

# Technology & Transformation NEWSLETTER

A monthly newsletter brought to you by the  
Technology and Transformation Communications Team.

If you wish to contribute please contact us at:  
[Communications.TechnologyAndTransformation@hse.ie](mailto:Communications.TechnologyAndTransformation@hse.ie)

## Digital for Care 2030: Making Strides



By Elaine McLoone,  
HSE Digital for Care Programme Team.

September saw a huge boost of interest in Digital for Care 2030 through key events and engagements. One such event was the Integrated Care Conference in the Convention Centre on September 5th, 2024, hosting over 1000 delegates combined in person and virtually, centred on the theme of ‘access and integration’.

Damien McCallion, CTTO, HSE Technology and Transformation, speaking to Digital for Care 2030, highlighted the digital health transformative strides being made and those upcoming for our health services – the shift from acute to prevention and

reducing health inequalities. He referenced particularly the current digital landscape in Ireland, the importance of connecting systems, consistent data, consistent innovation and the potential of AI.

Damien also spoke to the vision of the Department of Health’s Framework that will be implemented under Digital for Care 2030 and how this will support the delivery of an Electronic Health Record and Shared Care Record allowing a single point of access to health information for patients and staff.

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# Digital for Care 2030: Making Strides

The Digital for Care 2030 session was closed with an insightful presentation from Neil O'Hare around AI and its potential and capabilities. [Full details can be found here](#) showcasing session recordings and poster competition presentations.

infrastructures it demonstrated that people primarily want:

- to see education, training and supports rolled out with any online health system.
- assurances regarding data security.

The findings from the survey are both hugely positive and hugely valuable feeding directly into the work of our programmes and will help inform developments in digital health being progressed under Digital for Care 2030.

[Full details can be found here.](#)

## We'd like to hear from you:

Over the next number of months, while we'll be focusing on building the profile of key programmes, we need support from all our Technology and Transformation staff to help build upon the profiles of your ongoing work.

Full details on how to do this will be made available soon on [ehealthireland.ie](http://ehealthireland.ie).

For any queries, please reach out to our team on [digitalforcare@hse.ie](mailto:digitalforcare@hse.ie).

*Images featured in this article were taken from the HSE Integrated Healthcare: Advancing Health Service Reform conference gallery.*



*Damien McCallion, CTTO HSE Technology and Transformation speaking at the Digital for Care 2030 Integrated Care Conference: Driving digital innovation as a critical part of the delivery of modern health, responding to the changing needs of patients and their families.*

## Valuable Findings HIQA Survey

HIQA published the results on September 4th, 2024, of a National Engagement on Digital Health and Social Care, in partnership with the Department of Health and the HSE. Over 2,000 members of the public took part in a survey aligned to a professional survey with 1,020 healthcare professionals and varying focus groups.



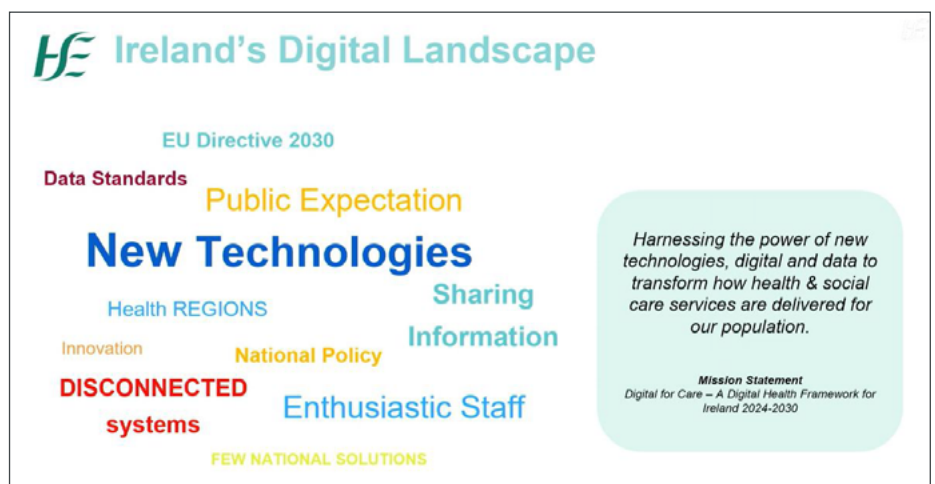
*Photographed above, speaking at the event from left is Prof. Richard Greene, CCIO, HSE alongside Damien McCallion CTTO HSE.*

The aim was to understand the opinions and approach of both the Irish public and healthcare professionals around accessing online health records and services digitally.

