

eHEALTH NEWSLETTER

15 November, 2022.
Volume 2, Issue 10



CAST YOUR VOTE!

PMI National Project Awards
Go to Page 13 for more information.

eHealth Away Day

Aviva Stadium 24 October 2022



On October 24th, eHealth held its first away day since before the Coronavirus Pandemic. The day was titled 'Building Back Together' as we looked back over the achievements of the last 2+ years and worked together in establishing the key goals and objectives for eHealth going forward. A further goal of the day was to introduce new staff and reconnect the wider teams and functions. The event was opened

with an address from the Acting Chief Executive Officer of the HSE Stephen Mulvany and featured presentations from Interim Chief Information Officer Fran Thompson and Chief Operations Officer Michael Redmond, which focused on acknowledging the tireless work done by eHealth staff through the trying times of a global pandemic and a cyber-attack.

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Building BACK Together

Group work and networking opportunities were encouraged and highlighted on the day as attendees were tasked with providing feedback on what 'Building Back Together' means to them and how their ideas can be applied to eHealth. This was then



followed by a panel discussion with eHealth's senior management team and allowed staff and management to interact in an open forum to share ideas and experiences.

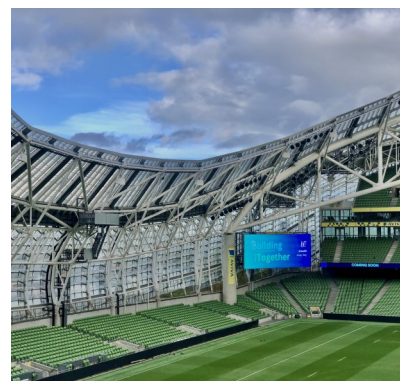
One of the highlights of the day was a conversation with keynote speakers, Olympic Rowing Champions Gary and Paul O'Donovan. The brothers from

Skibbereen spoke with passion on their love of rowing, the dedication it takes to get to the Olympics and how they build resilience through trying times. The conversation was both inspirational and entertaining and most certainly a high point of the day.

The 'Building Back Together' away day event proved to be a success and was a great networking opportunity for staff across eHealth. The inclusion of mixer games to get to know each other and various group discussions, outlined the fantastic people and resources in eHealth, enabling it to run smoothly and efficiently, showcasing a solid foundation for the future.



The Golden Ticket proved to be a huge success as well, with a number of our eHealth Colleagues winning some pretty cool prizes on the day. Here is the list of winners from the raffle: Susan Donnelly; Carmel Martin; Emer Handy; Martina Wearen; Stephen McGrath; Michael King; Lesley Foley; Brenda McKeon; Maureen Harte; Tadhg Keyes; Rosaleen Quinlan; Emily Ennis; Michelle O'Donoghue; Lauren Calmus; Cathal Collier; Aoife Maher; Declan Hayes; Aoibheann Doherty; Grainne Downey; Natasha Hughes; Yvonne Coughlan; Roisin McLoughlin; Jennifer Mayne; Roisin Gao; Alyssa Tiernan; Ciara Horton; Andrew Lee; Marc Brooks; Alan Busher; Deirdre Morgan.





Below are just some of the testimonials we received after the away day:

Just a note to say Thank you for a great day – I think there were approx 500 attendee's but it never felt as though it was such a large scale event, the format and style of the presentations made the day very informal and personal.

When I spoke to new colleagues over lunch (one lady had only started 4 weeks ago!) they all spoke very positively of their first engagement with our CIO and COO and seemed surprised, and delighted, at how casual and warm the day was.

Excited to see the new website next month, think it'll be a great resource for all teams. Loved the networking element of the day, definitely feel more enthused and inspired after the event.

Was great to meet the few people I did know, definitely networking is an important aspect of the role. Really helps to realise we are not alone in our initiatives and all have similar experiences and challenges, really good to talk with others in same situation with their learnings.

presented the chance to meet colleagues which I didn't get to meet before.

