

eHEALTH NEWSLETTER

A monthly newsletter brought to you by the eHealth Communications Team.
If you wish to contribute please contact us at communications.ehealth@hse.ie

LOCATION, LOCATION, LOCATION New Limerick City Offices

by **Thomas McKenna**
Executive Support



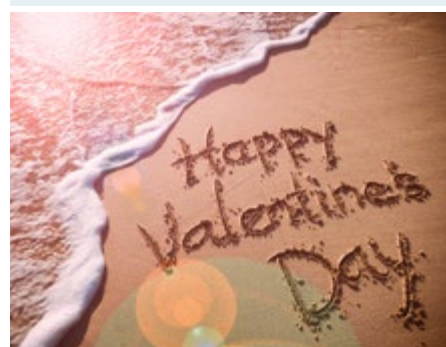
There are a number of factors involved in determining the suitability of a location for eHealth offices nationally. Availability, of course, is the key factor but after potential offices are identified the analysis must take into account a myriad of different features which are relevant to each option. From accessibility to the potential costs of any upgrades to the property, every aspect has to be looked at. However, it is also important to look

at public service infrastructure and services which are particular to each part of the country. For instance, the public transport system in Limerick does not serve significant portions of the County. As a result, when eHealth sought office accommodation in the area it needed to be very central which limited our options to choose from, effectively to just the city centre.

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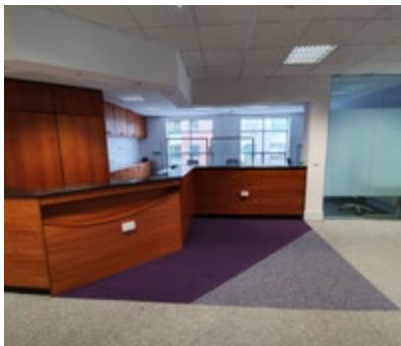
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When we rejected one option earlier this year I did wonder if anything suitable would emerge for us in the future. Fortunately, the option to move into the recently vacated Contract Tracing teams' offices in Henry Street, in the city centre, presented itself after months of inquiry. Immense credit must go to the Estates team along with our own eHealth team on the ground down there who together, formed a well-oiled machine and made the provisioning of services happen quickly and painlessly. Also, as the NHN connection was already in place and the desks were patched so there were no additional infrastructure costs to us or, indeed, long wait times before we moved in.



The offices, which are now operational, consists of forty-nine workstations in a mix of one, two, three and four person offices as well as a large open plan area. They are fully furnished, newly decorated and fitted out to a premium standard and are ideal for eHealth's expansion in the area.



eHealth Leadership Programme



At the recent eHealth Leadership Programme held in the Richmond Education Centre, 18 participants gathered for a group photograph with course coordinator Thelma Pentony and participated in the International Womens Day #EmbraceEquity gesture.

The list of participants:

Maureen Bruen, Yvonne Cantwell, Szymon Grodecki, Jason Henshaw, Emma Hinch, Catherine Jinks, Patrick Keaveny, Conor Kennedy, Patrick Marren, Eimear McHugh, Nicola Morley, Oliver Morris, Asha Muthetath Prabhakaran, Michelle O'Donoghue, Nicky Power, Carmel Quinn, Eliana Silvestri, Cathal Ward.

eHealth Connect

Organisational Dashboard

by **Brian Lynch**
Senior ICT Projects Officer

With extensive growth in eHealth, Business Operations and IIS collaborated to create an enhanced way for us all to stay situationally aware and keep pace with our development. We have moved from the old-style hierarchal org chart to a dynamic, user-friendly, visual chart with greater accuracy of staff information.

Through workshops and liaison with the Business Operations team, the IIS Team developed a Network Navigator style chart that currently represents the eHealth staff, their relevant departments, and reporting relationships. With support from the eHealth Recruitment Team, contact information for your eHealth colleagues can now be easily found!

Resulting from this collaboration is "eHealth Connect", an interactive organisational chart and staff information directory hosted on PowerBI. Created to visually represent the growing eHealth staff numbers and to facilitate better communication, eHealth Connect was a collaborative project between Business Operations and the Integrated

Information Service (IIS).

This interactive organisational chart was initially identified as a gap by Mark Bagnell and Daniel Friedmann and was also one of the top items requested on the eHealth Away Day. It is now live and you are invited to use the link below to try out the dashboard for yourself. The dashboard has an introductory page, FAQ page and a How-to-Video. Please use the additional features such as the search, dropdown and help functions to improve your experience.

It is important to note that eHealth Connect dashboard only features eHealth HSE employees and access is limited to eHealth HSE employees on HealthIrl.



Contact us at communications.ehealth@hse.ie for any news items you would like us to feature in our monthly newsletter.

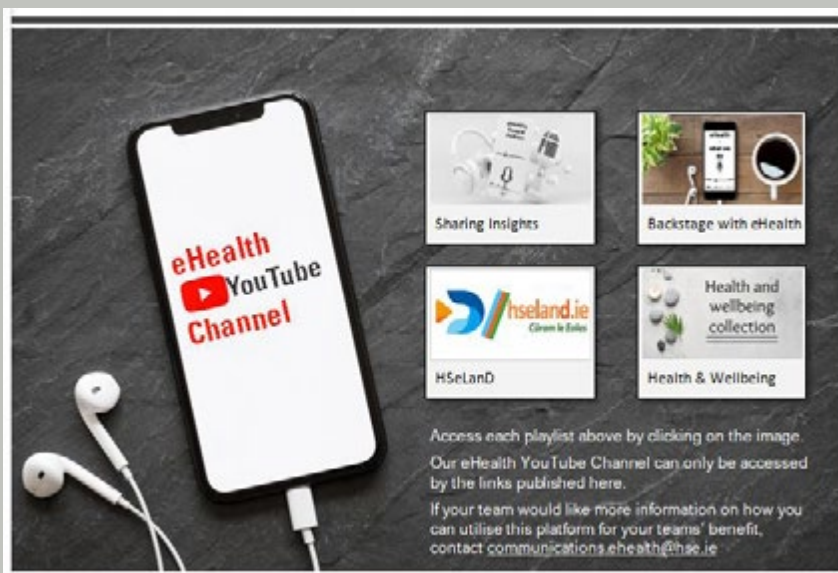


Welcome to another month for our eHealth Book Club. Our book club meeting will take place today:

**Tuesday 14 February, 2023
at 1pm via MS Teams**

New members are always welcome to join and you can email us on:
communications.ehealth@hse.ie

We meet on the second Tuesday of each month at lunchtime. If you haven't read the book you are still encouraged to join us for a chat and a cuppa. Its always fun to link in on a teams call that isn't work related!



Sharing Insights: eHealth General Podcasts is the home of general podcasts from inside and outside of the organisation. Here you will find a wide variety of podcasts on topics such as team working, an Introduction to Lean Six Sigma and, Developing Grit at Work through lessons from Sport.

Backstage with eHealth: A collection of podcasts from the people of eHealth, discussing their roles and the service that their team delivers in eHealth. Contributors include Eamon Coyne on MyHealthEU project, Mark Bagnell and Niamh Crossan on Integrated Information Service (IIS) and Alex Mason and Stephanie Cremen on the role of the Business Analyst in eHealth.

Health and Wellbeing Collection: This playlist houses videos related to Yoga, Meditation and Visualisation and is a great resource for webinars and online sessions to ensure your health and wellbeing is tended to on a regular basis.

Sláintecare - Right Care, Right Place, Right Time

by Vincent Jordan
eHealth Director, Saolta University Hospital Group

The Oireachtas Committee on the Future of Healthcare was established to devise cross-party agreement on a single, long-term vision for health and social care and the direction of health policy in Ireland. The committee produced the Sláintecare Report, which was adopted by the government and published in May 2017. Since then Government and the HSE have been working on many fronts to implement Sláintecare: moving towards more person-centred, equitable and effective healthcare services for our population. Although the COVID-19 pandemic and the criminal cyberattack of 2021 delayed some of the core enablers of Sláintecare, 2022 saw a refocussing on the reforms essential to enabling Sláintecare. Expectations are that Regional Health Areas (RHAs) are being established to align hospital and community healthcare services at a regional level, based on defined populations and their local needs. A core principle of the implementation is to provide maximum devolved authority to the RHAs to manage services at their own discretion – in line with national governance standards and policies. Leo Kearns who chairs the RHA implementation advisory group explained in a recent HISI webinar it's essential to avoid RHAs becoming centralised and top-down. We need to ensure authority is devolved to the level of patient pathway. This is to reform the current hierarchical, centralised approach to decision making in the health system which results in services that are difficult to navigate for patients and staff.

Sláintecare's objective of devolved authority is based in real world evidence of successful change in large organisations. Dr. Helen Bevan, change lead with NHS England, describes successful large-scale change as being the outcome of many smaller cycles of mutually reinforcing changes in systems and processes. Her experience is change that is mandated from the hierarchy more likely fails. With devolved authority RHAs will be able to focus on introducing systems that will deliver person-centred healthcare. Staff delivering front-line healthcare anticipate

RHAs will ensure a refocussing of digital solutions that help them deliver care to service users and patients. They want stable, contemporary systems that ensure appropriate information is available to healthcare staff wherever a patient is on their healthcare journey, and in whatever setting the patient presents.

Staff also need systems working in a more synchronised way, much better aligned with evidence-based practices. This requires ongoing and increased investment in underpinning technology, which is frequently good. But it requires equivalent investment in contemporary solutions that can be deployed into RHAs quickly. That provide a joined-up view of patient records and pathways. And that facilitate ongoing reorganising and optimising pathways based around the new models of care envisaged in Sláintecare, and models of care we have not yet discovered.

The devolved authority for RHAs to prioritise and implement solutions that deliver value aligned with population needs is eagerly anticipated by staff working directly with patients. How we organise and resource eHealth to support this effectively will be worked out over the course of 2023.

HSeLand STATS

We had a record number of new eHealth HSeLand users registered last year – 195.

The most popular eLearning Programme – Cyber Security Awareness, total of 878 users completed it last year.

Our top 3 most popular courses available on eHealth and Disruptive Technologies Course Catalogue on HSeLand:

1. eHealth Induction New Staff – 135 participants completed.
2. PRINCE2 Foundation and Practitioner 5 days Virtual Programme – 63 participants.
3. ITIL v4 Foundation with Exam – 60 participants completed in 2022.

Our training resources, podcasts and Lunch and Learn webinars continue to be very popular on the Discovery Zone. We received 855 visits last year.

If you are interested in completing any of our courses, please check our [Training Prospectus 2023](#).

The **Tech Excellence Awards 2023** is open for entries



The Tech Excellence Awards represent the most prestigious achievements, recognising the skills, innovation and determination of the technology business and its people.

Check out the [categories](#) and enter.

Deadline for entries is 7th April 2023

If you are entering any of your projects/teams please notify us at:

communications.ehealth@hse.ie

Development of 'The Supportive Memory Guide' eBook

by Emma O'Brien
Senior Occupational Therapist

This eBook was developed as part of the mPower programme (a Dementia Initiative in CHO1), which aims to explore and create digital resources for People Living with Dementia and support community services. This project was a collaborative venture between eHealth and Senior Occupational Therapists.

