

# 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](mailto:Communications.TechnologyAndTransformation@hse.ie)

## TECH OFFICE ..... IT'S SHOWTIME .....

Big Productions  
coming to a  
location near you!

By **Helen Coughlan**,  
Chief Technology Officer, HSE Technology and Transformation.

### Enterprise Wireless – An Epic Thriller featuring Multiple Award Winners

An exciting collaboration between two big production companies - Technology Office and Capital & Estates. This collaboration is sure to lead to an action-packed production and is being directed by Sheila Dunleavy, co-produced by Pat Thornton and Aidan O'Connor, ably assisted by the network teams, local estates and local IT.

The program will install Wireless LAN connectivity across the estate providing a seamless connected experience within all buildings across all locations. Sites are going live across the regions with over 150 sites active as we speak. Enterprise Wireless delivers both staff wireless and public wireless and will be a sea change in terms of how we deliver mobility/ connectivity to our staff and patients.

If you want more information on the

program, you can contact [pat.thornton@hse.ie](mailto:pat.thornton@hse.ie) and for prioritisation of a location in your area, contact the eHealth Director for your region.

The word on the street is this is one to keep an eye on for Director or Producer of the year. However, there is also a chance (concern) that it may also be considered for a lifetime achievement award. Watch this space!



Continued to next page.

## INSIDE THIS ISSUE

Tech Office – its showtime! .....	1-2
Embracing Identity Management – PPSN collection .....	2
Training & Development Courses .....	3
GM Forum 2025 – a collaborative approach to progress .....	4-5
Protect your personal devices with MFA .....	6
Chronic Disease Management in Ireland .....	7-8
T&T Book Club Relaunch .....	9
CSE Management Staff Day .....	10
HSE Health App Q&A .....	11
Lunch & Learn Schedule .....	11
Welcoming our Interns to T&T .....	12
Speed, scrums and shamrocks .....	13
Pets Corner .....	14
Upcoming Events .....	15

## TECH OFFICE - Its Showtime



### Microsoft Windows 'Here we go again' - Stunning performances, Stellar actors.

The second big production is our Windows 11 upgrade, the next season of the popular series, Microsoft Windows 'Here we go again'. This follows from the success of the season one production: Windows 10 'Leave the past behind', which addressed significant legacy debt in the HSE.

This new production has a modern look and feel, with added security which

this critic feels will leave the audience wanting more.

Episode 1 has already seen 3,650 Windows 11 devices live and Win 11 is now the default build for new devices. Initial reaction on the street is good with positive reviews all round. People are experiencing increased performance and excellent end user interface meaning Windows 11 has garnered a good fan base already. The new build has the added advantage of being CIS compliant (it's a security thing!), a significant development in terms of our Cyber Security posture. Looking forward to the awards season there are already murmurings of best actor award

nominations with the Microsoft Office 365 programme in for best actor in a supporting role.

There will be weekly episodes of the Windows 11 rollout and to ensure you are fully supported in the event of any issues the NSD are establishing a dedicated Windows 11 24H2 support team which will be fully operational from Monday 3rd March.

**Note:** You should contact NSD in the normal manner and any Win 11 issue will be escalated promptly to the dedicated support team.

## Embracing Identity Management - PPSN Collection Boosts Healthcare Efficiency and Patient Safety

By Lisa Farrelly,  
Health Identity Management Services.

Following recent approval by the HSE Senior Leadership Team, Personal Public Service Numbers (PPSN) can now be collected across all Health and Social Care interactions. This represents a significant milestone in the HSE's ongoing commitment to enhancing the quality and efficiency of healthcare delivery through digital transformation. The collection and recording of PPS Numbers will play a pivotal role in accurately identifying individuals as well as matching Individual Health Identifiers (IHI) to patient records.

### Role of HSE Health Identifiers Service (HIDS) in the PPSN Project

The HIDS team has led this initiative since February 2024, working to establish PPSN collection across all health and social care services. This complex initiative required extensive stakeholder engagement, including collaboration with governance and data protection experts, partnerships with technical providers, and close coordination with government bodies. The HIDS team has also actively collaborated with patient partners from advocacy groups such as IPPOSI, Sage, and Patients for Patient Safety Ireland, as well as directly with service users. In addition, representatives from marginalised communities—including Traveller Health, Roma Health, Homeless Health, and LGBTQI+ services—were

engaged to gather feedback, address concerns, and ensure accessibility and inclusivity in the rollout.

Public engagement has been central to shaping this initiative. Supported by HSE Communications, a rapid insight survey gathered feedback from the public, and website and social media content were tested with participants to ensure clarity and effectiveness. The response has been overwhelmingly positive, with many noting that PPSN collection is "needed in a modern world." Public feedback has also highlighted that this process is already familiar, with two-thirds of respondents having previously been asked for their PPSN in a healthcare setting.

### Working with Regional Leads for Smooth Rollout

The HIDS team are working closely with nominated Regional PPSN Leads from each health region to ensure the smooth and effective rollout of PPS Number collection across all sites.

### Update Your Communications!

Health services have been advised to update their patient-facing communications to remind patients to bring their PPSN to their next appointment. Services are working towards incorporating the PPSN request into patient-facing communications such as appointment letters, text messages,



and follow-up emails. This ensures that patients are informed ahead of their appointments and can provide their PPS Number when they attend.

### Next Steps

Moving forward, HIDS will continue to work with each region to aid in the successful implementation of this initiative. We're excited to see the positive impact PPSN collection will have on supporting the progression of digital transformation in the HSE and ultimately the benefits that this will bring for patient care.

### Stay Connected on Social Media

Look out for updates on the PPS Number rollout on HSE's social media platforms, including X, Facebook, LinkedIn, and more. Be sure to follow us for the latest news, and feel free to engage with our posts to help spread the word.

