

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

Designed Together, Delivered Together - The Collaborative Power Behind the HSE Health App



By **Angela Knight**,
Senior ICT Project Officer, Standards and Shared Care Records.

Introduction

The HSE Health App recently won **IT Project of the Year - Public Sector** at the recent Tech Excellence Awards. Co-designed with patients, staff, and advocacy groups, the HSE Health App was developed as a HSE project in partnership between the HSE and partner collaborators. The primary aim of the HSE Health App is to empower individuals by providing secure visible access to their health information, access to self-care pathways, improving communication between patients and the health service while enhancing the overall patient experience.

Collaboration

What collaboration means to the app is that from research to production, every step of the way has had joint thinking, working and

understanding, to build an innovative patient centred platform.

Every part of the user's journey in the app is constructed collaboratively, with parallel workstreams feeding into one another. Multiple teams engage with each other to display accurate data and ensure support calls relating to source data is handled correctly. This confirms the HSE Health App as a secure, scalable, and user-friendly platform supported by multiple teams, including:

- HSE Teams: HSE Digital and HSE Live, Standards and Shared Care Records (SSCR), Chief information Security Office (CISO), Cloud platform (CP), Access to Information, Health Identifiers Service (A2I-HIDs), Integrated Information Service (IIS).

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Designed Together, Delivered Together - The Collaborative Power Behind the HSE Health App

- Partner collaborators and service providers: Nearform, Dept®, Deloitte Ireland LLP, Context Studio, Waystone and Mandiant, MyGovID (Dept of Social Protection) and Snasta.
- Patients and advocate groups: Patient Advisory Group, Irish Platform for Patient Organisations, Science and Industry (IPPOSI), Clinical Advisory Group and a Beta 1 Pilot study (Maternity patients in Cork University Maternity Hospital (CUMH).
- Other Partners: iPMS (HSE patient management system), COVAX (HSE Covid-19 vaccination system), PCRS (Primary Care Reimbursement Schemes), NIO (National Immunisation Office).
- feature (Deloitte). Contact with users and messaging makes use of Salesforce service and marketing cloud to enable secure interaction with the HSE customer service team of HSE Live.
- The app utilises a “Security by Design” approach, security measures (Waystone and Mandiant) are rigorously tested to ensure a secure platform is built, allowing for teams to mitigate issues identified (IIS, A2I, Nearform, CP).
- Testing is collaborative (CISO, Nearform, Waystone and Mandiant, A2I, IIS). A pool of testers from all teams assist with UAT testing, and the Nearform performance and accessibility testing ensures the product is ready and has appropriate functionality prior to release.

Ownership

The app continues to be an evolving development product, with more services, data and features planned for the coming years. Project management oversight, product ownership and support from the HSE Technology and Transformation Project Team ensures development is coordinated, deliverables are timely and cohesion is maintained between the teams.

Development and Testing

- Research and insights into how a feature will work and benefit the user is achieved by working with users (and their advocates) to discover ease of use, understanding and ability (HSE Digital, Patient Advisory Group, IPPOSI, disability groups, and subject matter experts).
- Service design practices (HSE Digital, Context Studio and Deloitte) focus on providing a prototype design to give visual perspective on the needs of the user, reshaping the interaction between services and patients, ensuring a more efficient and satisfactory patient experience.
- There's the magic of development, which responds to design, taking into consideration the technical background and interactions of each user contact (Nearform).
- Technical content requires specialist knowledge with architectural practices restructuring digital and organisational aspects of the system to promote interoperability, agility, and scalability (T&T Architects, Nearform, A2I, IIS and CP).
- Ensuring translation of content in the app provides the user with their preference for how they interact with the HSE (Snasta).
- Consideration is given for the integration with existing services and websites and if messaging, push notifications and reminders are required for a particular

Governance

The HSE provides strategic direction, while partners lead their respective domains, ensuring alignment with the project's objectives and joint ways of working.

Leadership is exemplified through collaboration across the project, with a focus on managing key relationships and seeking regular feedback.

Each workstream lead has governance and responsibility to allow the teams to adapt and interface with each other and consider the different perspectives that exist, whilst being aware of any constraints. Programme Level Governance is also provided, by the Clinical Authority Group, Technical Authority Group and Steering Group with oversight from SLT, the HSE Board and others. Each feature has a workstream owner with partner associates to ensure all work delivered achieves the quality of the product, is appropriate to the need, is effective in what it's supposed to do and to the best ability. The feature owner is from the most appropriate team aligned to the feature, product or service, for optimum input and coordination of development.

Delivery

Collaborative delivery of the HSE Health App has enabled a more personalised relationship between the public and health service providers. By improving patient care, experience and safety, the anticipated benefits of early features include:-

For Patients: Empowered individuals with access to their personalised health information, improved appointment management and a reliable source of health updates. It places the patient at the centre as an active participant in their own healthcare.

Enhanced awareness of maternity appointment details, helping to reduce missed appointments, saving time for patients and

service providers, and lowering travel-related emissions. A displayed list of medications, Covid 19 and flu vaccinations and PCRS cards in-App. Users have the ability to access health, well-being and support information relating to their condition, enhancing their knowledge and confidence in self-care.

For the HSE: Enhanced patient engagement, reduced missed appointments and streamlined communication channels and supporting EU requirements in relation to patient access and identification. There is ongoing engagement with advocacy organisations and patient representatives to ensure the app is fit for purpose. The features and content of the patient app will be enhanced and developed over time, through successive releases of the app.

