Digital for Care 2030

Empowering People. Connecting Lives.

Discussion points

- Current State - Data & Information
- Digital for Care
- Some Major Programmes on the way
- Clinicians Call to Action for Digital

Current State - Data Sharing

It can still be difficult to share health data, even in emergencies. This is because health stakeholders such as hospitals, general practitioners or researchers collect data in many different formats which are incompatible with one another.

- Almost all think it is important that a doctor has access to ‘all’ their health information
- 74% said they would access their digital health record when available
- 90% want to contact HCP’s about mistakes and missing information.
- 90%+ of the public want tools to communicate with HCP’s, believe access will assist them understand their health better and partake in care with their HCP.
- People are not aware of what health information is shared and who has access to it.

Irish people's views on the collection, use and sharing of health information. **Dr**. **Sarah Jane Flaherty**. Health Information Research Officer

HIQA National Engagement on Digital Health and Social Care: September 2024

Current State – Unsustainable Risk for patients & Staff

Health Data

- Administration Data
- Clinical Data
- Laboratory Data
- Imaging Data
- Medication Data
- Audit Data
- Metrics
- Research Data
- Paper/Electronic/Mixture/Human

Every day we collect vast quantities of data on individuals

Issues

- Working in silos
- Duplication of data, laboratory tests, radiological studies, medical prescriptions
- Poor Value – Waste/Overspending
- Poor Service – repeated request for information
- Poor access

Risks

- Risk of patient injury – non-aligned clinical information – clinical staff may not have access to important information documented by other healthcare professionals – e.g., allergies,
- Staff risk – poor systems/poor information – poor decisions
- Data breaches and loss of trust

Sláintecare – Supporting Digital

Right Care. Right Place. Right Time.

- Improving safe, timely access to care and promoting health and well being
- Addressing health inequalities – towards universal healthcare

Sláintecare recognised Digital Health as essential to Reform and Transformation and the implementation of integrated care

Ireland's Digital Landscape

EU Directive 2030

European Health Data Space

Data Standards

Public Expectation

New Technologies

Sharing

Health REGIONS

Information

Innovation

National Policy

DISCONNECTED SYSTEMS

Enthusiastic Staff

FEW NATIONAL SOLUTIONS

Health Information Bill

Harnessing the power of new technologies, digital and data to transform how health & social care services are delivered for our population.

Mission Statement
Digital for Care – A Digital Health Framework for Ireland 2024-2030

Digital Health Transformation – a new era

What are we doing?

In collaboration with the Department of Health, we set about creating a new and exciting ambition for the role digital will play in the future of Health Services in Ireland. This new ambition is set out in two key documents:

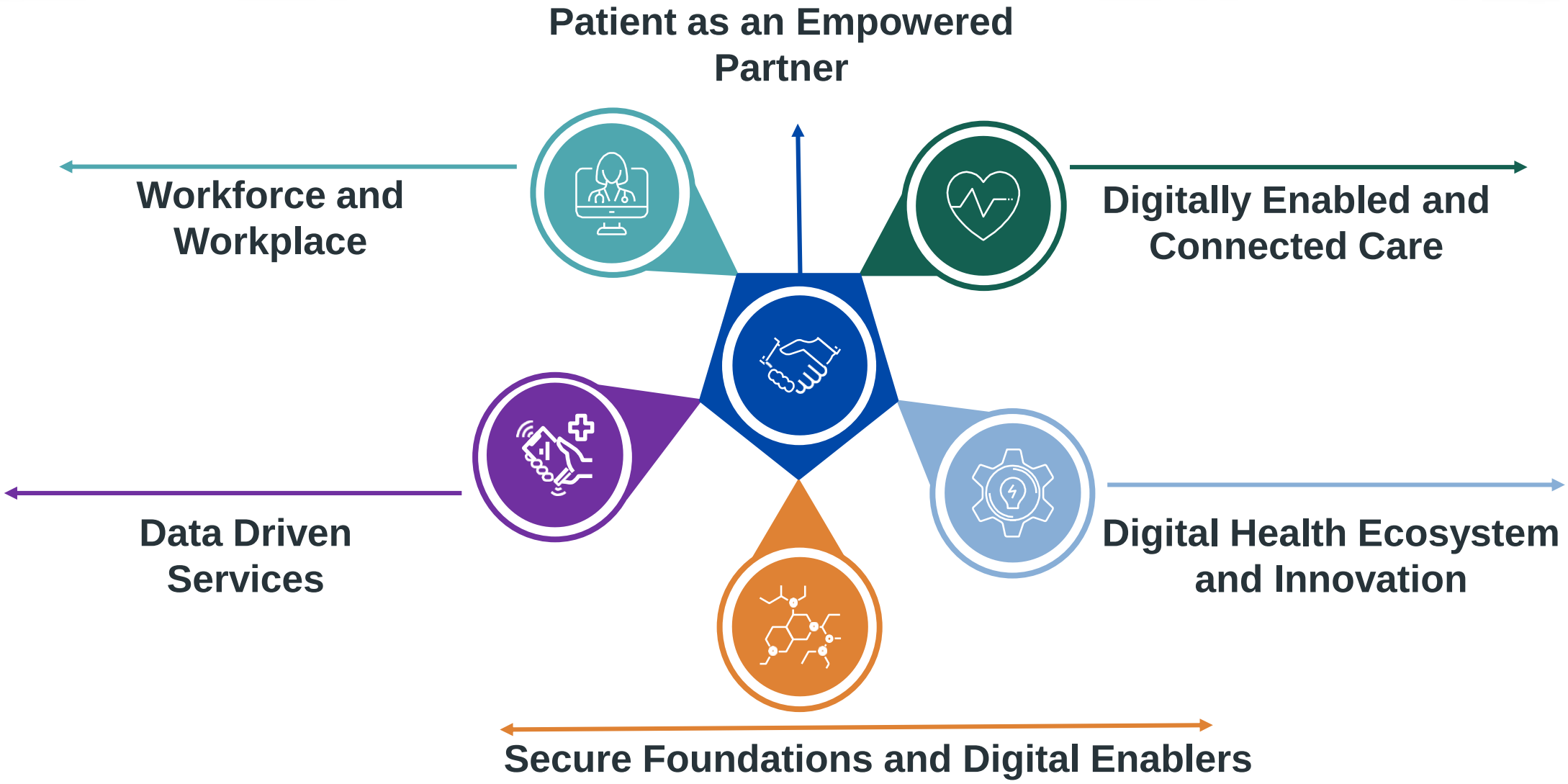
- **Department of Health** – **Digital for Care – A Digital Health Framework for Ireland 2024-2030:** Published 21st May 2024

- **Health Service Executive** - **Digital Health Strategic Implementation Roadmap 2024-2030:** Published 8th July 2024

What is the Vision for 2030 ?

Better Health Outcomes enabled by **Seamless, Safe, Secure, and Connected Digital Health Services** which support **Health and Wellbeing** for both our **Patients and Providers.**

Digital for Care: 6 Principles



Digital for Care: 48 Initiatives

Our Vision

Better health outcomes enabled by seamless, safe, secure and connected digital health services and which support health and wellbeing for both our patients and providers.

Patient as an Empowered Partner

11 Key Initiatives

- Patient Portal
- HSE app
- HSELive - Contact Centre
- Patient Feedback Platform
- Remote Care Monitoring and Digital Therapeutics
- Benefits and Schemes access
- Public Facing Engagement and Digital Literacy Development Programmes
- Public Website Content Management
- Open Health API Framework
- Contact Care Platform
- Telehealth

Workforce and Workplace

6 Key Initiatives

- Reliable Secure Connectivity
- Modern Workspace and Productivity Tools
- Improve Employee Experience
- Mobile Ecosystem for Front Line
- Employee Feedback Platform
- Digital Finance and HR

Digitally Enabled and Connected Care

11 Key Initiatives

- Shared Care Record
- Population Health Management
- Care Coordination
- Medication Management*
- Diagnostics
- Order Comms and Care Delivery*
- Patient Safety and Quality of Care*
- EHR Procurement and Delivery
- Digitisation of Health Care Records*
- National Clinical Information Systems*
- Medical Device Integration

Data Driven Services

4 Key Initiatives

- Patient Journey Analytics
- Healthcare Data Analytics
- Integrated Referral Management
- Scheduling, Rostering and Resource Management

Digital Health Ecosystem and Innovation

4 Key Initiatives

- Precision Medicine Support
- Healthcare Research
- AI in Healthcare
- Open Innovation and Ecosystem

