Technology & Transformation NEWSLETTER

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

If you wish to contribute please contact us at:
Communications.TechnologyAndTransformation@hse.ie

HSE Health App triumphs at Digital Transformation and AI Awards 2025

By Linda Reck,
Communications, Technology and Transformation.

On the 19th of June, at the Digital Transformation and AI Awards 2025 held in the Royal Marine Hotel, Dún Laoghaire, The HSE app, which provides quick and easy access to trusted health information and services, achieved more success — taking home two of the evening's top awards.

The app was first recognised with the Best Digital Transformation Implementation Collaboration Award, celebrating the outstanding teamwork and partnership between the HSE, our Technology and Transformation (T&T) colleagues, and a range of external experts. This award highlights how effective collaboration across teams and organisations can deliver truly transformative outcomes for healthcare.

Adding to this achievement, the HSE Health App went on to secure the evening's most sought-after accolade — the Overall Best Digital Transformation Award.

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

HSE Health App triumphs at Digital Transformation and AI Awards 2025

This award acknowledges the app's exceptional impact on advancing healthcare technology, making it easier for people across Ireland to access trusted health information and services from their mobile devices.

These awards mark a significant milestone not just for the app itself, but also for the entire T&T team - this win is a testament to the dedication, expertise, and shared vision that drives our department. It reinforces how digital innovation, underpinned by strong collaboration, can meaningfully improve healthcare delivery.

As we look ahead, this recognition sets a high bar and energises the team to continue pushing boundaries in digital health. It's a proud moment for everyone involved and highlights the crucial role our work plays in supporting the HSE's Digital for Care 2030 strategy.

Last month, we featured an article by Angela Knight, Senior ICT Project Officer for Standards and Shared Care Records, which gave an inside look at the extensive collaboration behind the creation of the

HSE Health App. If you missed it, you can now find it on the News section of eHealthIreland.ie — click here to read it.

Congratulations once again to everyone involved on this fantastic achievement.

Pluralsight Skill IQ Campaign
Boost Your Skills, Earn Points, Win Prizes

By Hollie Kelly,
HSE Technology and Transformation Training and Development Team.

The Training and Development Team is excited to launch the Pluralsight Skill IQ Campaign, a six-week initiative to support focused, self-driven learning across the organisation.

What is a Skill IQ?
Skill IQ offers short, adaptive assessments that measure your proficiency in key areas. Based on your score, Pluralsight creates personalised learning recommendations - so you can build skills efficiently and effectively.

How to Get Involved:
• Take a Skill IQ – 2 points
• Re-take a Skill IQ – 4 points
• Bonus point for skilling up!

Prizes will be awarded based on points earned. Team participation is encouraged—set goals, share progress, and learn together!

Getting Started:
Login to Pluralsight, head to the Skill IQ Hub, and choose a topic that suits your role. A dedicated campaign portal is available with resources and updates.

View this short video on how to take a Skill IQ Test.

Pluralsight Skill IQ Campaign

will run from

16th July to 27th August 2025

Questions? Contact the Training and Development Team.

Let's grow our skills and strengthen our teams - one Skill IQ at a time!

Unlocking the Future of Healthcare:
Announcing the HSE Framework for Health Innovation

By Sinéad Dooner,
Project and Business Manager, Slaintecare Transformation and Innovation Office.

The Health Service Executive (HSE) is proud to announce the impending delivery of the first Framework for Health Innovation. A strategic blueprint designed to systematically foster and integrate innovation across Ireland's health and social care ecosystem. Developed through extensive collaboration, sponsored by the Chief Technology and Transformation Officer and the Chief Clinical Officer and co-ordinated by the Sláintecare Transformation and Innovation Office (STIO), this framework marks a pivotal moment in our collective journey towards a world-class health service.

The necessity for Innovation: Addressing our challenges, seizing our opportunities

The Irish health and social care system is navigating a dynamic landscape, shaped by evolving demographics, increasing demand for services, and the ongoing imperative for efficiency. While the spirit of innovation thrives across the HSE, it is recognised that there is a need for a more cohesive, national approach.

Historically, a lack of coordinated innovation could inadvertently create silos, leading to duplicated efforts and "innovation burnout" among our dedicated staff. Great ideas, though abundant, sometimes struggle to surface or achieve widespread impact due to:

- **Limited Visibility:** No comprehensive, centrally managed repository of innovation initiatives and lessons learned not fully established, hindering shared learning and cross-pollination of successful ideas.

- **Challenges in Scaling:** Even highly impactful local innovations often struggle to achieve national scale or be effectively mainstreamed into routine service delivery, limiting their broader benefit.

- **Difficulties in Industry Access:** Navigating the health system is challenging for external partners, including industry and start-ups, limiting our ability to leverage cutting-edge advancements and collaborative opportunities.

- **Inconsistent Support Pathways:** A standardised enabling environment is needed to ensure all great solutions, regardless of origin, are consistently supported from inception through to evaluation and potential widespread adoption.

The new Framework for Health Innovation directly addresses these challenges, providing a robust and transparent function to ensure innovation is consistently supported, effectively coordinated, and strategically leveraged.

The Vision: A dynamic and responsive ecosystem

The vision is clear - to cultivate a dynamic and responsive health and social care ecosystem in Ireland, where innovation is systematically identified, developed, and scaled to enhance patient outcomes, improve service delivery, and foster a culture of continuous learning and adaptation. This aligns seamlessly with the ambitious digitisation agenda and the transformative objectives of the Sláintecare programme, including integrated care and shifting services closer to communities.

