

## Position description

<b>Position title</b>	Parkville EMR Reporting & Charging Analyst		
<b>Department / Division</b>	Parkville EMR (Operations)		
<b>Classification</b>	Grade 6 Year 1 – Grade 6 Year 5 (AO61 – AO65)	<b>Employment Status</b>	Full Time, Ongoing
<b>Position reports to</b>	Parkville EMR Reporting Lead		
<b>Size of team</b>	N/A		
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville		

### **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 to be a great children's hospital – delivering Great Care, Everywhere.

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/>.

#### **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.

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](http://www.rch.org.au)

### **ROLE PURPOSE**

The EMR Support Services Application Stream includes EMR Help Desk, Patient Identity & Patient Movement, User and Security, Provider Maintenance, Health Information Management, Charging and Reporting. All applications report to the EMR Support Services Application Manager.

The EMR Reporting & Charging Analyst will be part of the Parkville EMR Reporting & Charging stream. They will be responsible for the design, build, testing, configuration, testing, installation and support of EMR reports and charge capture workflows. This position reports to the EMR Reporting Lead and will collaboratively with them on work priorities as well as resolution and escalation of issues.

As the EMR Reporting & Charging Analyst you will support system configurations for EMR reports and charge capture process to align local requirements and strategic directions, you will ensure the delivery of the solution meets the needs of all 4 Parkville Precinct health services to maximise streamlined and standardised workflows.

You will work collaboratively with the EMR leadership team, EMR team, EMR vendor, 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.

### **KEY ACCOUNTABILITIES**

#### **Application Design and Build**

- Perform analysis of clinical and administration workflows to support the EMR reporting and charging requirements
- Design and build EMR reporting and charging solutions to meet clinical requirements, operational requirements and business intelligence requirements
- Lead large scale data validation initiatives in consultation with Parkville Precinct stakeholders to ensure accurate data capture and useability in a healthcare setting
- Analyse large amounts of clinical and operational data to identify trends for implementation support
- Configure, build, test and perform system maintenance tasks to ensure the EMR application is available, current and well maintained
- Perform system testing, including the development and maintenance of test plans, scripts, execution of testing and remediation of issues identified through testing
- 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
- Implement 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
- Provide consultation and advice on EMR design options for initiatives, clinical issues and opportunities for improvement
- Other tasks as directed by Reporting Lead and Support Services Application Manager

### **Incident Management, Business Continuity and System Outage Management**

- Understand the process for system outages, upgrade and system updates to ensure all health services are well supported
- Participate and support system outages and planned downtimes as required
- Work with the Parkville EMR team to monitor and maintain the EMR Business Continuity Access systems

### **Application Training & Support**

- Identify changes required and update training materials and training environment
- Maintain system, training and support documentation
- Deliver EMR training when required
- Assist with end user support when required

### **Relationship Management & Communication**

- Work as a member of the Parkville EMR Support Services Application team
- Maintain strong working relationships with the Parkville EMR application teams who provide build expertise & build process support
- Work closely with Parkville Precinct stakeholders
- 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
- Utilise Parkville Precinct governance structure to ensure appropriate consultation, stakeholder involvement and decision making
- Participate in Parkville EMR committee meetings
- Define, articulate and document strategy, processes and procedures
- Ensure that the end users can utilise, interpret and analyse the Epic Clarity reports to maximise the benefits of the system;
- Present to large groups of people

### **Technical Expertise**

- Epic application certification and demonstrated knowledge of Epic applications
- Demonstrate knowledge of Epic EMR environment including design, build, overall architecture, end user devices and interfaces
- Develop reports using the most appropriate reporting tool based on end user requirements and system capability
- Understand and support advanced reporting tools, Epic reporting capability & SQL,
- Understand and support the Parkville EMR data warehouse & ETL, including building and deploying reports
- Understand basic integration requirements to design and implement solutions for the EMR and the downstream billing systems that are connected
- Ensure data quality and adhere to Parkville Precinct data governance policies;
- Manage the development, testing and deployment of reports and extracts utilising Epic Clarity and other report writing tools;
- Review design documents and specification with an eye for detail

### **Key Relationships**

#### **Internal**

- Parkville EMR Application Managers
- Parkville EMR Application Leads & Analysts
- Local Health Service Reporting & Analytics team
- Local Health Service EMR Directors
- Local Health Service EMR Teams & Departments

