

Position Description

Position title	Parkville EMR Pathology Connect Application Lead		
Department / Division	Parkville EMR		
Classification	Grade 8 Year 1 – Grade 8 Year 5 (AO81 – AO85)	Employment Status	Full Time, Fixed Term 2-year contract
Position reports to	Parkville EMR Project Manager - Pathology Connect		
No. of direct & indirect reports	Up to 10		
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 (The Women's). 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 CONTEXT

Pathology Network West is an exciting transformation program spanning the four health services of the Parkville Precinct: The Royal Melbourne Hospital, The Royal Women's Hospital, The Royal Children's Hospital and Peter MacCallum Cancer Centre. This strategic program will amalgamate the pathology services within the Parkville Precinct forming a new public pathology entity that will provide world-class, research-led public pathology services. The Parkville Precinct has a strong history of collaboration with each health service taking responsibility for precinct-wide reforms. The Royal Melbourne Hospital is the lead site for the PNW Program, maintaining continued close relationships with the hospitals throughout the PNW Program.

One of the key pillars of the PNW Program is the Pathology Connect Project. The objective of the Pathology Connect Project is to implement a single Laboratory Information System (LIS) solution to support the delivery of pathology services across the new public pathology entity. The Pathology Connect Project will focus on the seamless integration of the LIS solution with Parkville Precinct health systems and services. To deliver the integrated solution the project requires a dedicated team. The team will work with stakeholders to implement agreed workflows and designs for each discipline across the services, building on the information gained in the Implementation Planning Study and stakeholder consultations.

ROLE PURPOSE

This role is responsible for leading a team of Application Analysts to support the design and end-to-end implementation of workflows for the Laboratory Information System (LIS) solution.

The Lead Application Analyst will utilise their capabilities, insight, expertise, and experience to provide advice and skill to lead work across multiple pathology discipline groups for the end-to-end delivery of LIS functionality. The role will lead engagement and facilitate decisions between PNW pathology services and clinical stakeholders for the design and configuration of the LIS and be responsible for system build, testing, deployment, and support at and after go-live related to their workstream.

This role will ensure timelines and objectives are met and provide progress updates to the Pathology Connect senior leaders. Throughout the program regular communication with relevant stakeholders and staff, listening to and analysing their needs and negotiating agreed outcomes will be crucial.

KEY ACCOUNTABILITIES

Lead Application Analyst Duties

- Provide leadership to a team of Application Analysts across multiple pathology disciplines (Anatomical Pathology or Clinical) and to the Pathology Connect Project, ensuring effective prioritisation and time management.
- Work collaboratively with Pathology services, Pathology Connect Project team, LIS solution vendor(s), and Parkville application and technical teams (e.g., EMR, Integration) to review existing workflows, content, and configuration, and develop strategies to support the design and implementation of the LIS solution.
- Develop an understanding of the technical build aspects of the LIS solution and apply experience to ensure a standardised approach across the LIS including the application of policies and NATA requirements that will result in an optimal, safe, high quality and compliant solution.
- Identify opportunities and inform decisions regarding standardised and shared workflows across each site.
- Review the outputs from the PNW Implementation Planning Study (IPS) and support your team and Pathology Advisors with current and future state processes and recommendations to relevant stakeholders.
- Identify and communicate impacts and changes to local workflows, systems, guidelines, policies and procedures and report issues that may arise due to proposed enhancement / functionality / data structures.
- Provide multiple solutions to problems identified and communicate options with stakeholders and agree a way forward including through governance committees where required.
- Ensure LIS design and build is done in combination with existing EMR stakeholders and teams, and that impacts to other systems, integrations and solutions is at the forefront of design decisions.
- Work with Technical team members to ensure successful integration workstreams between LIS and Middleware, Analysers, and third-party systems relevant to assigned workflows.
- Work with technical teams to support the application and business aspects of data migration activity.
- Ensure all build, workflow logic, and data catalogues have been configured and validated in a timely manner to support integration/data migration activities.
- Support the Test Manager to help develop and maintain test plans and test scripts, conduct application, system integration and map record testing, and participate in/support user acceptance testing.
- Ensure that the application is configured and tested to produce the necessary reports related to the areas under your workstream.
- Support and contribute to training, technical dress rehearsal activities, solution cut over planning and go-live hypercare and post hypercare.
- Configure, build, test and perform system tasks to ensure the EMR application is available, current and well maintained.

Program Delivery and Governance

- Develop key project documentation to successfully monitor and report on status, progress, risks, and issues.
- Monitor team's progress, key milestones, and deliverables to deliver the project according to plan with strict adherence to deadlines and communication with Pathology Connect senior leaders and other teams.

- Develop, critically review, and maintain project documentation including specifications, project plans, status reports, change requests, work plans, risks, and issues logs.
- Together with senior leaders you will identify and manage program risks. Ensure risk management activities are completed across team activities, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Lead governance groups and activities required to support LIS decisions to standardise system design and workflows
- Support vendor status update activities.

Stakeholder Engagement

- Establish collaborative and influential relationships with stakeholders and colleagues through effective communication, negotiation, and issues management, providing expert advice to achieve outcomes
- Actively participate and lead stakeholder consultation/ discussions regarding the implementation of the LIS solution and best practice to identify business requirements.
- Represent Pathology Connect project in discussions with vendors and health services. Present to groups of people at all levels as required.
- Establish and maintain close communication with project team, vendor staff, and involved Parkville application and technical teams.
- Lead and manage your team in a way that supports team members to achieve Pathology Connect project outcomes, be productive and work collaboratively.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in a related field and/or relevant industry experience with many years' experience across several disciplines (minimum 7 years)
- Experience in working with EMR or e-Health systems – minimum of 3 years
- Experience in leading and managing a team
- Experience in team leadership or senior roles is preferred – minimum of 5 years
- Experience in continuous improvement
- Ability to work autonomously

Desirable:

- Clinical experience in public hospitals within the Parkville Precinct is favourable
- Experience working in a tertiary hospital environment is highly desirable
- Operational knowledge of one (or more) pathology department/associated clinical settings.
- Experience in LIS solutions and/or EMRs and/or patient administration systems highly regarded.
- Extensive experience across an ICT project lifecycle (design, build, testing, cutover, and support) with previous Laboratory Solution project experience highly regarded .
- Experience in health system integration (e.g., working knowledge of HL7 or desirable).

KEY SELECTION CRITERIA

- Experience in managing complex work environments and conflicting stakeholder interests;
- Demonstrated experience in build, maintenance and support of the EMR system;
- Proven leadership capabilities and strong stakeholder management skills with particular emphasis on facilitating, influencing, negotiating and gaining consensus;
- Experience in motivating and managing teams from a delivery and performance perspective including an ability to develop skills and capabilities of others;
- 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;

- In depth experience and knowledge of EMR environment including application, infrastructure and end user devices;
- Broad experience and knowledge of other health care applications used within Parkville Precinct;
- Ability to present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding;
- Well-developed organisational skills and ability to manage conflicting priorities in order to meet deadlines;
- Highly developed analytical and innovative problem solving skills;
- Strong interpersonal skills and excellent oral and written communication skills;
- Demonstrated proficiency in the use of established administrative processes
- Advance MS Visio, Excel and Word skills.
- 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.

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 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 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

June 2024