

# Technology & Transformation NEWSLETTER

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

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[Communications.TechnologyAndTransformation@hse.ie](mailto:Communications.TechnologyAndTransformation@hse.ie)

## Community Connect reaches key milestone with Regional Engagement Workshops



By **Hannah Quinn,**  
Community Connect Programme Team.

Thursday 14th August marked the final day of Community Connect’s Regional Engagement workshops. This milestone is significant for our colleagues who have spent the past few months collaborating and planning the future use of digital tools in the community, and we are so grateful to everyone who took part and provided invaluable feedback.

### What is Community Connect?

Community Connect is one of the newest programmes within the HSE’s Digital for

Care portfolio, and it is now in its discovery phase. The program seeks to implement a single integrated solution delivering patient administration (Service Management) and some clinical functionalities (Advanced Clinical) across Community Services in Ireland. The Regional Engagement Workshops were an integral part of the 40-week discovery phase, which ensures that a design for the solution is clearly identified and agreed from the outset of the project.

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## Community Connect reaches key milestone with Regional Engagement Workshops

### Listening to Staff Voices

27 regional engagement workshops were held from June to August, and each one involved a representative cross-section of roles from each service in scope, clinical and non-clinical, and the relevant regional and national leadership. Over 1,000 staff across all six Health Regions were invited to take part, including frontline Medical, Nursing and Midwifery, Health and Social Care professionals and Administrative staff delivering community services.

Each workshop featured a suite of software prototypes to help staff visualise what a digital solution might look like for them. We tested their suitability, and captured any feedback, challenges and issues that need to be addressed by the final solution proposal. The insights gathered have been invaluable – shaping the first draft of the solution blueprint, identifying integration and reporting needs, and highlighting the scale of change required.

### Building a Shared Solution

Through this program, every community service is expected to benefit from a core set of service management features. These will include referrals, waiting lists,

appointments, documentation, discharge processes, reporting and analytics. For more specialised needs, advanced clinical functionality is being explored in areas such as Child and Adolescent Mental Health Services and Specialist Palliative Care.

Service Management Workshops were open to all Community Services, and focused on:

- referrals and waiting lists
- outpatient and MDT scheduling
- inpatient and clinical documentation.

Advanced Clinical Workshops were for CAMHS and Specialist Palliative Care Staff only, and focused on:

- medication management
- orders and results
- clinical documentation and observations, clinical data capture, MDT clinical.

### Get involved: Join the Change Network

The regional engagement workshops have not only introduced staff to the Community Connect programme but also gathered feedback and ideas from those who know the services best. The sessions have been successful – but there's still more to do.

That's where the Community Connect Change Network comes in. With 592 members already on board, the network is a growing community of staff willing to share their expertise and help improve the programme's design. Our goal is to reach 1,000 members across all areas of the health service.

By joining, you'll receive updates on the programme, early access to materials, and invitations to take part in surveys and feedback sessions. Most importantly, you'll act as a sounding board – helping us fine-tune the functionality to make sure it works in the real world.

Your insights will directly shape the solution that will support you and your colleagues in the years ahead. Register today and help us deliver a great digital solution - you can [register here](#).

### What's next

We will host the findings playback seminar on Monday 15th September, where the themes from regional engagement and early design work will be shared. If you'd like to contribute documents, ideas, or questions ahead of time, please email [communityconnect@hse.ie](mailto:communityconnect@hse.ie).

## Discover the Revamped HSE Technology and Transformation eHub:

## YOUR CENTRAL HUB FOR INFORMATION AND CONNECTION



We are delighted to announce that the [TT eHub](#) has been refreshed with a new, user-friendly design to make it easier than ever to access the information and resources you need. This update reflects our commitment to enhancing communication and collaboration across the department.

A highlight of the revamp is the introduction of the [TT Welcome Hub](#), a dedicated space created specifically to support new colleagues. This hub offers essential guidance to help newcomers navigate the department, connect with teams, and settle in faster. If your team would like additional information added that you feel would benefit new staff to your area, [please get in](#)

[contact with us in the TT Communications Team](#) and we can discuss this with you.

Our [Resource page](#) has a new addition with the inclusion of the [National Service Desk SharePoint Portal](#). This portal serves as a centralised hub designed to streamline access to IT support and service management across the organisation. In addition we have added the NSD's '[Known Issues and Service Disruptions](#)' portal to our [IT Health Check](#) section. This allows you to check first if there are any known service disruptions or outages before you call or log a ticket with the Service Desk.

We encourage all staff to explore the updated eHub and take advantage of its new features and improvements designed to streamline your experience.

