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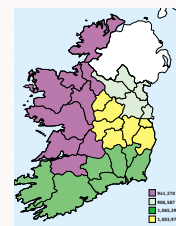
ISSUE 9 Autumn 2004



eastern health
shared services



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Be Life Confident

Message from the Editor



Carmel Cullen.
Organisation Development & Change.

Welcome to the Autumn issue of Shared News of 2004. As always our aim is to ensure that all employees are kept up to date with issues and developments within Eastern Health Shared Services and the wider health sector.

This issue features updates on a number of areas, from the social scene (Staff BBQ), through international recognition (IQPS Shared Service Awards – 2004), departmental features (Procurement and Materials Management, The Welcome Briefing, PPARS) and other updates (Health Services Reform, the Partnership Committee) to name but a few.

As usual, we have some competitions for you, so put those thinking caps on and get your answers in to us as soon as possible – you know if you are not in, you can't win!!

Your input and feedback is necessary and is an essential part of making this newsletter **your** newsletter. Your views and comments are always welcomed. Please forward your contribution to:

Communications Department, Eastern Health Shared Services, Parkgate Street Business Campus, Parkgate Street, Dublin 8.

Email: communications@ehss.ie or carmel.cullen@ehss.ie

I look forward to hearing from you for our next edition, which will be on your desks before Christmas.

Happy Reading...

Carmel Cullen.
Organisation Development & Change.



CEO Announced for new Health Service Executive and Regional Boundaries Agreed

Professor Aidan Halligan has been appointed as the new Chief Executive Officer of the Health Service Executive. In a statement on 22nd September 2004, Minister Martin, said "I am pleased to announce the selection of Professor Halligan as the Chief Executive Officer of the HSE. He is a person of the highest calibre and is very well qualified to lead the important work of the HSE. I believe that Professor Halligan can play a critical role in achieving the Government's ambitious programme of reform for the health service."

Professor Halligan is currently Deputy Chief Medical Officer for England. As well as his role as Deputy Chief Medical Officer, he is also Director General for Clinical Strategy and Development for the National Programme for IT (NPFIT) – a €8.9 billion programme.

A decision has also been taken on the 4 new Regional Boundaries as highlighted in the attached map. They will be headquarters in Galway City; Cork City; Kells, Co. Meath and Tullamore, Co. Offaly.

"The regional offices will assist in the co-ordination of services delivered through the local health offices and will be responsible for performance management, translating national policies through the local areas and gathering and relaying

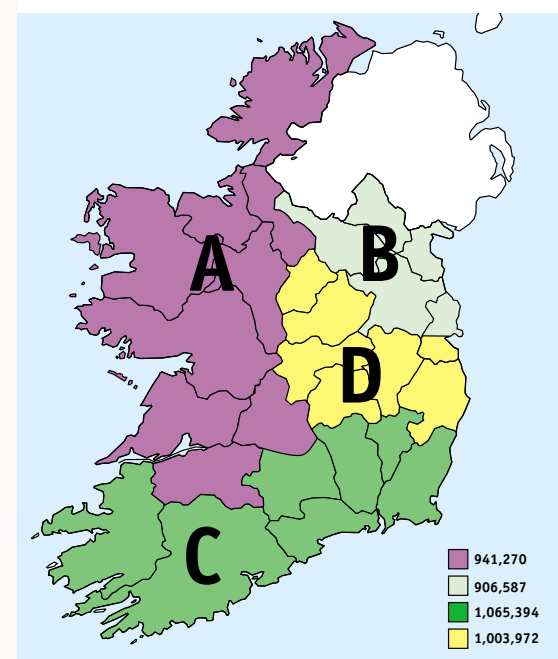
information on a regional basis. Interaction with local communities and their elected public representatives will also be a key function" said Kevin Kelly, Chairman of the Interim Health Service Executive.

At the announcement on 28th September 2004, Minister Martin said, "The regional centres are not health boards, but rather units which will assist in the co-ordination of services, delivered through the local health offices. This structure will improve patient services and minimise disruption for staff working in existing locations, although functions, roles and responsibilities and lines of accountability may change."

The next steps, will be the publication of legislation establishing the HSE and the appointment of the National Directors of the following functions:

- Primary, Community and Continuing Care
- National Hospitals Office
- Population Health
- Change Management and Organisational Development
- Shared Services
- Finance
- Information Technology
- Human Resources

REGIONAL BOUNDARIES



Local Health Areas

A
Donegal
Sligo/Leitrim
Roscommon
Mayo
Galway
Clare
Limerick
North Tipperary

B
Louth
Meath
Cavan/Monaghan
North Dublin – Areas 6, 7, 8

C
West Cork
North Lee
South Lee
North Cork
Kerry
Carlow/Kilkenny
Wexford
Waterford
South Tipperary

D
South Dublin – Areas 1, 2, 3, 4, 5
Wicklow
Kildare/West Wicklow
Laois/Offaly
Longford/Westmeath

Regional Offices A: Galway Regional Office B: Kells Regional Office C: Cork Regional Office D: Tullamore

Valerie Judge Awarded Second Place in the "Outstanding Individual Contribution to Shared Services – Thought Leader 2004"

The International Quality & Productivity Centre (IQPC), Shared Services Excellence Awards have been established to honour, recognise and promote Shared Services Organisations (SSO's) that demonstrate true best practices. To identify and assess these leading organisations, the Shared Services & Outsourcing Network has assembled a prestigious list of shared services experts and leaders to accurately and objectively evaluate the true effectiveness of top Shared Services Organisations. This year the awards took place in Manchester and were held in May.

