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

By Amy Harmon
Training & Development

On Wednesday 21st of June we gathered at the Richmond Education and event centre in Dublin for our Leadership Development programme presentations. This event gave the fifteen participants the opportunity to use their new knowledge and skills acquired over the 6-month training programme to present a proposal to the senior management team of eHealth. We were very excited and impressed with all the brilliant ideas and innovations aiming to improve the everyday workings of eHealth for our HSE staff and patients.

Patrick Keaveny examined our past safety measure response to transport during periods of severe weather and proposed 'Icast', a software that allows both staff and clients to request transportation to work or appointments. This presentation was a fresh look at the steps we can take to guarantee the welfare of our staff and clients during times of unprecedented conditions, during which our usual services are unable to function. The presentation was titled 'Severe Weather Transport Management System'.

Patrick Keaveny photographed above with Fran Thompson, CIO.

INSIDE THIS ISSUE

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

Eliana Silvestri and Fran Thompson, CIO.

Eliana Silvestri's presentation is a response to the much-needed services for young people in Ireland suffering with their mental health. 'Sparx's' aim is to enhance positive mental health in children and young adults through e-therapy. This free online computer game uses CBT (Cognitive Behavioural Therapy) to help young people with mild to moderate depression, stress, or anxiety. It could be provided to young people in Ireland for free, with the plan to alleviate pressures of waiting lists and services while also providing instant treatment to young people struggling who cannot afford to wait.

Eimear McHugh and Fran Thompson, CIO.

Eimear McHugh's 'Directory Management' is an active directory to access the movement of staff within eHealth. The proposed system would be a source to identify joiners, movers, and leavers within eHealth. Controlled by AI and BOTT technology, it has the potential to identify missing information as well as producing user alerts.

Michelle O'Donoghue and Fran Thompson, CIO.

Michelle O'Donoghue's title of 'People and Project Information across eHealth' is a web-based tool built using Microsoft Bi which enables staff to view and interact with the network navigator style org chart and also find eHealth contact information.

Emma Hinch and Fran Thompson, CIO.

Emma Hinch's 'The Power of virtual Agents' proposed an AI operated helpdesk to solve minor technical issues. Using chatbot software, it is possible to use the technology already present in day-to-day operations. This technology would result in stable 24/7 responses, cost and time savings on our helpdesk and continuous development.

Catherine Jinks and Fran Thompson, CIO.

Catherine Jinks' 'Project System Design Checklist' will 'enable efficiency, reduces risks, and enhances user experience' across eHealth staff. This concise and clear system will provide all information, objectives and documents needed for the project and strives to avoid common last-minute misunderstandings or miscommunications.

Conor Kennedy and Fran Thompson, CIO.

Conor Kennedy: Developing HSE Online Supports & Therapies: Care Closer to Home. Conor identified 3 layers of HSE-funded online supports including information and signposting, online self-help supports, and online person-to-person supports, and outlined case studies of same developed and/or operated by HSE staff, or through HSE funded agencies, their impact, and suitability for scaling. Conor proposed the establishment of a function and processes to support the scaling and mainstreaming of these supports with 6 key components including security & data protection, procurement, evaluation, and internal and public communications. Establishing and resourcing this function would maximize the return on HSE investment, ensure equity of access to high quality and safe supports across the country, and support and encourage innovation across the service.

Oliver Morris and Fran Thompson, CIO.

Oliver Morris: The Climate Action Plan and what you can do to help. This proposal suggested small but impactful changes to implement within eHealth to join the fight against climate change. Oliver highlighted the detrimental effect to the environment printer cartridges pose and highlighted an effective and free recycling system of cartridges in partnership with HP Planet Partners. With this, eHealth is doing our bit to cut down on the 375 million empty cartridges ending up in landfills each year.

Asha Prabhakaran and Fran Thompson, CIO.

Gembawalk: A Day in the life of a Clinician by Asha Prabhakaran strives to make the hectic life of a clinician that bit easier. This is pre-planned, intentional time with clinicians to learn and understand their current tasks and issues. This helps all eHealth staff to understand the real-life, real-time problems clinicians face while working with patients and highlights the need for effective and efficient technologies.

Szymon Grodecki and Fran Thompson, CIO.

Szymon Grodecki introduced My HSE-Identity Service. This central user repository proposal gives each individual working in the HSE a portal to display and find personal data such as contact info, documents and training and compliance data etc.

Nicola Morley and Fran Thompson, CIO.

Nicola Morley A Good Start is Half the Work: Making the case for strengthening the on-boarding and induction process at programme and project level across eHealth Technologies. The goal of this presentation is to support new staff to settle into their new role, learn quicker and more efficiently and reduces stress and increase job satisfaction for staff. This can improve new starter retention by over 80% and increase productivity by 70%.

Maureen Bruen, Fran Thompson CIO and Patrick Marren.

Patrick and Maureen's 'Digital Solutions' included automated forms, workflows, and digital wallets. With the move of flight tickets, debit cards and memberships from hardcopy to instantly accessible on your smartphone, their idea suggests taking the transformation that bit further. This proposal suggests cards such as EHIC, passports, work IDs as well as medical cards (organ donor, blood donor) should be available in your digital wallet. This would cut down on loss of items, as well


as cost savings environmental benefits and efficiency.

Cathal Ward and Fran Thompson, CIO.