### How to Bookmark eHub for Quick Access:

- Open the eHub in your preferred browser (Google Chrome or Microsoft Edge) at: <https://healthireland.sharepoint.com/sites/eHealthStaffHub>
- Press Ctrl + D (Windows) or Cmd + D (Mac) to bookmark the page.
- Name it **eHub** and save it to your

bookmarks bar for easy, one-click access anytime.

### Stay updated by following eHub

To receive the latest news and updates from eHub directly in your SharePoint feed:

- Visit the eHub SharePoint site.
- Click the Star follow button located at the top right corner of the page.
- You will now see eHub news and announcements in your SharePoint news feed as they are published.

### Feature your department on eHub

If you manage a department SharePoint site that should be more visible to the TT community, we want to help you get it featured on eHub. This is a great opportunity to raise awareness of your team's activities and resources.

For more information or to get your department listed, please contact the [HSE Technology and Transformation Communications team](#).

[Explore the new eHub today and stay connected.](#)

# MEG-QCM:

## Modernising quality care metrics across HSE Services

By Anne King,

Senior ICT Projects Manager, Corporate Delivery.

In 2011, Nursing and Midwifery Planning Development (NMPD), developed and implemented Nursing and Midwifery Quality Care-Metrics (QC-M) in over 100 clinical areas across the North West, North East and Dublin North. Nursing and Midwifery QC-M were endorsed by the Office of Nursing and Midwifery Services Director (ONMSD), Health Service Executive (HSE).

In 2014, the ONMSD entered into a service level agreement with Heart of England NHS Foundation Trust (HEFT) who had developed a web-based tool - Test Your Care (TYC) - to capture and monitor quality nursing and midwifery care processes. TYC was supported by University Hospital Birmingham (UHB) and in 2023 when the HSE were advised that this infrastructure was at end of life it was decided to procure a new solution to provide a more modern platform that would include enhanced reporting capability.

To enable successful delivery and transition from TYC a cross-functional project team was established. Technology and Transformation (TT) staff from Corporate Delivery - Caroline Ryder, Programme Manager, and myself as the Senior Project Manager, worked with Business Leads and Procurement to select a vendor and deliver the new digital solution that would enable the continued collection, analysis, and reporting of Quality Care-Metrics across all HSE settings. Included within the scope of the project was data migration from the TYC platform to MEG QCM and the deployment of MEG QCM to many Section 38 sites.

MEG-QCM went live across 180 healthcare services across Acute, Community and

Integrated Care Settings on 2nd April, 2025 supporting 6,000 users to capture their QC-M data.

### Transforming insights into impact

The deployment of the MEG-QCM platform not only ensures a robust ICT infrastructure critical to the long-term sustainability of quality care as set out in the Nursing and Midwifery Quality Care-Metrics, it also enables the quality and safety improvement objectives of the HSE Patient Safety Strategy (2019-2024). Leveraging data to improve patient safety is central to this strategy and using MEG-QCM as a data source across all clinical services reinforces this commitment.

In 2018, ONMSD led on and published a nationally agreed suite of Nursing and Midwifery Quality Care-Metrics. MEG-QCM has been configured to support the core suite of quality care metrics and indicators across seven care groups - Acute Care, Older Persons, Mental Health, Intellectual Disability, Midwifery, Public Health Nursing and Children's services. Through the successful Implementation of a national standardised ICT solution business are enabled to identify gaps in care delivery, monitor action planning for quality improvement and ensure that care providers are accountable for the quality of their care delivery.

MEG-QCM platform is intuitive, user-friendly, and responsive.

Key features include:

- real-time reporting of monthly QCM data collections
- improved analytics supporting local,

regional and national management

- support for targeted action planning, fostering data-driven clinical improvements.

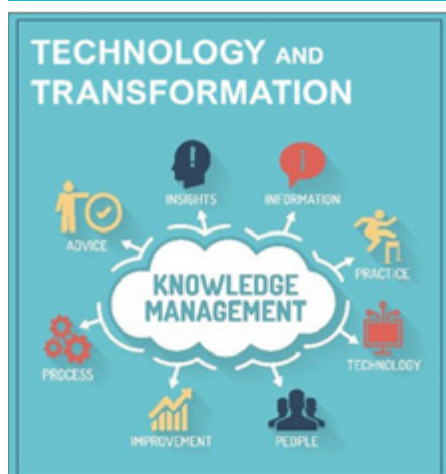
ONMSD have identified the following key benefits delivered through the successful implementation of the MEG-QCM solution:

- compliance with strategic objectives
- enhanced clinical governance and decision-making
- sustainable and future-ready ICT infrastructure
- improved performance monitoring and benchmarking
- promotes accountability and staff engagement
- operational efficiency for managers.

### Conclusion

The successful implementation of MEG-QCM on time and within budget was underpinned by a respectful collaborative working relationship between all HSE internal teams, UHB TYC support team and MEG Project team.

