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

eHealth Welcomes First Professionals Under DT4E Programme

By Joyce Shaw
Chief of Staff and Head of Business Operations

The arrival of the inaugural group of professionals under the EU-funded Displaced Talent for Europe (DT4E) programme heralds a huge opportunity for eHealth. Led by the International Organisation for Migration (IOM) in partnership with Talent Beyond Boundaries (TBB), Fragomen, Fedasil, AIMA, and other collaborators, this initiative represents a significant milestone for eHealth as the pioneering Irish employer to embrace DT4E recruitment.

The DT4E programme offers a beacon of hope for skilled refugees seeking to rebuild their lives while addressing the pressing skills shortages faced by Irish and European employers. Today, as we extend our warmest welcome to our new colleagues, we also embrace the invaluable contributions they bring to our workforce and communities.

As pioneers of this scheme in Ireland, the Health Service Executive (HSE) and Entegro stand at the forefront of this transformative initiative. We are very pleased to be the first Irish employer to recruit through the DT4E programme, which has granted us access to a remarkable talent pool of highly skilled professionals.

www.ehealthireland.ie

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

eHealth Welcomes First Professionals Under DT4E Programme

I am immensely proud that we in eHealth are among the first to integrate these talented people into our team and they will assume vital roles within eHealth.

The success of the DT4E programme hinges upon the collaborative efforts of government agencies, including the Department of Enterprise, Trade and Employment (DETE) and the Department of Justice (DOJ). Their support ensures the smooth facilitation of employment permits and visa processing, essential components in empowering displaced individuals to embark on their journey towards a brighter future.

The Displaced Talent for Europe (DT4E) programme, funded by the EU Asylum, Migration, and Integration Fund (AMIF), serves as a conduit for skilled professionals in need of international protection to connect with employers in Ireland, Belgium, Portugal, and the United Kingdom. Through this labour mobility scheme, refugees are empowered to rebuild their lives while addressing critical skill shortages across Europe.

The integration of these new professional IT colleagues into our organisation not only strengthens our workforce but also enriches our capacity to innovate and adapt in a rapidly changing global landscape. Their diverse experiences and perspectives infuse our team with fresh insights, fostering a culture of collaboration and resilience. Moreover, amidst significant global events, their contribution serves as a testament to the power of unity and solidarity in overcoming challenges. By harnessing their talents, we not only fortify our organisation but also contribute to a more interconnected and inclusive world, where every individual's potential is recognised and valued.

Visit to National College of Ireland

**By Fiachra Feehilly, Cyber Risk & Governance, CISO Office and
Sean Toner, eHealth Training & Development.**

The National College of Ireland (NCI) is one of Ireland's premier colleges, with a vision to provide an inspiring educational experience that is innovative, responsive and enterprise focused.

On Thursday 14th March 2024, eHealth were invited to attend a roundtable discussion with NCI's Cyber Security students at the new Spencer Dock Campus, located in the IFSC in Dublin.

Fiachra Feehilly and Sean Toner attended the event, representing eHealth as a future employment opportunity for students.

The event opened with a brief introduction from the Careers and Work Placement Advisor, Conor Nugent, who introduced the representatives from each organisation and explained the flow of the day. In total, there were approximately 70 students in attendance, who were grouped together in tables of 10-12. Each employer would then sit at each table for 10 minutes, chatting with students and answering their questions before moving to the next table.

The students were motivated and driven to work, with each group asking about our day to day work and what it entailed. They also enquired about the certifications they could get so that they could be a better candidate. The students came across as very engaged in our discussion and responded positively to eHealth's investment in our employees, through training and upskilling opportunities.

We found this to be a very interesting and enjoyable experience, by connecting with the students and seeing their motivation to begin their careers.
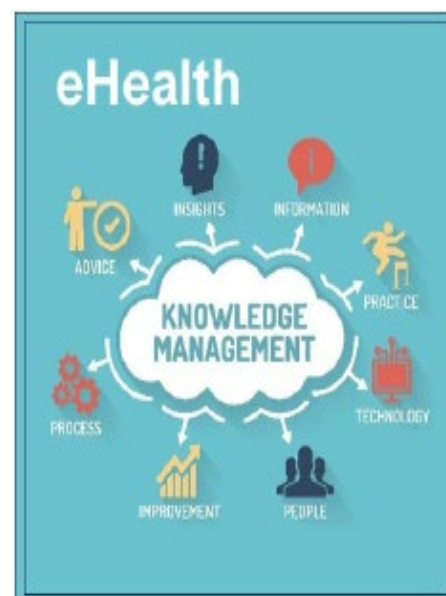
eHealth