Cathal Ward's presentation focused on a nationally available room booking system. (NRBS) The creation of this electronic system to support room bookings across all HSE. As there is no visibility of available rooms for events, training, meetings etc. this would be a solution that provides real-time access to facilities, reduces manual intervention, and creates standardised approach.
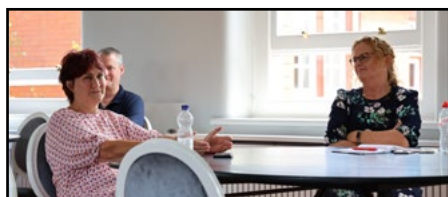
Photographed above: Helen Coughlan, Delivery Director, Technology Office and Noreen Noonan, Delivery Director, ICT for Public Health.

Carmel Quinn and Fran Thompson, CIO.

Carmel Quinn, suggested 'Making Self Service Serve us Better'. This idea aims to enhance functionality of SAP, including leave application forms, HR forms, Timesheets, qualifications etc. Documents such as application of annual leave, carers leave, maternity leave, parental leave etc. as well as reports - employee analysis Report, employee quota's report. And positions: Occupied & Unoccupied. This reduces errors, more complete HR data and allows a single point of access.

We would like to thank all our amazing participants for their time, effort and determination to this programme. We would also like to thank all our Senior Management Team and guests for taking the time to attend, listen and engage.

Below is an artistic representation of the projects presented on the day by Kate Hanlon. Click on the image below to view in full.

eHealth Training & Development

A schedule of our upcoming courses is listed below:

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**

ON-LINE COURSES
Free with eCollege

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

eCollege courses are:

- Free.
- Part-time.
- Certified.
- Always on-demand, so you can get started straightaway.

The courses could help you whether you are already doing a course and want to add to your learning or you simply want to improve your skills or learn new ones. The courses are designed to give you specific skills training with certification, to help you improve your skills.

Courses available

eCollege delivers on-line training courses in:

- Information Technology.
- Business.
- Project Management.
- Software Development.
- Web & Graphic Design.

Examples of some specific courses include:

- PRINCE2 Foundation (6th Edition)
- ICDL Essentials
- Microsoft Access; Excel, Word, PowerPoint
- Certified Digital Marketing Professional
- CompTIA IT Fundamentals, Security+, A+ and Network+
- Microsoft Azure Cloud Fundamentals AZ-900
- Cisco Certified Network Associate (200-301 CCNA)

How to qualify

eCollege courses are currently free to anyone over 18 who holds a valid PPSN and has a postal address in Ireland.

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

THe BoCIO
BOOKCLUB

Our bookclub will be taking a break over the Summer months and will reconvene on Tuesday 12th September, 2023 at 1p.m. 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!

Spark Summit 2023

By Sean Toner
Training & Development

Spark Summit is a unique health innovation conference for healthcare staff, industry and academics, focusing on the exciting innovations that are transforming the ways that care is provided.

The 2023 HSE Spark Summit Innovation Conference took place on Thursday 15 June, in the Clayton Hotel, Cardiff Lane, Dublin. As a global gathering for healthcare leaders and decision makers, the Spark Summit is a showcase for innovation and best practice in healthcare.

The event featured an array of insightful keynote speakers and lively panel discussions from the healthcare industry and beyond and provided a source of inspiration for creative problem-solving in healthcare.

Photographed above Gar MacCríosta, Digital Advisor and Product Manager with the HSE.

The Summit was opened by CEO of the HSE Bernard Gloster, who spoke on how innovation provides us with great hope, and he hopes that through innovation, we can all strive to do our best and implement positive change. He stated that we need to look at the now and the future to meet both the immediate healthcare needs of the older person who needs support and the young child who we want to have a healthy life ahead. Digital Advisor and Product Manager with the HSE Gar Mac Críosta, noted how the Covid-19 pandemic established how adaptable and innovative people can be in an unexpected and ever-changing environment. Gar said that we need to think about innovation from the outside in rather than the inside out, as it allows us to evaluate what is going on and how

can we drive change from the inside. Minister Ossian Smyth was also on hand to award the HSE Spark Ignite Award to Siobhan Meaney's 'Constant Pressure Device' project. The Minister commended Spark and all the competition finalists for their positive contribution in highlighting the importance of transformative design in healthcare.

Photographed above Minister of State Ossian Smyth, with responsibility for Public Procurement, eGovernment and Circular Economy

This was an engaging event that featured great speakers from the healthcare service, start-ups, corporate business, researchers, and institutions and provided a platform to share ideas and thoughts on the future of healthcare in Ireland. Spark Summit events are a wonderful opportunity for highlighting innovation and commitment to positive

change in healthcare and for individuals and companies to share stories of the work that they are doing to change lives for the better.

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Finance
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Capital: revenue.po@hse.ie

Executive Support:
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Communications
Communications.ehealth@hse.ie

A Day of Consultation and Collaboration:
The Now, The Next, The Future
Telehealth Consultation Day at the Richmond Education Centre

By Tracey McCluskey
ICT Project Administrator and Support, Telehealth Programme.

In a bustling Dublin City on May 30th, the eHealth National Telehealth Programme Team and the National Digital Health Clinical Office hosted a Consultation Day to discuss "The Now, The Next and The Future" of Telehealth.