I could see that people getting the opportunity to meet colleagues face to face was exceptionally positive and this will be of significant benefit to future working relationships.

Our eHealth Day was a great day. I enjoyed all the speakers and of course the O'Donovans were a real treat. But for me the biggest take away was the opportunity to put a



This was a great success and something that personally I thoroughly enjoyed. I thought the format, venue, speakers and the afternoons entertainment was all very well set up and I particularly enjoyed the workshop which

face to a voice. It makes such a difference to shake a hand and say hello in person. Because we already knew each other from countless meetings on Teams we could have really productive conversations.



To view all of the photographs from the day, please click on the image below and enjoy the day all over again!



HealthIRL Engineers Training Course

By Deirdre O'Regan
ICT Programme Manager
Technology Office

The HealthIRL programme held its first HealthIRL Engineer training day recently. The training course took place in the Killeshin Hotel in Portlaoise in October, organised by Sheila Dunleavy and PFH Technologies. The course was a 2 day event and was extremely well attended by the engineers.

The training course was prepared and delivered by PFH. The content was prepared by PFH and the HealthIRL team. It was developed using the HealthIRL knowledge base and expertise from HealthIRL team members, including Ger Juhel, Ben Whitehead, Roisin Mills, Dara Maher, David McCarthy, Conor O'Farrell and more. The wider Tech Office family and NSD also reviewed and provided feedback into the content prior to the training course. Throughout the event, there was an atmosphere of collaborative working and knowledge sharing, as the engineers participated interactively with the session for the two days. The trainer was engaged with the attendees and everyone

involved contributed heavily to the training, shared problem solving, knowledge sharing and establishing connections with other engineers. Martin Murphy, IT Manager in UHG, also attended on Day 1, to speak to the engineers about HealthIRL migrations in the Acute Setting. Overall, the day was a great success and we now have a solid HealthIRL training course, which PFH will deliver to new engineers as they join the team.

The picture below represents the engineer and technical side of the HealthIRL team, it should be noted that there are other HealthIRL team members not in attendance. Also working within HealthIRL are three relationship managers, Roisin Mills, Rashi Singhi and Greta Kerins, data analyst Evan Scully and admin Fiona Redmond. Whilst the engineers are like the swan moving gracefully across the lake, the relationship managers are like the swan's feet beneath the surface, working hard to keep the migrations tightly coordinated and managed at all times. Every role and person on the team is required and valuable to keep the HealthIRL migration swan moving across the lake!



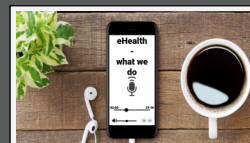
Access each playlist below by clicking on the image.

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



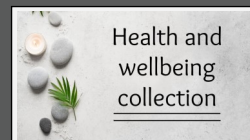
Sharing Insights



Backstage with eHealth



HSeLand



Health & Wellbeing

eHealthireland.ie

LAUNCHING SOON

By Linda Reck
eHealth Communications



We are excited to announce the official launch on Monday 21st November of our refreshed new-look eHealth Ireland website.

We have worked closely with all eHealth teams to acquire, review and update their content prior to publication and already several new projects now have a web presence.

The website provides a significant platform to showcase the crucial work carried out by eHealth teams in collaboration with HSE Colleagues. Work which enriches the patients and service users experience as underpinned by Sláintecare.

As we expand and advance our recruitment campaigns across our social media channels, it is vital that the website is a one-stop-shop for future employees to find out who we are, what we do and where we

fit within the HSE structure.

Our aim is to feature news items, highlighting the amazing work being carried out in eHealth, but we can only achieve this with your contributions and support.

We would like to thank all of our eHealth Teams who have contributed to this new website and we look forward to working closely with you in the future.