The entire team was committed to ensuring a seamless transition from TYC to MEG-QCM and user engagement with the platform since Go-Live demonstrates growing adoption and confidence in the system. ONMSD and Nursing and Midwifery nationally report a steady rise in audit data entry week-on-week and are assured by the platforms increasing use, performance and impact.





# The Impact of a 2-Way SMS System Integrated with IPMS

By Áisling O'Malley,  
Data Migration Project Manager, iPMS Technical Team.

A 2-way SMS system integrated with Integrated Patient Management System (IPMS) has significantly enhanced communication between hospitals and patients. This system is currently available in 25 acute hospitals and over half a million messages have issued to date. There is a month-on-month growth of the number of clinics using 2-way SMS.

Once technically enabled on an instance of iPMS, it is managed and maintained locally and does not require any further input from HSE Technology and Transformation.

The 2-way SMS project is a key component of the 2025 Wait List Action Plan.

Here's an overview of how it works, its components, and how it can be implemented:

## What is a 2-Way SMS System

A 2-way SMS system allows both sending and receiving text messages. In a healthcare context, this means:

- Outbound messages: appointment reminders can be issued to patients automatically by iPMS.
- Inbound messages: patients can confirm appointments, request rescheduling or cancellation of appointments easily by replying to the SMS message(s).

## Integration with IPMS – Key Features

1. Patient Communication Module:
  - Sends automated SMS for appointments and follow-ups.
  - Receives patient replies and logs them in the patient's record.
2. Full overview and tracking of SMS Messages issued in iPMS:
  - Staff have access to view SMS messages issued to patients on iPMS. They also have a full audit trail of the SMS delivery status.
  - Patient replies added to iPMS on receipt of a reply from patients.
3. Compliance and Security:
  - Ensures messages are encrypted and compliant with GDPR.

## Technical Components

- iPM: Vendor - Dedalus
- SMS Gateway API - (Phonovation)
- Backend Integration with IPMS (via REST API)
- Message Parser - to interpret incoming messages
- Scheduler - for automated message dispatch
- Audit Logs - for traceability.

## Example Use Case

Scenario: A patient receives an SMS:

*"Reminder: Your appointment with Dr. Smith is on June 20 at 10:00 AM. Reply Y to confirm, R to Reschedule or C to Cancel."*

- If the patient replies Y, the system marks the appointment as confirmed.
- If the patient replies R, the appointment is rescheduled by the clinic secretary.
- If the patient replies C, the patient record is reviewed and patients are contacted to determine if they need another appointment.

## Benefits

- Reduces no-shows to clinics.
- Reduces the wait list. When a clinic slot becomes vacant due to a patient advising they will not be attending, that slot can be offered to a patient on the wait list.
- Improves patient engagement.
- Saves staff time.
- Enhances continuity of care.
- Provides significant cost savings for hospitals.
- Reducing the need for posting reminder letters – printing, paper, stamp, approx. €2m.
- Cost per SMS message – 0.06 providing significant cost savings over charges using other SMS systems. Based on the number of messages issues to date this has represented a cost saving of €390k for the HSE.



## AUTUMN SCHEDULE COMING SOON

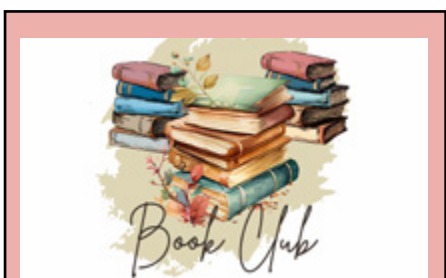
Stay tuned for the latest updates as they become available

[View all past Lunch and Learn sessions on our eHub here](#)



There are so many acronyms in use within the HSE it can be hard to keep track of them all.

Click here to view this valuable online tool called HALO which documents some of the most common acronyms we use in the organisation.



Join our vibrant Book Club where stories come to life! Each month, we dive into a new, exciting book, exploring different genres and perspectives.

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

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

# Patients help shape the future of digital healthcare in Ireland

By Edward Harte,  
Digital for Care Transformation Office.



The Digital for Care Transformation Office hosted an inaugural Digital Patient Panel Workshop, laying the groundwork for national patient partnership in the digital health transformation journey.

The Health Service Executive (HSE) took a significant step forward in its digital transformation journey with the successful delivery of the first Digital Patient Panel Workshop, held as part of the wider Digital for Care framework. The workshop marked the beginning of a new national approach to embedding the patient voice at the heart of digital health design and decision-making.

A total of 26 participants attended the session, representing a rich mix of lived experience and digital leadership. This balance of perspectives created a collaborative and open environment where real-world insights were exchanged, and future solutions were co-designed.

Feedback from participants was overwhelmingly positive. All attendees reported feeling included, supported, and heard, with 100% rating the workshop as good or excellent.

