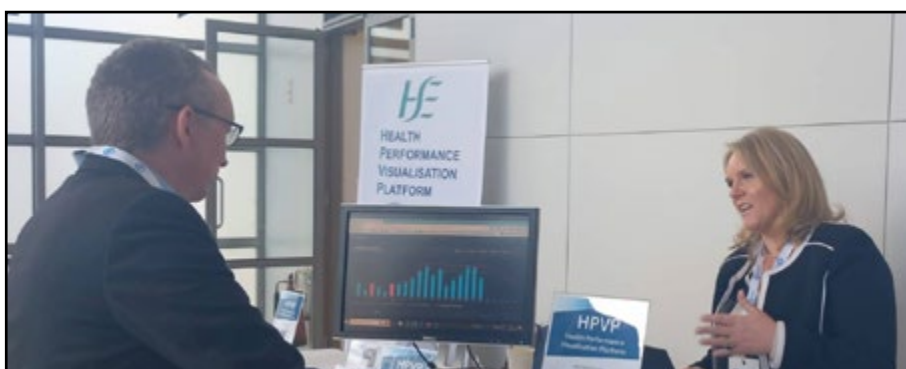
Photo above: Dr Colm Henry, Chief Clinical Officer, HSE and Emer Molloy, Healthcare Logic.

Access each playlist below by clicking on the image.

Our eHealth YouTube Channel can only be accessed by the links published here.

If your team would like more information on how you can utilise this platform for your teams' benefit, contact:

communications.ehealth@hse.ie

Sharing Insights

Backstage with eHealth

HSeLanD

Health & Wellbeing

HealthIRL Update

By Fran Thompson
Chief Information Officer, eHealth.

Huge work is being carried out on the HealthIRL Migration programme. This programme was initially established in 2017, known as the ONE programme. The programme was paused in 2020, due to COVID and cyber-attack. As of late 2021, the HealthIRL migration programme has been re-established and is a programme of strategic importance for the HSE in terms of digital transformation and enhanced cyber security.

The purpose of the HealthIRL migration programme is to migrate all users, devices and mailboxes from eight regional based domains (which are aligned to the old Health Board regions) to a central shared domain called HealthIRL.

HealthIRL is a modern and secure platform, which aligns with best practice identity management, resilience and security. HealthIRL is the path for access to all HSE systems both on premise and even more importantly HSE Cloud. It will provide a single view of the organisation for staff. It is part of our cyber security improvement journey, and it will make it simpler and easier to collaborate across the HSE. Staff will have a single identity for the duration of their HSE employment.

Foundational Technology Project

The HealthIRL migration project is a critical foundational technology, providing:

1. A single view of the organisation for staff, enabling collaboration and ease of movement around the organisation.

2. It is the identity manager for cloud services.

3. It is a central point of administration and security control for users, mails and devices, which constitute the primary threat plane(s) in any organisation.

4. HealthIRL is a modern/secure platform aligned with best practice identity management, resilience, security and is a key recommendation of the PWC Post Incident Review Report, following the HSE Cyber-attack.

Why Now?

HealthIRL is the future of how access will be managed in the HSE and is crucial to many of the deliverables over the coming years. The HealthIRL migration programme is a key recommendation of the PWC Post Incident Review report following the HSE cyber-attack.

Benefits

There are significant benefits in HealthIRL, including but not limited to:

- Enhanced communications and collaboration, which includes Microsoft Teams, Microsoft Planner, SharePoint and Office 365, with the ability to collaborate with any HSE staff member utilising a single email directory and shared calendars.

- Improved mobility by providing access from any location, and any HSE device

- Maintain the same identity even if relocated to another region (very important to NCHD's)

- Improved self-service options such as reset expired/forgotten passwords

- Allowing for a better user experience.

Organisational perspective

Migration is a critical programme of work for the HSE in terms of cloud enablement and cyber security. The platform enables best practice identity management and access management controls with strong central governance. It is a safe, secure collaboration platform, linked to all HSE systems (Cloud and on premise). The domain is based on modern, scalable, stable fully support platform.

