

The Wild Atlantic Way...

A New Era for Irish Healthcare: HSE Shared Services



Supporting Ireland's Healthcare Transformation

Damien McCallion



MIZEN HEAD



**RING OF
KERRY**



**CLIFFS OF
MOHER**



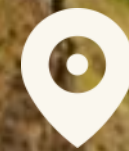
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We are here



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- A single national organisation
- 140,000 staff
- Largest organisation in Ireland
- Six regions
- 'Safer, better, integrated care'



First steps

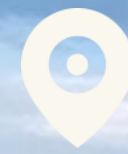
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The road travelled

HE



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2005 Health Service Executive (HSE) and National Health Business Services (HBS) established

2007 IT and Estates Management added to National Shared Services

2019 SAP programme in HR, Finance and Procurement commenced

2021 RPA reshapes HR, pensions and procurement*

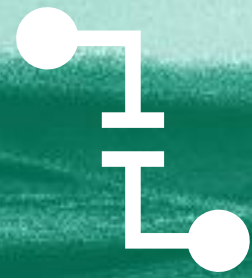
2021 National HBS converted into a national functional model

2023 National Integrated & Financial Management System (IFMS) first Go Live

2025 SAP HR, Finance and Procurement implemented in all statutory health services

*(1.69m RPA transactions, 228K EME hours)

Challenges



Fragmented systems



Legacy technology



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Resistance to change



Cyberattack

The path ahead



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Innovation



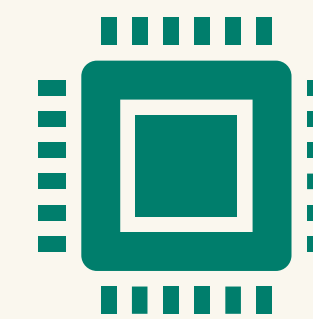
Primary Care
Reimbursement Services



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SAP 40% Investment



AI & Automation

Future horizons



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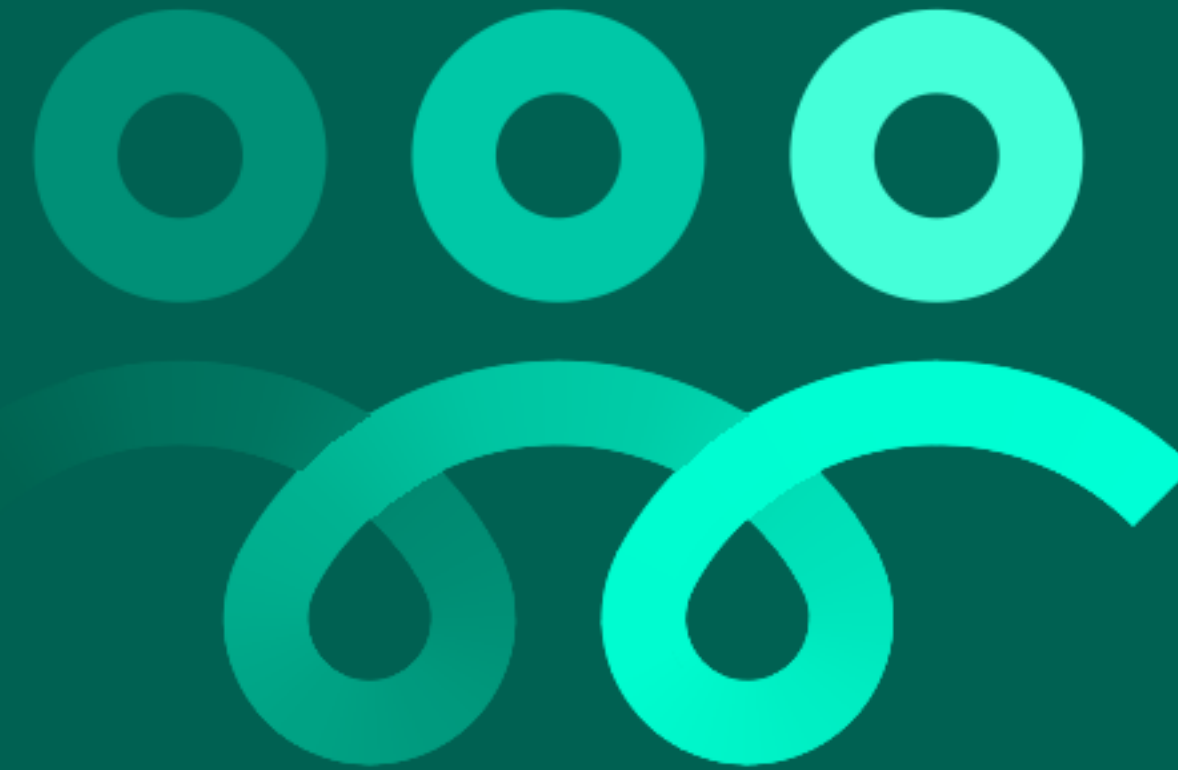
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The One Health Record
/
Shared Care Record

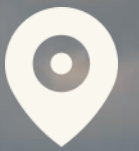


HSE APP



AI, Robotics, Chatbots,
Augmented Reality,
and Digital Governance

Better patient outcomes
A stronger, more resilient health service



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Lessons learned



1

Bring people with you

2

Match the technology
with trust

3

Never lose sight of
the destination: better,
safer care for patients

*Smart Technology + Strategic Initiatives + Service
Transformation + Continuous improvement*



= Better patient outcomes



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