**For more information, visit:**

[www.hse.ie/staffppsn](http://www.hse.ie/staffppsn)

or scan the QR code





# HSE TECHNOLOGY AND TRANSFORMATION

## Training and Development

A schedule of our upcoming courses are listed below:

Course	Date(s)	Duration	Location	Start & Finish times	Closing Date
Delivering Effective Feedback	25/03/25	1 day	The Richmond Events and Education Centre Eir Code: D07 TH76	09:30-17:00	06/03/25
Design Thinking Workshop	02/04/25	1 day	Tangent, Trinity's Ideas Workspace, 183-188 Pearse St. Dublin 2.	09:30-16:00	19/03/25
Personal Effectiveness	08/04/25	1day	The Richmond Events and Education Centre Eir Code: D07 TH76	09:30-17:00	25/03/25
Negotiation Skills	10/04/25	1 day	T&T Offices Southgate Eir Code A92 YK7W	09:30-17:00	27/03/25
Administration Development Programme	20/05/25 21/05/25	2 day	The Richmond Events and Education Centre Eir Code: D07 TH76	09:30-17:00	15/05/25
From Worrier to Warrior	29/05/25	1 day	The Richmond Events and Education Centre Eir Code: D07 TH76	09:30-17:00	14/05/25

If you are interested in attending any of these programmes and have line-manager approval to do so, please [enrol via HSeLand](#).

Access our Training Prospectus and support documents for help with finding or enrolling in courses [by clicking this link](#) for assistance.

Alternatively please contact [Training.TechnologyAndTransformation@hse.ie](mailto:Training.TechnologyAndTransformation@hse.ie) and we will be happy to assist you.

## Free Online Courses with eCollege

eCollege is a SOLAS-funded online training facility. It provides a range of free online courses with certificates, available any time. If you want to learn at your own pace, eCollege is perfect for you. eCollege courses are free, part-time, certified, and always on-demand, so you can get started straightaway.

The courses could help you whether you are already doing a course and want to

add to your learning or you simply want to improve your skills or learn new ones. The courses are designed to give you specific skills training with certification, to help you improve your skills.

### [How to qualify](#)

eCollege courses are currently free to anyone over 18 who holds a valid PPSN and has a postal address in Ireland.

If you are not sure what to expect from an eCollege course, you can find out more information on the [eCollege website](#).

Please note, while these courses are intended to be completed outside of normal working hours, you should discuss same with your line-manager, particularly if the course(s) form part of an agreed Performance Achievement discussion.

# Technology & Transformation GM Forum 2025: A Collaborative Approach to Progress

By **Helena Murphy**,  
HSE Technology and Transformation Social Media Lead.

The first Technology & Transformation (TT) GM Forum of 2025 brought together General Managers (GMs) from across TT programmes to discuss key achievements, challenges, and opportunities in healthcare transformation. This forum provided a valuable platform for peers to connect, share insights, and align on strategic priorities for the year ahead.

## Keynote Address

The day began with an engaging keynote address from Mellany McLoone, Integrated Healthcare Area Manager, (IHA) Dublin North City and West. Mellany emphasised the importance of people-centric leadership and collaboration in healthcare. She spoke about her career journey, highlighting the critical role of valuing and empowering staff to deliver high-quality services.



days, and improving patient outcomes. Additionally, she underscored the need for strong leadership to navigate change effectively and ensure sustainable improvements in healthcare delivery.

emerging threats.

Significant strides have been made in leveraging technology to improve patient care. Virtual wards have proven highly effective, to date saving 4,000 bed days and treating 650 patients remotely, helping to alleviate hospital pressures. Investment in AI and automation is also advancing, with the establishment of a Centre of Excellence (COE) to lead innovation in these areas. Additionally, digital identity and authentication improvements, such as the onboarding of 17,000 users to the Single Sign-On (SSO) system, illustrate the reach and scalability of TT's initiatives.



A central theme of her address was the need to reduce fragmentation in healthcare delivery. Patients often must repeat their medical history multiple times, which can be frustrating and inefficient. Mellany highlighted the opportunity to leverage digital transformation and integrated care models to streamline patient experiences and improve service efficiency.

Mellany also reflected on the progress made in community services and the importance of continued investment in this area. Virtual wards and integrated care pathways have played a crucial role in reducing hospital admissions, saving thousands of bed

Following the keynote, the focus shifted to operational updates from the GM's, showcasing the progress made across TT initiatives. Throughout the discussion, a strong emphasis was placed on advancing digital transformation, enhancing cybersecurity measures, and improving service delivery across healthcare systems. We have 7 sites live on the new national wireless network with 113 sites ready for the cabling stage, which will take varying amounts of time to complete depending on the size of the site. The integration of the TT functional risk register with the enterprise risk management system is set to provide stronger governance and oversight, while the establishment of a cyber risk review board will enhance protection against



Another key milestone discussed was the upcoming launch of the HSE Health App on March 25th. Furthermore, operational efficiency improvements were highlighted, including the migration of the INOR to a new audit platform, enhancing compliance and oversight.

[Continued to next page.](#)



## Technology & Transformation GM Forum 2025: A Collaborative Approach to Progress

These collective efforts demonstrate TT's commitment to leveraging digital solutions, streamlining processes, and fostering innovation to drive meaningful improvements in healthcare.

In addition to highlighting successes, the forum provided an opportunity to discuss some of the ongoing challenges and potential areas for improvement. Workforce planning emerged as a central concern, with an emphasis on the need for robust succession strategies to accommodate a multi-generational workforce and ensure leadership continuity. Additionally, resource allocation remains a challenge, with difficulties in backfilling roles affecting team capacity and data integrity.