Staff Perspective

Once on HealthIRL, users will have the ability to utilise MS Teams, which allows for team collaboration, document sharing, instant messaging, and much more. Users will also be in a position to receive Exchange Online, which will allow the user to take advantage of cloud storage. Users will be able to move freely throughout the organisation using the same account, with the ability to locate any HSE staff member in a single email directory.

Timescale & Numbers

- ~30K users are on HealthIRL. However, the programme pace needs to be significantly increased to migrate the remaining ~50K over the next 12 to 18 months.

- There are no major technology barriers to migration, however there is some resistance to migration as it is perceived as 'technology for technology's' sake.

- There are also some site-specific privileges and technical configurations that also need to be catered for which is contributing to some challenges that need to be overcome.

- The target for 2023 is to have 70,000 users on HealthIRL this will be 90% of all HSE staff accounts. There are a small number of applications which cannot migrate to HealthIRL as they do not meet the criteria, these applications must be upgraded prior to migration.

Summary

HealthIRL is strategic for the HSE with the goal to migrate the vast bulk of staff in 2023. It is foundational for modern cloud-based platforms, supporting HSE staff collaboration, with a modern set of tools in a secure manner. It is a key element in improving our cyber posture.

Robotic Process Automation (CoE)

HSE eHealth Automation Conference

Kilkenny Castle, 2nd March 2023.

By Kevin Kelly
General Manager RPA

The RPA Centre of Excellence recently organised the HSE eHealth Automation Conference which was held in the impressive setting of the Parade Tower of Kilkenny Castle on 2nd March 2023. Almost 100 healthcare staff attended, comprised of key decision makers from across the HSE and/or those with responsibility for the delivery of digital enablers into acute and community healthcare.

Photo above: Kevin Kelly, GM RPA presenting at the conference.

Photo above: Fran Thompson, CIO.

As the RPA CoE had been established in 2020 during the pandemic, this was the first opportunity to hold such an event and in some cases for the RPA team to finally meet colleagues across healthcare in person. The purpose of the event was to deliver an update on the HSE's automation journey to date and set out a future roadmap. Various presentations explained the evolution from Robotic Process Automation towards Intelligent Automation, the impact of same on organisations and workforces globally, and provided experiences and insights into the use of automation in healthcare internationally.

The morning panel discussion introduced the audience to the various use cases already in the HSE, with the panellists describing both the challenges that led them to initially consider automation, and the outcomes and plans for future use of robots in their workplace.

The afternoon panel discussion focused on how automation and digital transformation more broadly is impacting and expected to impact workforces in the future, and so how that shapes organisations' strategies in terms of what their workforces will look like, the new skills that they need to hire/adopt and the considerations that recruiters need to give to this changing environment.

During and since the event, many of the attendees have brought forward new ideas and opportunities for automation to the RPA CoE, and are identifying areas of primary focus for automation in the HSE through 2023 and into 2024.

If you have ideas on where repetitive and high volume tasks could be reassigned to a robot assistant, drop your ideas in an email to rpa@hse.ie and we'll be in touch.

Photo above: Panel discussion from L-R: Joyce Shaw, eHealth Chief of Staff; Philip McGrath (Head of Public Service Transformation DPER), Dr. John Cuddihy (HSE National Director Public Health) and Ciaran Duffy (Deloitte Managing Director Human Capital Consulting).

Photo aboe: Louise McEntee, Deloitte Partner Intelligent Automation Lead.
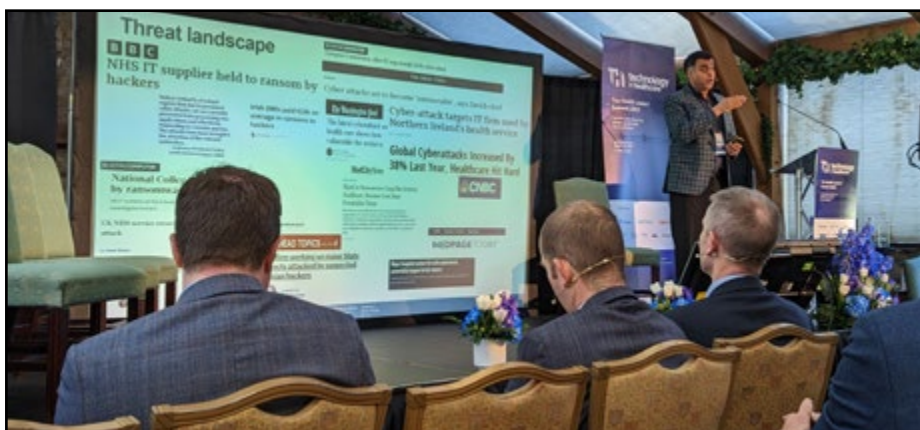