KNOWLEDGE MANAGEMENT

ADVICE INSIGHTS INFORMATION PRACTICE PROCESS TECHNOLOGY IMPROVEMENT PEOPLE

eHealth Training & Development

A schedule of our upcoming courses is listed below:

Managing People Using HR Policies

Date	Duration	Venue	Start & Finish Times	Closing Date
14/05/24	1 day	The Richmond Education and Event Centre No 1 North Brunswick Street, D7.	09:30 – 17:00	30/04/24

Creative Problem Solving

Date	Duration	Venue	Start & Finish Times	Closing Date
16/05/24	1 day	Tangent, Trinity's Ideas Workspace Trinity Business School D02 H308.	09:30 – 16:00	02/05/24

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

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

Alternatively please contact **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 2024 eHealth Training Prospectus **here.**

Parking options near **Tangent** (Trinity College) are available **here**.

JULIE BELLEW EMER SHERIDAN CONOR KENNEDY ELAINE AUGHEY TRACEY MCCLUSKEY

LORNA MCNERNEY

TIBERIUS PEREIRA

NATIONAL **TELEHEALTH** TEAM

TECH *that* CARES
eHEALTH AWAY DAY
2024

DISCOVER

our curated playlist showcasing all our

eHealth
Away Day

videos and photo collections by clicking here.

Integrated Financial Management and Procurement System

By Cathal Ward
Senior Project Manager Corporate Delivery.

The Finance Reform Programme is a key undertaking within the HSE.

The implementation of a single national integrated financial management and procurement system, or IFMS is an integral part of this finance reform programme.

It will replace existing multiple, fragmented, non-standard legacy finance systems with one solution.

This is one of the largest SAP based implementations in Europe currently under way.

Key Principles:

Single instance solution with standardised master data governance.

System managed and delivered from the centre – but autonomy of decision making and responsibility for the correct recording of transactions remains with the service organisation.

Maximises the use of this industry-leading software's functionality.

Governance, compliance and accountability are central to the design and delivery model.

A best practice national finance and procurement shared services model.

Optimum end user experience promoting the self-service model, where information is keyed once by the actual end user or their administrative support.

Workflow will be deployed as a matter of principle.

IFMS will be implemented in:

All health and social care services provided directly by the HSE, known as statutory services.

Voluntary organisations in receipt of more than €3m in annual funding from the HSE, specifically:

- Voluntary organisations that are exclusively or almost exclusively funded by the HSE, known as Section 38 organisations.

- Voluntary organisations that receive funding from the HSE, known as Section 39 organisations.

- Tusla, the Child and Family Agency.

IFMS is being rolled out in various locations with the first phase or Implementation Group 1 (IG1) having gone live (as scheduled) back in July 2023.

IG1 includes the following service areas – HSE East (including four Acute Hospitals and three CHO areas), Shared Services, National Distribution Centre, Primary Care Reimbursement Service, National Ambulance Service, HSE National and Corporate Services, and Tusla.

This represents a significant milestone in what is a major transformation programme for the health sector. The project will equip the HSE with modern technology, standard finance and procurement processes and a new targeted operating model based on central shared services.

Technology:

The application uses SAP S/4 Hana software and is being developed in collaboration by our systems integrator IBM. This cutting-edge technology incorporates: (see graph below)

The Core IFMS SAP infrastructure is hosted by eHealth SAP CoE via their managed service partner IBM while non-SAP infrastructure is hosted in the HSE eHealth Data Centre.

eHealth has been involved to date across many directorates at various stages of the IFMS programme, from the original product selection through initial deployment and through to support.

eHealth has been instrumental in the delivery of the following:

- Infrastructure Hosting in support of IFMS. Seven environments deployed across two parallel landscapes.

- Citrix provisioning which enables 3rd party provider access and support.

- Integration activities and new mechanisms to support secure data transmission.

- Data migration activities which include cleansing and transformation.

- IFMS Project Management Office support including on boarding of new staff, 3rd party providers and ensuring appropriate access to resources.

- Supporting technologies, including a new Payment Portal, new telephony solution, and new CRM platform.

Supports:

As part of the implementation of IFMS, Shared Services have introduced a Helpdesk solution to track and case manage queries for the relevant shared service functions – SAP Centre of Excellence, Finance Shared Services and Procurement Shared Services.

Shared services customers (i.e. end users, staff, public and suppliers) access the IFMS Shared Services Helpdesks through the helpdesk solution. Access is via phone, email, and the HSE Shared Services Self Service Portal.

A dedicated Learning Management System is available which allows end users of IFMS to access learning material and guidance documentation both during training and as a post go live support.