The Award Categories were:

- Outstanding Individual Contribution to Shared Services – Thought Leader 2004.
- Service Excellence in Shared Services Award (in operation for over 3 years).
- Best New Shared Services Organisation Award (in operation for under 3 years).
- Best Outsourced Shared Service Organisation.
- Most Advanced Automation of a Shared Service Organisation.

Valerie Judge, Chief Officer, EHSS was short listed under the category of **Outstanding Individual Contribution to Shared Services – Thought Leader 2004**.

The award was judged using the following criteria:

- The strategic role the leader plays in determining how the SSC is driven and integrated throughout the organisation as a whole (25% of total score).
- The leader's vision for the future of the SSC (25% of total score).
- Document innovative and successful programmes initiated and driven by the candidate and how results were measured (25% of total score).
- How the candidate has contributed to, or played a role in, the development of the field of shared services as a whole (25% of total score).

It is with great pride that EHSS announces that Valerie Judge, Chief Officer has been awarded second place in the category of Thought Leader 2004.

Organisation Wide Training Needs Analysis (TNA) commences in EHSS

The Organisation Development & Change Directorate, in conjunction with Training & Development, are involved in a PACE Project for 2004, which will identify the training needs of the organisation. A survey of pilot areas will take place in the shape of an Interview/Questionnaire with each individual carried out by the Employee Development Officers in the Training & Development Unit.

The results of the questionnaire will highlight those areas of strength in the organisation and also identify any gaps which training might bridge. From this information a training programme will be designed to be delivered to all EHSS employees. The course will comprise of a number of different modules, most of them generic to EHSS as a Shared Services entity, and one module specific to each directorate. In this way once employees have completed the course they need only avail of the module specific to the new directorate in order to be equipped to move from one directorate to another.

In addition to the mobility created by this approach, an extra benefit for the employee is the recommendation on their own Personal Development Plan, which will enhance their career progression.



The benefits for EHSS as an organisation are immense, creating an EHSS standard, and providing a flexible, agile workforce ideally placed to meet the challenges and demands of the future.

Networking Internationally

Accenture

Accenture is a global management consulting organisation, who collaborates with its clients to help them become high-performance businesses and governments.

Accenture are the sponsors a Global Shared Services Conference each year, and this it's fifth year, was held in the Four Seasons Hotel in Dublin on 28th and 29th June

Valerie Judge, Chief Officer was invited to speak at

the event. Valerie presented on the establishment of the first Shared Service in the Health Service and explained how the Shared Services Centre has evolved and outlined the achievements of EHSS to date.

As part of this conference there was a virtual tour of Eastern Health Shared Services, which generated great interest in our organization and provided us with a valuable opportunity to showcase our achievements.

New Zealand

Earlier this year, some shared service executives from New Zealand visited EHSS to see how we as an organisation conduct business. They were very impressed by the fact that unlike other shared services throughout the world, EHSS is a multifunctional Shared Service provider.

Craig Presland, Chief Operating Officer, Health Alliance said:

'With all the similarities that we have in the provision of shared services within our respective health sectors, learning of your journey and its challenges helped validate the direction that we are taking with health Alliance'



Craig Presland – Chief Operating Officer, Health Alliance, Auckland, NZ.



Photo of delegates from health Alliance, NZ and members of EHSS Management Team during site visit to EHSS in May 2004.

(Left to right) Mr. Jim Kearney, Deputy Director, Procurement & Materials Management, EHSS; Mr. Ron Pearson, CFO, Counties Manukau District Health Board, NZ; Ms. Miriam Keegan, Deputy Director, Employee Services, EHSS; Ms. Paula Lawler, Director, Organisation Development & Change, EHSS; Mr. Tony Carroll, Director, ICT Services, EHSS.

(Front) Mr. Craig Presland, COO, Health Alliance, Auckland, NZ; Mr. John Smith, Deputy Chief Officer, EHSS.

Launch of Annual Report 2003

Eastern Health Shared Services Annual Report for 2003 was launched on 9th July in the Boardroom by our Chief Officer, Valerie Judge.

Valerie complimented all EHSS employees on the contribution they had made during 2003. Much progress has been made during the year, in particular through the introduction of our PACE projects, which has created a solid foundation for the continuous improvement and anticipated achievements of 2004.

Valerie acknowledged the fresh and vibrant layout of the report and complimented the many photos

of EHSS employees included in the report, which enhances the identity of EHSS for our clients.

Noting also that our annual report provides us with the opportunity to reflect upon the many successful achievements of 2003, Valerie concluded by reminding those present of the growing recognition of Eastern Health Shared Services as a leading shared service centre, the first of its kind in the health service. Valerie attributed the success of EHSS to two main factors:-

- *streamlined business practices*
- *the knowledge and skill of our people*



Partnership

“Partnership in EHSS provides for a new active relationship in managing change characterised by employee participation and consultation, the development of joint objectives, co-operation and trust and the delivery of client-focused quality services.”

