



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



eHealth Ireland

OoCIO Response to Covid

May 2020

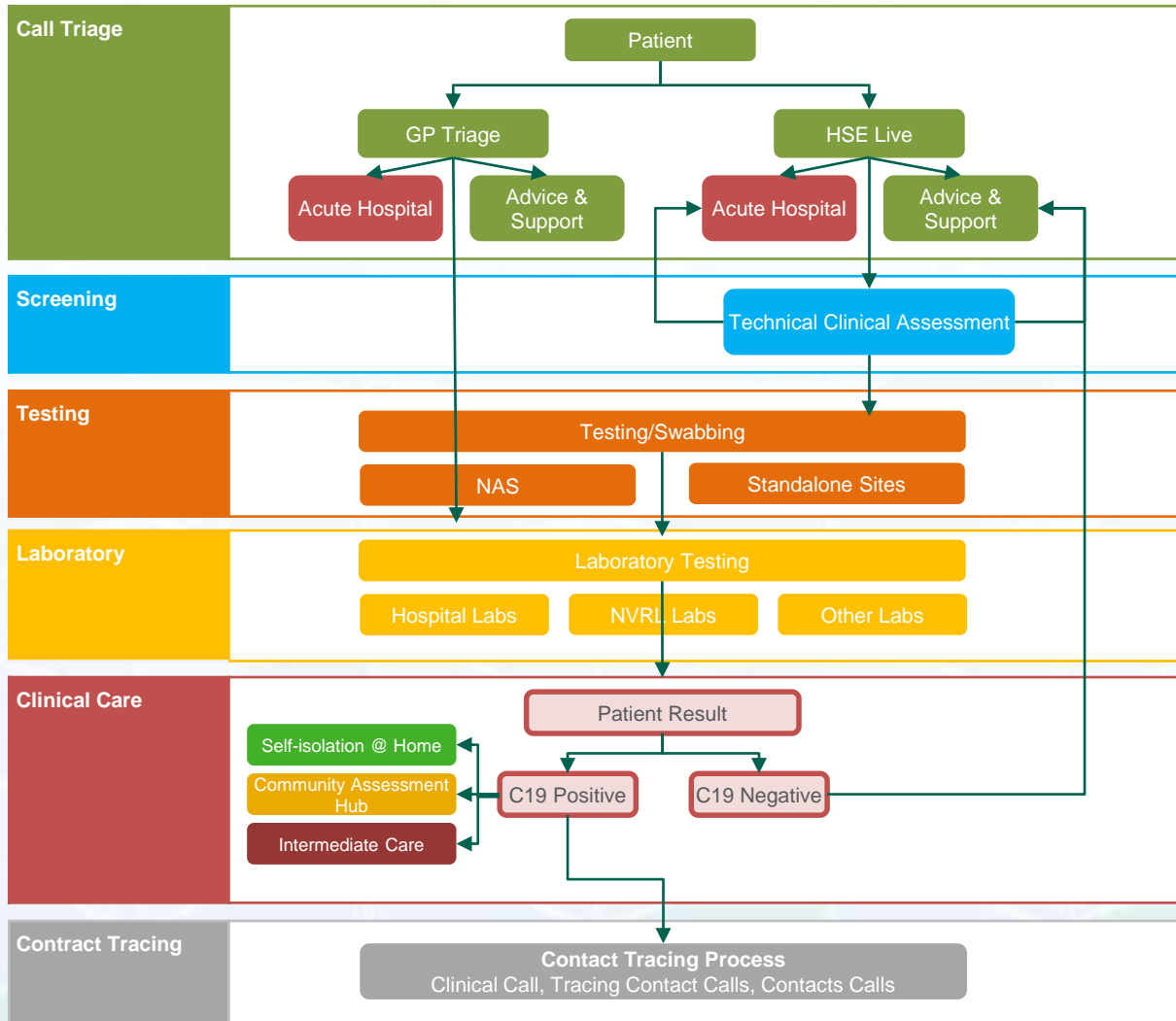


Agenda

- Progress on Covid solutions
- Vision for the future
- Making it happen
 - Business as Usual
 - New developments