Summary

Collaboration for the HSE App combines the strategic thinking, operational and functional excellence, agility, dynamic leadership skills, and strong execution capabilities from various teams to strike a balance between the present and future, whilst maintaining long-term value. This approach defines, designs, and delivers transformation while prioritising interoperability, integrated care, and avoids siloed systems, information, and data. The app enables a more personalised relationship with the health service that includes viewing important appointments (maternity patients initially), signposting, self-care advice, and information. Patients have access to personalised digital health tools in a secure, convenient and coordinated way. This empowers them with the responsibility for their own health decisions, allowing them to have an active role in making informed decision about their own care to stay healthy. It also empowers them to make shared decisions with healthcare professionals.

The HSE Health App exemplifies successful digital transformation through effective collaboration. The cohesive partnership has enabled various organisations to work together and produce an app that empowers patients, enhances service delivery and positions the collective teams as leaders in digital health innovation. The app will continue to evolve over time, adding more products, services, data and functionality, bringing added value to the patient as well as the HSE. Certainly! Here's a concise 20-word (or fewer) addition you can place at the end of the article as an update:

Update: The HSE Health App Wins Silver at 2025 Digital Health Awards, marking another milestone in digital health innovation - [read more here](#).

Photographed on the front page at the Tech Excellence Awards evening, from L to R: Mark Reid (HSE), Brian Flanagan (Nearform), Tara Looney (HSE Digital), Jean Higgins (Nearform), Tara Nolan (Nearform), Ben Cloney (HSE Digital), Gar McCriosta (Architect), Kevin Horan (HSE Digital), Colm Harte (Nearform) and Colin Houlihan (Nearform).

DELIVERING DIGITAL FOR CARE:

CIO Fran Thompson's Mid-Year Update



Fran Thompson, Chief Information Officer for HSE Technology and Transformation, sat down with us to share an update on the past six months and outline the next steps in Ireland's digital health transformation, highlighting several strategic programmes aligned with the Digital for Care framework.

Among the standout initiatives is the Health App, launched earlier this year with two additional releases planned to expand its user base. The rollout of Office 365 marks

a milestone, building on prior foundational work by HealthIRL. Infrastructure advancements include plans to deploy a the national Enterprise Wireless Network across all HSE sites.

A major transformation effort is the Shared Care Record, now moving into implementation following completed procurement. This will support integrated care by allowing clinicians access to records across different areas. Similarly, the National Vaccine and Immunisation System, evolving from COVAX, is progressing, with PCI vaccinations due in October.

Legacy projects continue to evolve, notably NIMIS (National Integrated Medical Imaging System), which is integrating with Agfa databases and extending into private facilities, and MedLIS, with further rollout including Navan and Connolly Hospitals, and a new hematology module at Beaumont.

The NCIS (National Cancer Information System), now live in 21 of 26 cancer care sites, is scheduled for expansion to Cork, Tallaght, and Waterford. The Newborn and Maternal system is set to go live in Limerick and the Coombe Hospital,

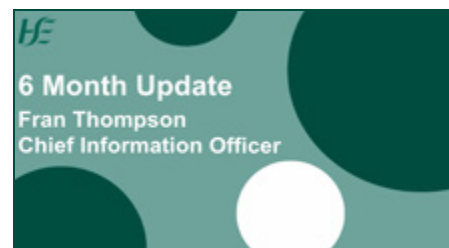
despite slight delays.

Other key programmes mentioned include ODTI (Organ Donation Transplant Ireland), a new opt-out registry, and the EHR programme (Electronic Health Record), Ireland's largest digital health initiative, which has completed its business case and is entering procurement.

Fran also acknowledged strategic leadership changes and expressed gratitude to colleagues who will be retiring namely Michael Redmond, Fergus Murray and Julie Bellew.

As the year progresses, the emphasis remains on delivery, collaboration, and sustaining digital transformation across the health system.

[Click on the image below to view the full recording with Fran.](#)



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.



Michael Redmond

A fond farewell to our COO

Wishing you all the very best in your retirement, Michael. Your leadership, integrity, and calm presence have left a lasting impression on all of us. You've guided us through change with steady hands and a clear vision, always with a touch of humour and humanity. It's been a privilege to work alongside you,

and your presence will be greatly missed. May this next chapter bring you plenty of relaxation, adventure, and time with those you love.

*Thank you for everything
from all of your colleagues in
HSE Technology and Transformation.*



Photographs were taken at Michael's retirement party, held in the Ashling Hotel in Dublin on Thursday 5th June.

Michael recently recorded a short video reflecting on his time working in the HSE - where it started, the work that matters, the challenges and the lessons learned.

[You can view this video by clicking here.](#)



Better Conversations, Better Outcomes:

Insights from Alan Brereton at the GM Forum



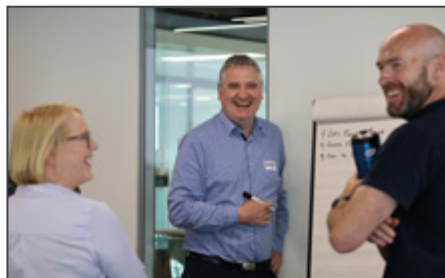
At a recent General Managers Forum at NCI Spencer Dock, Alan Brereton, Director at Kingstown College, delivered a thought-provoking session on how our everyday language habits shape conversations, relationships, and ultimately, leadership outcomes.

Alan challenged participants to examine their conversational defaults—phrases like “I’m grand” or “just checking in”—which often hinder real engagement. Highlighting the principle that “words create worlds,” he drew on Appreciative Inquiry and positive psychology to show how the language we use can either open or shut down meaningful dialogue.



A central takeaway was the power of intentional communication. Alan encouraged slowing down, using clear and non-leading language, and replacing habitual questions with those that invite deeper reflection—“What could it be

instead?” or “Tell me more about that.” These subtle shifts foster clarity, empathy, and better problem-solving.