The conversation also acknowledged the impact of remote work on team

dynamics, particularly for new recruits who may struggle with integration and engagement. Ensuring a strong support system and mentorship opportunities was identified as a key focus area. Another important discussion point was the reliance on key individuals within teams, which can create operational bottlenecks. Encouraging knowledge sharing and broader skill distribution was stressed as a solution to this challenge.

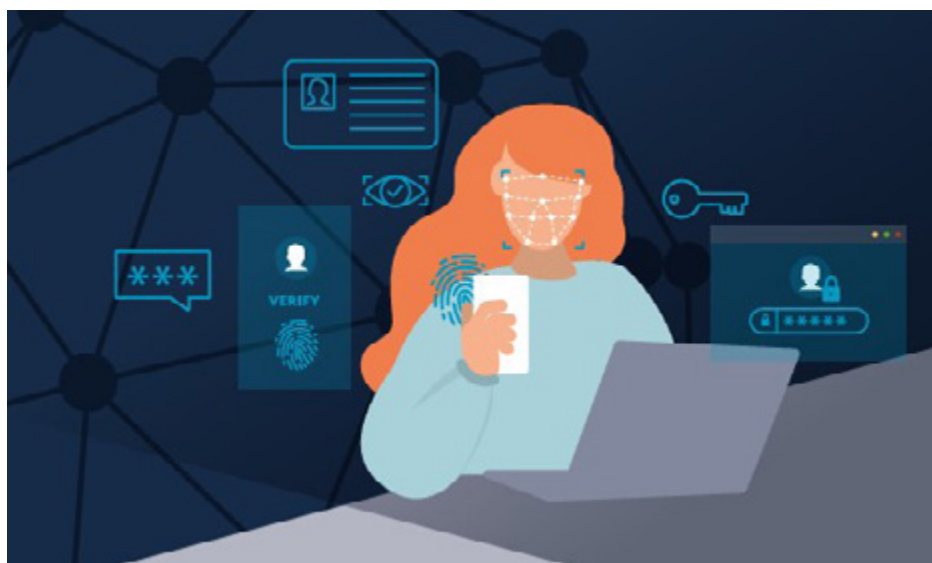
Despite ongoing political shifts, the reassurance was given that TT's long-term projects remain a priority, ensuring stability and continuity. Overall, the forum underscored the importance of proactive problem-solving, cross-functional collaboration, and clear strategic direction in navigating these challenges effectively.

The forum concluded with a forward-looking discussion on the collective vision for TT in 2025. Attendees reaffirmed their commitment to collaboration, digital innovation, and continuous service improvement. By leveraging the lessons from successful initiatives, such as virtual wards and Single Sign On, TT aims to drive meaningful advancements in patient care and operational efficiency.

The Technology & Transformation team is excited to build on the momentum from this forum and continue working together to implement the insights gained. With a clear focus on digital enablement, workforce development, and patient-centred care, 2025 promises to be a transformative year for TT and the wider healthcare system.



# Protect Your Personal Devices with MFA – It's easier than you think!



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

In an age where personal information is more vulnerable than ever, protecting your devices and online accounts has become a top priority. One powerful tool in your security toolkit is Multi-Factor Authentication (MFA). This simple yet highly effective safeguard can keep your accounts safe even if your password falls into the wrong hands.

## What is MFA?

Imagine this: A hacker gets hold of your password—whether from a data breach or a phishing attack. It's a nightmare scenario, but here's the good news. If you've enabled MFA, that password alone won't be enough to get them in. MFA adds an extra layer of protection by requiring a second form of verification, such as a fingerprint, a code sent to your phone, or a trusted app confirmation. Think of it as a second lock on your door—without it, hackers can't get in.

## Why Enable MFA Today?

**Prevents Unauthorized Access:** Even if your password is stolen, hackers can't access your accounts without the second form of verification.

**Protects Your Important Accounts:** MFA safeguards your email, social media, and banking apps from unauthorized logins.

**Easy to Set Up:** Most services offer MFA setup with just a few taps, so you can start protecting your devices in minutes!

## How to Set Up MFA?

Getting started with MFA is straightforward. Simply head to the settings of your Gmail, Instagram, or banking app, and look for "Two-Factor Authentication" or "MFA." Follow the prompts, and you're done! For even greater security, consider using an authentication app like Google Authenticator or Microsoft Authenticator instead of SMS codes.



For a step-by-step guide, you can access the National Cyber Security Centre's MFA guide [here](#).

Enabling MFA on your personal devices takes just a few minutes but can make a world of difference in protecting your online presence. Don't wait—secure your accounts today!

For additional help, reach out [cybertips@hse.ie](mailto:cybertips@hse.ie) for guidance.

## Technology and Transformation CAREERS



To find out about any positions that have been advertised for Technology and Transformation, please go to our [Careers Page on ehealthireland.ie](#).

You can contact the HR Team for more information.

## 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.



## Technology and Transformation

Prospectus 2025  
January-August



Technology & Transformation  
Training Prospectus

Putting Learning Into Action





## Innovation, Insights, and Impact.

By Sharon Mullally Senior Project Manager and Ciaran Coughlan Project Manager, Community Delivery, HSE Technology and Transformation.

Since 2020 there has been significant reform in how the HSE delivers chronic disease care under The National Framework for the Integrated Prevention and Management of Chronic Disease (2020-2025). The Chronic Disease Management (CDM) programme was an initiative designed to help individuals manage long term health conditions. It was negotiated and agreed as part of these agreements (GP 2019 & 2023) between the HSE, IMO & DOH to deliver a structured care programme delivered by GPs for patients suffering with certain chronic diseases.

