



IHI in Action NOCA Conference

31st Jan 2023

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Director of the Health Identity Management
Services





Agenda

HIDS and the IHI

- Introduction to HIDS
- Legislation, Standards & Governance
- What is an IHI?
- National Register of IHIs
- Health Directory
- IHI Consumers

**Digital Health is not a
computer science or an
engineering science.**

**It is a social and
behavioral science.**

Overview of Health Identity Management Service



The Health Identifier Service provides the HSE with an identity management service for **Individuals** and **Health Services**. The importance of the HIDs Service has significantly increased with the onset of COVID-19 and there is an increased reliance in receiving accurate and timely data.

Health Identifier Act 2014

- Enacted to allow for the 'establishment and maintenance of':
 - a National Register of Individual Health Identifiers (IHI)
 - a National Register of Health Service Providers Identifiers

What is an Individual Health Identifier?

- The Individual Health Identifier (IHI) is a **number that uniquely and safely identifies each person** that has used, is using or may use a health or social care service in Ireland.
- Lasts for the lifetime of the individual, is uniquely assigned and will never be allocated to anyone else.
- Benefits of an IHI include patient safety, efficiency, enabling eHealth applications and privacy.

What is the Health Directory?

- The Health Directory is the basis for the provision of identifiers for Health Service Providers - Practitioners, Locations, People and Organisations (not all currently in place but a strategy is in place to implement these categories).

Where Health Identity Management service can support

- Providing education and learnings regarding identifiers and their associated benefits across processes and systems.
- DQ identification, remediation, prevention – best in class collaboration around data quality for your systems.
- Access and training to a portal for those who need to use location identifiers.



Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
Better Health
Service

HE Health Identity Management Solution Sets

Identity Management Services provides operational supports to three broad product groups i.e., Identity Management, Data Quality enhancement, Corporate and Cross Government Collaboration. Identity management services operational support comprises of three components i.e., Governance & Legislation, Compliance & Audit and Engagement and is all underpinned by a Trust Framework.

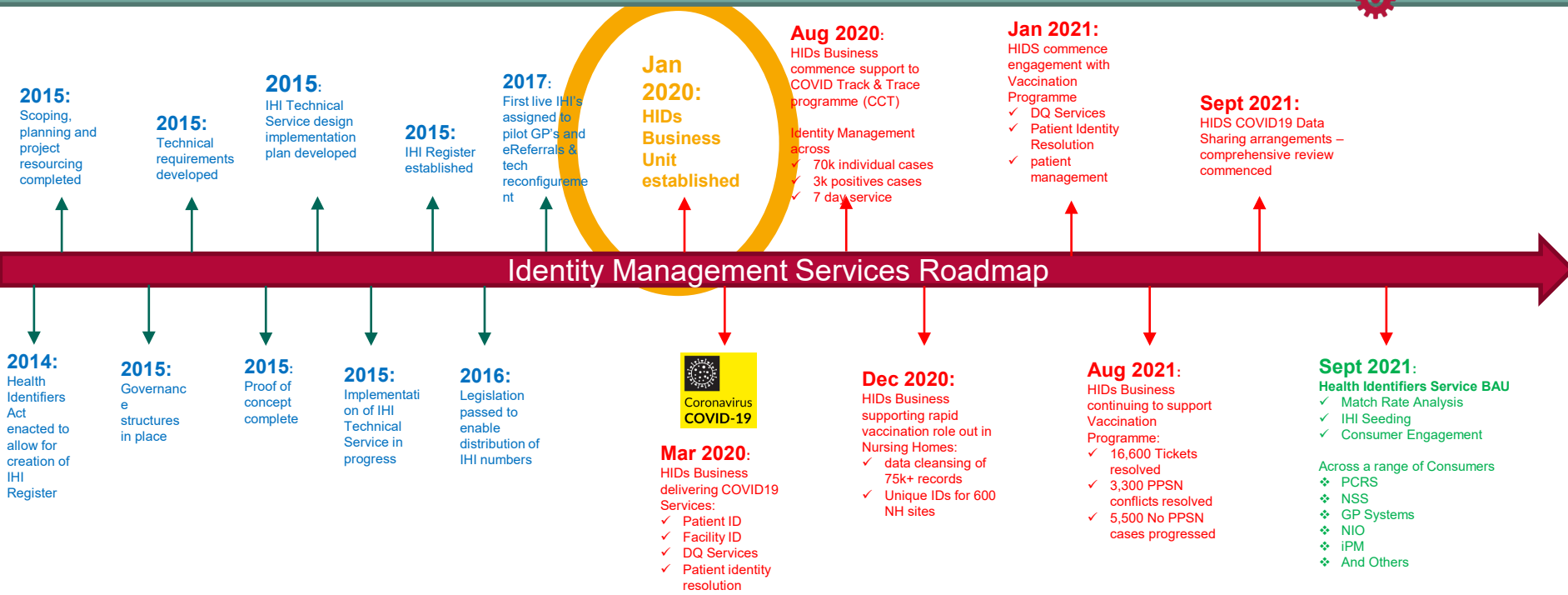
		Components		
		Compliance and Audit	Governance and Legislation	Engagement
Products	Identity Management <ul style="list-style-type: none"> Individual Health Identifier Health Directory - GP File/ NH - Validator PPSN 	Secondary Use : When the data collected by organisation is used for different purpose other than for which it was collected Risk/Process/Ownership/ Governance : It is the process of identifying potential hazards to the business , taking accountability to reduce or eliminate the risk impact by proper strategic & governance model / policy HIQA Standards : The Health Information and Quality Authority (the Authority or HIQA) is the independent Authority established to drive high quality and safe care for people using our health and social care services	Data and Information Management (DAIM) : It is a governance forum that safeguards the privacy, confidentiality and security of personal health data while also assuring data quality Health Identifiers ACT : The Health Identifiers Act 2014 means that any person, who has used, is using or may use a health and social care service in Ireland will be given an individual health identifier a number which safely identifies them Health Act : An ACT to make further and better provision in relation to the health of the people	Communications : Communication in project engagement develops and sustains effective, trusted and collaborative relationships with stakeholders Change Management Process : Change management is a systematic approach to dealing with the transition or transformation of an organization's goals, processes or technologies Customer Centric Model : The process of carrying out a project in a way that enhances customer satisfaction, not just during the initial stage, but throughout the customer lifecycle PMO – Consumer Engagement of existing customers BRM
	Data Quality Enhancement <ul style="list-style-type: none"> Eircode , Email, Mobile Phone - Validator technical product PPSN Validator technical product x2 (modulus 23 – format and 2. exists) Date of Death(DoD), All Other Identifying Particulars (OIPs) 			
	Corporate <ul style="list-style-type: none"> Integrated Financial Management System (IFMS) Identifier for patient identification HR identifier to support staff and recruitment Identity 			
	Cross Government Collaboration <ul style="list-style-type: none"> Life Events Births Deaths 			
Services	Identity Management <ul style="list-style-type: none"> Data Quality Advisors e.g., Cyber support for strategy Education - Data Training Back-office setup Q Mark levels Dashboards 			