The Pillars of Progress: How the framework will work

The Framework for Health Innovation is built upon six interconnected pillars, each pillar is developed to guide efforts and ensure a systematic approach to innovation:

1. **Vision and Culture:** The framework will assist in fostering a dynamic and psychologically safe environment where curiosity, safe experimentation, and continuous learning is expected. It will assist in encouraging new ideas from all staff and patients and will formally recognise innovators.

2. **Visibility and Traceability:** It will develop a central repository which will systematically record and track innovation from end-to-end, providing transparency and enabling collaboration across the system. This will reduce duplication and ensure valuable insights are shared.

3. **Assess and Evaluate:** The framework will ensure that all innovation initiatives are rigorously assessed and evaluated, are aligned with system goals, critical population needs, and adhere to public value, ethics, safety, and compliance. This data-driven approach ensures investment in initiatives with the highest potential for impact.

4. **Enable and Support:** The framework will provide clear, supported, and 'right-sized' pathways for innovators, offering expert advice, dedicated resources, and fostering partnerships with academia, industry, and other sectors. This ensures ideas are nurtured from concept to implementation.

5. **Deliver and Transform:** This pillar focuses on the practical implementation and embedding of successful innovations into routine healthcare operations aligned with the National Service Plan (NSP). It involves validating effectiveness, rolling out solutions across relevant services or regions and ensuring long-term adoption and benefit realisation.

6. **Extract and Grow Value:** The framework will support and maximise the impact of successful innovations by sharing learnings, scaling solutions across the system, and leveraging foresight and horizon scanning to anticipate future needs and seize emerging opportunities. This proactive approach ensures the health service is future-proofing.

These pillars are underpinned by a robust foundation that ensures every innovation is Citizen/Patient Centric, undergoes Continuous Evaluation of Benefits and Value, operates with Streamlined Governance and Oversight, and maintains a steadfast Focus on Safety and Compliance.

Positive impact on our ecosystem:

The Framework for Health Innovation will profoundly and positively impact our ecosystem by:

- **Empowering Our People:** By cultivating a culture of innovation and providing consistent support pathways, we empower frontline staff to bring forward their ideas, fostering a sense of ownership and driving continuous improvement from within.

Announcing the HSE Framework for Health Innovation

- **Enhancing Patient Care:** With a strong emphasis on being user-centred and aligning for impact, innovations will directly address patient needs, leading to improved health outcomes, better access to services, and an enhanced patient experience.

- **Driving Efficiency and Value:** By reducing duplication, streamlining processes, and rigorously evaluating benefits, the framework will ensure that resources are optimally utilised, delivering greater value across the health service.

- **Strengthening Partnerships:** Clear pathways for industry access and a commitment to connecting across boundaries will facilitate stronger collaborations with research bodies, health technology companies, and other external partners, bringing cutting-edge solutions into our system more effectively.

- **Accelerating Transformation:** By enabling the scaling of successful innovations and fostering a future-ready mindset, the framework will accelerate our journey towards integrated, digitally-enabled care, aligning with the ambitious goals of Sláintecare.

A Collaborative Effort for a Brighter Future:

This framework is the result of extensive collaboration with numerous HSE departments and external stakeholders, including HSE Technology and Transformation, HSE Spark Innovation, HSE Organisational Change Unit (OCU), HSE Digital Health Clinical Office (DHCO), HSE Regional Hubs, TUH Innovation, Health Innovation Hub Ireland, HealthTech Ireland, academia, patient representation and many more. This collective effort underscores our shared commitment to innovation.

As we move forward, and with the implementation plan already under development, we invite everyone across the HSE to engage with this framework. Together, we can harness the power of innovation to deliver world-class healthcare for the people of Ireland.

Protect yourself from
SOCIAL ENGINEERING ATTACKS

By Jason Forry
Cyber Security Officer, CSIRT, CISO Office.

Social engineering is a common tactic used by cybercriminals to manipulate people into revealing confidential information or granting access—without actually hacking into computers. Instead of relying on technical methods, attackers exploit human trust and curiosity.

Common social engineering techniques include phone calls where the attacker pretends to be a coworker, fake emails sent from someone posing as a manager, or even leaving USB drives in the office hoping someone will plug them into their computer. These tricks aim to bypass security by targeting the weakest link - people.

To protect yourself, always verify any unexpected requests, especially those involving passwords, money, or urgent actions. Never plug in unknown USB drives, as they may contain malicious software. Follow the HSE's security procedures for password resets and access requests to ensure legitimacy.

Watch out for vishing—urgent phone calls asking for login information—and phishing emails that contain suspicious links or attachments. Be cautious of any pressure tactics or unusual requests coming from coworkers.

Staying alert and following security protocols can keep you and your organisation safe. For more guidance on social engineering and cybersecurity, contact: cybertips@hse.ie.
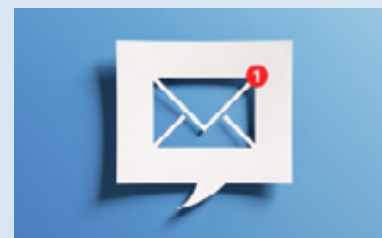
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National Policy on Patient Identity Standards for IHI Matching officially published on HSE Repository

By Sandra Lawler,
Senior Project Manager, IHI/HIDs.

The publication of HSE's National Policy for Individual Health Identifier (IHI) Data Standards marks a significant milestone in support of the Digital for Care 2030 strategy. Published last month, the policy sets out best-practice guidelines for healthcare and administrative staff when entering patient identity data, supporting the successful matching of each patient to their unique IHI. The IHI is a unique number assigned to each individual receiving healthcare in Ireland, designed to improve safety and efficiency by enabling accurate and reliable patient identification.

