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

A HOSPITAL AT HOME
The success of Virtual Wards

By Kate Hanlon,
Technology and Transformation Communications Team.

The HSE's Virtual Wards programme is changing how people experience hospital care in Ireland. It allows patients who would usually require a hospital bed to be safely monitored and supported in the comfort of their own home.

Two Virtual Wards went live in 2024 in St Vincent's University Hospital and University Hospital Limerick, with a further five sites due to go live by the end of 2025. This initiative involves significant collaboration across national and local clinical and technical teams, including the Technology and Transformation Telehealth Programme Team.

What is a Virtual Ward?
A Virtual Ward is a safe and efficient alternative to HSE bedded care that is enabled by technology. Virtual Wards support patients who would otherwise be in hospital to receive the acute care, monitoring and treatment they need in the comfort of their own home.

Using secure remote health monitoring systems, clinical teams track patients' vital signs, review their recovery, and step in quickly to support patients if needed. For patients, this innovative approach allows patients to stay under the care of the hospital team while benefiting from comfort and convenience of their home environment.

INSIDE THIS ISSUE

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Bringing improved population wellbeing, health service efficiencies and economic opportunity through the use of technology-enabled solutions.
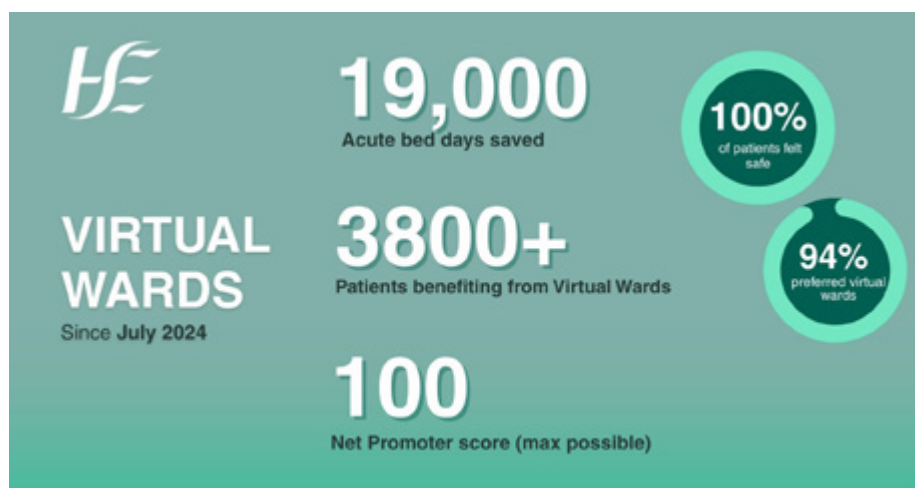
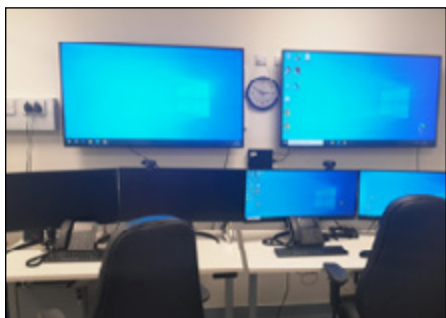# A Hospital at Home - the success of Virtual Wards

Virtual Ward staff at UHL LtoR: Christina Finnerty, Staff Officer; and Clinical Nurse Managers Linda Daffy (CNM3) and Jesna Jose (CNM2).

How It Works

If deemed clinically suitable, patients admitted to a virtual ward stay at home but remain under constant clinical supervision along clearly defined clinical pathways. Using connected sensors, the patient's key clinical measurements are taken at defined intervals throughout the day according to their clinical pathway requirements.

Measurable Results Since July 2024

The numbers show that the model is working:

- Over 1,900 patients have been safely supported at home to date meaning more than 3,800 patients have benefited; i.e. those patients using the virtual ward and those patients then gaining quicker access to the in-hospital bed becoming available.

- In excess of 17,000 acute bed days have been saved.

- 100% of patients said they felt safe under virtual ward care.

- 94% preferred this model to traditional hospital stays.

Net Promoter Score, a metric that gauges satisfaction by asking how likely someone is to recommend, has reached 100; the highest possible rating.