The results of the survey, while acknowledging the challenges around digital literacy and current digital



*Photographed above LtoR: Former RTE presenter Sean O'Rourke who moderated the event and Stephen Donnelly, Minister for Health.*





# TECHNOLOGY AND TRANSFORMATION

## Training & Development

A schedule of our upcoming courses are listed below:

### Minding Your Wellbeing

Date	Duration	Venue	Start & Finish Times	Closing Date
12/11/24	1 day	The Richmond Education and Event Centre No 1 North Brunswick Street, D07 TH76.	09:30 – 17:00	25/10/24

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

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

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

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.

## Free Online Courses with



eCollege is a SOLAS-funded online training facility. It provides a range of free online courses with certificates, available any time. If you want to learn at your own pace, eCollege is perfect for you.

eCollege courses are free, part-time, certified, and always on-demand, so you can get started straightaway.

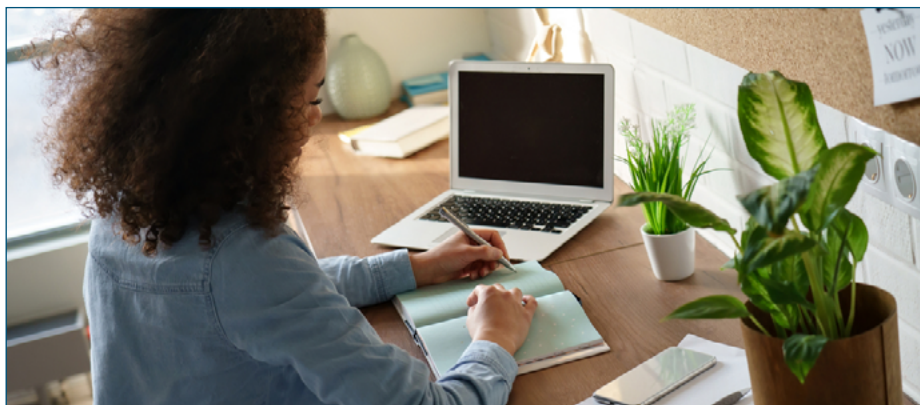
The courses could help you whether you are already doing a course and want to add to your learning or you simply want to improve your skills or learn new ones. The courses are designed to give you specific skills training with certification, to help you improve your skills.

### [How to qualify](#)

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

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

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



# Update from the Laboratory Programme

## MedLIS Go-Live in Beaumont Hospital

Thomas Walsh,  
Laboratory Programme Manager MedLIS.

The Laboratory Programme, under the governance of Technology and Transformation, was established in 2021 to advance, standardise and support Laboratory ICT initiatives.

### GP eOrdering

The eOrdering project enables GPs to place laboratory orders electronically from within their practice management systems via a link to a site-specific page



Photographed above the MedLIS and Oracle Cerner team 17th August 2024 at Beaumont Hospital.

### MedLIS Go-live:

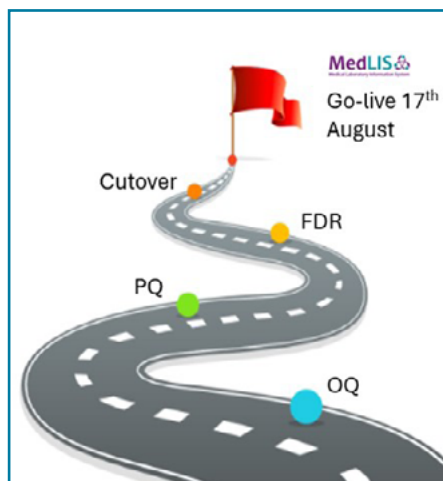
A key project identified for delivery in 2024 is the National Laboratory System, MedLIS. MedLIS has experienced significant challenges since the contract was signed with Cerner in 2015, but the vision remains the same in terms of paperless ordering and reporting, with a consolidated patient laboratory record, supported centrally by a dedicated National Support team.

The MedLIS server environment and infrastructure was impacted by the 2021 cyberattack and a decision was made to rebuild and host the application remotely in Sweden, which was completed in March 2023. A comprehensive project plan was agreed in conjunction with our partners at Beaumont Hospital. Operational Qualification (OQ) and Performance Qualification (PQ) validation for the MedLIS system were completed by the end of July. A detailed interrogation of the system was achieved, testing included all aspects of system functionality including but not limited to, interface testing, rules, comments, accreditation comments, calculations, reference ranges, aliasing, alerts and test catalogue. System delivery was successfully achieved on 17th August 2024.

on the Healthlink portal. As part of the overall MedLIS rollout, over 450 GPs in the Beaumont catchment area have adopted eOrdering to submit pathology requests, significantly streamlining the process of requesting/receipting requests for laboratory testing in Beaumont hospital. GP eOrdering was achieved on 21st August, in line with MedLIS.