Breakout sessions were especially valued, allowing participants to share thoughts more openly and build deeper connections:

*"I felt really heard – both in relation to difficulties and to positive suggestions,"* shared one participant.

Another echoed this sentiment, saying:

*"There's a real sense that we're working together now, not just talking about it."*

The workshop did more than listen, it laid the foundation for action. Based on what was shared, the Digital for Care Transformation Office announced plans to co-design a National Digital Patient Panel incorporating a wide breadth of patient partners. This new framework will ensure consistency and clarity around the roles, responsibilities, and contributions of patient partners in digital health initiatives across Ireland.

Key next steps include:

- Continuing meaningful engagement with patients to co-create the path forward.
- Standardising how meetings are run, the input patients have, and the materials they receive.
- Creating a national peer support structure for patient partners.
- Improving access to clear, timely, jargon-free documentation.
- Embedding patient voice as a central part of digital decision-making across HSE programmes.

The workshop also surfaced valuable insights and challenges that will shape this next phase. Participants voiced strong support for face-to-face sessions to foster trust and inclusion, a call for

greater diversity in representation, and the need for further involvement from frontline clinical staff.

Importantly, attendees asked the Digital for Care Communications team to improve the feedback loop, ensuring patient input leads to visible action. As one participant put it, *"Sometimes we speak, but we don't see what happens next."*

Common challenges identified by the group included:

- Excessive use of acronyms and technical jargon.
- Feelings of tokenism when input is not acknowledged or acted upon.
- Frustration with limited access to up-to-date documents or digital tools.
- A sense of disconnection from online-only meetings.

Participants were also invited to imagine ideal solutions. Their suggestions included:

- Storytelling-based communication and accessible prep materials.
- Clearer role definitions for all participants.
- Annual in-person meetings to maintain human connection.
- Improved tracking of patient feedback and its influence on service design.

These insights will directly inform the co-design of the national panel and the evolution of Digital for Care initiatives.

*"Our goal is to create a digital healthcare system that reflects the needs and experiences of real people, one that is inclusive, transparent, and shaped by those who use it. This workshop demonstrated the value of true collaboration, and we look forward to working side by side with patients to co design what comes next"* – Edward Harte, Digital Patient Panel Coordinator.

To learn more about Digital for Care or to get involved in future sessions contact the team at [digitalforcare@hse.ie](mailto:digitalforcare@hse.ie).



# Annual Mobile Telephony Staff Event brings energy and connection to Tullamore

By Derek Kelly,  
Staff Officer, Business Operations Mobile Telephony.



The annual Mobile Telephony Staff Event Day took place in Tullamore in July of this year, bringing together colleagues from across the region for a lively and interactive day of connection, collaboration, and celebration.

Held in a welcoming and vibrant setting, the event offered a much-anticipated opportunity for staff to reconnect in person.

The day was filled with engaging activities, including team quizzes that sparked friendly competition and laughter, as well as insightful presentations that highlighted recent achievements and future goals.

The atmosphere was upbeat and inclusive, with plenty of time for informal catchups and networking. Whether it was sharing stories over coffee or teaming up for quiz



rounds, the event fostered a strong sense of camaraderie and team spirit.

Overall, the Tullamore gathering was a resounding success—an energising

reminder of the value of coming together, learning from one another, and celebrating the people who make the mobile telephony community thrive.





# HSE Mid West Introduced the MN-CMS EHR for Maternity, Neonatology, and Gynaecology Services.

By Mary Mullins,

Change and Transformation, Risk Management Lead , MN-CMS Electronic Health Record.



Acute Delivery Director Martina Burns and Prof. Richard Greene, HSE Chief Clinical Information Officer photographed with members of the MN-CMS team, including Mary Mullins and Catherine Jinks, and staff from the University Maternity Hospital Limerick at the recent MN-CMS go-live.

HSE Mid-West, has become the first region in Ireland to complete the implementation of the Maternal and Newborn Clinical Management System (MN-CMS) EHR with all specialties; maternity, neonatology as well as gynaecology.

MN-CMS is the Electronic Health Record (EHR) of the National Women and Infants Health Programme (NWIHP) and replaces paper-based records enabling doctors, midwives, nurses, and allied health professionals to access up-to-date patient information instantly.

The MN-CMS EHR went live at UMHL on Saturday July 5th and, on Monday July 7th, at the Nenagh Ambulatory Gynaecology Unit including menopause and fertility services followed by Ennis antenatal clinic on the July 9th. It is the fifth hospital to go live joining Cork University Maternity Hospital, University Hospital Kerry, the Rotunda Hospital, and the National Maternity Hospital in this national programme.