This eBook was developed by Kerri Malone, Orla McDonnell, Emma O'Brien (Senior Occupational Therapists), and Kate Hanlon (eHealth Communications). Orla and Kerri work in primary care in County Louth. They both recognise that early intervention is essential with this client group, and promote the importance of services and resources without which can lead to a more rapid deterioration in the condition. Emma works specifically with people living with dementia and their families at the Memory

Technology Library in South Tipperary, and is national lead for the Memory Technology Resource Rooms. Emma's service provides demonstration of a wide range of assistive technologies and provides practical advice and solutions to support continued engagement in activities. Kate works in eHealth Communications, specifically in digital multimedia design. Kate was responsible for the graphic design of the eBook, as well as the supporting technology resource videos. This meant arranging the content in a way that was practical and easy to use for people living with dementia, as well as making conscious design choices with the client in mind, for example bright high contrasting colours and larger font size. The title of the eBook is 'The Supportive Memory Guide; Empowering You with Practical Strategies and Useful Technologies' and the content covers a range of relevant areas; Routines and Habits, Scheduling and Planning, Supportive Home



Environments, Managing Medication, Simple Home Technologies, Smart Home Technologies, Smart Phones, Keeping Active and Engaged.

The mPower programme highlighted the important role technology can play to help maintain independent living following a diagnosis of dementia. This eBook focuses on the use of technology, is a practical resource with education resources, everyday advice and tutorials for helpful assistive technologies. The eBook is designed for people early in their diagnosis, and empowers them with tips and advice to implement rehab and protective strategies.

During the development process a draft of the eBook was sent to Healthcare Professionals and a focus group of people living with dementia organised by the Alzheimer's Society of Ireland, their valuable input provided positive feedback and helpful advice. It was also sent to working Occupational Therapists for review, who's feedback helped refine the content further to optimise its benefit for the reader.

The eBook is hosted on eHealth Ireland, and is [available here](#). The production group are holding a [webinar to launch the eBook](#) on 20th February 12:30-1pm. This webinar will provide an overview of the eBook, discussing the content and benefits for people living with dementia, and well as the additional links and resources.

For further information or if you have any questions please contact:

Kate.Hanlon@hse.ie

Tips to Support Taking Medication

- Make sure you have a **clear and consistent place** for your medication e.g. on the kitchen counter near your orientation space.
- Use a **visual prompt** and keep it on your orientation board so you can see each day a reminder to take the medication.
- **Set a timer or reminder** on your phone or smart home device that goes off each day at the time for medication
- The **Medisafe app** is a medication reminder on your phone. It will remind you at necessary times in the day to take medication. [Use this link to learn more.](#)
- **Assistive Technology Medication Reminders** there are selections of medication boxes with alarms you can programme, this may be suitable for you however they require support to set up and become familiar with

[Click here for a short video demonstration of how to use an automatic medication reminder.](#)



REAL LIFE STORIES:

Elaine Aughey

by Sean Toner

Training & Development Team

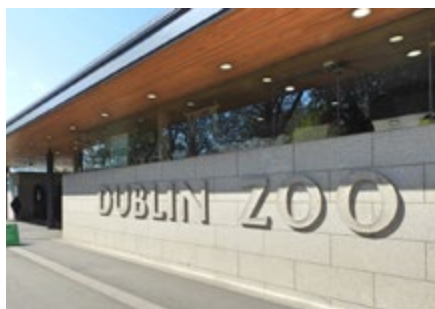
Elaine is currently working on the Telehealth Programme in eHealth as a Business Analyst. Prior to joining eHealth, Elaine has had an incredibly varied career that has taken her from the HSE to Dublin Zoo and back again. Here, Elaine shares her story and experiences with us as this month's person of interest.

Q1: Elaine, I believe that you have had a very interesting career prior to joining eHealth. Would you mind sharing some of your past work experience with us?

My first love was always animal conservation from when I was a young child and I had dreams of being the next David Attenborough. In the 1980s, I finished college and had qualified as a Zoologist but unfortunately, there was a recession and when I applied to any conservation or zoo jobs, they told me that I was overqualified! So, I ended up working in various administration roles, which eventually took me into the career path of the HSE. I really enjoyed my time in administration because I got a chance to work in quite innovative projects in mental health and worked with the first initiation of the home based treatment team in Ireland, which I feel very lucky to have gotten that opportunity. A few years later, I decided to take a career break and then saw an advertisement that Dublin Zoo was hiring. I looked at that as an opportunity for me to utilize the skills that I had been trained for many years ago and I ended up working with them for more than three years.

Q2: What about working in Dublin Zoo did you enjoy the most and what were some of the challenges?

Working at the Zoo, I was mainly tasked with looking after the welfare of the animals and doing observation and research but I was often assigned to doing the keeper talks, which I loved doing. I'm someone who would have hated giving a presentation and couldn't even read the notes, I would be that



nervous! I've now gone to the opposite extreme where you can just give me a topic and I'll talk about it. I got a lot of experience from doing multiple keeper talks on everything from reptiles while holding a python to demonstrations with lemurs, sea lion feeds and talks on elephants and orangutans. There were lots of challenges in working at the Zoo but the commute was the most difficult to manage and eventually led to me having to give it up. Overall though it was a great experience and I really enjoyed my time there.

Q3: Following this very specific career direction, you transitioned back to working in the HSE and joined eHealth. How did that come about?

After finishing up in Dublin Zoo, I ended up back in the HSE and eventually took redundancy where I was not allowed to work for seven years in a Public Sector role. I transitioned to working in older person services and I managed a national voluntary service for older persons, based in Dublin, for about 7 years. An opportunity came to work on an EU funded cross-border project, which would have been looking at eHealth initiatives with older people and introducing them to Telehealth and digital health and also social prescribing. In the older person services, I would have done computer classes and social prescribing so I applied for the job and got into the E cross-border project, known as the 'Empire Project'. This work allowed me to work on both sides of the border and provided a really great insight into how their health service differs from ours. I then moved back over to the HSE side of Empire and made great connections with people in the Telehealth eHealth space, including Julie Belew, who I had worked with for a

number of years on the Empire Project. I then applied for a role within eHealth, where I am currently working on the Telehealth program as the business analyst.