The aim of the program is to deliver structured care plans, empower patients, reduce the impact of chronic diseases and improve long term health outcomes. CDM has been rapidly adopted by over 95% of GPs nationally providing structured care to 80% of eligible patients across Ireland. Clinical data from each review circa 50K messages per month is captured and stored in the CDM Clinical Data Repository (CDR). The CDR provides invaluable insights on the benefits realisation of the programme and service planning. The clinical publications to date have demonstrated the clear benefits and improvements in patients experience across lifestyle and clinical outcomes.

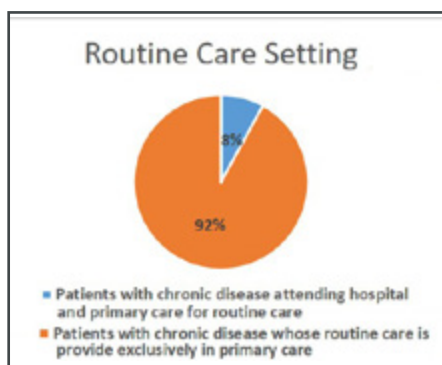
Initially the GP Practice Management Systems (PMS) were enhanced with a CDM module, co-designed and co-created in partnership with HSE and PMS vendors to successfully capture patient review data and send it via Healthlink to the CDR and PCRS for payment reimbursement.

### Delivery of results

Impact of technical changes results in significant service user and patient experiences. The

delivery of the technical changes to enable this programme were completed through a cross functional team with representation from the ECC Programme Chronic Disease Management Service Team, GP PMS Vendors, PCRS and a number of Technology & Transformation Teams (Community Delivery, A2i-HIDS, IIS, CISO).

Functional changes made to the CDM GPPMS module results in significant improvements for end user and patient experiences. Phase on phase the programme has provided enhanced streamlining, consolidation and additional functionality in the prevention and management of chronic diseases.



**Phase 1:** Delivered the fundamentals of the CDM treatment programme, Datasets, Investigations Matrix and structured review criteria and integration requirements.

**Phase 2:** Introduced 2 additional programs Opportunistic Case Finding and Prevention Programme with associated datasets, Investigation Matrix and eligibility criteria.

**Phase 3:** Included 30 enhancements to expand and streamline existing programs. These enhancements included the enrolment of patients over 18 years with known diagnosed Stage 1 hypertension on the Prevention Programme and the

enrolment of all women over 18 years with a history of GDM or Pre-Eclampsia on the Prevention Programme.

**Phase 4:** Introduces the reduction to 18 years+ for direct enrolment to the Prevention Programme (PP) for all PP criteria and the inclusion of Familial Hypercholesterolaemia, Peripheral Arterial and Valvular Heart Disease and Chronic Kidney Conditions.

This has a positive impact on eligible patients' health with access to necessary diagnostics to allow for prevention of developing chronic disease, timely accurate diagnosis, early intervention and proactive management of chronic conditions.

Detailed messaging specifications outline the messaging structure and pathway from GP PMS through Healthlink to PCRS (payment) and CDR (analytics).

### The Program from a Clinical perspective

There were 443,524 individuals registered on the CDM treatment Programme as at the end of June 2024. The CDM programme requires that GPs develop, discuss and record a care plan with each of their patients and that this plan is updated at each visit empowering patients in the management of their condition(s). The care plan includes anticipatory care, recommended actions for when the patient deteriorates and facilitates the development of patient-centred goals for treatment and behaviour change to be agreed and documented between patient and their GP - 53% (i.e. 98,494) of patients had a comprehensive patient centred care plan by January 2022, this had risen to 71% of patients by January 2023.

To date 2 clinical reports on the CDM have been published, outlining the current Biometric risk factors (Medical) and lifestyle outcomes.

CDM patients are experiencing lifestyle improvement across several categories. Behavioural changes have consistently improved seeing the number of smokers decrease, obesity levels decrease and physical activity increasing.

The most impactful results are demonstrated across the Biometric Risk Factors. Results demonstrates a reduction in Total Patients with Hypertension of 45% and similarly in Total Patients examining Diabetes markers of 45% were experience between the first and third GP visit on the CDM programme.

Continued to next page.

# Chronic Disease Management in Ireland: Innovation, Insights, and Impact.

The perspective of healthcare professionals further underscores the CDM programme's success. Dr Lisa Devine, a GP in Bray, Co Wicklow, described it as an "absolute game-changer." She added, "From my point of view, it is one of the most positive things that has happened in the health service."

Patients are experiencing the benefits of structured care, gaining more accountability for the behaviours. Year on year there is a growing body of evidence highlighting the impact such a programme has on the preventative care to patients.

This proactive programme is leading the way in healthcare delivery, optimising technology, improving patient care, streamlining care pathways. Patients are more empowered with early detection and intervention promoting healthier lifestyles and improving their quality of life managing their conditions.

Management Programme. Evidence demonstrates that only 8% of patients were attending hospital for ongoing care of any of the conditions for which they were attending the GP under the CDM Programme.

Dr Orlaith O'Reilly, HSE National Clinical Advisor Chronic Disease said: 'The Chronic Disease Management programme is an example of the HSE's commitment to enhancing healthcare in the community and bringing care closer to people's home.'