The purpose of the day was to gather key stakeholders including patients and service users, healthcare providers,

importance of this work. Other speakers on the day included Prof. Richard Greene (Chief Clinical Information Officer & Chair, National Telehealth Steering Committee) who set the national context, Loretto Grogan (Chief Nursing & Midwifery Information Officer) who outlined progress in relation to remote health monitoring initiatives such as

Virtual Wards, and Jane Ball (CNM2 Clinical Informatics Nurse, Naas General Hospital), who provided an overview of how Video Enabled Care has improved both the service she provides and the services she uses. Derek Chambers (General Manager, National Mental Health Operations) discussed HSE Online Supports and Therapies, and Maurice Farnan (Assistant National Director, Community Operations & Co-Chair, National Telehealth Steering Committee) provided a summary of the day.

Photographed above speaking at the Telehealth Consultation Day - Jane Ball, CNM2 Clinical Informatics Nurse, Naas General Hospital.

Particular word of thanks to Sheilagh Foley who provided an excellent overview of her journey as a patient, and inspiration for the day with her hopes for how telehealth can significantly improve the experience of those using our health services.

and leaders within the organisation to discuss where they felt the future of HSE Telehealth service development lay. This work was to inform a Working Group established by the National Telehealth Steering Committee currently developing a Roadmap for Telehealth in the HSE.

The Consultation Day was made successful by the presence of exceptional speakers who enlightened the audience with their expertise and experiences. Our keynote speaker on the day was HSE COO Damien McCallion who provided great support for the event and restated the

Photographed above L-R: Loretto Grogan, Chief Nursing & Midwifery Information Officer, Damien McCallion, HSE COO, Sheilagh Foley, Patient Representative, and Prof. Richard Greene, Chief Clinical Information Officer & Chair, National Telehealth Steering Committee.

Photographed above, the Telehealth Team from L-R: Conor Kennedy, Senior Project Manager, Fintan Murtagh, ICT Service & Support Manager, Emer Sheridan, Project Manager, Ciara Clarke, ICT Project Administrator & Support, Julie Bellew, General Manager ICT Programme Manager, Lorraine Gilmartin, Senior Project Manager; and Tracey McCluskey, ICT Project Administrator & Support.

Photographed speaking at the event - Derek Chambers, General Manager, National Mental Health Operations.

We extend our appreciation to the speakers for their engaging and insightful presentations. Their valuable contributions helped shed light on the immense potential of telehealth and its transformative effects on patient care.

Following the successful Consultation Day, the Telehealth Programme Team is committed to ensuring that the valuable insights and discussions continue to benefit the wider community. In line with this objective, the team will be circulating a comprehensive report summarizing the questions that were asked during the round table discussions. This report will capture the diverse range of topics explored and provide a resource for those unable to attend or looking to revisit the discussions. By disseminating this report, the Telehealth Programme Team aims to foster knowledge sharing, collaboration, and further dialogue among patients, professionals, and stakeholders in the field of telehealth.
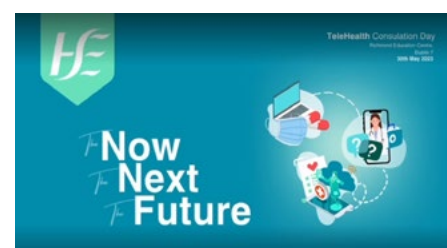
An event of this magnitude requires meticulous planning and coordination. It is with great appreciation that we acknowledge Thelma Pentony, Helena Murphy, Kate Hanlon and Tamara Reilly and the dedicated eHealth Communications Team whose unwavering efforts made the consultation day possible. Their expertise in organising and managing such an event ensured a seamless and memorable experience for all attendees.

Photographed above L-R: Maureen Gilbert, Patient Involvement Partner; Damien McCallion, HSE COO; Rosemary Kearney, Patient Involvement Partner; and Damien Nee, Patient Involvement Partner.

The organisers extend a warm thank you to each and every individual who attended and contributed to the Consultation Day.

The events success was owed in a large part to the valuable insights, knowledge and contributions shared by the attendees. By coming together, we have taken a step forward in shaping the future of healthcare.

Photographed above - Maurice Farnan, Assistant National Director, Community Operations & Co-Chair, National Telehealth Steering Committee.

This gathering not only fostered knowledge exchange but also ignited the spirit of collaboration and innovation in the field of telehealth.

This article serves as an expression of thanks to all those who made the event a resounding success. As we move forward, we remain committed to revolutionizing healthcare through telehealth and are grateful for the support and dedication of all those involved in this transformative journey.

Click on the image below to view our photograph reel from the day.

Photographed above L-R: Kate Hanlon and Tamara Reilly Grey, eHealth Communications and Thelma Pentony, Training Specialist, eHealth Training & Development.

Photographed above Dr.Orna Fennelly, Digital Health Consultant Researcher and Conor Kennedy, Senior Project Manager eHealth Telehealth Programme Team.

Service Transition All-Staff Day April 2023

By Sarah Padden
Service Transition Manager, Customer Service Experience.

Photographed above - Back Row L-R: Cyril Brennan, Lorraine Hilliard, Dave Gaughran, Ed Mountaine, Darach Glennon, Daniel Friedmann, Kevin Walsh, Richael Gath, Michael Rutledge, Merrick Mahon. Middle L-R: Gerald Hughes, Ken Nolan, Serena O'Sullivan, Alex Aristotelous, Christine Carey, David Lee, Christopher Cosgrove. Front L-R: Nicholas Fox, Derek Whelan, Dermot Gorman, Sarah Padden, Misel Suler.

