

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

National Shared Care Record

Progress and next steps in Ireland’s
digital healthcare transformation



By **Olivia Crinion**,
Communications Officer, Digital for Care Team.

What is the NSCR

The National Shared Care Record (NSCR) will be a digital record of a patient’s key healthcare data aggregated from various electronic data sources and settings such as health information systems found in hospitals, general practice and community services, into a centralised and secure platform. The result will be a record of key

data covering the provision of care across primary, secondary and community care. This data will ultimately be available to all healthcare professionals through a clinical portal, and to patients and their carers through the HSE App and patient portal, to inform health-related decision making.

Continued to next page.

INSIDE THIS ISSUE

National Shared Care Record – Update	1-2
NSD – supporting healthcare through technology	3
HSE Health App triumphs at the eGov Awards.....	4
CSE Team – Celebrating Success	5
NCSICS – successful go-live in Kerry	6
Community Connect	7
2025 Internship Programme Graduation	7
Stretch like nobody’s watching!	8
National Electronic Health Record (EHR)	9
Launch of SAP CoE HR/Payroll and Reporting Hub	10
National Change Freeze	10
Windows 11 Deployment Across HSE	11
Pet’s Corner	12
Inside the Change Guide	13
Formula Trinity at Silverstone	13
Upcoming Events	14

NSCR: Progress and next steps in Ireland's digital healthcare transformation

Beginning the Journey

In 2023, the HSE embarked on a significant initiative to procure a mature shared care record product using the competitive dialogue procedure. This approach was adopted to ensure that the procurement process was thorough, transparent and resulted in the best possible solution, while aligning with the Sláintecare vision of patient-centred, integrated care. The NSCR vendor partner chosen was EY Ireland, and the system is based on the Better platform which was used in the successful One London project and has been refined for the Irish healthcare setting and use cases.

The NSCR team began a six-week discovery phase in March 2025 with a broad range of representatives. There were 42 workshops in 4 workstreams concentrating on data, technology, programme, and user and service blueprint, on which we had both patient and healthcare practitioner input.



We also established governance structures and clinical leadership for the NSCR as a product within the MyHealth@IE Programme. The NSCR has a Clinical Sponsor, a Clinical Lead, and in addition to the NSCR Programme Board and MyHealth@IE Steering Group, we have a specific Clinical Authority Group with representatives from across the healthcare professions. This group ensures that clinical stakeholders are represented in the design and delivery of the NSCR and HSE App, and in particular provides oversight and advice on clinical safety.

We've now moved to the delivery stage and are working with Waterford Wexford Healthcare Area as the first release location of the clinical portal. Working with a limited group for engagement, training and implementation activities will help us to better understand the potential benefits and gain feedback that will help us to roll out the NSCR nationally at scale.

Work to Date

A number of engagements took place from July through September with healthcare professionals in Waterford Wexford. Over 400 staff from across various disciplines have been recruited to become initial users of the application, with a subset volunteering to contribute to User Acceptance Testing (UAT) and/or being part of the Change Network.

We now have a demo environment with sample patient data and completed the first round of UAT in August. UAT 2 is scheduled to take place in early November, followed by Release 1 of the clinical portal to Beta Users with a limited number of target datasets at the end of November.

What's next for the NSCR

In 2026, a number of parallel activities are planned:

- Commence rolling out access to Release 1 datasets to healthcare professionals nationwide
- Release three groups of additional datasets, adding depth and value to the NSCR, and
- Integrate and align with the HSE App.

It is important to note that the NSCR won't have all the data we expect to pull together in the initial release; this is an incremental process to build a National Shared Care Record for Ireland in an agile manner. It will grow and change over time as more healthcare data becomes digitised and we gain access to digital data from more healthcare settings with the enactment of the Health Information Bill.



Over time, the National Shared Care Record will become a valuable tool for healthcare professionals and contribute to better coordination of care.

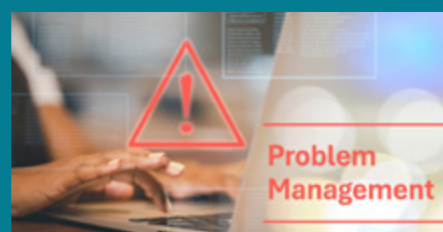
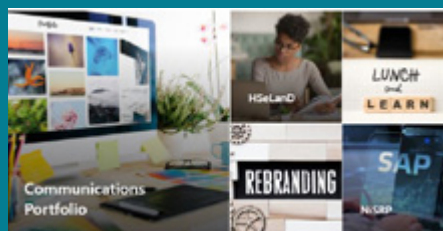
For more information on the NSCR [please visit the website](#) or email NSCR@hse.ie.

Photographed on the front page from LtoR: Dr. David Hanlon, NSCR Clinical Lead; Kathryn Kissane, Deputy Delivery Director, Engagement and Delivery, SSCR; Prof. Richard Greene, HSE Chief Clinical Information Officer HSE.



