Integrated Information Service (IIS)

Better Together Conference

1st December 2023

Introductions:

Name : Niamh Crossan

Title : General Manager- Data Operations :
Integrated Information Services (IIS), eHealth

Background :

22 Years working in the Health Service, in the area of Business Intelligence, Data Warehousing, Health Insights, and now Integrated Information Services. All things Data ☺

Reliable Data for Decision Making

Data reliability refers to the **trustworthiness** and **accuracy** of data that is used for decision-making processes.

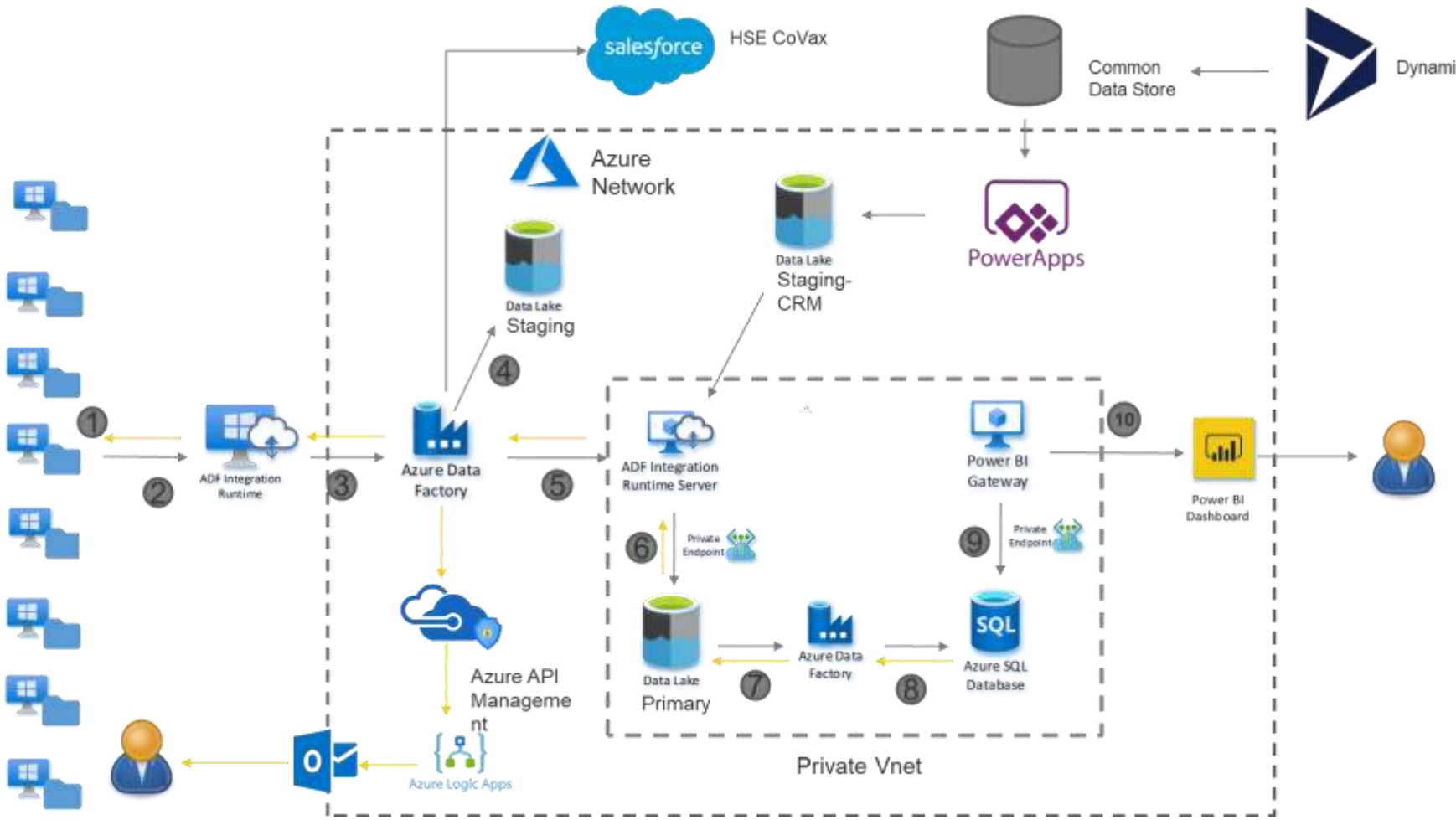
Data Requirements

- Accurate
- Relevant
- Timely
- Complete
- Consistent
- Valid
- Reliable source

Purpose of the IIS

To empower health leaders to deliver improved patient care and services, at the right time and in the right place through the use of data.