Q4: Are there any experiences that you had working in the Zoo that provided you with lessons that have translated to your current role in eHealth?

Having done all the different kind of keeper talks, it gave me really good experience of talking in front of people and talking ad-hoc, as someone could ask you any question and you may not know the answer to them all but you have the confidence to stand in front of 50-100 people and share your knowledge. It also gave me the experience of personalising the talks and the message in a group with young kids would then be changed if the group was targeted at adults etc. I loved the educational point of it and this has been beneficial later in my career when delivering training to practitioners as it is easier to demonstrate something by giving practical examples and use cases showing what you had experienced in real life. It's about taking that kind of experience and personalizing the design of it to fit the need of the people that you're trying to deliver to.

Q5: What are your plans and goals for the future?

I have a really big thing now for digital inequity and want to make sure that when we introduce things in Telehealth, everybody can access it. I believe that we should always be concentrating on who 'can't' and if you can deliver something to those who can't and make it accessible to those it is least accessible to, then you'll be able to deliver to everybody. Be it clinicians who don't have emails, older people who don't have devices, people who have mental health difficulties, addiction issues or those that can't afford connectivity. If we can solve those type of digital inequity problems, that would be my current career goal. And for myself, you never know what life will throw to you one day to the next and I think the best way is to live life every day as it comes and enjoy it.

eHealth making a difference

HealthIRL Relationship Manager - Roisin Mills

I tried to think about the best day example for a HealthIRL Relationship Manager and chose Tuesday as the most appropriate day of the week. This is because we have specific tasks to do each day of the week on a rolling basis. The HealthIRL programme has lots of mini projects all rolling at the same time on a repeating weekly basis, with different services or regions. That means we are constantly working and planning for 2–4 weeks ahead, and when an engineer asks us about today's schedule, well we've already moved on to four weeks in the future!"

I digress! Tuesdays, the first thing we do is open Teams, 5 sessions of our scheduling system (S1iD), the Engineer's calendar, the shared mailbox and the CHO rollout plan folder. Following that, we check that all the reports for the CHO areas we are working on, are up to date ready for the CHO project calls we will have later that day. That involves making sure all the graphs and numbers are right for the different services and groups that are rolling out at that time. For me, that is ensuring all my reports are ready for CHO 3, CHO 6 and



Back L-R: Sheila Dunleavy, Deirdre O'Regan
Front L-R: Rashi Singh, Roisin Mills, Greta Kerins

CHO 7, and the meetings I will have with them today.

We then start looking at the mailbox. As a team of 3, we receive over 300 emails a day, user queries, survey queries, post migration issues, requesting a migration, managing queries from the engineers on site and from the CHO leads or National Group leads.

Whilst the mailbox is being managed by one of us, the other relationship managers work on the planning of the next weeks migrations, planning the groups as per the agreed rollout with the CHO, updating the Engineers assignment calendar, so that

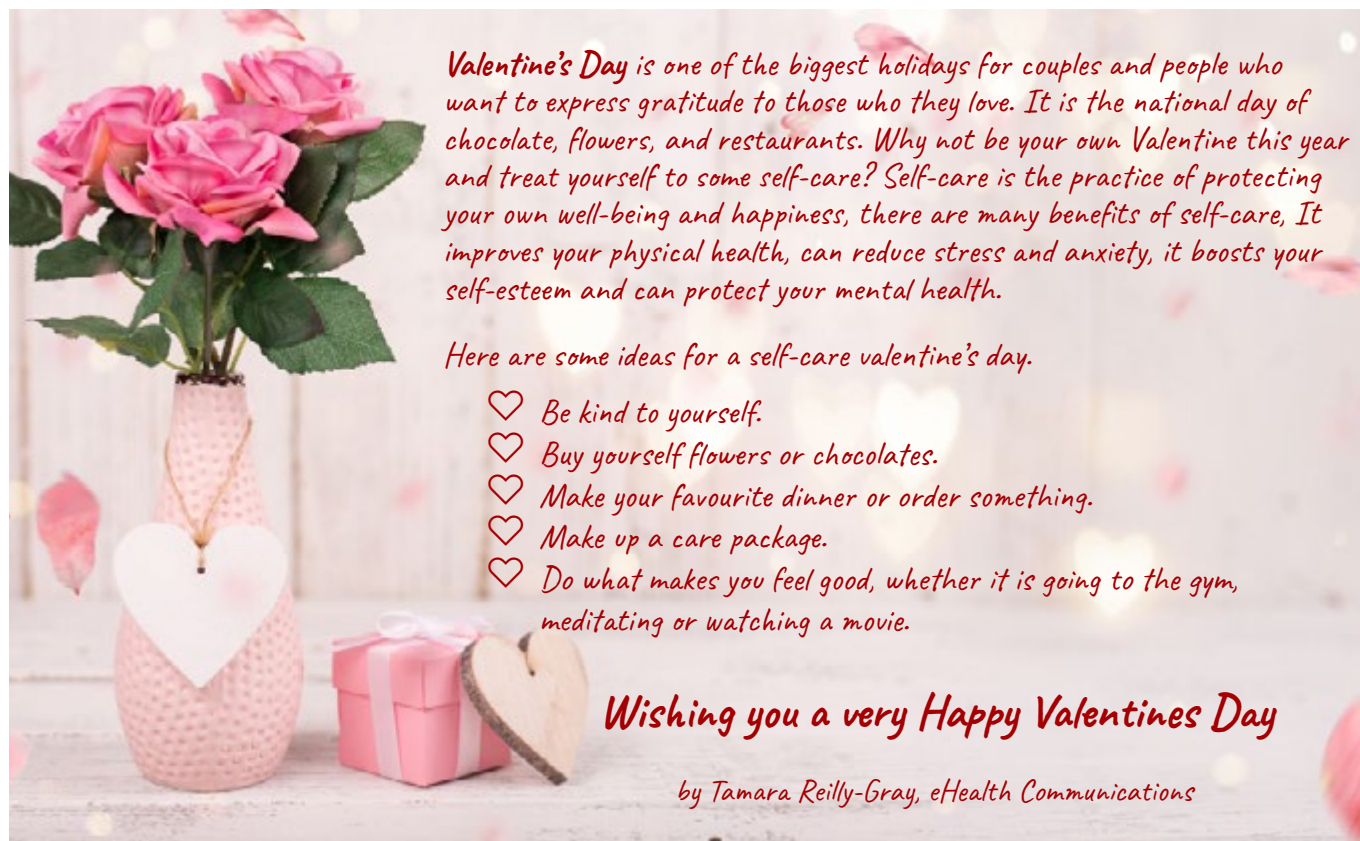
the engineers can also see where they are going in the coming month, as well as gathering the migratable staff into their migration groups on S1iD.