He introduced a conversation model based on support and challenge—coaching-style conversations sit at the sweet spot: high support, high challenge. These guide individuals out of rumination and toward action, while respecting emotional complexity. Ferris reminded the group that the emotional brain responds 14 times faster than the logical one—so pause, listen, and don’t jump to solutions.

In leadership, this means listening 80% of the time, asking open questions, and co-designing communication norms, especially in virtual settings. The goal? Move beyond surface talk to unlock insight, motivation, and alignment.

Alan’s message was clear: Great conversations don’t happen by accident—they’re shaped by awareness, empathy, and better habits. And that starts with each of us.



HSE TECHNOLOGY & TRANSFORMATION

Training and Development Courses

Course:	Minding Your Wellbeing
Date:	18/06/25
Location:	The Richmond Event & Education Centre Eir Code D07 TH76
Times:	09:30 to 17:00
Closing Date:	16/06/25

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](#) and we will be happy to assist you.



Join our vibrant Book Club where stories come to life! Each month, we dive into a new, exciting book, exploring different genres and perspectives. Connect with fellow readers, share your thoughts, and engage in lively discussions. Whether you’re a casual reader or a book enthusiast, there’s a spot for you. Sign up today and start your next great adventure.

We meet on the second Tuesday of each month at lunchtime.

New members are always welcome and if you would be interested in joining the group, [please register here](#).

Procurement Compliance Improvement

By Anne McCahill

Head of Resource Augmentation Services and Commercial Contract Compliance.



Public Procurement

As the largest public sector organisation in the State, the HSE is accountable for effective and compliant procurement which delivers value for money.

All procurement activities take place within a regulated environment underpinned by complex EU and national legislation, meaning the HSE organisation must ensure that it is fully compliant with legal, policy and corporate governance obligations.

The HSE is committed to achieving value for money and conducting all procurement activities in a fair and transparent manner which will drive improved compliance with procurement regulations.

What is Procurement Compliance?

Any spend with a Vendor/Third Party/Supplier requires public procurement rules to be adhered to in full and in advance of engaging with a vendor and committing to any expenditure.

Public procurement regulations are set out in the [HSE National Financial Regulations B-1 Procurement document](#).

Procurement Compliance Improvement and Reporting

Within HSE Finance, the Corporate Procurement Compliance and Improvement Team monitors procurement compliance retrospectively at the invoice level using the in-house developed Procurement Assessment Compliance Tool (PACT), which was created as an interim solution ahead of the full rollout of the Integrated Financial Management System (IFMS).

The PACT process is done as a 'Self-Assessment' by every function within the HSE.

Ownership for T&T Self-Assessment resides with myself and my team:-

- On a retrospective monthly basis, Finance Shared Services (FSS) provide

National Procurement with a data extract of invoices from the HSE financial systems.

- Procurement sanitise the data to isolate all procurable spend invoices over €25,000 (ex VAT) and upload invoice information to the PACT system.
- The owner completes a review and assessment of each invoice to determine if the spend is/is not compliant with National Financial Regulations (NFRs);
- Vendor spend is assessed as Compliant:
 - » Valid contract exists pertaining to the Spend Under Management (SUM) as set out within the contract term, value and scope - or vendor spend is assessed as Non- Compliant.
- Vendor spend is assessed as Non-Compliant:
 - » Valid contract does not exist.
 - » As part of a 'Non-Compliance' Assessment, details regarding the proposed plan of action to address this must be uploaded to PACT.

Many of you who approve invoices will have been the recipient of emails from Frances McNamara, Marie Carragher or myself seeking clarification and further information on individual invoice expenditure and supporting contracts.

We thank you for your previous and continued co-operation and support on this matter.

Following full deployment of IFMS, PACT may not be required long-term as functionality within IFMS supports compliance recording and reporting at source.

Senior Management Reporting

At the end of each quarter, the Procurement Compliance Team submit a summary report of all HSE expenditure and compliance/

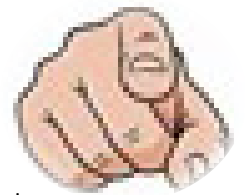
non-compliance status to the National Director of Procurement.

At the close of the financial year, final figures are included in the annual board report which is submitted to the CEO. The report includes a summary of contracts/spend which is non-compliant with public procurement guidelines – the report also details the reason for the non-compliance and the individual department's plans to address this through an agreed plan of action.

There is an obligation on the T&T Function to ensure that all of our expenditure, and supporting contracts, are compliant with procurement regulations.

WHO is responsible for procurement compliance?

Compliance with HSE National Financial Regulations (NFRs) is everyone's responsibility, both at an individual level and also collectively as Technology and Transformation Budget Holders.



If in your current role you engage with a vendor(s) to request provision of services, purchase of goods and/or approve invoices for payment you should be aware if a valid contract exists prior to initial engagement and committing to expenditure.

In 2025 the aim is to improve T&T procurement compliance posture within the organisation. We all need to play our part by ensuring that we are aware of and fully adhere to NFR – B1 - a HSE Procurement Guide for Budget Holders.

A HSE Procurement Guide for Budget Holders

HSE Procurement launched a training programme on HSEland to support HSE Budget Holders.

The aim is to educate participants on how to procure in a compliant manner in order to meet HSE obligations under the NFRs – the course is very informative and worth allocating time to complete it.

Due to staff growth within T&T it is recognised that colleagues who are currently involved in managing budgets and approving payments with vendors may not have been involved at the commencement of the vendor engagement and may be unsure if a contract exists, or if it is still valid.

If you have a query or require additional information on any of the above, [please email the team](#) and we will be happy to follow-up with you.