The eHealth CSE Service Transition (ST) team last met in person in February 2020, well, everyone knows what happened the following month. In April 2023, ST finally held another all-staff training day at Merlin Park in Galway. Service Transition is a function within the Customer Service Experience (CSE) of eHealth under CSE Director Darach Glennon; Kevin Walsh is the Head of Service Transition. Since 2020, ST have been busy maturing as a function, transitioned from two to four process teams and the ST staff numbers have increased accordingly from its humble (1.5 staff) beginnings. The Service Transition name derives from the ITIL Framework and focusses on the process and quality control elements of IT Service Management.

Kevin Walsh began the day with an overview of the need for Service Transition due to the complex nature of modern IT and the challenges of managing an IT estate as large and diverse as ours. Small changes and issues can have a huge impact on healthcare, as can external problems such as cyberattacks and vendor issues. Management of modern IT services requires in-depth knowledge of the IT environment – which is constantly developing and changing. Service Transition's goal is to deliver business value by improving visibility, application supportability and control, leading to better outcomes for our front-line users.

Service Transition currently has four processes in operation. Change Management and Release Management are control processes, and the Service Introduction team addresses the foundations of long-term support and management of systems within Service Transition. The Digital Asset Process Management team is in the early stages of development, with a focus on increasing visibility and manageability of our IT environment. Each team presented on their current activities, as we have expanded rapidly there was a need for colleagues to understand the scope and role of ST, to enable collaboration across the function.

David Gaughran explained the MSAP (Mandatory Support Acceptance Protocol) and support confirmation procedures for an IT application and how verification by each eHealth support team is achieved. The MSAP process records when an IT Application has been evaluated and support approval given. A Power BI dashboard is used to indicate its progress through SI and once the application is recorded as ready for deployment in the live environment, it is given a green light. Sarah Padden presented on the development of new MSAP interfaces between SI and the eHealth support teams. Each Stakeholder requires an agreed onboarding procedure with Project Management teams that balances their service scope against HSE policies and IT Application requirements. This has

required the redesign of some existing SI Process interfaces and the development of new interfaces. For example, Strategic Application Services have launched three new services with SI interfaces. Each section requires new guidance notes and questions for PMs, to assist them to provide the required information about the project. A SOP (Standard Operating Procedure) is then created and training on each new interface arrangement is provided for the SI Analysts. Half of the MSAP eHealth support teams are now operating according to MSAP principles, and the remainder are in development.

Gerald Hughes and Misel Suler gave an overview of the SI process which is undergoing transformation due to the development of MSAP. Business IT Applications are notified to SI by the Project Management Office and other non-PMO sources. The project is assessed against the SI Scope and once it is registered, an SI Analyst assists the Project Manager to bring an IT application through the SI Process; this involves facilitating engagement between the PMs and eHealth support teams, recording when each support team has confirmed their decision about the application support arrangements. The project is tracked through to conclusion, this is achieved using the SI Toolset, a bespoke power app which records the status of progress through the SI Process and Power BI Reports, which are created to record current SI metrics.

Nicholas Fox gave an update of the new Release Management process and scope, which he began as a pilot in late 2022, it has been operational since January 2023. Release Management is notified of new projects by Service Introduction and enter the release management lifecycle. Once onboarded, the Application is added to the Release Management Calendar which provides a national level view of upcoming application go-lives and upgrades across eHealth.

This facilitates effective release planning and enables teams to identify and avoid any potential conflicts among planned releases.

The Release Management team also track and record accurate current records of live versions of applications and software as they are deployed across sites, via the National Release Register. Each release is linked to a Change Management ticket and interacts with the Change Management process and future Service Transition teams. These processes are integrated with each other and other teams in eHealth.

Alex Aristotelous presented on the Change Management onboarding process. Alex discussed the challenges encountered and overcome in establishing the CM onboarding process. He identified tools and resources used during process development, such as LEAN Value Stream Mapping and Kanban boards. During onboarding, the CM Analyst liaises with the Project Management team and identifies CM partners who will submit change requests from the business-as-usual live environment, they are also given access to CM Ivanti training. Once onboarding is complete, a confirmation notification is sent to stakeholders, including Service Introduction. CM use Power BI dashboards for KPI and data reporting. They also publish an onboarding report on SharePoint, which tracks a project through the Change Management stages to completion.

Richael Gath explained Change Management operations and day to day management of the Change Process. The Change Management module on the Ivanti Service Desk is used to create and approve request tickets, they are categorised as a new, normal, or emergency change requests. Changes include upgrades, cybersecurity patching, server reboots, configuration, maintenance, and emergency changes. The completed change ticket is then addressed at the weekly CAB (Change Advisory Board). The Change Calendar allows users to check for potential conflicts, before requesting the change and is used to plan changes and manage the change schedule. Change Management runs on a tight and carefully controlled weekly cycle to ensure that work is not delayed, and changes can flow smoothly through the approval process so that they can be implemented on schedule where appropriate.

The newest ST Process is the Digital Asset Process Management team, managed by Daniel Friedmann. It commenced in November 2022, and we were given an overview of its progress up to date. This process is developing a CMDB (Configuration Management Database) in the HSE. It will be a significant programme with the aim of improving visibility and hence management of our IT estate and was a recommendation of the Post Incident Review of the 2020 Cyberattack. Currently a pilot project is in development and processes are being formalised.