Click on the image above to view our promo video and if you would like to publish a news item, please contact us on:

communications.ehealth@hse.ie



Recruitment:

eHealth.recruitment@hse.ie
eHealth.hr@hse.ie

Employee Relations

Employ-
eerelations.ehealth@hse.ie

Training & Development

eHealth.training@hse.ie

Mobile Telephony

Mobile.queries@hse.ie
Mobile.ne@hse.ie

Finance

Finance:

infrastructure.orders@hse.ie

Capital:

revenue.po@hse.ie

Executive Support:

DSHmgt.Support@hse.ie

New Staff:

NewStaffIT.ehealth@hse.ie

Communications

Communications.ehealth@hse.ie

**WE ARE
HIRING**

JOIN WITH OUR TEAM

There are a number of vacancies currently on the eHealth Ireland website.

Click the button below for information on these positions:

[eHealth & Disruptive Technologies](#)

Integrated Information Service (IIS)

TEAM DAY



On Tuesday 04 Oct 2022 the Integrated Information Service (IIS) held their 2nd away day since the Coronavirus Pandemic in the Liffey Suite at the Ashling Hotel, Dublin.



Integrated Information Service (IIS) looked back over the year's achievements and also to future plans. A further goal of the day was to introduce new staff and reconnect the wider teams and functions given the rapid growth of

the IIS team over the last 2 years. The event was opened by IIS Acting Director Emmett Carolan, whom welcomed the team and spoke of the phenomenal growth of IIS during the last 12 months. During the course of the AM session presentations were provided by:

- Mark Bagnell, General Manager, PMO and Strategy.

- Paula Kavanagh, General Manager, Health Performance Visualisation Platform (HPVP).
- Niamh Crossan, General Manager, Data Operations.
- Fiona Doohan, Data Governance Manager, Data Governance.
- Shay Knox, Manager, Test, Release & Support Management.

Continued on next page...





Alan Lyons
Business Psychologist

For the PM session keynote speaker Alan Lyons, Business Psychologist of KinchLyons. Alan shared with the team how to perform at their optimal level through leveraging emotional intelligence, clarifying purpose, disciplined execution and enhancing mental toughness. The Integrated Information Service (IIS) Team day proved to be a great success and was an excellent networking opportunity for staff across the division.

View all of the photos from the day [here](#).



Mark Bagnell
General Manager



Niamh Crossan
General Manager



Paula Kavanagh
General Manager



SNOMED CT International Expo

By Theresa Barry
Clinical Terminology Architecture Lead

Members of the Irish SNOMED CT National Release Centre attended the SNOMED CT International Expo in September 2022. The SNOMED CT Expo united clinical terminology SMEs from around the world, including government officials, health IT professionals, health practitioners, researchers, academics and vendors.



Theresa Barry Member Forum Chair representing Ireland and Nick Egharos SNOMED International Co-chair for Member Forum

This year the Expo presentations fell under four program streams:

- Advances in Research and Innovation; showcased innovation of SNOMED CT to accelerate data, information, evidence and knowledge creation, supporting a wide range of informatics research.
- Demonstrating Implementation Excellence; explored practical demonstrations SNOMED CT. Implementers from healthcare organisations, government agencies and industry will share their lessons learned, outcomes and benefit realisation achievements.
- Enhancing Clinical Practice and Outcomes; focused on the application of SNOMED CT in clinical settings and clinical research; aimed at enhancing the patient

or citizen experience, clinical outcomes, reducing costs or improving efficiency. This may include such areas as precision medicine, data analytics, decision support, clinical guidelines etc.

- Terminology Leading Practices; covered experience and ideas on innovative enhancements of SNOMED CT, as well as those in conjunction with other international standards, e.g., content development, mappings, description logic, reference sets and more.

Some other highlights of the Expo were key note speakers discussing the progress, challenges and opportunities brought about with the G7 Standards and Interoperability position, the mandate of the Global Digital Health Partnership (GDHP) and the global adoption of the

International Patient Summary.

Another highlight lecture was on this year's James Read Memorial Lecture. Dr. Gong Mengchun represents the Institute of Health Management, Southern Medical University, China and he shared the use of SNOMED CT in the effective surveillance and control of COVID-19 through the Honghu Hybrid System; a project initiated in response to the emerging need for an innovative surveillance system.