This is the mission statement of our Partnership Committee here in Eastern Health Shared Services. The EHSS Partnership Committee held its first meeting on the 5th April 2004. The Committee then engaged in a two day partnership training programme in City West Hotel on 6th and 7th May. The members of the Partnership Committee are:

Management Representation:

- Ms Paula Lawler, Organisation Development & Change
- Ms Miriam Keegan, Employee Services
- Mr Tadhg Costello, Financial Services
- Mr Denis Prior, ICT Services
- Mr Paddy Byrne, Procurement & Materials Management
- Ms Ann Kennedy, Architectural Services.

Union Representation:

- Mr Tom Pierse, Financial Services (IMPACT)
- Ms Helen Fox, Estate Facilities (IMPACT)
- Mr Philip Browne, Procurement & Materials Management (IMPACT)
- Mr Matt Travers, Financial Services (IMPACT)
- Mr Jim Fox, Organisation Development & Change - Facilities (SIPTU)
- Mr Stan Matthews, OD&C – Facilities (SIPTU)

The training was facilitated by Seosamh Ó Maolalaí, Partnership Facilitator with the Health



Services National Partnership Forum.

The training consisted of a range of modules on workplace partnership, consensus decision-making and how to develop effective group working. The participants also engaged in discussions on what issues may be resolved through the partnership process.

Members of the Partnership Committee make the following commitments:

- The Partnership Committee will communicate its activities, discussions and decisions with all EHSS staff regularly.
- The members of the Partnership Committee commit to attendance at meetings and full participation in the process.
- Mr Denis Prior, ICT Services (Management Representation) and Mr Philip Browne, (Union Representation) were selected as joint chairpersons of the Partnership Committee.

As a first step in engaging staff in the partnership process the Partnership Committee made a presentation at the Employee Development Days in May and have made much progress in addressing the issues raised by employees on those days. An issues log has been put on the intranet and is constantly updated as issues progress to resolution status.

The Partnership Committee are also looking for your help – sub committees will be formed to focus on 77 specific issues and your participation is required to aid this process. Any employee who wishes to take part in the sub committees are welcome – please give your name and contact details to any of the Committee members.

The Partnership Committee have established an area on the intranet specific for Partnership business. It can be found listed in the menus available on the left hand side of the home page.

The intranet facilitates a feedback mechanism for all employees – you can make a comment by mailing the Committee or by using the “anonymous comments” link. The Committee welcomes your comments as it is only through your participation that this Partnership forum will meet its full potential.

Procurement and Materials Management



Central Procurement Section

contracts for Medical and Surgical supplies and equipment, included in it’s portfolio are contracts for dental consumables and equipment, incontinence wear, oxygen therapy equipment, medical equipment, consumables and appliances, stair rail installation, wheelchairs and x-ray film chemistry.

Community Asset Management

A new step in the total asset management of Medical and Surgical Aids and Appliances began in 2004 with the implementation of a contract for the supply and recycling of Electric Hi-Lo Community beds. The successful company for this contract was Orb Medical. The contract, implemented and managed by Terry Myers, Contracts and Accounts Manager and Aidan Mitchell, Buyer Category Manager. This includes the management of the appliances from initial purchase to the collection, cleaning, service, storage and recycling of the product back in to the community. This development came about from a pilot project initiated by



In this issue we continue our focus on the Procurement Function, which is part of the overall EHSS Procurement and Materials Management Directorate based in Cherry Orchard Hospital. The

Ms. Bernie Nyhan, O.T. Manager Community Care Area 4 and EHSS Central Purchasing Department. The pilot commenced in April 2003 and identified the key requirements for the successful recycling and retrieval of beds from community areas to a central location.

The Community Care Areas contact person is advised on an ongoing basis, of all aspects and status of their assets. This report includes the numbers of assets in stock, the numbers out in the community and maintenance requirements of the asset. The contract ensures that the appliance, upon retrieval, is bar coded and entered on to a computerised tracking system. The network-based system comprises an order entry module, inventory management module, tracking and tracing module, reporting module, invoicing module and a secure client database. The company and IT system are registered with the data protection commissioner to ensure total confidentiality of client details. It is envisaged that the system will be enhanced to include a web type module to facilitate real time viewing of the areas asset status. This will be on a password-protected system so that each area can view only their assets. This contract has realised savings/cost avoidance in excess of €400,000 since its inception.

A further pilot project is underway to look at Hoists, Bath lifts and Recliners. A contract for asset tagging, tracking and recycling of all appropriate appliances is currently under review.

FISP

FISP stands for Financial Information Systems Project. The primary project goal of FISP is to deliver enhanced performance measurement and financial accountability in the Irish health service. This will be achieved by implementing a common version of SAP for the entire Irish Health Service. This project is sponsored by the Southern Health Board and is based in Airside Business Park in Swords.