CTO Team Day:

Strengthening Foundations for Ireland's Digital Health Future



The recent Chief Technology Office (CTO) Team Day came together on Tuesday 13th May in the Ashling Hotel, Dublin to reflect on progress and examine the challenges ahead. A series of detailed presentations provided insight into how the HSE is evolving its digital infrastructure and capability to support a modern, responsive healthcare system.

Chief Technology Officer Helen Coughlan (photographed above) opened the day with a clear message: *"delivering a digitally enabled health service requires robust, future-ready foundations"*. Reflecting on the CTO Office's work since its establishment in 2018, Helen acknowledged the major stabilisation efforts that have taken place – across networks, telephony, data centres, server and storage infrastructure, and mobility platforms – all essential groundwork for the systems in use today.



However, the focus has now shifted to readiness. *"Are we ready for digital care?"* Helen asked, pointing to the Digital for Care Strategic Framework as a critical catalyst. She challenged the team to reflect honestly on gaps and barriers. *"The work we do now will take years to deliver. We need to be honest about what's needed to get there and ensure we build the road ahead."*

One key area is identity and access management. Helen outlined the complexities of designing a system that provides secure, nuanced access for clinicians and citizens alike. The goal is to enable services like shared care records while protecting individual privacy – a balance that requires sophisticated technical design. Existing platforms such as HealthIRL and HealthMail are important components, but the vision goes further, towards a unified system that spans GPs, pharmacies, and both public and private hospitals.

Introducing the concept of **"One Health System, One Digital Community,"** Helen spoke to the patient experience: *"People don't care whether their hospital is statutory or voluntary – they care that their data is where it needs to be."* This integration will demand deep coordination across service boundaries and significant technical preparation.

Helen also presented a heatmap assessing the status of foundational technology components. While some are in a steady state, others – like Wireless LAN and Managed Print Services – are flagged as high priorities requiring further work. Importantly, she emphasised that "green" does not mean we are done; ongoing



investment is essential to sustain and grow core technology components.

Acknowledging the often unseen work of the CTO Office, Helen concluded by thanking the team for their responsiveness and professionalism. *"The work you do daily is what keeps services stable and secure. It does not go un-noticed and is much appreciated."*

Infrastructure in Focus

Tadhg Buckley provided a comprehensive overview of his team's responsibility for national infrastructure and service delivery. His areas include voice and telephony systems – still central to healthcare communication – and technology support for 23 acute hospitals, including onsite teams and print management services.



Tadhg also outlined key developments in emergency services, including support for 112/999 call routing, ambulance dispatch systems, and coordination with blue light services across Ireland and the UK. A major future initiative involves transitioning from legacy TETRA systems to a secure, always-on private mobile network tailored for emergency use.

Other developments include a national refresh of voice infrastructure, enhanced Unified Communications through Microsoft Teams, and integration of new cybersecurity standards in line with the NIS Directive. Tadhg also highlighted investment plans for 2026, with projected €7 million allocations each for telecoms and networking in support of new capital projects, including elective hospitals and surgical hubs.

Advancing the Modern Workplace

Kieran Herron's session focused on user experience, collaboration, and efficiency across end user services. He outlined a clear vision for a more modern, flexible workplace aligned to clinical and administrative personas. Current efforts include rolling out Windows 11, expanding self-service options, and introducing secure app stores and role-based access controls.

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Strengthening Foundations for Ireland's Digital Health Future

Device management is evolving through data-driven monitoring and diagnostics, allowing the team to proactively resolve issues like slow application performance. Kieran described a move toward a sustainable 20% annual device refresh model, rather than infrequent large-scale replacements. These changes are designed to support a more reliable and secure working environment, with a focus on reducing manual support tickets and enabling a smoother user experience.

Strengthening Network Foundations

Pat Thornton delivered a detailed update on network services, which underpin all HSE digital systems. His team is leading upgrades to remote access by implementing multi-factor authentication, improving wireless coverage across 110 high-priority sites, and transitioning to modern network technologies such as Wi-Fi 6 and 7.



Work is also underway to develop a Software Defined Data Centre at the Santry site, which will provide a centralised testing and development hub. Pat noted that cloud integration has begun, with the first connections established to Azure. Additionally, the team continues to engage in national procurement frameworks to ensure value and compliance for large-scale infrastructure investments.

Cybersecurity: Learning from the Past

Deputy CTO James Carroll used the anniversary of the 2021 cyberattack to reflect on progress and outline future security plans. A new cybersecurity monitoring service is



now in place, covering both cloud and on-premises systems, with advanced behavioural detection capabilities.

James reported that of the 50,000 security alerts generated annually, only a tiny fraction require escalation. This indicates improved resilience and targeted response. Future plans involve integrating more infrastructure components into a unified security model and working closely with the CISO Office to enable faster detection and mitigation of threats. "The goal is a system that catches threats early – and ideally, before any harm is done."

Agile Succession Planning: A Model for Resilience

Jose Mota and Joyce Shaw shared an important cultural message about agile succession planning. Jose, who advanced from a support role to project manager over nine years, described how his team has embedded shared learning, mentorship, and documentation into daily practice. This approach reduces reliance on single points of failure and strengthens team resilience.

Joyce emphasised that creating opportunities for others, even when time is short, builds a stronger, more prepared workforce. Their model encourages distributed knowledge and inclusive leadership – essential ingredients for long-term continuity across Technology and Transformation.

Workshop Insights

Workshops held during the day identified several priorities for future improvement, including better data documentation, enhanced onboarding processes, vendor engagement, and support for remote care delivery. There was strong interest in using AI to support decision-making, expanding digital tools like SharePoint, and embedding user-focused design across systems. A consistent theme was the importance of staff development and knowledge sharing to improve both individual performance and organisational outcomes.

