eHEALTH NEWSLETTER

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

A Message from CEO Bernard Gloster

By Bernard Gloster
Chief Executive of the HSE

As CEO of the HSE I am committed to overseeing significant improvements in our health service.

Ahead of the RHA proposed changes, I have taken direct management responsibility for the HSE part of this change. To ensure we do not wait for that alone I have also introduced some interim significant management change processes that have taken effect as and from April this year.

There are three things in particular I will address.

Firstly, access to health services and how we respond to same. To see how good our health service is you just have to look at life expectancy in Ireland, and how we have mastered many of the chronic diseases.

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Bringing improved population wellbeing, health service efficiencies and economic opportunity through the use of technology-enabled solutions.

A Message from CEO Bernard Gloster

By Bernard Gloster
Chief Executive of the HSE

We have the fastest growing rate of life expectancy in the developed world. However, this is no good for the people who cannot access the service, and one of my first priorities is to make this better.

I want to create a view in this organisation that access is not just about the person on the trolley in the ED department. I want access to be about facilitating as many people as possible to have their needs met. Patients in Donegal, Dingle and Dublin should all have similar access to care.

The second thing I want to set as a priority is timely implementation. We are really good as an organisation at developing policy. We are however not always good at implementing policy, and this is because it takes time.

The third challenge that I have set for myself is in the area of public confidence. Public confidence is of utmost importance. We in the HSE are tasked with that which is most important and dear to the hearts of Irish people, and that is their health and life.

How we create that space for the public to be confident in us is by having humility. Public confidence is not about perfection. The Irish people are very forgiving. What the public want from us is for us to have the humility to talk about things that are not working so well.

These are three challenges we must face, in conjunction with the significant number of change programmes taking place in the organisation including the RHA's. There are three words I would like you all to consider in everything you plan, in everything you do and in approaching how you do the job every day.

They are three of the most interconnected part of the framework for my time leading this organisation for however long that maybe.

They are:
1. **Care**
2. **Culture**
3. **Governance**

eHealth needs to be a crucial enabler in helping us to meet these challenges. We will finalise or new Digital Implementation plan later this summer, and that will set out our ambitious vision and targets out until 2030. It will provide a north star, a mission for eHealth to embark upon. Of course, in the immediate term, the current eHealth & ICT Capital plan, and your operational ICT plans must also be delivered and the solutions currently being implemented and supported across the country will provide the foundations for that future strategy.

The evolution of health care technology and decision-support tools is leading to smarter decisions and sustainable improvements. The organisation continues to evolve. Accessing the right data in the right setting at the right time within a framework of Care, Culture and Governance will lead not only to a good organisation but a great one.

In setting out here the three key challenges – Access, Timely Implementation, & Public Confidence - my ask of eHealth is that you play a strong part in ensuring we meet these challenges.

Children's Disability Network Teams Information Management System (CDNTIMS) Project.

By Barry McKenna
Programme Manager, Community Delivery

The Progressing Disability Services for Children and Young People (PDSCYP) programme was established in 2010 to change the way children's disability services are provided nationally. Under this programme, current services are being restructured so that support is provided to all children with complex needs through Children Disability Network Teams (CDNTs). Each CDNT typically will include administrative support, community paediatricians, nurses, occupational therapists, physiotherapists, pre-school liaison workers, psychologists, social workers, speech and language therapists, and other Health and Social Care Professionals.

CDNTs are providing support based on needs, to all children with complex needs in their selected geographical area, thus promoting equitable access to service to all. Approximately half of the 91 CDNTs are managed via the HSE, with the other half being managed by section 38/39 funded disability service providers.

CDNTs are currently using a range of ICT solutions and/or paper records to store information records for their children. Following a consultation process with CDNT stakeholders, National Disability service teams in collaboration with ehealth teams and the system supplier, EBCS, have developed a single national Children's Disability Network Team Information Management System (CDNTIMS). CDNTIMS will assist all 91 CDNTs by providing them with a single, uniform information system for the administration of disability services. The use of the CDNTIMS by all CDNTs will serve the vision of the PDSCYP programme, including standardisation and equity of service provision.

A CDNT team orientation exercise has been completed, whereby there was direct engagement with each team to understand their existing data systems and data structures currently in place, in order to facilitate a migration of their existing data from each team's current system to a uniform structure within CDNTIMS. The CDNT orientation exercise also informed a CDNTIMS rollout plan based on an agreed set of criteria which forms the basis for the rollout schedule in 2023. Significant ICT infrastructure has been deployed, in collaboration with the eHealth Technology, Infrastructure and Deployment, and DBA teams, to support the delivery of CDNTIMS. The system will have a broad user base with approximately 2,500 users across 91 CDNTs.

Software development of the CDNTIMS application is delivered across multiple phases with phase 1 software enhancements complete giving the required functionality for CDNTIMS to operate as a national system. Included in the development of the CDNTIMS is the replacement of an existing Assessment of Need Information system and a National Day Service Information system. Finally, CDNTIMS integration with IHI and the HSE data lake is on the CDNTIMS roadmap for delivery by Q3 2024. The rollout of CDNTIMS is already underway and will bring 91 CDNTs live on an incremental basis in 2023. The first full calendar year of complete CDNTIMS information for all 91 teams for a full 12 months will remain 2024 as planned.

eHealth Connect Dashboard

eHealth Connect is an interactive dashboard that functions as an organisational chart and staff information directory.

Staff can view and interact with the Network Navigator style org chart. On the Staff Information page, users are able to find contact information for eHealth HSE colleagues

Click the image to access eHealth Connect.