Future Rollout of IFMS:

Work commenced in February 2024 with respect to an accelerated rollout of IFMS for the remaining statutory service areas for go-live in two waves; 1 April 2025 and 1 July 2025.

Rollout of IFMS to voluntary organisations will get underway later in 2025, in descending order of magnitude, for go-live from mid-2026 onwards.

HALO
And Chatbot Halo AI

By David Reichental
Architect
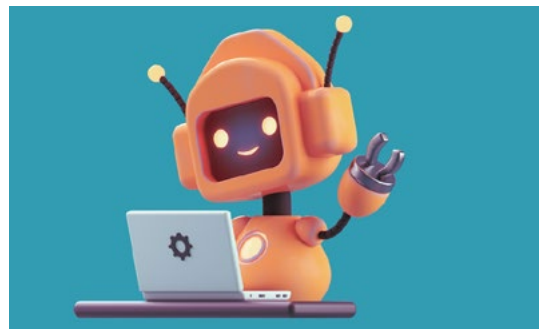
HALO is your friendly guide in the world of health acronyms, crafted for anyone who has ever been baffled by the myriad of TLAs (three letter abbreviations) floating around healthcare. As someone who came from the acronym-heavy realm of I.T. to the even denser forest of health terminology, I needed a simple way to lookup these TLAs and so created Halo to do just that. Essentially, Halo stands for Health Acronyms Lookup Oracle. It's a straightforward tool that lets you quickly find out what those health acronyms stand for, offering up their full names, definitions, and links to more detailed references.

With the rise of artificial intelligence, I've taken Halo a step further by integrating a chatbot feature. This addition, affectionately called CHAI (Chatbot Halo AI), acts as an intelligent, friendly assistant ready to field your queries on health topics across the board—be it diseases, treatments, policies, services, and, naturally, more acronyms. CHAI is designed to chat with you in a natural, easy-going manner, providing the information you're looking for.

Whether you're navigating Halo on your PC or mobile, my goal is to make your search for health information as straightforward as possible. Halo and CHAI are here to ensure you find the health details you need swiftly, helping you make informed decisions.

As with all software this is a work in progress, any suggestions, improvements or additions would be happily received. You can contact me at:
david.reichental@hse.ie

(Please note: CHAI is an AI model, any responses it gives should be validated by an appropriate health professional)

Click on the image on the left to go to the HALO Platform.

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.

Be an Automation Champion

Are you curious about the world of automation? Interested in discovering how Robotic Process Automation (RPA) can make a difference in your department?

Imagine being at the forefront of change, playing a pivotal role in identifying opportunities for automation within your department. Introducing the role of an Automation Champion – your chance to make a real impact and be a driving force for positive change.

By becoming an Automation Champion you can make a difference the go-to person in your department for all things automation. Imagine being the person who makes work life easier for everyone!

Ready to take the plunge into the world of automation? Read more about this on ehealthireland.ie/RPA.

Simply email ciara.wynne@hse.ie for more information on how to become an Automation Champion.

eHealth REPORTING

eHealth reports are available to all staff on our shared Teams Folder - Click here to view.

A2i-HIDs GP eOrdering

By Stephen Malone (A2i-HIDs)

Content provided by Mary Foley (Laboratory Programme MedLis Delivery & Support Lead)

The GP eOrdering project, under the direction of the MedLis project board and the Laboratory Programme Manager Thomas Walsh, had a successful go-live in Navan following a pilot phase in November 2023. The GP eOrdering facility commenced rollout to the remaining GP practices in the Meath area on the 15th of January in conjunction with the laboratory and hospital management at Our Lady's Hospital Navan and the process is on-going. This was a huge achievement by everyone involved and it is the first phase in what will be a continuous journey in the rollout to other hospitals and GPs across the country as well as developing and improving the process for all users.

Feedback from users within the GP practices in Meath has been broadly very positive. They have adapted extremely well to using the laboratory eOrdering facility with some initial support and reassurance. They have stated that the process was user friendly and easy to use. It has the added benefit of a clear record of the orders placed and easy reconciliation of results received against those orders.

The eOrdering process enables GPs to place laboratory orders electronically from within their practice management systems via a link to a site-specific page on the Healthlink portal. The laboratory orders are presented in alphabetical order across several pages with the most frequently ordered available first. The GPs then select the lab orders on screen and commit that order and the message is delivered electronically within minutes to the laboratory system. A laboratory request form is then printed detailing the requests and associated patient and clinical detail information. A copy of this form is saved in each of the GP systems that can be reprinted, and a copy of the order placed is also stored in the GP system. The form and samples are sent to the lab and the request form contains a barcoded order number that is entered into the lab system, and this pulls back a matching patient record or creates a new one and files the request.

