National Digital Health Conference
Better Together for Digital Healthcare 2023
Friday 1st December

RESOURCE PACK

This Resource Pack includes useful information and links around the work being done and being planned to transform digital health in Ireland
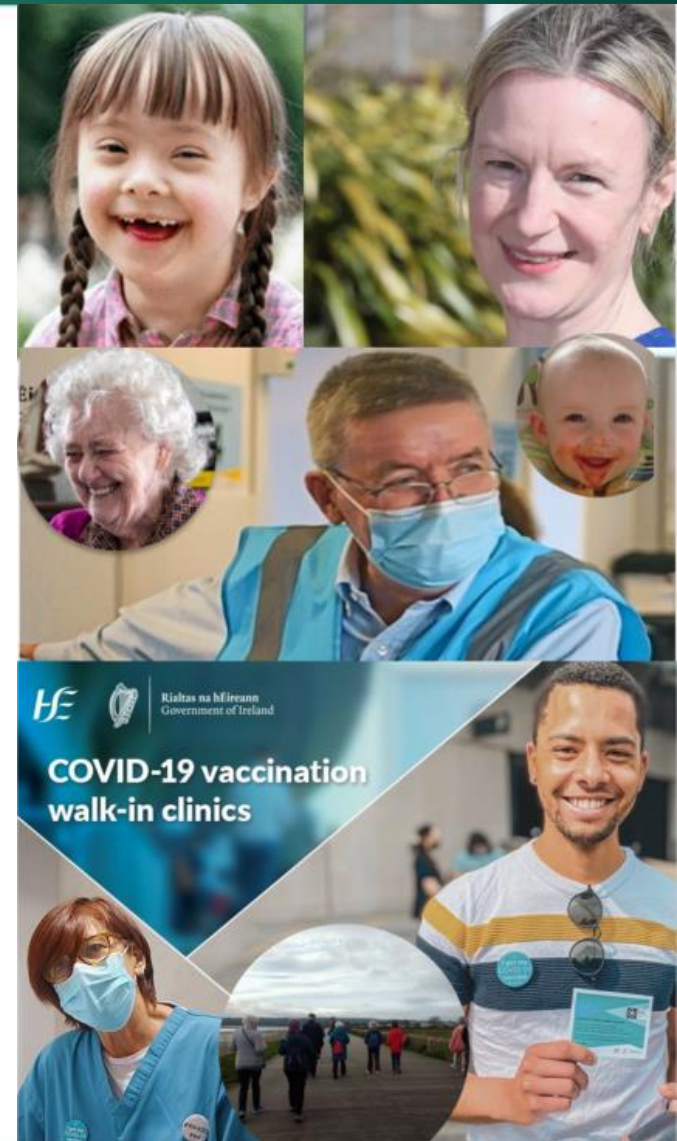
Health Regions

Why are we reorganising to six Health Regions?

Hospital Groups and Community Health Organisations serve populations that are grouped in different ways and covering different areas. This makes it hard for the health system to deliver integrated care.

Health Regions will provide services that are:

- Integrated, locally planned and delivered.
- Easier to access and navigate for patients and their families.
- Available closer to patients' home when they need them – right care, right place, right time.

Health Regions - What's decided?

Six geographical boundaries agreed within the HSE - Health Regions not separate statutory bodies

They'll use the HSE logo and be under the governance of the HSE Board

Following a transition period the Health Region management structure will replace existing CHO and HG management structures

Regional Health Forum structure to remain but will reflect Health Regions structure

