UiPath® on Tour

AI at Work

LONDON

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Chief Information Officer
Health Service Executive Ireland

UiPath® on Tour

AI at Work

Irish Health Services' AI & automation journey

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Health Service Executive (HSE)

What we do

The HSE provides public health and social care services to everyone living in Ireland (pop. 4.99m)

Vision

A Healthier Ireland, with the right care, at the right time in the right place

Health Service Executive (HSE)

Budget / Staff

€23.5 billion / 148,000 staff

Services

Community and Acute Services

Health Service Executive (HSE)

Community Services

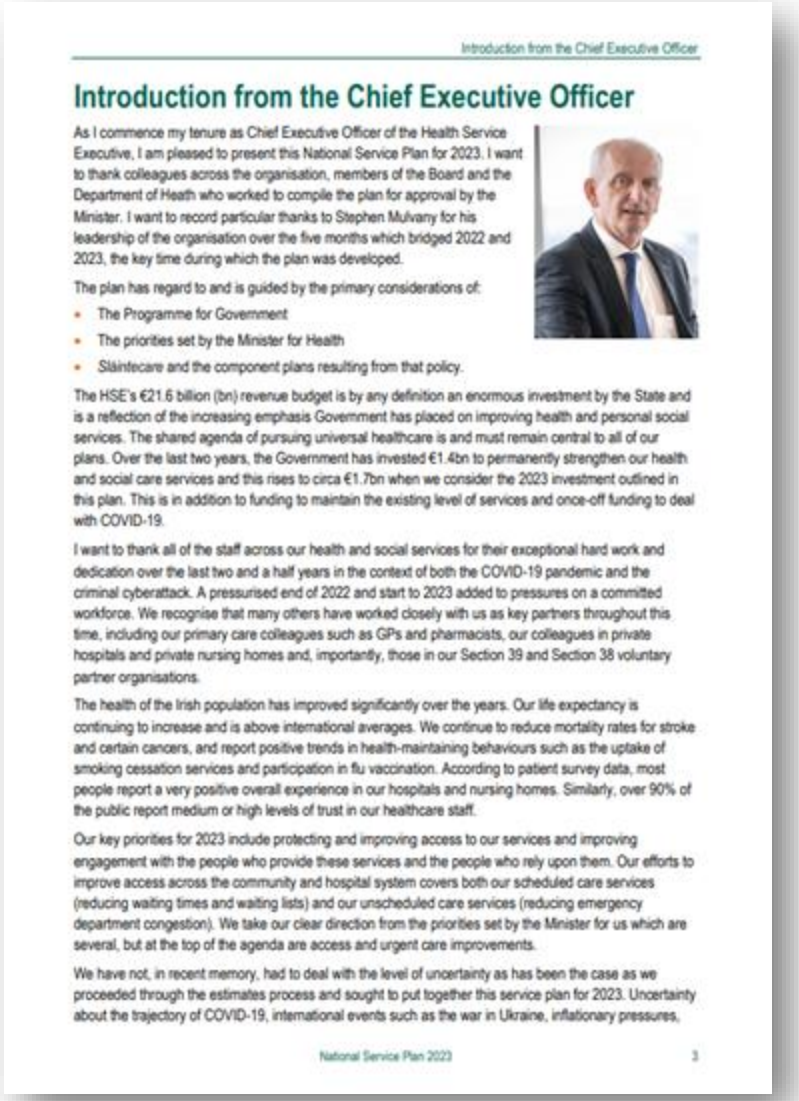
- 1.6 million medical cards
- 500,000 GP visit cards
- 91.6% of children MMR
- 17.5 million hours of home support
- 24,000 adults seen by General Adult Mental Health

Health Service Executive (HSE)

Acute Services

- 1.5 million people received inpatient or day cases
- 3 million people attend outpatients
- 1.2 million attended Emergency Departments
- 76% of adults waited less than 15 months

NSP 2023



Introduction from the Chief Executive Officer

Introduction from the Chief Executive Officer

As I commence my tenure as Chief Executive Officer of the Health Service Executive, I am pleased to present this National Service Plan for 2023. I want to thank colleagues across the organisation, members of the Board and the Department of Heath who worked to compile the plan for approval by the Minister. I want to record particular thanks to Stephen Mulvany for his leadership of the organisation over the five months which bridged 2022 and 2023, the key time during which the plan was developed.