A big thank you is due to all those that worked very hard to achieve this outcome. In A2i HIDS the Healthlink team including the Development, QA and Support teams had a key role in making the project a successful one so far - well done to everyone involved. Many other stakeholders have been involved in this process including the GP system vendors/developers, Clanwilliam and Complete GP, MedLis project board and the NPT team, GP Pilot sites and practices in Meath, GP-IT team, the National Clinical Programme for Pathology, laboratory system vendors and the staff of the laboratory at Our Lady's Hospital Navan.

The laboratory staff in Navan continue to promote the roll out to the remaining Meath practices. This change process has introduced a lot of benefits to the laboratory as well. The speed and accuracy of the electronic order and the automatic registration of new patients has been welcomed in an extremely busy central specimen reception within the laboratory. Savings in time and resources have been achieved within the laboratory and this has alleviated the labour-intensive process of manual data order entry. As the GP laboratory eOrders workflow achieves full engagement from all stakeholders then more process improvements can be introduced within the laboratory. Change is never easy, but it was greatly helped by the enthusiasm and willingness of all the people involved to achieve a beneficial outcome. Ongoing optimisation and realignment can deliver that "Transformation" leading to streamlined access to data, increased clinical engagement, improved workflows, and better clinical outcomes.

The next phase in the project is to roll the eOrdering facility out to the GPs sending laboratory requests to Beaumont Hospital, University Hospital Waterford, and Galway University Hospital.

The laboratories have provided information to Healthlink to complete the laboratory orders build on the Healthlink portal for those specific hospitals. Ongoing building, testing and validation of the process will continue, and it is hoped to have the process rolled out to all three hospital laboratories and their surrounding GP practices by the 3rd quarter of 2024. The next step is to then make it available to more laboratories around the country.

eHEALTH CONNECT DASHBOARD

https://www.ehealthireland.ie/ehealth-connect/

Pet's Corner

We invite you to contribute to our newsletter by submitting photos of your beloved pets and a short little bio, giving us a sense of their personalities!

Please send your submissions to **communications.ehealth@hse.ie.**

We look forward to featuring your contributions in our upcoming editions!

PETS CORNER

Well, buckle up because Pet's Corner is breaking new ground! We've got some thrilling additions to introduce, but not your typical "furry" companions!
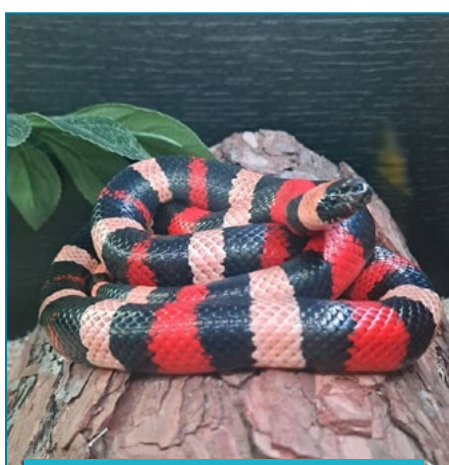
Kali (Pueblan Milk Snake)

First up, meet Ancalimë, also known as Kali! Ancalimë is not your average pet – she's a two-and-a-half-year-old Pueblan milk snake, named after a character from the legendary world of Lord of the Rings. Living with Naveen Kurian, our newest member of the eHealth Standards & Shared Care Records team, Kali's got quite the personality. She's a bit of a nervous Nelly but incredibly curious. Whenever there's a hint of movement,


Timmy

you can bet Kali will be poking her head out of her hiding spot to see what's going on.

Then, we have Timmy the cat, an eight-year-old charmer who's as friendly as can be. At the sound of voices drifting through the house, Timmy's there in a flash, soaking up all the attention he can get.

And last but certainly not least, say hello to Faith, affectionately known as Chappoo! This little lady is nearly a decade old and marches to the beat of her own drum. While she may be a tad antisocial, she's got a soft spot for keyboards and bird videos on the computer. But don't be surprised if she's suddenly disappeared under the duvet at the sound of unfamiliar footsteps.
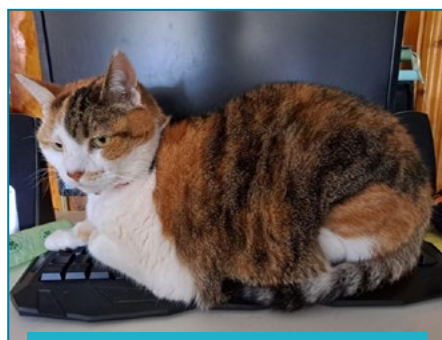
Faith

It's safe to say, Naveen's household is bustling with activity, thanks to these furry and scaly friends. A big shoutout to Naveen for sharing these adorable snapshots of his pets with us!