### MedLIS Journey to Go-Live

On 17th August, MedLIS go-live was achieved. Beaumont Hospital users have embraced the move to a robust, stable and fully supported LIMS with fully integrated Order Comms module, while GP users adopt the streamlined Healthlink eOrdering system.



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

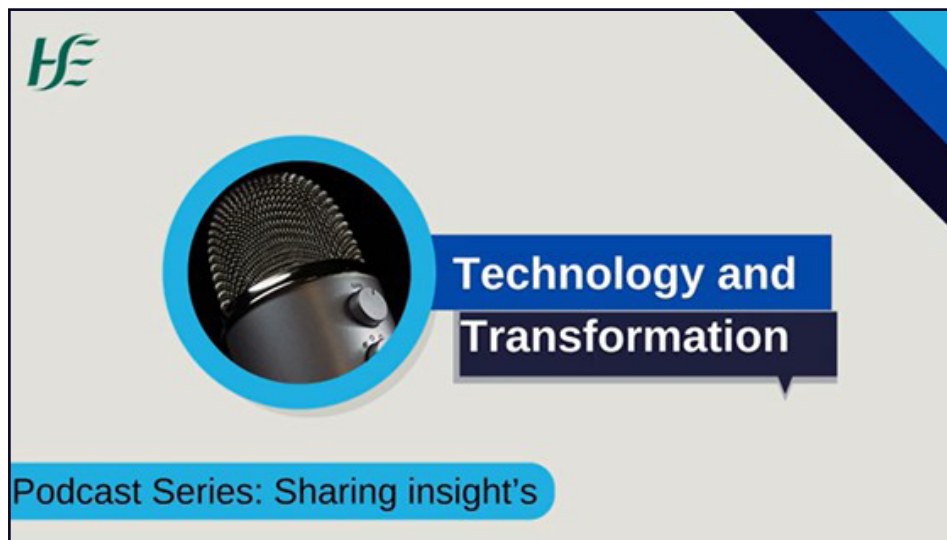
Discover a wealth of resources designed to support you in your role. Our eHub is your one-stop destination for everything you need—right at your fingertips. Simply click on any of the icons below to access key areas, explore valuable tools, and uncover helpful information.





# T&T Podcast Series: Sharing Insights

## Elaine Winston and Astrophysics



Before joining Technology and Transformation, Elaine Winston worked in the field of Astrophysics.

Astrophysics being concerned with the physics of astronomical objects and processes, from planets and stars to galaxies, the interstellar medium, and the universe as a whole.

In this podcast Elaine talks about the expansion of the universe, James Webb's Telescope and Black Holes and Dark Matter.

Photographed to the left is Elaine at the University of Hawaii's 2.2m telescope on Mauna Kea, Hawaii.

## Preventing & Managing Work-Related Stress

### A guide for Managers.

By Sean Toner,  
Training and Development Team.

As part of our catalogue of engaging Lunch and Learn sessions, we were joined by Nodlaig Carroll on Friday 13th September, to discuss preventing work related stress.

As the Organisational Health Lead in the HSE's Workplace Health and Wellbeing unit, Nodlaig used this session to outline some of the key causes of work related stress and shared some insights into how we can prevent stress in the workplace.

Nodlaig also highlighted the importance of the role of the manager in identifying and managing the stress of their staff members.

Preventing and Managing Work-Related Stress - a guide for managers, is a

mandatory programme for HSE staff whose responsibilities include managing staff and carrying out health and safety risk assessments.

The objective of this course is to raise manager awareness of their statutory responsibilities and duty of care in preventing and managing work-related stress. The HSE want managers to feel confident, empowered and supported in proactively preventing and managing work-related stress.

We urge all managers to enrol in Preventing and Managing Work-Related Stress - a guide for managers through HSeLanD



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# SOCIAL MEDIA SPOTLIGHT:

## Staying Informed and Connected

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

As part of our ongoing commitment to transparency and collaboration at HSE Technology and Transformation, we want to highlight the importance of our social media efforts. Our platforms not only keep us connected within our team but also help us share our achievements with the wider HSE and our peers in the industry.

the wider HSE. Your contributions help us amplify our efforts and reach a broader audience.