This is a significant advancement in the delivery of maternity, neonatology, and gynaecology care across the region and marks a key milestone in the HSE's commitment to delivering safe, integrated, and person-centred care. It strengthens communication across hospital and community services, supporting safer, more coordinated care

for women and newborns. With the Oracle Cerner-powered EHR they are connected with the hospitals and clinics already live on the system, ensuring that expectant mothers' complete health records are accessible, regardless of where they receive care in the region. Additionally, MN-CMS EHR helps UMHL

staff to accurately code diagnoses and procedures, receive near real-time notifications if the patient has an increased risk of certain conditions, and convert raw data into actionable insights by identifying patterns and trends that can elevate care delivery and help improve outcomes.

The key benefits of the MN-CMS EHR include:

- Enhanced patient safety through real-time access to clinical information and more informed decision-making
- Streamlined, high-quality documentation that reduces duplication and ensures legibility.
- Improved communication among multidisciplinary teams, ensuring seamless care across hospital and community settings.
- Support for research, audit, and data-driven management at local and national levels.

[Continued to next page.](#)



Photographed LtoR: Catherine Jinks, MN-CMS EHR, Women and Infants Health Services Programme Manager; Davinia O'Donnell, GM, NWIHP; Fiona Lawlor, ADOM, MN-CMS Business Manager; Kilian McGrane, Director, NWIHP; and Eileen Ronan, Director of Midwifery, UMHL.



Photographed LtoR: Dr Rizwan Khan, Neonatologist; Bernadette Murphy, Chief II Pharmacist, UMHL; Eimear Tobin, MN-CMS EHR Project Manager, UMHL; Catherine Jinks, MN-CMS EHR Programme Manager; Dr. Brendan Murphy, Neonatologist and MN-CMS EHR Risk Manager; Eileen Ronan, Director of Midwifery, UMHL; and Eileen Burke, Senior Project Manager, HSE Technology and Transformation.



## HSE Mid West Introduced the MN-CMS EHR for Maternity, Neonatology, and Gynaecology Services.



- Compliance with GDPR in protecting patient privacy while enabling secure information sharing.

As part of the HSE Digital for Care 2030 strategy, all of Ireland's 19 maternity hospitals, units, and their related clinics are expected to implement the system in the next five years as part of this transformative national programme.

UMHL is a tertiary referral unit with 83 obstetric beds, 19 neonatal cots, seven birthing rooms, two operating theatres, two postnatal wards, and one antenatal ward. The Nenagh Ambulatory Gynaecology Unit is a state-of-the-art facility operating as a hub for women's health, gynaecology, menopause, and fertility services, in the Mid-West region of Ireland.

Serving as the University of Limerick's clinical placement site for midwifery and medical school training, UMHL provides comprehensive education and hands-on experience to future healthcare professionals and emphasises a collaborative approach to healthcare delivery, fostering a supportive environment for both patients and learners.

### Digital for Care Programme

Better use of digital innovation is a critical part of the delivery of the modern health and social care response to the changing needs of patients and their families.

As part of driving Digital for Care, the Government's digital strategy for Ireland's health services to 2030, the HSE will use digital technology and data to improve our population's health and wellbeing.

Healthcare staff will be provided with modern digital tools to deliver better, safer care. Digital innovation and

solutions will be used to promote self-care, lifestyle choices, assist with the prevention and treatment of disease and provide a more accurate diagnosis. Clinicians and carers will be enabled to share information safely so they can provide high quality, connected care and services, which are better coordinated around their patients' needs. The MN-CMS EHR will be deployed to the remaining 14 maternity hospitals in the future phases.

You can read/download the [Digital for Care Implementation Plan](#) from this link.

For information on [MN-CMS go to this link](#).





# Online System for Adult Safeguarding (OSAS)

## A YEAR IN REVIEW

By Deirdre Morgan,  
National Support Projects and Social Inclusion, ICT Project Manager.

The Online System for Adult Safeguarding (OSAS) is a pioneering eHealth solution that digitises the safeguarding process for adults at risk of abuse. Developed by the HSE National Safeguarding Office (NSO) and Community Delivery Technology and Transformation (TT) Teams, OSAS integrates a secure case management system with a [national portal](#), enabling real-time collaboration across HSE, HSE-funded services, and inter-agency partners.

OSAS supports clinical decision-making and outcome-driven care by standardising workflows, enabling secure data sharing, and embedding person-centred safeguarding plans, aligning it with the HSE's Digital for Care 2030 Framework.

The key objectives of implementing the new system were:

- Digitisation of the five-stage safeguarding process, ensuring consistency and traceability across all CHOs and Services.
- Secure role-based access enabling appropriate information sharing while maintaining data protection standards.
- Integration with national datasets including Service Lists, Individual Health Identifier and Eircode, to support accurate identification, reporting, and geographic analysis.
- Real-time reporting and oversight using Power BI to enable national and local governance teams to monitor trends, identify risks, and support continuous improvement.

