Position Description

Position Title	Electronic Medical Record (EMR) Identity and Patient Movement Analyst		
Department / Division	EMR Team		
Classification	A061 – AO65	**Employment Status**	Full Time, fixed term
Position reports to	EMR Support Services Application Manager		
Location	The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital

The Royal Children's Hospital (RCH) has cared for the children and young people of Victoria since it was founded in 1870. As a tertiary and quaternary centre, the RCH cares for the most critically ill and medically complex paediatric patients in Victoria. In addition to providing a full range of clinical services, the hospital also supports many health promotion and prevention programs. With more than 6,000 staff, 12 wards and 350 beds, the RCH is the major specialist paediatric hospital in Victoria, and also provides care for children and young people from Tasmania, southern New South Wales and other states around Australia and overseas.

We are the state's busiest paediatric Emergency Department, often experiencing more than 300 presentations on any given day. The RCH is committed to working with health services across the state and plays a significant role in many critical state and nationwide services. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time, for the benefit of all Victorian children. The Royal Children's Hospital is committed to the safety and wellbeing of all children and young people. Click here for further information on our Commitment to Child Safety: http://www.rch.org.au/quality/child-safety/

In April 2016, the RCH became the first Australian hospital to implement the world-leading 'Epic' electronic medical record (EMR) and in 2020 the Connecting Care program extended the RCH Epic EMR system to the Parkville health services Melbourne Health (MH), The Royal Women's Hospital (RWH) and Peter MacCallum Cancer Centre (PMCC). With the transition of the Connecting Care program from project to business as usual support the RCH will continue to maintain, operate and optimise the Parkville EMR Service for the benefit of all 4 health services. RCH is committed to maintain and continue the success of the EMR to deliver the program 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 RCH is located within the Melbourne Biomedical Precinct, which is home to more than 45 world-class biomedical organisations, with collectively more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region.

Further information on the RCH including the new RCH Strategic Plan 2019-21 Great Care, Everywhere is available at www.rch.org.au<http://www.rch.org.au>

ROLE PURPOSE

The EMR Support Services Team includes EMR Help Desk, Patient Identity management to support the Enterprise Patient Master Index (EMPI), patient movement workflows and support, patient duplicates and merging, security profiles and templates, users and providers, external providers, billing, reporting and data analytics, Release of Information (ROI), medico-legal support, privacy, chart corrections, deficiency tracking and coding workflows, reporting to the EMR Support Services Application Manager.

The EMR Identity and Patient Movement Analyst will be responsible for the design, build, testing, configuration, testing, installation and support of the EMR Patient Identity management to support the Enterprise Patient Master Index (EMPI) and patient movement workflows.

As the EMR Identity and Patient Movement Analyst you will support system configurations for the identity and patient movements to align local requirements and strategic directions, you will ensure the delivery of the identity and patient movements solutions to meet the needs of all 4 health services to maximise streamlined and standardised workflows. You will align local requirements and strategic directions to ensure the delivery of the identity and patient movements to maximise Parkville EMR for all.

You will work collaboratively with the EMR leadership team, EMR team, EMR vendor, adoption managers, technical teams and local health services to ensure the EMR is maintained, operates and optimised for the Parkville EMR Service for the benefit of all 4 health services.

This position may be required to work on a rotating on call roster after hours and will be renumerated as per the award entitlements.

KEY ACCOUNTABILITIES

Application Support
- Actively monitor, resolve and troubleshoot incident and service requests to provide a responsive and agile day to day support service that meets the needs of the Parkville EMR Service;
- Perform analysis of workflows, enhancement requests and other technical issues associated with the EMR and develop functional and technical solutions that reflect an in-depth understanding of the user's requirements;
- Configure, build, test and perform system maintenance tasks to ensure the EMR application is available, current and well maintained;
- Design and build approved EMR Identity and Patient Movement Application optimisations to ensure that end users are effectively engaged in the continuous improvement of the EMR to continue to support and improve the delivery of care provided;
- Support external software partners and ensure integration is achieved between the EMR and PAS systems;
- Complete allocated special updates (SU) and system upgrades including review of release notes, build, testing and identification of training and workflow impacts;
- Design, validate and confirm any new or changed system functionality with impacted stakeholders;
- Perform system testing, including the development and maintenance of test plans, scripts, execution of testing and remediation of issues identified through testing;
- Specialised knowledge of Patient Administration System (PAS) across 4 health services;
- Maintain system, training and support documentation;
- Other tasks as directed by EMR Support Services Application Manager and/or Identity and Patient Movement Lead analyst.