Patients also receive video calls from their care team at regular intervals, as required. Consultants carry out ward rounds remotely, reviewing information and making any necessary changes to treatment. The goal is to deliver the same level of clinical oversight and care as an inpatient ward in a physical clinical setting, but with the added comfort and convenience of home for patients.

Photographed above is the Virtual Ward Hub in University Hospital Limerick.

The programme supports Sláintecare principles and aligns with the HSE's Digital for Care 2030 roadmap. The system has been built to scale across the health service

The Patient Experience

Feedback from patients has been highly positive. Many describe the process as easy, reassuring and surprisingly simple to manage.

"I felt very safe, it's so easy, like using a phone or just putting on the telly. They're on the ball with everything, just brilliant." Tommy, Virtual Ward Patient.

A New Direction for Care

The success of virtual wards marks an important step in the HSE's digital transformation. It shows that, by using technology, high-quality care can extend beyond the hospital, supporting patients where they feel most comfortable — at home.

Public Service Transformation Week takes place from 10–14 November 2025. As part of this national DPER-led initiative, HSE Technology and Transformation will showcase how innovation and technology are helping to transform the way we deliver care.

This years theme, Transformation at Scale, highlights the incredible work happening across HSE Technology and Transformation to deliver better outcomes.

Hear from our CTTO Damien McCallion on driving innovation in healthcare, join Kevin Kelly for the AI for Care webinar, and discover how digital platforms like Community Connect and the CARE project's virtual ward are enhancing patient care as well as Surgical Hubs and the MedLIS programme.

Explore initiatives such as the SMILE Programme, NCIS, and the HSE Health App, each helping build a more connected, patient-centred health service.

Follow along on eHealthIreland.ie where we have a dedicated page for Public Service Transformation Week. Our social media channels will share content daily as we celebrate the people behind Ireland's digital health transformation and their commitment to building a smarter, more responsive health service for all.

Get involved by liking and sharing the videos we will be showcasing on LinkedIn, X and Facebook.

OCIMS Workshop brings teams together as programme nears go live

By Conor Griffin,
ICT Support Officer, Population Health.

Photographed above from L-R: Front Row: Susan Donnelly (T&T), Jen Rectenwald (Conduent), Ultan O'Broin (PH), Brid Ann O'Shea (HPSC), Molly Raynor (Conduent), Dearbhla De Lasa (PH). Second Row: Zona Foley (T&T), Gail Melia (HPSC), Santosh Nair (HPSC), Aine Creagh (HPSC), Joanne Moran (HPSC). Third Row: Cian Airoldi (PH), Justin McGoldrick (T&T), Pat Mulhare (HSE), Ajay Oza (HPSC), Gareth Doherty (HPSC).

In recent years, we've all seen how quickly infectious diseases and environmental health threats can emerge and evolve. The Covid-19 pandemic was a powerful reminder of the need for strong, connected systems that enable fast and effective responses. Systems like OCIMS play a vital role in building that readiness, helping to ensure we're better prepared for future challenges.

For those less familiar, the OCIMS programme, which stands for Outbreak, Case, Incident Management and Surveillance, is a national initiative to introduce a single, modern system for managing infectious disease outbreaks. It will also eventually replace the existing Computerised Infectious Disease Reporting (CIDR) system and provide a more streamlined, effective platform for surveillance. The OCIMS solution is being provided by a U.S. based company called Conduent and will bring significant improvements in how outbreaks and cases are tracked and managed. The OCIMS programme team itself is a collaborative effort, bringing together expertise from Technology and Transformation, Public Health, and the HPSC.

Workshop

On the 11th and 12th of September last, our OCIMS programme team had the pleasure of hosting two representatives from Conduent, who travelled from the United States to join us for a two-day onsite OCIMS workshop at Dr. Steevens' Hospital in Dublin. The event marked an important milestone in the OCIMS programme, bringing both teams together in person to share updates, review progress, and align on the next stages as we move towards OCIMS go live.

Over the course of the two days, the agenda focused on showcasing the system and holding discussions on programme priorities. The sessions gave both teams the chance to share progress, exchange ideas and align on the steps needed as we edge closer to OCIMS go live.