Cohesion, Clarity, Communication, Compliance = TRUST Framework

Health Identifiers Timeline



HEALTH IDENTIFIERS SERVICE



Key:
 HIDs OoCIO
 HIDs COVID19
 HIDS BAU



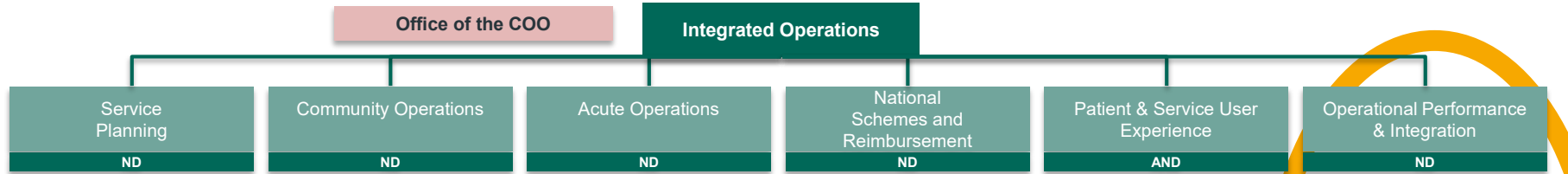
Integrated Operations

Function Design

Function Purpose

The Integrated Operations function provides leadership and operational oversight of all service delivery, planned and responsive, across the HSE. The function is responsible for managing and coordinating service planning activities, managing service contracting and partnerships, developing service plans and setting service standards. It is responsible for monitoring performance and reporting against standards. Ensures performance improvement by focusing on value, improvement and efficiency; and operational capability building in healthcare. It acts as a buffer between the political system and service delivery providers, particularly in times of crisis.

Structure



Accountable for the service planning process to provide consistent, integrated care close to the patient, ensuring system needs are addressed and associated relevant KPIs are set.

Accountable for delivery of consistent and safe services in acute hospital services, as per agreed service plans.

Accountable for delivery of consistent and safe services in community healthcare organisations, as per agreed service plans, and for National the National Ambulance Service.

Accountable for assessing eligibility and executing reimbursement for National and International schemes, as well as for all activities of the National Pharmaceutical Unit.

Accountable for driving an increased focus on measuring, monitoring and proactively improving the holistic patient and service user experience across the complete patient and service user journey.

Accountable for driving integration across Integrated Operations, supporting and enhancing service delivery and performance, and generating actionable insights to enable data-driven decision making journey.

Key Activities and Responsibilities

Service Requirements Gathering	Service Delivery and Operations	Service Delivery and Operations	PCRS	Patient and Family Advocacy	Service Performance Delivery Support
Service Planning	Service Performance Management	Service Performance Management	Fair Deal Scheme	Patient Experience Strategy and Journey Design	Health Identifier Services
KPI Setting	Service Incident Management	Service Incident Management	Home Support Scheme	Patient Satisfaction Targets and Outcomes	Service Integration
	Operations QPS	Operations QPS	International Schemes	Patient Experience Advocacy	Deliver Performance Insights
		National Ambulance Service	National Pharmaceutical Unit	Complaints	Drive Data Culture
					Emergency Management

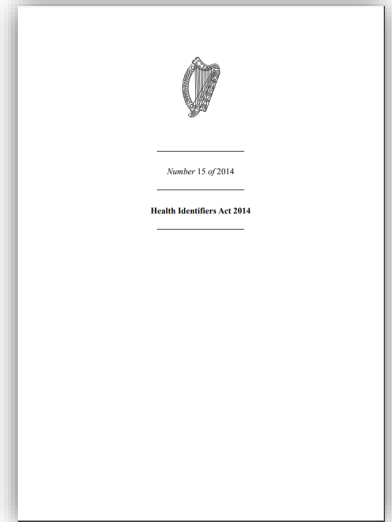


Legislation, Standards & Governance

The foundation on which the IHI is built and operated

Health Identifiers Act 2014

- Health Identifiers Act was enacted in 2014.
- Minister for Health delegated the operation of the Act to the HSE.
- Health Identity Management Services operate the Act on behalf of the Minister.
- HIDs Act governs two separate national databases:
 1. **The National Register of Individual Health Identifiers (IHIs)**
 2. **The National Register of Health Services Provider Identifiers**



Reference Link: [Health Identifiers Act 2014](#)

- HIDs Act 2014 defines who may access the National Register of IHIs and for what purpose i.e. ***“a specified person may access the National Register of Individual Health Identifiers for a relevant purpose”***.
- The Health Identity Management Service work with each potential IHI Consumer to ensure the access criteria are met in all Consumer Engagement projects.