Want your pets to be featured next?

Don't hesitate to send in your photos and a brief bio to:

communications.ehealth@hse.ie.

We can't wait to meet your furry (or not so furry) companions!

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 up soon:

12th April, 2024:
eHealth Risk Management
with Treasa Dempsey & Roisin Breen

26th April, 2024:
Update on the New Children's Hospital
with Deirdre O'Connor

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.

TU Dublin
Spring Career Fairs 2024

By Sean Toner
eHealth Training & Development.

Photographed above Sam Mcintosh and Sam Ryan attending TU Dublin's Blanchardstown Campus Spring Careers Fair.

Our eHealth colleagues were in attendance at TU Dublin's Spring Career Fair 2024, promoting eHealth as an employer of choice and speaking about the possibility of future employment opportunities.

Tuatvydas Vaitkus, Sam Mcintosh and Sean Toner attended TU Dublin's Tallaght Campus on 7th March and Sam Ryan, Sam Mcintosh and Aoife Walsh attended TU Dublin's Blanchardstown Campus on 20th March. Both events were an opportunity to engage with students from a variety of disciplines such as Computer Science, Cyber Security, Computing Information Management and many more.

Student engagement was exceptional at both events with a significant interest in the mission and vision of eHealth and students wanting to do rewarding work in the healthcare sector.

We look forward to attending future college events and seeing what great ideas the workforce of tomorrow will bring.

Photographed above Sam Mcintosh, Tuatvydas Vaitkus and Sean Toner attending TU Dublin's Tallaght Campus Spring Careers Fair.

RECRUITMENT
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HSE WEST: Galway, Mayo, Roscommon.
Ictbizops.west@hse.ie

HSE NORTH WES: Sligo, Donegal, Leitrim.
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HSE NORTH EAST: Louth, Cavan, Meath, Monaghan.
Ictbizops.ne@hse.ie

HSE MIDWEST: Limerick, Clare, North Tipperary
Ictbizops.mw@hse.ie

HSE MIDLANDS: Westmeath, Longford, Laois, Offaly.
Ictbizops.ml@hse.ie

HSE SOUTH EAST: Waterford, Wexford, Kilkenny, South Tipperary, Carlow.
Ictbizops.south@hse.ie

Customer eXperience

Our last article on SAP CoE was in March 2024, when we featured SAP CoE HR & Payroll Business Support Team, headed up by Niall McMahon. This month we will take a look at the SAP CoE Customer eXperience area, with the newly appointed General Manager, Geraldine Kilkenny (pictured below).
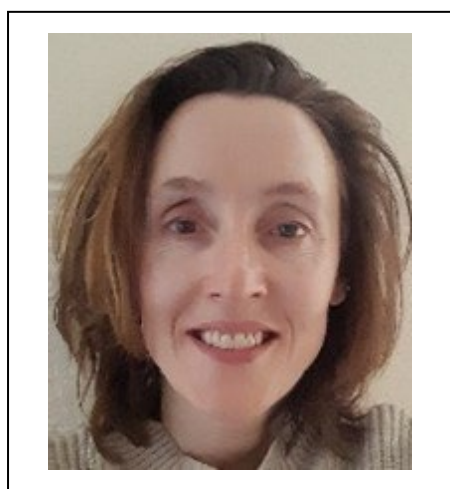
Geraldine was appointed in July 2023. Prior to her appointment, Geraldine has worked in various roles within eHealth, more recently as the National Service Desk (NSD) Manager. Geraldine is delighted to take up this role and looks forward to the challenges and opportunities in the Customer eXperience function within SAP CoE.

Customer eXperience is a new pillar within SAP CoE, responsible for the IFMS (Integrated Financial Management and Procurement System) SAP CoE Level 1 Helpdesk and development of a business relationship management unit to understand our customer needs, drive strategic value for the business and develop a new partnership. Our team's core objective is to build a customer-centric culture, committed to providing a positive and valued experience across all touchpoints. We advocate cross-departmental collaboration and work closely with the other teams within SAP CoE, in particular with Business Delivery Finance and Procurement, Quality Assurance and Technology and Infrastructure, to build and improve interactions and outcomes for our customers.

The first implementation cohort for the IFMS rollout was in July 2023.

To learn about the programme and benefits to the organisation, please access **Click Here**.

The IFMS Shared Services Support structure consists of Finance, Procurement and SAP CoE. SAP CoE have overall responsibility for the IFMS Level 1 Helpdesk Service. As a member of the IFMS Shared Services Helpdesk model, the SAP CoE Helpdesk team play a crucial role in frontline support, serving as the first point of contact for SAP customers encountering technical issues, requesting access, training needs or system changes. From triage, to troubleshooting assistance, the team offers help and reassign to level 2 support teams where relevant, manage escalations and follow up on requests. Currently, there are two primary contact sources (email and phone), which generate a case on our helpdesk system (CRM Office Dynamics 365).