The IHI - a unique identifier assigned to every individual receiving healthcare in Ireland - is critical for patient safety, enabling accurate identification and seamless connection of health records. However, inconsistent or incomplete data entry at registration weakens IHI matching. This new policy addresses the issue by setting national standards for patient identity data, closing critical gaps and ensuring every patient can be reliably matched to their IHI.

At its core, the policy serves two major objectives. Firstly, it mandates minimum standards for patient identity data fields for successful IHI matching in all new system procurements. Secondly, it underpins a soon to be launched national consumer training and education programme on HSeLanD aimed at upskilling front-line staff and ensuring consistent practices at the point of registration to impute data to successfully return an IHI. The introduction of these standards supports the message that the IHI is the foundation for consistent patient identification and the seamless exchange of health information across the healthcare ecosystem.

At the heart of the policy are three key enablers designed to improve the capture of accurate patient identity data and drive higher IHI match rates:

- Consistent, high-quality entry of core identity fields across all existing patient systems to ensure accurate patient re-staff with the skills and knowledge to consistently enter identity data that enables successful IHI matching.

- Mandatory IHI matching data fields for all new digital health system procurements, ensuring systems are built to support accurate patient identification from the outset.

- National front-line training, delivered via a forthcoming HSELanD education programme, to equip registration staff with the skills and knowledge to consistently enter identity data that enables successful IHI matching.

Released to the HSE 3PG National Central Repository in April 2025, the policy was commissioned by the HSE National HIDS Steering Committee. Input was gathered from internal and external stakeholders to support a consistent and standardised understanding of what successfully matching to the IHI delivers for patient safety. Internal stakeholders included clinical services, Technology and Transformation teams, project leaders, and data management specialists. External stakeholders comprised regulatory bodies, educational platforms, and standard setting organisations such as HIQA, the Department of Health, and GS1.

To ensure lasting impact, the policy will be backed by targeted communications, training materials, and a feedback loop that uses audits to continuously improve data quality. The message is clear - accurate patient registration and IHI matching are foundational to digital health delivery – and this national policy provides the blueprint to "Get it right first time".

Link to the Policy on the 3PG NCR is HERE, or scan the QR Code.

Our Lunch and Learn sessions are taking a break for the summer and will return in September.

In the meantime, why not catch up on any sessions you may have missed by exploring the links to our previous talks?

You can access previous sessions by visiting the Resources section on eHub and click on the Lunch and Learn tile.

LEADING THE WAY:
Final Pitches from the T&T Leadership Programme

By Ryan Campbell
HSE Technology and Transformation Communications.

Photographed above are the participants of the Leadership Programme along with the Senior Leadership Team and guests.

Last week marked the final day of Technology and Transformation's Leadership Programme – a significant milestone for our colleagues who have spent recent months immersed in learning, collaborating, and shaping new ideas to drive innovation across the department.

After weeks of hard work, research, and mentorship, participants presented their final proposals to members of the T&T Senior Management Team (SMT). These pitches offered tangible, forward-thinking solutions aligned with our strategic goals and the wider HSE Digital for Care 2030 Roadmap.

The T&T Leadership Programme is designed to support the development of future leaders across our department. It provides a platform for participants to explore complex challenges, work across teams, and present innovative, practical solutions that enhance the work we do and the services we deliver.

The final pitch session was an opportunity to celebrate the creativity, energy, and leadership potential within our teams. The proposals reflected a deep understanding of the evolving needs of both our workforce and the patients and services we support.

The following concepts were presented:
Shauneen Mullan: Pregnancy and Baby Loss App – a prototype digital tool providing essential support and compassionate resources for bereaved parents during one of life's most difficult experiences.

Alex Aristotelous: Cyber Gemini – a real-time simulation-based digital model of the HSE, designed to help predict, prevent, and respond to cyber threats in a dynamic and evolving environment.

Olivia Gartlan: Value Identification Checklist – a structured tool to help programmes identify Key Value Indicators (KVIs), ensuring all initiatives remain aligned with HSE's DigitalForCare 2030 Roadmap.

John Geoghegan: Passwordless Authentication – a proposal to switch to a more secure and convenient login method, enhancing staff productivity while reducing cyber risk.

Kieran Arthur, PhD.: Enhancing Generative and Agentic AI – exploring ways to empower staff through the responsible integration of AI, unlocking creativity and efficiency across teams.

Avril Halligan: Neuroinclusion: Embracing Diverse Minds – a thoughtful proposal advocating for greater neurodiversity awareness in digital workplaces to create safer, more productive environments.

Final Pitches from the T&T Leadership Programme

Peter Honeyman: Using AI to Reduce Waitlists – leveraging predictive analytics to identify patients at risk of missing appointments, helping to improve clinical scheduling and reduce backlogs.

Emer Sheridan: Bridging the Gap – streamlining collaboration between Chief Information Security Officers (CISOs) and project managers to enhance procurement efficiency and transparency.
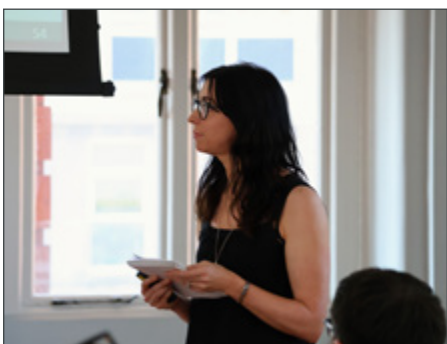
Gabriel Gormley: Sweating the Assets – an initiative focused on reviewing existing systems to uncover untapped functionality, delivering low-cost, high-impact improvements.