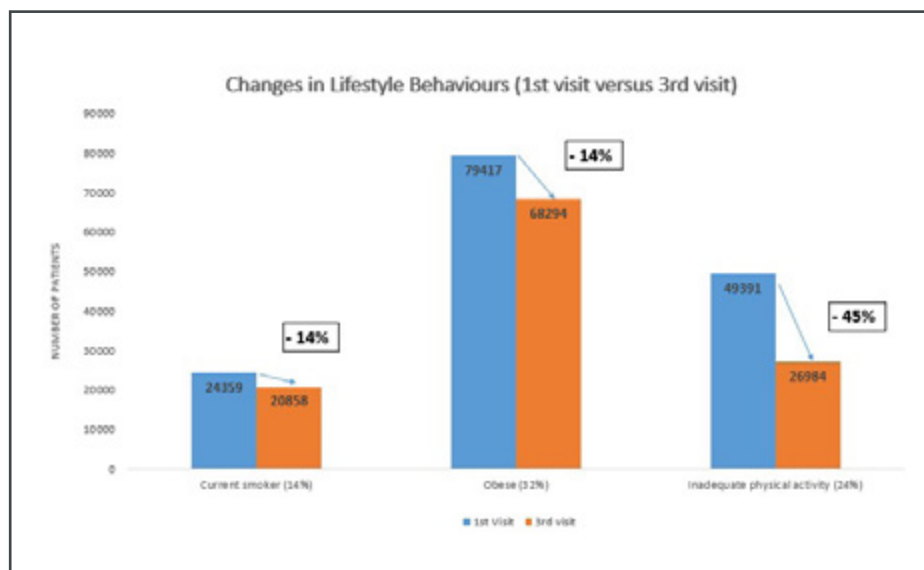
The research produced from CDR analysis, comparing data from 2019 to 2023, shows the following key findings:

- 30% reduction in Emergency Department (ED) visits:.
- 26% reduction in admissions.
- 33% reduction in GP Out of Hours (OOH) visits.

## Conclusion

This programme is supported by the Service Business Administrator, who liaises with all relevant stakeholders to ensure that GPs are supported in delivering the Programme to their CDM patients. The CDM phases, which involve enhancements, expansion of services, and addressing additional requirements, are managed collaboratively between the CDM Programme's Clinical Lead, Assistant National Director ECC Programme, and Technology & Transformation. The unique features of the Project team ensure that the focus remains on a patient-centric, enhanced experience of care that meets the needs of patients, communities, and service delivery users. It is supported by the integration of technology across the various stakeholders to streamline this process. This collective effort fosters a positive environment that encourages teamwork and innovation, and continuous improvements as the programme advances into its fourth phase.

Over the years, several key figures have been instrumental in the successful delivery of CDM phases. Each team member has worked toward this vision with perseverance that has shaped something truly meaningful and impactful. Our heartfelt gratitude extends to Dr. Orlaith O'Reilly, CDM Programme Clinical Lead and to Pat O'Driscoll (T&T GM) and Marie O'Grady (ECC GM), whose dedication has left an indelible mark on the programme. We wish both Pat and Marie all the best in their retirements and thank them for their invaluable contribution to the Programme.



## The Program from a Service perspective

The CDM Programme delivers on the key objectives of the Slaintecare transformation programme, GP Agreements 2019 & 2023, ECC Programme and HSE NSP 2025 to support hospital avoidance and the transition of care into the community for all.

This programme aims to ensure a population level approach to the prevention and management of specific chronic disease. It involves moving from the level of the individual to assess whole population needs with a view to targeting interventions at individual risk groups through the Structured Chronic Disease

These reports highlight the effectiveness of the programme in reducing the volume of routine care being managed in acute settings, ensuring that patients are efficiently cared for within their communities. By shifting care to community settings, the programme is enhancing patient outcomes while relieving pressure on acute services. Moreover, the quality of care delivered can now be effectively measured, providing valuable insights to ensure the service reaches all patients within their communities. This data-driven approach allows for continuous improvement, ensuring that the programme remains responsive to the evolving needs of the population it serves.



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.



# Join Our Book Club: A World of Stories Awaits!



Are you looking for a fun and engaging way to explore new books and connect with fellow readers? Our Book Club is the perfect place for you! Whether you're an avid reader or just getting into the habit, our group welcomes all levels and interests.

The Book Club come together the second Tuesday of the month at 1pm, starting today! We select a new book that spans various genres—fiction, non-fiction, memoirs, and more—so there's something for everyone. Our lively discussions give you the chance to share your thoughts, explore new perspectives, and dive deeper into the story. You'll find yourself reflecting on the characters, themes, and ideas in ways you never expected!

What makes our Book Club special? It's the community. We're not just

about reading—we're about forming friendships, expanding our horizons, and learning from one another. Our meetings are relaxed and informal, making it easy to join in and share your thoughts. Plus, there are no long-term commitments—join for one book or stay for the journey!

With our easy-to-use virtual platform, you can participate from anywhere. Whether you're on the go or cozy at home, you'll always have access to the book and our group chat.

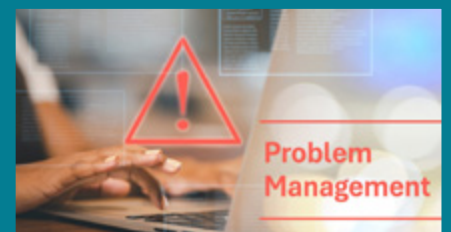
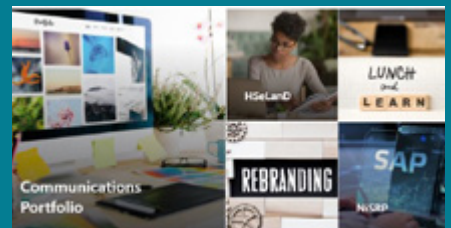
Ready to join? It's simple! Just sign up, grab a copy of the book, and get ready for the next meeting. Step into a world of adventure, knowledge, and camaraderie. Happy reading!

Our first meeting is next Tuesday, 11th March at 1p.m. Sign up today and start your next literary adventure [Here](#).



## Your one-stop-shop for Technology and Transformation

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



# CSE Management Staff Day: Driving Service Excellence and Future Growth

By Alan McKinney and Darach Glennon,  
Customer Service Experience (CSE), HSE Technology and Transformation.