### Go-Live

The Online System for Adult Safeguarding (OSAS) went live on 2nd September 2024, providing a case management system for HSE Safeguarding and Protection Teams (SPT's) to manage community concerns relating to vulnerable adults at risk of abuse. This encompassed over 100 staff.

Following the successful Go-Live of the OSAS system, two web-based portals went live on 23rd September 2024.

These portals facilitate community referrals. One portal accepts safeguarding concerns from members of the public

and health and social care professionals (managed by the team), as well as preliminary screenings from HSE and HSE funded services (oversighted by the team). Through a web-based delegation portal, HSE SPT's can communicate to these services as part of the oversight process on necessary tasks in the management of a safeguarding concern to its conclusion.



In collaboration with our vendor SystemC, the NSO, SPT Superusers and TT Community Delivery Teams supported by our colleagues in Tech Office, and CISO, delivered outstanding work to successfully reach Go-Live.

Over the past 12 months the project team has been focused on enabling end-user adoption, delivering the first software upgrade for OSAS and transitioning to BAU.

### End User Adoption:

Dynamic regional engagement sessions led by the NSO to encourage onboarding of external services, engaging training delivered both online and in person, weekly superuser meetings and informative newsletters helped to keep all teams up to date and connected. Continuous engagement with Section 38/39 organisations has been of the utmost importance in trying to onboard HSE and HSE-Funded services to use the new submissions process.

To date, there have been:

- 130 internal users and over 3,600 portal users across 611 domain names registered on the system.
- 15,140 completed contacts, 85% via the adult safeguarding portal.
- 12,680 cases progressed to safeguarding (9,796 of which have been completed and closed within the system).
- 11,770 delegated tasks, 10,104 completed (86% completion rate).

### Reporting:

Significant work has been completed to develop reporting on the data within OSAS, the OSAS project team is grateful for the support provided by the IIS team and their PowerBI expertise.

### Upgrade:

From April 2025 onwards, focus shifted to delivering the first software update for OSAS. This software update was planned throughout April/May and UAT commenced in May which ran until the end of July.

Following a system upgrade on the 4th of August 2025, OSAS is now running on the latest supported version from SystemC, offering improved stability and a foundation for future enhancements. This upgrade marks a significant milestone for OSAS and improvements are designed to enhance stability, usability, and functionality across both OSAS and the associated portals.

### Transition to BAU

Over the past few months, the process of moving from project to BAU has commenced in earnest. The Project Board has been preparing to transition to an Oversight Board with new members added to ensure the proper governance is in place supporting the OSAS application and to enable and monitor ongoing benefits realisation.

### Future plans

Planning is underway for further enhancements and changes to OSAS, with plans for infrastructure expansion within the cloud environment, configuration changes to support the new Health Regions, further reporting improvements and sustaining the momentum achieved to date.

The TT Community Delivery teams would like to acknowledge and thank our TT colleagues in Tech Office, CISO and IIS for their support across the many aspects of the implementation and operationalisation of OSAS to date including access, networks, security and reporting.



## T&T's Online Learning Platform Leading the Way:

# HOW PLURALSIGHT IS EMPOWERING THE TECH WORKFORCE

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

HSE Technology and Transformation (TT) online learning platform, Pluralsight, has been recognised as a Leader in the 2025 Forrester Wave™ for Technology Skills Development Platforms. This recognition reinforces Pluralsight's pivotal role in helping organisations and individuals bridge the ever-growing technology skills gap.

In the report, Pluralsight achieved the highest possible scores in several critical areas, including:

- Hands-on learning – with labs, sandboxes, and immersive experiences, our teams can apply skills in realistic environments, accelerating both confidence and competence.
- Skill benchmarking – providing data-driven insights to measure and track progress effectively.
- Vision and innovation – demonstrating a clear commitment to shaping the future of technology learning.

For HSE Technology and Transformation, this recognition of our online learning platform highlights Pluralsight's ability to deliver solutions that meet the demands of rapid digital change.

The platform offers an extensive and continuously updated library covering key domains such as Cloud Computing, Cybersecurity, Artificial Intelligence, Data Analytics, Software Development, and IT Operations. In addition, it provides a wide range of business and professional development courses, ensuring professionals can strengthen both their

technical expertise and professional skills to directly support business priorities.

As we continue to navigate an era of rapid technological advancement, Pluralsight stands out as a trusted partner in equipping our workforce with the capabilities required to lead and innovate.

To see the impact first-hand, visit the new [Testimonials Hub](#) on our Pluralsight SharePoint page, where colleagues share how the platform is supporting their learning journey and professional growth.



Read more about The Forrester Wave™: Technology Skills Development Platforms, Q2 2025 [here](#).