Operational focus to move from HSE national to Health Region

HSE national will develop and oversee standards and guidelines for implementation at regional level
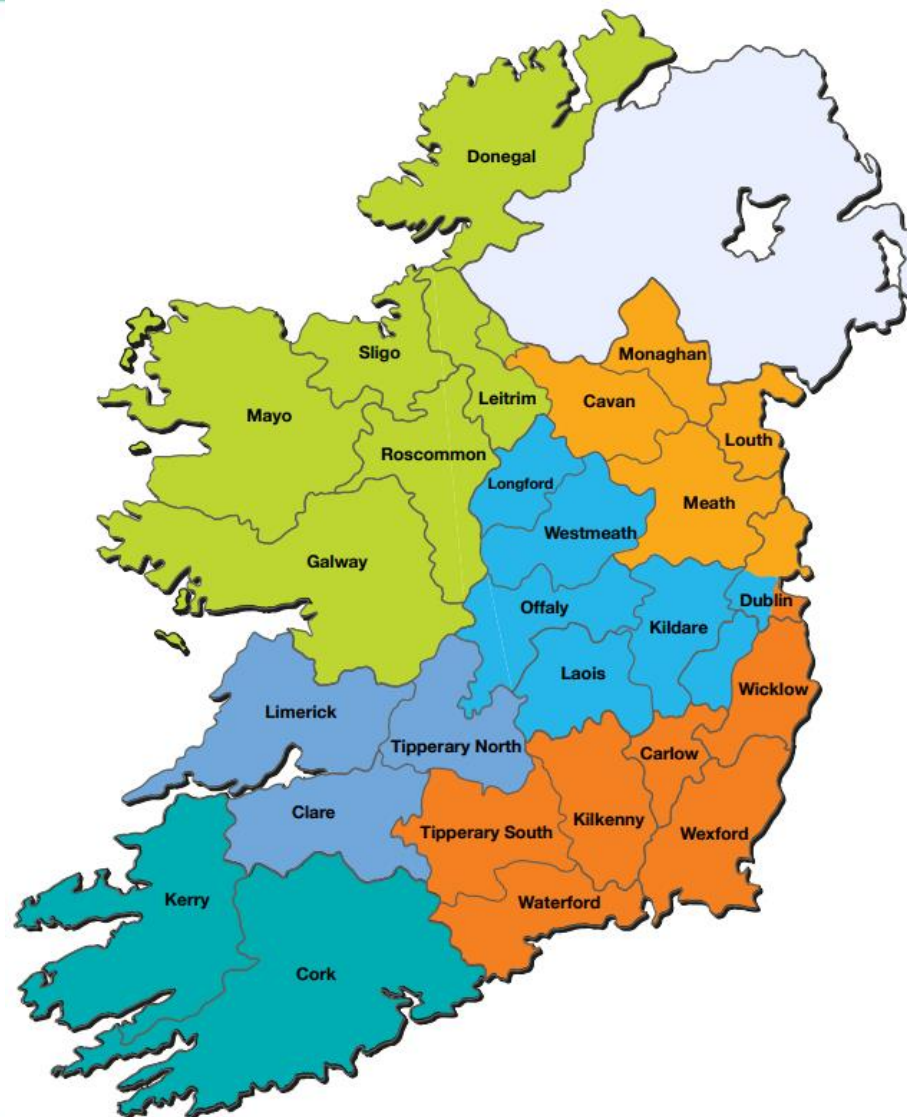
| Our Vison | Better health outcomes enabled by seamless, safe, secure, and connected digital health services and which support health and wellbeing for both our patients and providers. |
| Our Mission | To harness the power of digital to increasingly connect the delivery of health and social care services for our population. |