Your one-stop-shop for Technology and Transformation

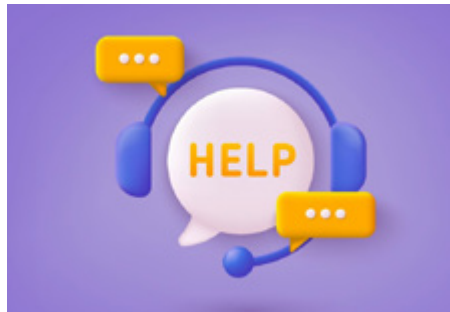
Discover a wealth of resources designed to support you in your role. Our eHub is your one-stop destination for everything you need—right at your fingertips. Simply click on any of the icons below to access key areas, explore valuable tools, and uncover helpful information.



NATIONAL SERVICE DESK (NSD)

Supporting healthcare through technology

By NSD Management Team.



In today's healthcare system, reliable and responsive ICT support is a necessity, from ensuring patient records are accessible, to keeping critical hospital systems online, technology underpins almost every aspect of healthcare. NSD is the Health Service Executive's (HSE) single point of contact for ICT support, serving as a vital link in patient care.

With a dedicated workforce of around 250 staff, NSD provides both remote and desk-side support across the health-care system. Our goal is simple but essential: to deliver high-quality, efficient, and user-centric IT support that enables healthcare professionals to provide the best patient care possible.

The stats from 2024

The scale of NSD operations highlight just how vital the service is to the HSE. In 2024 alone, the NSD supported 100,000+ users, logged 569,280 tickets, and answered more than 352,000 phone calls. These aren't just numbers, behind every ticket and call is a healthcare professional or support staff member relying on ICT systems to provide safe, efficient patient care and keep essential services running.

Equally important is the quality of support delivered. An impressive 80% of tickets were fully resolved by the NSD team, showcasing the depth of expertise and capability within the service. Feedback from users has also been outstanding, with a 96% satisfaction rate, a clear reflection of the team's professionalism, dedication, and commitment to delivering the best possible experience. This aligns closely with the findings of the recent T&T survey, in which NSD played a central role and accounted for the majority of user interactions.

What we do

From hospitals to community clinics, health centres to administrative offices, NSD is a

trusted partner. We manage incidents, process requests, and ensure smooth access to digital tools and services. Whether it is setting up new accounts, troubleshooting devices, or supporting large-scale system rollouts; our teams ensure the right technology is in place at the right time.

NSD's remit is wide-ranging, covering a vast array of software, hardware and clinical IT issues.

We are front facing, and our impact is felt every day by keeping ICT systems reliable, secure, and accessible. NSD ensures healthcare professionals can focus on what matters most which is delivering effective and efficient patient care.

Looking Ahead: projects on the horizon

Technology in healthcare never stands still, and the NSD is at the heart of several major projects. We are preparing for the following:

National Password Reset Project: this will allow end users to reset their passwords without contacting the service desk. [Visit this link to the Ivanti Dashboard](#) - includes a step-by-step guide, a short video and some FAQ's.

Windows 11 Project: We are currently involved in assisting the Win 11 project team with the upgrade of more than 66,000 devices from Windows 10 to Windows 11. The scale of the project demands precise planning and cross-functional collaboration between NSD and the project team.

Upgrading Microsoft Office 2016 Across HSE Estate: NSD are currently engaged in this project, which is being deployed across the HSE estate. This will reduce legacy compatibility issues and standardise the estate going forward.

Single Sign On (Imprivata): This currently being rolled out in hospitals nationwide to allow clinical staff to use swipe cards to login and log off machines. With Single Sign On, they log in once and get seamless access, saving valuable minutes in emergencies.

Ivanti Neurons: A major upgrade to our ticketing system is scheduled for implementation by the end of Q4 2025. The upgrade will deliver additional functionality to support service improvements, streamlining both the end-user experience when logging calls and the service desk workflow when resolving them.

Team effort

At NSD, we're more than just a service desk, we're multiple teams working together to support hospitals, primary care centres, nurses, and doctors. By keeping systems running smoothly, we play our part in the patient journey, helping frontline staff, administration staff and management focus on delivering the best possible patient care.

NSD's culture of collaboration and continuous improvement makes it possible to handle challenges at scale while keeping a clear focus on the individual user's needs.

Paul Moore NSD Manager: "Since stepping into the Service Desk Manager role in December 2024, I've had the privilege of leading a period of continued growth and improvement within NSD. A key focus has been the expansion of our services and ensuring we're consistently enhancing the experience for our user base. I will be overseeing the transition from our current version of Ivanti ticketing system to Ivanti Neurons, while driving a number of continuous improvement projects that support our long-term goals.

One of the most rewarding parts of the role so far has been getting to know the staff and wider teams across the service. Reaching out, building those connections, and understanding how we can best support them has been invaluable in shaping our approach. I'm really enjoying my time with NSD, the role is both rewarding and challenging, and I look forward to building on this momentum in the months ahead".