## Technology and Transformation Reporting

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

## Technology and Transformation CAREERS



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

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

## 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



# Fake conference invites on the rise

## PROTECT YOURSELF

By Enoch Yankson,  
Cyber Security Officer, CISO Office.

In recent months, there has been a rise in fraudulent conference invitations designed to deceive professionals across various sectors. These scams typically involve fake or misleading event invitations that appear legitimate, often aiming to steal personal or financial information under false pretences.

Scammers usually send emails or messages purporting to come from reputable organisations, inviting recipients to speak at prestigious events, attend conferences with free registration, or submit papers or abstracts for publication. These messages often include professional branding, official-looking logos, and

links to websites that appear authentic.

To protect yourself from falling victim to such schemes, experts advise the following precautions:

- Be sceptical of unsolicited invitations. Verify the legitimacy of any unexpected conference invites, especially from unfamiliar organisations, before responding.
- Inspect links carefully. Hover over hyperlinks to check their true destination, and avoid clicking on suspicious links.
- Report suspicious emails immediately. Contact the National Service Desk if you receive questionable emails or



believe you have interacted with a fraudulent link.

- Never share personal or financial information via email unless you are absolutely certain of the recipient's identity and the legitimacy of the request.

Cybercriminals often exploit trust through social engineering tactics, making vigilance essential. Stay informed by following internal cybersecurity bulletins and training, and always verify before trusting.

For more information or guidance, contact [cybertips@hse.ie](mailto:cybertips@hse.ie).

## IFMS Goes Live Nationwide:

### Transforming financial and procurement management across HSE

By Kiran Patil,  
ICT Project Manager, Corporate Delivery, HSE Technology and Transformation.

IFMS has gone live across 6 regions this summer thus closing Phase 1 of the project with IFMS now live in all statutory areas of the HSE.

IFMS is a single national financial management and procurement system, underpinned by a shared services model, for the entire health sector. IFMS is now live across statutory HSE and Tusla – Child and Family Agency. Approximately 80% of all health expenditure is now on IFMS, with planning underway for further rollout to S38 and S39 voluntary organisations.

IFMS which has been developed on SAP S/4HANA, has replaced multiple legacy systems and their related non-standardised master data, with one modern unified finance and procurement system. There are currently 9,677 users set up on IFMS.

#### What's new?

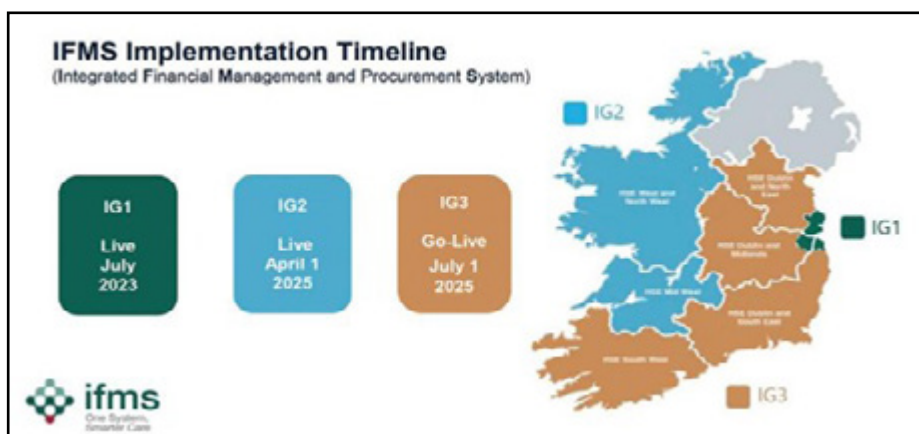
IFMS provides better quality and more timely financial reporting and forecasting and will enable improved financial management, governance, compliance and transparency, and a better overall financial

control environment. IFMS deploys a number of new process automations, including workflow, which is the automated routing of tasks and information to users. For example, when a user completes a task (e.g. creates a purchase order (PO), or a journal) that requires the approval of their manager, the manager automatically receives an online notification in IFMS to alert them to take action.

The HSE receives in excess of 2.1 million invoices from vendors each year. Prior

to the implementation of IFMS, physical invoice documentation was sent by vendors to every HSE location from which goods and service orders were placed.

Since the implementation of IFMS, these vendor invoices now bypass the local office and are directly sent by the vendor in electronic format only to Finance Shared Services, where they are processed in IFMS for payment.



# STAFF UPDATE:

## Healthlink now integrated with iPMS

By Áisling O'Malley,  
Data Migration Project Manager, iPMS Technical Team.

In a major boost to digital healthcare delivery, the Health Service Executive (HSE) has successfully integrated Healthlink with the Integrated Patient Management System (iPMS)—a move that promises faster, safer, and more coordinated care for patients across the country.