Finally, we prepare the staff invite up on the HealthIRL Migration calendar, ready to send out to all migrating staff on the Wednesday. These groups will be for 2 or 3 weeks in the future. We send them out this early, so that the staff are given advance notice of the migration date, and to also allow us to prepare HealthIRL migration packs that require distribution to the 5 internal HSE teams, and 4 external vendors, who we need to coordinate with for a seamless migration experience. These include O365, Information Security, Vodafone, Three, MJ Flood, etc.

Then we have lunch!

After lunch we have our meetings with our CHO or Group leads, to agree the next steps in the plan, book any meeting rooms required for migration for the next month, and give them an update on the date changes, if there are any.

At the end of each day, we make sure that all queries in our mailbox have been answered, and that all is ready and prepped for the fun day – Wednesday – Scheduling Day! We close shop with a satisfied grin, and get back to our present lives, having spent half the day 3 weeks in the future!



Valentine's Day is one of the biggest holidays for couples and people who want to express gratitude to those who they love. It is the national day of chocolate, flowers, and restaurants. Why not be your own Valentine this year and treat yourself to some self-care? Self-care is the practice of protecting your own well-being and happiness, there are many benefits of self-care, It improves your physical health, can reduce stress and anxiety, it boosts your self-esteem and can protect your mental health.

Here are some ideas for a self-care valentine's day.

- ♡ Be kind to yourself.
- ♡ Buy yourself flowers or chocolates.
- ♡ Make your favourite dinner or order something.
- ♡ Make up a care package.
- ♡ Do what makes you feel good, whether it is going to the gym, meditating or watching a movie.

Wishing you a very Happy Valentines Day

by Tamara Reilly-Gray, eHealth Communications

LUNCH AND LEARN SERIES

From the last two Lunch & Learn sessions a number of questions were asked by attendees but unfortunately the presenters didn't get time to answer in full. Below is a list of these questions from Michael Redmond's January session and the most recent one from Tom Molloy, PMO.

If you would like to contact the Lunch & Learn team to discuss topics please email them on: LunchandLearn.ehealth@hse.ie

LUNCH & LEARN Kick-off 2023

Michael Redmond
Chief Operations Officer

Q. How will blended working develop through the year? Is there new office space being provisioned?

We will implement blended working in eHealth in accordance with the Remote Working policy. Managers can engage with our employee relations department for advice and guidance through:

employeerelations.ehealth@hse.ie

We are continuously working to advance our accommodation footprint for eHealth nationally. We provisioned significant new office space in 2022 and continue to work through National Estates to try and source new space where required. This is not an easy ask as the HSE services globally have requirements for accommodation and this is an area where there is considerable pinch points in the system

at this time. The implementation of blended working should help as we properly roll this out to replace the ad hoc arrangements currently in place.

Q. Are you setting up SOC (Security Operations Centre)?

Interim SOC arrangements were put in place in May 2021 with a number of suppliers, under emergency procurements. These arrangements remain in place today and, while they provide many of the component elements of a SOC, there is no overarching service in place. This service is will be procured formally during the coming weeks/months. A physical location for a SOC may be necessary - we are working with National Estates and our colleagues in National Emergency Management on this. We have sourced some space in Dr. Steevens' Hospital that we plan to set up but a broader serviced SOC is still in the plans but no advances beyond this stage as yet.

LUNCH AND LEARN SERIES

The latest list of lunch and learn sessions are listed below.

All sessions take place on Fridays at 12.30 unless otherwise stated. These sessions have been hugely beneficial for us to learn about the work going on in teams across eHealth.

Coming up soon:

3rd March 2023
NIMIS 'The Big Bang' with Keith Morrissey

24th March 2023
iNews with Niamh O'Leary and Noel Carberry

21st April 2023
CHI update with Deirdre O'Connor and John Gilmartin

If you missed some of the previous sessions, most of them are available on the Discovery Zone on HSeLand.

[View this handy guide on how to find the Discovery Zone on HSeLand](#)



Programme Management Office

Tom Molloy
Head of Programme Management

From the most recent PMO Lunch & Learn please see below the list of Questions and Answers. For anyone looking for the slides from the presentation, copies of the templates/documents mentioned below or further information, please contact pmo@hse.ie.

Q. How are post-project risks managed and tracked?

Post-project or Business as Usual (BAU) risk management is outside the scope

of projects and the PMO. Each project has its own risk register in Modus, with aggregated analytics and reporting flowing through to dashboards for Risks and Issues. There is also an eHealth corporate Risk Management function that manages non-project-specific risk. The resourcing of it may have changed recently so we'll send out confirmed details in the next PMO Mailshot.