Continuing our journey

As technology continues to transform healthcare, the NSD remains committed to innovation, service excellence, and supporting the evolving needs of the HSE. This has an impact every time a clinician accesses a patient record, a nurse updates medication charts, or an administrator supports frontline staff.

End users have already logged more than 412,000 tickets this year and we're on track to see circa 600,000 tickets before year's end.

If you are curious about the NSD and the projects underway or would like to learn more about how ICT is supporting healthcare, please feel free to reach out.

The NSD team is always ready to share insights, knowledge, and expertise as we continue building a stronger, more connected health service.

How to contact us:

- SharePoint Site: [National Service Desk - Home](#)
- ICT.NSD@hse.ie
(for information purposes only and should not be used to log tickets).
- Phone: 0818 300 300
- [NSD Self Service](#)

HSE Health App Triumphs at the eGovernment Awards

By Deirdre O'Regan,
ICT Programme Manager Technology and Transformation.

The 2025 eGovernment awards were held on 18th September 2025, in O'Reilly Hall in UCD. The HSE App won in the Health and Telemedicine category. Presentations were made by Jack Chambers, TD Minister for Public Expenditure, Infrastructure, Public Services, Reform and Digitalisation.

Judging in this category prioritised projects that demonstrated accessibility, effectiveness and equity in healthcare delivery, showcasing innovative uses of technology to improve patient outcomes, expand access to healthcare services and enhance efficiency in healthcare administration, whilst also valuing privacy and security measures being prioritised.

There are many teams involved in HSE App delivery including HSE App project team,

Cloud Hosting, CISO, IIS, A2I, HSE Digital, HSE Live and the services involved in supporting the features being deployed to the app. Only a small proportion could attend the event but this recognition is a culmination of all their hard work over the past two years and on-going to date. The main app vendor is Nearform, who sponsored the table on the day. Other vendors involved include Dept, Deloitte, Microsoft and more.

The following videos were provided by the eGovernment Awards Event Manager:

- [Judges Commentary on the Health and Telemedicine category](#)
- [Comments from the Team receiving the award](#)
- [Awards Highlight Video](#)



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.



Photographed above from LtoR: Tara Looney, Sabrina McDonnell, John Gilmartin, Deirdre O'Regan, and Niamh Crossan.

EAPandME

Employee Assistance Programme

Many of us experience stresses and strains in our work and personal lives and might be wondering if there is anyone there to help.

Call **0818 327 327**
to speak to someone who can help.

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.



CELEBRATING SUCCESS:

How the CSE Team is making a difference

APPLICATION MODERNISATION PROGRAMME (AMP)

By Deirdre O'Regan, Andrew Conway, Javeriya Shaikh, Caleb Brennan, Michael Walsh and Eimear Duggan.
CSE SAS Project Team.

The Application Modernisation Programme (AMP) is designed to upgrade applications that currently sit on out-of-support Windows or SQL servers. These upgrades are critical for strengthening cybersecurity, reducing risks, and ensuring compliance with modern IT standards. Most importantly, they bring real improvements to patient care and staff efficiency across the health service.

Compuscope – Supporting Cancer Care at Cork University Hospital

The Compuscope Patient Management and Audit System plays a vital role in Colposcopy clinics as part of CUH's cancer care programme. It was migrated from Windows 2012 to Windows 2022, removing the risks of unsupported systems.

This upgrade means clinicians now have faster, more reliable access to real-time patient information, supporting quicker and more accurate diagnoses. Server performance improvements have reduced downtime, freeing staff to spend more time on patient care rather than dealing with delays or system errors. Security enhancements have strengthened the protection of sensitive patient data, while compliance with regulations is now assured.

Crucially, the modernised platform can scale to meet growing patient needs, ensuring cancer services remain resilient and future-proof.

Care Partner – Mental Health Services for the Homeless

The Care Partner application supports the Dublin Access Team in delivering mental health services to people experiencing homelessness. Migrated in January 2025, the upgrade transformed service delivery almost overnight.

Routine administrative tasks are now automated, saving between 20–30 minutes per patient and in some cases giving staff back 2–3 extra hours per day for direct care. A new tagging system

allows quick retrieval of prescriptions, referral letters and other critical documents, directly enhancing patient safety.

Centralised records and improved communication tools have streamlined care coordination, while the move to supported servers has eliminated major cybersecurity risks. For a highly vulnerable patient group, the benefits have been immediate: faster responses, safer care, and more time for frontline support.

Plumtree – Laboratory Document Management

The Plumtree application, used at University Hospital Kerry to manage laboratory request forms, was upgraded in April 2025. This migration ensured secure, stable and efficient access to critical clinical documentation.

With servers now fully supported, the risk of system failure or data loss has been greatly reduced. Staff can retrieve archived forms more quickly, supporting continuity of care and informed clinical decisions. The project also strengthened cybersecurity and compliance, ensuring lab data is protected to the highest standard.

