Position description

Position title	Parkville EMR Research Lead Analyst		
Department / Division	Parkville EMR Team		
Classification	A071 – AO75 (Grade7, Year1 – Grade7, Year5)	**Employment Status**	Full Time, fixed term (LSL cover)
Position reports to	EMR Ambulatory Application Manager		
Size of team	NA		
Location	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

ROLE PURPOSE

The EMR Ambulatory Application Team supports the following solutions - EpicCare Ambulatory, Beacon (Oncology), Cadence (Scheduling) and Referrals, My Chart, Haiku/Canto, EpicCare Link, Research and Care Everywhere including My Health Record, reporting to the EMR Ambulatory Application Manager.

The EMR Research Lead Analyst will be responsible for the design, build, testing, configuration, testing, installation and support of the EMR Research functionality to facilitate research related activities across the MCRI, Melbourne Children's Centre for Health Informatics and Parkville Precinct Research partners. This position will report the EMR Ambulatory Application Manager and collaborate with them on work priorities as well as resolution and escalation of issues.

As the EMR Research Lead Analyst you will manage the system configurations and functional areas of research studies, clinical trials, order sets for study protocols, patient recruitment, establishment and maintaining data quality

and data governance, and integration with electronic research management systems to align local requirements and strategic directions, you will ensure the delivery of Research solutions 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 Research solutions to maximise Parkville EMR for all.

KEY ACCOUNTABILITIES

Team Leadership
- Create a positive and supportive work environment for all MCRI, Melbourne Children's Centre for Health Informatics and Parkville Precinct Research partners and EMR Application Team members;
- Responsible and accountable for the outcomes and deliverables for your application, delivering a solution that meets the needs of the end users, the required service levels and enables efficient operation and support;
- Pro-actively build and maintain a good working relationship with a wide range of stakeholders from all 4 health services including Executives, Heads of Departments and Nurse Unit Managers to ensure the EMR meets requirements and strategic directions;
- Provide leadership, guidance, mentoring and support overseeing and managing the performance of individual team members and team dynamics;
- Facilitate cross training and opportunity for shared learnings amongst EMR Application team members;
- Report incident and service request resolution progress and overall team activities on a weekly basis to the EMR Ambulatory Application Manager.

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 supporting the Business As Usual (BAU) EMR Team, MCRI, University of Melbourne and Parkville Precinct Research partners;
- 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;
- Act as primary liaison for Velos, REDCap integrations, operations and changes;
- Coordinate the review of and deployment of all 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 supervision of prioritisation and remediation of issues identified through testing;
- Provide work estimates and project scoping for all optimisation requests to the EMR Ambulatory Application Manager;
- Manage the delivery of the approved EMR 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;
- Maintain system, training and support documentation;

- Serve as a systems expert (SME) for your application's functionality and relevant interfaces, providing trouble shooting, process expertise and guidance;
- Maintain a working knowledge of downstream applications.

Relationship Management & Communication

- Maintain strong working relationships with the MCRI, Melbourne Children's Centre for Health Informatics, University of Melbourne and Parkville Precinct Research partners and Technical Support Team to provide a coordinated support model for the EMR is delivered;
- Work closely with MCRI, Melbourne Children's Centre for Health Informatics, University of Melbourne and Parkville Precinct Research partners to understand and prioritise enhancement requests that support clinical workflows;
- 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 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 lead the team to 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;
- Facilitate regular communication with relevant stakeholders and staff, listening to and analysing their needs and negotiating agreed outcomes;
- Communicate and collaborate with users to ensure decisions are made and that the solution is designed to meet service and business requirements;
- 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.

Incident Management, Business Continuity and System Outage Management

- Assist with coordination 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;
- Provide 2nd level helpdesk support and manage emergency changes required for fixes and production support.

Training Support

- Identify changes required and update training materials and training environment;
- Collaborate with Adoption managers, principal trainers and local trainers to identify and manage any changes to the users or training curriculum;
- Deliver EMR training when required.

Technical expertise

- Epic Research certification and demonstrated knowledge of Epic ambulatory applications;
- Demonstrated knowledge of Epic EMR environment including; design, build, overall architecture, end user devices and interfaces;
- Ensure the system enhances the ability to recruit into trials and other clinical research projects and also enable researchers to easily access existing data for research;
- Understand how the MCRI, Melbourne Children's Centre for Health Informatics, University of Melbourne and Parkville Precinct Research partners deliver research requirements, this includes data capture for retrospective studies as well as functions to enhance prospective studies, in particular trials and large Victoria wide cohort studies;
- Maintain working knowledge of interfaced applications;
- Work with the report writers in the application and the reporting team, to ensure that the application 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 clinicians.

Other 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

Essential:

- Epic certification and/or equivalent experience;
- Experience in working with EMR or e-Health systems – minimum of 2 years
- Tertiary qualifications in a related field along and/or relevant industry experience
- All clinical professionals must meet credentialing requirements.
- 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:

- An understanding of the healthcare sector
- Experience in team leadership or senior roles is preferred – minimum of 5 years
- Research experience, in particular within the Parkville Biomedical precinct/ Melbourne Children's is desirable
- This is a senior position and would suit a candidate with a clinical background and/or skills and experience within the following professions;

- o Researcher
- o Clinical Trial Administrator
- o Clinical staff with experience in research and/or clinical trials
- o ICT

KEY SELECTION CRITERIA

- Understand the range of considerations around research, including clinical trial structure, recruitment, ethics and governance, consent, treatment flows and data collection;
- 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;
- A strong belief in EMRs and their contribution to future research;
- Strong data quality and data governance skills;
- 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;
- Advance MS Visio, Excel and Word skills.

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.

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, people from culturally and/or linguistically diverse backgrounds, 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 Childrens 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		No
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
Sensory Demands			Choose an item.
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
Psychosocial Demands			Choose an item.
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

Definitions used to assess frequency of tasks/demands as above	
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	

Position description last updated	**October 2021**