Through the vast examples of presentations of SNOMED CT at the expo from different parts of the globe, it was evident of the essential role SNOMED CT has in standardising the clinical information, triggering decision support tools and enabling multi-national and large-scale real world studies.

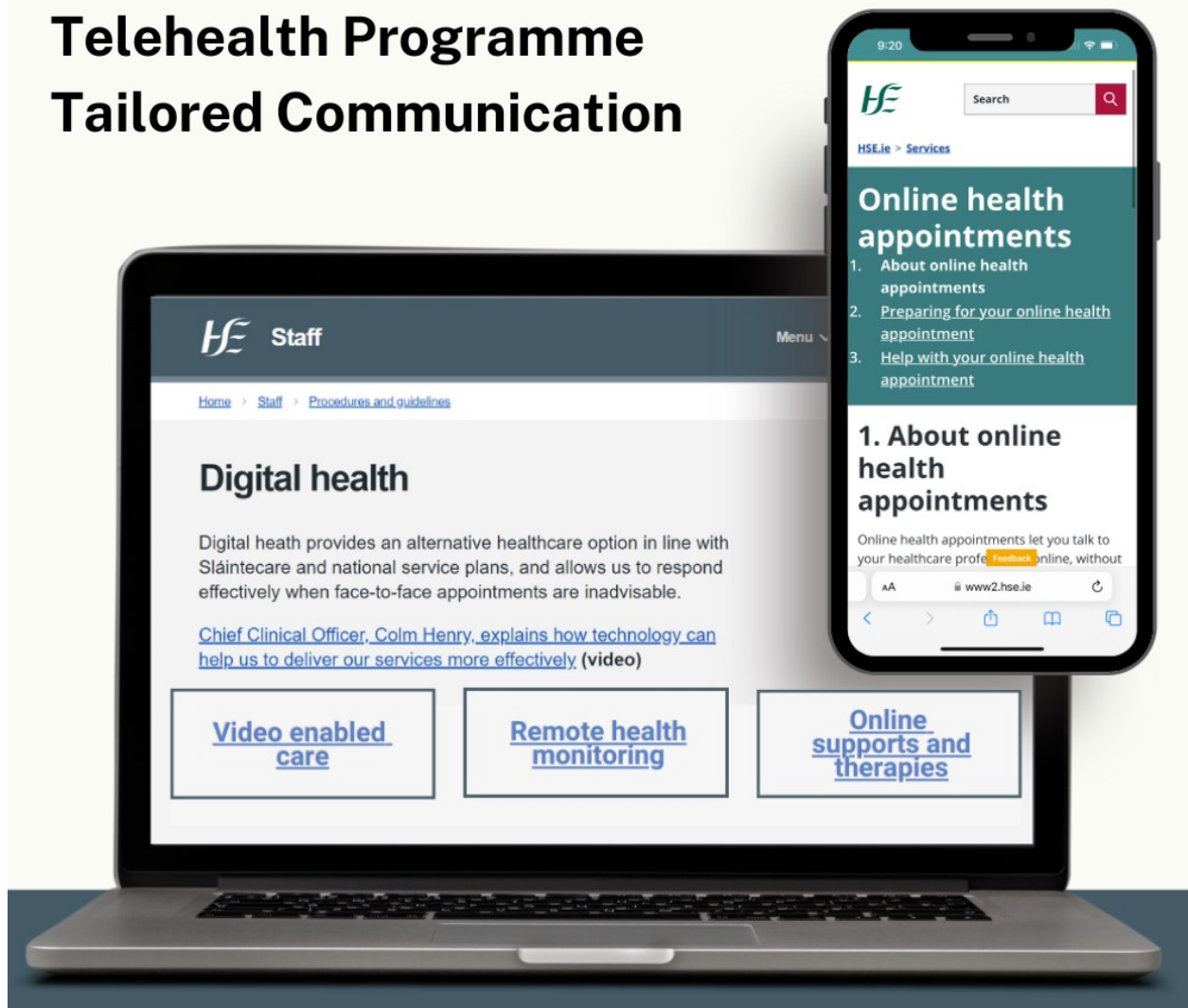
It is still possible to register online and catch up on all the presentations of the Expo.