HIDS Data Privacy Impact Assessments (DPIA)

Importance of Privacy Impact Assessment?

Purpose of the IHI Privacy Impact Assessment is to ensure that privacy related risks that arise during data collection, use and disclosure are mitigated using appropriate plans and measures - while allowing the Health Identifier objectives, outputs and deliverables of a project which involve the use of personal data, to be met.

Health Identifiers DPIA for Individual Health Identifiers

1. Aug 2016 – **Initial DPIA published**
2. Aug 2022 – **IHI Index Trusted Sources DPIA** completed and approved by HSE Data Protection Officer
3. Sept 2022 – **IHI Consumer Engagement DPIA** completed and approved by HSE Data Protection Officer

DPO Opinion in relation to Aug 2022 PIA : *“The DPO Office is satisfied with the use of new sources of demographic data in this activity to support the roll-out of the Individual Health Identifier service, as identified as a priority under the Slaintecare Implementation Strategy and Action Plan 2021-2023 which will contribute to the overall benefits of patient safety, patient data privacy and protection and service efficiency”.*

Covid DPIA also delivered in 2021 for the identity management services during COVID.

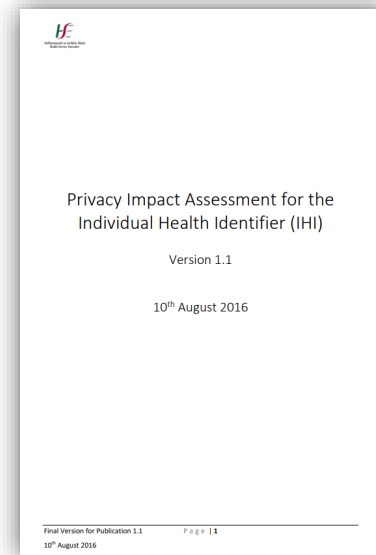
Governance and Legislation

Data Access and Information Governance Group (DAIM) and creation of a new sub committee specifically for Identity Management Services.

3 major changes in legislation –

- Commencement of Section 11 remaining subsections in full, SI 154/2022

addition to OIPs, SI 155/2022 2) Prescribing HSE and NTPF as health services providers SI 156/2022 3)



[DPIA for the IHI \(2016\)](#)

HSE Governance and Legislation

Governance

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Legislation

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- Prescribing HSE and NTPF as health services providers SI 156/2022

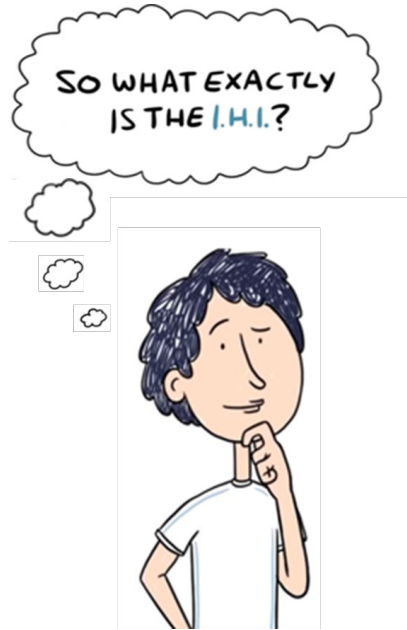




What is an IHI?

Benefits, format and data items

HE IHI – what is it?



The Individual Health Identifier (IHI) is a number that:

- ✓ Uniquely and safely identifies each person who uses a health service.
- ✓ Lasts for the lifetime of the individual, is uniquely assigned and will never be allocated to anyone else.
- ✓ Will enable the association of a **service user**'s healthcare records from different health systems improving patient safety, efficiency and protecting the patient's privacy.
- ✓ Will allow for **Healthcare Practitioners** to provide healthcare services to individuals supported by the mechanism to accurately associate service users with their records and communications, and enable the safe transfer of service user records electronically.



IHI Other Identifying Particulars (OIPs)

- HIDS Act 2014 legislates for the collection of OIPs for the purposes of assigning or matching an IHI with a client record.
- IHI Matching Logic - HIDS use **9 searchable OIPs** to safely match an IHI with a client record.
- Shared Matching Logoc

- Surname** (essential)
- Former Surname
- Forename** (essential)
- Middle Name
- Sex** (essential)
- Date of Birth** (essential)
- Place of Birth
- Date of Death
- Mothers Birth Surname**
- Nationality
- Home Address Line 1**
- Home Address Other Designation
- Home Address City
- Home Address County
- Home Address Country
- Eircode**
- Address Geo Coordinates

- Email
- Mobile Phone**
- Home Phone
- Other Phone
- PPSN**
- Unique System Identifier
- PCRS Scheme Number
- Medical Record Number
- IHI Number
- Safe Level
- Signature (not currently used)
- Photograph (not currently used)

Clinical Data
No clinical, or health related data, is processed or held by HIDS

“Core 4 Plus 1”


ESSENTIAL

Core 4 =

- Surname
- Forename
- Sex
- Date of Birth

Plus 1 =

- Address Line 1
- Eircode
- Mobile Phone
- PPSN
- MBFN



Response Payload

Where a successful IHI match is made, HIDS can return the following items at present:

- IHI
- Eircode
- DOD
- PPSN being technically enabled**



National Register of IHIs

Explaining the IHI process

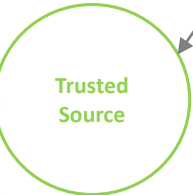
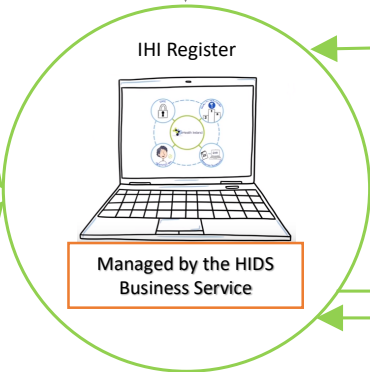


IHI Process Explained

The IHI is stored and administered in the **National IHI Register** which is located in a secure environment. Managed by HIDS.