The day also included a raffle for all attendees, adding a touch of fun and appreciation after a packed agenda of strategic insights. A selection of wonderful prizes was up for grabs – gifts offering a well-deserved treat for those who made time to attend and engage in the day's discussions. The raffle not only celebrated participation but reinforced the positive energy and camaraderie shared throughout the day.



The CTO Team Day showcased not only the complexity and ambition of the HSE's technology strategy but also the strength and adaptability of the teams delivering it. With leadership vision, cross-team collaboration, and ongoing investment in people and infrastructure, the HSE is laying solid digital foundations for the future of healthcare in Ireland. As Helen put it: "We're not just reacting—we're preparing for a future where technology is integral to every step of patient care."



Explore, Learn, and Grow with HSE Technology and Transformations online learning platform - Pluralsight

By Janis Nolan,
HSE T&T Training and Development Team.

[Pluralsight](#) is our go-to platform for high-quality, on-demand learning — giving you access to thousands of expert-led courses in technology, leadership, and professional development.

Whether you want to sharpen your skills in data analysis, improve your understanding of cloud computing, or develop your soft skills in areas like communication or team leadership, Pluralsight offers content to suit all career paths and levels.

To get started you must:

- Click 'Accept' in the invitation issued to you via email from admin@appmail.pluralsight.com (You may need to check your junk folder.)
- Select the first box "Create a New Account" using your @hse.ie work email address

Future logins should be done from the [homepage](#) which we recommend you bookmark after you activate your account.



One of the biggest benefits? You can learn at your own pace, on your own schedule, from wherever suits you best. With curated learning paths, skill assessments, and progress tracking, it's easy to build confidence and capability in your area of work.

We encourage all staff to explore the platform and see how it can support your personal and professional growth. A little time invested each week can lead to big results over time.

The Training and Development Team have a dedicated SharePoint page which hosts resources such as a 20min demo and an FAQ document.

Need help accessing your account? Contact the [Training and Development Team](#) who will assist you with any queries you may have.

If you missed the latest "Lunch and Learn" session about Pluralsight or want to revisit the materials, you can find everything on the dedicated SharePoint page [here](#).

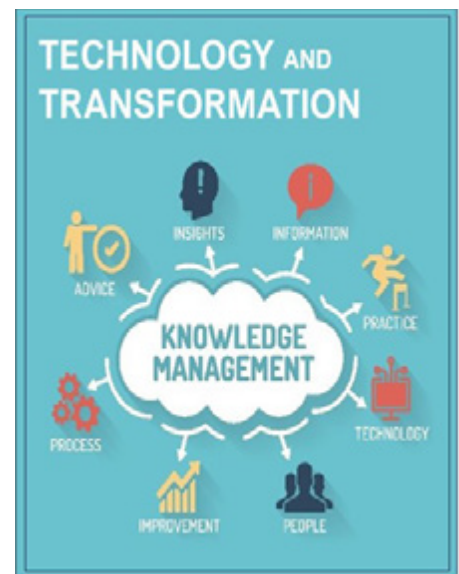


Vendor Specifications Document

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

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

MEN'S HEALTH WEEK:

Make Your Wellbeing a Priority

By Conor Pentony and Colin McEvoy,
Employee Relations HSE Technology and Transformation.

Men's Health Week: A Time to Prioritise Wellbeing.

Men's Health Week, observed annually from Monday, 9th to Sunday June 15th 2025. It serves as an important reminder for men of all ages to take charge of their health and wellbeing. Too often, men put off medical checkups or ignore symptoms, leading to preventable health issues down the line. This week shines a spotlight on key physical and mental health concerns—ranging from heart disease and prostate cancer to stress, depression, and lifestyle habits. It's not just about raising awareness, but also about encouraging open conversations, breaking down stigmas, and promoting early intervention. Whether it's scheduling a GP visit, making healthier choices, or reaching out for support, Men's Health Week is a vital call to action for better health outcomes.

Staying Active: A Key to Better Men's Health

Regular physical activity is one of the most effective ways men can protect their health—both physically and mentally. Even small changes in your daily routine can make a big difference over time.

Benefits of Staying Active:

- Reduces the risk of heart disease, diabetes, and certain cancers.
- Improves mood and helps manage stress and anxiety.
- Supports healthy weight and boosts energy levels.
- Promotes better sleep and brain function.
- Strengthens muscles, bones, and overall mobility.
- Increases focus and productivity at work.

Why not take the stairs, go for a walk on your break, or join a colleague for a quick stretch session? Small steps lead to big results.

Sleep Well, Stay Well: The Power of a Good Night's Rest

Getting 7–8 hours of quality sleep each night isn't a luxury—it's essential for maintaining good health. Prioritising rest can have a significant impact on both your body and mind.

Benefits of getting enough sleep:

- Boosts immune function and helps prevent illness.
- Supports heart health and regulates blood pressure.
- Improves concentration, memory, and decision-making.
- Helps manage stress, anxiety, and mood.
- Aids in muscle recovery and physical

performance.

- Contributes to maintaining a healthy weight.

Sleep is not just recovery—it's preparation for a better day. Make rest a priority to perform at your best, both at work and beyond.

Mental Health Matters: Speak Up, Reach Out

Mental health is just as important as physical health. Yet many men struggle in silence due to stigma or pressure to "tough it out." Men's Health Week is the perfect time to break that cycle and encourage open, honest conversations.

Why mental health deserves attention:

- 1 in 8 men experiences a mental health condition such as depression or anxiety.
- Untreated mental health issues can lead to burnout, physical illness, or withdrawal.
- Talking to a friend, colleague, or professional can make a real difference.
- Regular exercise, sleep, and time outdoors improve mood and reduce stress.
- Building connections and having a support network helps protect against isolation.
- Seeking help is a sign of strength—not weakness.

You're not alone. Checking in with yourself and others could be the most important step you take this week.