<https://www.snomed.org/news-and-events/events/snomedct-expo>



Pictured above L-R: Yvonne Coughlan , Anita Flynn and Theresa Barry representing the HSE at the SNOMED International Expo in Lisbon in September.

Telehealth Programme Tailored Communication

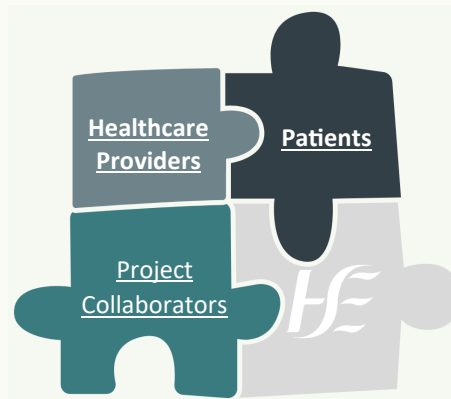


The **eHealth Telehealth Programme** is an exciting and dynamic area of growth in our health services. It is very important to communicate this message of innovation and allow shared learning as far and wide as possible while ensuring our collaborators feel supported. Completed recently is the final piece of our communication puzzle; the healthcare providers web content for our programme. Telehealth, in its different forms, now has a web presence in three distinct areas to support the needs of each individual group—click on the three links in our puzzle to find out more ➡

In each of these pages the communication style and content is tailored to ensure relevant information is presented to suit each group; a one-stop-shop for all things telehealth.

A word of thanks to the eHealth, Clinical and Digital teams for assisting with content and our eHealth and National Communication teams for supporting us through the design phase.

To collaborate with us and for further information, please contact virtualhealth@hse.ie



Why do you need flu vaccine?

Flu isn't just a cold

Flu can cause pneumonia and bronchitis and can make chronic health conditions worse.



Flu is serious

Up to 500 people die from flu every year in Ireland.

Flu vaccine protects you

You should get the flu vaccine if you:

- are 65 years and older or
- have a chronic health problem such as heart or lung disease or
- are pregnant



Flu vaccine protects others too

You should get the flu vaccine if you are a healthcare worker or a carer or if you live with someone with a chronic health condition.

Flu vaccine is free for people at risk

Talk to your GP (doctor) or pharmacist today about getting the flu vaccine.



hse.ie/flu
Public Health Advice

Order Code: HSC1008



Protect yourself.
Protect others.





BOOK CLUB

The **BOoCIO Virtual Club** will meet TODAY:

Tuesday 13th December 2022
at 1pm via MS Teams

If you are interested in joining, new members are always welcome and you can email us on:
communications.ehealth@hse.ie



If you would like to view any of our Lunch & Learn sessions they are available on the Discovery Zone on HSeLanD.

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

SMART Health Summit

By Sean Toner
Training & Development

The 2022 Smart Health Summit took place on Wednesday 28th September, in Croke Park, Dublin. The event focused on digital healthcare solutions and how they can be practically implemented in the workplace, along with how technology and data insights can be used in improving care, access and user experience in the aftermath of Covid-19.

The unpredictable nature of the pandemic highlighted the crucial role of technology in delivering virtual care. The 2022 Smart Health Summit showcased presentations and discussions on the digital tools used by a variety of organisations in innovating service design, supporting integration, improving population health management and reducing health inequalities.

When discussing the key enablers needed to drive improvements in eHealth, the panel said that getting the basics in place is key in the adoption of digital tools in the workplace. These tools can then be effectively implemented by solving the problems of the frontline staff, with as minimal effort and investment of time from them as possible.