Shirley Harper: The 'How' of Leadership – a people-focused initiative on embedding leadership qualities into everyday work, building confidence and stronger teams.

James McGovern: HSE Health App – Sports Injury and Rehab Module – expanding the Health App with new features to support users recovering from sports injuries, offering triage information and links to local clinics.

Eileen McBrearty, Kathryn Reid, Niamh O'Leary: Connect, Learn, and Grow – using AI and smart knowledge management to support onboarding of analysts and project managers, helping new staff find their feet and thrive.

Sharon Mullally: Better Connected – Building T&T Communities – a communications-driven initiative to foster greater collaboration and a stronger sense of community across T&T.

Sheelagh McGuire: Solid Foundations – showcasing how Scrum methodology can improve transparency, reduce inefficiencies, and foster accountability.

Stephen Malone: Management of Aids and Appliances in Home Care – proposing better systems to support both staff and patients in managing essential aids and appliances in home settings.

Each presentation reflected the depth of insight, creativity, and leadership that exists across our department. The programme has not only empowered participants to develop their ideas but also created a space to influence the future of how we work and deliver care-enabled technology.

A sincere thank you to the SMT members and guests who attended and provided valuable feedback to our presenters.

You can find out more about our HSE T&T Leadership Programme by visiting the Training and Development section on eHUB. you can also contact our Training and Development team by clicking here.

Cancer Survivorship Peer Support Service for HSE Staff

By Siobhan Patten,
General Manager, Health and Wellbeing.

We are pleased to introduce the Cancer Survivorship Peer Support Service — an initiative aimed at supporting HSE staff affected by cancer. This innovative, peer-led programme provides support and signposting to colleagues who are navigating cancer diagnosis, treatment, recovery, or return to work.

Whether this is the first you've heard about the service or you're seeking more information, read on to learn how it works and how you can help spread the word.

What is the service?

This non-clinical service is designed to offer compassionate, one-to-one support from trained Peer Supporters, fellow HSE staff members who have personally navigated a cancer diagnosis and returned to work following treatment. The service provides a safe and confidential space for employees to connect with someone who truly understands the challenges involved.

The support offered includes:

- Compassionate Listening: A befriending and listening service to talk through experiences and provide support.
- Signposting: Guidance to relevant resources and services, both internal and external.

It is a collaborative service between Health and Wellbeing, the Marie Keating Foundation, the National Cancer Control Programme, and National HR.

Who are the Peer Supporters?

Peer Supporters come from a wide range of clinical and non-clinical backgrounds. Each has undergone a comprehensive selection and training process and works to an established competency framework for the role. They are based in various locations across the country and offer support online.

How can staff access the service?

Any staff member can self-refer via the dedicated webpage hosted on the Marie Keating Foundation website - scan the QR code for information.

> **Contact details:**
>
> Website: www.mariekeating.ie
>
> Email: HSEstaff@mariekeating.ie
>
> Phone: 087 334 0235

After reviewing each referral, experienced staff from the Marie Keating Foundation carefully match individuals with the most appropriate Peer Supporter.

Want to learn more? Watch the video For Survivors, By Survivors here.

Help us spread the word

By sharing this message, you're helping create a more supportive and understanding workplace for those affected by cancer. Thank you for being part of this important initiative.

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.

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.

Join our vibrant Book Club where stories come to life! Each month, we dive into a new, exciting book, exploring different genres and perspectives. Connect with fellow readers, share your thoughts, and engage in lively discussions. Whether you're a casual reader or a book enthusiast, there's a spot for you. Sign up today and start your next great adventure.

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.

HSE Technology and Transformation Interns

LOOKING BACK TO THE FUTURE

By Eoin Fitzsimons, Executive Support & Leah Gilmore, National Share Care Records

The photograph above was taken on Tuesday 18th February in The Richmond Events and Education Centre where our Interns were inducted into HSE Technology and Transformation. The Interns learned about T&T and had the opportunity to meet with their mentors.

Eoin Fitzsimons - Introduction

Starting my internship with the HSE's Technology and Transformation Department in February 2025 marked a major transition from academic life to the professional world. Coming from a BSc in Computing, I was eager to apply my knowledge in a real-world setting and gain insight into how technology supports healthcare delivery at a national scale.

My role was based in Executive Support, where I assisted directors and new staff across multiple sites. I was responsible for setting up and configuring IT equipment, supporting onboarding processes, troubleshooting technical issues, and ensuring smooth AV setups for high-level meetings. While the work was often hands-on and operational, it gave me a front-row seat to the inner workings of enterprise IT in a public sector environment.

Highlights and Achievements

Some of the most rewarding moments came early on — shadowing experienced team members, completing my first solo setups, and gradually being trusted with more responsibility. I supported onboarding sessions, configured VPNs for remote staff, and managed IT inventory across multiple locations. I also contributed to executive-level meetings by setting up AV equipment and troubleshooting issues in real time.

These tasks helped me build confidence and develop a sense of ownership. I was proud to be someone the team could rely on, especially in high-pressure situations where smooth technical delivery was essential.

Learnings and Growth

The placement helped me grow in ways I hadn't anticipated. I became more adaptable, learned to communicate clearly with both technical and non-technical users, and developed a deeper understanding of how IT supports healthcare operations.