#### **External**

- EMR Vendor

## **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
- Experience working with EMRs and/or Healthcare/eHealth applications
- Experience and understanding of health care systems and processes
- Demonstrated ability to engage and build strong relationships
- Demonstrated experience in data driven service optimisation and enhancement

**Desirable:**

- Epic application certification and a demonstrated knowledge of Epic applications
- Experience in integration of BI tools with relational databases
- Experience in reporting, SQL and ETL process
- Experience and understanding of health care systems and processes
- A developed understanding of hospital billing requirements

**KEY SELECTION CRITERIA**

- Demonstrated experience in build, maintenance, and support of the EMR system
- Demonstrated understanding of report writing, data analysis and data management tools
- Demonstrated understanding of billing practices in health care
- Demonstrated understanding of system integration
- Expert knowledge in data integrity and data governance
- Ability to work with clinical, administrative and clerical hospital end users to understand and deliver reporting requirements for clinical and operational purposes
- 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 and outcome focused with a proven ability to achieve project timelines
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation, and consultation and to work in a team environment
- 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
- Advance MS Visio, Excel, and Word skills
- Strong customer service with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to customers
- Demonstrated ability to lead others in the pursuit of team goals
- Excellent verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders
- Highly developed attention to detail
- Ability to handle confidential and sensitive information with discretion

**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:

- 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.**

### INHERENT REQUIREMENTS OF THIS ROLE

There are a number of critical work demands (inherent requirements) that are generic across all positions at The Royal Children’s Hospital. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Workplace Health & Safety.

Physical Demands		Frequency
Work Hours	This role is typically performed during standard business hours	Yes
	This role requires shift work, including day, afternoon, night & weekends	No
	This role is required to participate in an on-call roster	Yes
Sitting – remaining in a seated position to complete tasks		Prolonged/Constant
Standing – remaining standing without moving about to perform tasks		Occasional
Walking – floor type even, vinyl, carpet		Frequent
Lean forward/forward flexion from waist to complete tasks		Not Applicable
Trunk twisting – turning from the waist to complete tasks		Not Applicable

Kneeling – remaining in a kneeling position to complete tasks		Not Applicable
Squatting/crouching – adopting these postures to complete tasks		Not Applicable
Leg/Foot movement – to operate equipment		Not Applicable
Climbing stairs/ladders – ascending/descending stairs, ladders, steps		Frequent
Lifting/Carrying	Light – less than 5 kilos	Frequent
	Moderate – 5-10 kilos	Not Applicable
	Heavy – 10-20 kilos	Not Applicable
Push/Pull of equipment/furniture	Light forces – less than 10 kilos	Occasional
	Moderate forces - 10-20 kilos	Not Applicable
	Heavy forces – over 20 kilos	Not Applicable
Reaching – arm fully extended forward or raised above shoulder		Not Applicable
Head/Neck Postures – holding head in a position other than neutral (facing forward)		Frequent
Sequential repetitive actions in short period of time	Repetitive flexion & extension of hands, wrists & arms	Prolonged/Constant
	Gripping. Holding, twisting, clasping with fingers/hands	Prolonged/Constant
Driving – operating any motor-powered vehicle with a valid Victorian driver's licence		Not Applicable
<b>Sensory Demands</b>		
Sight – use of sight is integral to most tasks		Prolonged/Constant
Hearing – use of hearing is integral to most tasks		Prolonged/Constant
Touch – use of touch is integral to most tasks		Prolonged/Constant
<b>Psychosocial Demands</b>		
Observation skills – assessing/reviewing in/outpatients		Not Applicable
Problem solving issues associated with clinical and non-clinical care		Prolonged/Constant
Attention to detail		Prolonged/Constant
Working with distressed patients and families		Not Applicable
Dealing with aggressive and uncooperative people		Occasional
Dealing with unpredictable behaviour		Occasional
Exposure to distressing situations		Rare

<b>Definitions used to assess frequency of tasks/demands as above</b>	
Prolonged/Constant	71-100% of time in position
Frequent	31-70% of time in position
Occasional	16-30% of time in position
Rare	0-15% of time in position
Not Applicable	

<b>Position description last updated</b>	<b>October 2021</b>
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