Photo above from L-R: Mary Ryan-Kelly (HSE HR), Jincy Jerry (Mater Hospital), Gillian Cullen (HPSC), Sean Redmond (HSE Finance) who were all on the 'HSE Automation Journeys – Reflection and Future Plans' panel.

Technology in Healthcare:

Health Leaders' Summit 2023

By Sean Toner
Training & Development

Technology in Healthcare: The Health Leaders' Summit 2023 took place on Thursday February 23rd in Barberstown Castle, Co. Kildare. The event focused on bringing together healthcare IT experts and industry leaders who understand the real life challenges of electronic health systems in the context of ever evolving cybersecurity risks while pushing the boundaries of innovative patient care.

Technology broadcaster and columnist Andy O'Donoghue opened the event as Chairperson, in front of nearly 200 healthcare leaders that were actively participating throughout the day.

Representing eHealth, Puneet Kukreja spoke on the importance in getting back to basics when evaluating our threat landscape. This includes focusing on promoting awareness around the risk of phishing attacks, compromised credentials and working to improve third party cyber hygiene. Puneet says that we should be continually practicing drills from incident response, patching our servers, keeping our cyber hygiene up to date and developing a good communication plan because when things go wrong, not knowing what data has gone out is not the right answer. Director of the HSE's Health Identity Management Services (IMS), Maria McCann, noted the great work done by the Access to Information in Health Identifiers Programme (A2I-HIDs) on the management of the National IHI register and outlined that identity management is based on trust, communication and clarity. Maria also outlined the importance of Individual Health Identifiers (IHI), which is rooted in patient safety and ensures that health and social care can be delivered to the right person, in the right place and at the right time.

This was an engaging event that featured the great leaders and change makers representing every sector of the health information and technology spectrum. The keynote speakers highlighted the importance of developing, strengthening and learning from the relationship of health and technology, while the ability to network with some of the best minds in our industry made this event a true success.

Photographed above - Maria McCann, Director of the Identity Management Service.

Photographed LtoR: Siobhan O' Toole, IHI Operations Lead; Maria McCann, Director of Identity Managment Service; John Ward, Chief Technology & Transformation Officer, eHealth Ireland and HSE; Puneet Kukreja, Chief Information Security Officer, eHealth Ireland and HSE; and Irene Finnegan, Health Identifier Service Business Consumer Engagement Lead.

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

**Tuesday 14 March, 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!

MN-CMS Neonatal Jaundice Treatment Graph

By Orla Sheehan
MN-CMS Neonatal Workstream Lead

Following the successful implementation of Phase 1 of the MN-CMS National Electronic Health Record (MN-CMS EHR) for Obstetric, Neonatal & Gynaecology patients, one vital element - the Neonatal Jaundice Treatment Graph remained on paper due the lack of a software solution. For optimal neonatal care this functional gap required a unique pathfinding digital resolution within MN-CMS.

Neonatal Jaundice is the most common condition needing medical attention in both term and preterm babies. Approximately 60% of term and 80% of preterm babies develop jaundice in the first week of life (NICE Clinical Guidelines, 2010).

The National Institute of Clinical Excellence (NICE) is the gold standard in Neonatal Jaundice Treatment thresholds and provide neonatal clinicians with a jaundice graph based a specific gestation age from 23 weeks to >38 weeks gestation. This graph was completed on paper with clinicians selecting the correct gestation age graph, transcribing patient details, time of birth, age in hours and then manually plotting the patient's bilirubin result onto the graph using the correct X and Y axis plotting. This paper graph record was not filed/scanned into the patient's EHR until it was completed after 14 days of life and so was separate to their EHR record.