HSE Strategic Data Platform : To Enable Data driven decision Making



IIS technical team :

- Data Engineers
- Data Analysts
- PowerBI Developers

Azure Data Platform :

- Azure Data Lake
- Azure Data Factory
- Azure SQL Database
- Azure Integration Runtime
- Databricks

Visualisation

- Power BI

ED Dashboards

Use of Reliable Data for Decision Making In IIS:

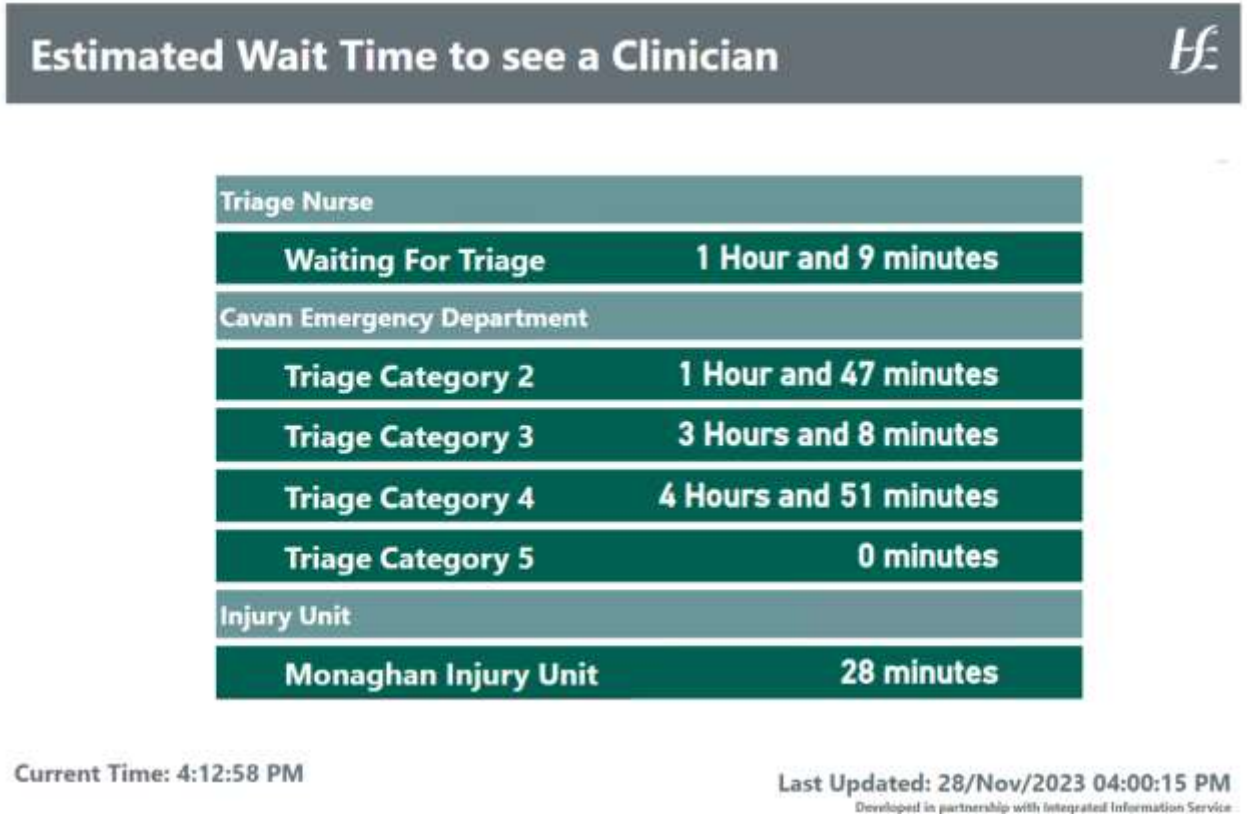
Integrated Information Service (IIS)