Secure Foundations and Digital Enablers

12 Key Initiatives

- Legislation, Regulation, Standards, Governance
- Patient Identity Management
- Healthcare Worker Identity and Access Management
- Architecture, Service Design and Knowledge Management
- Culture, Change and Agile Delivery
- Talent Identification and Development
- Integration, Interoperability, Data Engineering
- Crisis-Responsive Healthcare
- ICT Cyber Programme
- Foundational Infrastructure
- Regional Strategic Implementation
- 24/7 Support Function

Digital for Care 2030

Some Major Programmes

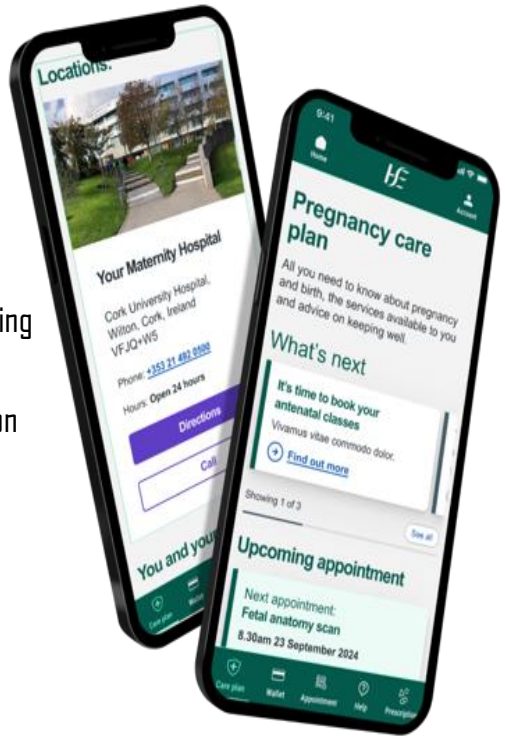
Coming to a Service near you soon

Digital for Care 2030
Some Major Programmes

HEALTH APP

A secure mobile App to give patients access to their own health information and to make it easier to manage their own health care.

- Appointments management
- Digital cards and credentials
- Medications and prescriptions
- Access to my health records
- Primary channel for transacting and communicating with health services
- Personalised, relevant communication, information and self-care support
- Help other people to manage their care



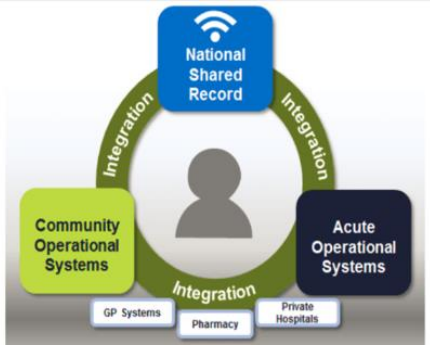
Current Status

First Phase live end 2024

SHARED CARE RECORD

A digital record of a patient's key healthcare data aggregated from various electronic data sources and settings and presented to clinicians, patients and carers in a secure and structured way. The NSCR will support:

- Better, safer clinical decision-making
- More informed and engaged patients and citizens
- Improved care coordination between healthcare providers
- Improved patient experience and outcomes
- More time released to care
- Secure sharing of health information
- Enables sharing of data across the EU to meet EU target of 2030