Q. Have you criteria for project close-out / handover?

Yes. Close-out criteria are covered in the project QA checklist and the End Project Report template. In addition, the PMO performs checks such as ensuring all outstanding invoices have been paid and all tasks in the plan have been completed.

Handovers are further covered by the Service Introduction (SI) process and any other activities not covered by existing templates should be captured in the project plan.

Q. How are PMs assigned to projects?

Assignments of PMs to projects is carried out by the delivery areas from their own pools of resources. PMs are matched to projects based upon the expected levels of project complexity and risk, combined with the skillsets, experience and availability of PMs. Hence, having confidence in project finish dates (i.e., PM availability) is crucial since one project not closing to schedule can delay new projects starting.

[Continued to next page.](#)

Q. What is the difference between projects being 'stalled' and 'suspended'.

Stalled means the project has resources assigned to it but it is not making progress against its plan. Stalled project is still required to report status each month. Stalled projects must report their RAG status as Red and outline their plans to get to Green.

Suspended projects are those where a decision was taken to temporarily cease activity and to release resources to other work. Suspended projects are not required to report status while suspended but they must be reviewed within six months of being suspended, with a view to either (a) clearing the blockages that caused the project to be suspended or (b) cancel the project if the business case is no longer viable for any reason (per PRINCE2).

Q. What's the difference between project 'baseline' finish date and 'plan' finish date?

Baseline Finish Date refers to the date the Project Board approved for completion of the implementation

project. Note that it is common for BAU services to be referred to as 'projects' long after the initial implementation was closed out and handed over to BAU service operation as products. Project Schedule Performance is measured against the Baseline Finish Date, which is set in Modus in consultation with the PMO and it is a permanent record of the date by which it was agreed the project would complete.

Plan Finish Date is ideally the same as Baseline Finish Date, but it can and does vary from the baseline. Because it varies, it is in effect a 'moving target' so cannot be used as a reliable metric of project health. After the baseline has been set, the PM can still adjust the project plan and schedule. If such adjustments cause the project finish date to change then a Schedule Variance (SV) occurs. The project should set tolerances during the Initiation stage so, for example, a Schedule Performance tolerance of +/- 30 days would mean slippage up to 30 days from baseline is not necessarily an issue. It becomes an issue when it exceeds tolerances and may require a

replanning exercise under the project change control process, which is defined in section 25 of the PID Template.

Q. Does the PMO provide template for risk and issue management?

Yes. Each project has its own dedicated risk and issue registers in Modus. These are rolled up in dashboards for project, programme and portfolio level analysis and reporting.

The PMO acknowledges that on occasion, some risks and issues will arise that are not appropriate for general visibility. We provide Templates for these, where risks and issues can be documented in detail but can be kept confidential if appropriate. Please contact the PMO for advice.

If you have any other questions or there are any aspects of project management you'd like the PMO to cover in future training or mailshots, please contact pmo@hse.ie.



International Women's Day #embracingequity

To mark International Women's Day on **Wednesday March 8th, 2023** we are following on from our [celebration and acknowledgement programme](#) over the last number of years and reaching out to the women working across eHealth. International Women's Day is a great opportunity for all of us to celebrate the accomplishments of women in our lives.

Celebrating the women in technology for International Women's Day is important because it encourages and lifts up the amazing contributions that women have made to the tech industry. Women have long been under-represented in the tech industry, and it's important to recognize their achievements, as well as to encourage more women to pursue their passions in technology. Celebrating the women in tech helps to create a more inclusive and supportive environment.

If you would like to participate in our campaign or find out more information please email: communications.ehealth@hse.ie on or before the 16th February and we will send on the required details.

If you wish to host your own event or find out more visit the international women's day official website.



International Women's Day

eHealth Team Focus



SAP CoE Business Delivery Team Finance & Procurement

The SAP CoE currently consists of seven functional teams; Business Delivery Team for Finance and Procurement, Technology and Infrastructure, New Developments, Business Support, Business Intelligence, Quality Assurance and Continuous Improvement & Change. This article will introduce the Business Delivery Finance and Procurement function.

Current Business Delivery Finance and Procurement Support:

The Business Delivery Team for Finance and Procurement is led by Sean Duffy (General Manager). This team is responsible for the functional support of the SAP Finance and Procurement systems. The team is currently made up of the Systems Accounting Team based in Parkgate Street and the Ariba Snap support Team, and is also currently expanding and preparing to progressively adopt post go live business as usual support for IFMS systems as the project deploys nationwide.

The sections below provide an overview of the current support services offered by the System's Accounting Team supporting the East, Stabilisation and CFI and the Ariba Snap Support Team. In the current environment the Finance and Procurement Team are also aligning to and supporting the IFMS project to ensure team readiness ahead of the first and subsequent go-lives. Readiness activities include team hire and transition, knowledge transfer,

documentation and process preparation and business relationship management definition. Although team members continue to focus on the business as usual activity supporting current systems, where possible they attend IFMS workshops, meetings and training sessions providing insight and advice whilst also learning. The IFMS Design Authority is chaired by Sean Duffy.

System's Accounting Manager – Keith Gorman

Systems Accounting provide SAP application maintenance and development support to HSE Eastern Region and national customers (incl. Tusla) on the SAP Finance East system. The team also provides extended support to HSE Mid-West, North West, and CHI customers on SAP Stabilisation, and Corporate Reporting users on SAP Business Warehouse. The support catalogue covers areas such as FI/CO (Finance and Controlling) Master Data (SAP East, Stabilisation & BW), Access and Security (SAP East, Stabilisation & Business Warehouse), break fix and system issues (SAP East), finance process development (SAP East), and project support (SAP East).