Lorraine Smyth of Change and Innovation Acute Strategy in the HSE, spoke of elective care backlogs and a targeted patient's central booking system with a waitlist protocol to standardise processes

in treating the right patients, in the right order, fast. Lorraine also talked about a health performance visualisation platform, which is a project at the moment that she hopes will be adopted nationwide, following a series of trials in the hospitals.

Going forward, digital will play a pivotal role in the design, delivery and innovation of health and care. As a result of the pandemic, healthcare systems around the world will continue to invest in and reimagine healthcare to ensure that digital health technologies are improved and adapted to emerging regulations and ever-changing patient demand.

The 2022 SMART Health Summit exhibited that through the increased use of digital products in the sector, the health of our citizens and our society will be as strong as possible.



The Microsoft O365 Team send regular hints and tips on how to get the most out of using MS Teams.

All this information is held on the eHealth Ireland website—
[click here for more information](#)



What is BURNOUT?

Feeling physically or mentally exhausted **1**



2 Difficulty concentrating

Reduced confidence or motivation **3**



4 Feeling disconnected

Burnout can build up slowly during times of high pressure, without us even realising.

Recognising these signs can help you to seek support before you become depleted.

Any worker can experience these feelings at times. If you notice a few happening at the same time, it may be a sign to reach out for support.

The HSE Employee Assistance Programme (EAP) is a work-based support service for staff and the organisation. This is a confidential independent service. It supports employees with psychosocial issues (psychological and social factors that influence mental health). These issues may be personal or work-related, affecting your job performance or home life. The service is free and available to all HSE employees, and you do not need manager permission or referral to access this service.

Call **0818 327 327** to speak to someone who can help.

EAP- Help if You Need It

You can self-refer to the Employee Assistance Programme at any time. You do not need permission or approval. Call **0818 327 327** to access EAP from anywhere in the country. Don't be afraid to pick up the phone – trained EAP counsellor therapists are ready to listen and help.

Joey & his 99



Joey

This month's favourite pet is Joey and he lives with Claire Murray.

Joey is a two year old golden retriever. He is intelligent, loyal and extremely good-looking 🐾

He loves long walks in the phoenix park, meeting new friends and the occasional 99"

as you can see in the photo.

Joey is certainly enjoying his ice cream. I hope Claire got a few licks in before him!

If you would like us to feature your furry friend on the newsletter, please send us a photo of your pet a short piece about them to communications.ehealth@hse.ie

CAST YOUR VOTE!

PMI National Project Awards



The HSE eHealth Digital Response to the Covid Pandemic have been chosen as one of the finalists in this years PMI National Project Awards. This programme of work delivered by the HSE eHealth team encompassed the delivery of multiple technical solutions to support the protection of our population from the Covid Pandemic. The range of technical solutions included portals, applications, telehealth services

and health intelligence data all of which contributed to the protection of citizens and health care workers, while enabling public health services to track the disease and respond to demands for Covid testing, contact tracing and vaccinations.

Voting is currently underway and we would encourage all of our eHealth colleagues to vote.

[CLICK HERE TO CAST YOUR VOTE](#)

This project is a whole HSE eHealth team effort to deliver the technical response to the COVID pandemic, delivering portals, applications and electronic messaging for the population of Ireland and their clinicians. Public Health clinicians were able to track the pandemic and identify outbreaks using data gathered and analysed by the HSE's Integrated Information Service (IIS).

Don't mention the 'C' word!

If planning a Secret Santa between family, friends or colleagues this festive season here are some websites to look at for some gift ideas.

First up we have [Care Box Collection](#) it is an Irish owned company that deliver across Ireland, UK and the EU. They provide unique, affordable and meaningful gifts for loved ones, friends or colleagues, they prompt the recipients of the boxes to relax and look after their wellbeing.

Here's the perfect gift for book worms from [The Book Resort](#) it's a book subscription and gifting company, they deliver luxury gift boxes with books and extra goodies or you can sign up for one of the subscription options.