The goal of this project was to implement a digital NICE Jaundice Treatment Graph within the EHR, which would automatically select the correct predictive graph based on gestational age and plot bilirubin levels directly from a 3rd party laboratory system at the correct point in time, based on age and time of blood sampling. An added bonus within the digital graph was to display the time when phototherapy treatment was commenced and discontinued for a clear clinical picture.

The project's initial steps began with the MN-CMS EHR vendor (Cerner) acquiring permission and rights to reproduce the graph from the Royal College of Obstetricians and Gynaecologists (RCOG) on behalf of the National Collaborating Centre for Women and Children's Health (NCC-WCH). The project then progressed through several managed steps: Workflow & Design, Testing & Training, and Go-Live & Support.

Data indicates that users are routinely using this Graph within the EHR to decide neonatal treatment for jaundice with an average of 550 (2022) clinicians accessing the graph daily.

Unique Features:

- The graph loads accurately based on the gestational age of the baby.

- Laboratory results of Serum Bilirubin from 4 hospital laboratory systems plot directly onto the graph.

- Bilirubin blood results from Point of Care Tests are automatically displayed in the graph.

- The graph recommends 'Phototherapy Treatment' based on relevant blood results in compliance with the NICE guidelines.

Daffodil Day Coffee Morning

Southgate, Drogheda.

By Kate Hanlon
eHealth Communications

Daffodil Day is the Irish Cancer Society's annual fundraiser. The proceeds collected on Daffodil Day support vital free services for those affected by cancer, such as drives to and from cancer treatment, the Freephone Support Line, Daffodil Centres, and the Night Nursing service providing end of life care and counselling for anyone affected by cancer.

The Southgate office in Drogheda hosted a Daffodil Day coffee morning on March 24th to raise funds for the worthy cause. Staff enjoyed a wide array of sweet treats and homemade pastries, and their generous donations **raised €235 for the Irish Cancer Society.**

THE GAMING GUARD

New Business Venture

By Linda Reck
eHealth Communications

Conor Kelly photographed above on the left - the other boys names are Mikey, Isaac, and Darragh.

Conor Kelly photographed above at the end on the right of the photograph.

Conor Kelly, son of our very own Kevin Kelly, RPA photographed here with his school mates' who recently won the Senior Category at the County Student Enterprise Awards for their business idea **The Gaming Guard**. They now go on to represent their native county, Kilkenny in the National Finals in Croke Park, Dublin on the 5th May, 2023.

They have designed and are manufacturing an Xbox and PlayStation controller accessory that helps players avoid being timed out of live online games.
The Gaming Guard is available to purchase on their new website for €3 (single) or €5 (duo) plus P&P.
The future is bright for these young lads

all aged between 16 and 17 years old - best of luck to them and their new business venture.

iPMS Go-Live

National Orthopaedic Hospital Cappagh

By Angela Halvey
Senior Project Manager, iPMS Programme

IPM has recently been implemented in the National Orthopaedic Hospital Cappagh (NOHC), a Voluntary Hospital.

The hospital was implemented as a Facility on the DNE/RCSI instance of IPM. NOHC provides a national orthopaedic service for the treatment of lower and upper limb and spinal surgery. It is the National Patient Referral Centre for Primary Bone and Soft Tissue Tumours, the Dedicated Centre for Elective Paediatric Orthopaedics under Children's Health Ireland (CHI), the Dedicated Orthopaedic Oncology Surgical Centre for the National Sarcoma Service and home to the National Bone Bank.

There were many significant shortcomings in the previous system's operational functionality and there was a system disconnect between the outpatient and inpatient episodic pathway that made it difficult to track patients who progress from outpatients through to surgery. Cappagh Patient Administration System. (CAPAS) was therefore deemed no longer fit for purpose.

NOHC chose to discontinue the use of their existing patient healthcare record number (MRN) as there were issues with the format of it, which included a hyphen. This involved full re-labelling for charts and full numbering with all third-party systems.

A small business and IT team worked under the direction of the Steering Group to analyse existing processes, examine data quality and then to define new business processes, a migration strategy and an integration strategy. They also undertook training for the hospital staff.