One of the most valuable lessons I learned was about myself — I discovered that I'm more drawn to structured, analytical roles than to physically demanding or highly mobile ones. This insight has helped me refine my career goals.

Leah Gilmore - Introduction

I first began my internship as a National Shared Care Records intern in February 2025. Over the past few months, I've gained very valuable overall experience, and I've learned a huge amount thanks to the generous support of my manager, my team and many others across the organisation.

During my placement, I had the chance to work on a wide range of tasks. In relation to data management, some of my work involved comparing datasets, cleaning inconsistencies and pulling data from various sources like surveys. A major upside to working with data is that it has greatly sharpened my attention to detail, as well as assisted in strengthening my overall knowledge of data in a healthcare setting.

I've also explored the technical architecture behind some of the services my team supported, conducted extensive research to key systems and standards such as HIPE, FHIR and Healthlink, as well as be introduced to an overall Service Introduction.

Highlights, achievements, learnings and growth

One of the biggest achievements was becoming much more confident in working with larger, previously intimidating datasets. Whether it be reviewing anonymised information or interpreting survey results, I learned to work methodically step-by-step.

Taking part in a wide range of workshops also helped me greatly in building my overall technical knowledge as well as greatly strengthening my communication and collaboration skills. Throughout my internship, I'm confident in saying I've developed skills I know I'll carry into the future.

Advice for future interns

To students preparing for their own placements, we'd offer this advice:

- Set clear expectations early — understand the role and responsibilities before you start.

- Be proactive — ask for tasks, shadow colleagues, and seek out learning opportunities.

- Learn the context — understanding why you're doing your task before you start assists greatly.

- Reflect often — use the experience to learn about your strengths, preferences, and goals.

- Make use of downtime — explore as much as you can when things are quiet.

- Document your work — it helps with reports, interviews, and personal growth.

- Stay open-minded — even less-than-ideal roles can teach you something valuable.

National Clinical Surveillance Infection Control System (NCSI)

National Project Enhances Patient Safety through Infection Surveillance System

By Deirdre Mullins,
Project Manager - HSE Antimicrobial Resistance and Infection Control (AMRIC).

Since 2021 HSE Acute and Community services, Technology and Transformation and AMRIC have been working together to introduce a National Clinical Surveillance IT System for Infection and Prevention Control (IPC). This system will be available across all Acute and Community services and will help to support integrated care of patients on their journey between Acute and Community based services.

Photographed above at Tallaght University Hospital on 29th May 2025 from LtoR: Cathal O'Conallain, Project Manager; Deirdre Mullins, Project Manager; Regina Monahan, Project Manager; Sinead Conroy, CNM informatics ULHG; Bernie Hannigan, Project Manager; Josephine Galway, Director of Nursing AMRIC.

It is estimated that up to 50% of healthcare-associated infections (HCAIs) are preventable. The introduction of this software will enhance surveillance capabilities and play a vital role in reducing the incidence of these infections.

The system procured is a Baxter product called ICNET and it will be available across all Access and Integration acute and community services including Public Health. This is a multi-million euro project which will deliver significant benefits to patients, service users and staff.

The initial focus of this project was on resourcing a national team and providing each area with a dedicated resource for the project and the completion of an EU tendering process. Following this the national infrastructure for the system was built in the National Data Centre, by the National Project and Tech Hosting teams in Technology and Transformation. These regional instances are aligned to our Regional Health Areas.

Baxter Healthcare ICNET, is already in the HSE Mid-West region and Tallaght University Hospital as well as HSE West - Galway, Mayo and Roscommon hospitals with the roll out continuing to Sligo, Letterkenny and Portiuncula hospitals in the coming months.

Phase one of the national project for introduction of ICNET has commenced in the South West with University Hospital Kerry about to go live in the coming weeks. This follows an extensive piece of work by a subcommittee agreeing a regional approach to the patient alerts and work ups. Phase one also includes HSE Dublin and South East Region.

Communications and Events

Over the last year a number of key communications events were delivered. Two face to face workshops with the vendor with over 150 attendees. These day long workshops focused on providing information for staff on the ICNET surveillance software and how it is deployed. Participants had the opportunity to have individual demonstrations and opportunities to speak with product specialists in break out areas. Later in the year the vendor hosted an ICNET Ireland existing customer workshop. This workshop provided participants with an opportunity to network with colleagues across Access and Integration acute, community and public health who currently use this system in their work. There were also interactive activities which focused on how the various different features of the system can be adapted locally to support different workflows.

Webinar – Project Update and Case Study

On 12th November 2024 a project update and case study on the NCSICS project was delivered by the National Project Team and Sinead Conroy, CNM Informatics, HSE Mid West – if you would like to listen to this recording it is available here.

Webinar – Utilising technology to deliver safer care in Infection Prevention and Control

On May 29th 2025 the AMRIC nursing team delivered a webinar on 'Utilising technology to deliver safer care in infection prevention and control' which allowed Tallaght University Hospital (TUH) and University Hospital Limerick (UHL) to showcase how they use ICNET.

If you would like to listen to this recording it is available here. This webinar had an update on the national project, a comprehensive overview of the day to day use of ICNET by the IPC team. It also provided an update on the collaboration between the informatics CNM2 who administers the system in the MidWest and their IV Care Team (IVCT) on how they have used ICNET to assist the IVCT daily work, reporting and management of phlebitis cases (inflammation of the vein). Phlebitis is a sign of an adverse effect from the IV device. Timely and effective management of phlebitis cases leads to better patient outcomes and fewer associated bloodstream infections.