Darach Glennon, the AND for Customer Service Engagement joined the ST team after lunch and spoke about CSE and the broader strategy which encompasses ST in eHealth and answered questions from staff. The day ended with a group photo, as all good days should!


PETS
Corner
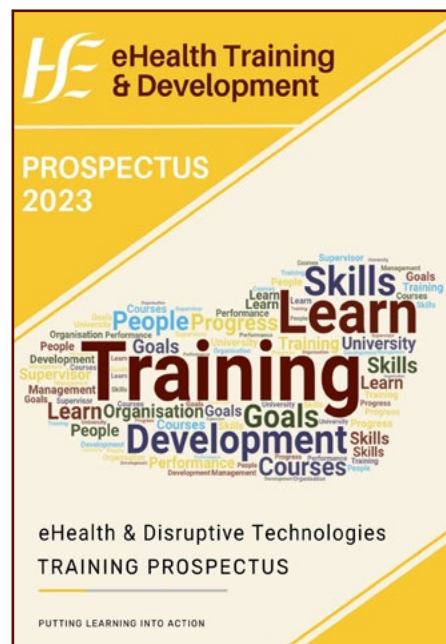
Axl the dog and cows Millie and Clover live in Slane, County Meath with Tamara Reilly Gray.

Axl is 10 months old and loves cuddles, walks, spins in the car and he's spoilt rotten!

Millie and Clover are sisters, Clover is 4 and Millie is 2, they are great friends but fight over food and don't like to be away from each other. Breaking news over the weekend!! Clover gave birth to a beautiful calf who has been named Lincoln. Axl doesn't really get on with the cows but hopefully he'll become friends with Lincoln.

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

communications.ehealth@hse.ie

Millie & Clover

Clover with Lincoln and Axl
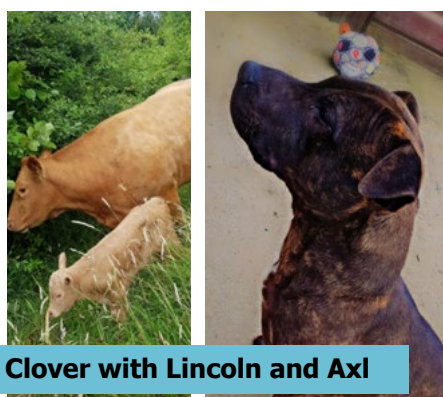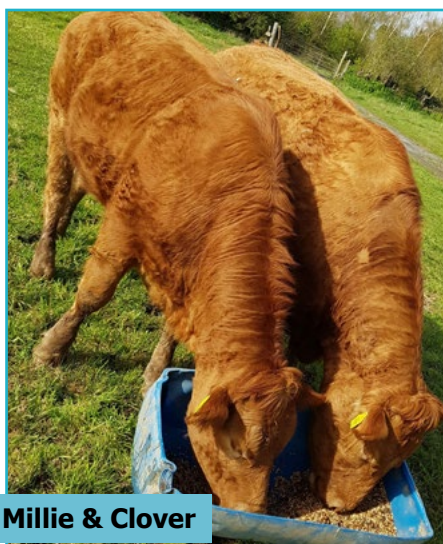
Updating your HSeLanD Profile

HSeLanD has undergone significant changes in recent months, with new updates and courses added.

eHealth has also updated the section and function listing and your profile may need to be updated to ensure that you can avail of the most relevant training available.

Our handy support documents are available on the Training & Development web page on ehealthireland.ie.

Please ensure you are listed under the correct function and the support document will provide a step by step breakdown of how to update relevant to your role.

If you have any questions please email eHealth.training@hse.ie.

eHealth Standards & Shared Care Records

# National Shared Care Record - Build 2 Learn

By Tony Hamill
NSCR Senior Project Manager, eHealth Standards & Shared Care Records.

eHealth Standards and Shared Care Records has commenced procurement for a HSE National Shared Care Record. NSCR will aggregate existing digital health information from various sources and present it in a secure and structured way to clinicians, patients, and carers. It will play a key role in achieving the Sláintecare vision of patient-centred, integrated care by joining up fragmented and siloed digital records.

Initial population of the National Shared Care Record (NSCR) will be from existing digital data available in HSE National Systems and will be aligned to HIQA, EU and International Patient Summary models. Over time the NSCR will be augmented from other data sources, such as GP records once the Health Information Bill is enacted, and expanded with additional categories and details of data beyond the patient summary information, such as lab and screening results and key clinical documents, enabling improved clinical decision-making and self-management of healthcare

One of the main challenges for the NSCR will be to extract, transform, and structure data from underlying source systems for display to clinicians and patients. Currently the approach to address data challenges is fragmented as several eHealth work streams are running in parallel involving data quality, record linkage, data standardisation, clinical terminologies, interoperability standards, reference data and data structure modelling.