On Friday 10th March, the CAPAS system was closed down and the migration files run overnight, to minimise downtime in the other hospitals in the group.

Following the restoration of the system, integration was tested and backloading was complete to capture downtime activity and other post implementation tasks that had to be carried out.

On Monday 13th as the hospital went back to full operation there were issues logged by users who were now adjusting to the changes in processes and procedures. This is expected after go-lives and members of the iPM National team and Acute Operations provided on-site support for the go-live and the following week and off-site support until the initial transition is complete and the hospital goes to normal support processes.

Benefits for Cappagh include alignment to the HSE eHealth strategy to deliver existing national systems and a foundation for other national and local solution components.

PETS
Corner

This is Prince and Bó and they live with Audrey Delaney.

Prince is a Spitz and normally hairier but shaved for the summer in this photo. He is a 13 year old and was found living on the streets when he was 3 years old. It took rescuers 3 days to catch him. He is very playful and still like a puppy at his ripe old age - he loves playing fetch!

Bó is a Bassett/King Charles Cavalier X aged 10 years. She was the love child of a Bassett Hound who was thought to be too old to have puppies! The owner had no place for her in their home and she was taken in by me. Bó howls the family out of bed in the morning, down to dinner when asked, no need for shouting or texts in my house. She also closes doors on command. Bó is the boss of the two and Prince the softy gives way to her.

Both are friendly and love attention.

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

communications.ehealth@hse.ie

eHealth Project Management Day

Held in the Ashling Hotel, Dublin on 9th March 2023

By Tom Molloy
Head of Project Management Office

Project Management Office Team Day
held in the Ashling Hotel, Dublin on Thursday 9th March, 2023.

The first eHealth Project Management Day to be held since before the pandemic was opened by Tom Molloy, Head of the eHealth Programme Management Office (PMO) in the Ashling Hotel, Dublin on 9th March. Tom welcomed the c.100 attendees and set the scene for the day's events, with a theme of Managing Change.

Photographed above L-R: Tom Molloy, Head of PMO and Michael Redmond, COO.

The first speaker was Michael Redmond, Chief Operating Officer. Michael updated the audience on eHealth's progress to date, as well as giving updates on the 2023 Service Plan, development of Regional Health Areas (RHAs) and what the introduction of a new CEO may mean for eHealth. HealthIRL and Office 365 implementations were called out as key areas of focus.

Michael emphasised the importance of timely and accurate reporting to ensure that eHealth's stakeholders can see the work that we do, that we be seen to hit our targets and we talk about our successes. He described the ongoing work to design a new eHealth strategy and the themes which will be prominent: access to timely care, faster implementation of plans and public confidence.

The PMO conducted Slido polls throughout the day but one in particular threw up an interesting statistic – nearly 40% of the audience had only joined eHealth within the previous year (although there are still quite a few 'old-timers' as well!).

The next speaker was James Carroll, Head of Technology & Deployment. As the lead in an area that Project Managers engage with frequently, James emphasised the importance of the project management community as a voice on the ground. He outlined the vision, mission statement and commitment of Technology Office,

Photographed above James Carroll, Head of Technology % Deployment.

their roles and their code of conduct.

James outlined the department's emphasis on security (made even more crucial by events over the last couple of years) and the importance of accurate, comprehensive information gathered from projects which introduce changes to the environment and infrastructure. There is a substantial demand from a variety of internal and external sources, including projects, and they all compete with each other for the scarce Technology time and resources who are responsible for the largest ICT estate in the country.

The third speaker was Elaine Birkett from the HSE Change and Innovation, Healthcare Strategy Department. As an Innovation, e-Development and Learning Lead, Elaine's role is heavily involved in ensuring that change is managed as smoothly as possible. This isn't easy when, as Elaine pointed out, change tends to be messy, not linear. This is something particularly relevant with the emergence of the Regional Health Areas (RHAs) over the next nine months.