The plan has regard to and is guided by the primary considerations of:

- The Programme for Government
- The priorities set by the Minister for Health
- Sláintecare and the component plans resulting from that policy.

The HSE's €21.6 billion (bn) revenue budget is by any definition an enormous investment by the State and is a reflection of the increasing emphasis Government has placed on improving health and personal social services. The shared agenda of pursuing universal healthcare is and must remain central to all of our plans. Over the last two years, the Government has invested €1.4bn to permanently strengthen our health and social care services and this rises to circa €1.7bn when we consider the 2023 investment outlined in this plan. This is in addition to funding to maintain the existing level of services and once-off funding to deal with COVID-19.

I want to thank all of the staff across our health and social services for their exceptional hard work and dedication over the last two and a half years in the context of both the COVID-19 pandemic and the criminal cyberattack. A pressurised end of 2022 and start to 2023 added to pressures on a committed workforce. We recognise that many others have worked closely with us as key partners throughout this time, including our primary care colleagues such as GPs and pharmacists, our colleagues in private hospitals and private nursing homes and, importantly, those in our Section 39 and Section 38 voluntary partner organisations.

The health of the Irish population has improved significantly over the years. Our life expectancy is continuing to increase and is above international averages. We continue to reduce mortality rates for stroke and certain cancers, and report positive trends in health-maintaining behaviours such as the uptake of smoking cessation services and participation in flu vaccination. According to patient survey data, most people report a very positive overall experience in our hospitals and nursing homes. Similarly, over 90% of the public report medium or high levels of trust in our healthcare staff.

Our key priorities for 2023 include protecting and improving access to our services and improving engagement with the people who provide these services and the people who rely upon them. Our efforts to improve access across the community and hospital system covers both our scheduled care services (reducing waiting times and waiting lists) and our unscheduled care services (reducing emergency department congestion). We take our clear direction from the priorities set by the Minister for us which are several, but at the top of the agenda are access and urgent care improvements.

We have not, in recent memory, had to deal with the level of uncertainty as has been the case as we proceeded through the estimates process and sought to put together this service plan for 2023. Uncertainty about the trajectory of COVID-19, international events such as the war in Ukraine, inflationary pressures,