Each month, we also share our Social Media Report, providing insights into which posts are performing well and resonating with our audience. You can check out the latest reports in our



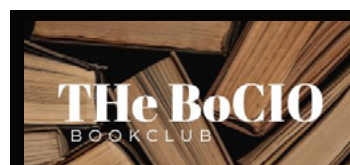
If you're not already following our accounts, we encourage you to join us. We regularly post updates on company news, team achievements, and industry insights on our platforms LinkedIn, Facebook and X (formerly twitter). It's an easy way to stay informed about what's happening across HSE Technology and Transformation.

In addition to following our accounts, we'd love your help in shaping the content we share. If your team has exciting updates, success stories, or project highlights, please send them our way. With the support of the HSE Digital Team, we are working to showcase the incredible work happening within our group and across

[Communications Channel on the eHub](#) to see what's gaining the most traction.

Our social media activities are guided by a clear digital marketing strategy, with the aim of growing our presence and increasing engagement. By sharing your stories and engaging with our posts, you can help us showcase the outstanding work being done here at HSE Technology and Transformation. If you would like to discuss using Social Media please contact: [Helena.murphy1@hse.ie](mailto:Helena.murphy1@hse.ie).

Thank you for your continued support. Let's keep sharing and celebrating our success together.



Welcome to another month for our Technology and Transformation Book Club. Our club meeting will take place today:

**Tuesday, 8th October 2024**  
**at 1pm via MS Teams**

New members are always welcome and for more information, please contact us at [TT Communications](#).

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!

## LUNCH AND LEARN SERIES

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:**

**18th October, 2024:**

**Halloween 'Samhain'**

with storyteller Grainne Rafferty.

**8th November, 2024:**

**Healthcare Identifier (PPSN) Project**  
with the Health Identify Management Services team.

**15th November, 2024:**

**Virtual Wards – There's no place like home**

with Julie Bellew, ICT Programme Manager Telehealth & CAWT.

**13th December, 2024:**

**Communication innovations for Technology and Transformation**  
with the T&T Communications Team.

[View this handy guide on how to find the Discovery Zone on HSeLand.](#)

If you missed some of the previous sessions this year, all of the Lunch and Learn recordings are now available on our eHub on the Resources Page.

[You can view the Resources Page on our eHub here.](#)

Technology and Transformation

Prospectus 2024

Technology & Transformation Training Prospectus

Putting Learning Into Action



## In support of Féileacáin

# TECHNOLOGY & TRANSFORMATION HELL RAISERS CONQUER IRELAND'S TOUGHEST CHALLENGE

By James Hughes

Cloud Platform Team.



On behalf of the wonderful charity [Féileacáin](#) and the 20 brave Technology and Transformation staff who smashed the Hell & Back course on Saturday 21st September, we would like to say a very big Thank You!

After weeks of watching scary promotion videos and photo's that would justify a sick note, turning up to this event is an accomplishment on its own. The team, however, went out onto that course and faced every obstacle head on. The first obstacle involved submerging yourself in dark icy water, which needless to say, gave a shock to the system and the adrenaline kick to push on for the next 8km.

The following 3 hours involved electric shocks, cargo nets, jumping into ice cold lakes and hidden snipers shooting air soft pellets, not to mention climbing to the summit of the sugar loaf mountain, but the team powered on.



Some did enjoy the event more than others, but every obstacle faced was done as a team, with the support of a helping hand, a word of encouragement or shoulder to cry on if needed. Not even the smelly swamp could break us.



All in all, we have memories to treasure, photos to share and plans are already afoot for next year's outing. Well for some anyway, others may need a bit of encouragement. As advertised after all, it is "Ireland's toughest physical and mental endurance challenge" and our team represented themselves and the organisation with no fear.

Thank you again for all the support we have received from our teams and for the contributions made to the charity fundraiser for Féileacáin.

Those who have not yet contributed but would like to can do so can use the [iDonate](#) site set up for this event.



To date we have collected over €1,300 in donations for Féileacáin so thank you all again.

From the T&T Hell Raisers

For more information or any questions, please feel free to reach out to me at:

[James.Hughes@hse.ie](mailto:James.Hughes@hse.ie).



# Technology & Transformation at The Smart Health Summit

By Sean Toner,  
Training and Development Team.

The Smart Health Summit is an annual event where health and care leaders come together to explore smarter health technology tools and solutions that enhance patient outcomes and productivity.