OCIO Covid19 Response – Model of Care Support

Patient Care Pathway



OCIO Support

HealthLink	Platform with functionality for management of referrals from Clinicians through to Covid-19 testing and results notification
SwiftQueue	SwiftQueue widely adopted for digital referrals & appointment management, incl. adoption of geolocation for appropriate appointment allocation. Appointment automation in development.
Comm TeleCare	Remote, secure video consultation rolled out to serve Community (GPs) needs
Prescriptions	Expansion of HealthMail functionality to allow for electronic transfer of prescriptions; immediately available upon legislative change
HSE Bot	AI-enabled bot for public queries online (HSE.ie) to act as pre-screening
Identity MGMT (A2I)	Patient & Clinician Identifiers created to track Patient referrals and results through entire End-to-End process
Testing Facilities	Operational & tech support of Swabbing/Testing sites
Laboratory Data	Ingestion of laboratory test data from initial scope of NVRL lab to c. 30 labs across hospitals and locations.
Data Remediation	Downstream lab data remediation to improve scope of contact tracing process
Covid 19 Facilities	Creation, provision & support of Technology requirements for Community Assessment Hubs, Intermediate Care Facilities, and Self-Isolation Facilities
Private Hospitals	Engagement to ensure Private systemic alignment with Model of Care tech requirements
Clinical TeleHealth	Remote, secure video consultation, serving Clinical needs (Attend Anywhere), Mpower
PCRS Portal	(Primary Care Reimbursement Service) PCRS provides clinicians with visibility on dispensed medicines for Medical Card or Drug Payment Scheme patients in their care.
Covid Care Tracker	Creation and ongoing development of dedicated CRM system to manage Contact Tracing process comprising Clinical Case Interview, Contact Identification, Interviewing of Contacts and Surveillance. CCT adopted and implemented on a widespread basis.

Business Intelligence

Development of a BI Dashboard, detailing National clinical data, hospital resources & capacity, testing demand & activity, contract tracing and public information and advice. Updated three times daily from integrated live data feeds from multiple sources

OCIO Covid19 Response – Acceleration of eHealth Strategic Goals

In addition to the work enabling the Covid 19 HSE Model of Care, the OCIO have progressed additional initiatives and supported additional activities that align to the existing eHealth Strategic Goals.

Service Desk	Manage 50% increase in IT service calls Expansion of Service to include dedicated C19, digital and service support
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eHealth strategic goals



Cloud Adoption	Migration of key platforms key platforms to Cloud for resilience and reliability, e.g. HSE Helpline & HealthMail/HealthLink
Infrastructure Capacity	Expansion of infrastructure capacity to serve increased digital and clinical demands, e.g. clinical teleconferencing
Technological Hardware	Provision of significant volumes of hardware and technology in C19 facilities to support Model of Care

End 2 End C19 Management	Integration of key Covid19 applications (SwiftQueue, HealthLink, CTT) and information (A2I, BI Data Lake) to facilitate remote, localised patient management
Digital Innovation	Digital Innovation Team overseeing review, assessment and preparing implementation of incoming ICT, digital and technology offers, e.g. Remote Patient Management (Pulse Oximeter)
HSE COVID Tracker App	Ongoing development of public app, in collaboration with Google and Apple, to augment contact tracing..

Remote Working	Provision and support of significant volumes of hardware and technology to facilitate remote working amongst HSE and OCIO staff
Remote/Online Collaboration	Widespread adoption of Microsoft Teams and Teleconferencing facilities within OCIO
Procurement Systems	Acceleration of SAP-based procurement system (Ariba) to facilitate ease of procurement for key clinical requirements

Identity MGMT (A2I)	Patient & Clinician ID system created to track Patient referrals and results through entire End-to-End process
HealthLink/HealthMail	Expansion of scope of use and users of HealthLink to act as referral basis for swabbing requests, acting as starting point of community testing process

A2I	Integration of Digitalized identity Data into core clinical focus of HSE
Business Intelligence	Development of a BI Dashboard has been developed, detailing National clinical data, hospital resources & capacity, testing demand & activity, contract tracing and public information and advice. Updated three times daily from integrated live data feeds from multiple sources

Agenda

- Summary of Previous Presentations provided to the Performance and Delivery Committee
- Progress on Covid solutions
- **Vision for the future**
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Vision 5 Year View



- Citizen Centric health Care**
 - Develop the IT Organisation**
 - Stabilise and protect the operational backbone**
 - Accelerate digitisation of health services**
 - Unleash Data & Enable insights**
 - Integrate Across Health Systems**
 - Build a Digital Workplace**
- Establish the foundation to enable a digital workplace environment
1. Provide a consistent and connected employee experience
 2. Establish digital workplace framework
 3. Improve employee collaboration, communication and connectedness

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Making it Happen initial focus