Quit Manager – Supporting Smoking Cessation Services

Quit Manager underpins the work of Stop Smoking advisors across HSE Health Promotion, voluntary hospitals, and Section 39 organisations. In March 2024, the application was migrated from Windows 2012 to Windows 2022.

Since the upgrade, long-standing performance issues have been resolved, and the system now runs smoothly without disruption. Reliability and stability have improved, giving advisors a more dependable tool to support patients. By aligning with current cybersecurity requirements, the project has also ensured sensitive health data remains protected.

Dendrite Oncology – Improving Cancer Care at UHL

At University Hospital Limerick, the Dendrite Oncology system helps teams collect, analyse and report patient data for clinical audit, research and benchmarking. Migrated in May 2025, the project delivered both security improvements and clinical value.

Faster access to oncology data supports quicker and more accurate clinical decisions, while reduced downtime improves overall efficiency. With centralised and secure infrastructure, communication between providers has become smoother, reducing errors and supporting better coordination of patient care.

The system is now future proofed to handle growing volumes of oncology data and evolving clinical needs, ensuring resilience for years to come.

Why AMP Matters

Across all these projects, AMP is reducing risk, improving efficiency, and strengthening patient care. By moving applications onto supported platforms, we are:

- Protecting sensitive health data through stronger cybersecurity.
- Giving staff faster, more reliable access to the tools they need.
- Freeing up valuable time for direct patient care.
- Ensuring compliance with statutory and industry standards.
- Building resilient systems that can adapt to future healthcare demands.

The success of AMP projects reflects strong collaboration between IT, vendors, and frontline staff. Together, we are modernising the HSE's digital estate and delivering safer, more efficient services that directly benefit patients and the people who care for them.

National Clinical Surveillance Infection Control System (NCSICS)

Successful go-live in University Hospital Kerry

By Deirdre Mullins,

Project Manager, Antimicrobial Resistance and Infection Control (AMRIC) Team.



Photographed LtoR: Cathal O'Conallain (TT Project Manager), Eileen Hickey (IPC ADON), Anu Paul (IPC CNM2), Alison O'Brien (IPC CNM2), Laura Moore (CNM2 Health Informatics), Bernie Hannigan (TT Business Analyst), Niamh Murphy (Senior Medical Scientist, Lab IT), Damien Moyles (Operations Manager).

University Hospital Kerry successfully went live with the new NCSICS software system (ICNET) on August 20th 2025. This is a major step forward in the national rollout of the system. Phase 1 of the roll out focused on the HSE South West region who have been very proactive in implementing the system; a big thanks to all the staff that assisted in getting the background work completed, tested and over the line.

The local implementation group (LIG) were instrumental in the progression of the project in UHK. Steps including user acceptance testing (UAT), system training and testing post go-live were carried out by this multi-disciplinary group. Baxter (vendor) specialists provided in person training over 5 days for all key UHK staff prior to the go-live.

Laura Moore, CNM2 in Informatics said "We are delighted to have ICNet Go-Live in UHK. This was the culmination of many months' work by colleagues across multiple disciplines and sites in the South West. The collective effort and collaboration to standardise processes and optimise the system for our patient's needs is testament to our colleagues' commitment to quality improvement and patient safety. We have configured the system to best support our IPC nurses in their vital work managing patients with IPC alerts and protecting patients, public and staff from health care associated infections. It was a pleasure to work with local, regional and national colleagues with a special thank you to the LIG, Area Steering Committee, subgroups,

the national project team and the vendor Baxter. We look forward to seeing ICNet rolled out across the rest of HSE South West".

Transforming Infection Prevention and Control

Infection prevention and control (IPC) is at the heart of safe patient care. With the increasing complexity of healthcare environments, timely surveillance, rapid response, and accurate data reporting are critical. This system has been designed to give IPC teams the tools they need to monitor, track and respond to infection risks more effectively and to improve reporting and overall respond to infection risks more effectively. The system reduces administrative burden on infection control staff, releasing more time to care.

Extensive training sessions, user support, and feedback channels have been put in

place to ensure a smooth transition and continuous system improvement. The UHK infection prevention and control team have embraced the system and are very happy with it.

From a personal point of view - I am delighted to reach this milestone and congratulate Laura Moore, CNM2 informatics and all the dedicated colleagues across the South West who have come together to standardise ways of working to ensure a robust system for the region, I would also like to thank Bernie Hannigan, Project Manager TT, Cathal O'Conallain, Project Manager TT and Regina Monahan, Project Manager AMRIC who have worked alongside colleagues in the South West and with National TT colleagues to host this system in the National Data Centre. They should be very proud of this milestone and look forward to completing the implementation across the South West Region and onwards.

Looking Ahead

Over the coming months, we look forward to the further rollout across the South West region and in the HSE Dublin and South East region. The AMRIC and Technology and Transformation team would like to thank everyone who contributed to this important milestone.