Incident Management, Business Continuity and System Outage Management
- Assist with co-ordination of planning for system outages, upgrade and system updates;
- Perform EMR Triage Manager role out of hours when rostered;
- Participate in post-implement reviews for relevant critical EMR incidents and planned outages;
- Monitor and maintain the EMR Business Continuity Access systems.

Training Support
- Identify changes required and update training materials and training environment;
- Deliver EMR training when required;

Relationship Management & Communication
- Develop and maintain a good working relationship with EMR vendor, relevant departments and ICT teams at each Health Service to ensure the system configuration aligns with local requirements and strategic directions;
- Work closely with health service clinical services to understand and prioritise enhancement requests that support clinical workflows;
- Support and participate in Parkville EMR committee meetings;
- Provide support for Application optimisations to ensure that end users are effectively engaged in the continuous functionality including documentation of visits and mobility solutions;
- Provide multiple solutions to problems identified and communicate options with stakeholders and agree a way forward;
- 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;
- Assist in management of problems and address questions from end users.

Technical expertise
- Epic HIM/Identity certification and demonstrated knowledge of Epic Support Services applications;
- Demonstrated knowledge of Epic EMR environment including; design, build, overall architecture, end user devices and interfaces;

Transforming care and research in Parkville

Peter Mac
Peter MacCallum Cancer Centre

The Royal Children's Hospital Melbourne

the women's
the royal women's hospital

MELBOURNE HEALTH

Connecting Care

- Maintain working knowledge of interfaced applications.

Generic requirements
- Ability to clearly define, articulate and document strategy, processes and procedures;
- Ability to critically review design documents and specifications with an eye for detail;
- Ability to present to groups of people.

QUALIFICATIONS AND EXPERIENCE

This is an EMR Analyst position and the successful applicant will have:

Essential:
- Tertiary qualifications in a related field along and/or relevant industry experience
- Epic HIM/Identity certification and/or equivalent experience;
- All clinical professionals must meet credentialing requirements;
- Proven experience in a leadership position and experience working as a senior team member;
- Demonstrated ability to engage and build strong relationships;
- Demonstrated commitment to lead and contribute as part of a team;
- Demonstrated proficiency in the use of established administrative processes;
- Experience in continuous improvement;
- Ability to work autonomously.

Desirable:
- Experience working in a tertiary hospital environment is highly desirable;
- Experience with Patient Administration Systems is highly desirable;
- Experience working with EMRs and/or Healthcare/eHealth applications will be highly regarded;

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;
- A current, full drivers 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.

KEY SELECTION CRITERIA

- Demonstrated experience in build, maintenance and support of the EMR system;
- Demonstrated knowledge of EMR change control and support procedures;
- Advanced skills in workflow review and design and proven ability to deliver solutions that meet the needs of end users;
- Demonstrated knowledge of EMR environment including application, infrastructure and end user devices;
- Broad experience and knowledge of other health care applications used within Parkville health services;
- Ability to achieve work deadlines, prioritise workload and competing demands;
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation and consultation;
- Highly developed analytical and innovative problem solving skills;
- Ability to present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding;
- Excellent oral and written communication skills;
- Highly developed attention to detail;

- Excellent organisational and planning skills;
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions to problems and provide advice in area if expertise;
- Ability to handle confidential and sensitive information with discretion;
- Advanced MS Visio, Excel and Word skills.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:
- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

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, all members of the LGBTQI community and people with disability.

| Position description last updated | July 2020 |