ED Waiting Times Dashboard

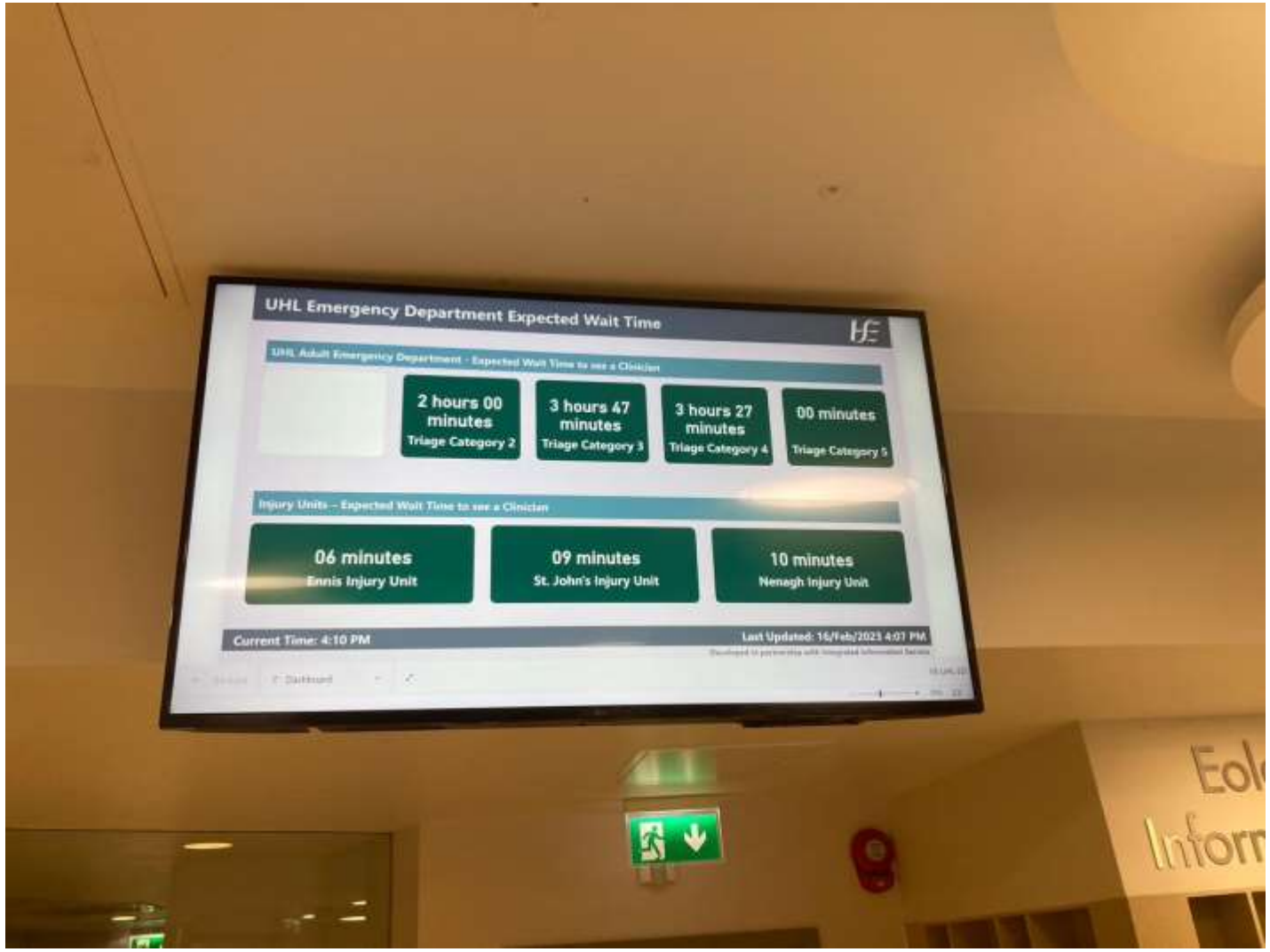
DESIRED END STATE

1. Close to real time Dashboards are displayed in each statutory ED showing waiting times by triage category and waiting times in other Injury Units in the locality.