A “**Trusted Source**” is a data source that is considered highly reliable and is used to populate or update the national IHI Register. Examples of trusted sources are the Public Service Identity dataset maintained by DSP or the HSE COVAX Vaccination Portal.

Any person availing of health or social care in Ireland can be matched with their IHI



Consumer systems are IT systems run by health and social care services. They engage with the HIDS Business Service to gain access to the IHI following a process of security and business engagement testing – e.g. PCRS, IPMS, NSS, etc

- First Name: John ✓
- Surname: Smith ✓
- DOB: 19/02/1978 ✓
- Gender: Male ✓
- Address: Main st ✓
- PPSN: 12345A ✓



Health Directory

Register of Practitioners Services, Locations & Organisations

Health Directory

What is Health Directory?

The **Health Directory** is a national database of Health Care Practitioners and Health Care Sites. It is part of the Health Identifier Service providing the HSE with an identity management service for Individuals and Health Services under the Health Identifiers Act 2014. Health Directory holds globally unique identifiers for the accurate identification of health care providers and their contact information.



Vision

All customers engaging with the Health Directory will be able to access reliable data of the highest quality.



Objective

To create a central repository for standard codes and identifiers for health-related entities.

The Health Directory Database has two main functions...



... From a business perspective

Providing the most up-to-date information in relation to health sites/locations, health care providers (practitioners & organisations) and services provided by the HSE.



... From a technical perspective

the Health Directory allows ICT systems to integrate on a technical level by using standard unique identifiers for health care practitioners, health care sites and health services and share information across numerous systems that may need to use the information.

What will Health Directory provide?

The Health Directory will provide a reliable 'source of truth' for data across different entity types. In other words, it will be a repository of current, up-to-date, quality assured and verified codes, health identifiers and data covering the following entity types:

- Practitioner
- Organisation
- Site/ Location
- Service





IHI and Health Directory in Action

Examples of current projects



IHI +Direct Interface

2020 – Mid 2022

- Focus on IHI Integration with COVID Systems-
- DQ as a service- Duplicates/GP Pharmacy System
- Rapid build and deployment
- Rapid Governance – SCV and DTTAS Sources

2022

- Mid Year rapid shift to BAU Consumers, as well as sustaining COVID.
- Safe switch off of SCV and DTTAS
- Rebuild IHI Index for BAU Consumers, SI delivered.
- Cyber Identity Management
- Primary focus on IPMS and GPs
 - Sept 2022 – IPMS Recommended
 - Nov 2022: GMS GPs seeded with IHIs

2023

- **IPMS** – continued rollout towards interoperability
- **Private GPs** – GP Private Patients via GP Systems
- **PCRS** – due to go live 30/01/2023
- **Community Projects** – engagement commenced with project teams across various national projects

IHI Direct Interface Systems

System	Total Requests	IHI Successful Match	IHI Unsuccessful Match	Total Match Rate
COVID Repository	23,335	18,821	719	83.74%
Healthcare Services Front Door	9,016	8,193	169	92.75%
Healthlink GP Vaccinations	15,012	14,669	228	99.23%
Healthlink Inbound	44,997	32,193	309	72.23%
Healthlink Outbound	514,399	333,543	3,239	65.47%
IBM COVAX	12,349	3,145	646	97.30%
iPMS - Dublin Midlands	90,527	61,104	690	68.26%
iPMS - Letterkenny	21,847	9,051	473	43.59%
iPMS - RCSI	99,537	74,918	713	75.98%
iPMS - SAOLTA	167,969	118,633	1,179	71.33%
PharmaVax	15,840	14,127	764	94.01%
SocratesGP PMS (3 x pilot sites)	977	496	1	50.87%
Ukraine - Temporary Protection Directive	2,575	2,530	44	99.96%*
Vaccination History	75,633	71,854	1,338	96.77%

* Ukraine IHI match rate relates to PPSN registered TPU Clients only

Q1 Pending Direct Interface Systems			
PCRS	Seeding and scenario testing complete. Go Live 26 Jan 2023		
Private GP Practices (Clanwilliam Socrates)	Testing complete. Go Live - pending decision on GP DSA format.		
Integrated Information Systems (IIS)	Block testing underway. Q1 go live anticipated.		
IPMS - UL Shared Regional instance	Go live pending		
IPMS - South Multi Campus	Go live pending		
IPMS - Children's Health Ireland	Go live pending		
IPMS - Coombe Women's Hospital	Go live pending		
IPMS - National Maternity Hospital (Hollis St)	Go live pending		
IPMS - Rotunda	Go live pending		
IPMS - Tallaght Hospital	Go live pending		
Q2 Pending Direct Interface Systems			
National Rehabilitation Hospital	Governance complete, testing underway.		
National Forensic Mental Health Hospital.	Governance complete, testing underway.		
Community Disability Children's Network Teams (CDNT)	Governance complete. Project to start.		