The FISP project preparation phase was undertaken from mid-January to mid-March. During this phase the project team conducted extensive consultation and data gathering across the IHA. There were several meetings with numerous key groups e.g. the Directors of Finance and the Regional Materials Managers and many others. Business workshops were arranged and attended by over 80 people representing all constituencies of the IHA (Irish Health Agencies).

Eddie Hogan, the SAP Logistics Manager in EHSS has recently joined the team in Swords, Eddie is working on the design of the Materials Management system. Our colleagues from the Area Health Boards, Tom Larkin, John Leech

and Conrad Cooper are also working on the FISP team; they are concentrating on the financial aspect of the project. In total over 40 people from various Health Agencies throughout the country will be part of the FISP team based in Swords. The outside consulting partner on this project is Deloitte Consulting.

The next phase of the project is the Business Blueprint Phase. This will run from now until September. During this phase there will again be a significant effort required by the team to ensure that the FISP project builds on the excellent groundwork done to-date. The following are some of the expected outputs from this phase of the project.

- Finance and Materials end to end business processes that will be structurally independent
- A pilot site for the initial implementation of the FISP project
- Driving the organisational change to implement an enhanced finance and materials management, governance, and control and accountability culture.
- A Data Management strategy.



Would you fancy a €100 shopping voucher for Blanchardstown Shopping Centre?

The Blanchardstown Centre is located in West Dublin, on the Navan Road/N3 just off the M50 ring road.

Simply compose a poem, short lyric or paragraph of text, to illustrate how you enjoyed the BBQ held in September.

Forward your entry to: Communications Department, EHSS, 3rd Floor, Parkgate Street Business Centre, Parkgate Street, Dublin 8.

Closing Date for entry: Tuesday 30th November, 2004.

Calling All Children of EHSS Employees

Draw or Paint a picture not greater than A4 size.

What Halloween means to me.

There will be a €50.00 voucher for Smyths Toystore up for grabs.

All entries to: Communications Department, EHSS, 3rd Floor, Parkgate Street Business Centre, Parkgate Street, Dublin 8.

Closing Date for entry: Tuesday 30th November, 2004.

Please make sure you let us know your name, address and age.



PPARS Profile – EHSS Local Change Project Team Member



My name is Gerry Hughes and I am the Local Change Team Member of the PPARS Project for EHSS. I have worked in the Health Services since the mid eighties, initially in St. James's Hospital, then the EHB James's Street and finally moving to Dr. Steevens' in the early nineties.

I have been based in the Personnel Administration department for the past four years.

In April I was seconded to the PPARS Project, half time on the EHSS change team and half time on the Personnel Administration side of the Project. Over the past few months, the PPARS project team has compiled a number of briefing packs for

employees, and a number of managers have already received these information packs.

Additional briefing events are planned for EHSS over the coming months; the first of these have already taken place with the staff from Payroll, Personal Administration and Finance. A further organisation wide briefing is scheduled to take place on 29th October 2004 in the Boardroom, Dr. Steevens' Hospital.

Many questions and concerns were expressed during these briefing events and responses will be available on the intranet. Staff will be informed by e-mail when these answers are available. In anticipation of some of the questions you may have about the project the following table outlines replies to some of the more frequently asked questions.

Will full training be provided?

Yes. All end users will receive full training from the PPARS training team. For those areas entering time information onto SAP directly, a number of Temporary 'Hubs' are also being set up so that support will be available via trainers and process experts during parallel test and initial go-live.

How will my role change and when?

This will be finalised through a partnership approach between employees, unions, local management, and the PPARS project. This process has commenced and will evolve and become clearer over the coming months. However, while some employee's roles may change, there will be no job losses.

Who will do the returns within a department?

'Time Recorders' are people who will be responsible for entering time information onto the new standard SAP time form. The process of identifying these time recorders is currently underway and briefing sessions are being organised and delivered by the local change teams to these groups.

Who will process the returns within EHSS?

The Returning Officer/s SAP users will enter time for EHSS onto SAP. As with the time recorders, the process of identifying these Returning Officers / SAP users, is currently underway and briefing sessions are being organised and delivered by the local change teams to these groups.

When is go-live?

Go-Live will be in 2005.

What happens next?

- All responses to questions from the briefing events, held in the boardroom on the 1st and 2nd of July, will be put on the PPARS link in the intranet shortly.
- This PPARS site will also contain an area where people can submit questions on PPARS phase 2 to: PPARS2info@EHSS.IE (This site will also contain updates on the progress of the project).
- More briefing events are being organised for EHSS for all employees.
- An informative article in each edition of Shared News.
- The PPARS project will continue to meet management in EHSS and they in turn will inform staff as information becomes available.

In the meantime, should you have any question or concerns please contact me by phone at 635 2844, my e-mail address is gerry.hughes@ehss.ie or by post to the PPARS Project, Parkgate Street Business Centre, Parkgate St., Dublin 8.

Welcome Session

As part of our welcome/induction process for new employees to EHSS, formal 'Welcome Sessions' are planned at regular intervals during the year. Our most recent Welcome Session was held on September 1st last. Our HR Manager, Val Wade, and the HR Team, in co-operation with the Employee Development Officers in Training & Development, ensure the Welcome Session compliments and enhances the induction process already received by new recruits.