This project is sponsored by the HSE's Chief Clinical Officer Dr. Colm Henry and Chief Technology and Transformation Officer Damian McCallion. It is being rolled out nationally on a phased basis by AMRIC and Technology and Transformation teams working collaboratively.



COMMUNITY CONNECT CHANGE NETWORK

REGISTER AND MAKE A DIFFERENCE

The **Community Connect Change Network**, which currently has over 800 members, is a vital resource for shaping the Community Connect programme, which sits within the HSE's Digital for Care portfolio.

By engaging with members for expertise and real-world insights, Community Connect aims to deliver a single integrated solution for patient administration and select clinical functionality across Ireland's Community Services.

To ensure that all areas and voices across the HSE services are represented, we hope to further expand the Community Connect Change Network membership. Through the expertise and feedback of network members, our development teams will be able to create solutions entrenched in frontline experience and solve practical needs.

As a member of the Change Network, you will:

- Get programme updates, and be first to learn what's coming next
- Have the opportunity to take part in workshops, forums, and sessions
- Receive insights from the field—what we're learning across regions
- Find ways to get involved, from piloting tools to testing communications
- Support with specific topics we need feedback on
- Guide us on decisions we need steer on from frontline teams

HELP US GROW

If you would like to get involved – register by scanning the QR code or use the registration link [here](#).



Celebrating Growth and Innovation: 2025 Internship Programme Graduation

By Sean Toner

Senior ICT Support Officer, Training and Development Team

On Friday 25th of July we celebrated the 2025 Internship Programme Graduation.

It was a great opportunity for our interns to reconnect with their team members and colleagues, and to reflect on the experiences, skills, and learning they've gained during their time with us.

Fran Thompson, HSE Technology and Transformation Chief Information Officer (CIO), and Joyce Shaw, Chief of Staff and Head of Business Operations, opened

the event with a warm welcome, ice breakers, and group discussions - joined by Thelma Pentony, Training Manager, and Sean Toner from the Training and Development team.

Sharon Montgomery gave an insightful presentation and live demo of Doccla home monitoring system, designed for virtual wards, that allows for remote patient monitoring, highlighting the innovation shaping our future healthcare services.

A huge thank you to all of our interns for the brilliant work and contribution to Technology and Transformation. We wish you all the very best in your next steps!

Technology & Transformation
2025 Internship Programme
Graduation



Stretch like nobody's watching

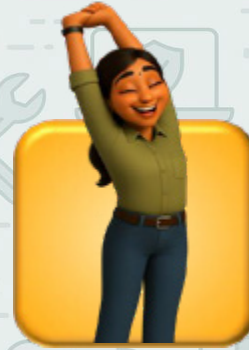
Every hour, give your limbs a little love!



Raise your hands above your head and gently bend your waist to each side.



Shrug your shoulders.



Reach your arms up high and feel the stretch.



Tilt your head gently to each side.



Extend your arms forward from your chest to feel the stretch.



Press your palms together in front of your chest and gently push down.



Bring the backs of your hands together at chest level and gently push upward.



Stretch one arm upward and the other downward.



Cross one leg over the other. Place the hand on that side on your hip, and the opposite hand on your knee.



Rest your palms on your lower back and slowly bring your elbows closer together.

As part of the HSE's Steps 2 Health 2025, staff in Sligo highlighted simple ways to stay well at work. For those in desk-based roles, short stretch breaks can reduce strain and prevent injury. If we can make time for a cuppa, we can make time for a quick stretch – before, after, or even while the kettle's boiling. Let's keep moving, one stretch at a time!

This poster was developed by Rodrigo Frade, HSE TT.

Transforming healthcare delivery through a National Electronic Health Record (EHR)

By Matthew Conway,
Communications Officer, Digital Transformation Office.



Photographed at the event from LtoR: Paula Hurley, Digital Transformation; Elaine McLoone, Digital Transformation; Olivia Crinion, Digital Transformation; Damien McCallion CTO and Deputy CEO; Loretto Grogan, National Chief Nursing and Midwifery Information Officer; Matthew Conway, Digital Transformation; Ed Harte, Digital Transformation; Prof. Richard Greene, HSE Chief Clinical Information Officer; and Hanna Quinn, Digital Transformation.

A number of events took place since the summer where numerous Digital for Care programmes of work were highlighted, showcasing the scale of digital health innovations and transformation ongoing and upcoming.

Key events included:

- 4th September: Integrated Healthcare Conference 2025 - Empowering People Through Transforming Care @ The Convention Centre, Dublin
- 11th September: Health Informatics Society of Ireland (HISI) webinar - An EHR for Ireland - a key pillar of Digital for Care
- 17th September: HSE's 3rd National Patient and Public Partnership Conference 2025 @ Croke Park

The month of September provided several opportunities to highlight the work of Digital for Care in supporting the innovation and transformation of the Irish healthcare system.