Develop IT Organisation	<ul style="list-style-type: none"> Tune the OoCIO operating model to take account of Covid, new models of Care and the Health Care Regions – within 6 Months Continued professionalising of ICT workforce – On going through the year Continued focus on financial management – Ongoing
Service Desk	<ul style="list-style-type: none"> Full deployment of Helpdesk Self-service solution within 3 months Development Helpdesk strategy for future delivery within 3 months Deploy Helpdesk strategy within 1 – 2 years
Cyber Security	<ul style="list-style-type: none"> Develop Security Operating Model - 6 Months Fill Security GM position – 2 Months

Remote Working	<ul style="list-style-type: none"> Continue and enhance working remotely options – 6 months Increase VPN bandwidth to enable additional clinical remote working – 2 months
Windows 10 & Active Directory	<ul style="list-style-type: none"> Complete the roll out of Windows 10 Devices – 2 years Complete the Single Active Directory deployment – 2 Years
MS Office	<ul style="list-style-type: none"> Increase the footprint for MS365 accounts within the HSE - 1/2 years

Identity MGMT (A2I)	<ul style="list-style-type: none"> Establish fully health identification, authentication and consent services – 1 / 2 years Accelerate development of interoperability and integration capability – 12 months
HealthLink/ HealthMail	<ul style="list-style-type: none"> Migrate Healthlink and Healthmail on cloud infrastructure - 9 month

Data Lake	<ul style="list-style-type: none"> Continued Development of the Data Lake concept and extending the system which populate lake – 1 – 2 Years
Business Intelligence	<ul style="list-style-type: none"> Develop Data strategy which incorporates Data Management and Quality – 9 months Design, build, deploy and maintain the appropriate technology capabilities that enable the capture, transportation, consolidation, analysis and access to data across the organisation – Ongoing Develop and build data insights and capability – 9 Months Automate Mandatory Reporting – 1/1.5 years



Cloud Adoption	<ul style="list-style-type: none"> Create a Framework for Cloud suppliers (IaaS) – 4 Months Adoption and migration to Cloud for new solutions – 6 Months Develop a plan for the adoption and migration of existing to cloud Design and Deploy additional network and security infrastructure to support cloud applications
Application Stabilisation	<ul style="list-style-type: none"> Develop a plan for the stabilization of all HSE applications – 4 Months Develop and build single enterprise SQL in order to consolidate applications – 6 months
Cyber Security	<ul style="list-style-type: none"> Develop Technology Modernisation – 12 Months Finalise development of IT Risk Management framework – 6 months

Covid and Back to Business Solutions	<ul style="list-style-type: none"> Continued development of key Covid19 applications (SwiftQueue, HealthLink, CTT) and information (A2I, BI Data Lake) Back to Business Solution for Integrated Care Enterprise Scheduler, National Waiting Lists, Home Help, Residential Care, Electronic Discharge, Video Conferencing, Share Care Record, Clinical Notes, HealthPathways Key Enablers – IHI, and Health Identifiers
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National existing Digital Solutions	<ul style="list-style-type: none"> New Born and Maternal, National Integrated Medical Imaging Upgrade, Medical laboratories, New PAS IPMS Solutions, Upgrade PAS IPMS System, InterRAI Ireland, Integrated Financial Management, National Integrated Staff Records, National Rehb Hospital, National Forensic Hospital, National Maternity Hospital, National Childrens Hospital, Emergency Hospital, National Estates System, National Endoscopy Solution, National Cancer Management System, National Electronic Blood Track, ePharmacy National and EU solutions, National Immunisation System, Fair Deal Replacement
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New National Solutions	<ul style="list-style-type: none"> IIS Data Analytics for Clinical engagement, Primary Care Management System, Electronic Health Record, Medical Device Integration, National Pension system, National Recruitment System, Robotic Process Automation, Innovation
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Key Messages

- This is not just an ICT challenge – **it’s a business transformation challenge**
- The Patient **must** be at the centre of what we do and how we deliver
- 70% (Approx.) of OoCIO resources are keeping the “lights on” and supporting existing solutions
- **Key Enablers** must be delivered in order to
 - IHI is deployed to national system
 - Cloud is utilised as a matter of course
 - IHE standards are utilised as the norm for all new solutions
- The Health Service will not be the same post Covid, Covid and Non-Covid service **must be accommodated** in tandem
- National and local solutions
 - National Solutions while hard to deliver must be supported and delivered in the long term
 - Local Solution – are critical to manage the business but must be standards based
- **Data and Information must support the delivery of services**
- Need to **plan and Prioritise** with the Operations and Strategy what programs and projects to deliver and in what order
- OoCIO will need to match our skills and resources with priorities
- We must move to a more agile environment and methodology