

06th November 2018

Our Ref: JC/JL
DG Ref: 514687

Ms Olive O'Connor
Castlebar Road,
Ballinrobe,
Co., Mayo

Re: Reference for Olive O'Connor

To whom this concerns,

In 2015, Ms O'Connor was commissioned by the HSE to oversee, manage and evaluate a national research project to measure the effectiveness of a patient health record information system. Ms O'Connor was also requested to provide advisory services to the HSE, in the form of patient advocacy. Ms O'Connor provided service user insights, skillsets and knowledge for numerous HSE working groups. Nationally, Ms O'Connor utilised both online and public platforms to discuss the importance of implementing 1) quality improvement methodologies 2) public patient involvement in the healthcare domain and 3) integrated care initiatives.

Within a set timeframe, Ms O'Connor effectively:

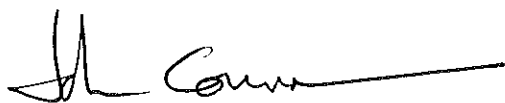
- Completed extensive primary and secondary research [workshops/focus groups/literature reviews]
- Presented a business case and cost/benefit analysis for the research project in hand
- Engaged with key decision makers in the HSE; various healthcare agencies and government representatives to 1) develop partnerships and 2) develop a framework for the research project
- Commissioned NUIG [National University Ireland Galway] to co-design, oversee and co-evaluate the study
- Presented to voluntary agencies and acute hospitals to demonstrate the rationale/scope for the project
- Successfully recruited two acute hospital sites and numerous voluntary agencies to participate in the project
- Co-designed the methodology, timeframes and criteria of the research with key stakeholders
- Co-designed robust ethics, consent and study policies, in line with HSE procedures [approved]
- Developed and implemented online survey tools for data collection, handling and storage
- Designed and delivered health literate educational materials/patient information leaflets
- Trained staff in acute hospitals/voluntary agencies on the best use/promotion of the information system and correct procedures for recruitment of stakeholders
- Advertised the project nationally using innovative, evidence based communicative on and offline tools
- Developed and provided an easy to use online platform [website] to recruit stakeholders for the study

- Facilitated, trained, educated & recruited service users, in person, in outpatient departments
- Utilised online platforms to engage and recruit patients, carers, families and health professionals
- Supplied a trained team and telecommunication services (helpline) for those recruited in the study
- Developed a clear and concise implementation guide for health professionals/staff
- Collected and collated data from respondents, in line with GDPR policies
- Evaluated and reported on the research, in collaboration with NUIG
- Launched the outcomes of the research, alongside key stakeholders, in the Royal College of Physicians, Ireland
- Delivered public presentations at national/international conferences to promote the methodologies and outcomes of the research (St. Luke's Symposium, eHealth Ecosystems, World Health Innovation Summit [UK], Maynooth University Ireland, Rotunda Hospital et al) and published online (website/social media/blogs)
- Published the research in the International Journal of Integrated Care and online (website/blogs/social media)
- Showcased the outcomes of the research at the Department of Health Patient Safety Conference 2015
- Provided the HSE with an externally evaluated report of the study (ECPD, Canterbury University, UK)

We acknowledge Ms O'Connor's commitment to health services and patient safety, of which is supported by the numerous awards she attained for her role in directing a national research project, as a patient lead. We commend her work and capability to articulate and demonstrate patient's needs and views. The HSE is open to Ms O'Connor's engagement in future advocacy/patient Services Initiatives, where such an opportunity may arise and there is scope for the involvement.

We would like to wish Ms O'Connor well in the future.

Yours sincerely,



John Connaghan,
Director General