The Customer Service Experience (CSE) Management Staff Day took place in the Tullamore Court Hotel on the 5th of February 2025. Darach Glennon, Director of CSE opened the day by welcoming and thanking everyone for attending. Darach spoke about the many achievements of the CSE teams over the last 12 months and highlighted the importance of sharing the work completed in CSE to the wider HSE Technology and Transformation teams by contributing to lunch and learns, e-zine and other communications channels.

He also complimented the team for the development of many of the ITIL services that have been implemented and matured over the last few years and indeed the excellent set of KPI's and Management/Power BI reports that help the team to monitor and measure all of the inter-related services we provide to both T&T colleagues and the wider user community.

Attendees were treated to presentations from functions within CSE, Service Operations, Service Transition and Strategic Application Services. The following completed presentations on their respective areas/projects: James Lee, Alan McKenny, James Conlon, Tim Murray, Kevin Walsh, Gary O'Brien, Matthew Burke, Daniel Friedmann, Mark Ryan, Martin Sweeney, Nicholas Fox, Sri Harigunasekaran and Tommy Tallon.

The presentations on the day received overwhelmingly positive feedback. The day's success and enjoyment was largely due to the attendees' active participation in the lively Q&A sessions. There was a general air of excitement in the room as

some colleagues had not seen one another in person for some time due to the nature, demand and pressure of services that CSE provide on a daily basis.



After lunch, the teams split into groups for a round table exercise to discuss CSE developmental opportunities. Some of these discussions focused on fostering information and knowledge sharing across CSE functions including how to communicate better with other teams in T&T. It was suggested that CSE look at establishing a group to explore

opportunities in Automation and AI and identify training opportunities in line with T&T development and standards working with other T&T departments who are leading out in those areas.

CSE Management recognises the rapid organisational changes taking place within the HSE and associated challenges therein. CSE Management will look at focusing on delivering service improvements within the current environment and embracing the new regional structures to help support them to successful delivery of services.

As the day drew to and end, Darach Glennon closed out the day with a recap on the topics covered and thanked the team for their attendance and participation. A follow up

set of actions brainstormed on the day are already being proactively pursued and it is planned that the group will meet again later this year to look at other CSE staff day opportunities and include other members of the T&T senior management team to attend.





# HSE Health App

## Q&A

On February 21st, Fran Thompson and Deirdre O'Regan hosted a "Lunch and Learn" session to explore the features of the HSE Health App. In light of this event, we've compiled a list of commonly asked questions and answers to help you get the most out of the app.

**Q: If I lose my phone, what measures are there in the app that protect the medical data in it?**

**A:** The HSE App data is protected by MyGovID Safe Level 2 logins only, which would be required to access personal health data.

**Q: Will the app have NFC functionality to allow for seamless check-in, especially for ED?**

**A:** Not at present, but this will be a future feature for the HSE App.

**Q: Does the app keep audit logs for GDPR and privacy tracking?**

**A:** Users are asked to opt into tracking at the start. DPIA has been completed.

**Q: How will access to the app for people with intellectual disabilities be managed?**

**A:** At present, the app is direct access for a verified MyGovID. The Intellectual Disabilities App is on the 2025 roadmap for exploration.

**Q: Will my medicines archive go back in years prior to app or is it only medicines prescribed from X date?**

**A:** No, reimbursed medications will show from around 2 months previous to initial login, depending on pharmacy reimbursement claims status.

**Q: Is the app being launched nationwide or by region?**

**A:** HSE App will be launched nationally.

**Q: Will HSE Staff who have HSE Smartphones be told to load the App on their private smartphones and not on their HSE Work smartphone?**

**A:** The HSE App will be made available in HSE App Store and users can access on either work or personal phones.

**Q: Will lab results such as blood tests be available in the app?**

**A:** Not at present, but this will be a future feature for the HSE App.

**Q: Once a user is set up with a verified Gov ID, will there be a plan for the user to create a unique passcode for faster log in to the app?**

**A:** The login is handled entirely by MyGovID or biometric login, following a successful MyGovID login.



The HSE Health App was launched on 25th February. The photograph above was taken at the event where the Minister for Health, Jennifer Carroll MacNeill TD and our CEO Bernard Gloster launched the app to the public.

**Q: Can a patient view their MRN on the app?**

**A:** No MRNs are available in App

**Q: Will patients be able to see their IHI in the App?**

**A:** The IHI is not visible to patients within the App.

**Q: Can I run the app on my HSE phone?**

**A:** Yes.

**Q: Is there integration with google or outlook calendar for appointments? So that any appointment sent will automatically go to our preferred platform?**

**A:** Not at present, but this will be a future feature for the HSE App.

**Q: Will there be feasibility testing within the app to help you know if you qualify for something such as a medical card?**

**A:** Not at present, but this will be a future feature for the HSE App.

**Q: What accessibility settings are involved in the app, such as a dark mode or colour blindness? Is there in built narration too or do we rely on our device's own ones?**

**A:** There is accessibility for visually impaired users in HSE App.

**Q: Is there a launch pack that we can use to advertise the app to patients on our digital display screens?**

**A:** HSE Comms have a partner pack that is being shared with partners.

**Q: Can the app be accessed in an emergency by Medical personnel?**

**A:** The App is intended for Patient access and is not a tool that clinicians should use to provide clinical care.

**Q: Are any elements of the app open source, or is there an internal bug reporting method if we come across anything?**

**A:** Support for HSE App is primarily by HSELive, issues can be reported to HSE Live

**Q: Will the app be available as an independant APK or is it only available on google and apple store?**

**A:** HSE App will be available in Apple, Google and HSE App stores.



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 Technology and Transformation.