To reduce risk and deepen understanding of these challenges, as well as to develop further insights into potential tooling and standards, the NSCR Project Team embarked on an 8-week collaborative "Build to Learn" (B2L) project with IIS and A2I-HIDs based on open standards using a collection of open-source components within existing controlled secure environments. The exercise was centred on deriving as much insight (to Learn) as possible to advantageously position the NSCR in preparation for a national deployment.
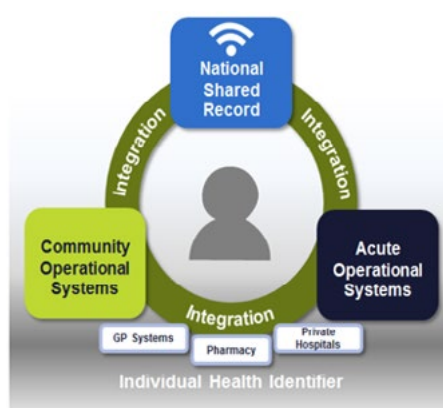
The NSCR B2L project resulted in the successful ingestion of almost 50,000 HealthLink Lab results (no associated demographic information was persisted or surfaced) into a Clinical Data Repository (CDR) and surfacing them for viewing.

The project achieved the following:

- CDR and basic Clinical Viewer deployed and configured.
- HSE data mapped to open standard.
- HealthLink data ingested into CDR.
- Development of technical components to measure content quality and thresholds.

From a clinical knowledge management perspective, the B2L team increased insights into creation of OpenEHR Archetypes (Lab Result) and modelling / development of Templates (specification that defines a tree of one or more

Archetypes). Using open-source tooling for both the Clinical Data Repository and Viewer components provided useful information in terms of understanding the installation and configuration process.

Across the end-to-end B2L solution, significant insights have been gained in relation to utilisation of event-based architecture, provision of environments, deployment, and configuration of both a Clinical Data Repository and a Clinical Viewer, as well as a deepening understanding of development of Archetypes with supporting mapping activity.

One of the positive aspects of the B2L project was the high level of collaborative working across the eHealth teams involved in the initiative. The intent was not to build a 'shared record' but to use the components in an active cross-portfolio learning process to surface issues pertinent to the rollout of the NSCR. The insights gained from the B2L project are an important input to inform the Competitive Dialogue of the NCSR procurement currently underway.

If you would like to learn more about the National Shared Care Record or the NCSR B2L project, please contact eHealthStandards.SCRs@hse.ie.

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

MyHealth@EU and NCP Bootcamp

By Patrick Marren
Technical Architecture Lead, eHealth Standards & Shared Care Records

"MyHealth@EU" is a major EU initiative to develop standards and interoperability specifications for sharing health data across European member states via the National Contact Point (NCP) infrastructure. MyHealth@ EU aims to empower citizens by giving secure access to their health data abroad and to strengthen cooperations and synergies between Member States and the Commission. The Irish NCP will exchange patient data with EU member states and is one of the key initiatives of DG SANTE and the EU as we move towards the 2030 goal of health interoperability across the EU.

Working with our European partners, eHealth Standards and Shared Care Records (SSCRs) is an active participant in developing MyHealth@EU to enable secure cross-border exchange of health data, aligned to national legislation on patient consent. Members of the Technical Architecture team of SSCRs recently attended an NCP Bootcamp focussed on building and integrating a data exchange portal for healthcare across the EU.

The NCP boot camp was attended by 65 ICT professionals from 22 member states and facilitated by the EU Commission and the Romanian Ministry of Health.

Over the 5-day duration, participants immersed themselves in building the technical infrastructure comprising of an Oracle virtual machine, Apache Tomcat & Maven, MySQL, JDK 11, Java IDE, GIT and multiple network configurations, certificates and integrations. Extensive knowledge sharing was facilitated through hands on collaboration with various member sharing configurations and exchanging certificates and code. Member states also presented on topics ranging from architectural blueprints (Ireland), automating deployments (Netherlands), workflows and testing (Czech Republic and Hungary) and routine operations (Greece). The NCP Bootcamp concluded with participants testing and exchanging health data across the EU Testa network.

In addition to developing technical configuration and integration skillsets, a key objective was networking with our EU peers, and confirming progress of health integration within EU member states. Currently 9 EU member states exchange patient summary data and 6 EU member states exchange ePrescriptions. Our participation in the NCP Bootcamp is directly linked to the development of the National Shared Care Record and ePrescription initiatives and the key learnings from this NCP Bootcamp will be critical in ensuring these Irish initiatives align with our EU commitments for exchanging health data.

If you have any queries or would like additional information on the Irish National Contact Point for exchanging health data with our EU member states, please contact Patrick.Marren@HSE.ie.

Patrick Marren (photographed above front row last on the right) at the MyHealth@EU representatives meeting in Iveagh house, March 2023..

In last month's edition of the newsletter we introduced you to HALO - a dashboard created by David Reichental and the A2i-HIDs team who have developed this new resource.

There are so many acronyms in use within the HSE it can be hard to keep track of them all. This valuable online tool called HALO documents some of the most common acronyms we use in the organisation.