The Systems Accounting team is also building towards a future support model in the wider Business Delivery Finance and Procurement work stream to support IFMS post implementation and SAP Finance East is stood down as an operational finance system. The IFMS

program fundamentally changes the SAP landscape and will lead to exciting changes and opportunities for Systems Accounting and the wider Business Delivery Finance and Procurement team.

Ariba Snap Support – Roisin Gao

Ariba SNAP is a cloud based procurement system that was deployed in August 2020 where it was initially rolled out in response to the Covid-19 pandemic. Ariba SNAP is connected to SAP ECC6 Stabilisation via a Cloud Integration Gateway and SAP Cloud Connector allowing data to flow between the relative Cloud and On-Premise systems. SAP CoE currently provide technical and operational support for this system in the area of Guided Buying and Invoicing and will be expanding with IFMS to include Ariba Sourcing and Contracting functionality. Until sufficient knowledge transfers to SAP CoE the support is being supplemented by a small external 3rd Party Managed Service support contract providing technical and functional support. The team is also responsible for the management and control of SAP Ariba periodic update releases and the team co-ordinates with business stakeholders to agree and implement any relevant application changes. The team also support the testing for any system updates and upgrades on systems integrating with Ariba.

Continued to next page.



Current Teams

Systems Accounting: Keith Gorman (Manager), Matthew DeLong, Noleen Flaherty, Tadhg Keyes, Grainne Madden, Bruno Magalhaes, Leanne Reilly
Application Maintenance: Sunil Kumar Koppuri (Manager), Rohith Matthew
Ariba Support: Roisin Gao, Damian Schmid

Future Business Delivery Finance and Procurement Support

Once the IFMS system goes live the current East ECC6 and Ariba Snap systems will transition to SAP S4/Hana (IFMS) and Ariba full (IFMS) respectively. At that stage the current team members will transition to support IFMS under a different structure. The new Business

Delivery Team will be made up of 5 support towers as follows:

1. Core Finance and FP&A (Financial Planning and Analysis) (Keith Gorman – Manager)
2. Order to Cash
3. Procurement and Extended Warehouse Management
4. Ariba
5. Application Maintenance (Sunil Koppuri – Manager)

In the future model the team will provide support in the areas of Business Advisory, Business Process, Configuration Changes including Master Data Configuration, System Upgrades, System Interfacing and Integration,

Level 2 User Support etc.

The team photographed above:

*Top row L-R: Keith Gorman, Rohith Mathew, Bruno Magalhaes, Matthew de Long,
 Second row L-R: Sean Duffy, Noleen Flaherty, Leanne Reilly, Sunil Kumar Raddy Koppuri,
 Bottom row L-R: Roisin Gao, Damien Schmid, Grainne Madden, Tadhg Keyes.*



At the recent Health Summit held in Croke Park, Yvonne Goff and Stephen Mulvaney were some of the speakers on the day.

Training & Development

2023 Prospectus

by Janis Nolan

Training & Development Team

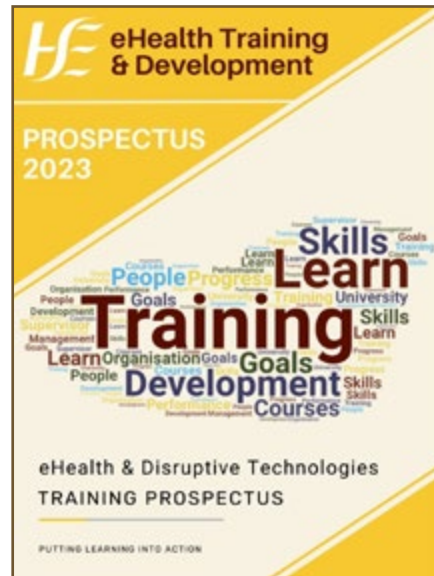
We are delighted to announce the launch of our 2023 Training and Development Prospectus.

Based on the positive feedback received from our 2022 course participants, we have once again included our flagship programmes:

- Leadership Development Programme
- Management Development Programme
- Administration Development Programme
- Managing People Using H.R. Policies
- Getting Ready for Retirement
- Stress Management and Resilience
- Fundamentals of Process Improvement in Health Systems – An Introduction to Lean Six Sigma

We have also been listening to our wider network of eHealth colleagues. As a result we are pleased to introduce some newbies:

- Presentation Skills - specifically designed to help you overcome the fear of public speaking.
- MS Word Intermediate to Advanced
- MS Excel Intermediate to Advanced
- Agile Product Management



Click on the image to the right to view the 2023 eHealth Training & Development Prospectus

To enrol on any of our programmes, [login to HSeLand](#) and navigate to the eHealth Course Catalogue.

View our [HSeLand Training Manual and Support Documents here](#).

If you would like more information on any of the courses mentioned in this article or on our 2023 Training & Development Prospectus, you can contact us at:

eHealth.training@hse.ie



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eHealth & Disruptive Technologies

To find out about any positions that have been advertised for eHealth, please go to our [eHealth Careers Page on ehealthireland.ie](https://ehealthireland.ie).

You can contact the HR Team on ehealth.recruitment@hse.ie



UPCOMING EVENTS



Dublin International Film Festival

Taking place every February, the Dublin International Film Festival is one of the most iconic events in Ireland's cultural calendar. This year the Film Festival begins on Thursday 23rd of February, and runs until the 4th of March. Ranging from hidden gems to acclaimed red-carpet spectacles attended by directors and stars, each year the Film Festival is a celebration of cinematic excellence of varying genres from all around the world.