**Coming up soon:**

**28th March, 2025:**  
**Children's Hospital Update**  
with Adrian Carroll

**4th April, 2025:**  
**Communication Innovations for Technology and Transformation**  
with the Communications Team

**11th April, 2025:**  
**Outbreak Case and Incident Management System (OCIMS)**  
with OCIMS team

**16th May, 2025:**  
**The Value of IT Change Management**  
with Edward Mountaine.

If you missed some of the previous sessions, they are available on the Discovery Zone on HSeLand and on our [Resources Page on our eHub](#).

**View this handy guide on how to find the Discovery Zone on HSeLand.**



# Welcoming Our New Interns and Staff Members: A Day of Insight and Engagement



Induction Day 18th of February 2025 - photographed above are our Interns with their mentors.

By **Tamara Reilly Gray**

HSE Technology and Transformation Communications.

On Tuesday the 18th of February, we were delighted to welcome our newest interns and staff members during an engaging and informative induction day. The event kicked off with a powerful presentation by Fran Thompson, providing an in-depth overview of HSE Technology & Transformation. Fran highlighted the scale and complexity of digitising the Irish health service, emphasising the diverse range of IT skills and innovative solutions required to support this monumental task.

He explained how the HSE has restructured into six regional areas to streamline service delivery. Fran also outlined the ambitious strategy for digital healthcare, a government-approved plan. He stressed the importance of project management skills, organisational experience, and strong support networks in successfully delivering these large-scale transformations.

Fran encouraged the new recruits to build trust, collaborate, and seek help across the 1,000+ person organisation, reminding them that learning from diverse perspectives and past mistakes is key to driving progress. Clinicians, he noted, are largely supportive of these digital initiatives, as they free up time spent searching for information and allow them to focus more on patient care.

Following Fran's presentation, Thelma Pentony, our Training Manager, and Allyson Donnelly, HR Manager, led a

detailed session on essential HSE policies and procedures. They covered important topics such as sick leave, disciplinary actions, the Dignity at Work policy, support services, mandatory training, and general operational information and answered questions that the interns had to ask. Thelma and Allyson also lightened the mood with some fun icebreaker activities, helping our new team members connect with each other.

To wrap up the day, our new interns and staff had the opportunity to meet their mentors. These experienced team members will be on hand to provide ongoing guidance, support, and valuable feedback, ensuring a successful start to their careers with us. We're excited to see the impact they will make as they embark on this journey.

View the video of our day [Here](#).



## 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



## Technology and Transformation Activity Reporting

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



# Speed, Scrums and Shamrocks!

By Ryan Campbell,  
HSE Technology & Transformation Communications.

This March, sports fans are in for an unforgettable weekend as two major sporting events coincide with St. Patrick's Day celebrations. The Six Nations Rugby Championship clash between Ireland and Italy paired with the return of the Formula 1 season, will make for an exhilarating few days of action, speed, and cultural festivities.

## Ireland vs. Italy in the Six Nations

The Six Nations Championship is one of the most anticipated events in rugby, and this year's match between Ireland and Italy promises to be no different. Ireland, currently one of the world's top rugby nations, enters the game with a squad brimming with talent. However, following their tough loss to France at the weekend, they'll be eager to bounce back and prove their strength.

Italy, however, has struggled in the Six Nations but has shown signs of improvement in recent years. With a young team eager to make a mark, they will be hoping to challenge Ireland and potentially upset the odds. Ireland's dominance in the tournament and the energy of St. Patrick's Day will surely boost their performance, but Italy is always a wildcard, capable of surprising their rivals.

The Stadio Olimpico will be filled with the fervor of rugby fans, as both teams seek crucial points in this thrilling encounter.

## Formula 1: A New Season Begins

Alongside the Six Nations rugby, Formula 1 returns with the 2025 season opener in Australia. After months of anticipation, fans are eager to see their favorite drivers—like Max Verstappen, Lewis Hamilton, and Charles Leclerc—back on the track. The Australian Grand Prix marks the beginning of a new chapter, with teams like Red Bull, Ferrari, and Mercedes looking to set the tone for the season.

Last year's season ended with plenty of drama, and with new car designs and updated regulations, 2025 promises to be just as thrilling. The Australian Grand Prix will showcase the power, speed, and precision that Formula 1 is known for, with strategies unfolding and drivers battling for dominance from the very first race.

For motorsport fans, the combination of the rugby clash and Formula 1's return ensures a weekend full of action and excitement. Whether you're watching the race or cheering on your rugby team, this weekend is set to deliver.

## St. Patrick's Day: Global Festivities

In addition to the sporting action, St. Patrick's Day provides a global celebration of Irish culture. On March 17th, people around the world will come together to honor Ireland's



patron saint with parades, music, and the iconic green attire. The Irish spirit will be alive in cities from New York to Sydney, with traditional Irish food, drinks, and festive gatherings.

For those watching the Ireland vs. Italy match, St. Patrick's Day adds a personal touch of national pride. Fans will unite to support their team while celebrating Ireland's rich cultural history, making the rugby clash even more meaningful.

The weekend of March 15-17, 2025, is shaping up to be one of the most exciting of the year. Whether you're a rugby enthusiast, a Formula 1 fan, or simply celebrating St. Patrick's Day, the combination of world-class sport and cultural festivities will make for a truly memorable experience.

## 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.



# Technology & Transformation

## Pets Corner



### Hello I'm Bilbo!



I'm a true expert when it comes to finding the coziest, snuggest spots around the house. Whether it's a soft chair, a warm blanket draped across the couch, or a hidden nook that no one else knows about, I've got an eye for the perfect place to curl up and relax. My humans are constantly amazed at how creative I am with my choices—they never quite know where I'll end up next, and that's half the fun! I like to think of myself as a hide-and-seek champion, though I rarely let them find me unless I want to be found. I have a few secret spots they've never discovered—at least, not yet.

But don't let my love for napping fool you; I'm also a bit of a daredevil. I've got a mischievous streak, and

I absolutely love climbing to high places. Wardrobes, shelves, presses—you name it, I'm up there in a flash, surveying my kingdom from above.