Digital Health and Social Care Framework

- Patient as an Empowered Partner
- Digitally Enabled & Connected Care
- Digitally Enabled Workforce & Workplace
- Data Driven Service & Capacity Management
- Digital Health Ecosystem & Innovation
- Digitally Secure Foundations & Digital Enablers
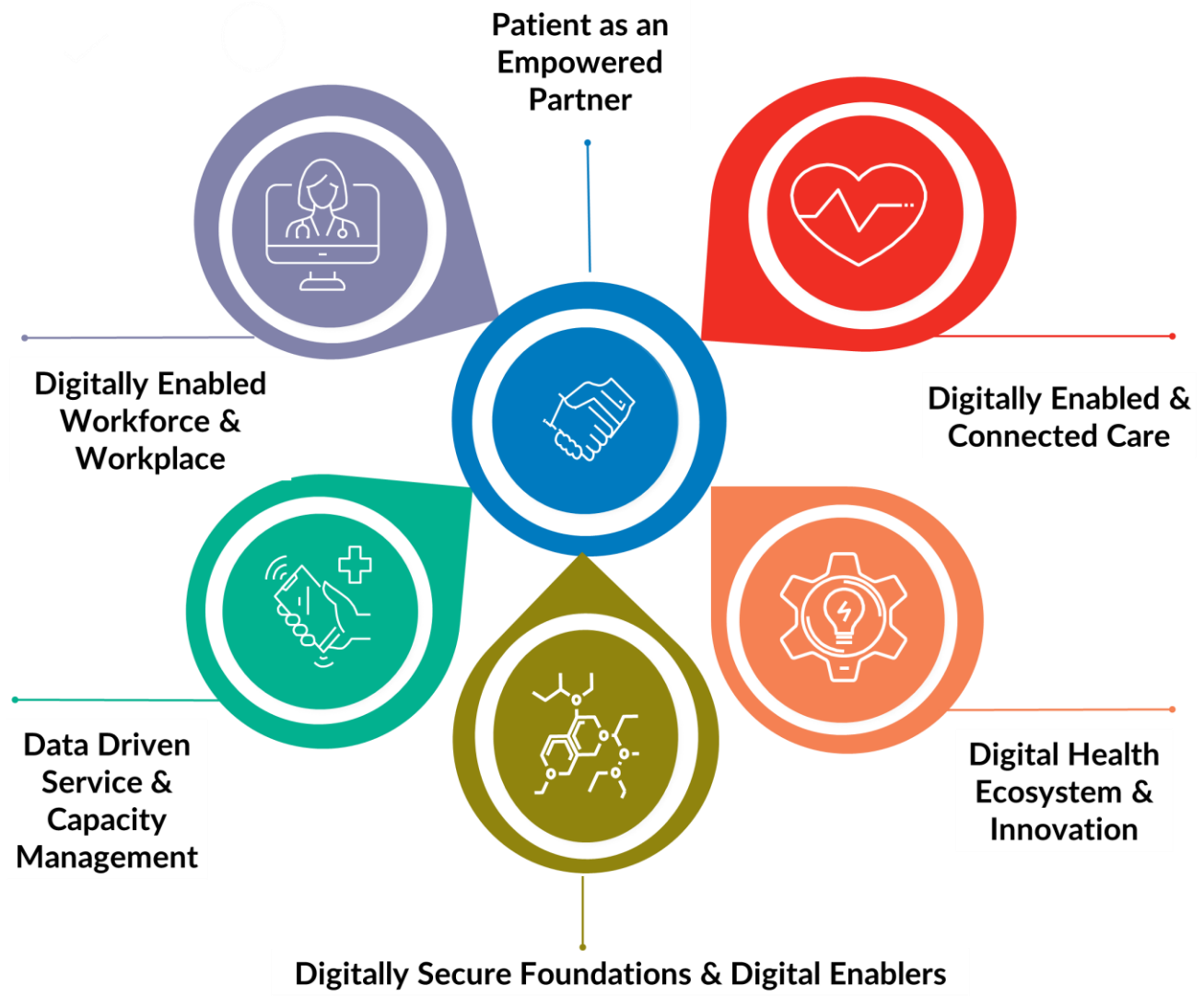
What will the Digital Health and Social Care Framework mean in practice ?

- The impact of digital will be more visible to patients

- Modernisation of the workplace for healthcare professionals

- Health Regions will have a greater role in delivery of the clinical and operational systems they need to serve their patient population

- It will be easier to direct resources to where they are most needed

- Better supports for agile development, innovation and scale up

- Strategic approach to investment in underlying infrastructure with legislation, standards and consent models to underpin data sharing

WATCH THIS SPACE!

The Plan to change Ireland's Digital Health Landscape

Further information can be found [here](#)

Digital Health Strategic Implementation Plan

What is the HSE Digital Health Strategic Implementation Plan (DHSIP)?

In alignment with the Department of Health Digital Health & Social Care Framework 2024-2030

The HSE is developing a Digital Health Strategic Implementation Plan which will be key to navigating Ireland's rapidly evolving digital health landscape.

It aims to transform & support digital healthcare delivery in Ireland, empower patients and service users, enhance trust and promote connected, streamlined and high-quality care for all patients and service users.

What is the Digital Capability Framework

The All-Ireland Digital Capability Framework for Health and Social Care (2022) is a robust patient centred guide to support all healthcare professionals to develop their digital capability. It is the result of an extensive consultation process and collaboration with The Australian Digital Health Agency, The ONMSD, NIPEC and National Health and Social Care Professional E-Health Advisory Group over a 3 year period.

The framework uses five domains of professional practice to outline the capabilities required to support individual professionals and organisations extending their digital health development rather than providing a rigid set of competencies.

Why do we need a digital capability framework

The framework offers a structure and support mechanism to establish a programme of work at all levels of the organisation that will support all healthcare professionals to grow and strengthen their digital knowledge and skills within the context of their roles, workplace settings and the professional standards that apply to their practice.