Highlights:

- 42 Hospital Sites across 11 IPMS system instances
- All non-s38 instances are complete / in progress
- 8 Voluntary Hospitals – Communication and governance in progress with these locations
- Technically led project to date
- 2023 Work streams requirement:
 - a) Data Quality
 - b) Communications
 - c) Staff Training
 - d) Interoperability
 - e) Secondary Usage
 - f) Audit

IHI IPMS Project							
IPMS System	Hospitals on this Instance	No Sites	Complete In Progress Yet to Start	Volume sent for IHI Matching	IHI Successful Match (Status 200)	IHI Match Unsuccessful (Status 404 Insufficient / Poor Data)	% IHI Match Rate
Letterkenny Single Instance	• Letterkenny (LUH)	1	Complete	401,264	116,433	198,239	36.5%
Saolta Multi Campus	• University Hospital Galway • Merlin Park University Hospital • Mayo General Hospital • Roscommon General Hospital • Portluncula Hospital • Sligo University Hospital	6	In Progress	1,428,843	901,324	512,864	63.9%
Midlands Multi Campus	• Midland Regional (Mullingar) • Midland Regional (Portlaoise) • Midland Regional (Tullamore)	3	In Progress	456,136	322,027	129,452	72.0%
NE Multi Campus	• Our Lady's Hospital, Navan • Our Lady of Lourdes, Drogheda • Cavan General • Louth County (Dundalk) • Monaghan General • Connolly Hospital Blanchardstown	6	In Progress	479,876	362,743	112,195	76.3%
UL Shared Regional Instance	• University Hospital Limerick • Ennis General Hospital • Reg. Ortho. Hospital (Croom) • St. John's Hospital, Limerick • Nenagh General Hospital • Reg. Maternity Hospital (Limerick)	6	Yet to Start				
South Multi Campus	• Cork University Hospital • University Hospital Waterford • Wexford General • St Luke's, Kilkenny • South Tipp General • Bantry General • Kilcreene Ortho • Mallow General • St. Finbarr's • Kerry General • Mercy University Hospital (Cork) • South Infirmary Victoria University Hospital	12	Yet to Start				
Children's Health Ireland	• CHI Crumlin • CHI Temple Street • CHI Tallaght (Emergency Care Unit) • CHI Connolly (Urgent Care Unit)	4	Yet to Start				
Coombe Women's Hospital	Coombe Women's Hospital	1	Yet to Start				
National Maternity Hospital (Hollis St)	National Maternity Hospital (Hollis St)	1	Yet to Start				
Rotunda	Rotunda	1	Yet to Start				
Tallaght Hospital	Tallaght Hospital	1	Yet to Start				
		42		2,766,119	1,702,527	952,750	



IHI + Development Pathway

Highlights:

- Approximately **28 Consumers at various stages** on our IHI Integration Development Pathway.
- 18.8m instances of IHI matching across a range of national systems – IHI seeding functions as a precursor to live IHI Integration
- **PCRS** – 10m IHI match exercise, precursor to direct IHI interface – due to go-live 30/01/2023.
- **National Screening Services (NSS)** have loaded 4.4m IHIs to their systems (24 Jan 2023). IHI enabling the development of a single National NSS register.
- **National Immunisation Office (NIO)** reseeding full 0-18 data set. IHI enabling the comparison of any missing data sets to support catch up vaccines communication.

IHI Development Pathway				
Project Name	Volume sent for IHI Matching	IHI Successful Match	IHI Unsuccessful Match	% IHI Match Rate
NSS Diabetic Retina Screen Programme	211,834	182,809	29,025	86.3%
NSS Bowel Screen Programme	1,417,556	1,364,869	52,687	96.3%
NSS Breast Check Screen Programme	1,034,512	947,176	87,336	91.6%
NSS Cervical Check Screen Programme	1,992,056	1,939,768	52,288	97.4%
PCRS	10,017,197	9,205,083	812,114	93.8%
Cyber Attack Data Project (Phase 1)	117,004	30,537	86,467	26.1%
Covid Care Tracker (CCT)	20,000	15,221	4,779	77.2%
Cyber Attack Data Project (Phase 2)	92,791	65,783	27,008	70.9%
InterRai	13,221	7,269	5,952	55.0%
Cyber (Phase 3)	55,699	37,608	18,091	67.5%
CCT - Phase 1	6,919,696	4,186,568	2,733,128	60.5%
CCT - Phase 2	2,665,356	850,430	1,814,926	31.9%
IIS Ukraine Data	50,746	50,202	544	98.6%
Case Management System - National Safeguarding Team	8,875	2,188	6,687	24.65%
Cyber (Phase 4)	8,105	5,539	2,566	68.3%
COVAX PPSN Duplicates	Several rounds of DQ reviews manahed by HIDS - COVAX IHI Match rate now 98%			
COVAX IHI Duplicates				
National Forensic Mental Health Services Data	Project commenced, in IHI Test.			
National Rehab Hospital	Project commenced, in IHI Test.			
IIS Waiting List Data	IHI Test underway.			
National Immunisation Team (0-18yrs)	Reseeding full 0-18 data set scheduled for week 30/01/2023			
Long Covid Study (FADA)	Governance Finalised, due to start			
PRECISE Study (Covid Healthcare Workers)	Governance in progress, project plan agreed.			
NTPF	HSE DSA amended, with NTPF Counsel			
Community Disability Network Teams (CDNT)	Existing DSA will cover IHI Integratiioon, project start Q1.			
Children's Health Ireland	Awaiting DSA signature.			
Fair Deal (NHSS)	Project agreed. Governance proposal with Fair Deal. Q1.			
National Cancer Registry Ireland	Project parameters under duscussion.			
Hospitals Medications Management (HMMS) E-Pharmacy	Project parameters under duscussion.			
Oral Health (HSE Dental and Orthodontic Services)				
HPSC - Central Infectious Disease Record				
Shared Care Record				
Organ Donation Transplant Ireland				
Audiology Services				
ICCMS (Integrated Community E-Health)				
Health Care Management System (HCM) (Diabetic Patient)				
	24,607,668	18,883,323	5,724,345	

Nov 2022

- GMS GPs seeded with IHIs via the monthly PCRS GMS GP Capitation download
- Series of FAQ guides issues to GMS GPs, dedicated email ihl@hse.ie established

Jan 2023

- Private GP Project go-live via Patient Management Systems.
- Live with 3 x Pilot Sites, ready for full go-live
- Working through governance, process and communications

Dec 2022

FAQ

GMS CAPITATION IMPORT WITH IHIS (GPCAP-IHI)

Q1: What is the GPCAP-IHI File?