Book Your Health Check: Don't Put It Off

A routine visit to your GP can help catch potential health issues early—even if you feel fine. Many serious conditions, like high blood pressure or diabetes, show no symptoms at first.

Quick Health Tips for Men:

- Book a check-up with your GP—especially if it's been over a year.
- Ask about blood pressure, cholesterol, and prostate health.
- Mention any changes in sleep, mood, or energy levels.
- Don't ignore small symptoms—they could be signs of something bigger.
- Keep up with routine screenings and vaccinations.

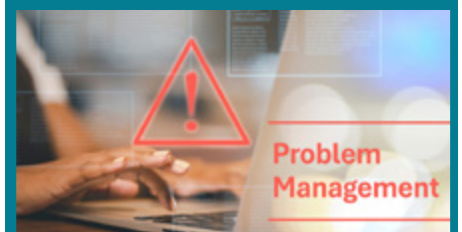
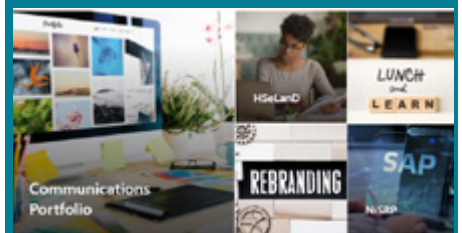
Taking time for a check-up now could save you time, stress, and health problems later. Your future self will thank you.

MEN'S HEALTH WEEK
Find out more at www.mhfi.org
#MensHealthWeek



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.



Transforming Clinical Audits:

NOCA's New Platform Streamlines Data Collection and Reporting

By Brid Moran, Information Manager, National Office of Clinical Audit (NOCA) and Corinna Abbott, Senior Project Manager, Critical Care IT Programme, HSE.

The National Office of Clinical Audit (NOCA), with support from the HSE, is pleased to announce the introduction of a new audit platform (NAP). The NAP is a cloud-based platform developed to provide a data collection, validation, implant scanning, device management, and reporting system for NOCA's audits and registers.

NOCA is primarily funded by the HSE via the Office of the CCO and the National Centre for Clinical Audit (NCCA), operationally supported by RCSI, and overseen by an independent board ensuring accountability and strategic direction.

The first audit to go-live on the NAP was the Major Trauma Audit (MTA) in February 2025, with the Irish National Orthopaedic Register (INOR) as the first implant register in May 2025. The National Paediatric Mortality Register, and the Irish Breast Implant Registry are next on the roadmap for implementation in Q3/Q4 2025. In addition, funding has recently been awarded to NOCA for the implementation of the Irish Dementia Registry.

Primary Goals

The primary goals of the new platform are to:

- Provide a scalable data collection platform which can support multiple audits and registers
- Improve the accuracy of input, update, and management of patient data for NOCA data collections
- Ensure information is organised, accessible, and easily retrievable for analysis, reporting, decision-making, and operational tasks
- Improve efficiency in the management of national clinical audit information.

Benefits

The new platform offers numerous benefits, including:

- Streamlined data entry with inbuilt validation and controls
- Enhanced end-user support
- Implant scanning and device management including 'never event' validation

- Enhanced integration and bulk upload capabilities
- Improved reporting capabilities at multiple levels
- Direct access to data and reporting structures for authorised users within participating sites
- Support for quality improvement initiatives, audits, and research at both local and national levels
- Indicators of national performance for comparison with international outcomes.

We are excited to bring this improved system online and NOCA believe that this new platform will significantly contribute to its ongoing efforts to improve patient care and clinical outcomes through better data management and reporting.

We wish to express our sincere gratitude to everyone involved in making this rollout possible - from Audit Coordinators and Clinical Leads to hospital IT & IG teams, the HSE, NEC and our own NOCA team. Their hard work and collaboration have been instrumental in reaching this milestone.

If you'd like to know more, please contact:

Brid Moran, Information Manager, NOCA
bridmoran@noca.ie.

Corinna Abbott, Senior Project Manager, HSE
corinna.abbott@hse.ie.

Brid and Corinna recently held a Lunch and Learn session for T&T. If you missed this valuable session, [you will be able to view again by visiting the Resources section on eHub and click the Lunch and Learn tile.](#)



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.



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:

13th June, 2025:

The Driest Subject on the Planet - IT
with James Lee,
Head of Service Operations.

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.](#)



Technology and Transformation CAREERS



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

[You can contact the HR Team for more information.](#)

Shaping the Future of Telehealth:

Insights from the Centre of Excellence Consultation Day



Photographed above the Telehealth Team from LtoR: Jo O'Gara, Emer Sheridan, Conor Kennedy, Julie Bellew, Shirley Harper, Ciara Clarke, Tracey McCluskey and Elaine Aughey.

On 7th May, colleagues from across the health service came together for the Telehealth Centre of Excellence Consultation Day a key moment in shaping how we deliver virtual care across Ireland.

Hosted as part of the Digital for Care programme, the day was designed to gather insight, share experience, and begin the collaborative process of defining what a Telehealth Centre of Excellence (CoE) should look like in practice.

Drawing on learnings from across the country including early successes from seedling projects the event brought together clinical leaders, operational teams, policy voices, technologists, and patients to co-design a model that works for services, staff and the people we care for.

As Loretto Grogan, National Chief Nursing and Midwifery Information Officer, opened the day:

"We're now in a much stronger place. The goal is to build a Centre of Excellence that's patient-centred, clinically led, service-focused, and technology-enabled."

With that vision in mind, the day explored national and international best practice, progress made to date, and what's needed next to scale virtual care safely, equitably, and sustainably.

Fran Thompson, Chief Information Officer at the HSE, followed with a systems-level perspective on where telehealth fits within Ireland's wider digital health transformation.