The aim of the briefing is to familiarise new employees with the services offered by EHSS. The format of the morning is one of much interaction, and allows new employees to share experiences and learn in a relaxed atmosphere.



'Go Live' of Patients Property Software

Management Accounting section provides accounting services to the Eastern Region Patients Property Investment Fund. This Fund was initially set up by the Eastern Health Board to invest the 'surplus' balances on bank accounts which are operated on behalf of the various Patient Property accounts in hospitals/homes throughout the eastern region.

Historically, the annual accounts of the Fund were prepared using a combination of spreadsheets and databases. In order to facilitate the production of accounts in a more efficient manner, a financial software package was purchased late last year. This software – Access Foundations XP – has now gone 'live' and has been used to produce the draft 2003 accounts of the Fund for tabling before the Investment Committee. The software will also allow easier analysis of the performance of the Fund's investment portfolio.

POSTAL DISPUTE

The recent postal dispute presented various challenges and issues to Financial Services, EHSS. Staff in Payments Section under the supervision of Sandra Bowe responded positively as they effectively re-scheduled their normal workload to facilitate the extra demands placed on them.

Each month Payments Section process on average the following volumes on behalf of ERHA, ECAHB, NAHB, SWAHB and EHSS working to strict timetables:

- 13,000 Accounts Payable cheques
- 17,000 payroll cheques
- 25,000 paypaths
- 7,500 welfare cheques

Following an advertisement placed by Financial Services in the national newspapers staff in Payments Section in addition to meeting their normal deadlines issued cheques to approx 850 people who called personally to Parkgate Street and answered 1,700 calls on the free phone help line.

Well Done Payments!

New Babies

Congratulations and Best Wishes to MARY BRODIE (Communication/Customer Relations Manager) and her husband Nigel on the birth of their baby girl, Megan. A new sister for Garry and Dave.

Best wishes from all her colleagues in Organisational Development and Change, EHSS.

Congratulations to Fiona Mannion and her husband Pat on the birth of their baby boy, Nigel. Best wishes from all her colleagues in Training & Development.

Congratulations to Gillian Lennon and Eoghan on the birth of their baby boy, a little brother for Niamh. Best wishes from all her colleagues in Payments.

Congratulations to Tracy de Bertaut and Keith on the birth of their baby girl, Emily. Best wishes from all her colleagues in Recruitment.

Best wishes in their future careers:

Grainne Heffernan formerly from Personnel Admin
Marie Kelly formerly from Payroll
Kevin Burke from ICTS

Best wishes to:

Nicola Walshe – Training and Development
Wendy McDonnell – Property Services
Gareth Preshe – Property Services
All of whom have taken a career break.



Halloween

The word Halloween owes its origin to the ancient Celtic harvest feast called Samhain (pronounced "sauin"), which occurred on the eve of the Celtic New Year, November 1, a time when the departed souls were allowed to walk the earth. With the arrival of Christianity to Ireland, this was later known as All Souls Day, a time to remember the dead. Several foods are traditionally eaten on All Hallow's Eve, especially colcannon and barmbrack. Bracks (from the Irish breac, meaning "speckled") are cakes studded with dried fruits and raisins which create a speckled effect when sliced. Those that are made with yeast are called "barmbracks," and those that use baking powder and fruit soaked in tea or cider are called "tea bracks" or "cider bracks."



Halloween Barmbrack

Ingredients:

- 3 cups flour
- 1 teaspoon grated nutmeg
- 1/2 teaspoon salt

- 1/4 cup (1/2 stick) butter
- 3/4 ounce active dried yeast
- 2 tablespoons sugar
- 1 1/4 cups milk
- 2 eggs, beaten
- 1 1/2 cups golden raisins
- 1 1/2 cups currants
- 1 cup candied mixed peel

Directions:

In a medium bowl, sift together the flour, nutmeg, and salt. With a pastry cutter, blend in the butter until it resembles coarse crumbs. In a separate bowl, combine the yeast with 1 teaspoon of the sugar. Add the remaining sugar to the flour mixture and blend well. In a saucepan over medium heat, heat the milk to just below boiling then add to the yeast and sugar. Stir in the all but a little of the eggs (reserve a tablespoon for use as a glaze) and add to the dry ingredients. Knead lightly to produce an elastic dough. With a wooden spoon, fold in the fruit. Transfer to a well-greased 8-inch round cake pan. Cover with a clean cloth and leave in a warm place to rise (it should double in size in about 1 hour.) Preheat oven to 400°F. Brush the top of the brack with a beaten egg to glaze. Bake until golden, or until a skewer inserted into the center comes out clean, 50 to 60 minutes. Serves 8.

EHSS Staff Annual BBQ in Aid of Charity.

Thank you to all who supported our recent annual BBQ, which took place on 9th September, 2004, in aid of St Michaels House. This year was a little different to previous ones, with the main event of the night a fashion show sponsored by Arnotts, which starred many of our own EHSS staff!!

Special thanks Arnotts for providing the Fashion Show and to our models who made the night extra special.