Photographed above Elaine Birkett, HSE Change and Innovation, Healthcare Strategy Department

Elaine walked the audience through the HSE ecosystem as well as the Health Services Change Framework, giving particular focus to the core concept of people's needs defining change. Putting an emphasis on people and culture is a key contributor to the building blocks of successful projects. Elaine also directed the audience to the supports available within the organisation to enhance our knowledge on people and culture change.

change in previous projects and how they might attend to it in current projects. There was a lot of food for thought for stakeholder engagement for current and future projects.

At the end of a successful day, Tom announced a follow up day will be held in September, with feedback from the current day informing the content and format. He emphasised the importance of managing the 'people' aspects of

facilitating the community but that active engagement of a critical mass of Project Managers would be a Critical Success Factor. Tom put out a call to action to the Project Managers to register their interest in relaunching a PMCoP by by contacting pmo@hse.ie.

Finally, the PMO thanks all those who attended and contributed to the success of the day, with special thanks to the eHealth Communications Team for their help with the day and for producing a montage video that you can view below.

Click here to view our montage from the PMO day.

After lunch, Elaine facilitated the interactive part of the day. There was a strong focus on the emotional factors of change. It is important to remember that people can have emotional attachments to old systems, even things as basic as spreadsheets. The audience was asked what was important for change to go well, represented in a word cloud. Spot the winner!

project and change management, calling for a wider conversation on how eHealth projects and their various stakeholder groups could collaborate effectively toward delivering positive change faster and better.

Tom also referred to a previous incarnation of an eHealth Project Management Community of Practice (PMCoP). It had fallen by the wayside due to the disruption of the pandemic and Tom outlined the benefits of a new PMCoP. In light of the increased PM headcount in the last three years, the benefits to the PM community are self-evident. He committed the PMO to

The workshop ran through methodologies which could help support people to adopt change such as Fisher's Personalisation Curve. Tables were asked to review what had resonated with them, had they attended to the emotional aspects of

Getting Ready for Retirement

Richmond Education Centre 10th May, 2023.

By Janis Nolan
Training & Development

We have listened to your feedback and updated our one day 'Getting Ready for Retirement' programme in line with same. We now include an expert on the Single Public Pension Scheme (for those who joined the HSE after 1st January 2013). This is in addition to an expert on the Superannuation Scheme (for those who joined the HSE prior to 1st January 2013).

The focus of this programme is on Financial Planning, Personal Taxation, Social Welfare benefits and Pensions. A solicitor will also be present on the day, to discuss topics such as enduring Power of Attorney and the importance of making a will.

A limited number of places are available on this programme which takes place in The Richmond Education and Event Centre, Dublin on the 10th of May.

Please ensure you have line-manager approval to attend before you enrol on HSeLanD. All grades are welcome.

The best way to ensure the lifestyle you want in retirement is to take ownership of it now. Don't leave it too late to plan – enrol on eHealth's 'Getting Ready for Retirement' programme as soon as possible, in order to secure your place. For more information contact - ehealth.training@hse.ie

At the last Lunch and Learn on 24th March, Niamh O'Leary and Noel Carberry presented 'iNews'. A number of questions from attendees were not answered during the presentation.
Below are the questions and answers:

Is there a possibility of a dashboard to prompt the clinical teams when a patient's obs are overdue?
Yes, the system has several prompts with associated colours to assist staff, including a countdown timer for the next set of observations and a clock icon turning red if observations are overdue.

Can clinical details be viewed off-site by clinicians on call for instance?
Currently this facility is not available. However, in theory the ability for clinical details to be viewed by clinicians off-site can be done, once all eHealth procedures

for security, gateways (CITRIX etc), data protection etc. are in place and adhered to. Like other applications.

It would be great to see this integrated with national electronic health records.
The ability to "talk to" and integrate with other systems including the national electronic health record is available through a HL7 message.

Are you using SNOMED CT for the terminology?
The KEWS 300 software vendor has been investigating and researching the use of SNOMED CT terminology. The PM has also linked in with the national SNOMED CT team.

If you would like to contact the Lunch & Learn team to discuss topics email them at: LunchandLearn.ehealth@hse.ie

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The latest list of lunch and learn sessions are listed below.

All sessions take place on Fridays at 12.30 unless oherwise stated. These sessions have been hugely beneficial for us to learn about the work going on in teams across eHealth.