This year's summit, held at Croke Park in Dublin on 10th September, brought together healthcare professionals to connect, collaborate, and drive positive change in the healthcare service. Digital health solutions are at the forefront of transforming healthcare delivery and the Smart Health Summit provides a forum for industry experts to share insights on the various aspects of digital health innovation.

The summit featured a series of engaging panel discussions and workshops covering a wide range of topics, including digital health innovations, mental health awareness and sustainable healthcare.

Peter Connolly, Delivery Director for Cyber Transformation at the HSE, participated in a panel discussion that explored the challenges and successes of scaling digital health innovations. Peter spoke of the need for robust policies and procedures to protect the HSE's information by identifying, assessing and managing information security risks within the healthcare sector. Peter

also highlighted the value of collaboration between public and private sectors to drive innovation and improve healthcare delivery by combining resources and expertise.

The event also featured a keynote address by Fran Thompson, Chief Information Officer at the HSE. Fran's presentation focused on the strides that Ireland is making in digital health and outlined that through the substantial investment that the HSE has made in cybersecurity and digital infrastructure, the HSE aims to create a more resilient and efficient healthcare system.

Fran also stressed the significance of the Digital for Care Strategy and the push for electronic health records as being pivotal steps in our digital health journey, promising to enhance patient care and operational efficiency.



Photographed above (right), Fran Thompson HSE CIO being interviewed at the event.

The 2024 Smart Health Summit provided a platform for networking, knowledge sharing, and collaboration. As the healthcare landscape evolves, events like this play a pivotal role in shaping the future of patient care and well-being.



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.

## 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](https://www.ehealthireland.ie/careers).

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

## TECHNOLOGY AND TRANSFORMATION







## **Your Mental Health is Your Wealth Minding Your Wellbeing Programme Training Dates for Technology and Transformation Staff.**

Mental health and wellbeing has never been so important in our current fast paced working and home lives and staff do need support. The Minding Your Wellbeing Programme is an evidence based programme, focusing on the promotion of mental health and wellbeing. It provides a unique opportunity for everyone to learn and practice key elements on mental wellbeing such as mindfulness, gratitude, self-care and resilience.

The following in-person one day workshop will be held for Technology and Transformation staff and facilitated by our Training and Development department in the Richmond Education and Events Centre, Smithfield, Dublin on:

**Tuesday 12<sup>th</sup> November 2024**

Please note that this programme has limited spaces and is open to Technology and Transformation staff of all grades. If you wish to attend the programme, please enrol on [HSeLand](#)

**Participants are requested to obtain permission from their line manager prior to booking.**



# Menopause Awareness Month

## Technology & Transformation

By Niamh Russell

Human Resources and Employee Relations



The month of October is Menopause Awareness Month, and World Menopause Day is held every year on the 18th of October. The purpose of the day is to raise awareness of menopause and the support options available to people who are experiencing it.

The HSE has a range of supports for its staff and they are outlined in the HSE Menopause Policy which came into effect on 10th April 2024. This is a useful source of information, whether you are a manager or employee of Technology and Transformation. The purpose of this policy is to give guidance to managers and employees on how to be supportive in the management of employees with menopause related concerns, with a focus on awareness and support in the workplace.

If you, or a member of your team, are experiencing menopause related symptoms and it is having an effect on day-to-day work, it may be helpful to carry out a Work-Related Stress Risk Assessment. This is useful in identifying causes of the issues the employee is experiencing. The manager can then work with the employee to identify possible adjustments to their workspace.

In light of October being Menopause Awareness Month, we would like to highlight the training modules available to staff on HSeLand:

- **Menopause and You - What Everyone Needs to Know:** This 20-minute module, available to all staff members and it gives you an understanding of the menopause, perimenopause, and possible symptoms.

- **Menopause and You - What Managers Need to Know:** This 30-minute module examines the menopause policy and its resources to assist managers in having conversations with staff members experiencing menopausal symptoms. It outlines how to lead with empathy as you and your team work to normalise menopausal conversations.

As everybody's experience with the menopause is unique, there is a variety of materials available [here](#) on [healthservice.ie](#) to aid in approaching a conversation with an employee and how to provide support in the workplace. These tips include being patient with the employee and asking general, open-ended questions and avoiding direct interrogation.

Managers can also recommend that employees contact their GP or utilise the EAP Programme for additional confidential support. It may also be recommended to refer the team member to Occupational Health in appropriate situations.