Planning is underway to roll out a Self-Service Helpdesk portal to existing and future IFMS implementation groups, to improve customer experience. As this is a new area within SAP CoE, our team is looking at opportunities and learning, as part of continuous service improvements to our customer base. There were over 14,000 cases generated of which over 12,000 were resolved in 2023 by SAP CoE during the first rollout phase of IFMS. See graph below.

The overall SAP CoE team is working to achieve readiness for the support of the next rollout phase of IFMS. In addition, we are working on continuous service improvements to develop efficiencies and improve quality standards as part of Business as Usual (BAU) support in 2024 and onwards. Our aim is to ensure customer satisfaction throughout the customer journey.
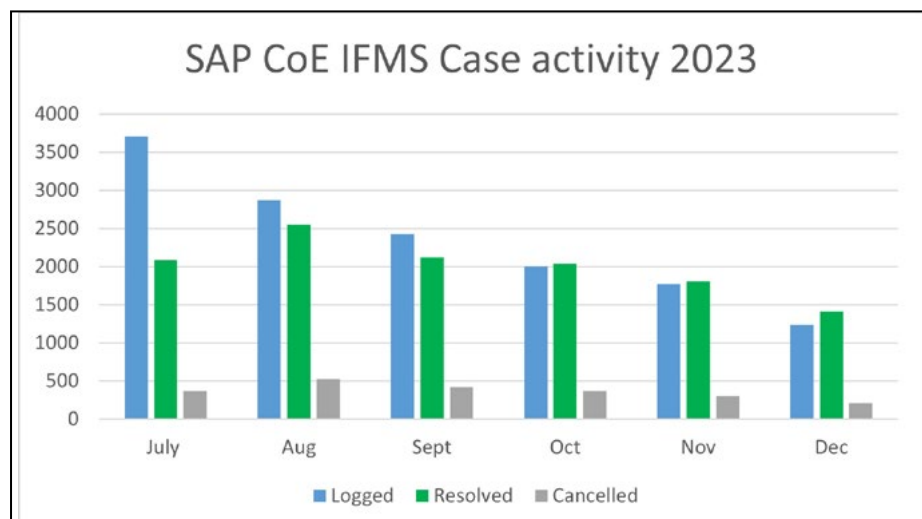
hseland.ie

New eLearning programme:
Understanding the National Financial Regulations (NFRs)

A new eLearning program has been launched on HSeLanD, aimed at all staff. This program is here to introduce everyone to the National Financial Regulations (NFRs), guiding them on where to find these regulations and how to seek support when needed.

This initiative also aims to raise awareness about the controls and guidelines that must be followed to ensure compliance with the HSE's internal controls, all aimed at safeguarding HSE resources.

The eLearning program has been meticulously crafted by the Governance & Compliance, Finance Specialists at the National Finance Division.

Mairead Dolan, ACFO Finance Specialists at NFD, shared her thoughts on the launch, saying:

"*In today's landscape, having a robust internal control environment is more crucial than ever for the HSE to fulfill its core objective of delivering top-tier health services to all our users. We're excited to roll out this online training, tailored to help all our staff grasp the significance and relevance of the NFRs in our daily work. We're keen to see high levels of engagement and participation.*"

The "Understanding the National Financial Regulations (NFRs)" eLearning program comprises four modules and an assessment:

- Module 1: Introduction to the National Financial Regulations.

- Module 2: Procurement (NFR B-1), Sections 38 & 39 Arrangements (NFR B-6), Property & Equipment (NFR B-7).

- Module 3: Income, Charges & Debtors (B-2), Employee Administration and Payroll (B-3), Travel and Subsistence (B-4), Banking Cash & Card Payments (B-5).

- Module 4: Patients' Private Property and Finances (C-1), Community Residence Finances (C-2), Financial Reporting (D)

Completing all four modules and the assessment should take approximately 90 minutes. Learners have the flexibility to access the courses at their convenience, simply by searching for 'National Financial Regulations' on HSeLanD or via the Finance Course Catalogue.

This eLearning initiative forms part of the Internal Controls Improvement Programme and has been collaboratively designed and developed with the HSeLanD team.

Unlock Your Potential with HSeLanD's Performance Achievement Hub

Do you need to arrange a performance achievement meeting with your line manager? The Performance Achievement Hub on HSeLanD has useful training, resources and tips to help guide teams and line managers through the process.