Coming up soon:

21st April 2023
CHI Update with Deirdre O'Connor and John Gilmartin

5th May 2023
IIS with Niamh Crossan

19th May 2023
Your National Service Desk with Geraldine Kilkenny

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

eHealth Job Expo

Galmont Hotel, Galway

By Helena Murphy
eHealth Social Media Lead

eHealth attended the Job Expo in the Galmont Hotel in Galway on the 18th February. We participated in the Job Expo for the purposes of recruitment and increasing brand awareness. With having over 300 new roles to fill within the next 18 months across all functions within eHealth we felt it a worthwhile process.

Attending on the day were members of the SMT and other colleagues across Customer Service Experience, RPA and Cyber Security. Fran Thompson CIO spoke at the live seminar about 'what we do' our 'vision and aims' and the upcoming recruitment within eHealth.

Our eHealth Communications Team designed a talent pool form sign-up which we shared on the day so potential candidates could easily upload their CVs and select areas of interest. We had over 60 CV's uploaded on the day.

We will be attending the next Job Expo in Croke Park on the 22nd April and are promoting our attendance throughout eHealth Social Media Platforms on Twitter and Facebook - **@eHealthIreland**.

We would appreciate your support in sharing this on your social platforms using the **#eHeatlh4all** and **#JobExpoDublin.**

If you have any queries concerning sharing on social media please contact Helena.murphy1@hse.ie, Social Media Lead.

Photographed above L-R: Thelma Pentony, Training & Development Manager; Kate Hanlon & Tamara Reilly-Gray, eHealth Communications.
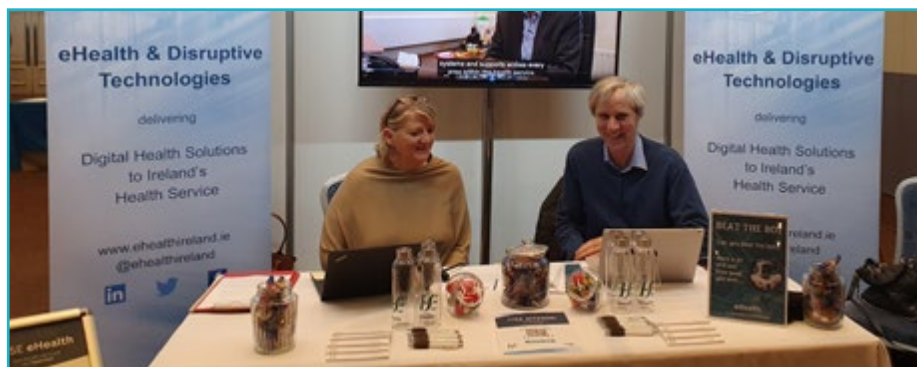
Photographed above L-R: Joyce Shaw, Chief of Staff and Fran Thompson, Chief Information Officer.

Photo above - Fran Thompson being interviewed by the Job Expo Team.

Fran Thompson above with possibly a future recruit for eHealth.

Photo above - L-R: Darach Glennon, Delivery Director CSE and Mark Ryan, National Database Service Manager, CSE

Photo above - Fran Thompson speaking at the event.

Photo above - L-R: Helen Coughlan, Delivery Director CTO; Kevin Kelly, GM RPA (CoE); Joyce Shaw, Chief of Staff.

Photo above - L-R: Margaret Kilmartin, Delivery Director, SAP (CoE) and Róisín Doherty, Delivery Director, Access to Information.

Photo above - Kevin Kelly, GM RPA and Fran Thompson CIO - did Fran 'Beat the Bot'?

Fran Thompson, CIO speaking to one of the attendees at the Job Expo in the Galmont Hotel.

Photo above L-R: Fran Thompson, CIO; Darach Glennon, CSE; Joyce Shaw, Chief of Staff; Killian Deenihan, General Manager, Technolog Office/Cyber Defense.

Birr Festival of Music Offaly

From **April 27th - May 1st** Birr will host it's Fetsival of Music, which is home to The Trench Award and Birr Young Voices. This year's programme will include a vibrant range of events, such as concerts (indoors and outdoors), masterclasses and street performances. Plus, pop-up performances featuring singers and musicians of national and international acclaim.

