

Position Description

Position title	Parkville EMR AMS/Bugsy Analyst
Department / Division	Parkville EMR
Classification	Grade 3: SX6 – SX81
Position reports to	Parkville EMR Beaker Project Manager
No. of direct & indirect reports	N/A
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.

Parkville Connect Project

As part of the Parkville Precinct's broader digital transformation strategy, a dedicated project will deliver the full implementation of the Buggy Infection Prevention and Control (IPC) and Antimicrobial Stewardship (AMS) module within the precinct-wide Electronic Medical Record (EMR) system. This implementation will occur in parallel with the Pathology Connect Project, which is delivering a new, unified Laboratory Information System (LIS) across the same health services.

The Buggy implementation project is a key initiative supporting enhanced infection control, improved antimicrobial stewardship, and strengthened clinical safety across The Royal Melbourne Hospital, The Royal Women's Hospital, The Royal Children's Hospital, and Peter MacCallum Cancer Centre.

ROLE CONTEXT

The Buggy application analysts will work alongside the LIS application analysts, with a focus on the delivery of IPC and AMS workflows, alerts, surveillance, and reporting functionality within the EMR. This work will build on existing infection control frameworks and enable tools that support both patient safety and data-driven clinical decision-making.

ROLE PURPOSE

This pharmacist role is responsible for the design, build, testing, implementation, and support of infection prevention and control and antimicrobial stewardship workflows within the EMR, using the Buggy module. Application analysts will be responsible for translating clinical and business needs into EMR configurations and workflows, ensuring alignment with best practice and the goals of the Buggy implementation. Throughout the program regular communication with relevant stakeholders, listening to and analysing their needs, and negotiating agreed outcomes will be essential. All analysts must attend EMR application training and successfully achieve certification.

KEY ACCOUNTABILITIES

Application Analyst Duties

- Design, build and test an integrated infection prevention and control (IPC) and antimicrobial stewardship (AMS) solution, ensuring a standardised approach that meets the workflow requirements.
- Ensure the IPC and AMS design and build is undertaken in close consultation with subject matter experts and key stakeholders such that agreed designs are fit for purpose and safe and considers any overlapping workflows and functions.
- Ensure the design and build is well integrated with existing EMR and Beaker project designs, and the appropriate health service, EMR, and technical stakeholders are engaged as appropriate.
- Identify impacts to existing solutions, users and processes and develop solutions to mitigate/manage issues to ensure workflows are acceptable.
- Ensure the IPC and AMS design meets the necessary regulatory and safety requirements.
- Work with technical team members to support data migration. Ensure all application build and workflow logic have been decided, configured, and validated in a timely manner to support data migration activities.
- Work with Project leads, subject matter experts and key stakeholders to define business requirements, required data and workflows for the new IPC and AMS solution.
- Under Project Manager guidance, contribute to the development and maintenance of test plans and scripts.
- Participate in application and user acceptance testing.
- Ensure the application is built to generate the necessary reports and dashboards for your workstream (in combination with report writers)
- Support the Parkville EMR Trainer in design and delivery of training content and plans.
- Support technical dress rehearsal activities as required.
- Participate in solution cutover planning, dress rehearsal activities, data migration cutover and go-live activities.
- Provide support for end users during and after go-live as part of a hypercare and post hypercare roster.
- Configure, build, test and perform system tasks to ensure the EMR application is available, current and well maintained.

Program Delivery and Governance

- Monitor progress, key milestones, and project deliverables according to project plan with strict adherence to deadlines and communication with manager and other teams regarding progress.
- Develop and critically review project documentation including specifications, project plans, status reports, change requests, work plans, risks, and issues logs.
- Communicate and track all allocated project activities and objectives including weekly reporting of status and risks.
- Identify risks and issues and develop and implement strategies / mitigation activities accordingly.
- Participate in governance activities required to support decisions.
- Support vendor status updates.
- Define, articulate, and document processes and procedures.
- Critically review design documents and specifications with an eye for detail.

Stakeholder Engagement

- Develop and maintain a good working relationship with relevant departments and clinical teams at each partner Health Service to ensure the system configuration aligns with Parkville EMR requirements and strategic direction.

- Establish and maintain close communication with subject matter experts, key stakeholders, Beaker project implementation team, Parkville Precinct teams (including technical teams), the Parkville EMR team and its stakeholders.
- Communicate and collaborate with health service staff, including assisting in software demonstrations to stakeholders, end user workshops to assess functionality and design decisions, or individual meetings.
- Assist in management of problems and address questions from end users.
- Present to groups of people where required.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in a related field and/or relevant industry experience spanning 7+ years
- Current registration with the Australian Health Practitioner Regulation Agency
- Knowledge of PBS requirements and medication catalogues such as the Australian Medicines Terminology
- Demonstrated ability to engage and build strong relationships
- Demonstrated ability to lead and contribute as part of a team

Desirable:

- Clinical experience in public hospitals within the Parkville Precinct is favourable
- Operational knowledge of infection prevention and control, antimicrobial stewardship and the associated clinical setting
- Experience across an ICT project lifecycle (design, build, testing, cutover, and support) with previous EMR system experience highly regarded
- Epic Willow or Bugsy certification and/or equivalent experience highly regarded

KEY SELECTION CRITERIA

- Highly developed analytical and innovative problem-solving skills
- Strong influencing and stakeholder management skills
- Proactive and takes initiative and responsibility
- Well-developed organisational skills and ability to manage conflicting priorities to meet deadlines
- Demonstrated ability to work with colleagues in a team-based environment with individual and shared deliverables
- Sound operational knowledge of infection prevention and control workflows and antimicrobial stewardship in a hospital setting, including relevant policies, procedures, and regulatory requirements
- Strong interpersonal skills and excellent oral and written communication skills, with particular emphasis on gaining consensus, facilitation and consultation
- Experience in managing complex work environments and conflicting stakeholder interests
- Ability to present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding
- Competent in using Microsoft Project, Visio, Word and Excel to support project management functions
- Ability to clearly define, articulate and document strategy, processes, and procedures
- Ability to critically review design documents and specifications with an eye for details

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's Check throughout their employment
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.
- This position may be required to work on a rotating on call roster after hours 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 LGBTQI community and people with disability.

Position description last updated

May 2025