[Tickets are available for purchase on their website.](#)

Clay Workshops Hunt Museum

Clay Workshops for ages 16 and over will take place in the Hunt Museum in Limerick City on the 18th of February, 11th of March and the 19th of February and 12th of March. Try your hand at the potter's wheel and learn hand-building techniques, which will include coiling and slab-building. The workshop is fully guided with local ceramicists. Participants will receive guidance and may create an object of their choosing.

[Booking is available on the website.](#)



The 'Bundoran 10' ten mile run and walk will take place on Saturday the 4th March 2023. It starts in the County Donegal seaside town with a beautiful coastal route, taking in the Wild Atlantic Way and the coastline up to County Leitrim, and then finishing at the Roguey Walk at Main Beach Bundoran.

Entry will include a finisher medal, and an option to buy a t-shirt relating to the event.

[Online registration for the event can be done through their website here.](#)



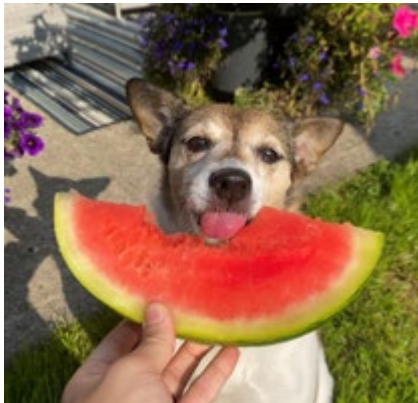
A Handy Guide to 99 of the best Irish Festivals in 2023

The Irish Times publish a handy list of cultural festivals around Ireland for the year ahead. Always good to try something different and this list should help you to plan your year and pencil in a few nice events over the coming months.

[A handy guide to 99 of the best Irish festivals in 2023](#)



Welcome to our first Pet's Corner of 2023. This is Boo. She is a 13 year old mixed breed rescue and lives with Meadh Stynes. Boo loves to sleep, eat and play dress up. Her favourite snacks are watermelon, carrots and the occasional steak! Lucky Boo!



If you would like to submit a photo and a little piece about your pet, please send to:
communications.eHealth@hse.ie.

Did you know?

by **Tadhg Pentony,**
 Training & Development /Comms

Valentine's Day, also called St. Valentine's Day holiday (February 14) when lovers express their affection of love through greetings and gifts. Given their similarities it has been suggested that the origins of the holiday first came to be in the Roman festival of Lupercalia, held in mid-February. The festival which originally had celebrated the coming of spring, included fertility

rites and the pairing off of women with men by lottery. At the end of the 5th century, Pope Gelasius the first forbid the celebration of Lupercalia and is sometimes attributed with replacing it with St. Valentine's Day but the true origin of the holiday is vague at best. Valentine's Day did not come to be celebrated as a day of romance until about the 14th century.



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.

Recruitment:
eHealth.recruitment@hse.ie
eHealth.hr@hse.ie

Employee Relations
Employeerelations.ehealth@hse.ie

Training & Development
eHealth.training@hse.ie

Mobile Telephony
Mobile.queries@hse.ie
Mobile.ne@hse.ie

Finance
 Finance: infrastructure.orders@hse.ie
 Capital: revenue.po@hse.ie

Executive Support:
DSHmgt.Support@hse.ie
 New Staff: NewStaffIT.ehealth@hse.ie

Communications
Communications.ehealth@hse.ie

Although there were several Christian martyrs named Valentine the day may have taken its name from a priest who was martyred about 270 CE by the emperor Claudius the second Gothicus. According to legend the priest signed a letter "from your Valentine" to his jailer's daughter, whom he had befriended and, by some accounts, healed from blindness. Other accounts hold that it was St. Valentine of Terni a bishop for whom the holiday was named, though it is possible the two saints were actually one person. Another common legend states that St. Valentine defied the emperor's orders and secretly married couples to spare the husbands from war. It is for this reason that his feast day is associated with love. But the true origin of the day is not clear and the true origin will never be truly discovered.

eHealth

New Recruits

Introducing our new colleagues to the eHealth community.

Aditya Mukherjee
Data Analyst IIS Team



What is the top destination on your must visit list?
Austria

What has surprised you about your job so far?
First the diversity of the team and how easily team manages to do work in WFH situation.

If you could have dinner with anyone, dead or alive who would it be and why?
If I could have dinner with anyone, I would choose Jim Carrey, as he is my one of my favourite comedian actors and just want to ask him how he performs clean comedy with just his expressions.

Mubarak Adeyemo
Power Platform Developer

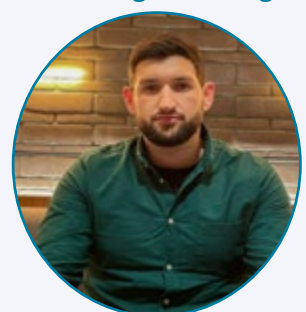


What is the top destination on your must visit list?
Tokyo

What has surprised you about your job so far?
How quick I found that I am going to love working here!

If you could have dinner with anyone, dead or alive who would it be and why?
Neil deGrasse Tyson. His thoughts on inventions that are most likely within the next few years

Gabriel Leal
HealthIRL Migration Engineer



What is the top destination on your must visit list?
USA

What has surprised you about your job so far?
The team that is very helpful and willing to help at all times. The staff if very kind and helpful also.

If you could have dinner with anyone, dead or alive who would it be and why?
My granddad, he passed away 14 years ago and him and I were very close.

Rupraj Bhattacharjee
Data Analyst



What is the top destination on your must visit list?
New Zealand is the top destination in my bucket list, especially the locations where “The Lord of the Rings” and “The Hobbit” were filmed.

What has surprised you about your job so far?
No surprises as such. I like the great work culture and environment within the organisation.

If you could have dinner with anyone, dead or alive who would it be and why?
Roger Federer. I am a huge fan of the tennis legend and I have watched most of his games over the years. It would be a dream come true to have dinner with him some day.