Current Status

Tender Complete 2024

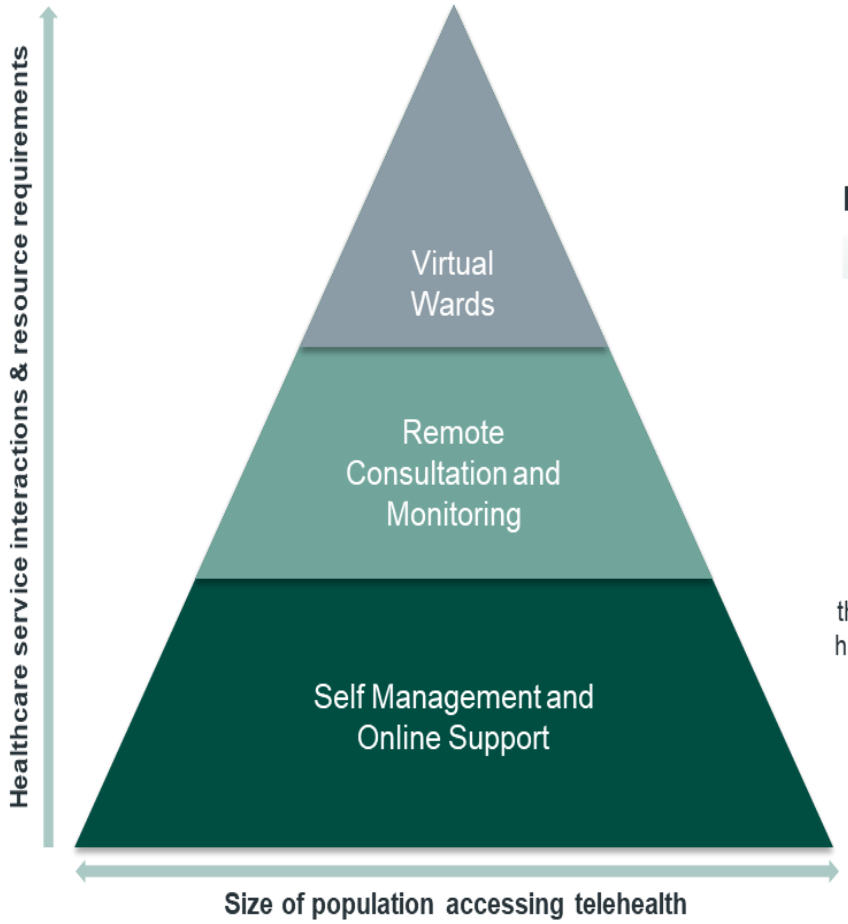
Next Steps

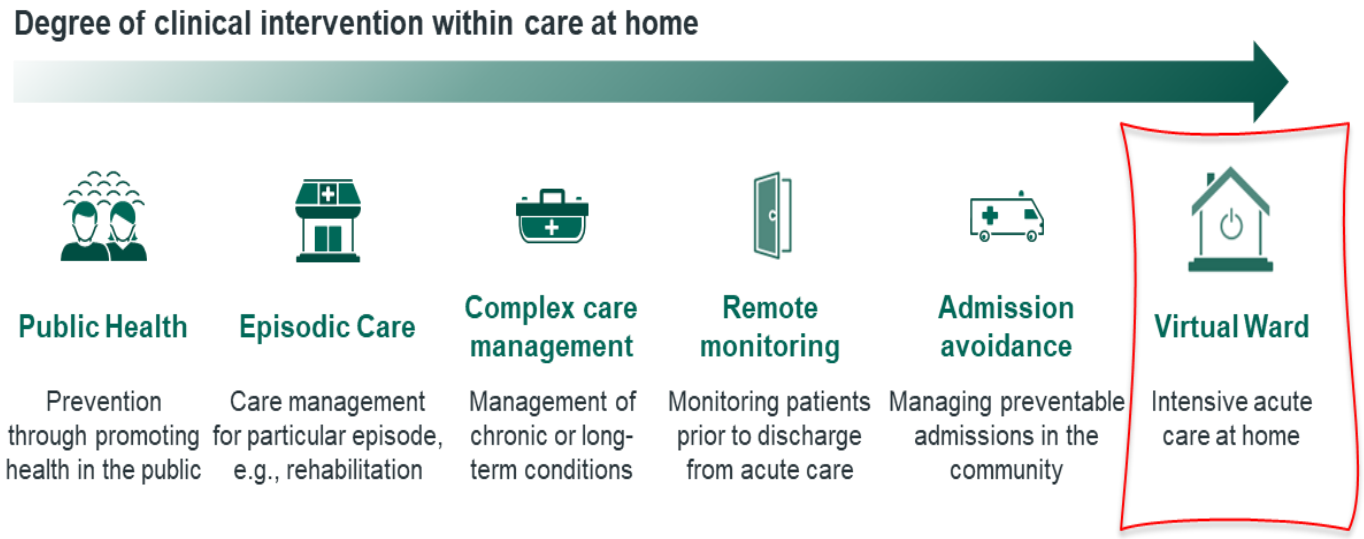
First Phase Live end 2025

Digital for Care 2030
Some Major Programmes

Virtual Wards and other Telehealth Projects

Current Status - First 2 Sites live July 2024





Multiple remote Monitoring Projects

Digital for Care 2030
Some Major Programmes

ELECTRONIC HEALTH RECORD (EHR) PROGRAMME

EHR is about helping health and social care professionals provide safe quality care, improve efficiency and healthcare outcomes for people that use our services.

