

## Position Description

<b>Position title</b>	Parkville EMR Pathology Connect Analyst		
<b>Department / Division</b>	Parkville EMR		
<b>Classification</b>	Grade 6 Year 1 – Grade 6 Year 5 (AO61 – AO65)	<b>Employment Status</b>	Full Time, Fixed Term 2-year contract
<b>Position reports to</b>	Parkville EMR Pathology Connect Application Lead		
<b>No. of direct &amp; indirect reports</b>	N/A		
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville		
<b>Risk category</b>	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently		

<p><b>Parkville Electronic Medical Record (EMR)</b></p> <p>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.</p> <p><b>The Royal Children's Hospital</b></p> <p>The Royal Children's Hospital's (RCH) vision is <i>A world where all kids thrive</i>.</p> <p>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.</p> <p>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.</p> <p>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 <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p> <p>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 <a href="http://www.rch.org.au">www.rch.org.au</a></p> <p><b>Peter MacCallum Cancer Centre</b></p>
---



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 delivering the design and implementation of workflows for the Laboratory Information System (LIS) solution. Application Analysts will be part of a team with specific areas of responsibility assigned.

Application Analysts will utilise their capabilities and experience to engage stakeholders for the design and configuration of the LIS and be responsible for system build, testing, deployment, and support activities related to their workstream. Application Analysts will ensure timelines and objectives are met for their workstream and provide progress updates to their Lead Application Analyst. Throughout the program regular communication with relevant stakeholders, listening to and analysing their needs and negotiating agreed outcomes will be crucial.

All Application Analysts must attend EMR application training and successfully achieve certification.

## KEY ACCOUNTABILITIES

### Application Analyst Duties

- Design, build and test an integrated Laboratory Information System (LIS) Solution for the assigned pathology discipline/ key portfolio area, ensuring a standardised approach that meets the workflow requirements.
- Ensure the LIS design and build is undertaken in close consultation with Pathology Advisors 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 designs and the appropriate LIS, 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 LIS designs meet the necessary regulatory, safety and NATA accreditation requirements.
- Work with technical team members to support data migration and integration between LIS and middleware, analysers, and third-party systems. Ensure all application build, workflow logic, and data catalogues have been decided, configured, and validated in a timely manner to support integration/data migration activities.
- Evaluate outputs from the PNW Implementation Planning Study (IPS) and working with Project leads, LIS Vendor and Pathology Advisors/Stakeholders define business requirements, required data and workflows for the new LIS solution.
- Under Test Manager guidance, contribute to the development and maintenance of test plans and scripts.
- Participate in application, system integration, and map record testing, as well as supporting user acceptance testing.
- Ensure the application is built to generate the necessary reports and dashboards for your workstream (in combination with report writers)
- Support Pathology Connect Principal 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 and associated integration/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.
- Monitor integration work queues assigned related to LIS data quality.
- 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 pathology departments and clinical teams at each pathology and partner Health Service to ensure the system configuration aligns with Parkville EMR and PNW Program requirements and strategic direction.
- Establish and maintain close communication with Pathology Connect team, Pathology Advisors, LIS vendor staff, Parkville Precinct teams (including technical teams), the Parkville EMR team and its stakeholders.
- Communicate and collaborate with pathology 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
- Demonstrated ability to engage and build strong relationships
- Demonstrated ability to lead and contribute as part of a team
- Demonstrated proficiency in the use of established administrative processes
- Experience in continuous improvement & learning
- 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

- Expert knowledge and demonstrated EMR application management experience;
- Demonstrated knowledge of EMR environment including application, infrastructure and end user devices;
- Demonstrated experience in IT support processes and systems;
- Demonstrated experience in implementation and integration of health care and knowledge of integration standards (e.g. HL7);
- Broad experience and knowledge of PAS and other common health care applications;
- Proactive and takes initiative and responsibility;
- Proven leadership capabilities and strong stakeholder management skills with particular emphasis on influencing, negotiating and gaining consensus;
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation and consultation;
- Ability to present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding;
- Experience in managing complex work environments and conflicting stakeholder interests;
- Well-developed organisational skills and ability to manage conflicting priorities in order to meet deadlines;

- Highly developed analytical and innovative problem solving skills;
- Demonstrated ability to providing multiple solutions to a problem and communicate with stakeholders and agree a way forward.
- Excellent oral and written communication skills.
- Competent in using MS 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 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



Parkville  
**EMR**

**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