This is the standard monthly PCRS GMS Capitation Report - the only difference is that the individual health identifier (IH) for each GMS patient may now be included.

Q2: Which GP Systems can download the GPCAP-IHI File?

At the moment, the GMS Capitation Import process is only available to download via the Clonwilliam GP Systems (Econotech). The requirement includes the functionality to import IH numbers through the GPCAP process is not currently available in Completed.

Q3: When will the IH be available for private Patients?

We're currently underway with vendors of the GP Practice Management systems that will support the rollout of IHI for private patients.

The IH Field for Private Patients will continue to display as xxx-xxx-xxxx until the go-live.

Q4: Should I add the IHI to patient labels or correspondence with Regattol?

At the moment, the focus of the project is to technically add the IH to the GMS Patient Record in your GP Practice Management System. Advice on guidance on adding the IH to correspondence and labels will follow at a later stage.

Q5: I have downloaded the GPCAP-IHI File, but am missing IHI for patients, what should I do?

No action is required by you - there may be some private patients. The GPCAP file only includes patients who hold a Medical Card or Doctor Visit Card. Therefore, for the moment, the IH will only be available for GMS patients within your patient information system.

Q6: I have downloaded the GPCAP-IHI file, but the IH field for my GMS Patients is still displaying as xxx-xxx-xxxx?

If checking the GPCAP-IHI file to see if a patient has an IH within it, it's important that the file is not opened and saved. If Excel on this will corrupt the IH numbers. Please use Notepad to open the file if possible.

Q7: I can see that there is an IHI in the GPCAP-IHI file, but the IHI is not loading into my patient management system, what should I do?

Please contact the Clonwilliam Service Desk who will be able to support you with this query.

Q8: I have downloaded the IHI onto my GMS Panel list - what do I do next?

Thank you, no further action required for the moment. You may wish to download the GPCAP-IHI file each month to update details of existing patients, or to bring in new GMS Patients.

Further Queries:
ihl@hse.ie


www.hse.ie

FAQ

GMS CAPITATION IMPORT WITH IHI (GCPAP-IH)

Q1: What is the GCPAP-IH File?
This is the standard monthly GMS Capitation Report. The only difference is that the name of the Health Identifier (IH) has been added to the patient identifier.

Q2: When will the file be available for general practices?
The file is currently available to all general practices in the GMS Capitation Import System (GMS-CAP-IMP) which is a secure web-based system. The file will be available to all general practices in the GMS-CAP-IMP system on 1st January 2023.

Q3: How do I download the GCPAP-IH File, but am missing the IHI for patients, what should I do?
We advise to regularly check the file. If you are missing the IHI for a patient, you should contact the patient's GP. The IHI is a number that uniquely and safely identifies each person and acts as a secure key to their vaccine record.

Q4: Should I add the IHI to patient labels or correspondence with patients?
At the moment, the focus of the project is to incorporate the IHI into the GMS-CAP-IMP system. It is not recommended to add the IHI to patient labels or correspondence with patients at this stage.

Q5: I have downloaded the GCPAP-IH File, but the IHI field for my GMS Patients is still displaying as the 'x' character?
It is likely that the GCPAP-IH file is not a patient file. It could be a file for a patient who is not registered with your practice. Please check the patient's details in the GMS-CAP-IMP system.

Q6: I have downloaded the file, what do I do with my GMS Patient list - what do I do next?
Please contact the HSE for more information on the GMS-CAP-IMP system. The IHI is a number that uniquely and safely identifies each person and acts as a secure key to their vaccine record.

Further Queries:
ih@hse.ie

hse.ie

REGISTERING FOR THE COVID-19 VACCINATION

In order to safely and efficiently vaccinate everyone in Ireland for COVID-19 you will need to register your details. Please refer to [hse.ie](https://www.hse.ie) for the current guidelines.

You will need to have your identifying details ready. The following details will support us in identifying you correctly:

First Name: John ✓
Surname: Smith ✓
DOB: 19/02/1978 ✓
Gender: Male ✓
Address: Main st ✓
PPSN: 12345A ✓

Additional Information

- For assistance to find your PPSN [click here](#)
- To find out more about the IHI [click here](#)
- For frequently asked questions [click here](#)

Confidentiality first

Any details you share with us will remain completely confidential and will only be used to identify you to connect you to your health record. The collection of this information for patient safety identification is underpinned by legislation and GDPR requirements. To learn more [click here](#)

Securely identifying you

The Individual Health Identifier (IHI) supports the registration process to securely link you to your health record.

I DON'T HAVE A PPSN, SO CAN I STILL REGISTER?

Don't worry, everyone availing of a health service in Ireland is entitled to an IHI. Just follow the instructions on the vaccination registration portal for next steps.

HOW WILL YOU FIND ME?

HOW WILL MY DATA BE USED?

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PPSN and IHI

Can I take your details? Individual Health Identifier

What does my health identifier do?
It is a number that uniquely and safely identifies each person that has used a health service in Ireland.

How does the IHI protect my details?
The IHI is a number that uniquely and safely identifies each person that has used a health service in Ireland.

What possible can I have when identifying you?
The key to link your health records that secure your details. Health care organisations will be securely connected with you.