- Provide a full electronic health record across the health service
- Focus on the patient and not the provider
- Electronic Health Record will include services across both hospital and community
- Introduce best practice workflows
- Rollout EHR across each health region with access independent of region
- Over time current EHR's will be incorporated into the single EHR

Current Status
Business case in Train
Next Steps
Approval & Tender 2025 with first site in 2026

Patient Centred, Clinically Led, Operationally Delivered, Digitally Enabled

DIAGNOSTICS PROGRAMME

National Laboratory and Imaging Programmes will deliver a modern efficient diagnostics system for health professionals that will standardise data and reporting to enable data to be shared with staff and patients.

- Modern integrated solutions for staff
- Standardise data to facilitate sharing
- Integrates national patient identity
- Improves patient safety using services such as bar coding
- Integrated with EHR and Shared Care Record

Current Status & Next Steps
Laboratory first site live with rollout plan to 2030
Imaging project being expanded to all hospitals with an ability to share private providers imaging

Digital for Care 2030
Some Major Programmes

ENTERPRISE WIRELESS PROGRAMME

Enterprise wireless programme will rollout wireless access for staff and patients in all HSE facilities.

- Wireless infrastructure deployed in all HSE facilities
- Consistent access for patients in all HSE facilities
- Consistent access for staff in all HSE facilities
- Remote access model for mobile healthcare staff

Next Steps

Full rollout by end 2025

RESOURCE MANAGEMENT PROGRAMME

Programmes in HR and Finance to deploy the SAP product across the organisation to improve resource management function.

- Single financial management system
- Greater visibility of our management accounts
- Single integrated HR and Financial management system
- Staff access to their own employment record
- National human resource records and payroll system

IHI Matching - How it Works

9 Match Points used to Find your IHI

Core 4 - Essential
- Surname
- Forename
- Sex
- Date of Birth

"Plus 1"
- Address Line 1
- Eircode
- Mothers Birth Surname
- Mobile Phone
- PPSN

=

Data Returned:
- **IHI**
- **Eircode**
- **Date of Death**
- **PPSN (in development)**

Hospitals
- Surname
- Forename
- Sex
- Date of Birth
- Address Line 1
- Eircode
- Mobile Phone

75%

GP Practices
- Surname
- Forename
- Sex
- Date of Birth
- Address Line 1
- Eircode
- Mobile Phone

75%

Screening Service

NSS Cervical Check
- Surname
- Forename
- Sex
- Date of Birth
- Address Line 1
- Eircode
- PPSN

97%

Coronavirus
COVID-19

COVAX C19 System
- Surname
- Forename
- Sex
- Date of Birth
- Mothers Birth Surname
- Address Line 1
- Eircode
- Mobile Phone
- PPSN

99%

*Average IHI Match Rate based on 100,000 People who present with above datasets

Digital for Care 2030
The vision of success

Patients' voices are heard – ease of access to their health information

Integration and **responsiveness** to the changing needs of patients

Digitally skilled and literate workforce who are supported to welcome new technologies through ongoing training

Continuous engagement with all stakeholders to help adopt digital health by understanding it's **values and benefits**

Leaders capable of driving the digital agenda, **effective change management ,** cultivating innovation

Clear Governance structures that support effective decision making

Harnessing of **data** to drive improvements

Compliance with data protection and safeguarding standards

Sustained **investment** is essential

Collaborative working across the Health Serice sharing digital infrastructure and data

One single health record **EHR** incorporating medication management tools, and the digitisation of the whole health care record

Clinicians Call to action

- Advocate for Digital Health that will support Integrated Care
    - *Minimum No. connected systems – health information flow*
- Assist digital developments – join the teams
    - *Be part of the Digital for Care Process*
- Standardization
    - *Demand & Support data quality – Patient safety issue*
    - *National Programs need to drive data standardization and Coding*
    - *Develop and Achieve a National Discharge letter Format*
- Support interim systems while we move to the future
    - *Share current systems to assist community care*

Be a Change agent

Be a digital Champion

Digital for Care 2030

Right Care. Right Place. Right Time.

Get involved…..

e: digitalforcare@hse.ie