

Position Description

Position title	Parkville EMR Integration Analyst
Department / Division	Information & Communication Technology Department (ICT)
Classification	Grade 7 Year 1 – Grade 7 Year 5 (A071– A075)
Position reports to	Parkville EMR Integration Lead
No. of direct & indirect reports	0
Location	The Royal Children's Hospital, Flemington Road, Parkville
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)

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 Children's Hospital

The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.

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.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <https://www.rch.org.au/quality/child-safety/>.

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

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.

ROLE PURPOSE

As an Integration Analyst you will be responsible for the delivery of integration services used to manage the transfer of mission-critical data between the Parkville EMR and key precinct information systems.

The Integration Analyst will report to the Integration Lead and will work with the EMR Technology teams and Application Managers, IT architects and teams across the precinct and internal and external stakeholders and vendors to ensure the EMR service maintains strong and reliable data messaging integrations.

KEY ACCOUNTABILITIES

Relationship Management & Communication

- Be a liaison between the Technical Integration team, the wider EMR functional / application teams and Parkville Health services' application and integration teams;
- Lead in the development and building of capability within the Parkville EMR integration team.
- Engage with health services working closely to determine standard work practices and translate these into integration and data management business requirements and solutions that meets their needs;
- Workshop multiple solutions to problems identified and communicate options with stakeholders and agree a way forward;
- Establish and manage relationships with external vendors including Victorian OCIO Design Authority team;

- Present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding of the problem and proposed solution;

Integration Service Management

- Ensure day-to-day management of technical integration services are delivered in a manner that aligns with organisational operational and strategic requirements;
- 24 x 7 rostered support of technical integration services including active monitoring and resolution of issues, and working with the EMR team, key vendors and other ICT technical staff to provide support of the service both in- and out of core business hours.
- Participate in the medium and long term system lifecycle to ensure the on-going sustainability of technical integration services;
- Liaise with vendors, service providers and other stakeholders to ensure deliverables are achieved;
- Initiate and complete the development and maintenance of relevant technical documentation including specifications, system documentation, change requests, operational calendar and incident reviews;
- Participate in the establishment and operational management of effective change control of the integration environment to effectively manage change and minimise risks associated with planned changes;
- Identify, communicate and assist with management of technical integration risks and issues and develop and implement strategies/mitigation activities to reduce/eliminate identified risks and issues.

Technical expertise

- HL7 and data analysis skills adhering to organisation and state-wide standards and compliance
- Development, testing, implementation and maintenance of HL7 interfaces using the Rhapsody Integration Engine with adherence to standards and procedures
- Coordination of user acceptance testing, including the development and maintenance of test plans, execution of user acceptance testing and supervision of prioritisation and remediation of issues identified through testing
- Able to develop in Java / JavaScript with experience in object-oriented analysis and design
- SQL and web services skills
- Ability to investigate and resolve problems within Rhapsody and Windows environments, including but not limited to logs and managing exceptions
- Maintain knowledge in the overall Parkville EMR information management model and a working knowledge of downstream applications
- Documentation skills of integration systems, services and processes including data mapping of integrating applications
- Assist with the maintenance of integration infrastructure including support, upgrades, problem diagnosis and performance tuning.
- Utilise ITIL-based service management tools and processes including review cycles to continuously improve the delivery and management of integration services

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in a related field and/or several years relevant industry experience
- Demonstrated experience in:
 - HL7 knowledge and Rhapsody
 - Designing, developing and supporting HL7 and other health related interfaces
 - Use of Java, JavaScript and/or other object-oriented development languages
 - Strong data analysis skills
 - Use of Agile and/or traditional software development methodologies

Desirable:

- Microsoft SQL experience highly desirable
- .net developer experience highly regarded.
- ITIL experience
- EPIC Bridges Integration experience

KEY SELECTION CRITERIA

- Knowledge of data integration methodologies, tools and processes including HL7
- Demonstrated experience developing and supporting HL7 interfaces using Rhapsody or an equivalent integration platform environment
- Experience and knowledge of key health care applications, such as Patient Administration Systems and Electronic Medical Record systems
- Experience in using ITIL-based processes to deliver effective support to identify and resolve integration issues in a mission critical environment
- Demonstrated ability in dealing with internal/external stakeholders and vendors and excellent oral and written communication skills
- Demonstrated ability to work collaboratively with colleagues in a team-based environment with individual and shared deliverables
- Demonstrated ability dealing with internal/external stakeholders and vendors;
- Excellent oral and written communication skills;
- Competent in using MS Project, Visio, Word and Excel to support PM admin functions

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.
- This position will be required to work after hours as delivery needs require including on a rotating on call roster and will be remunerated as per the award entitlements.

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 LGBTIQI community and people with disability.

INHERENT REQUIREMENTS OF THIS ROLE

There are a number of critical work demands (inherent requirements) that are generic across all positions at The Royal Children's Hospital. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Workplace Health & Safety.

Physical Demands		Frequency
Work Hours	This role is typically performed during standard business hours	Yes
	This role requires shift work, including day, afternoon, night & weekends	No
	This role is required to participate in an on-call roster	Yes
Sitting – remaining in a seated position to complete tasks		Prolonged/Constant
Standing – remaining standing without moving about to perform tasks		Occasional
Walking – floor type even, vinyl, carpet		Frequent
Lean forward/forward flexion from waist to complete tasks		Not Applicable
Trunk twisting – turning from the waist to complete tasks		Not Applicable
Kneeling – remaining in a kneeling position to complete tasks		Not Applicable
Squatting/crouching – adopting these postures to complete tasks		Not Applicable
Leg/Foot movement – to operate equipment		Not Applicable
Climbing stairs/ladders – ascending/descending stairs, ladders, steps		Frequent
Lifting/Carrying	Light – less than 5 kilos	Frequent
	Moderate – 5-10 kilos	Not Applicable
	Heavy – 10-20 kilos	Not Applicable
Push/Pull of equipment/furniture	Light forces – less than 10 kilos	Occasional
	Moderate forces – 10-20 kilos	Not Applicable
	Heavy forces – over 20 kilos	Not Applicable
Reaching – arm fully extended forward or raised above shoulder		Not Applicable

Head/Neck Postures – holding head in a position other than neutral (facing forward)		Frequent
Sequential repetitive actions in short period of time	Repetitive flexion & extension of hands, wrists & arms	Prolonged/Constant
	Gripping, Holding, twisting, clasping with fingers/hands	Prolonged/Constant
Driving – operating any motor-powered vehicle with a valid Victorian driver's licence		Not Applicable
Sensory Demands		
Sight – use of sight is integral to most tasks		Prolonged/Constant
Hearing – use of hearing is integral to most tasks		Prolonged/Constant
Touch – use of touch is integral to most tasks		Prolonged/Constant
Psychosocial Demands		
Observation skills – assessing/reviewing in/outpatients		Not Applicable
Problem solving issues associated with clinical and non-clinical care		Prolonged/Constant
Attention to detail		Prolonged/Constant
Working with distressed patients and families		Not Applicable
Dealing with aggressive and uncooperative people		Occasional
Dealing with unpredictable behaviour		Occasional
Exposure to distressing situations		Rare

Definitions used to assess frequency of tasks/demands as above	
Prolonged/Constant	71-100% of time in position
Frequent	31-70% of time in position
Occasional	16-30% of time in position
Rare	0-15% of time in position
Not Applicable	

Position description last updated	May 2024
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