For a one-stop-shop for Irish Made gifts—try [Croia Ireland](#). It's a community for small Irish businesses, makers, designers and creatives to showcase their products.

[Kilkenny Shop](#) always has some lovely gifts—and there's something for everyone here.

There's also the option of an Ethical Gift—[Oxfam](#) are offering a number of different life changing gifts for vulnerable families and children.

So no excuses—plenty of choice and at reasonable prices and did you notice that the 'C' word wasn't even mentioned!



UPCOMING EVENTS



Markets at Solas Eco Garden Centre

Portarlington, Co. Laois.

Solas Eco Garden Centre's Saturday Farmers' market is located in their new container street within the spectacular new Eco Garden Shop. Enjoy a day out with family and friends exploring the exciting range of organic and natural foods, including many locally grown and produced items. Click [here](#) for information.

Wild Lights Dublin Zoo

Wild Lights, the spectacular, night-time experience at Dublin Zoo, is back with an exciting brand new theme – The Magic of Life, which focuses on the importance of biodiversity. The zoo is illuminated by thousands of lanterns and light displays, all of which are powered by 100% renewable raw materials. Wild Lights will take place from 28th October 2021 – 9th January 2022, and is a spectacle suitable for all ages. Click [here](#) for information.



67TH CORK INTERNATIONAL FILM FESTIVAL

NOV 10TH - 20TH 2022

DISCOVER FILM. REIMAGINE THE WORLD

corkfilmfest.org

Download the myCIFF app

App Store | Google Play

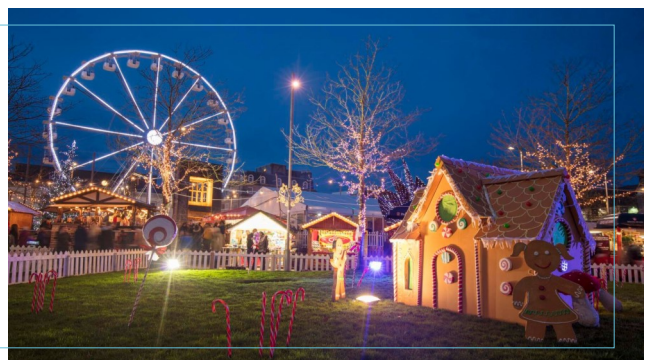
ARTS COUNCIL IRELAND

Cork Film Festival

Cork's film festival is a local, national and international celebration of cinema, running in venues and online until November 20th. It showcases award-winning films from the international film festival circuit, new discoveries and cinema classics. Click [here](#) for information.

It's never too early...

Christmas season officially kicks off on November 25th, and Ryan Tubridy and his little helpers return to our screens on the Late Late Toy Show. Christmas markets are back in full swing this year, kicking off mid November in Galway, Wicklow Town, Belfast, Waterford, Cork and Kilkenny to name but a few.



Introducing our new colleagues to the eHealth Community



Deirdre O'Regan
ICT Project Manager

What fictional place would you most like to visit?

Land of Oz.

If you could trade places with one person for a day, who would you choose and why?

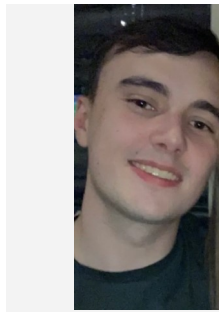
Reece Witherspoon, Why Not!

What is the top destination on your must visit list?

Thailand, Bali, San Francisco, Chicago, New Orleans. Too many to fit in next year ☺

If you had to pick an age to be permanently for the rest of your life, which would it be?

25



Cian Patton
Support Analyst

If you could trade places with one person for a day, who would you choose and why?

Westeros.

If you could trade places with one person for a day, who would you choose and why?

Cristiano Ronaldo, as he is my favourite footballer and plays for my favourite club Man United.

What is the top destination on your must visit list?

Orlando, Florida.

If you had to pick an age to be permanently for the rest of your life, which would it be?