We will include this link on all of our eHealth Newsletters going forward, as a resource for staff.
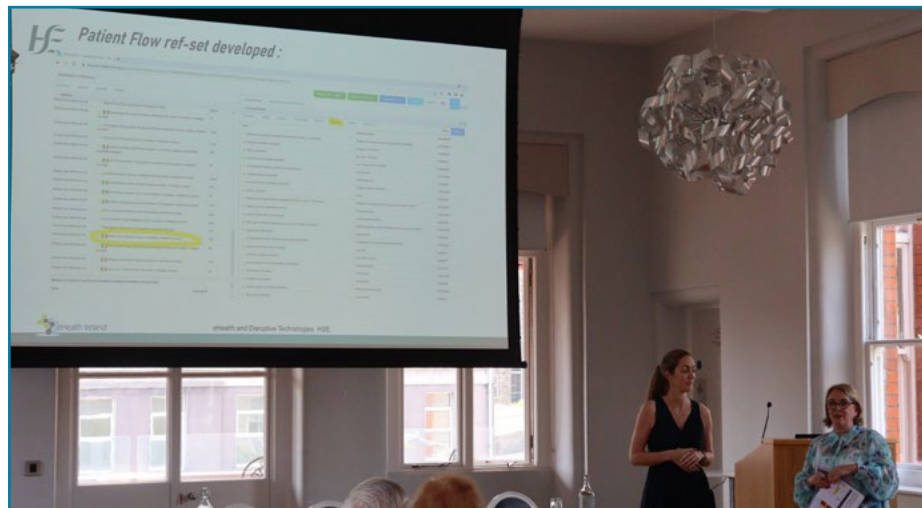
SNOMED CT
Working Group Meeting 15 June, 2023.

By Theresa Barry
Clinical Terminology Architecture Lead and National Release Centre for SNOMED Manager, eHealth Standards & Shared Care Records.

The National Release centre for SNOMED CT were delighted to hold their first face to face meeting with their Working Group in the Richmond Building in Dublin on the 15th of June. By all accounts it was a very knowledge enhancing and informative day.

Theresa Barry SNOMED National Release Manager Clinical Terminology Architecture Lead and Shane Byrnes Clinical Lead (Chief Pharmacist) NMPC

presentation on Central Terminology Servers. This was of great interest to all attendees. Anita Flynn Business Analyst working in SNOMED CT gave an overview of the National Release centre process for developing a reference set and introduced

The working Group is a collaboration of project teams from many different areas within the HSE and outside of the organisation that have worked with the Irish National Release centre in the past or are currently working with them in developing reference sets and implementing SNOMED CT into their electronic health records. This meeting gave the attendees the opportunity to gain more insight into the SNOMED process and where we stand from an international perspective.

Our speakers included Kate Ebrill from CSIRO who gave us a very informative

presentation from Prof. Anthony Roberts who were 30 days from going live. We had the pleasure of having Ian Green attend in person who is the SNOMED CT Customer Relations lead, Ian gave us an overview of using SNOMED CT from the European perspective and it was fantastic to have Ian available to answer questions from the group. Yvonne Coughlan also working in the NRC introduced Deirdre Keane with whom she worked with in developing a reference set for the Patient Flow system

Photographed above L-R: Theresa Barry, Clinical Terminology Architecture Lead, eHealth Standards & Shared Care Records, Yvonne Coughlan, National Release Centre for SNOMED CT, eHealth Standards & Shared Care Records, Anita Flynn Business Analyst , National Release Centre for SNOMED CT, eHealth Standards & Shared Care Records, Denise Dawe, ICT Project Manager, eHealth Standards & Shared Care Records.

Professor Anthony Roberts from Cork University Dental School and Hospital/UCC with whom the NRC worked with in developing the dentistry reference set. Prof. Anthony Roberts gave us a very informative and realistic approach to developing a reference set. Kevin O'Carroll from HIQA gave us some background on how Ireland came to the decision to have SNOMED CT as our standardised terminology.

We were very lucky to have Dr. Charles Gutteridge SNOMED CT Clinical Engagement Lead, gave us an overview of introducing SNOMED CT into a dental Hospital practice in east London which went live over one month ago. This was nicely coincided with the previous

that has yet to go live in CUH hopefully in the next year. Deirdre gave us a very informative presentation on the process they used to develop their reference set and the benefits of standardising your terminology in a hospital setting.

We are delighted to announce that Shane Byrnes was voted as the new Chairperson of the SNOMED CT working Group. Thank you to Theresa Barry who chaired the working group for the previous year we appreciate all your input to date and looking forward to working with Shane in the future.

Overall, it was a very successful day and we look forward to developing a network of SNOMED enthusiast's throughout the HSE and beyond.

Theresa Barry receives the
SNOMED International 'Service Recognition Award'

Photographed above - Theresa Barry SNOMED National Release Manager and Clinical Terminology Architecture Lead receiving her award from Don Sweete, CEO SNOMED CT.

Theresa Barry, Irish SNOMED National Release Centre Lead, receives SNOMED International 'Service Recognition Award': April 2023 at London SNOMED Business meetings.

Theresa Barry was the Member Forum Co-Chair from 2021 to 2023 representing Ireland Internationally in the SNOMED Clinical Terminology.

Theresa was presented with the award in London in April 2023, at the SNOMED business meetings. Theresa wasn't expecting the award and has enjoyed Chairing the discussions globally to raise the awareness for the need to standardise clinical terminology for digital health solutions.

The role of Chair involved working closely with SNOMED International to raise items relevant to SNOMED member countries and attending in person twice yearly the SNOMED International meetings, with 48 countries represented mostly in person and some online. Usually comprising of one full day and one half day agenda items, with SNOMED International giving updates on latest information

from the various teams. Theresa has had great contribution to the Member Forum ecosystem, providing SNOMED International with important insights, documents and lessons learned from hands on experience implementing SNOMED in Ireland.

The service recgonistion award was presented by Don Sweete CEO SNOMED International.

Fran Thompson, CIO said *"Theresa is a dedicated ICT professional who has ensured that Snomed has been to the forefront in Irish Health Care eHealth. Theresa's vision, passion and drive are an example to all of us. It is fantastic to see the recognition for her work by Snomed International."*

eHealth Team Shortlisted
Analytics Institute Public Sector Project Award 2023

By Lorna McNerney
ICT Project Manager – PMO & Strategy, Integrated Information Service.