Directors of Nursing and Midwifery Digital Leadership Seminar(s)

By John Ward
Interim CTTO

eHealth were well represented at the recent Directors of Nursing and Midwifery Digital Leadership Seminars in Dublin (19th of May), and Galway (24th of May) with presentations from Theresa Barry Clinical Terminology Architecture Lead on "Getting our Data and Information right", and John Ward Interim CTTO on "Implementation Plan and what it means for you and our health service".

The establishment of Nursing and Midwifery Leadership for Digital Health was a recommendation from the Report of the Expert Review Body on Nursing and Midwifery published in March 2022 and the attendees at these sessions are critical champions in the adoption of Digital in the Health Service under the leadership of Loretto Grogan, National Chief Nursing & Midwifery Information Officer.

The packed agenda for the day was defined by 4 key themes:
1. Policy and Strategy
2. What Good Looks Like
3. Leadership for Digital Transformation
4. Building a Digital Health Capable Workforce

Both days kicked off with a keynote from Loretto Grogan, followed by two talks from Niall Sinnott, Head of eHealth in the Department of Health followed by John Ward to talk about the Digital Strategy refresh that is currently underway.

The current strategy refresh has two parts, the Department of Health discussed the development of a new national Digital Health & Social Care Framework 2023-2030 aligned with Government's "Harnessing Digital - The Digital Ireland Framework". Niall provided an update from the Department on the work under way.

John Ward then presented on the work the HSE are doing in collaboration with the Department. The HSE are working on a HSE Digital Health Strategic Implementation plan that is aligned the Departments framework.

In summary the Department of Health are building the Digital Health & Social Care Framework 2023 – 2030 around a vision and principles as illustrated in figure 1 below

Figure 1: DoH Vision and Principles

The HSE team have aligned with the DoH's framework through collaboration to develop our HSE Digital Health Strategic Implementation Plan. The steps involved in our development of the HSE Digital Health Strategic Implementation Plan were outlined:

- Key consultation findings were documented from engagement sessions: 260 survey respondents, over 50 hours of engagement session, 25 engagement sessions and 210 Stakeholders from across the healthcare ecosystem participated

- Development of HSE strategic initiatives: 43 Initiatives and 278 sub-initiatives were identified for HSE digital health strategic implementation plan and the key consultation findings from engagement sessions were mapped against our key initiatives.

- Alignment with DoH principles: The initiatives were mapped against the 6 Principles in the DoH Digital Health & Social Care Framework.

See figure 2 below:

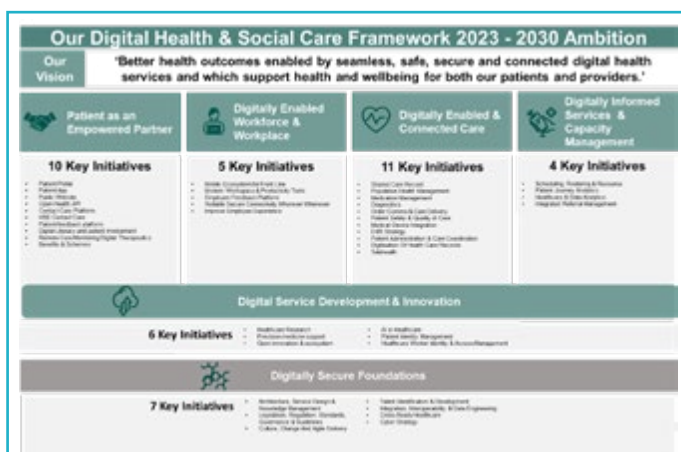*1 Vision, 6 Principles, 43 Initiatives*

Figure 2: HSE Initiative Alignment

This work is still in progress, with further refinement expected on the initiatives and continued alignment with the DoH is ongoing.

As a key stakeholder group for Digital Health we were please to get positive feedback on the presentation. The fact that the Department of Health, and the HSE are collaborating so closely on this important initiative was very well received.

These two artefacts will be delivered this year, and will be part of an ask to DoH, HSE and wider government stakeholders to support the advancement of the Digital Health agenda.

IIS- Tech Excellence Awards

Shortlisted for the Tech Excellence Digital Transformation Project of the Year Award 2023.

The IIS Scheduled Care Dashboard was recently shortlisted for the Tech Excellence Digital Transformation Project of the Year Award 2023. Described as "a game changer in the world of Scheduled Care". Alongside our colleagues in MN-CMS who were also shortlisted, members of the IIS team and Scheduled Care Transformation Programme team attended the Awards at The Royal Marine Hotel, Dun Laoghaire on Thursday 25th May 2023; tickets were kindly sponsored by eHealth.

Since 2021, the IIS has worked very closely with several stakeholders from the HSE, Department of Health, Sláintecare Programme Implementation office and the National Treatment Purchase Fund (NTPF) on the delivery of a comprehensive suite of data relating to national waiting lists. This work commenced in response to the commitments outlined in the Sláintecare Strategic Action Plan 2021-2023.

A key initiative of the Sláintecare Strategic Action Plan 2021-2023 was to develop a multiannual waiting list plan, focused on achieving waiting time targets as set out by Sláintecare and the National Service Plan. The teams involved needed a way to view national waiting lists, but with an ability to filter on hospital groups, hospitals, specialties, procedures, and consultants.

Access to care is a cornerstone of the HSE National Service Plan and of Sláintecare – the dashboard is completely patient-focused, allowing users to visualise the extent of performance improvement required to ensure our patients get seen and treated in a clinically appropriate length of time.