Photographed above is Claire Hanson, Product specialist and trainer with Baxter providing demonstration of the system live at the Cork event.

Further information

If you would like more information or would like to speak to someone working on this project, please contact:

NCSICS@HSE.ie

Transforming Laboratory Services:

MedLIS - improving clinical care and reducing testing times for patients

Laboratory services play a crucial role in the HSE, supporting patient care through diagnostics, monitoring, and screening that keep healthcare running smoothly across both hospital and community settings.

To build on this essential work, the HSE is rolling out MedLIS, a new national laboratory information system that will standardise and streamline how patient tests are managed throughout Ireland. By bringing all test results together in a single system and improving how samples are tracked, MedLIS will make it faster and easier for healthcare professionals to order tests and view results.

For patients, this means safer, more efficient care. For clinicians, it means 24/7 access to a complete laboratory history for each patient, no matter where they are in the country. This patient-focused approach ensures that vital information is always readily available to support timely, informed decisions.

MedLIS is being introduced in phases, ultimately linking 43 hospital laboratories across Ireland into one integrated network. It's supported by a dedicated service desk that operates every day of the year, with experts on hand to resolve issues quickly and keep services running smoothly.

Among its many improvements, MedLIS allows GPs to order tests directly from their own practice systems, reducing paperwork and the risk of errors. Hospitals already using MedLIS are seeing significant benefits, replacing outdated systems with a modern platform that helps manage growing workloads, supports safer processes, and improves the overall quality of laboratory services.

Beaumont Hospital went live in August 2024, with Cavan and Monaghan Hospital following in October 2025. Other hospitals in the North East region will go live shortly after, with sites across the rest of the country to follow.

By the end of this rollout, due 2029, Ireland's laboratory services will be connected in a way that ensures high-quality, reliable diagnostic information is always available—benefiting patients and healthcare teams alike.

To learn more, watch this short video on MedLIS developed by the T&T Communications team at the link below.

HSE National Laboratory Information System- MedLIS

Windows 11 continues to be rolled out to all users with desktops and laptops across the HSE.

To date over 14,000 Lenovo devices have been upgraded to Windows 11 and this project will continue for at least the next six months.
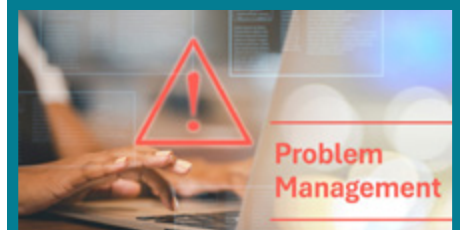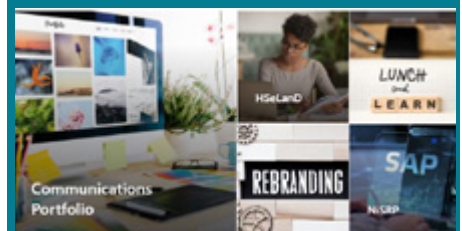
Windows 11 upgrades proceed in the background. Users are unaware of it until they are asked to restart their desktop or laptop. This restart can take some time, particularly if the desktop or laptop has not been restarted in a long time. Please do not switch off your device during the restart. Once your device is restarted the Windows 11 installation is complete.

If users encounter any issues post upgrade they should notify the National Service Desk (NSD) who will address the issue. NSD has a team of engineers with specific Windows 11 training and experience and can be contacted at 0818 300 300 or use the NSD Self Service option to log a ticket.

Your one-stop-shop for Technology and Transformation

Discover a wealth of resources designed to support you in your role. Our eHub is your one-stop destination for everything you need—right at your fingertips. Simply click on any of the icons below to access key areas, explore valuable tools, and uncover helpful information.

Technology & Transformation **Monthly Activity Report**

Problem Management

Training & Development

CYBER RESILIENCE IN ACTION:

Building a Connected, Capable, and Committed Healthcare Cybersecurity Community

By Neal Mullen,
HSE Chief Information Security Officer (CISO).

Photographed above at the Cyber Resilience in Action event are from LtoR: Charu Lal, Celina O'Connor, Alessandro Tarquini, Aoife Murphy, Matilda Hayes, Diana Yunh, Neal Mullen (HSE CISO), Shauneen Mullen, Maja Kot, Thrubhuvan JV, Avril Halligan, and Ranjith Unnikrishnan.

On 17 June, the HSE CISO Office and voluntary hospitals representatives convened at the Richmond Education and Event Centre for the second Cybersecurity Community of Practice (CoP) event. These sessions are dedicated to sharing knowledge and experiences, collaboration and relationship building. The event focused on the cornerstone of our digital defence: Cyber Incident Management.

What unfolded was more than a technical exchange. It was a powerful demonstration of how far we've come as a cybersecurity community, and how aligned we are in our shared mission to protect healthcare.

A Strategic Shift: from response to resilience

The HSE's journey since the 2021 Conti attack has been one of transformation. We've moved from reactive recovery to proactive resilience, embedding cybersecurity into the DNA of our operations. This event marked another milestone in that journey, bringing together cybersecurity professionals, hospital IT leaders, and national partners to strengthen our collective readiness.

NSD + CSIRT: A unified cyber front

One of the most significant developments showcased was the strategic alignment between the HSE National Service Desk (NSD) and the CISO-led Computer Security Information Team (CSIRT). Through close collaboration between the CSIRT and NSD we've created a single, coordinated point of contact for cyber incident management, ensuring that frontline staff, technical responders, and executive leadership are working from the same playbook.