This hub serves as a comprehensive resource to guide employees, line managers, and teams through the Performance Achievement process to enhance professional growth and development among HSE staff.

By proactively engaging in the Performance Achievement process, staff can establish clear role definitions, expectations, and goals. This initiative encourages open communication between staff and their managers, fostering increased support and development opportunities. Moreover, participants can receive constructive feedback on their contributions and achievements, paving the way for continuous improvement.

To kickstart this journey, HSE staff are encouraged to arrange a Performance Achievement meeting with their line managers. This collaborative approach ensures a meaningful discussion about individual aspirations and professional objectives for the year.

The Performance Achievement Hub houses a wealth of resources, training materials, and tips to facilitate a seamless experience. It is designed to empower HSE staff with the tools they need to excel in their roles.

Take charge of your career growth and make the most of the Performance Achievement Hub on HSeLanD today!

HSE Digital Health Strategic Implementation Roadmap 2024-2030

WE'RE ALMOST THERE!

By Elaine McLoone
HSE Digital Health Strategic Implementation Roadmap 2024-2030 - Programme Team.
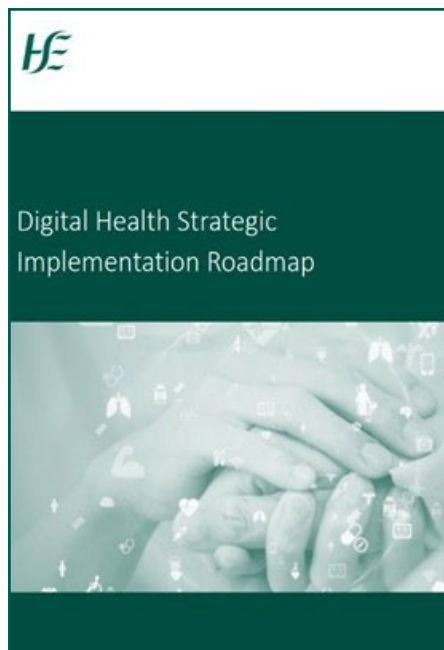
The development of our HSE Digital Health Strategic Implementation Roadmap (HSE DHSIR) began in October 2022. Working in conjunction with the Department of Health's 'Digital for Care – Digital Health Framework for Ireland 2024-2030' it has been a fully collaborative journey.

As we move through the approvals process collectively with the Department we look forward to the imminent publication of both documents.

The HSE DHSIR is presented through the perspective of the Six Principles and defined initiatives (see graphic below), which includes the current in-flight initiatives funded via the ICT Capital Plan.

While the initial focus of the HSE DHSIR will lay the groundwork for a patient centered care eco system it will commence the implementation of initiatives that underpin empowering patients and establishing the foundations to enable this digital health transformation.

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Click here to view the HSE DHSIR Final Draft Pre-Publication (awaiting approval) and other relevant information.

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Some of the immediate next steps include increasing the involvement of patients and healthcare professionals, creating open channels for communication, establishing a dedicated transformation team, and implementing national data and workflow standards. Additionally, the Roadmap highlights the need for a responsive architecture that can adapt to new developments and aligns with existing strategic frameworks.

Operational governance will fully align with that of the health service new governance arrangements emerging from the HSE Centre/regional reform design. And taking this organisation wide view the delivery of the HSE DHSIR and initiatives will be incorporated into the overall HSE governance structure.

As we enter a new phase of the HSE DHSIR, technology alone will not drive this – it needs people - it needs teamwork - it needs agility. We're all on this journey together and we will all be playing an integral role in implementing these initiatives to deliver digital health transformation in Ireland.