There is also information available to managers on adjustments they can make to the work place to make it a more comfortable environment for the team member experiencing symptoms of menopause, for example, providing a fan, drinking water, access to toilet facilities and flexible working patterns.

The HSE Menopause Policy states that the HSE is committed to ensuring that all employees are treated fairly and with dignity and respect in their working environment. If symptoms of the menopause are causing you stress or affecting your work and home life, it is important to reach out for help.

Please contact us in [Technology & Transformation HR and Employee Relations](#) if you or a member of your team require additional support or advice.





# Technology & Transformation

## CORPORATE INDUCTION

By Jessica Winters,  
Training and Development Team



Technology and Transformation Corporate Induction was held on the 10th September, 2024 in the Richmond Education and Event Centre.

The day was opened by Fran Thompson, Chief Information Officer (CIO). Fran delivered an overview of the HSE including an engaging Q&A session.



Overall feedback from participants was marked as an excellent day. Comments on what they found to be most useful included:

*"Learning about benefits and services that the HSE provide to staff."*

*"Understanding my role as a manager regarding where to access policies, a great summary of Technology and Transformation overall responsibilities."*

*"The information and resources that were provided, it was a great day, nice to meet new people and get to know more about the organisation."*







**CÚRAM SLÁINTE POBAIL**  
COMMUNITY HEALTHCARE

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**FREE ADMISSION**

**CHANGE YOUR MIND FESTIVAL 2024**

**SPEAKERS • WELLNESS • FAMILY FUN**

**SUNDAY OCTOBER 13th**

**HAWK'S WELL THEATRE SLIGO**

**BRENT POPE**

**AIMEE-LOUISE CARTON**

**LOCKSTOCK & 2 JOKING ADDICTS**

**FROM 11am**

**MAIN STAGE**

- Meet & Greet and Innovation in Psychiatry
- Experts by Profession - Q&A Session
- The Real Voice of Travellers - Shame and Stigma
- Brodie Thompson - SeeChange Ambassador
- Experts by Experience
- Brent Pope and the Elephant in the Room
- Aimee-Louise Carton - KeepAppy App
- Women's Mental Health
- Lockstockand2jokingaddicts with surprise guest
- Sonic Minds

**WELLNESS ROOM**

- Exercise Circuit with Snap Fitness
- Zumba with Barbara Aluk
- Yoga with Blaiithin Sweeney
- Italian Folk Dance with Eliana Valentini
- Gym Class with Mark Hannon
- Mindfulness with Emily Madden

**FAMILY FUN**

- Flea Circus • Story Telling
- Puppets • Science Show with Jay Ryan
- Magic Show • Balloon Modelling with Graham Hewston
- Facepainting with Meg

**HAVING A LAUGH CHARITY**

*This year donations will go to Havin'a Laugh*

Ireland's First Mental Health Festival

Organised by Ignazio Graffeo, Eliana Silvestri, Ellie Dempsey, Ita Madden, Donal Gallagher, Ann Marie Wright, Jacinta Sexton, Hugh Slevin



Saturday October 26th and Sunday October 27th 2024 sees the return of Samhain to Marlay Park in Dublin with heaps of Halloween horrors!

The Haunted Walk will be seventeen hundred metres of macabre and malevolent menaces guaranteed to make this Halloween a supernatural scarefest.

[Get your tickets for the spookiest start to Halloween on Eventbrite.ie](#)



Let it Be-atles takes you on a 2 hour journey of The Beatles back catalogue of classic hits at The Bernard Shaw in Dublin on Saturday 12th October.

From their earlier works right through to their final releases, Let it Be-atles recreate the classic hits live in concert for one night only!

[Tickets can be found on Eventbrite.ie](#)

**PUMKIN PICKING**

**Pumpkin picking** available on weekends from 12th October, 10 am to 4 pm at Nore Valley Park, Kilkenny. Families can enjoy picking and carving their pumpkin, making a scarecrow and all the farm has to offer, feeding and holding animals, tractor rides, go-karts and more!

Pumpkin Picking available 12th, 13th, 19th, 20th, and then the 26th until the 31st October.

**GALWAY COMEDY FESTIVAL**

**TUESDAY 22 - MONDAY 28 OCTOBER, 2024**

[Galway Comedy Festival](#) returns in October 2024 and is expected to be bigger and better than ever. It will run from the 22nd to 28th October 2024 and will present leading Irish and international comics, improv, theatre, mime, table quizzes, photography, hip hop, and much more.

Get ready for the party of the century as Galway once again lights up with laughter!