He emphasised that virtual care cannot exist in isolation:

"You can't just have telehealth sitting there as an island it must connect across the system, link with data, with services, and

with strategy."

Telehealth, Fran explained, is not about simply delivering more care faster it's about delivering the right care, in the right place, at the right time, in a way that truly meets people's needs.

Drawing on the principles of Sláintecare and the Digital for Care framework, he underscored that innovation must be aligned with organisational direction, properly resourced and embedded across existing care pathways.



He also shared the importance of enabling teams through the right tools and information highlighting business intelligence, workforce supports, and interoperability as critical enablers of success.

"Innovation isn't the end goal embedding it is. We need to move from pilots to practice and ensure these models scale across the system."

As the HSE progresses through its digital implementation programme, the Telehealth Centre of Excellence is envisioned as a vital structure to help guide, connect and scale proven models

of care just as other successful Centres of Excellence have done for SAP and RPA across the system.

Kevin Kelly, General Manager, AI and Automation CoE, Chief Data and Analytics Office, brought valuable insight from his experience leading the HSE's Centres of Excellence for Robotic Process Automation (RPA), Power Platform, and now Artificial Intelligence (AI). His message was clear: build for scale, but never at the expense of enablement.

Reflecting on a journey that began in 2018, Kevin shared the early challenges of developing a national RPA framework, the lessons learned through COVID, and how these foundations now shape how the HSE is preparing to embed AI across healthcare services.

"We didn't want to become a bottleneck. Our role has always been to enable the system supporting hospitals and services to build their own capability and plug into a shared standard."

Kevin outlined a federated model for Centres of Excellence supporting both local autonomy and national consistency. This approach ensured that individual services could adopt solutions at their own pace while benefiting from shared governance, licensing, training, and technology infrastructure.

He also highlighted the growing role of AI in service delivery, noting that most future technology projects will have AI embedded in some form. The real task now, he stressed, is supporting the system to adopt AI safely, ethically, and transparently with training, standards, and compliance built in.

"There may not be AI projects in the future just projects that include AI. That's why we must build a structure that supports safe and responsible use from the start."

Continued on next page.

Insights from the Centre of Excellence Consultation Day

Kevin's experience reinforces the need for a Telehealth Centre of Excellence that enables teams, safeguards patients, and provides a clear, supported pathway to scale innovation consistently across the system.

Eleanor Campbell, Clinical Digital Innovation Coordinator for Dublin North East, provided a grounded and practical look at what it takes to make telehealth a success on the ground. Her message was clear: relationships, readiness and real-time support are the foundation for progress.



Eleanor reflected on four seedling projects running in Our Lady of Lourdes Hospital, Drogheda in stroke, oncology, hypertension in maternity, and respiratory care each aligned with the upstream goals of Sláintecare and supported by digital health innovation.

"The reason these projects worked is because the teams were already engaged. That readiness made all the difference when the opportunity came."

She highlighted how a strong local governance structure and meaningful relationships with the national team played a critical role in enabling these projects to progress quickly and effectively.

A key learning she shared was the importance of co-owning the work:

"I don't just tell teams what to do, I take tasks too. That creates space for clinicians to focus and not feel overwhelmed."

From navigating vendor relationships and procurement delays to preparing teams to think in both clinical and data-driven terms, Eleanor spoke candidly about the realities of delivering virtual care in busy healthcare settings. She also highlighted the value of national support in streamlining key barriers such as vendor onboarding, technology deployment, and equipment procurement.

Eleanor concluded with a call to action on sharing learning and celebrating success encouraging her peers to speak up, showcase outcomes, and recognise the transformative impact these models are having for patients.

"Marking our successes isn't easy for clinicians but it's vital if we want to scale

and sustain what's working."

Claire McRory, Operational Lead for Chronic Disease Management in Donegal, brought the day's discussions firmly back to the patient experience highlighting how a digitally-enabled, community-based approach to COPD care has transformed outcomes in one of the most rural parts of the country.

Claire outlined the origins of the CARE Project, a design-thinking-led initiative which used patient journey mapping, service blueprinting, and collaborative workshops to develop a virtual care model for people living with advanced COPD. The result was a scalable, digitally supported care pathway that empowers patients, reduces hospital use, and strengthens links between hospital and community teams.

"Our challenge was clear how might we empower people with advanced COPD to manage their own health and ensure they receive the right care, at the right time, as close to home as possible?"

The outcomes speak for themselves:

- 227 patients enrolled in the CARE pathway
- 50% reduction in readmissions, the lowest rate in the country
- 18.4% reduction in overall hospital admissions
- A demonstrable improvement in patient understanding, confidence, and clinical outcomes



Claire credited much of the programme's success to the daily collaboration between acute and community care teams, strong national support, and the use of real-time data and dashboards to drive decision-making. She also noted the importance of independent evaluation and national data (Hipe) to secure trust and demonstrate impact.

While acknowledging challenges in data availability, staff recruitment, and long-term funding, Claire offered a positive, solution-focused outlook grounded in empathy, co-design, and frontline insight.

"Innovation is a team sport. For me, design thinking is the way forward for digital health in Ireland because it allows us to identify local problems and work together toward practical solutions."



Above, photographed speaking at the event is Kevin Kelly, GM AI and Automation CoE.

As the final speaker of the day, Helen Corrigan, Nursing Project Officer in the Chief Nursing Office, Department of Health, closed the event with a national policy perspective acknowledging the need to align innovation with systemwide structures, strategy, and equity.

Helen emphasised the importance of whole-system leadership and reflected on how events like the Consultation Day offer an opportunity for policymakers, clinical teams, technologists, and service users to collaborate meaningfully.