National Service Plan 2023 3

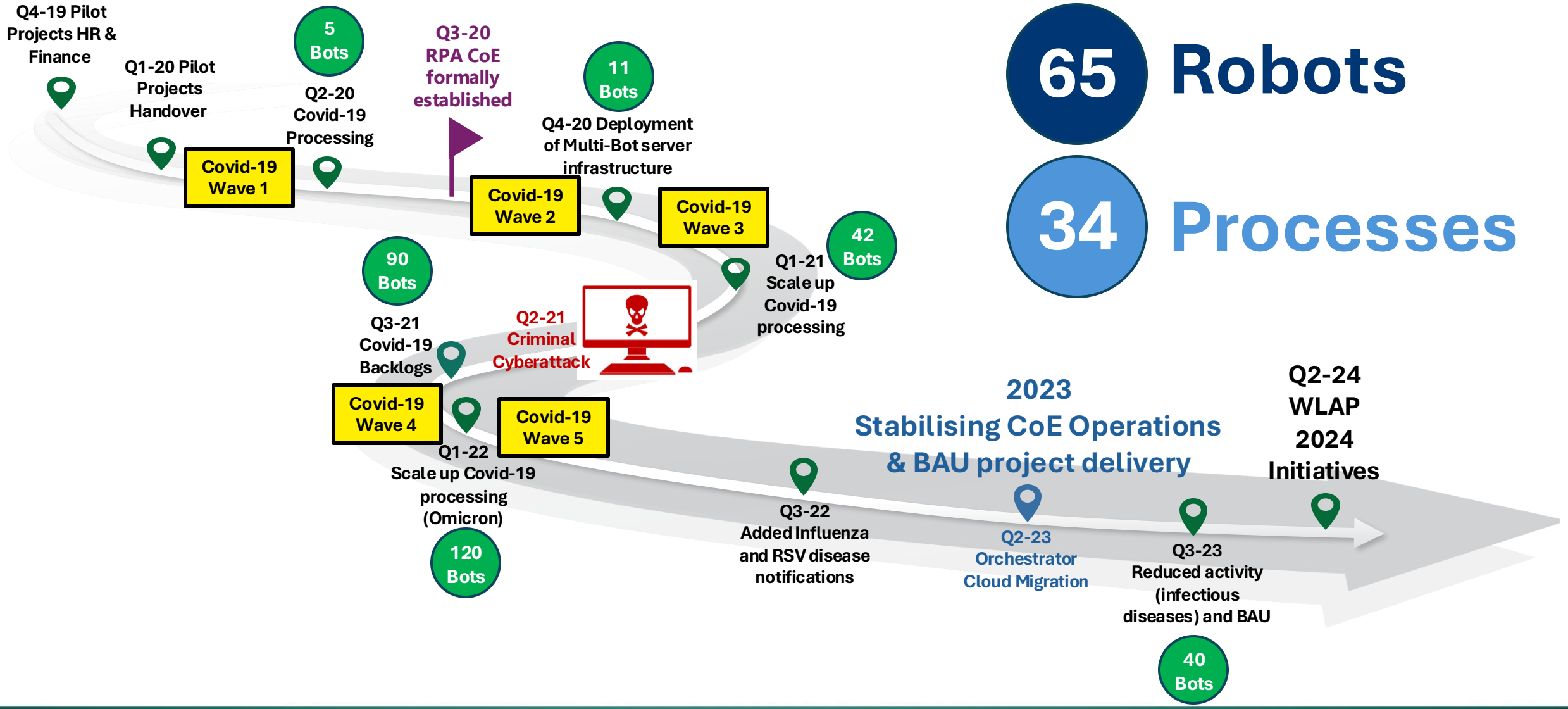
We will work with our services to ensure core financial management controls are operating effectively and to **secure greater efficiencies in the use of the totality of resources available to us.**

During 2023, we will also commence implementation work in preparation for the establishment in 2024, in line with Sláintecare, of the six Regional Health Areas (RHAs). This includes identifying opportunities to practically enhance the level of front-line ownership and **encourage local teams to** improve their services, recognising that this will mean supporting them to **try things** that may not work out but from which they can learn as part of a rapid continuous improvement approach

However, we recognise that, in most cases, greater efficiencies are more likely to increase activity than reduce costs. ..... it is also the case that **more resources are not the sole solution to every problem** within our health and social care services.

This includes ensuring that every local team is able to map and assess its care processes, identify the extent and causes of any mismatch between demand and capacity, and ensure that all of the known actions to better manage demand and make the **most efficient use of capacity** are being fully and sustainably deployed. Simply put, we must demonstrate to the public that we are doing the very best for them with what we have and that we are constantly self-critical to the extent that we **eradicate cumbersome and outdated 'ways of doing things**

Automation Journey to Date



Deployments to date

hpsc

CUH
Ospidéil Ollscoile Chorcaí
Cork University Hospitals

Galway University Hospitals
Ospidéil na h-Ollscoile Gaillimh
UNIVERSITY HOSPITAL GALWAY
MERLIN PARK UNIVERSITY HOSPITAL

National Ambulance Service

HR Shared Services

THE MATER HOSPITAL

Bord Altranais agus Cnáimhseachais na hÉireann
Nursing and Midwifery Board of Ireland

