

POSITION DESCRIPTION

Position Title	Parkville EMR – Executive Director		
Division	Office of the CEO		
Classification	AO99	Employment Status	Fixed term 3-year appointment Full time
Position reports to	RCH Chief Executive officer		
Direct Reports to position	1		
Location	The Royal Children’s Hospital, Flemington Road, Parkville		
Vaccine Risk Category	Category C – works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently		

Parkville Electronic Medical Record (EMR) Team

The Parkville EMR is a digital partnership between The Royal Children’s Hospital (RCH), Peter MacCallum Cancer Centre (Peter Mac), The Royal Melbourne Health (RMH) and The Royal Women’s Hospital (RWH). The Parkville EMR team (employed by RCH) maintains, operates, and optimises the Parkville EMR Service for the benefit of all 4 health services. The Parkville precinct partners are committed to continuing the success of the EMR to deliver the vision as a world class EMR, shared with patients, to support the delivery of safe, high quality and seamless healthcare across Parkville and improve health outcomes for all Victorians.

The Royal Childrens Hospital

The Royal Children’s Hospital’s (RCH) vision is “A world where all kids thrive”, we believe that all children and young people should have the same opportunity to realise their potential.

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children’s Campus, partnering with Murdoch Children’s Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children’s Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

Peter MacCallum Cancer Centre

The Peter MacCallum Cancer Centre (Peter Mac) is a Victorian public health service and a world-leading comprehensive cancer centre seeking to excel across all spheres of clinical care, research, and education. We have the largest cancer research enterprise in Australia and provide treatment to about 40,000 people with cancer each year.

We have a leading role in fundamental, translational, and clinical cancer research that drives excellence in cancer care. We are dedicated to lifting the standard of cancer care for all Australians and continuously innovating to increase access to care, maximise quality of life and improve patient outcomes. We work in collaboration with partners across the state to ensure every Victorian gets access to the best cancer care. We are also increasing our national and global presence and furthering our existing impact on cancer care through education and by leading and collaborating on landmark cancer research locally and worldwide. Everything we do is underpinned by our core values, excellence, compassion, and innovation.

The Royal Melbourne Hospital

The Royal Melbourne Hospital (RMH) is one of Victoria’s largest public health services, employing approximately 10,000 staff and managing over 1,400 beds. We provide comprehensive acute, sub-acute, general, specialist medical and mental health services through both inpatient and community based facilities through the following services: The RMH – City Campus, The RMH – Royal Park Campus, North Western Mental Health and The Doherty Institute for Infection and Immunity. We provide one of the two adult major trauma services to the state of Victoria.

The RMH provides services to the culturally diverse communities of northern and western metropolitan Melbourne, as well as providing general and specialist services to regional and rural Victorians as a tertiary referral service. All The RMH services provide person-centred care. This ensures that the care received is timely, patients and family/carers are treated with respect, and that effective communication occurs with patients and family/carers about all aspects of care.

The Royal Women's Hospital

Since 1856, the Royal Women's Hospital (the Women's) has been providing health services to women and newborn babies in Victoria. Today, the Women's is one of Australia's leading specialist public hospital dedicated and advocating for the health and wellbeing of women and newborns. Through our campuses at Parkville and Sandringham and by supporting ten research centres, the Women's is advancing healthcare for women in maternity services and the care of newborn babies, gynaecology, women's health and women's cancer services. The Women's believe that health equity for all women is more than a vision; it is the essence of who we are and what we do encompassing our values, role and purpose.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE PURPOSE

The EMR Executive Director role is responsible for the strategic leadership, vision and direction of the Parkville EMR, whilst also providing management and leadership of the Parkville EMR team, and driving outcomes for the Parkville Precinct. The EMR Executive Director will build strong working relationships with the Parkville Precinct CEOs, COOs, CIOs and EMR Directors to shape the Parkville Precinct strategic roadmap and direction, fostering growth and innovation, precinct wide improvement and driving positive impact. The role is accountable to all the Parkville Precinct CEOs as the partners of the Parkville EMR and will be a key ambassador for the Precinct. The role will work closely with the Parkville EMR Executive committee and report to the RCH CEO for operational matters and be employed by the RCH.

