



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 :

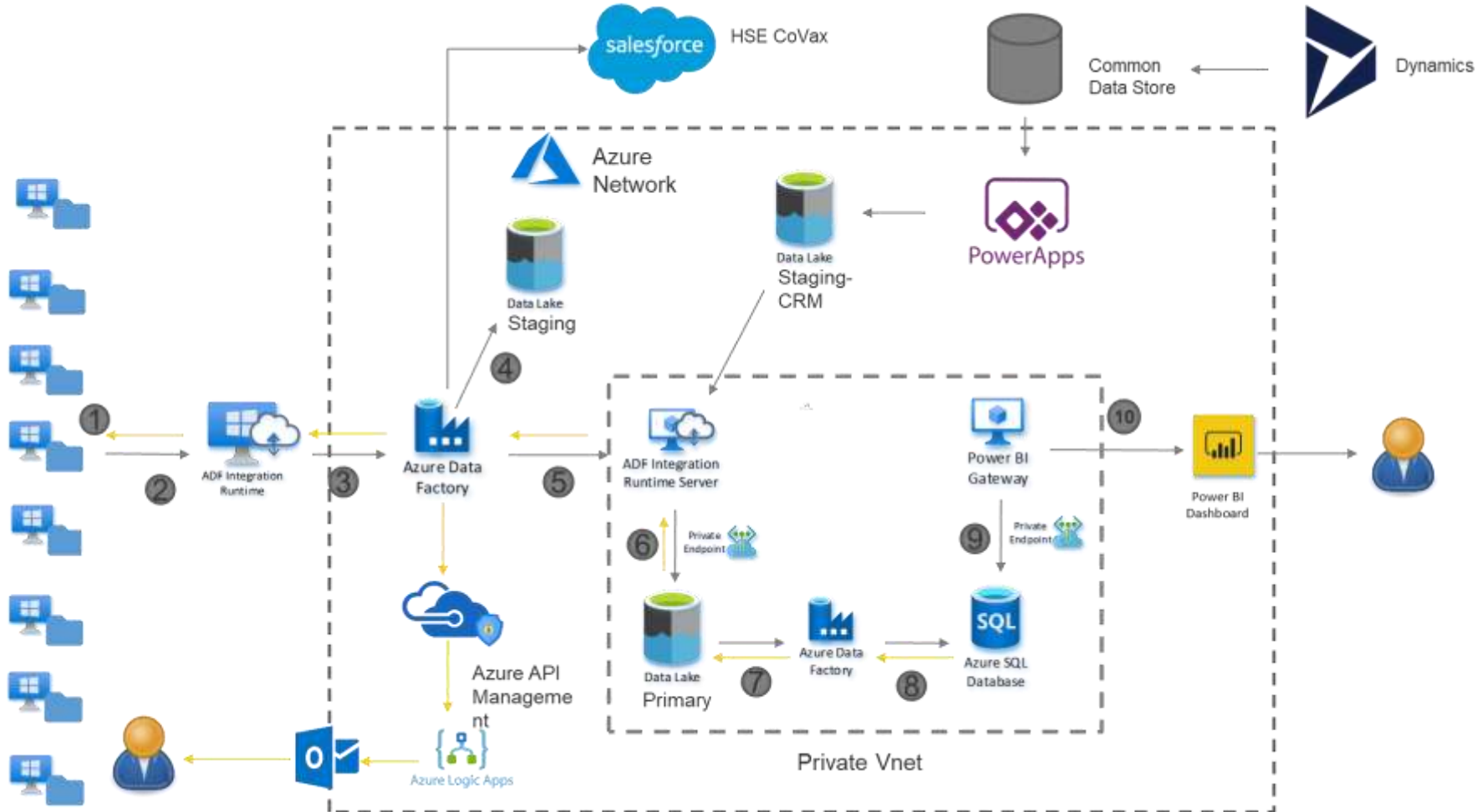
- Data Engineers
- Data Analysts
- PowerBI Developers

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.