See here for further information

Ocana Fest Cork

Ocana Fest comes to Mallow Cork on **April 21st & 22nd**. The festival will celebrate and commemorate the 40th anniversary of the emergency landing of a plane in Mallow Racecourse by Mexican Captain Ocana. The Mexican and aviation themed action packed weekend includes horse racing, acrobatic air show, fun fair, live wandering mariachi band, live music, workshops and much more.

Riverfest Limerick City

Limerick becomes a buzzing centre for families, foodies, fun runners and watersport enthusiasts each May Bank Holiday for the city's premier summer festival, Riverfest! This year's festivities run from **April 28th to May 1st 2023.**

Last year's festival attracted over 120,000 people to celebrate the River Shannon. Highlights of the festival include Riverfest on the Shannon, the Riverfest BBQ Competition, the Riverfestival Village in Arthur's Quay Park, Regeneron Great Limerick Run and a spectacular fireworks display.

See here for further information

The International Gay Theatre Festival Dublin City

The International Dublin Gay Theatre Festival is a celebration of love, diversity, and creativity that brings together some of the best LGBTQ+ theatre talents from around the world. With an emphasis on new international and Irish works with a broadly gay theme or relevance, the Festival has grown to become the largest event of its type in the world. The festival runs from **May 1st- May 14th.**

See here for a full programme of events and ticket information.

Ride The Classic Galway

Ride The Classic on **April 16th** is a one-of-a-kind leisure cycling event that takes you through East Galway's lovely country lanes and bogs. Around one quarter of the course is made up of off-road segments on bog roads, farm paths, boreens, and manor estates.

Ride The Classic, Ireland's only 'classics' style road race, provides riders a true taste of the gritty old northern european professional road races, an experience and unforgettable challenge like no other.

See here for further information
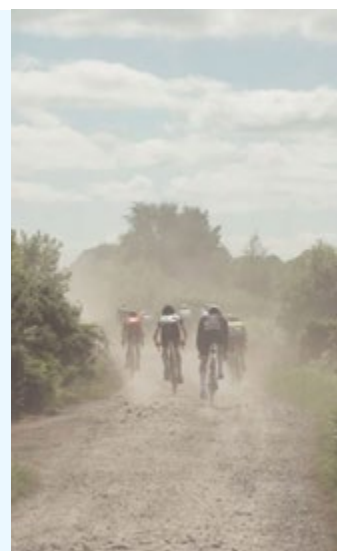
eHealth
New Recruits

Introducing our new colleagues to the eHealth community.

Tom Gilmartin
Senior ICT Project Officer

What is the top destination on your must visit list?
Odesa (when its rebuilt).

What has surprised you about your job so far?
How welcoming, supportive and motivated people are.

If you could have dinner with anyone, dead or alive who would it be and why?
Roy Keane (he might berate me for the inconvenience but it would be worth it particularly to share my opinions on Saipan).

Dean Berry
CSE Officer Application Registry

What is the top destination on your must visit list?
Lapland – I would love to bring my children there.

What has surprised you about your job so far?
How welcoming the team is, it was a great way to start off in my new role.

If you could have dinner with anyone, dead or alive who would it be and why?
Roy Keane, I am a big fan of Man U and Ireland soccer and he was someone I really loved as a child.

Enoch Yankson
Cybersecurity Apprentice

What is the top destination on your must visit list?
Cancún, Mexico.

What has surprised you about your job so far?
The size of the organisation, systems and endpoint devices that have to be safeguarded from Threat actors.

If you could have dinner with anyone, dead or alive who would it be and why?
Martin Luther King Jr.

Christina Farrell
SSWHG eHealth Engagement Lead, Acute Hospitals

What is the top destination on your must visit list?
Brazil

What has surprised you about your job so far?
The high level of professionalism, commitment and enthusiasm by everyone to bring about positive change in Healthcare, through technology, for the people of Ireland.

If you could have dinner with anyone, dead or alive who would it be and why?
Nelson Mandela. Mandela was an incredible leader with remarkable leadership qualities, including positive thinking, ability to see the big picture, focus on goals and missions beyond himself. Inspirational!