This isn't just operational efficiency, it's a model for how cyber and clinical priorities can converge to protect patient care.

Presenting to the group above are from LtoR: Thrubhuvan JV and Alessandro Tarquini, HSE CSIRT.

National Collaboration in Practice

The CISO Office's collaboration with the National Cyber Security Centre (NCSC) continues to deepen. The HealthCORE and Operations teams brought a national lens to the event, sharing insights into real-world incident response and the evolving threat landscape. Their walkthrough of a recent incident underscored the value of pre-established relationships, shared intelligence, and rapid decision-making.

This is the essence of cyber resilience: not just technology, but trust.

A realistic test of readiness: collaboration in action

One of the most powerful moments of the Cybersecurity Community of Practice event was the simulated cyber incident exercise, a scenario designed to mirror the complexity, urgency, and ambiguity of a real-world attack on healthcare infrastructure.

What made this exercise so impactful was the depth and breadth of collaboration it showcased. With participation from 18 voluntary hospitals, the HSE National Service Desk, the HSE CISO-led CSIRT, and the National Cyber Security Centre (NCSC), we delivered a realistic, structured, and highly coordinated response to a simulated but comprehensive cyber-attack.

This wasn't just a theoretical drill. It was a stark reminder of the 2021 Conti ransomware attack, an event that not only disrupted Ireland's national health service but also sent shockwaves through the global healthcare sector. That incident exposed the fragility of digital health systems and underscored the human cost of cyber unpreparedness.

In contrast, what we witnessed during this exercise was a demonstration of professionalism, clarity, and cohesion:

- The National Service Desk reinforced its role as a frontline sentinel, ensuring early threat identification and rapid escalation.

- The CSIRT team brought structure, speed, and strategic oversight, aligning technical response with clinical priorities.

- The NCSC's involvement added a national dimension, offering threat intelligence, coordination insights, and reinforcing the value of pre-established trust between healthcare and state cyber authorities.

- And the hospital technology and cybersecurity leaders brought grounded, operational perspectives, ensuring that every decision was rooted in the realities of patient care and service continuity.

Cyber Resilience in Action: Building a Connected, Capable, and Committed Healthcare Cybersecurity Community

This exercise wasn't just about testing systems, it was about validating relationships, refining playbooks, and building the confidence to act decisively when it matters most.

Cyber resilience isn't built in isolation. It's forged through collaboration, trust, and shared purpose, and this was a masterclass in what that looks like in practice.

Above photographed from LtoR: Darach Glennon (CSE Delivery Director), Alessandro Tarquini, James Lee, Terry McEneaney, Neal Mullen (HSE CISO).

NIS2: Raising the Bar, Together

As we look ahead, the EU's NIS2 Directive is a defining force in shaping our cybersecurity posture. It raises the bar for governance, risk management, and incident response, especially for essentiawl entities like the HSE. But more than a compliance obligation, NIS2 is an opportunity: to elevate our standards, strengthen our partnerships, and embed cybersecurity into every layer of healthcare delivery.

We are fully committed to aligning with NIS2, not just to meet regulatory expectations, but to lead by example in building a secure, resilient digital health ecosystem.

International Perspective: Kelly Hood on NIST CSF

The event concluded with a keynote presentation from Kelly Hood, an internationally recognised cybersecurity expert. We welcomed Kelly, who dialled in from her home in Maryland, USA. Her talk focused on the application of the NIST Cybersecurity Framework (CSF) in cyber incident management. Kelly's insights into aligning incident response processes with the NIST CSF resonated strongly with the audience, offering a structured and globally recognised approach to improving cyber resilience.

Her presentation underscored the importance of continuous improvement, stakeholder engagement, and the integration of cybersecurity into broader organisational risk management strategies.

A Community of Purpose

As CISO of the HSE, I'm proud of the momentum we're building. Events like this are not just milestones, they're markers of a growing, connected community committed to safeguarding healthcare. We're not just responding to threats, we're shaping a future where cybersecurity is a foundation for trust, innovation, and care.

Because when it comes to cyber resilience, it truly takes a village, one built on shared responsibility, trust, and purpose.

Let's keep building. Together.

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.

NEW BEGINNINGS:

Inside our latest Technology and Transformation Induction Day

By Jessica Winters,
Training and Development Team

On Wednesday the 11th of June, we were thrilled to welcome our newest staff members during an engaging and informative Induction Day. Joyce Shaw Chief of staff kicked off the day providing an in-depth overview of HSE Technology and Transformation.

Joyce spoke on our recent name change of the organisation, the ongoing change within the organisation and how we are evolving and our approach to doing business. Joyce also touched on the 'The Digital for care' roadmap and the efforts within Technology and Transformation to digitally transform The HSE and how our staff within Technology and Transformation have a huge role within this over the next 5 years. She spoke on the impact we have on the HSE, how we're working alongside colleagues from clinical backgrounds to speed up the delivery and improve patient care, even though we're not in patient facing roles, the work we do is to help improve The Healthcare system.

Joyce also gave an overview of The Organisational Reform HSE Health Regions the 6 health regions which are: HSE Dublin and North East, HSE Dublin and Midlands, HSE Dublin South East, HSE Mid-West, HSE South West and HSE West and North West. She spoke on the responsibility of these regions which are: coordinating and delivering health and social care services in Ireland, managing and organising care for people and communities in there are ensuring care is of high quality and meets both local needs and national standards. Joyce also gave an in-depth overview of the 6 Regional Executive Officers (REO).