You'll find the full
document here

Helpful Resources for Telehealth:

Video Enabled Care(VEC), Remote Health Monitoring(RHM) and
Online Supports and Therapies (OST)

Please click on hyperlinks to view information

People

Hear from people who have used telehealth

Patient VEC Story 2 mins 9 secs

Clinician & Patient VEC Story 3 mins 17 sec

VEC Service Spotlight Sessions

VEC Webinars and Case Studies

National Evaluation of the use of VEC

RHM Webinars and Case Studies

OST Webinars and Case Studies

Helpful Patient Resources

Can you help me prepare for my video appointment?

Demo of Patient using Video 2 mins 24 sec

Helpful Healthcare Provider Resources

Information for healthcare providers

Process

Implementation Support

Video Enabled Care (VEC) Toolkit

Support documents to get you started

Change Management Resources

Process Mapping – Quality Improvement toolkit

Technology

What Equipment do I need?

How do I apply for video equipment?

HSE IT Acceptable usage policy

Roadmap, Policies & Guidance

The National Telehealth Roadmap 2024 - 2027

Telephone and Video SOP

Video Enabled Care Governance Document

Data Protection

Consent Policy

eHealth Telehealth Programme Team
Please contact - virtualhealth@hse.ie for further information

Integrated Community Case Management System

Introducing the Integrated Community Case Management System (ICCMS)

The Integrated Community Case Management System (ICCMS), is the core ICT system for all community services, with a single record for all service users, connecting services together and streamlining service user and staff experiences. Bridging the gap between community care, hospitals, and GPs, ICCMS is our step towards a more efficient, informed, and person-centred healthcare system.

For Staff:

1. Real-time access to a single patient record with all patient information in one place supporting clinical and operational decision making.
2. The ability to make changes to a patient record regardless of location.
3. Reduction in the repetition of data entry to eliminate data duplication and data errors as well as improve patient safety, save on staff time and support more time being available for direct patient care.
4. Provide a connected and integrated working environment supporting improved coordination and greater collaboration within and across our teams.
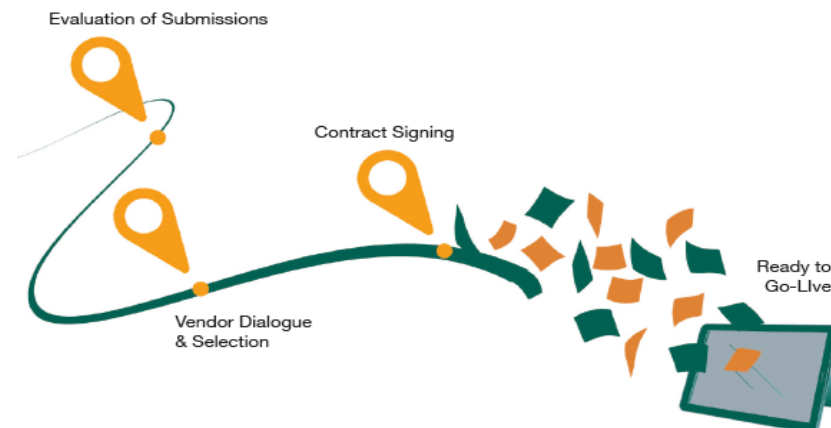
For Patients:

1. Patients no longer have to repeat their stories to different healthcare professionals providing care
2. Improved confidence that health care professionals will have better access to patient information at point of care
3. Improved patient outcomes by embedding prevention, self-management and health promotion as a standard at each stage of the patient's journey through the system.

For the HSE and wider population:

1. Improved safety, quality and tracking of patients throughout the entire care pathway.
2. Improved team productivity, increased transparency supporting accountability and governance arrangements
3. Supporting the organisation to meet regulatory requirements e.g. GDPR and HIQA requirements
4. Better planning for healthcare services through the use of good quality information

Implementation Roadmap

Throughout 2024, we will work with staff to understand and plan for the changes coming. In advance of Go-Live which will be phased in from 2025, we will work with our staff to understand, prepare and be ready for the changes coming.

- Evaluation of Submissions
- Vendor Dialogue & Selection
- Contract Signing
- Ready to Go-LIve

"Together, we're building a more connected and efficient healthcare future. Join us in making a difference. We are Better Together."

www.hse.ie/iccms

ICCMS

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SEE YOU NEXT YEAR - KEEP IN TOUCH!

#Better2getherDH2023

~B