For the first time in Ireland, staff who are scheduling patients for hospital procedures or outpatient appointments can access a dashboard that has the information relating to the waiting times for all of their patients. Staff can now see for the first time trends at patient level by procedure, speciality and Consultant.

IIS applied best-in-class industry standard, Microsoft Azure infrastructure - Datalake, SQL databases and Data Factories- along with Microsoft Power BI to deliver the dashboard and associated reporting extracts. Data is ingested through robust pipelines that are flexible and scalable to alterations in incoming and outgoing data feeds.

The dashboard has also been shortlisted for the Analytics Institute Public Sector Project Award; winners for this award will be announced at an event in the Mansion House, Dublin on Thursday 15th June 2023. We look forward to the event and to the prospect of winning this prestigious award, recognising the hard work teams have done to produce this dashboard!

L to R: Karen OConnell, Lorna McNerney, Jennifer Hogan, Anthony OGrady, Niamh Crossan.

MN-CMS -Tech Excellence Awards

Shortlisted for the Tech Excellence Digital Transformation Project of the Year Award 2023

By Mary Mullins
Change and Transformation, Risk Management Lead, MN-CMS

The MN-CMS team were honoured to be shortlisted for the 'Digital Transformation Project of the Year', Tech Excellence Awards 2023 in recognition of the achievement of the MN-CMS Antenatal Medication Inbound Messaging Project.

MN-CMS advanced from a baseline of non-standardised medication information in the patient record from multiple GP systems to a clear, relevant and timely medication and vaccination history automatically filed in the MN-CMS EHR, thereby improving medication safety at transitions of care; a key priority for the World Health Organisation (WHO).

Benefits of the project include:

Enhanced Communication

- Instant access to the up-to-date details of medications prescribed, discontinued and vaccines administered to antenatal patients by their GP, supporting safer care.

Standardised Data Entry

- Standardised inbound medication information from multiple GP systems is in alignment with Slaintecare Strategic Action 10 supporting integrated patient-centered care, improving data, research and evaluation capabilities

Innovation

The implementation of this solution enables further innovation, e.g. the development of audit and research capabilities to identify prescribed medications pre-pregnancy and during pregnancy and their possible impacts.

Medication Reconciliation Efficiency

- The automated acquisition of the GP source of medication information facilitates the documentation of the most accurate medication history possible for over 500 patients per week.

- Replaces the requirement to contact GPs directly, saving a conservative estimate of 10- 40 minutes per patient, if the GP surgery was accessible, as evidenced during the validation process, i.e. saving >80 hours – 240 hours/week.

- In keeping with the HIQA recommendation to focus on improving medication safety i.e. using two sources of information for medication histories.

- Reduces the communication workload on GP practice staff.

This is the first project, nationally, to develop a process for standardisation of medication-related information between GP systems and an EHR, which is an essential building block for the development of an Irish Summary Care Record as envisaged by Sláintecare.

Front row L to R: Fiona Lawlor, Catherine Jinks , Emma Thompson
Standing L to R: -Mary Mullins, Gavin Horan, Eileen Burke (not photographed).
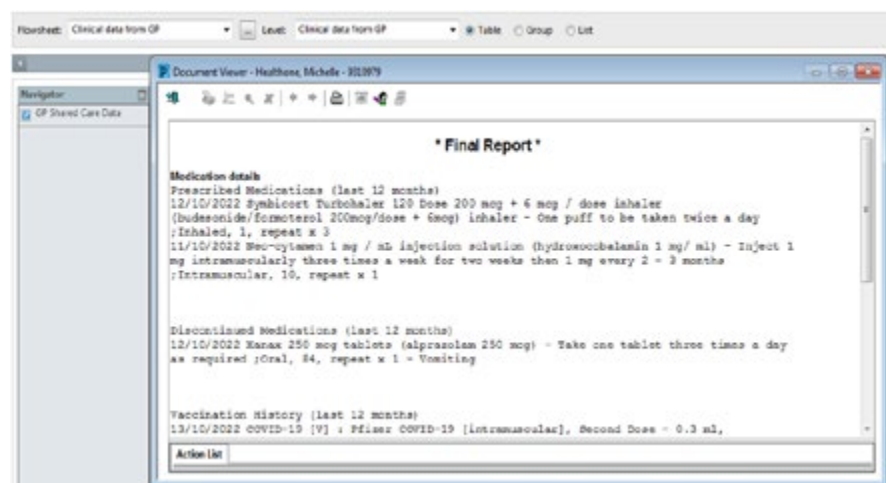
Example of medication details as it appears in the patient's EHR AFTER solution deployment.

NCCP Spring Forum

Members of Telehealth Team Speak at National Cancer Control Programme Forum

By Conor Kennedy
Senior Project Manager Telehealth

Over the past 3 years the landscape of the Irish health service has changed dramatically, including an increased appetite from both service users and providers for telehealth solutions to support service delivery remotely. The eHealth National Telehealth Programme supports both government and organisational strategies that note the expanded use of telehealth as a key mechanism to enable care delivery closer to home, earlier discharge from secondary care services, and to enhance access to services for patients and families.

This message was recently conveyed to attendees of the National Cancer Control Programme (NCCP) Advanced Nurse Practitioner Spring Forum in Athlone by Conor Kennedy (eHealth Senior Project Manager) and Emer Sheridan (eHealth Project Manager) who spoke about the core workstreams of the Telehealth Programme: Video-Enabled Care (VEC), Remote Health Monitoring, and Online Supports & Therapies.