Photographed above from L-R: Front Row: Dearbhla De Lasa (PH), Noreen Noonan (T&T), Molly Raynor (Conduent), Dr Victor Aiyedun (HPSC), Susan Donnelly (T&T), Santosh Nair (HPSC). Back Row: Dr John Cuddihy (PH), Jen Rectenwald (Conduent), Justin McGoldrick (T&T), Cian Airoldi (PH). Many thanks to Cara Thornton and Sean Toner from T&T Training and Development for taking the team photos and to Dr. Elizabethanne Boran for providing a tour of the Edward Worth Library at Dr. Steevens' Hospital.

The workshop struck a good balance between demonstrations, roadmap discussions, and opportunities to strengthen collaboration across the different workstreams.

Library Tour

Outside of the workshop agenda, the Conduent and OCIMS teams were also treated to a tour of the historic Edward Worth Library at Dr. Steevens' Hospital by Librarian, Dr. Elizabethanne Boran. The library, which is a time capsule of the year 1733, houses a book collection mainly consisting of medical and scientific works. The collection was assembled by Dr. Edward Worth, a notable Dublin physician and former governor of the hospital. This tour provided a memorable highlight of the visit and a chance to connect informally, while also sharing a piece of Ireland's medical and cultural heritage.

Where is OCIMS now?

The OCIMS programme is being delivered in two phases and continues to make steady progress. The first major milestone has been reached, with completion and sign-off of the Technical Specification Documents and Development/Configuration for phase one. User Acceptance Testing is currently underway for phase one, and the Requirements and Design sessions are also underway as part of phase two.

What's next for OCIMS?

The OCIMS programme is progressing on schedule with technical go live of phase 1 diseases due to take place in late 2025. This will be followed in Q1 2026 by an operational (soft) go live. Looking ahead, phase two will extend functionality to additional diseases, including respiratory viruses, and deliver geocoding enabled case allocation and mapping.

If you are curious about the OCIMS ecosystem and would like to learn more, please feel free to reach out at digital.populationhealthdelivery@hse.ie. Our team is always happy to share insights and discuss the programme. Thank you for your continued support and collaboration as we move forward with OCIMS.

Diverse teams help co-design suite of new integration resources

By Joanne Weston,
Communications and Digital Officer, Organisation Development and Design.

Over recent months, HSE Organisation Development and Design (OD&D) has collaborated with system integrators to develop the Model for Integration, a practical, evidence-informed framework designed to support teams in delivering more integrated, person-centred care. Adapted from the SCIE Logic Model for Integrated Care (UK), it has been tailored specifically for the Irish health and social care context.


Following a call-out through our social media, eight diverse teams from across the country volunteered to test the model and its supporting resources. These include templates, prompt sheets, and signposting to tools from the Health Services Change Guide, along with an introductory webinar and instructional videos.

The 'test and refine' programme offers a unique opportunity for participants to co-design a national resource. Over eight weeks, participating teams engage in shared learning sessions facilitated by OD&D, creating space to exchange insights and learn from each other's experiences.

This initiative marks the first in a suite of team-based resources to support integrated care. Once refined, the Model for Integration will be rolled out nationally in 2026, with additional resources currently in development.

To find out more about the full range of OD&D supports and resources, scan the QR code on the image above or click here.

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.
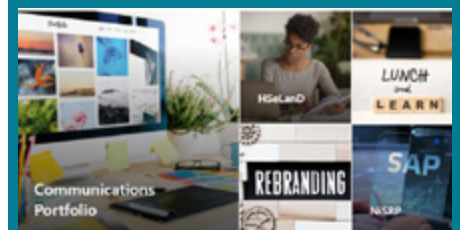
TECHNOLOGY & TRANSFORMATION
MOBILE TELEPHONY

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.

FHIR and the National Shared Care Record:
A Transformative Step in Irish Healthcare

By Patrick Marren,
MyHealth@EU Team Lead, Standards and Shared Care Records.

Photographed above from LtoR: Patrick Marren, MyHealth@EU Team Lead, SSCR and Grahame Grieve, creator of HL7 FHIR.

On 20th October 2025, HSE Technology and Transformation hosted a landmark event titled "FHIR and the National Shared Care Record", bringing together clinical and ICT professionals from across Ireland to explore the evolving landscape of digital health. The session featured two distinguished speakers: Kathryn Kissane, Deputy Delivery Director for Engagement and Delivery, and Grahame Grieve, the creator of HL7 FHIR and its Product Director.