2. To provide close to real time information on the HSE website which shows statutory ED waiting times by triage category and Injury Unit waiting times.



UHL ED Waiting Times Dashboard in situ



Reliable Data for Decision Making : Cavan Pilot

Accurate : Data testing, analysis and UAT

Relevant : MDS defined

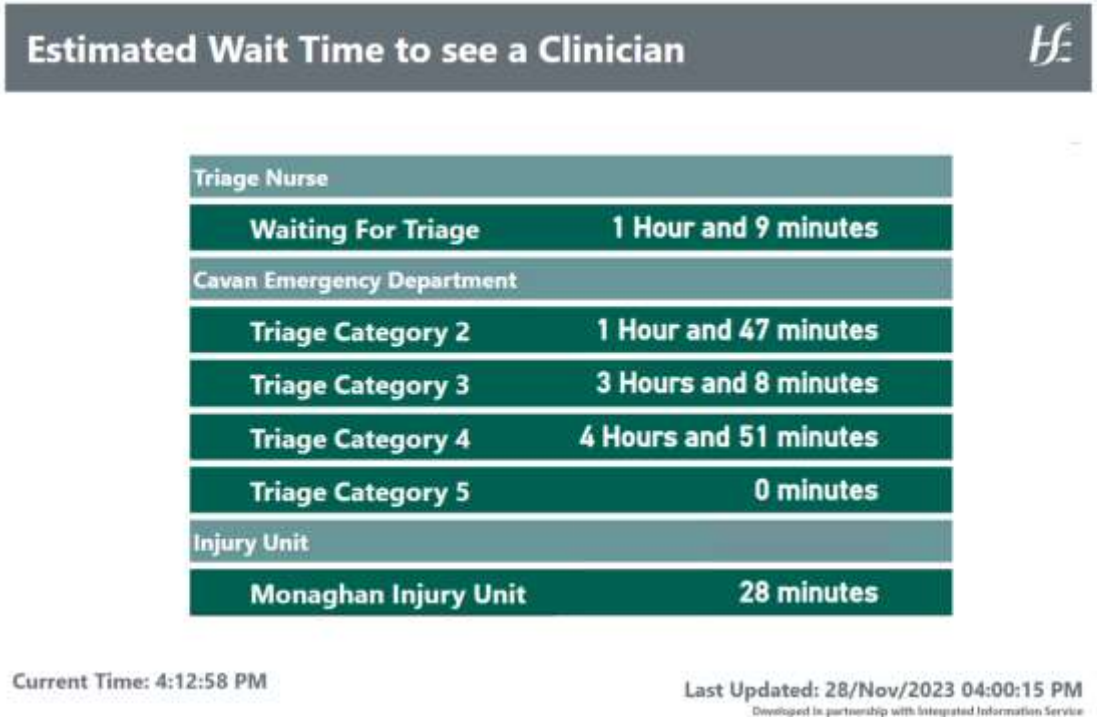
Timeliness : Data extracted every 10 minutes

Completeness : Analysis carried out throughout project, change to process in place to enhance data capture and data quality of key fields

Consistency : Automated data extract, hospitals follow process for ED patient flow and data capture

Validity : Testing of data extracts collaborative approach with site teams and IIS data team. Highlight Data Quality issues, rule out issues prior to UAT/ Sign off and go live

Reliable source : iPMS ED



USC Bank Holiday Surge Dashboard

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CEO Requested view of key USC metrics to monitor Surge at Bank Holidays

USC Bank Holiday Surge Dashboard - Feedback

"This dashboard was stood up over a short period by the IIS team. The delivery of this dashboard demonstrates the contribution of the IIS capabilities in supporting and enabling National and Hospital operations."

Ide O'Shaughnessy : Acute Operations

Reasons for success:

- ***Reliable data already available in the IIS Data lake***
- ***Access to Timely, complete, consistent, validated, relevant data***
- ***Clear Requirements and Metric definitions for dashboard***

END