A lot of hard work went into the preparations for the night and indeed on the night itself and

therefore many thanks to the Social Club, the Partnership Committee and the Facilities staff in particular: Aisling Regan, Triona Marrinan, Crona Barry, Philip Browne, Helen Fox, Miriam Keegan and Cathy Reilly, Jimmy Rossiter, Paul Synnott, Willy Daly, James McMahon, Billy Burke and Mike Proudfoot - who worked together to bring about such a successful occasion.

Many thanks to the various organisations who sponsored spot prizes for our raffle and made donations for St Michaels House.

Once again – Many thanks to everyone for making the night such a success.

The Models on the night were:

Our Models in the Men's corner were:	Our Models in the ladies' corner were:
Derek Goulding	Vanessa Pierce
Martin Milne	Gillian Radburn
James Reilly	Margueritte Beegan
David Shaw	Rita White
Cliff Perrins	Bernie Graham

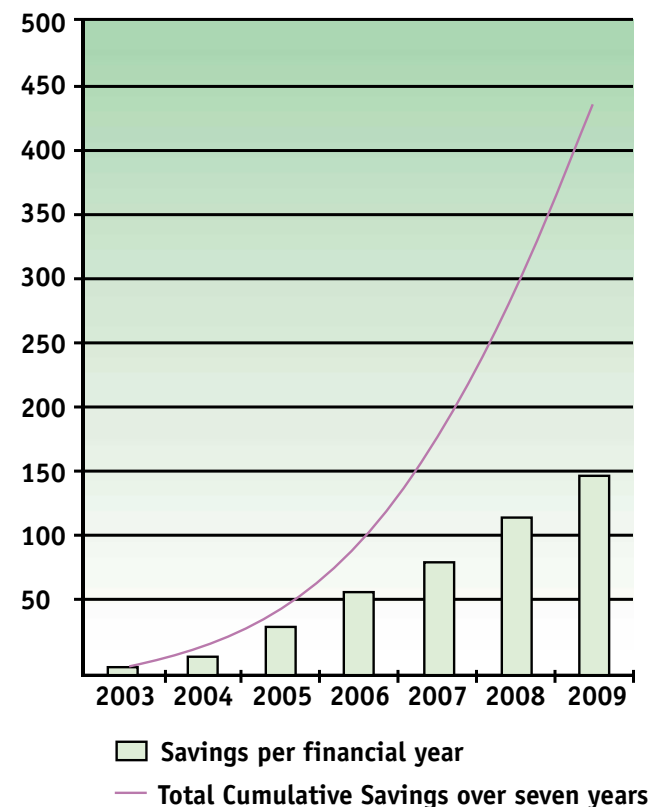




HeBE e-Procurement and Materials Management Programme

The Strategy for e-Procurement in the Health Sector was completed and approved by HeBE in late 2002. It identified significant opportunities for providing both effective and improved quality of patient care through strategic improvements in the area of procurement practices, organisation and technology.

The Strategy also highlighted the financial benefits of the effective use of funds through improved procurement, supported by strategic investments in required systems, processes, expertise and structures. This investment will deliver a potential benefit of €439 million cumulatively over the first seven years of the strategy, with annual benefits of €146 million in succeeding years. The achievement of the potential is dependant on the investment outlined in the Strategy.



Benefits of the e-Procurement and Materials Management Programme

The benefits of this programme can only be realised in full through an integrated approach to improving the organisation, the procurement practices and systems, and ensuring that the necessary staff training and development is provided.

The non-financial and financial benefits of the Programme include:

Improved patient care arising from the more effective use of available funds

Improved quality of service to patient care providers arising from more efficient and effective requisitioning and ordering processes

Improved job satisfaction for patient care providers and procurement staff through reducing the amount of time needed to be spent on procurement administration tasks

Greater efficiencies in the supplier base as a result of improved and automated procurement processes for suppliers dealing with the health sector

Promotion of the use of eCommerce in the health sector and in the suppliers dealing with the health sector

Unit Cost Reductions, reflecting reductions in the unit price paid for supplies, works and services arising from leveraged buying power and improved procurement practices

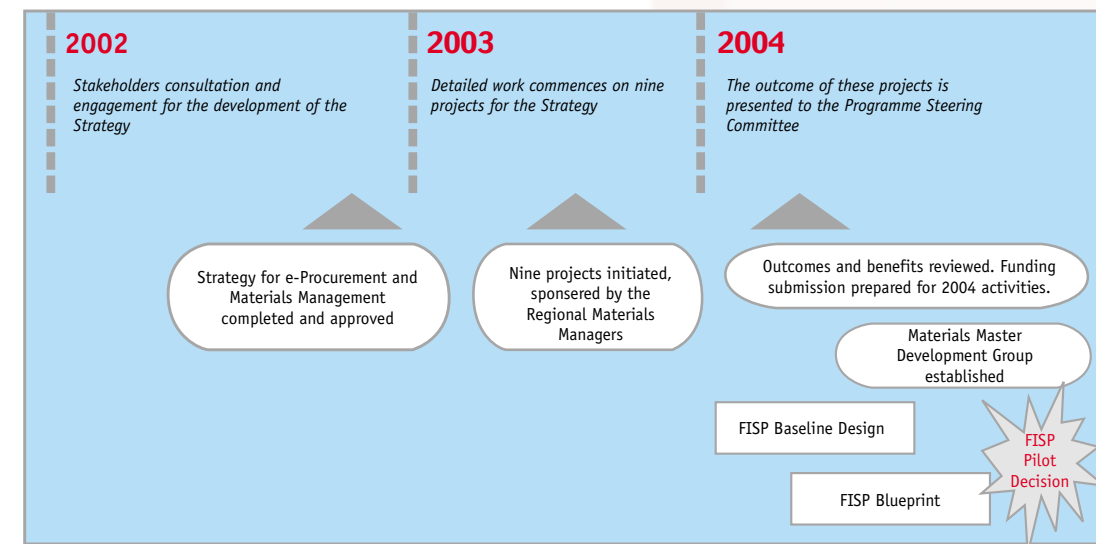
Transaction cost reductions, which will reflect lower administration costs within the sector