"Virtual care isn't just about technology it's about reimagining how we deliver care in ways that are safe, efficient, equitable, and person-centred."

She noted that many of the projects showcased during the day reflect key national priorities, such as supporting advanced nursing practice, reducing hospital readmissions, and ensuring care is delivered closer to home.

Helen stressed the importance of not leaving anyone behind in the journey toward digital transformation, particularly vulnerable groups and those in marginalised communities.

[Continued on next page.](#)

Insights from the Centre of Excellence Consultation Day

She also reinforced the role of the Digital for Care framework, which positions telehealth as an integrated component of a modern, equitable health system not as a standalone initiative.

“Innovation must be matched by strategy, and supported by policy. That’s how we ensure these solutions can scale, sustain, and deliver equity across the system.”

In closing, Helen reminded attendees of the role that national frameworks, clear governance, and shared infrastructure must play in translating local success into long-term system impact—and affirmed the Department’s support for this direction.

Workshop Overview: Defining What Good Looks Like

The second half of the Consultation Day centred on a fast-paced, high-energy workshop designed to capture the views of those closest to telehealth delivery. Facilitated by Julie Bellew, the session guided participants through four key focus areas to shape the future of the Telehealth Centre of Excellence (CoE):



Above photographed LtoR; Julie Bellew, ICT Programme Manager Telehealth and Loretto Grogan, National Chief Nursing and Midwifery Information Officer.

- What does ‘good’ look like for a Telehealth CoE?
- What is most useful now—for you, your team, and your patients?
- What’s missing—what hasn’t been considered that should be?
- What structures and support will make telehealth successful across the system?

Participants shared priorities around governance, funding, workforce support, integration with services, and ensuring the patient voice remains central. Julie encouraged attendees not to focus solely on funding—but to elevate the full spectrum of enablers needed to make virtual care scalable and sustainable.

“Try not to just rush to funding think about what else matters just as much: clarity, connection, structure, support.”

The session moved quickly, with seven-



Above, photographed speaking at the event is Fran Thompson, CIO HSE T&T.

minute intervals per section and prompts to flag top priorities. The format helped surface practical insights while also highlighting gaps or overlooked needs that could inform the development of a robust, user-informed Centre of Excellence model.

Julie concluded the session by acknowledging the importance of this shared intellectual input:

“You’ve given us a huge amount of insight today—this is your IP. And we’ll take it forward to build something that truly serves you, your teams, and your patients.”

Closing Reflections and Next Steps

The day closed with thanks and reflections from Julie Bellew, Programme Manager for the HSE Telehealth Team, and Professor Richard Greene, Chief Clinical Information Officer. Together, they acknowledged the

powerful sense of collaboration that defined the day and the value of hearing directly from those delivering, supporting, and leading telehealth services across Ireland.

Julie emphasised that the purpose of the day was not simply to present a model but to co-design one, grounded in the lived experience of staff, services, and patients.

“Our goal today was to hear from those working on the ground what do you need from a Centre of Excellence? You’ve given us an incredible depth of insight. That was the deal and it worked.”

Professor Greene reflected on the strength of in-person collaboration and how vital it is to health system change:

“We are better when we connect in person. That’s where the real exchange happens not just ideas, but energy, disagreement, challenge, and trust.”

The event concluded with participants asked to mark what resonated most for them throughout the day a final moment of shared reflection, captured to inform the next phase of work.

Conclusion: Building Together

The Telehealth Centre of Excellence Consultation Day marked a meaningful step forward in shaping the future of virtual care in Ireland. It wasn’t a showcase it was a conversation. One rooted in honesty, experience, and a shared ambition to deliver better, fairer, more connected care.

From early adopters to national leaders, from clinicians to technologists, from policy to practice—what emerged was a collective vision:

- Patient-centred
- Clinically led
- Service-focused
- Technology-enabled

As the HSE moves forward with the development of the Telehealth Centre of Excellence, the insights shared at this event will help ensure it is not only fit for purpose but designed for the people who rely on it, lead it, and deliver it every day.

[Click here to watch recordings of the speakers from the event.](#)





Experience the magic of the **Cork Summer Show**. All the tradition of competitions, farming, and equestrian events - acres of entertainment, vintage motors, artisan food, live music, an amazing fun fair and more! Cork Summer Show 2024 takes place on Sat 15 and Sun 16 June at the Showgrounds, Curraheen.

For more information, visit: <https://www.corksummershow.com/>



Dublin Pride

Dublin will come alive with colour, joy, and solidarity as the Dublin Pride Parade returns on Saturday, June 28th — and you're invited to be a part of one of Ireland's most powerful celebrations of love, equality, and community!

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

Summer Solstice Story Telling

Celebrate the Summer Solstice with storytelling and songs. Let your imagination roam free as we share tales of mythology, adventure, and magic. Bring your friends, a cozy blanket, and immerse yourself in the ancient art of oral tradition, exciting tales told by local story tellers, on 21st June at 8pm at Kilkieran Cottage Barn, Kilkenny.

To book tickets, [click here](#).



The annual **Trans Atlantic Way Cycling Race** is set to return on June 12, 2025, for its milestone 10th edition. This epic one-stage, self-supported road bike adventure takes cyclists along Ireland's stunning west coast, providing a blend of rugged natural beauty and intense personal challenge. With the Wild Atlantic Way as its backdrop, participants can expect breathtaking scenery, welcoming communities, and unforgettable moments.

For more information, visit <https://www.galwaytourism.ie/event/transatlanticway-cycle-race/>



Bloomsday Festival

One of Ireland's most vibrant and unique literary celebrations. The Bloomsday Festival will take place on 11-16 June 2025. Bloomsday celebrates Thursday, June 16th 1904, the day immortalised in James Joyce's 1922 novel Ulysses.

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