CÚRAM SLÁINTE POBAIL
CORCAIGH CIARRAÍ
CORK KERRY
COMMUNITY HEALTHCARE

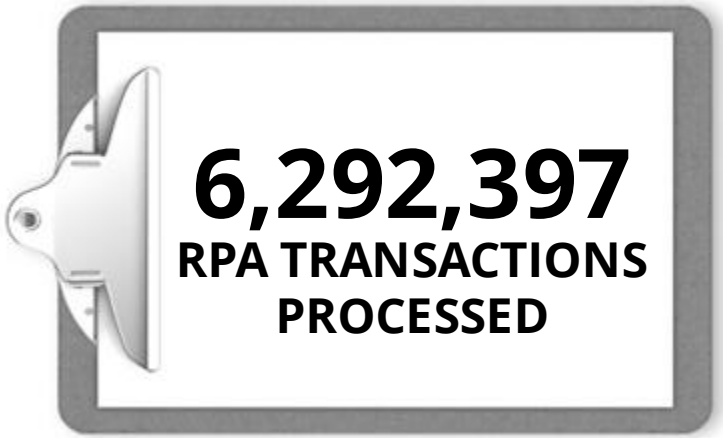
NCIS
National Cancer Information System

eHealth

Tallaght University Hospital | Ospidéal Ollscoile Thamhlachta
An Academic Partner of Trinity College Dublin

Finance Shared Services

Deployments to date



>€28m

to end May 2024

Benefits & Impact

Enhanced Accuracy

Quality & Consistency

Efficiency & Time

Range of Benefits

Increased Productivity

Resource Optimization

Service User Experience

Meeting Demand Surges

Highest Impact

Clearing Backlogs

Active Pipeline & Current Projects

1. PROPOSAL DISCUSSION

National Finance
- Daily Financial Reports West GL
- Daily Financial Reports SAP – East, Midlands & NDC, Northeast & ST01

Tallaght University Hospital (On Hold)
- HR101 Form

Mater Hospital
- Surgical Site Infection Surveillance
- Gynae & Spinal Referral
- KPI Reporting

HR National Recruitment
- Transfer of Recruitment Files

HR NPA
- HR Form to be Agreed

2. PROJECT ASSESSMENT

Mater Hospital
- Clinical Trials

HR National Pensions
- Service download

National Schemes
- Cross Border Directive Form Scanning

Tallaght University Hospital
- Creditor Reconciliation

University Hospital Galway
- Scanning to Evolve Post
- Bed Management

NSP 2024 - Acute
- New GP Data on iPMS
- SMS Messaging – Update iPMS based on Patient Reply
- UL Update IPMS from PAMS

