

Position description

Position title	Parkville EMR Project Lead – Patient Experience
Department / Division	Parkville EMR / Office of the CEO
Classification	Grade 8 Year 1 – Grade 8 Year 5 (AO81 – AO85)
Position reports to	Parkville EMR Release Manager
No. of direct & indirect reports	N/A
Location	635 Elizabeth Street, Melbourne
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 Hospital (RMH), The Royal Women's Hospital (RWH) and the Parkville Youth Mental Health and Wellbeing Service (PYMHWS). The Parkville EMR team (employed by RCH) maintains, operates, and optimises the Parkville EMR service for the benefit of all 5 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 Youth Mental Health and Wellbeing Service

Parkville Youth Mental Health and Wellbeing Service (PYMHWS) is Victoria's first standalone public mental health service designed specifically for young people aged 12 to 25. Operational from July 2025, PYMHWS is leading a bold transformation in how youth mental health is accessed, experienced, and governed across Melbourne's north and west.

We deliver specialist, community, and inpatient services to young people experiencing, or at risk of mental ill-health. Our multidisciplinary teams are based at Parkville, Sunshine, Footscray, Werribee and Cherry Creek, working closely with families, carers, supporters, and kin to provide developmentally appropriate, evidence-based, trauma-informed, inclusive care, grounded in lived experience.

ROLE CONTEXT

The Parkville EMR Project Lead for Patient Experience is responsible for planning and implementing EMR precinct wide change and improvements for patients and consumers working directly with the Patient Experience Optimisation Enablement Group. The role will develop project briefs and reports and lead and co-ordinate work that directly improves the patient experience by introducing new patient facing features through the patient portal and digital platforms across the precinct health services.

This role will work collaboratively with the Parkville EMR team, local health service EMR teams and key stakeholders, EMR vendor and technical teams, to ensure the EMR is optimised for Patient Experience for the benefit of all health services.

ROLE PURPOSE

The Parkville EMR Project Lead for Patient Experience will establish and lead multidisciplinary working groups designed to implement EMR patient experience tools and digitally enabled solutions; liaise and consult with internal and external service providers, consumers, partners and stakeholders to achieve service innovations and work collaboratively with senior colleagues whilst challenging current thinking and practice. This role will work collaboratively with each of the EMR Directors and Parkville EMR Application Managers on priorities as well as resolution and escalation of issues.

KEY ACCOUNTABILITIES

Project Management

- Lead, plan and facilitate project governance including the development of project plans and status reports to meet the project objectives, such as a problem statement, project scope, risk management and measurement framework
- Consult internal stakeholders in system improvement and redesign and benchmark practices as appropriate;
- Deliver improvements within agreed timeframes and cost savings;
- Ensure delivery of measurable benefits and alignment with organisational and precinct strategic priorities;
- Provide monthly project reports to relevant governance groups and other reporting as required
- Monitor project health including regular monitoring and reporting of project metrics to project stakeholders
- Formal evaluation of the aim, objectives and metrics at the completion of the project

Improvement Science

- Conduct improvement projects in short sprints utilising the Plan-Do-Study-Act (PDSA) cycles for iterative changes
- Embed continuous improvement capability within key stakeholder groups
- Select appropriate improvement science tools to; conduct root cause analysis of the problems; solution development and prioritisation; and rigorous analysis of outcomes
- Identify and develop a data plan to monitor an appropriate set of measures to determine the impact of changes implemented

Relationship Management & Communication

- Maintain strong working relationships with the EMR Directors, local health service EMR teams and Chief Information Officers (CXIOs) to ensure there is effective collaboration, communication and transparency in work plans and EMR initiatives to support the Parkville EMR Service;
- Build trusted relationships and influence stakeholders across multiple health services to achieve consensus, resolve competing priorities and support precinct-wide standardisation.
- Provide consultation on process design alternatives and decisions, proposing multiple solutions to problems identified, communicate options with stakeholders and agree a way forward;
- Pro-actively build and maintain a good working relationship with the relevant stakeholders within each health service to ensure the system configuration aligns with local requirements and strategic directions; where appropriate standardise and share workflows and build in EMR;
- Facilitate, support and participate in relevant Parkville EMR committee meetings;
- Establish and maintain close communication with EMR vendor staff and Parkville precinct local teams;
- Develop an understanding of each health service's workflows and requirements and gather and document information in your area of responsibility. This may include workflows, clinical guidelines, legislation and reporting requirements;
- Provide software demonstrations to stakeholders, end user workshops to assess functionality and design decisions;

Technical Expertise

- Provide expert advice on EMR design, configuration and optimisation to support safe, efficient and standardised clinical workflows.
- Maintain working knowledge of interfaced applications;
- Work with the report writers in relevant application teams and the reporting team, to ensure that the precinct can produce the necessary reports;
- Work closely with other EMR application teams to ensure workflows across applications are integrated and meet the needs of patients and Epic users.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in a related field along and/or relevant industry experience
- Experience in working with EMR or e-Health systems – minimum of 7 years
- Experience in Project Management and/or process improvement and change

Desirable:

- Epic certification and/or equivalent experience;
- Tertiary qualifications in Project Management and/or Process Improvement
- Experience and understanding of relevant healthcare workflows

KEY SELECTION CRITERIA

- Experience in project managing complex work environments and conflicting stakeholder interests;
- Proven leadership capabilities and strong stakeholder management skills with particular emphasis on facilitating, influencing, negotiating and gaining consensus in the identification and implementation of process improvements;
- Demonstrated knowledge of Epic EMR environment including; design, build, overall architecture, end user devices and interfaces;
- Advanced skills in workflow review and design and proven ability to deliver solutions that meet the needs of end users;
- 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 and critical thinking skills;
- Demonstrated ability to initiate and drive projects to their completion;
- Proven change management capabilities as demonstrated in previous achievements;
- Exceptional written and verbal communication, interpersonal and presentation skills;
- Demonstrated ability to work autonomously and to strict deadlines but to also contribute effectively as a team member within a multidisciplinary team environment;
- Clearly define, articulate and document strategy, processes and procedures;
- Critically review design documents and specifications with an eye for detail;
- Demonstrated experience in build, maintenance and support of the EMR system;
- Demonstrated knowledge of EMR change control and support procedures;

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

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

September 2026