Delegates were updated on data outlining that approximately 400,000 video consultations that have taken place across community and acute services since 2020, along with updates on the procurement process of a new clinical video consultation platform for the health service, and the suite of supports available to support services who wish to develop VEC services. Key to this, a detailed overview was provided of the VEC Implementation Framework; a co-designed and validated process and toolkit to sustainably embed VEC in services.

Details of the HSE's plans to develop upon promising evidence from national and international piloting and mainstreaming of Virtual Wards initiatives using remote health monitoring solutions were also outlined, along with data from successful online mental health supports and therapies HSE internet-based Cognitive Behavioural Therapy by SilverCloud, and text-based active listening service text50808.

Alongside a broader discussion of the future of digital health within nursing and midwifery, other eHealth digital initiatives discussed on the day included an overview of the potential application of Robotic Process Automation within cancer care services by Kevin Kelly (eHealth General Manager, Digital Workflows & Automation). Advanced Nurse Practitioner speakers on the day also spoke about a successful remote monitoring of COPD pilot project in Donegal, and the digital cancer support initiative www.thisisgo.ie which provides excellent tailored, subject matter expert informed materials for those with cancer and their families/carers.

Telehealth team at their Consulation Day in Dubin on May 30th

L to R Connor Kennedy, Fintan Murtagh, Emer Sheridan, Ciara Clarke, Julie Bellew, Lorraine Gilmartin, Tracey McCluskey

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

**Tuesday 13th June, 2023
at 1pm via MS Teams**

New members are always welcome to join and you can email us on: **communications.ehealth@hse.ie** We meet on the second Tuesday of each month at lunchtime. If you haven't read the book you are still encouraged to join us for a chat and a cuppa. Its always fun to link in on a teams call that isn't work related!

Ireland's Ukrainian Response

HSE's Data and Informatics Team Develop Award Winning Digital Health Questionnaire

By Maria McCann
Director of Identity Management Services HSE

The Health Identity Management Services (HIDS) team's data transformation project

It's been over a year since the war in Ukraine broke out and within a few months displaced citizens were fleeing war-torn villages, towns, cities and regions. The Temporary Protection Directive was passed at EU-level and was endorsed by Ireland last year to provide safe sanctuary for people arriving here.

The HSE National Ukrainian health response planning and coordination group established 9 main workstreams, including the data and informatics workstream. The data and informatics workstream collaborated across clinical, operations and technical teams by leading the governance, digital health questionnaire development and data insights to enable and support decision making for the IT Leadership in a time of crisis.

Leaning into the expertise of the HIDS team

The Director of HIDS, Maria McCann, led the Data & Informatics workstream supported by EY (Program management partner) and Microsoft Global Disaster Recovery Team (Digital Solution Partner) to deliver a data and informatics response to support the HSEs planning and coordination group. The workstream worked with representatives from National Social Inclusion Office, Integrated Information Services (IIS), HSE Language translation team, Primary care, Community Operations, Operations team at National Transit centre at Citywest and the Health Intelligence Unit.

Key objectives of the programme:

1. Map the journey of the displaced person and identify the data sources, data elements and enable standard process for governance to centralized information in the IIS data lake to send to end users.

2. Collaborate with the National Social Inclusion office (clinical) and National Transit Centre Citywest Operations team (operations) to deliver reliable secure and scalable digital solution to capture the demographic and health service questionnaire medical information of the incoming displaced person. This was then shared with the displaced person in the language of their choice via email (Ukrainian or Russian) including the English translation for health care professionals to view when the displaced person presented to them.

3. Provide up to date situational report and illustrate daily and weekly trends on key data elements from the digital solution for the health status questionnaire and triage information. Share this data to the Health Intelligence Unit for predictive modelling.

4. Establish controls and processes to enable secure access to 120 users through interactive dashboards for information received from DEASP, DCEDIY, PCRS, COVAX.

5. Perform due diligence to support data governance and Data Protection Impact Assessments for cross government and inter departmental data sharing through IIS centralization.

6. The modelling highlighted accommodation stressors given the uneven geographical distribution of accommodation for Ukrainian citizens in Ireland; different health needs and associated age brackets. In an evolving situation the data gives HSE departments and policy makers a snapshot in time. So essentially, informed decisions are being made based on the insights provided by the data.

The data challenge and opportunity

Ukrainian nationals were coming into Ireland through different airports and ports. This necessitated a system of data collection at the point of entry in order to ensure health information was acquired and urgency of care identified. The IT system built out ensured that demographic data (name, age, sex, passport identity etc.), along with a health questionnaire was collected immediately on entry at the Citywest Convention Centre designed as the official National Transit Centre (NTC) for beneficiaries of temporary protection. This centre was established so displaced people could receive their Temporary Permission letter, a PPSN as well as social welfare assessments, accommodation and avail of health services at NTC.

The technology

Behind the scenes the back-end systems to support a large-scale, ever-changing movement of people – into and then around Ireland – was being built in an expedited manner. The HIDS team in collaboration with EY and Microsoft used the MS Dynamics 365 and power platforms to develop a health questionnaire form that captured the demographic and high-level medical details of the displaced person.

Once the details are filled in, the displaced person receives an acknowledgment email with a PDF that contains the information they completed in their language of choice and in English for health care professionals to read. It means people don't have to continually repeat information which can be challenging in a different language.

The data captured is then transformed to dashboards using Power BI for HSE personnel to use to support demand and capacity planning across the nation.