For any queries or further information please contact our dedicated Programme team at ctto.digitalstrategy@hse.ie.
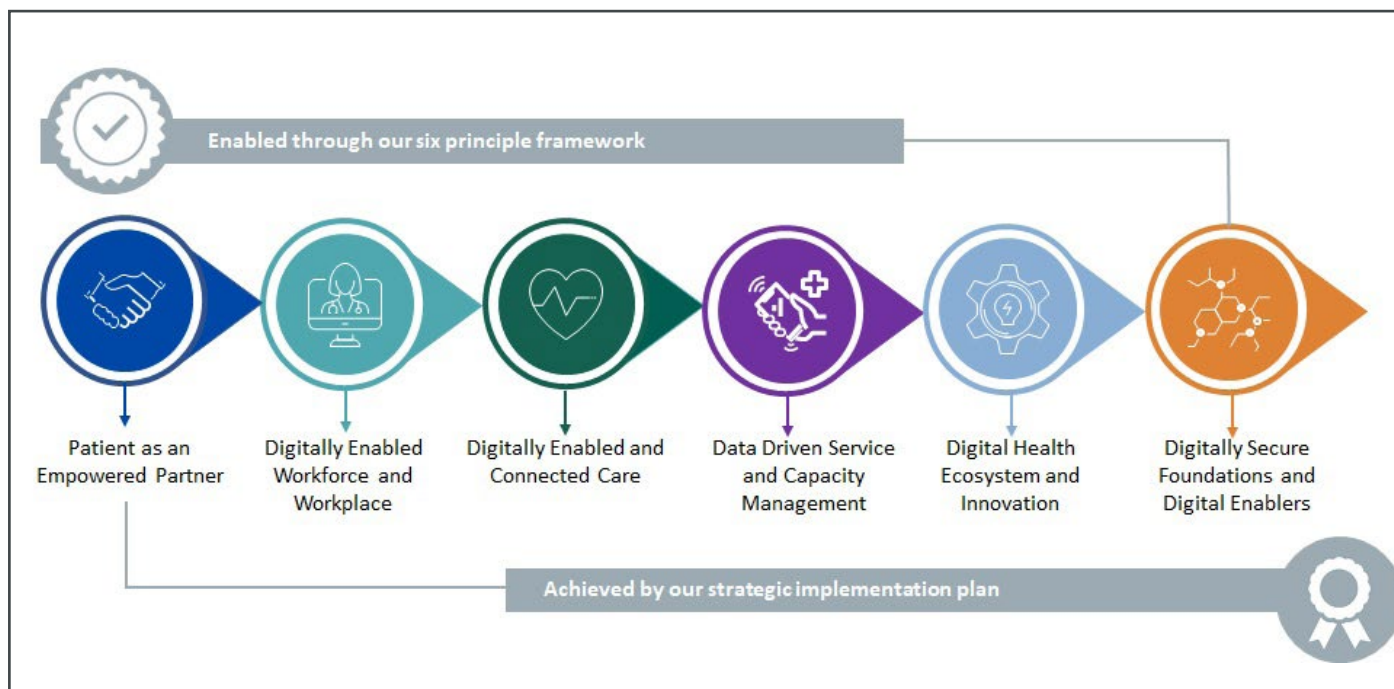
Cork International Choral Festival

Date: May 1st - May 5th 2024

Immerse yourself in the harmonious sounds of choirs from across the globe at the Cork International Choral Festival. Experience concerts, competitions, workshops, and street performances. More information at:

Cork International Choral Festival

Galway Theatre Festival

Date: April 26th - May 4th, 2024

Experience the lively realm of theatre at the Galway Theatre Festival. Showcasing a variety of performances, from traditional plays to innovative experimental works, alongside engaging workshops and discussions, this event celebrates the skill and imagination of both local and international theatre artists. More information at: Galway Theatre Festival

Dublin Dance Festival

Date: May 14th - May 25th, 2024

Celebrate the art of dance at the Dublin Dance Festival. Featuring both national and international dance performances, workshops, masterclasses, and discussions, this festival showcases the diversity and creativity of contemporary dance. More information at: Dublin Dance Festival

Kilkenny Roots Festival

Date: May 3rd - May 6th 2024

Experience the best of Americana and roots music at the Kilkenny Roots Festival. With performances by acclaimed artists, intimate gigs, and sessions, this festival offers a unique musical experience in the heart of Ireland. More information at: Kilkenny Roots Festival

West Waterford Festival of Food

Date: April 19th - April 21st, 2024

Delight your taste buds at the West Waterford Festival of Food. Celebrating local producers, chefs, and culinary traditions, this festival offers food tastings, cooking demonstrations, market stalls, and family-friendly activities. More information at: West Waterford Festival of Food

eHealth
New Recruits

Introducing our new colleagues to the eHealth community.

Susan Gaffney

Senior Project Officer

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

What has surprised you about your job so far?
How it is the polar opposite to my previous job as a nurse!

If you could have dinner with anyone, dead or alive who would it be and why?
So many to choose from but maybe Freddie Mercury or Prince- just because!

Emily Howes

ICT Project Manager

What is the top destination on your must visit list?
Tokyo. I visited in February this year, it is a big kids playground – so much fun!

What has surprised you about your job so far?
How many amazing things are already happening within the eHealth team

If you could have dinner with anyone, dead or alive who would it be and why?
Louis Theroux. I love his no-nonsense approach to meeting people and I think he'd have really interesting things to say about people he has interviewed.

If you have recently joined eHealth within the last 3 to 6 months but haven't had the opportunity to contribute to our New Recruits section, we encourage you to reach out to us at communications.ehealth@hse.ie.

We would be thrilled to introduce you to our vibrant eHealth Community.