KEY ACCOUNTABILITIES

Strategy and Planning

- Working with Parkville Precinct partners to develop a precinct EMR vision and strategy which optimises the Parkville EMR, in the context of precinct partners digital strategies and plans
- Lead identification of opportunities for strategic development of the Parkville EMR
- Provide strategic advice and leadership for eHealth and EMR future initiatives
- Lead the development of the Parkville EMR prioritisation and improvement framework to ensure health service initiatives are managed, agreed and delivered on time and within budget
- Ensure relevant governance, assurance and reporting for all strategic projects and continuous improvement initiatives

Engagement and Delivery

- Maintain strong working relationships with the Parkville Precinct Partner CEOs and Executives
- Ensure focus on EMR functionality to support key users within the clinical interface
- Facilitate, support and participate in Parkville EMR Governance processes
- Manage relationships with external vendors and partners including Epic, Victorian Department of Health, and other related stakeholders
- Lead the development of collaborative, constructive and productive precinct relationships
- Ensures stakeholder expectations are identified and managed in a collaborative way
- Leads and drives development of Service level agreements (SLAs) with partners to ensure shared understanding of expected service levels, accountabilities and performance
- Oversee the management and optimisation of the Parkville EMR team ensuring the security, privacy and integrity of patient data

Technical Expertise

- Develop and maintain a detailed understanding of the technical complexities of the Epic EMR and breadth of current issues faced by the precinct in delivering the EMR service
- Oversee identification and management of EMR related risks and incidents, sharing learnings with precinct partners
- Oversee the development of a technology roadmap, detailing the complexities of the Parkville EMR architecture, identifying areas for growth and opportunities for improvement / efficiency
- Ensure performance measures of technical vendors are in place, managed, monitored, and reported

Operational

- Create a positive and supportive work environment for all Parkville EMR team members
- Develop vision, strategy and clear objectives for EMR team that informs and directs effort
- Ensure operational structure maximises team functioning and achievement of objectives

- Use data to monitor performance against objectives and proactively manages performance
- Ensure operational performance and sustainability of the Parkville EMR team, and engagement with wider digital ecosystem
- Establish and embed precinct- endorsed work systems which deliver operational excellence
- Integrate industry knowledge with financial and commercial data to proactively identify and assess options for improvement and growth
- Provide clear direction to Parkville EMR Team on responsibilities, plans and ensure staff are trusted, accountable and work is completed within agreed timeframes and to Service Level Agreement requirements
- Manage Parkville EMR Team budget and expenditure ensuring compliance with financial management principles and policies of the relevant health services
- Manage all existing and new EMR related contracts including maintenance of vendor relationships and monitoring of performance, authorisation of payments, contract compliance and deliverables within agreed timeframe, cost and quality
- Provide regular status reports to the EMR Executive committee of team performance and activity
- Identify and manage all EMR related risks and incidents and develop and implement strategies/mitigation activities to reduce/eliminate identified risks and incidents

QUALIFICATIONS AND EXPERIENCE

This is an executive management position and would suit a candidate with:

Essential:

- Tertiary qualifications in a related field along and/or relevant industry experience
- Experience in working with EMR or e-Health systems – minimum of 5 years
- Superior written and verbal presentation skills
- Experience in senior leadership position and management of staff and external vendors
- Demonstrated ability to engage and build strong relationships
- Demonstrated commitment to lead and contribute as part of a team
- Experience in continuous improvement
- Ability to work autonomously

KEY SELECTION CRITERIA

- Expert knowledge and demonstrated EMR application management experience
- Extensive Technical EMR expertise and experience leading teams of technical experts
- Demonstrated experience in managing a highly effective large team of staff
- Demonstrated knowledge of EMR environment including application, infrastructure and end user devices
- Demonstrated experience in IT support processes and systems in a complex environment
- Broad experience and knowledge business critical systems in health care applications
- Demonstrated project and vendor management experience
- Proactive management style and takes initiative and responsibility
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation and consultation
- Demonstrated experience working with, engaging and collaborating with a wide range of stakeholders
- Highly outcomes focussed (often through collaborative efforts)
- Able to work in a highly collaborative and fast paced environment
- Excellent problem solving and multitasking skills
- Demonstrates independent judgement, initiative and influencing skills

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious – We are creative, playful and collaborative
- Courageous – We pursue our goals with determination, ambition and confidence
- Inclusive – We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind – We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

March 2024