Joyce introduced our new Online Learning Platform– Pluralsight which is used by thousands of companies worldwide. It offers expert-authored and expert-led video courses, hands-on labs and sandboxes, skill assessments, certification practice exams and learning paths across a range of areas such as Software Development, IT Ops, Cloud Computing, Security, AI and Data. Please see further information on Pluralsight here.

Thelma Pentony, our Training Manager, and Allyson Donnelly, HR Manager, led a detailed session on essential HSE policies and procedures. They covered important topics such as sick leave, disciplinary actions, the Dignity at Work policy, support services, mandatory training, and general operational information and answered any queries staff had on the day. Thelma and Allyson also lightened the mood with some fun icebreaker activities, helping our new team members connect with each other

Technology & Transformation
Pets Corner

Midge, the gentle giant, is a Huntaway by breed but a sheepdog only in name. Despite having the full run of the farm, she prefers to chase birds rather than herd livestock, and she'll quietly vanish if she hears a flock approaching. As a rescue, she's found her forever home guarding the property with quiet confidence. She may not herd sheep, but when it comes to loyalty, she's top dog.
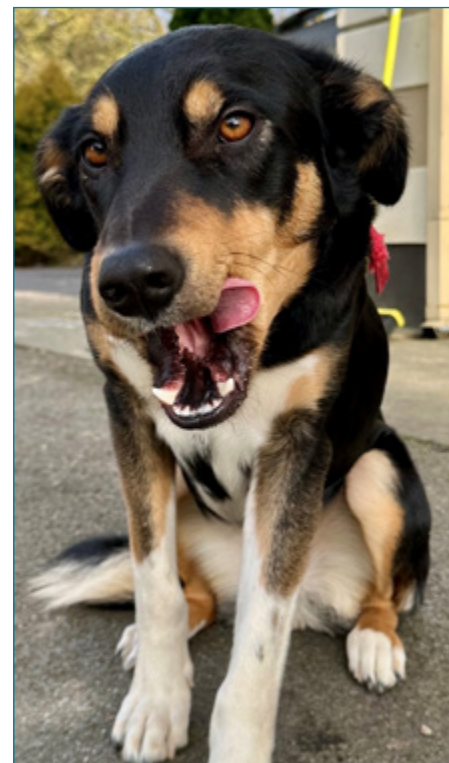
Meet: The Power Pooch Girls

What a treat for all you pet lovers this month - we're featuring three fabulous dogs who keep Tracey McCluskey and her family on their toes—and their hearts full. From mischievous antics to lazy Sunday snuggles, meet Elsie, Luna, and Midge, each with their own unique charm and stories to share.

Playful and full of divilment, she loves to steal Elsie's toys and poke fun at Midge whenever the mood strikes. She may be the smallest of the pack, but what she
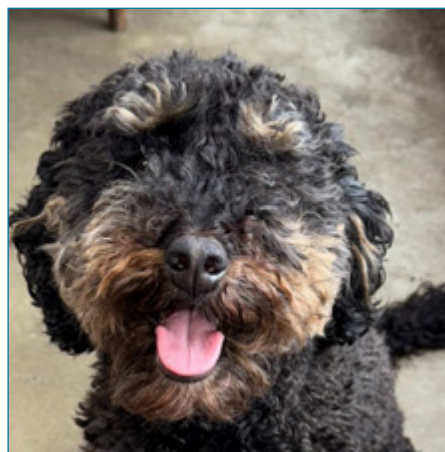
lacks in size, she makes up for in sass and energy. Luna brings a lively spark to every corner of the house.

If you would like us to share your furry or feathered friend(s) and their stories in our Pets Corner feature, please contact us at

T&T Communications

Elsie is a delightful mix of Shih Tzu and Westie, with a snowy white coat and a heart full of energy. She's always on the go, whether it's running laps around the garden or keeping a watchful eye on the kitchen floor. A true foodie, Elsie makes her spot under the table at mealtimes, ready to catch any fallen crumbs with expert precision. But come Sunday morning, she transforms into a cuddlebug, curling up beside you for a well-earned snuggle.

Luna is the mischievous newcomer, Luna is a miniature poodle with a jet-black coat and a twinkle of trouble in her eyes.

TECH-CONNECT

View and interact with our Network Navigator style org chart

Cork on a Fork Fest

This food festival in Ireland is now in its 4th year. Cork on a Fork promises five days of food, talks, tastings, demos, kids' events and more, celebrating Cork's world-class local produce taking place from August 13th to 17th.

Click here for more information.

Galway Races

The Galway Races kick off at on the 28th of July to the 3rd of August, a week in Ballybrit, Galway. This prestigious festival has been running since the 19th century, so put on your best for the glamorous Ladies Day.

Click for more information.

Fleadh Cheoil na hÉireann 2025

Fleadh Cheoil na hÉireann 2025 will be held in Wexford town from August 3rd to 10th. The event, organised by Comhaltas Ceoltóirí Éireann, is the world's largest celebration of traditional Irish music, language, song, and dance. The festival will feature a Gig Rig on Wexford's Quay front with free live music, pop-up music events throughout the town, and scheduled concerts.

Click here for more information.

Earagail Arts Festival

Taking place from the 12th to the 26th of July in Donegal, this very distinct festival features immersive and participatory experiences in circus, music, spoken word and theatre, all celebrating a unique people, language and landscape.

Click here for more information.

Galway Film Fleadh

One of the more famous events in Ireland is the Galway Film Fleadh – a week-long international film festival taking place from July 8th to the 13th. As well as screenings, the fair also runs an annual Pitching Competition, masterclasses, case studies and forum.

Click here for more information