Estimated Wait Time to see a Clinician



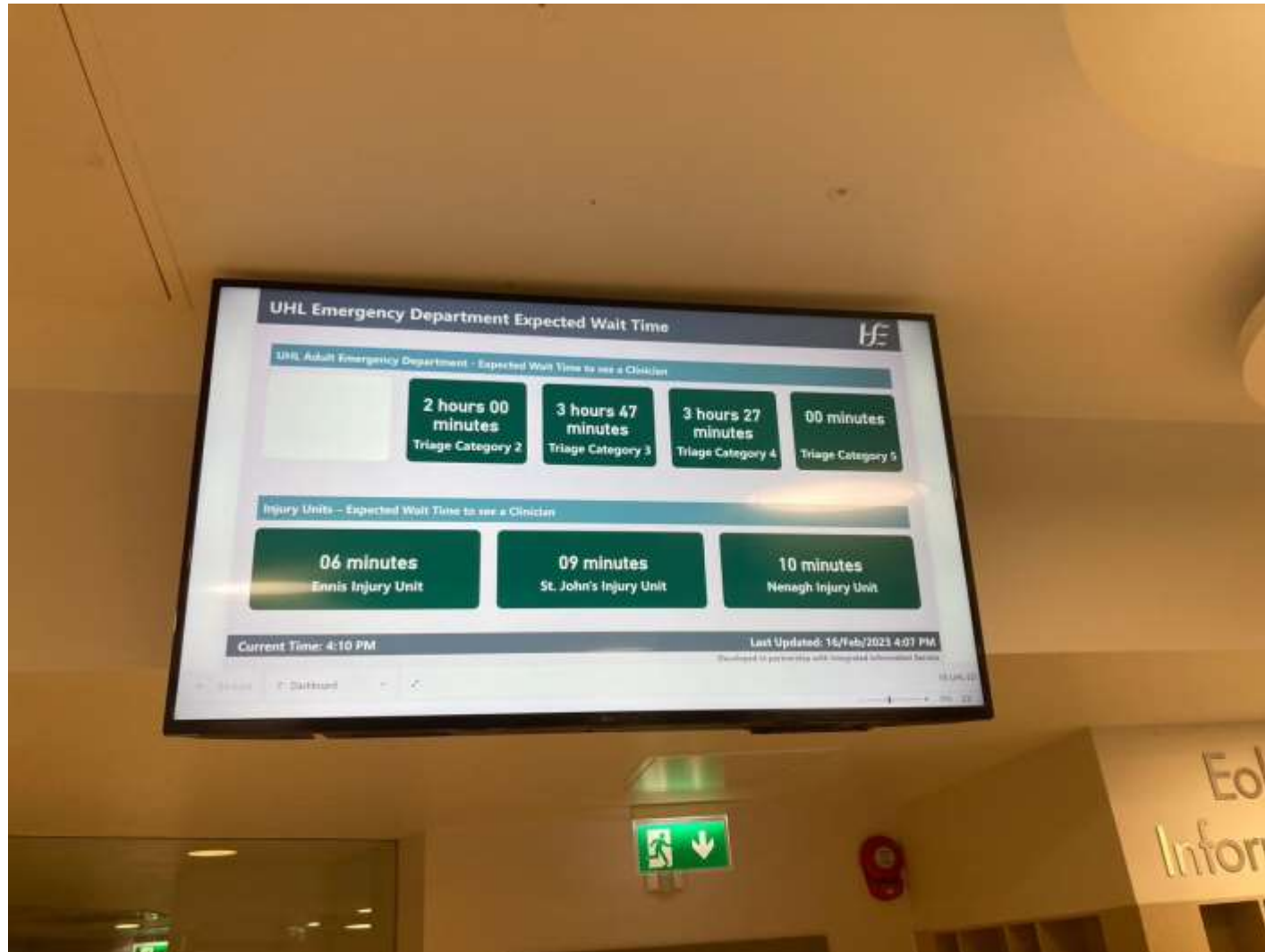
Triage Nurse	
Waiting For Triage	1 Hour and 9 minutes
Cavan Emergency Department	
Triage Category 2	1 Hour and 47 minutes
Triage Category 3	3 Hours and 8 minutes
Triage Category 4	4 Hours and 51 minutes
Triage Category 5	0 minutes
Injury Unit	
Monaghan Injury Unit	28 minutes

Current Time: 4:12:58 PM

Last Updated: 28/Nov/2023 04:00:15 PM
Developed in partnership with Integrated Information Service