Kathryn Kissane opened the event with a comprehensive overview of the National Shared Care Record (NSCR), a cornerstone of the MyHealth@IE programme. Designed to aggregate key healthcare data from hospitals, GP practices, and community care settings, the NSCR provides a read-only longitudinal view of a patient's health journey. It is not an Electronic Health Record (EHR), but a support tool to enhance clinical decision-making and empower patients in managing their care.

The NSCR is built on principles of interoperability, security, and patient-centricity, aligning with Ireland's obligations under the EU Digital Decade and the European Health Data Space (EHDS). It supports cross-border data exchange and is integrated into the HSE Health App, offering patients secure mobile access to their health information. Kathryn emphasised that the NSCR is being delivered incrementally, with data availability tailored to quality and readiness across different patient groups.

Central to the NSCR's architecture is HL7 FHIR (Fast Healthcare Interoperability Resources), the global standard for exchanging healthcare information electronically. FHIR underpins the secure transmission and storage of clinical data within the NSCR, the HSE App, and across the broader MyHealth@EU ecosystem. Its adoption ensures semantic consistency and real-time access for clinicians and patients alike.

Grahame Grieve's presentation provided a deep dive into the foundations, global lessons, and future trajectory of FHIR. He began by highlighting the challenges in healthcare IT—fragmented systems, lack of integration standards, and cultural and regulatory barriers. FHIR was developed to address these issues by leveraging web technologies to create an open, community-driven standard for healthcare data exchange.

Grahame described FHIR as "the web for healthcare," offering a RESTful API, extensibility frameworks, and support for multiple formats including JSON and XML. He stressed that while standards may seem costly upfront, they yield significant long-term savings through improved quality, reduced rework, and better institutional memory.

A key theme in his talk was FHIR's flexibility and scalability. It supports a wide range of use cases—from clinical documentation and medication management to public health reporting and consumer interactions. Grieve also discussed the importance of extensions and profiles, which allow FHIR to adapt to national and local requirements without compromising interoperability.

The session explored FHIR's role in governance, conformance, and ecosystem building. Grahame emphasised that successful FHIR adoption requires more than technical implementation—it demands strategic leadership, education, and community engagement. Initiatives like "Connectathons" and sandbox environments provide safe spaces for teams to learn and test FHIR integrations.

Ireland's use of FHIR in the NSCR and HSE App reflects global trends. In the US, FHIR is mandated for EHRs; in Europe, EHDS is driving adoption; and internationally, specifications like IPS (International Patient Summary) and IPA (International Patient Access) are shaping cross-border data exchange.

Grahame concluded with a candid reminder: FHIR is not a silver bullet. It provides a platform for agreement, but success depends on data quality, stakeholder collaboration, and thoughtful design. The synergy between FHIR and frameworks like openEHR was also discussed, highlighting ongoing collaboration to leverage each other's strengths.

This event marked a pivotal moment in Ireland's digital health journey. The insights shared by Kathryn Kissane and Grahame Grieve underscored the transformative potential of FHIR and the NSCR in delivering connected, patient-centered care. As we continue to build and refine these systems, the collaboration between clinical and ICT professionals will be key to unlocking their full value.

This hybrid event was recorded, and you can view the **FHIR and the National Shared Care Record** presentations by clicking this link.

COLLABORATING FOR A CONNECTED FUTURE:

Technology and Transformation Senior Management Team at the forefront of HealthTech Ireland 2025 Symposium - Transforming Healthcare, Together.

By Ben Kearney
Technology and Transformation Communications Team.

Last month's HealthTech Ireland Conference brought together innovators, policymakers, and healthcare leaders from across Ireland's health and technology ecosystem — all with one shared goal: to shape a more connected, data-driven, and digitally enabled health service.

Representing HSE Technology and Transformation were Damien McCallion, Fran Thompson, Tom Laffan, Neal Mullen, Louise (Lou) O'Hare, Prof. Richard Greene, and Loretto Grogan, Each played an active role in discussions exploring how innovation, data, and collaboration are transforming healthcare delivery for patients and staff alike.