Healthlink, Ireland's national messaging service for secure clinical communications, now works directly within iPMS, enabling real-time exchange of referral information between hospitals and GPs. This integration is part of a broader HSE digital transformation strategy.

The eReferrals project is a key component of the 2025 Wait List Action Plan.

### What's New?

- GP referrals now flow directly into iPMS—no need for manual entry or scanning.
- Real-time updates mean fewer delays and better coordination across care settings.
- Referral Response Messages now issued directly from iPMS to the GP practice systems.

### Benefits for HSE

- Less paperwork and fewer phone calls chasing information.
- More accurate data at the point of care.
- Improved patient safety through faster access to clinical details.
- Streamlined workflows that save time and reduce duplication.
- Improved access to information
  - Clinicians have faster access to

accurate, up-to-date information, supporting better clinical decisions.

### Benefits for the patient

- Patients benefit from faster, more coordinated care.

### Benefits for GP's

- Instant Communication - GPs can now send referrals directly into iPMS and receive response messages, reducing delays and duplication.
- The rollout is being supported by local training and technical assistance, with early feedback from staff highlighting improved efficiency and reduced paperwork.

### Planned Next Steps

- System Upgrades during the pilot in Mullingar, a number of areas were identified for enhancement such as the ability to accept attachments from the GP's along with the need for the system to handle 2nd and 3rd referrals. These items have all been addressed and delivered in Version 8 of iPMS. (V8 of iPM is currently being rolled out to all hospitals using iPMS. So far V8 has been deployed to DML, UHLG, Saolta and RCSI instances of iPM).
- National Rollout eReferrals is currently rolling out across the RCSI. OLOL Drogheda is live on eReferrals as well as LCH. Plans are in train to have Navan and Cappagh Orthopaedic Hospital on eReferrals in Q4 2025.
- eReferrals will be rolled out to further acute hospitals using iPMS in the course of the next 12-18 months.



### Boost Your Skills with Free Online Courses from eCollege!

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[BCS Foundation Certificate in Business Analysis](https://www.eCollege.ie/courses/business-analysis)

## 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.



# Technology & Transformation Pets Corner



## Meet: Buddy the budgie

Buddy is a five-year-old budgie who joined Cara Thornton and her family during Covid in 2020. Cara's family originally got Buddy for their grandad, and the two quickly became wonderful companions. When Cara's grandad passed, her family inherited Buddy and he's been keeping them entertained ever since.

At first, they weren't sure if Buddy was a boy or a girl — you have to wait until their beak changes from a nude colour to either blue or pink. Sure enough, Buddy's beak turned blue!

Buddy is full of personality. His favourite toy is a bell, and if tell him - "ring your bell, Buddy," he'll proudly fly over and start

showing off. He also loves kisses, perching on fingers, and whistling a cheeky wolf whistle whenever someone enters the room. His favourite treat is bread, which he enjoys almost as much as the bells.

Buddy isn't the only pet in Cara's house—they also have a dog named Abby, which we featured previously in our Pets Corner. She's not entirely impressed with Buddy's arrival and often complains about him!



At night, Buddy's house is covered with a blanket, and he happily settles onto his swing to sleep.

From his whistles to his bell tricks, Buddy has become a much-loved part of the family.

## **HSE** TECHNOLOGY & TRANSFORMATION MOBILE TELEPHONY

### UNUSED HSE MOBILE PHONES?

Time to declutter and clean up your workplace environment.

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

#### **Line Managers:**

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

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





## UPCOMING EVENTS



### Dublin Fringe Festival

The [Dublin Fringe Festival](#) is Ireland's premier curated, multidisciplinary arts festival, taking place from 6th-21st September. Established in 1995, it showcases bold, contemporary work from both Irish and international artists across a variety of performance genres.

### Galway International Oyster and Seafood Festival

The [Galway International Oyster and Seafood Festival](#), taking place from September 26–28, 2025, is the world's longest-running oyster festival, celebrating its 71st year. Attendees can enjoy a vibrant Seafood Trail, live music, cooking demonstrations, and the lively Party of Champions on Saturday evening.



### CULTURE NIGHT

[Culture Night 2025](#) will take place on Friday, September 19, offering a nationwide celebration of Ireland's rich cultural tapestry.

From Dublin's Temple Bar to Kells in County Meath, venues will open their doors for free, showcasing a diverse array of events including live music, art exhibitions, and hands-on workshops.

### DUBLIN THEATRE FESTIVAL 2025

25 SEPTEMBER – 12 OCTOBER



The [Dublin Theatre Festival 2025](#) runs from 25 September to 12 October, presenting over 30 productions across various venues in Dublin.

This year's programme, curated by new Artistic Director Róise Goan, features a diverse lineup of international and Irish works, including productions from Ukraine, Peru, India, and Spain.