Sometimes, my curiosity gets the best of me, and that's when the chaos begins. Like when I knock the TV off its stand. It's never really on purpose, but I can't help but watch in delight as things tumble down. The humans always look at me in surprise, but honestly, I'm just spicing things up. Life's too short not to have a little fun, right?

I'm a cat who loves to keep things exciting, whether it's finding the perfect nap spot or causing a bit of trouble. Life with me is never boring, and I wouldn't have it any other way!

*Bilbo shares his home with John Bruton, a valued member of our T&T Mobile Telephony Team.*

If you would like us to share your furry friend(s) and their stories in our Pets Corner feature, please contact us at [T&T Communications](mailto:T&T Communications)



#### RECRUITMENT

[recruitment.technologyandtransformation@hse.ie](mailto:recruitment.technologyandtransformation@hse.ie)  
[hr.technologyandtransformation@hse.ie](mailto:hr.technologyandtransformation@hse.ie)

#### EMPLOYEE RELATIONS

[employeerelations.technologyandtransformation@hse.ie](mailto:employeerelations.technologyandtransformation@hse.ie)

#### TRAINING & DEVELOPMENT

[training.technologyandtransformation@hse.ie](mailto:training.technologyandtransformation@hse.ie)

#### FINANCE

##### Revenue contacts:

Corporate and East: [revenue.po@hse.ie](mailto:revenue.po@hse.ie)

Midland: [carmel.hayes@hse.ie](mailto:carmel.hayes@hse.ie)

Mid West: [sarahellen.daly@hse.ie](mailto:sarahellen.daly@hse.ie)

North East: [maria.smith@hse.ie](mailto:maria.smith@hse.ie)

North West: [deirdre.ohagan@hse.ie](mailto:deirdre.ohagan@hse.ie)

South: [ICTBizOps.south@hse.ie](mailto:ICTBizOps.south@hse.ie)

South East: [ITPurchasing@hse.ie](mailto:ITPurchasing@hse.ie)

West: [anita.gaffney@hse.ie](mailto:anita.gaffney@hse.ie)

##### Capital Contact:

[Capital.technologyandtransformation@hse.ie](mailto:Capital.technologyandtransformation@hse.ie)

#### EXECUTIVE SUPPORT

[DSHmgt.Support@hse.ie](mailto:DSHmgt.Support@hse.ie)

New Staff:

[newstaffit.TechnologyAndTransformation@hse.ie](mailto:newstaffit.TechnologyAndTransformation@hse.ie)

#### COMMUNICATIONS

[communications.technologyandtransformation@hse.ie](mailto:communications.technologyandtransformation@hse.ie)

#### MOBILE TELEPHONY

HSE SOUTH: Cork, Kerry.

[lctbizops.south@hse.ie](mailto:lctbizops.south@hse.ie)

HSE EAST: Dublin, Wicklow, Kildare.

[mobile.queries@hse.ie](mailto:mobile.queries@hse.ie)

HSE WEST: Galway, Mayo, Roscommon.

[lctbizops.west@hse.ie](mailto:lctbizops.west@hse.ie)

HSE NORTH WES: Sligo, Donegal, Leitrim.

[lctbizops.nw@hse.ie](mailto:lctbizops.nw@hse.ie)

HSE NORTH EAST: Louth, Cavan, Meath, Monaghan.

[lctbizops.ne@hse.ie](mailto:lctbizops.ne@hse.ie)

HSE MIDWEST: Limerick, Clare, North Tipperary

[lctbizops.mw@hse.ie](mailto:lctbizops.mw@hse.ie)

HSE MIDLANDS: Westmeath, Longford, Laois,

Offaly.

[lctbizops.ml@hse.ie](mailto:lctbizops.ml@hse.ie)

HSE SOUTH EAST: Waterford, Wexford, Kilkenny,

South Tipperary, Carlow.

[lctbizops.south@hse.ie](mailto:lctbizops.south@hse.ie)





The thirteenth annual Kilkenny Tradfest promises to be the best yet! Running concurrently with the St. Patrick's Festival from March 14th to 17th, this festival showcases traditional Irish music with over 100 performances across various venues in the Kilkenny.

For more information, visit:

<https://kilkennytradfest.com/>



## St. Patrick's Festival

The National St. Patrick's Day Parade really is the centre of the world on St. Patrick's Day – a genuinely bucket-list worthy adventure in Ireland's capital city, which lies at the heart of the global celebration of Irish culture, heritage and people.

For more information, visit <https://stpatricksfestival.ie/>

## Galway to Cliffs of Moher and Burren Full Day Tour

Experience the rugged coastlines, windswept landscapes, rare flora, and Irish culture that make The Burren unique. Embark on a professionally guided day tour to the famous Cliffs of Moher and the remarkable Burren, discovering the top attractions on Ireland's west coast

For more information, visit [allevents.in/Galway](http://allevents.in/Galway)



## March Movie Club

Sunday March 2nd is Oscars night and there's no better excuse to have Gladiator for on screen for the March Movie Club at Rascals Brewery & Pizza Restaurant in Dublin. Winner of Best Picture in 2000, this is an epic worthy of being deemed a modern classic.

For more information, visit [Eventbrite.ie](http://Eventbrite.ie)



The Cork St. Patrick's Day Parade 2025 has chosen 'Building A Better World' as its theme. Celebrating 2025 as the UN International Year of Co-operatives, groups participating are encouraged to include this in their presentation on the day. A vibrant and colourful display, Cork's parade features members of communities from all walks of life across the city - sporting groups to dance schools, new communities, our long-established brass bands, and special guests from around the world.

For more information, visit [Corkcity.ie](http://Corkcity.ie)