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

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USC Bank Holiday Surge Dashboard



USC Bank Holiday Surge Dashboard

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

IIS USC Bank Holiday Dashboard

Please note that ED Attendances (PET Data) are unavailable for CHI Crumlin and CHI Temple St from 6th Oct to date 2023



Table Overview **Trend Overview** Attendances Admissions Discharges 8am Trolleys PET Breaches DTOC DQ Page Last Refresh: 27/11/2023 15:08

Hospital Group

All

Hospital

All

Data is updated daily at 1:35pm. Please note: Attendances, Discharges, 8am trolleygar, PET Breaches and DTOC are 1 day in arrears on update. Admissions are 2 days in arrears on update.

Please note that DTOC data for individual CHI facilities is not available on this dashboard and only acute hospitals are included which will impact DTOC numbers.

Clear all slicers

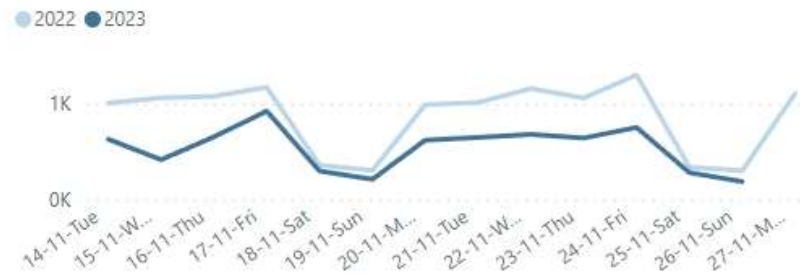
Attendances - 2023 vs 2022



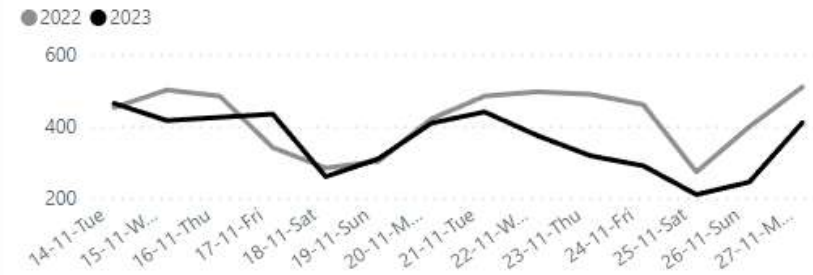
Admissions - 2023 vs 2022



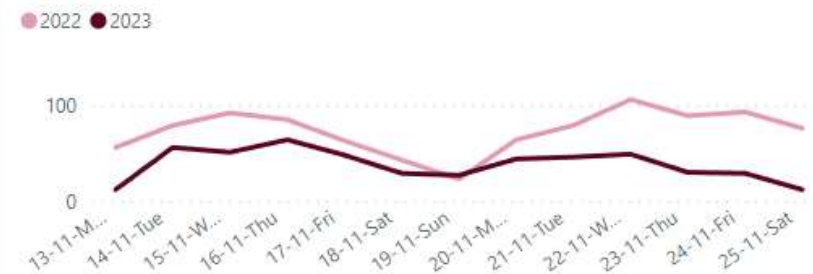
In Patient Discharges - 2023 vs 2022



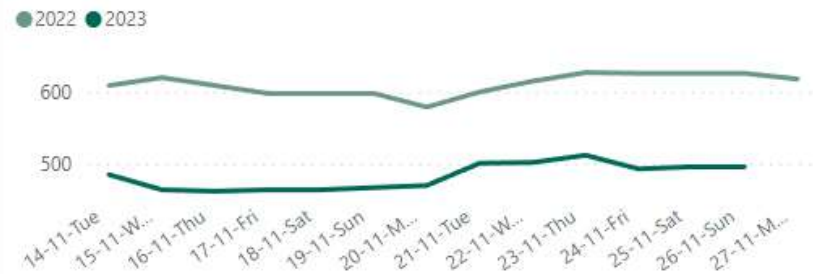
8am Trolley Count - 2023 vs 2022



24 Hour PET breaches for >75 years - 2023 vs 2022



National DTOC - 2023 vs 2022





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