3. AGREEMENT & STAGING

eHealth Corporate Delivery
- IFMS Data Upload from PAS

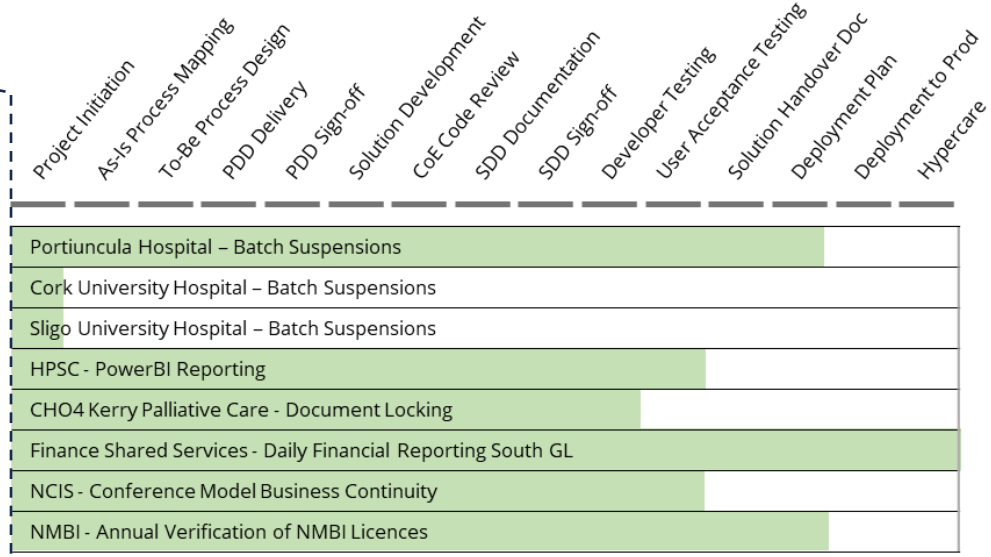
National Schemes
- Treatment Abroad

Mater Hospital
- IPC Automations Migration

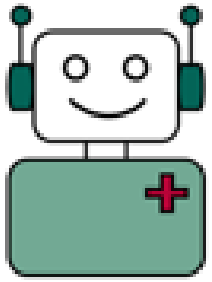
NSP 2024
- Batch Removals & Suspensions (HSE West and northwest, HSE Southwest hospitals)
- Scheduling of non-urgent appointments
- End of Day Clinic Management – Update DNA

University Hospital Galway
- UHG Healthlink Data Download & Storage
- UHG Healthlink to IPMS Entry

4. IN DEVELOPMENT



Corporate | Acute | Community | Other

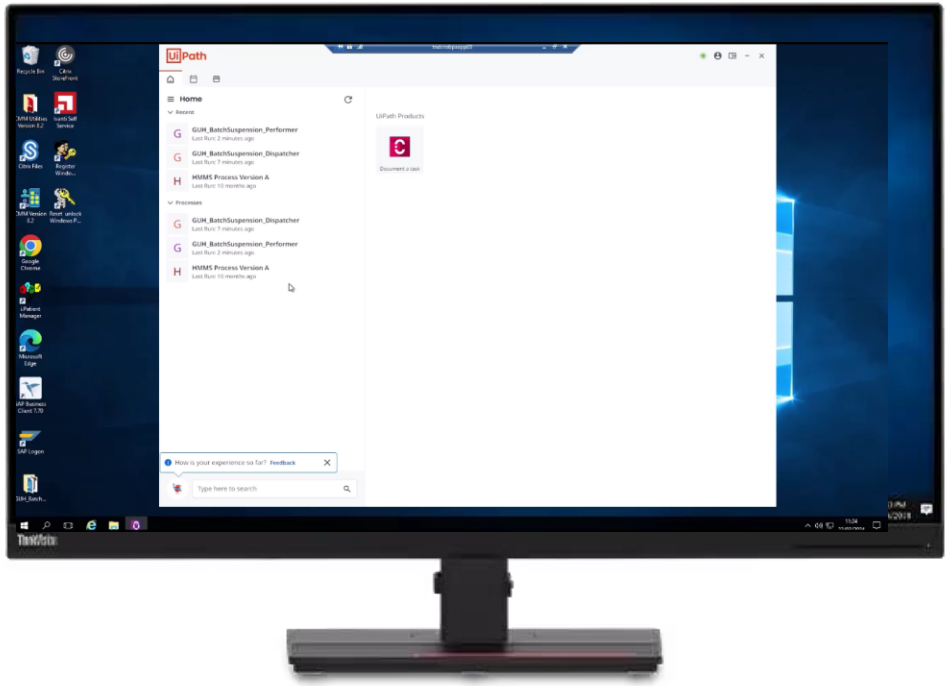


Meet Ruadhan - GUH's newest digital assistant

JOB DESCRIPTION

Releasing hospital appointments for waiting patients

NB: this is not an exhaustive list of duties ☺



- Ruadhan is trained to suspend or remove patients from GUH's NTPF active waiting lists in IPMS
- Performs this task for the GUH Scheduled Care team nightly
- Freeing up 100 hours per month of administrative activity
- Currently being trained to perform other tasks within the hospital

Looking Forward

gov.ie News Departments

Press release

Minister Donohoe welcomes ICTU endorsement of Pay Deal

From Department of Public Expenditure, NDP Delivery and Reform
Published on 25 March 2024
Last updated on 25 March 2024

"the parties will continue to embrace and support transformation through the use of technology ..... including Artificial Intelligence and related technologies, Robotic Process Automation (RPA) and Data Analytics"

5.4 Artificial Intelligence in Healthcare

Considerations for AI in a Healthcare Context

Data Privacy and Security

Ethical and Regulatory Compliance

Validation and Clinical Acceptance

User Acceptance and Integration into Workflow

Health
Service
Executive

Thank You