Professor Richard Greene, Chief Clinical Information Officer spoke about the transformative role of laboratory medicine in Ireland's rapidly evolving digital health landscape. He highlighted upcoming milestones such as the Shared Care Record and the national electronic health record (EHR). Both initiatives aim to create a unified digital ecosystem where patient information—across hospitals, community care, and private facilities—can be securely accessed by clinicians and patients alike.

Turning to artificial intelligence, Prof. Greene spoke about the enormous potential of AI-assisted diagnostics, particularly in pathology and radiology. He noted that AI adoption must be accompanied by robust education and governance.

In closing, he said the ultimate goal is an integrated, intelligent diagnostic system that empowers clinicians, enhances patient outcomes, and positions Ireland at the forefront of the digital healthcare revolution.

Fran Thompson, Chief Information Officer (CIO) focused on the need for alignment with Sláintecare's vision of providing the right care, in the right place, at the right time. This requires not just integrated care but integrated data.

Looking ahead, Fran underscored the need to bridge legacy systems with emerging technologies, ensuring that both clinicians and patients have a single, accurate, and connected view of care. Fran emphasised that, "connected health isn't just about technology—it's about people, trust, and collaboration."

Fran also focused on how data standards play a crucial role in bridging these gaps.

Structured workflows are essential for linking multiple systems across healthcare. Leveraging these innovations to improve integration requires continuous adaptation and strategic foresight. Integration efforts must balance enterprise-scale initiatives, such as hospital-wide systems, with local care teams and community-based services, ensuring that the patient remains central rather than the technology itself.

By doing so, the HSE can provide clinicians and patients with a single, coherent view of health information, supporting better outcomes and more efficient service delivery.

Loretto Grogan, National Chief Nursing and Midwifery Information Officer spoke about the operational benefits of AI in managing theatre scheduling and patient flow, areas where hospitals face constant challenges. Loretto emphasised the importance of embedding nursing and midwifery expertise in digital decision-making and highlighted the growing role of AI in healthcare and the responsibility to ensure it is implemented with care.

Loretto explained that Ireland's new AI Strategy and Framework, is built on four pillars: AI for Clinical Care, Operations, Research and Innovation, and Public Health. Nursing and midwifery are embedded in each pillar.

In closing, Loretto highlighted the importance of digital literacy and upskilling. Nurses must be supported to understand and trust the tools they use. "We need to empower our workforce with the confidence and knowledge to use digital systems effectively. When clinicians feel included and competent, patient outcomes improve."

Neal Mullen, Chief Information Security Officer (CISO) spoke about how cybersecurity has become one of the most critical risks facing healthcare organisations today. The HSE, like many health services worldwide, operates in an environment of constant cyber threat. The threat landscape includes ransomware attacks, which can disable critical systems and disrupt care delivery. Such attacks do not necessarily target the privacy of patient records alone; their impact is often felt most acutely in the interruption of services.

Collaborating for a connected future: HealthTech Ireland Conference

The HSE has invested in developing a cyber-resilience function, expanding its team from a small group of specialists to a robust unit capable of addressing complex threats.

Neal emphasised that effective cybersecurity in healthcare is a balance of technology, governance, and human factors. It requires investment in skilled personnel, robust systems, standardised processes, and a culture of vigilance and preparedness.

Tom Laffan, Chief Data and Analytics Officer (CDAO) spoke about the challenge and opportunity of transforming Ireland's health data landscape into a connected, patient-centred ecosystem. He began by acknowledging that while there are really good pockets of digital innovation within the HSE, much of the system still relies on paper-based or siloed data systems that cannot easily share information.

A major advancement in addressing these challenges has been the introduction of the Individual Health Identifier (IHI). Embedded across multiple HSE systems, the IHI enables disparate data sources to be linked, forming the foundation for the Shared Care Record. This platform will allow information from GP practices, hospitals, laboratories, and community care settings to be brought together, creating a single, holistic view of each patient's care.

Tom explained that the HSE has implemented training programs designed to improve data literacy and raise awareness of the potential value of consistent, high-quality data. By fostering a culture that prioritises data as a shared asset, the HSE is laying the groundwork for safer, more efficient care delivery.

Tom also spoke about how the shared care record has implications for patient empowerment. Once fully implemented, patients will have better access to their own health information, and clinicians across different care settings will be able to access relevant data without unnecessary duplication of tests or procedures.