Photographed above at the event recently, from Left to Right: Brian Lynch (IIS), David Walsh (EY), Sapna Chopra (EY), Heba Habib (EY), Nicola Rogers (IIS), and Stephanie Visser (EY).

Some members of the IIS team, along with the Scheduled Care Transformation Programme team recently attended the Analytics Institute Awards, held in the Mansion House, Dublin, where IIS Scheduled Care Dashboard was shortlisted for yet another award: the Analytics Institute Public Sector Project Award.

The IIS Scheduled Care Dashboard and Reporting programme combines multiple datasets from external statutory bodies and internal HSE business units, to provide a unified view of Waitlists for those tasked with managing Scheduled Care across Hospital Groups and Hospitals in Ireland. Combining multiple datasets enables National HSE teams to view the impact of measures and interventions to reduce patient wait time in accessing care at the right time.

The IIS team has delivered the Scheduled Care Dashboard through a DevOps culture of continuous integration and change, managed iteratively through more than 60 fortnightly sprint deployment cycles and approximately 850 "user stories". This iterative culture, and technology partnership has enabled the IIS team to be responsive to stakeholder requirements and continually improve the dashboard functionality at all levels. Technical delivery of the dashboard has been dependent on establishing and maintaining strong collaborative relationships with external and internal technical teams and stakeholders.

IIS continuously develops the dashboard, welcoming feedback, and learnings through monthly demonstrations for end users. Development is managed through regular meetings, involvement with data and technical requirements as early as possible, and feedback from users and stakeholders. This co-designed approach allows the dashboard to constantly improve, to become an accessible and trustworthy source of information and truth for the HSE.

UPCOMING EVENTS

Clonmel Junction Festival Tipperary

Clonmel Junction festival (1st-9th July) has a focus on performance, with theatre, circus, dance, music, comedy and lots of free entertainment on the programme. The festival draws crowds from miles around, with over 40,000 attending last year. Click here for further information.

Earagail Arts Festival
Donegal

Earagail Arts Festival is a bilingual (Irish and English language), multidisciplinary summer festival, with 16 days of music, theatre, visual arts, film, literature, circus & carnival on Ireland's North West Atlantic seaboard from 8th – 23rd July. Earagail Arts Festival brings inspiring performers to this captivating European frontier, showcases artists native to the area and provides opportunities for cultural exchange, in venues from purpose built theatres and galleries, to village halls, forests and beaches, creating a unique cultural experience in the most unlikely of magical places
See here for further information

Fleadh Cheoil na hEireann
Mullingar

The world's largest annual celebration of Irish music, language, song and dance. Fleadh Cheoil na hÉireann 2023 is returning to Mullingar, taking place from 06 - 14 August. 2023 looks set to break all records, it promises to be an unforgettable visitor experience with the biggest ever celebration of Irish culture. From street performers, concerts and over 150 competitions showcasing the very best of traditional music talent it truly is a world class event. Click here for further information.

Ballina Salmon Festival
Sligo

The longest running community festival along the wild Atlantic way returns for its 59th year on 8th – 15th July 2023. The festival is inspired by Ballina's jewel in its crown, the River Moy, as Ballina is officially dubbed 'Salmon Capital of Ireland',
The ethos has remained the same, it continues to celebrate all that is great about the community of Ballina and Co Mayo; Family fun , music, arts, culture and heritage, sports and the magnificent River Moy, making Ballina Salmon Festival a very special seven days to remember.
See here for further information

eHealth
New Recruits

Introducing our new colleagues to the eHealth community.

Dara Keeley
Project Manager, Acutes Division

What is the top destination on your must visit list?
Dubai & Tokyo.

What has surprised you about your job so far?
How big eHealth is with the many separate divisions!

If you could have dinner with anyone, dead or alive who would it be and why?
Mark Hamill for the many interesting stories over a varied career and Tommy Tiernan just for the laughs!

Ines Labberté
Senior ICT Project OfÞcer

What is the top destination on your must visit list?
There are so many beautiful places in the world, each landscape is so unique and worth a visit.

What has surprised you about your job so far?
I am not surprised (as I did hear about it), but I would like to emphasise how friendly, helpful, approachable and supportive everyone is.

If you could have dinner with anyone, dead or alive who would it be and why?
Due to the distance, I don't see my family that often. We have a strong bond, and therefore they are always my favourite people to have dinner with!

Lorraine Ryan Gillespie
Senior Project OfÞcer

What is the top destination on your must visit list?
Iceland in Summer for the scenery.

What has surprised you about your job so far?
Friendliness of other team members and willingness to help and guide and share information.

If you could have dinner with anyone, dead or alive who would it be and why?
My Grandmother. She passed away when I was a teenager and I wanted to spend so much more time with her. She was wise beyond her time.

Gabriel Gormley
ICT Engagement Lead

What is the top destination on your must visit list?
Thailand.

What has surprised you about your job so far?
The breadth of the workload being undertaken by eHealth.

If you could have dinner with anyone, dead or alive who would it be and why?
My mother, she passed away recently and I would love a chance to sit with her talk about the past and the future. Tell her how proud I am that she is my mother and the positive impact she has had on the lives of her children and grandchildren. I would also get to say good bye properly.