Integrated Healthcare Conference 2025

On 4th September, the Integrated Healthcare Conference held at the Convention Centre in Dublin had as its theme 'Empowering People Through Transforming Care'. Damien McCallion, Chief Technology and Transformation Officer and Deputy Chief Executive Officer with the HSE, served as a panellist for two of the event's sessions. The first, 'Integrating

Care for People and Communities', focused on the delivery of care across Ireland's six health regions, and embracing new ways of working. The second, 'Transforming Health Systems with Technology', was an opportunity to provide updates on existing and emerging digital health initiatives locally, regionally and nationally. [Access the recent HISI webinar from this link.](#)

An EHR for Ireland - a key pillar of Digital for Care

On 11th September, the Health Informatics Society of Ireland (HISI) hosted a webinar delving into the National Electronic Health Record (EHR), which will play a key role in transforming the Irish healthcare system, and for which preparations are well underway.

More than 600 people tuned in for the webinar, which featured several leaders from the HSE's Technology and Transformation team, including Prof. Richard Greene, Chief Clinical Information Officer; Brian Dunne, National EHR Programme Manager - Technology Transformation; and Fiona Maye, National EHR Programme Manager - Service Transformation.

Prof. Greene recalled that the National EHR is an essential component of Sláintecare, Ireland's strategy for transforming and integrating healthcare delivery, and Digital for Care, the national digital strategy

for the Irish health service. He noted that although Ireland is among the most advanced digital economies in the EU, much progress remains to be made in bringing these advances to the national healthcare sector.

Technology Transformation Programme Manager Brian Dunne presented the ambitious vision for the National EHR, emphasising that "You can't have integrated care without integrated information – it's not just about IT services, but about connections with GPs, community pharmacies, nursing homes."

Service Transformation Programme Manager Fiona Maye highlighted research that shows that EHRs can have a transformative impact on patient care and outcomes. "The future of EHRs holds exciting possibilities," Fiona noted. "Having worked as an Occupational Therapist in the Electronic Assistive Technology Clinic at the National Rehabilitation Hospital, I have seen the positive impacts that advancements in technology can have, not only on patient care but on quality of life post discharge from a healthcare setting."

Patient and Public Partnership Conference

On 17th September, the HSE's third national Patient and Public Partnership Conference was held at Croke Park, with the theme of 'Navigating our partnership journey together.' The event was an excellent opportunity to hear from patient representatives on their experiences in the Irish healthcare system, and to be reminded that advances in digital healthcare must always keep people, their voices, and their user experiences at the centre of what the HSE does. One of the ways Digital for Care ensures that technological transformation keeps people front and centre is through the Digital Patient Panel (DPP). The day provided the Digital for Care team a chance to recruit new members for the DPP, in which great interest was expressed by patient representatives.

[Integrated Healthcare Conference 2025 video archive is now available to view.](#)

Launch of the New SAP CoE HR/Payroll and Reporting Hub

ENHANCING TRAINING AND SUPPORT

By Kim Henry Bonner,
SAP CoE HR/PY Training Lead.



SAP Centre of Excellence is very proud to announce the launch of its newly designed SAP CoE HR/Payroll and Reporting/Analytics hub. The successful launch of the new hub took place on August 25th, 2025, and since go live we have been receiving fantastic feedback. This new website features a refreshed design, improved navigation, and updated eLearning courses. The hub is a centralised repository for training resources, eLearning, reporting resource and support services.

The new website was created, designed and developed entirely in-house as a cross functional project with members of various SAP CoE teams ensuring complete ownership, control and long-term support of the platform. The website was developed using the Moodle Learning Management System which is an open-source software which is cost-effective and has strong global support. Moodle is used as the Learning Management System in educational institutions, businesses of all sizes, government agencies and non-profit organisations for their training and eLearning needs.

The new websites address is <https://sapcoehub.healthirl.net>

This site reflects the SAP Centre of Excellence ongoing commitment to enhance our digital presence and improve the overall service to our customers. The new platform has been developed with our customers in mind, offering easy access to a wide range of resources to build skills and providing access to forms and guidance.

Key features of the new website include:

HR/Payroll Resources and eLearning:

The HR/Payroll Resources and eLearning section of the website provides extensive training materials - including eLearning courses, videos, presentations and practical tips which are available 24/7 to enhance SAP HR/Payroll end users' knowledge and skills. As part of the development of the hub the SAP CoE eLearning Analysts also worked to develop two new eLearning courses for SAP HR and Payroll Navigation and SAP Time Administration which were built on the eLearning authoring tool Articulate and hosted on the new hub.

Reporting/Analytics Resources

The websites Reporting/Analytics section provides managers with relevant information on the reports available for analysis and decision making. The hub hosts

guidance and training resources for a suite of interactive reports and dashboards.

Help and Support

The SAP CoE Helpdesk provides first level support to the SAP HR and Payroll end users, and this team also host the Help and Support section of the new hub. This section of the hub contains user guides, process documentation, master data listings for download, listings of daily work schedules and period work schedules. It also includes videos on how to use the SAP CoE Weblog.