Lou O'Hare, Assistant National Director, Sláintecare Transformation and Innovation Office (STIO) provided an insightful overview of her role in the STIO and their mission in supporting innovation across the Health Service. With a clinical background as an emergency nurse practitioner, Lou maintains active patient-facing work alongside her administrative responsibilities, ensuring she remains connected to frontline needs. This dual perspective allows her to understand the operational challenges in hospitals and the private sector, translating those experiences into strategies for guiding innovation across the health system.

The STIO is working to address these gaps by providing governance, guidance, and a centralised support structure. This involves streamlining funding mechanisms, offering consistent evaluation tools, and ensuring equitable access for stakeholders, including frontline staff, industry partners, and academic collaborators. A critical part of this effort is the development of a comprehensive innovation framework, co-designed with the Department of Health, HSE, industry, and industry academia.

In addition to governance, the STIO focuses on embedding a culture of learning across all initiatives. Lou emphasised that projects should not be viewed through a lens of failure if they do not meet initial objectives. Instead, each initiative provides valuable insights that inform future projects, creating a cycle of continuous improvement. This mind set encourages experimentation while maintaining accountability and alignment with broader system goals.

Damien McCallion, Chief Technology and Transformation Officer (CTTO) closed the event, speaking about how partnerships in Ireland's health sector have evolved significantly over the past year, demonstrating the importance of collaboration across government, agencies, hospitals, industry, and academia. A year ago, the signing of a memorandum of understanding (MOU) marked the beginning of this journey. Representation from multiple sectors—including public and private hospitals, government departments, and industry partners—has facilitated meaningful engagement, enabling a coordinated approach to addressing challenges and leveraging opportunities. This collaboration has been particularly important in areas such as diagnostics, clinical trials, and the strategic digital and innovation agendas.

Another significant achievement Damien highlighted was the progress in EHRs and associated digital infrastructure, highlighting how careful planning, governance, and collaboration can translate innovative ideas into scalable solutions that benefit patients and the wider health system.

Looking ahead, Damien spoke about focusing on consolidating the achievements of the past year and building on them to deliver further benefits. The coming year will involve expanding partnerships, continuing to strengthen governance and ensuring that innovations are implemented in a way that maximises value for patients and staff. By maintaining a culture of collaboration, learning, and continuous improvement, Ireland's health system can achieve sustainable, scalable innovation that enhances care delivery while remaining aligned with strategic national objectives.

MN-CMS EHR PHASE 2 COMPLETE
Expanding Digital Care Across Ireland's Maternity Services

By Mary Mullins,
Change and Transformation, Risk Management Lead, MN-CMS EHR.

Pictured above are members of the multidisciplinary teams from the Coombe Hospital, Oracle Cerner and MN-CMS EHR National Project teams.

The Maternal and Newborn Clinical Management System (MN-CMS) EHR National Programme in collaboration with Oracle Cerner and the site implementation teams are delighted to announce the successful roll out at the Mid West region and The Coombe Hospital thereby completing Phase 2 of the programme. It reflects the dedication of both local and national teams working together, including significant support from the Phase 1 sites, to deliver digital change.

This is a significant advancement in the delivery of maternity, neonatology, and gynaecology care as the MN-CMS EHR now supports approximately 62% of all births in Ireland and marks a key milestone in the HSE's commitment to delivering safe, integrated and person-centred care. It strengthens communication across hospital and community services, supporting safer, more coordinated care for women and newborns.

On 11th October the Coombe Hospital became the final standalone maternity hospital to successfully adopt the MN-CMS EHR followed by its community based antenatal clinics from 13th October. This follows the successful implementation in HSE Mid West which became the first region in Ireland to complete the implementation of the MN-CMS EHR with all specialties; maternity, neonatology as well as gynaecology in July 2025. They join Cork University Maternity Hospital, University Hospital Kerry, the Rotunda Hospital, and the National Maternity Hospital in this national programme. As part of the HSE Digital for Care 2030 strategy, the remaining 13 maternity units, and their related clinics are expected to implement the system in the next five years as part of this transformative national programme.

With the MN-CMS EHR in place the new sites are connected with the hospitals and clinics already live on the system, ensuring that expectant mothers' complete health records are accessible, regardless of where they receive care. Additionally, MN-CMS EHR helps staff to accurately code diagnoses and procedures, receive near real-time notifications if the patient has an increased risk of certain conditions, and convert raw data into actionable insights by identifying patterns and trends that can elevate care delivery and help improve outcomes.