Crisis Leadership Award
For their work the HSE's Ukraine Data and Informatics team was delighted to win the Crisis Leadership award at the CIO and IT Leaders Awards 2023 on March 30.
Speaking after the awards ceremony Maria McCann said: ''The team worked incredibly hard on this. It is an honour to be recognized. There was collaboration across multiple departments and organisations and I am grateful for the opportunity to work with such talented and committed individuals.''

Learnings and legacy
What we learned from this project, and how it will positively impact the health service in the future is three-fold.

1. **Cross government and inter departmental operability:** In the time of crisis, utilization of information and learnings from all the touch points in the journey of an immigrant was the vital factor for success. Identity Management as a foundation is key, there are many lessons learned from this project that we will bring forward.

2. **Good governance and data driven decisions:** Through this project secure sharing of information with appropriate governance and data

Maria McCann accepting the Crisis Leadership Award

driven decision making supported HSE colleagues.

3. **Transparent and regular communication across workstreams:** Transparent communication with regular feedback and review from all stakeholders helped in prioritization of requirements and quick turnaround for a reliable and scalable solution. We are proud to have supported the frontline staff facing this crisis. The digital collection of data, insights provided and continued scaling of this project to open it up across the country is one that will continue to be built

upon, by working closely with our operations and clinical stakeholders. The system is being scaled further again to support Ukrainian displaced people and people with International Protection status. . We hope this system will support the engagement with the HSE for displaced people and our health care professionals in their response.

Microsoft Project eLearning Programme

Now Live on HSeLanD

By Mark Sherlock
PMO Analyst

As a core part of our charter, the PMO have been facilitating various professional development training courses since 2017. Our primary course was a Modus training course which was originally provided by a 3rd party training company in conjunction with an MS Project course. We then took ownership of it ourselves through a classroom course.

During Covid-19, we reviewed our delivery model and moved to a virtual classroom using Cisco Webex. These have been very successful, and the feedback has been

very positive. The downside was that even with a virtual classroom there was still a significant element of last-minute cancellations. From a Lessons Learned workshop we established a need for an agile customised self-learning course.

In April 2022 a Modus Course went live on HSeLanD. This has been very successful and has led to a 50% user increase of Modus courses year on year. The success of this course meant that thelogical follow up to the Modus course has been a tailored MS Project course. With the

surge of recruitment over the last 3 years, MS Project training has become essential for staff in project teams to do their jobs effectively.

These classes were originally run in 2 formats:

- A 1-day course with Modus and MS Project combined. Feedback was generally good, but some users felt more detail was needed.

Microsoft Project eLearning Programme

- A 2-day deep-dive course into MS Project. The feedback was very positive but what we found was that as it was a standardised course, there was a desire to be more tailored to the day-to-day activities in Modus. There were also still a number of cancellations as busy PMs found it hard to give 2 days to training.

From this feedback, the PMO established that there was a need for a customised self-learning MS Project course which not only went into detail on MS Project but aligned it to daily project management work in the HSE.

Lessons learned from the HSeLanD Modus course were brought into the initial discussions for the course. There were a lot of positives brought forward but one relevant point was that more user interaction in the course would be welcomed. This led to a discussion with the eHealth Training and Development Team about what we could improve on the previous course.

There were several MS Project training materials from over the years and these were reviewed alongside any relevant online materials. The first step was to review what was relevant for the HSE but also how we could bring this to tie in tandem with Modus use. The ideal was a course which would be suitable for people working on a stand-alone version of Project as well as offering a course which was customised to the needs of Modus users. From the training materials I drafted a syllabus document which also brought in Modus use. One of the biggest challenges was to ensure the course was relevant for daily use, so at this point the PMO Team and some PMS were surveyed to get their advice on content. A demonstration module was compiled and presented to Tom Molloy, the Head of PMO for review and approval. A Cost/Benefit Analysis was also run to justify the costs and from this, a business case was created which ran successfully through the sanction process.

A large challenge was that because we were replacing a 2-day course the course duration would be significant. Having developed the course, the first draft was for a 210-minute course broken into 18 modules. The Training and Development team reviewed the syllabus and due to their additional training and acquired expertise, they were in a position to offer a more creative role for the course this time around. They felt they could bring more interactivity to the course and this in turn could be used to combine modules and condense the course into a more manageable size. From a project management point of view, a MoSCoW analysis was ran on the material to aid them on what would be acceptable to change.

Because of the scale of the course, it has taken several months to complete, and probably longer than we initially estimated. I think it's been a learning curve for both departments with a lot of useful Lessons Learned. We've involved eHealth project management staff throughout the process to ensure that the course is relevant and focussed to their needs.

There has been a demand for MS Project training in the short term and The PMO have facilitated this for any training requests by assigning access to the raw videos created for the course.

We've also encouraged post-course learning by including a guide to additional expertise for each of the topics covered, displayed at the end of each module.

The course is now live on HSeLanD **(look for "Microsoft Project eLearning Programme")** and we're looking forward to getting feedback from eHealth staff.

It has a focus on Modus users but if you use MS Project as part of your role and don't use Modus, the course should still be highly relevant. It starts with the basics (commands, adding tasks) and moves in complexity (scheduling, resourcing) through the lifetime of a project plan.