Training Access and Webinars

There is a section on the front page of the hub dedicated to information about the training available including our training prospectus and provides access to download the security and training access forms. The SAP HR/Payroll training team host webinars and the new hub features an easily accessible section where users can register for an upcoming webinar to enhance their SAP HR/Payroll knowledge. These webinars are very popular with our customers and feature a Q&A section where end users get an opportunity to ask a SAP CoE trainer or business analyst questions.

The SAP Finance and Procurement website was not part of the scope of this project however an upgrade of this site will take place in the future when both websites will be aligned.

We invite all our colleagues and customers to explore our new website and for any further information, please email:

saphr.training@hse.ie

NATIONAL CHANGE FREEZE

As part of the National Change Management Process, and to safeguard production systems during the peak holiday period, a National Change Freeze will be in effect.

Change Freeze Period

17th December 2025 @ 18:00hrs → 8th January 2026 @ 08:00hrs

Change Freeze Period

- Normal Changes – Frozen during this period.

- Emergency Changes – Permitted only to restore or protect the production environment. Require P1/P2 incident + Emergency CAB approval.
- Standard Changes – Permitted if logged in Ivanti Service Desk and approved by the relevant Implementation Team Manager.
- Derogations – Require written SMT approval.

IMPORTANT DATES

- Submit Normal Changes for CAB: by 12th December 2025 @ 12:00hrs
- Final CAB Meeting: 16th December 2025 @ 12:30hrs
- All approved Normal Changes must be implemented before: 17th December 2025 @ 18:00hr

Full details, including the complete list of permitted Standard Changes (SC001–SC049), are available [here](#).

Windows 11 Deployment Across HSE – Solid Progress

By Kevin Hanson,
Project Manager, HSE Technology and Transformation.

HSE's upgrade to Windows 11 is well underway as part of our wider programme to modernise technology and improve security across the organisation.

To date, more than 30,000 Lenovo devices have successfully moved to Windows 11, with around 1,000 more being upgraded every week. This is an important step in ensuring staff have access to the latest tools and a more secure, reliable operating system.

Accelerating the Rollout

In the coming weeks, the rollout will move into its next phase. Liaising closely with NSD and local ICT teams - on-site engineers will ensure that critical devices in the main hospitals are upgraded safely and efficiently. At the same time, non-critical devices will continue to be upgraded remotely over the network, allowing us to maintain steady progress across the health service.

Overcoming Challenges

Some of the main challenges with the rollout are the number of legacy applications still in use across HSE and some old IT infrastructure. Some legacy applications are not supported in a Windows 11 environment, which means certain devices cannot be upgraded immediately. The Technology and

Transformation team is working closely with external vendors to reduce these blocked applications, and to ensure they are either updated or replaced where necessary. In parallel, we are replacing some older desktops and laptops with new Windows 11 devices.

Benefits of Windows 11

Upgrading to Windows 11 brings benefits for staff and the wider health service, including:

- New features within Windows 11 itself.
- Improved security that will help protect devices and data from cyber threats.
- A modern interface that is more intuitive and user-friendly.
- Greater compatibility with new tools and applications that support patient care and healthcare delivery.

Looking Ahead

While not without its challenges, the rollout is on track for completion by end of March 2026. This means that over the next 6 months, staff across the country will see their devices upgraded and will gain access to the new features and security updates available with Windows 11.

Vendor Specifications Document SNOMED International

The Irish National Release Centre for SNOMED has produced a vendor specification document to support the procurement of new systems with a clinical terminology component. This specification document has been peer reviewed and approved by the SNOMED Governance Board.

[CLICK HERE to view the document](#)

TECHNOLOGY AND TRANSFORMATION



New Cyber Awareness Training on HSeLanD

A new mandatory cyber awareness course is now available on [HSeLanD](#). It takes 35 to 45 minutes to complete and can be paused at any time.

You should complete this training as soon as possible.

If you have any issues accessing or completing the course, call the National Service Desk on 0818 300 300, or email NSD.ICT@hse.ie.

**Let's keep the HSE secure.
Make cybersecurity a priority.**



Technology and Transformation



T&T reports are available to all staff on our shared Teams Folder - [Click here to view.](#)

Technology & Transformation

Pets Corner



Meet Vernon the Lurcher: Laois' Blood Donor Saving Lives



In Laois, a special dog has become a doggy hero by donating blood. Vernon, a 5 year old lurcher who was adopted from Laois Society for the Prevention of Cruelty to Animals (Laois SPCA). Vernon makes donations at the University College Dublin (UCD) Veterinary Hospital.

Vernon came into the care of Laois SPCA after being attacked by another hungry dog over food. Initially the team thought he might lose his leg, but he went on to make a full recovery and makes full use of all four limbs now. Vernon's life took a turn for the better when he was adopted by Finn Ryan from SAP CoE, an animal lover and Laois SPCA volunteer. Finn knows lurchers are often overlooked even though they are ideal

family pets that don't need a lot of exercise, despite what most people think. Vernon likes to Netflix and chill a lot!