The key benefits of the MN-CMS EHR include:

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

MN-CMS EHR Post Implementation Support Team

Once live the MN-CMS National Back Office (NBO) in collaboration with Oracle Cerner Application Management Services (AMS) assumes responsibility for the maintenance, development and optimisation of the system in partnership with all clinical sites back offices

The MN-CMS NBO facilitates optimal support to the system, works collaboratively with the system vendor Oracle Cerner and the local back office teams, on business as usual (BAU) activity ensuring safe optimisation and development of functionality to support patient care

MN-CMS EHR NATIONAL BACK OFFICE

The MN-CMS NBO provides a 24/7 on-call service to all MN-CMS EHR sites as a 3rd tier support following escalation of issues through local issue logging processes by designated site personnel and Oracle Cerner AMS support teams.

future site engagement and all other necessary tasks

- Works closely with MN-CMS National EHR Project team workstream Leads & Local back Office teams on BAU activity associated with live site support

Responsibilities:

- Ensures Change Advisory Board (CAB) processes are maintained and configuration verification is available in a structured format pre and post changes to MN-CMS path to live and production systems

- Provides System continuity management, support on system configuration

- Oversees and monitors Service Level Agreements of system incidents and formal communication to sites of any incidents

- Manages and coordinates the domain strategy, including management, maintenance and planning of activity

- Engages and coordinates with the technical resources from the HSE and Oracle Cerner to ensure ICT requirements are met appropriately

- Supports and oversees system upgrades, system testing, training and SOPs

- Works closely with MN-CMS EHR National Project team to assist with implementation tasks such as testing, data migration, interfacing, reporting,

- Ensures Data Protection and Information Governance requirements are complete and appropriate

- Collaborates and communicates with the necessary HSE projects, such as MedLIS, IHI

- Contributes to national policy development, working with other National Project Team (NPT) Workstream leads

While supporting BAU for the six live sites is the focus for the MN-CMS EHR National Team, the optimisation roadmap pursues 'added value' and optimisation and intend to initiate projects shortly to implement integrated clinical digital dictation, Blood gas POCT as well as 2026 deliverables which include Patient Portal, the move of MN-CMS EHR data to HSE data-lake, MN-CMS as a mobile application PowerChart Touch, and an upgrade to the EHR clinical code.

View this photo reel from the MN-CMS EHR successful rollout with Oracle Cerner in the Mid West and The Coombe.

Technology & Transformation
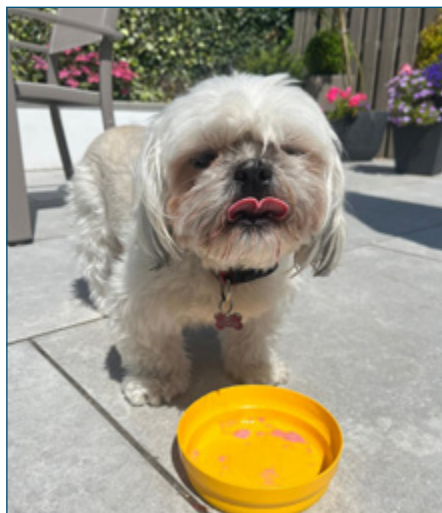## Pets Corner

Meet: Arlo

Arlo's story began during Covid, when he found his forever home with Erica Byrne from the Technology and Transformation Human Resources and Employee Relations team. A rescue pup from the DSPCA, Arlo has been spreading love and happiness ever since he bounded through the door.

From day one, it was clear he's the cuddliest little dog you could ever meet — always happiest when he's snuggled up on the couch or sitting right beside you, just to be close. But when the lead comes out, everything else fades away! The moment Arlo spots it, his tail starts wagging, his eyes light up, and he's ready for adventure. Walks are truly the highlight of his day, whether it's exploring new paths or simply enjoying the breeze.

Like most dogs, Arlo has a soft spot for treats

— especially his beloved denti sticks. He'll sit patiently, tail gently swaying, waiting for his favourite snack.