We would say that if you're looking at your own departmental training needs, we'd recommend talking to the Training and Development Team and discuss taking a more active role in delivering more personalised training. Thanks again to Training and Development team for all their help with the course.
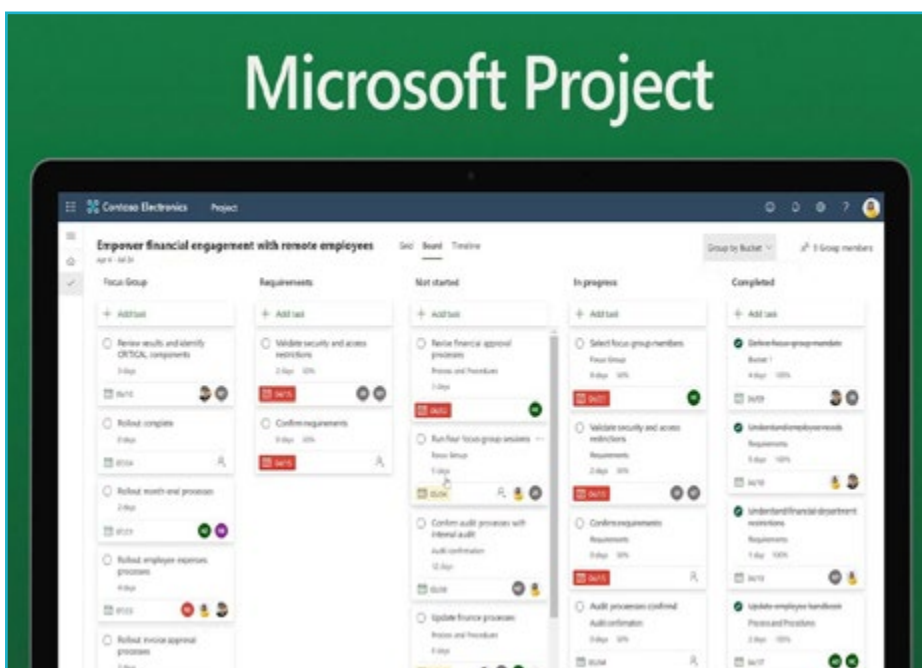
Click on the image above to view the MS Project information video.

Congratulations John Ward

Finalist Technology Consultant of the Year at the 2023 MCA Awards

Congratulations to John Ward, interim CTTO, for being selected as a finalist in the Technology Consultant of the Year category for the 2023 MCA Awards.

The Management Consultancies Association (MCA) is the leading body for management consultancy firms in the UK and Ireland, Each year, they demonstrate the true value of consulting to both the private and public sector and the impact consulting has on our society. This is a great achievement for John and a testament to his hard work and expertise in the field of technology consulting. Being named a finalist in the MCA Awards 2023 is a prestigious honor, and highlights the impact he has had on the industry.

It's clear that John's dedication to his work has not gone unnoticed, and his nomination for the Technology Consultant of the Year award is well-deserved. It's exciting to see professionals like John being recognised for their achievements in the field and inspiring others to strive for excellence.

We wish John all the best in the upcoming MCA Awards 2023 and look forward to hearing more about his accomplishments in the future.

Congratulations, John!

eHealth HSE.

'HALO' Acrnonym Tool

David Reichental
Solution Architect, A2i-HIDs

NIMIS? IIS? EHR? A2I?

There are so many acronyms in use within the HSE - it can be hard to keep track of them all. Luckily, David Reichental has put together a handy online tool called 'HALO', which documents some of the most common acronyms we use in the organisation.

David Reichental is a Solution Architect, working with the A2i-HIDs team. David has been devleoping this resource over the last few years. His self-described "when I have time project" may be particularly useful for newer staff members.

You can access HALO here.

eHealth REPORTING

eHealth reports are available to all staff on our shared Teams Folder - Click here to view.

eHealth Training & Development

A schedule of our upcoming courses are listed below:

Administration Development Programme

Date	Duration	Venue	Start & Finish Times	Closing Date
11/10/23 12/10/23	2 days	The Richmond Education and Event Centre No 1 North Brunswick Street, D7	09:30 – 17:00	30/09/23

Managing People Using HR Policies

Date	Duration	Venue	Start & Finish Times	Closing Date
08/11/23	1 day	The Richmond Education and Event Centre No 1 North Brunswick Street, D7	09:30 – 17:00	25/10/23

If you are interested in attending any of these programmes and have line-manager approval to do so, please enrol via HSeLanD.

If you are experiencing problems trying to locate or enrol onto a course, please review our support documents.

Alternatively please contact ehealth.training@hse.ie and we will be happy to assist you.

Parking at The Richmond is limited and offered on a first come, first-served basis. Smithfield Car Park is 5mins from the venue. Click here if you wish to book in advance. View our 2023 eHealth Training Prospectus here

Free online courses with eCollege

By Janis Nolan
Training and Development

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
- 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.

Courses available
eCollege delivers online training courses in:
- Information Technology
- Business
- Project Management
- Software Development
- Web & Graphic Design

Examples of some specific courses include:
- PRINCE2 Foundation (6th Edition)
- ICDL Essentials
- Microsoft Access; Excel, Word, PowerPoint
- Certified Digital Marketing Professional
- CompTIA IT Fundamentals, Security+, A+ and Network+
- Microsoft Azure Cloud Fundamentals AZ-900
- Cisco Certified Network Associate (200-301 CCNA)

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 .

2023 Future Health Summit

By Sean Toner
Training and Development

The 2023 Future Health Summit took place on Wednesday 24th and Thursday 25th May, in Dublin's Royal Convention Centre. This internationally distinguished event is an Irish and International gathering of the brightest minds in the healthcare industry with an illustrious audience of over 500 industry delegates attending and featuring renowned speakers from Ireland, USA, UK, Europe, and further afar.