25

Introducing our new colleagues to the eHealth Community



Asha Prabhakaran
Senior Project Manager

What fictional place would you most like to visit?

Yoda's hut in Dagobah to meet Yoda.

If you could trade places with one person for a day, who would you choose and why?

I would have liked to trade places with the Buddha, while he was alive to experience what true enlightenment feels like.

What is the top destination on your must visit list?

Machu Picchu

If you had to pick an age to be permanently for the rest of your life, which would it be?

The age I am right now! I am happy with where I am right now.



Declan Hayes
ICT Project Manager

What fictional place would you most like to visit?

King's Landing.

If you could trade places with one person for a day, who would you choose and why?

My 13 year old daughter so I could see the world through her eyes.

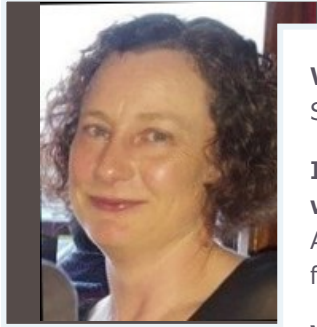
What is the top destination on your must visit list?

Maldives.

If you had to pick an age to be permanently for the rest of your life, which would it be?

30

Introducing our new colleagues to the eHealth Community



Marie Byrne

Senior Project Manager
NFMHS CMS

What fictional place would you most like to visit?

Schitt's Creek

If you could trade places with one person for a day, who would you choose and why?

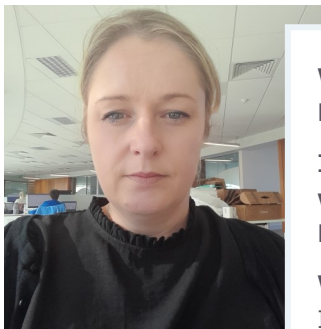
A travelling food writer – getting to travel and eat different food makes me very happy.

What is the top destination on your must visit list?

More of South East Asia.

If you had to pick an age to be permanently for the rest of your life, which would it be?

35 if I had to pick.



Aoife Walsh

ICT Support Officer
Training and
Development Team

What fictional place would you most like to visit?

Pandora – from the avatar movie

If you could trade places with one person for a day, who would you choose and why?

President Joe Biden – to see what's really in Area 51!

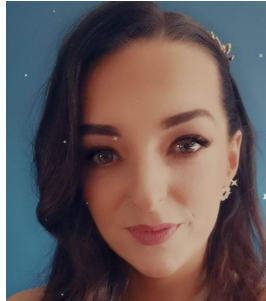
What is the top destination on your must visit list?

I would love to do a trip in an RV through all the states in the USA.

If you had to pick an age to be permanently for the rest of your life, which would it be?

40! Not too old and not too young!

Introducing our new colleagues to the eHealth Community



Tamara Reilly Gray
ICT Support Officer
Communications Team

What fictional place would you most like to visit?

Narnia

If you could trade places with one person for a day, who would you choose and why?

Rihanna as she is a self-made Billionaire

What is the top destination on your must visit list?

Dubai

If you had to pick an age to be permanently for the rest of your life, which would it be?

Probably 18



Christopher Cosgrove
Service Transition
Manager
Change Management
Operations

What fictional place would you most like to visit?

Would have to be Atlantis because I am a bit of an Ancient History buff and couldn't miss out the opportunity to witness one of the most famous mythological cities!

If you could trade places with one person for a day, who would you choose and why?

I would like to trade places with Taika Waititi for a day mostly so I could call up the likes of Chris Hemsworth or Ryan Reynolds for a laugh and because he is an amazing director and would love to see what goes on behind the scenes of some of my favourite films.

What is the top destination on your must visit list?

It really is a toss-up between Athens & Tokyo. Athens for the classical nerd in me and Tokyo because I am a techie at heart and think it would be surreal.

If you had to pick an age to be permanently for the rest of your life, which would it be?

Would have to go with probably 30, seeing as I'm now 32 would be nice to get the 2 years back from the pandemic at least!