Transaction number reductions, facilitated by a more structured ordering processes ???????

Logistics Savings, driven by reductions in costs for storage with delivery to the point of use

The e-Procurement and Materials Management Programme has also had initial discussions with the Health Reform HSE Shared Services team in the context of the analysis work for the new emerging health structures.

An Overview of the e-Procurement and Materials Management Programme Timeline and link with FISP



Who delivers the Programme? HeBE

The Steering Committee for e-Procurement and Materials Management

The Steering Committee's role has been to help guide the programme and ensure that it meets the overall objectives and delivers the benefits of the Strategy.

The Programme Director

The Programme Directors role has been to overview and facilitate the management of the projects within the Programme, helping to obtain resources and funding.

Regional Materials Managers

The Regional Materials Managers have contributed to the development of the Strategy and have acted as project managers for specific projects within the e-Procurement Programme. They continue to contribute to the Programme.

Materials Management Staff

Over 200 staff have contributed to the e-Procurement Programme, through their support for workshops, data gathering, expert input and implementation work.

The e-Procurement and Materials Management Programme's Steering Committee members are:

- Sean Hurley (Chair), CEO, SHB
- Pat Mc Loughlin, CEO, SEHB
- Nicky Jermyn, Chair of the HPSG
- Charlie Hardy, Dept of Health and Children
- Tim Carey, RMM, HPSG
- David Gaskin, General Manager, NEHB
- Liam Minahan, Director of Finance, WHB
- Carmel Keaveney, General Manager, NAHB
- John Swords, Director of Procurement and Materials Management, (NPPPU)
- Seamus Mc Laughlin, RMM, MHB
- Anne Mooney, Chief Pharmacist, James Connolly Memorial Hospital
- Leo Stronge, A/Programme Director, HeBE

The Regional Material Managers involved are:

- Seamus Mc Laughlin, RMM, MHB
- Tim Carey, RMM, HPSG
- Richard Bruton, RMM, NEHB
- Martin Delaney, RMM, WHB
- Brendan White, RMM, SEHB
- Brian Long, RMM, MWHB
- John O'Donovan, RMM, SHB
- Anton Murphy, RMM, NWHB
- Jim Kearney, RMM, EHSS

The HeBE lead CEO is Sean Hurley of the SHB (Sean Hurley is also the lead CEO for the FISP Programme)

The Programme Director is Leo Stronge.



New Look Restaurant

In the last edition of Shared News you will remember an article about the new look of the restaurant.

I am sure you will agree that the new look, which was unveiled in June, has a contemporary ambience with all elements reflecting a modern look and feel. Here are some photos taken at the launch in June.

As you may be aware, Patricia Meaney, Catering Manager, has gone to pastures new within the Campbells Group, we wish her every success in her new position. The new Catering Manager for Dr Steevens is Joanne Reid. We welcome Joanne and wish her well in her position.



Congratulations

to Bertilla Keane, Tim Cummins, Clifford Perrins, Brian Lunney and Crona Barry all of whom have passed accounting exams recently.

EHSS Supports Hospice Foundation

Eastern Health Shared Services, hosted a coffee morning on behalf of Our Lady's Hospice, Harold's Cross. This event was a national event in order to generate additional funding for The Irish Hospice Foundation, in order to provide patient comfort and care service in Our Lady's Hospice and other hospices throughout the country.

In Dr. Steevens' hospital, Joanne, Catering manager for Campbell's Catering, organised the event. Employees were asked to donate €2.00 for their tea or coffee on the day.

In Parkgate Street, the opportunity was taken to retrieve baking utensils from the back of various cupboards, ovens were fired up, and the results were amazing!!!

No burnt offerings for EHSS employees!!!

The tea station in Parkgate Street bore an incredible resemblance to afternoon tea in the Gresham with treats ranging from rice crispy buns with a twist (which brought out the child in everybody), carrot cake, fairy cakes, walnut cake, chocolate biscuits, cookies, the list goes on and on.

The monies raised from the two sites were €540.46 – many thanks to all for their support.

In conclusion, one could only be impressed at the levels of culinary expertise on show, and knowledge must also go to those who knew the best bakeries in town. Once again, many thanks to the social club, who "stepped up to bat" as usual.