Commoned cases
The IHI is a number that uniquely and safely identifies each person that has used a health service in Ireland.

How will you locate my IHI?
Using your PPSN to accurately locate your IHI. You can also find your IHI by using the IHI search tool on the HSE website.

Why are PPSN and IHI used?
PPSN is one of the most used data sources used by health care organisations. The IHI is a number that uniquely and safely identifies each person that has used a health service in Ireland.

How can we be sure that our personal information is secure and safe?
The IHI is a number that uniquely and safely identifies each person that has used a health service in Ireland.

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What is IHI? (Individual Health Identifier)

HELLO MY NAME IS

The IHI National Register has been created and populated with **4,775,629** records from a trusted data source.

The IHI is an identifier record and links to multiple medical records, the information held on the IHI includes:

- ✓ Surname
- ✓ Forename
- ✓ Date of birth
- ✓ Place of birth
- ✓ Sex
- ✓ All former surnames
- ✓ Mother's surname and date of deceased individual
- ✓ Nationality
- ✓ Passport number
- ✓ Signature
- ✓ Personal public service number (PPSN)
- ✓ Date of death in case of deceased individual

Who is issued with an IHI?
Everyone who uses our services will have an IHI number assigned by the HSE. It is only assigned to them and will never be reallocated to anyone else even after death.

The main benefit of IHI is to ensure patient safety and to securely identify a patient.

The IHI will help to improve the accuracy in processing medical records held in different healthcare organisations before we correctly identified.

The IHI is supported by The Health Identifiers Act 2014

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IHI in Action

HSE National Screening Service

4,634,629 IHI's linked to HSE Patient Records.
95% Overall IHI Match Rate

CervicalCheck	1,370,701 IHI's	97.38%
Diabetes Check	897,376 IHI's	93.56%
BowelScreen	1,246,285 IHI's	96.20%
Diabetic RetinaScreen	102,260 IHI's	86.3%

IHI Match Rate Improvements

NSS Patient Benefits

- 100% of patients are correctly identified
- 100% of patients are correctly identified
- 100% of patients are correctly identified
- 100% of patients are correctly identified
- 100% of patients are correctly identified
- 100% of patients are correctly identified

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The Health Identifiers Act

The new law called the Health Identifiers Act was passed in 2014

The Health Identifiers Act 2014 allows two new national data collections: the National Register of Individual Health Identifiers and the National Register of Health Services. These are two central computer systems that manage the IHI and are governed by legislation.

The Health Identifier Act 2014 allows the Minister for Health to designate specific functions under the Act to the Health Services Executive (HSE). A business unit within the Health Services Executive (HSE) will be set up to manage your health identifier record which consists of your IHI and other personal data.

The Health Identifier Act 2014 allows for the following data to be collected and stored in your health identifier record:

- ✓ Surname
- ✓ Forename
- ✓ Date of birth
- ✓ Place of birth
- ✓ Sex
- ✓ All former surnames
- ✓ Mother's surname and date of deceased individual
- ✓ Address
- ✓ Nationality
- ✓ Date of death
- ✓ Signature
- ✓ Personal public service number (PPSN)
- ✓ Date of death in case of a deceased individual

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HIDS Communications Material

- Communications Material used on training and partner calls to explain the IHI.
- Partners request these to share with their teams
- They explain the process and the governance to alleviate organizational anxiety
- 2023 plan to further develop these assets due to successful feedback

“Life is like the river, sometimes it sweeps you gently along and sometimes the rapids come out of nowhere.”

Emma Smith

HSE 2023 Operational Plan

Health Identifiers Service	Ukraine Data and Informatics	Human Digital Transformation	Digital Identity Wallet (Cúram)	Date Of Death
<p>Overview – Based on 2 products :</p> <ol style="list-style-type: none"> IHI Health Directory <p>The aim of the 1st product is to uniquely identify each person engaging with the HSE and relevant social care agencies</p> <p>The aim of the 2nd product is to provide a reliable 'source of truth' for data across different entity types (Practitioner, Organisation, Site/ Location, Service)</p> <p>Key Achievements in 2022</p> <p>IHI</p> <ul style="list-style-type: none"> COVAX (IHI live & Ongoing) and IPMS PCRS and GP Management Systems Specialised Care Services IIS Data Lake and InterRAI <p>HD</p> <ul style="list-style-type: none"> The legislative basis for moving away from Service and Covid Health Directory have been identified A high-level process flow for consumer engagement has been established A MVP for new health directory is approx. 90% complete A consumer-centric approaches to engagement and BAU tasks has been established <p>Milestones for 2023</p> <ul style="list-style-type: none"> IHI – To be decided Go-live with the MVP of the new health directory <p>Begin work on expanding into phase 1</p>	<p>Overview</p> <p>In August 2022, HSE went live with Digital Health status questionnaire for people displaced by the Russian invasion of Ukraine to provide healthcare and related services at NTC Citywest.</p> <p>Key Achievements in 2022</p> <ul style="list-style-type: none"> About 13,000 immigrants have taken up the questionnaire until today. With appropriate data governance, data pipelines and dashboards are setup with regular data feed through external sources from DEASP, DCEDIY and internal sources from PCRS, COVAX, BIU Acute hospitals providing access to over 150 Users within HSE <p>Milestones for 2023</p> <ul style="list-style-type: none"> Enable digital solution for all nationalities through Common Health Status Questionnaire. Strategic Rollout of Ukraine HSQ Digital Questionnaire access to CHOs with focus on sustainable service to onward pathways. 	<p>Overview -Based on 3 pillars –</p> <ol style="list-style-type: none"> Data and Digital Training Hybrid working model & Connected hubs Partnership with FIT (Fast track IT) <p>The aim of the (first pillar)programme is to equip HSE employees to understand health data, transform their data related skillsets and capabilities in providing solutions for better health/patient outcomes.</p> <p>Proposed Goal</p> <p>To deliver POC via a training programme comprising of bite size training developed by wider HSE teams . Date TBC (end of Feb)</p> <p>This session will determine the buy in and thereafter a business case put in place for sponsorship. And roll out to other areas of HSE and wider partnerships</p> <p>Opportunity</p> <p>To set up a PMO (project team) to lead and support the creation, roll out and adoption of the training programme and other 2 pillars across HSE and other partners</p>	<p>Overview</p> <p>Digital Identity Wallet (Cúram) mobile app enables patients to share their personal information digitally and with highest security standards for every HSE services.</p> <p>Key Achievements in 2022</p> <ul style="list-style-type: none"> Initial project benefits assessed through collaboration with specific end users (COVID19 vaccination centres) Project roll out approach drafted High level project roadmap created High level process flow drafted High level project governance drafted <p>Milestones for 2023</p> <ul style="list-style-type: none"> Project Kick off POC to be rolled out for COVID19 vaccination centres Roll out the digital credential for all HSE services 	<p>Overview</p> <p>As per the changes to Civil Registration ACT, 2004 HSE will be responsible to give a death notification in 24 hrs and issues cause of death in 5 days of death and pass the details electronically to GRO. This project is aimed to modify the death data collection process to adhere to the changes.</p> <p>Key Achievements in 2022</p> <ul style="list-style-type: none"> Research conducted on all the prior documentation created by GRO and HSE to come up with Existing death data collection process Proposed process for death data collection <p>Milestones for 2023</p> <ul style="list-style-type: none"> Identify collaborate with the stakeholders Prepare digital applications to capture death information