As a global gathering for healthcare leaders and decision makers, the Future Health Summit is a showcase for innovation and best practice in healthcare.
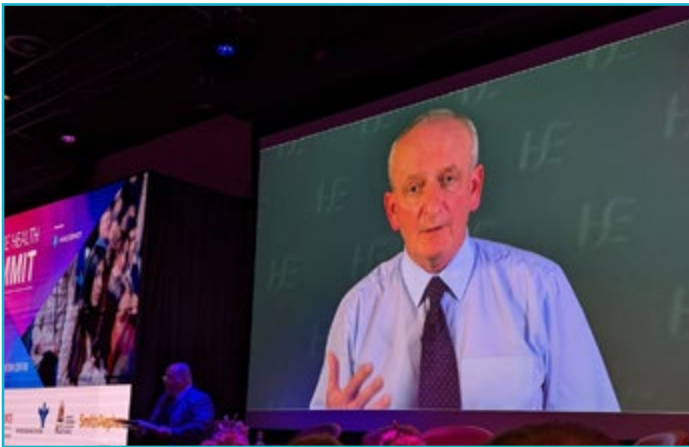
The Summit brought together 50 health and associate industry Exhibitors to network and build business ties around the event and featured the annual "Innovation Award" that was won by Akara Robotics.

A host of great speakers from the healthcare industry and beyond, were in attendance to deliver presentations focusing on the themes of Leadership, Governance, Care of the Elderly, Partnership in Action, Sustainability, Innovation and Digitally Enabled Change.

HSE CEO Bernard Gloster joined the Future Health Summit via video to speak on the importance of quality leadership and advises us to ask ourselves; are we leading with purpose?

Bill Maher, group CEO of Bon Secours Health System, spoke on the strategic partnership between Bon Secours and the public sector in reducing hospital wait lists, reducing pressure on A&E and improving patient care.

The event also featured a panel discussion with Irish sporting legends Caitriona Cormican, Jonny Cooper and Rob Kearney, to discuss the impact of leadership on their careers from the great managers and teammates they have worked with to their own development and impact as leaders.

This was an engaging event that featured great speakers from the healthcare service, start-ups, corporate business, researchers and institutions and provided a platform to share ideas and thoughts on the future of healthcare in Ireland and how our actions could impact those around the world.

eHealth Digital Marketing Strategy

By Helena Murphy
Social Media Lead, eHealth Communications

Introducing the eHealth Digital Marketing Strategy.

Building on our 2021 Social Media Strategy we have developed a comprehensive eHealth Digital Marketing Strategy to improve our online presence and establish eHealth as authorities in the digital health space in Ireland. This plan includes leveraging digital marketing tactics to elevate the profile of eHealth, as well as incorporating social recruiting to improve our hiring success over the next 12-18 months. Our social media platforms already boast over 20K followers from various backgrounds, including HSE staff, media, academia, CIOs, hospitals, tech companies, and vendors. This presents a cost-effective opportunity to reach a wider audience and achieve our goals.

Benefits of Integrating Social Media in the Public Sector
Incorporating social media platforms in the public sector can have a significant impact. It can establish our senior leaders as trustworthy sources of information, particularly regarding eHealth.

Continued to next page.

Additionally, it can expand brand recognition of our eHealth campaigns and initiatives to a broader audience, including the HSE, leading to increased traffic on the eHealthIreland website. For optimal efficiency, we repurpose website content for social media use, saving both time and effort.

We would greatly appreciate if all departments within eHealth can contribute their subject matter expertise to our website and social media platforms. There are various formats available for sharing this content. A cross-departmental effort will ensure a well-rounded and informative representation of eHealth.

Effective Communication Strategies During Project Development

Communication is a crucial component of any project development plan. It should be incorporated from the very beginning to ensure that the information is up-to-date and relevant. This is especially important when updating websites and social media pages with news stories, articles, case studies, FAQs, or creating new web pages.

If you have upcoming recruitment within your team, consider partnering with the communications team to develop recruitment videos that can be shared across social platforms. It's also essential to collaborate with the social media team to target specific candidates through paid advertising on platforms like LinkedIn. By working together, we can achieve positive results and reach the right audience.

Other ways to achieve this is to produce and distribute instructional videos that cater to the needs of your audience. For example, MS Teams Training, Telehealth Webinars, Scheduled Care Dashboards,

and Lunch & Learn Webinars are all potential topics. By doing so, you will keep your website up-to-date with valuable information while also using social media to promote and share it. This will result in increased engagement and traffic to your website.

Examples of Effective Strategies for Social Media Channels

Here are some suggestions for utilizing your social media channels to their full potential:

- Write a brief article about the new technology implemented in eHealth over the past year, which can be hosted on your website and shared through social media.

- If your team is attending conferences, speaking at events or webinars, or launching projects, share those achievements with our social media team so we can celebrate them together.

- Utilize an infographic to share stats on how many people have signed up for your Registration Portal.

- Show the number of GPs and Pharmacies that have registered for Healthmail with an infographic.

Additional Methods to Assist Us

If you're looking for other ways to contribute, you can lend your support by engaging with our social media content, sharing or re-tweeting our posts on your own pages, and using campaign hashtags. You can find us on Facebook, Twitter, and LinkedIn Showcase page under the handle @eHealthIreland.

Planning social media content is key to our strategy and we've created a monthly calendar for the upcoming year. If you're interested in contributing content for us to share on our channels, we'd be happy to share this calendar with you.

If you have any questions, thoughts, or suggestions regarding this matter, please do not hesitate to send an email to **helena.murphy1@hse.ie**

Download the eHealth Digital Marketing Strategy here.