HOMELESS STAFF STAGE CHRISTMAS BREAKOUT

A group of workers from the Homeless Persons Unit (HPU) are taking on a daring project on their first attempt at producing a play. "THE HOTHOUSE", by Harold Pinter, will be performed nightly by TRAMVAI at Andrews Lane Studio from December 14th-18th next.

TRAMVAI is a new theatre company made up of a motley crew of Community Welfare Officers and the like, from varying backgrounds, ages and nationality who work together in the HPU. This, their first production, is a challenging departure

from the daily activities of the Homeless Persons Unit.

One of the overriding themes of any Pinter play is the notion that any conversation between two people, no matter how seemingly innocent, conceals a tactical battle for advantage. This is certainly true of "The Hothouse", a black farce set in a state institution, where madness, paranoia, lust and suspicion pervade throughout.

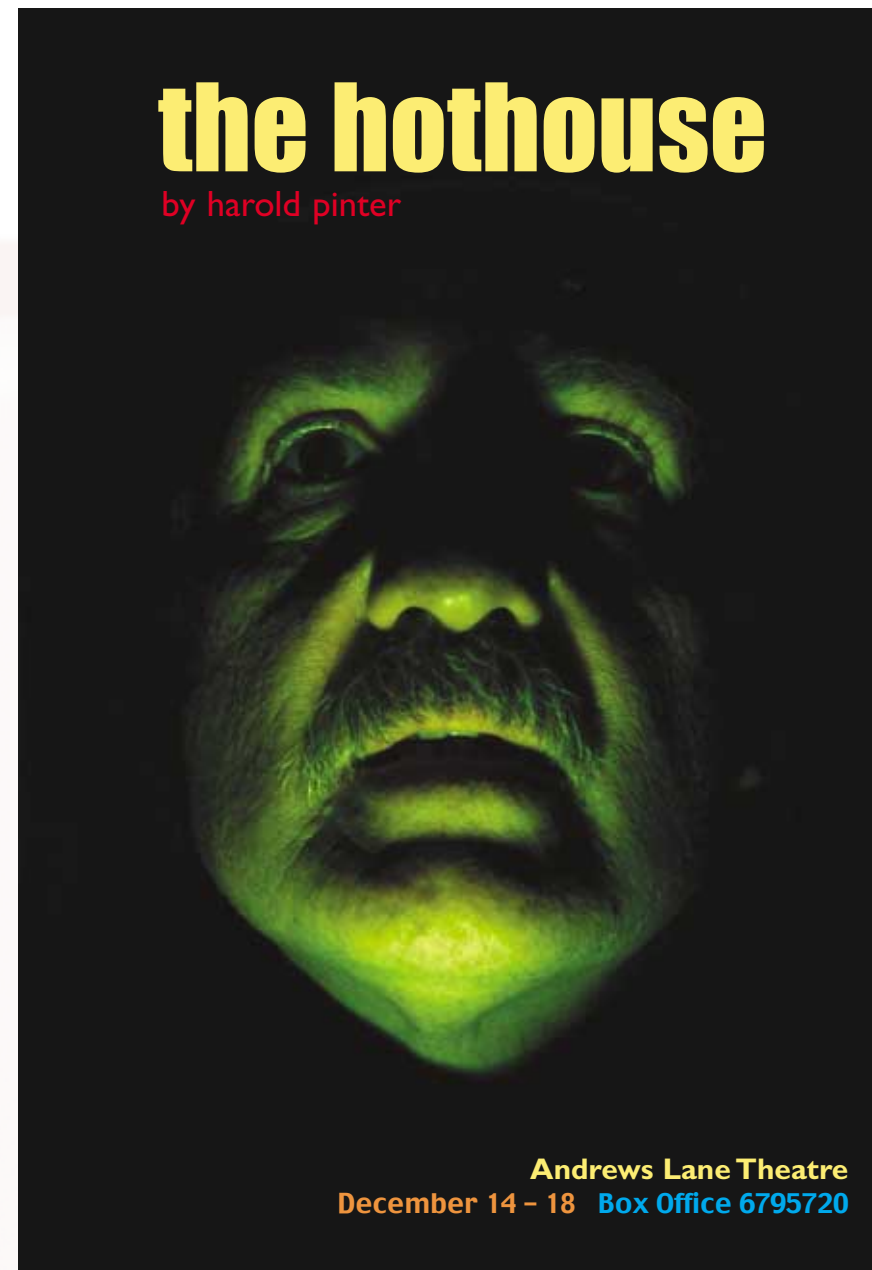
Although written in 1958 and described by one critic as frequently hilarious and in many ways more

farfarcical than any of his other plays, "The Hothouse" can also be said to have a particular political resonance even today as a fable about what can happen in any society when the rights of individuals are overridden by the power of the state.

Few modern playwrights can claim to have spawned their own adjective, but the term 'Pinteresque' has variously been used to denote a sense of unseen threat, obsession and jealousy, the vague feeling of impending treachery, and, most commonly, the comedy of menace. As Harold Pinter himself has said, in answer to the question of what his plays are about: they reveal "the weasel under the cocktail cabinet".

So if you like your comedy laced with menace, then come to Andrews Lane in December for a Christmas message with a difference!

Tickets are available from Andrews Lane Box Office 01-6795720



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