As Vernon was given a second chance and has the best life Finn was keen to help other dogs have a positive outcome so she signed him up as a donor. After a trial and introduction to the clinic the blood donor team confirmed he was an ideal candidate. He had the calm lurcher temperament and universal blood type, which means his blood can be given to any dog (and even a few cats!!).

Blood donations are required for dogs for similar reasons that humans require donations, anaemia, following a serious road traffic accident where there has been an acute loss of blood or specific diseases that destroy red blood cells. The UCD team expressed heartfelt thanks to Vernon and Finn for their kindness, emphasising how their generosity has saved lives. "Their commitment and compassion gave another dog a fighting chance," they said.

Finn gets an email when Vernon's blood is used giving her an idea of what kind of dog got the blood and why they required it. To donate, dogs need to meet certain criteria: they need to be healthy, vaccinated, wormed, at least 25kg, be between 1 and 8 years old, and have a calm nature to tolerate the donation process comfortably.

The clinic team are very accommodating and will take dogs in very early so the owner

can get to work. This allows Finn to manage donations during her working day. They also provide the owner with a pass for the UCD Club, which is ideal for remote working, and you get a lunch voucher! The clinic are keen to recruit cat donors who live reasonably close to UCD. Cats must be sedated to donate so it is only possible to take a donation when one is required, hence they need cats that can get to the clinic at short notice.

Laois SPCA hopes Vernon's story will inspire pet owners to consider signing up their pets. No owner wants to think of someone losing their pet simply because a plentiful product wasn't available at the right time.



Finn has been interviewed by Midlands Radio, RTE Radio 1 and has been Vernon's escort on Ireland AM! Check out Vernon's story [here](#)

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](#)



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](#).

Deepen your Leadership practices for change with the blog series - Inside the Change Guide

By Joanne Weston,

Communications and Digital Officer, Organisation Development and Design.

The Organisational Change Unit has published a series of articles taking a deeper dive into the HSE Change Guide – Peoples Needs Defining Change.

The insights shared in this blog series can be applied to a wide range of services within health and social care. Local context is key when it comes to planning

for change, especially in complex adaptive systems where many dependencies and boundaries exist.

As you delve into the full blog series you will build your understanding of areas to focus on to deliver the right change, in the right way. This also means recognising that change is not linear, can be messy at

times (and that's ok) and requires space for iteration to respond to emerging needs.

We hope you enjoy the leadership insights shared. You can access the articles by clicking the links below:

- [Leading Change - An Intricate Tapestry](#)
- [Defining Change Through People's Needs - A Leadership Perspective](#)
- [Defining a Roadmap for Change - Leadership Exploration](#)
- [Designing Change - Leader's Guide to Human Centred Co-Design](#)
- [A Leadership Roadmap for Implementation and Sustainability](#)

For further information Email: changeguide@hse.ie or access resources [here](#).



From tech support to track success: My Journey with Formula Trinity at Silverstone

By Ellen Quigley,

Technology and Deployment, ICT Support Officer.

In July, I travelled to Silverstone with my university's Formula Student team – Formula Trinity, where we competed in Formula Student UK 2025. Formula Student is an annual competition in which students from colleges from across the world design and build their own single-seater formula-style race cars to

compete against each other on track at Silverstone.

This year we came 2nd overall in our category with over 40 entries and also received the Aston Martin Racing Pride Diversity and Inclusion Award, the prize for which was a tour of the Aston Martin F1 factory in Silverstone.

I found that the transferrable skills I refined over my time as part of the Technology and Deployment team, particularly adaptability and collaboration, greatly contributed to our success at Formula Student and I am confident they will continue to be of paramount importance to my career in the future.



Ellen is fetured in the front row 5th person from the left.





Discover County Meath, the historic heart of Ireland's Ancient East and the birthplace of Halloween traditions.

Explore majestic sites like Trim Castle, the Hill of Tara, and the mystical Tlachtga (Hill of Ward), where the ancient festival of Samhain began.

While here, immerse yourself in the wonder of the [Púca Festival](#) which runs from 30th October to 2nd November — a vibrant celebration of music, myth, and folklore that brings Meath's rich heritage to life each Halloween.



FARMAPHOBIA

[Farmaphobia](#) (from now to 1st November) is Ireland's largest Halloween event, offering a spine-chilling experience across 100 acres at Causey Farm in Girley, Fordstown, Co. Meath.

The 2025 season features six terrifying haunted attractions



[The Bram Stoker Festival](#) is Dublin's premier Halloween event, celebrating the gothic legacy of Dracula author Bram Stoker.

In 2025, the festival will run from Friday, October 31 to Monday, November 3, offering four days and nights of thrilling adventures across the city.



Guinness Cork Jazz Festival

The [Guinness Cork Jazz Festival](#) runs from 23rd to 27th October and is a rip-roaring weekend full of musical inspiration and world-class performances.

Ireland's biggest jazz event takes place each year on the last weekend in October, with Cork city welcoming a whole host of talented musicians from around the world.