**CHANGE
IS
HAPPENING**





IHI Other Identifying Particulars (OIPs)

- HIDS Act 2014 legislates for the collection of OIPs for the purposes of assigning or matching an IHI with a client record.
- IHI Matching Logic - HIDS use **9 searchable OIPs** to safely match an IHI with a client record.
- Shared Matching Logoc

- Surname** (essential)
- Former Surname
- Forename** (essential)
- Middle Name
- Sex** (essential)
- Date of Birth** (essential)
- Place of Birth
- Date of Death
- Mothers Birth Surname**
- Nationality
- Home Address Line 1**
- Home Address Other Designation
- Home Address City
- Home Address County
- Home Address Country
- Eircode**
- Address Geo Coordinates

- Email
- Mobile Phone**
- Home Phone
- Other Phone
- PPSN**
- Unique System Identifier
- PCRS Scheme Number
- Medical Record Number
- IHI Number
- Safe Level
- Signature (not currently used)
- Photograph (not currently used)

Clinical Data
No clinical, or health related data, is processed or held by HIDS

“Core 4 Plus 1”

ESSENTIAL

Core 4 =

- Surname
- Forename
- Sex
- Date of Birth

Plus 1 =

- Address Line 1
- Eircode
- Mobile Phone
- PPSN
- MBFN

Response Payload

Where a successful IHI match is made, HIDS can return the following items at present:

- IHI
- Eircode
- DOD
- PPSN being technically enabled**

HE Identity Management Solution Sets

Identity Management Services provides operational supports to three broad product groups i.e., Identity Management, Data Quality enhancement, Corporate and Cross Government Collaboration. Identity management services operational support comprises of three components i.e., Governance & Legislation, Compliance & Audit and Engagement and is all underpinned by a Trust Framework.

		Components		
		Compliance and Audit	Governance and Legislation	Engagement
Products	Identity Management <ul style="list-style-type: none"> Individual Health Identifier Health Directory - GP File/ NH - Validator PPSN 	Secondary Use : When the data collected by organisation is used for different purpose other than for which it was collected Risk/Process/Ownership/ Governance : It is the process of identifying potential hazards to the business , taking accountability to reduce or eliminate the risk impact by proper strategic & governance model / policy HIQA Standards : The Health Information and Quality Authority (the Authority or HIQA) is the independent Authority established to drive high quality and safe care for people using our health and social care services	Data and Information Management (DAIM) : It is a governance forum that safeguards the privacy, confidentiality and security of personal health data while also assuring data quality Health Identifiers ACT : The Health Identifiers Act 2014 means that any person, who has used, is using or may use a health and social care service in Ireland will be given an individual health identifier a number which safely identifies them Health Act : An ACT to make further and better provision in relation to the health of the people	Communications : Communication in project engagement develops and sustains effective, trusted and collaborative relationships with stakeholders Change Management Process : Change management is a systematic approach to dealing with the transition or transformation of an organization's goals, processes or technologies Customer Centric Model : The process of carrying out a project in a way that enhances customer satisfaction, not just during the initial stage, but throughout the customer lifecycle PMO – Consumer Engagement of existing customers BRM
	Data Quality Enhancement <ul style="list-style-type: none"> Eircode , Email, Mobile Phone - Validator technical product PPSN Validator technical product x2 (modulus 23 – format and 2. exists) Date of Death(DoD), All Other Identifying Particulars (OIPs) 			
	Corporate <ul style="list-style-type: none"> Integrated Financial Management System (IFMS) Identifier for patient identification HR identifier to support staff and recruitment Identity 			
	Cross Government Collaboration <ul style="list-style-type: none"> Life Events Births Deaths 			
Services	Identity Management <ul style="list-style-type: none"> Data Quality Advisors e.g., Cyber support for strategy Education - Data Training Back-office setup Q Mark levels Dashboards 			

Cohesion, Clarity, Communication, Compliance = TRUST Framework

HSE Identity Management Services – Further Info



Further info available at:

<https://www.hse.ie/eng/about/who/national-services/individual-health-identifier/>

Additional Queries:

IHI@hse.ie

**THANK
YOU**