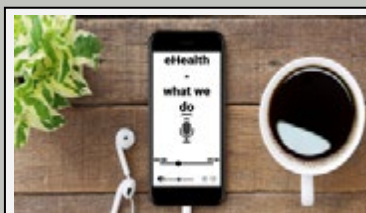Access each playlist below by clicking on the image.

Our eHealth YouTube Channel can only be accessed by the links published here.

If your team would like more information on how you can utilise this platform for your teams' benefit, contact:

communications.ehealth@hse.ie

Sharing Insights

Backstage with eHealth

HSeLanD

Health & Wellbeing

Your Opinion Counts

Staff Survey

The Your Opinion Counts Staff Survey went live on Tuesday 2 May for the month and you have until midnight tomorrow, Wednesday 14th June to participate.

We encourage all staff to take part and help make a difference.

This is your chance to win a €300 One4All voucher!

This survey is anonymous. You will need to enter your HSE email to verify that you are a HSE employee.

It will not link you to your completed survey in any way.

The survey is being conducted by Core Research, an independent market research company, on behalf of the Executive Management Team and National HR. You can take the survey here.

Men's Health Week 2023

The HSE, together with the Men's Health Forum Ireland and a host of other partner organisations is marking Men's Health Week 2023 which starts on 12th June and ends on 18th June - Father's Day.

This year the theme for MHW is 'The Picture of Health' and the call to men (and those who support the health of men) will be: What does that look like to you?

To read more, please go to this link on the HSE.ie website.

PETS Corner

This little cutie is Willow.

Willow is an 18 month old malteese/shih tzu mix and always up to mischief. She is currently preparing for her 100km walk in the month of June for the Mater foundation.

Willow lives in County Meath with Kellie McGovern, who works as an ICT Support officer in Corporate Delivery.

If you would like us to feature your pet(s) in this section of our Newsletter, get in contact by emailing -

communications.ehealth@hse.ie

Willow

eHealth CAREERS

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

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

UPCOMING EVENTS

Taste of Dublin takes place in the Iveagh Gardens from Thursday 15th June - Sunday 18th June.

Taste of Dublin is a foodie haven that's the unmissable culinary highlight of the summer. 'Taste of Dublin' offers visitors the unique opportunity to source essential ingredients from artisan producers, and engage with Ireland's top culinary talent.

Tickets start from €15, for more information see here

Limerick Garden Festival

Limerick Garden Festival, on Sunday, 18th June at the Milk Market, features an exciting plant, garden & food market with over 50 traders from all over Ireland. The all-day garden event offers opportunities for young and old to engage and experience all things gardening. Key activities of the festival include masterclasses and expert talks on all areas of horticulture, an artisan food fair, craft stalls and musical entertainment for all.

See here for more information

Dublin Pride

Dublin Pride Festival runs from June 20th to 25th. The Pride Parade is a celebration of LGBTQ+ people and culture, the highly visible spectacle of the parade plays an important role in promoting diversity, inclusion and belonging within society. It's an opportunity to showcase the many LGBTQ+ organisations working within the Dublin community, along with ally groups who take a visible stand in support of LGBTQ+ people.

See here for a schedule of events, and how to get involved

Galway Arts Festival

The Galway International Arts Festival is one of the main highlights of the year and features music, art and comedy events throughout Galway City.

The 46th Galway International Arts Festival will take place takes place from 17-30 July. and will feature a wealth of theatre, music, comedy, visual art, dance, and literary events. Headlining this year's festival are The Coronas, The Saw Doctors, The Kaiser Chiefs, amoung many other big name and up-and-coming acts. Act fast and get your tickets here.

Cork Midsummer Festival

Cork Midsummer Festival celebrates theatre, music, dance, family events and more by the banks of the Lee; bringing exciting international work to Cork as well as platforming local and national artists. Running from 14 - 25 June 2023, highlights include the Midsummer Parade and performances of Samuel Beckett's 'Happy Days' with Derry Girls star Siobhán McSweeney. See here for more information

eHealth
New Recruits

Introducing our new colleagues to the eHealth community.

Taidgh Sheehy
Junior Business Analyst

What is the top destination on your must visit list?
Machu Picchu, Peru

What has surprised you about your job so far?
The people have been so engaging and welcoming in eHealth.

If you could have dinner with anyone, dead or alive who would it be and why?
My Mum. She died 10 years ago and I'd enjoy spending time talking to her again.

Sharon Hetherton
Analytics Manager HIDS

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

What has surprised you about your job so far?
Fast paced with a great team spirit.

If you could have dinner with anyone, dead or alive who would it be and why?
Gerry Duffy, from my home County Westmeath. Author, Motivational Speaker and Winner of Deca Ironman 2011.

Andrew McDonough
ICT Project Manager in Public Health

What is the top destination on your must visit list?
South America

What has surprised you about your job so far?
Nothing specific but everybody is very helpful and friendly

If you could have dinner with anyone, dead or alive who would it be and why?
My grandads – never met them and they seemed like two characters

Lorna Baek
Project Manager (Public Health)

What is the top destination on your must visit list?
The Maldives before it disappears

What has surprised you about your job so far?
I've been surprised by just how much opportunity there is for career-development due to the broad experiences open to me in each of my roles. I learn and do something new to me most days and I really enjoy that. My fear is to be stagnate in my career or bored by what I do.

If you could have dinner with anyone, dead or alive who would it be and why?
I would have dinner with Roger Martin because he is one of the top management thinkers of our time and business strategy advisor to some of the largest companies in the world.