At the end of the day, Arlo is the definition of happiness — a cheerful little companion who fills the house with warmth, love, and laughter. He's proof that sometimes, the best things in life really do come with four paws and a wagging tail.

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

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.

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.

Too soon for Christmas? Maybe not!

Your Christmas guide to Irish gifts and Christmas Markets around the country

By Ryan Campbell,
Technology and Transformation Communications Team.

As the festive season approaches, many of us begin the hunt for the perfect Christmas gifts. To make your holiday shopping easier and more meaningful this year, we've compiled a list of fantastic independent Irish shops offering unique, ethical, and beautifully crafted presents. Whether you're after delicious food gifts, natural skincare, eco-friendly essentials, or personalised jewelry, these businesses have something special to brighten up your Christmas.

Mezze - A Taste of the Middle East

Based in Tramore, Co. Waterford, Mezze.ie is a charming independent deli that offers an exquisite range of food-focused gifts. One standout option is their Middle Eastern-inspired hamper, filled with premium, house-made mezze products, authentic Middle Eastern ingredients, and select Irish artisanal foods — all presented in a gorgeous Moroccan straw basket. Perfect for food lovers who enjoy discovering new flavors, this hamper promises to bring the vibrant spirit of bustling markets straight to your holiday table.

Oxmantown Skincare - Natural, Vegan, and Handcrafted Skincare from Dublin

For those who appreciate self-care, Oxmantown Skincare offers a beautifully curated range of natural skincare products made by hand in Dublin's Stoneybatter. Certified vegan and cruelty-free, their creations are crafted using organic and botanical ingredients sourced sustainably. This Christmas, they've put together three exclusive gift boxes designed to help your loved ones "share the gift of self-care" with eco-friendly packaging to boot.

Palm Free Irish Soap - Ethical, Plastic-Free Clean Living.

For over 30 years, this family-run Clare business has been a trusted source for environmentally friendly and palm-oil-free alternatives to conventional soaps, shower gels, and washing powders. PalmFreeIrishSoap.ie offers a perfect gift option for anyone looking to reduce their plastic footprint and make more ethical choices without compromising on quality.

Far fetched Accessories - Beautiful, Affordable Jewelry and Personalized Gifts

If you're looking for something to sparkle under the tree, Farfetched Accessories is a go-to destination. Featuring three collections designed by the owner, this site also offers Stackers personalised jewelry boxes, making it easy to gift something truly special. Whether it's a delicate necklace or a thoughtful keepsake, their range promises elegance at an affordable price.

Silver Works Dublin - Craft Your Own Silver Ring Experience

Looking for a unique experience gift? Silver Works Dublin offers workshops where you can learn to make your own silver ring — ideal for couples, friends, or group parties. At the end of the session, you'll take home a one-of-a-kind custom ring, crafted by your own hands. It's a memorable way to celebrate the festive season and create lasting memories.

For those seeking a festive day out this holiday season, Ireland offers a wonderful selection of Christmas markets that perfectly capture the magic and warmth of the season. From twinkling lights and the scent of mulled wine to stalls brimming with handcrafted gifts and seasonal treats, these markets are the ideal way to get into the Christmas spirit. Whether you're looking to browse local artisan crafts, indulge in delicious festive foods, or simply soak up the joyful atmosphere, there's something special waiting in every corner of the country. Here are some of the most enchanting Christmas markets to visit in the lead-up to Christmas.

Get into the festive spirit with Ireland's Christmas Markets

This month's events calendar highlights some of the country's most popular Christmas Markets, each offering a festive mix of food, gifts, and entertainment.

Galway Christmas Market – Set in Eyre Square, this market features wooden chalets, artisan crafts, festive treats, and fun rides including a carousel and a 32-metre Big Wheel.

Waterford Christmas Market (Winterval) – Ireland's largest Christmas festival transforms the city into a winter wonderland, with handcrafted gifts, local food, and live performances.

Belfast Christmas Market – Located at Belfast City Hall, the market offers locally produced goods, European delicacies, and festive entertainment in a picturesque setting.

Cork Christmas Market – The Marina Christmas Market becomes a charming winter village, filled with artisan goods, seasonal treats, and cosy food stalls.

Each market brings its own unique charm, but all share the same festive spirit, making them perfect destinations for enjoying the season, shopping for gifts, and soaking up the holiday atmosphere.