Position description

Position title	Parkville EMR Senior Analyst
Department / Division	Parkville EMR (Operations)
Classification	Grade 7 Year 1 – Grade 7 Year 5 (AO71 – AO75)

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Position reports to	Parkville EMR Application Lead		
No. of direct & indirect reports	N/A		
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 *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 hospitals 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 Parkville EMR Senior Analyst will support system configurations for Epic modules and report to the assigned Parkville EMR Application Lead. The role of the Parkville Epic Senior Analyst is to be the first line of support for the analysts within their assigned application stream and to help with the co-ordination of build activities, analyst mentoring and continuing to provide formal and informal education and learning opportunities to increase the knowledge of EMR staff across application and site teams.

The Senior Analyst will have specialised knowledge in Epic and using this experience will be able to support the application leads and application managers with Parkville EMR governance, stakeholder discussions and act up if there are periods where the application lead is unavailable. You will ensure the delivery of Epic solutions meet the needs of all health services to maximise streamlined and standardised workflows, whilst minimising ongoing impacts.

You 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 maintained, operates within accepted risks level, and is optimised for the Parkville EMR Service for the benefit of all 4 health services. As Senior Analyst you will lead integrated areas and project work, and support and oversee complex incidents, requests, or strategic initiatives.

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

KEY ACCOUNTABILITIES

Application Support

- Actively monitor, resolve, and troubleshoot incident and service requests, triaging according to capacity across applications to provide a responsive and agile day to day support service that meets the needs of supporting the Business as Usual (BAU) EMR Team and Parkville Health Services
- 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 and system behaviour
- Configure, build, test and perform system maintenance tasks to ensure the EMR application is available, current, and well maintained
- Design and build approved EMR Application enhancements, effectively engaging end users in the continuous improvement of the EMR and supporting improvements to delivery of care
- Take lead in completing allocated 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
- Maintain system, training, and support documentation
- Serve as a systems expert for your application's functionality and relevant interfaces, providing trouble shooting, process expertise and guidance
- Hold knowledge in national or state level policies, guidelines, funding systems and other key resources relevant to the supported applications
- Manage and coordinate the integrated areas for the application
- On request, provide work estimates and project scoping for enhancement requests to the EMR Application Lead
- Other tasks as directed by Application Lead, EMR Application Manager or EMR Director

Team Leadership & Support

- Create a positive and supportive work environment for all EMR Application Team members
- Work with the Application Lead to provide mentorship and support the orientation and development of Parkville EMR application team members
- Facilitate cross training and opportunity for shared learnings amongst EMR Application team members
- Pro-actively build and maintain a good working relationship with the Parkville EMR team and a wide range of Precinct and external stakeholders (such as Department of Health, Digital Health Australia, etc)
- Upskill application team members, facilitate knowledge transfer and provide direct support and consultation with build queries
- Participation in the Parkville Learning Calendar, with biannual formal education delivery
- Work with Application Lead to ensure that all staff complete required/recommended Epic training courses
- Provide build consultancy to Parkville EMR leadership and members of the local health service EMR teams

Incident Management, Business Continuity & System Outage Management

- Assist with coordination of planning for system outages, upgrade, and system updates
- Perform EMR Triage role out of hours when rostered
- Lead or participate in post-implementation 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
- Collate and review common incidents that may require further education material or updated build requirements

Training Support

- Anticipate and identify required training changes, and update training materials and environment
- Support education leads with training environment build when required
- Collaborate with education leads and local trainers to identify and manage any changes to the users or training curriculum
- Provide support and education where required to upskill helpdesk on new workflows or relevant changes for the application.

Technical Expertise

- Epic certification and demonstrated knowledge of relevant Epic applications
- Demonstrated knowledge of Epic EMR environment including design, build, overall architecture, end user devices and interfaces
- Maintain expert 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

Relationship Management & Communication

- Develop and maintain a good working relationship with EMR Directors, Chief Information Officers (CXIOs), EMR leadership team, EMR application teams, local health service EMR teams, EMR vendor, technical teams, and local health services to ensure the system configuration aligns with local requirements and strategic directions
- Foster relationships within the Parkville EMR team to promote an inclusive and collaborative team culture
- Act up for the EMR Application Lead in periods of unavailability
- Maintain strong working relationships with any relevant project teams impacting on your application
- Work closely with health service EMR teams, Parkville clinical services, clinicians, and advisory groups to understand and prioritise enhancement requests
- 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
- Support and participate in Parkville EMR governance and other committee meetings as directed by the application Lead
- Provide software demonstrations to stakeholders, end user workshops to assess functionality and design decisions
- Develop an understanding of each health service's workflows and requirements and support the team to gather and document information in your area of responsibility
- 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

Generic/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

This is a senior analyst position and would suit a candidate with:

Essential:

- Tertiary qualifications in a related field along and/or relevant industry experience
- Epic certification and/or equivalent experience with ideally 3-4+ years EMR application experience
- Experience working in a tertiary hospital environment
- 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 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:

- Clinical or relevant administrative experience in public hospitals within the Parkville Precinct
- All active clinical professionals must meet credentialing requirements

KEY SELECTION CRITERIA

- Demonstrated senior experience in build, maintenance, and support of the EMR system
- 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
- Demonstrated ability to support teams from a delivery and performance perspective including an ability to develop skills and capabilities of others
- Advanced skills in workflow review and design, and proven ability to deliver solutions that meet the needs of end users
- Ability to achieve work deadlines, prioritise workload and competing demands. 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
- Experience in managing complex work environments and conflicting stakeholder interests
- 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
- Advanced 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, with the ability to interact with a variety of stakeholders
- Advance MS Visio, Excel, and Word skills
- Demonstrated ability to lead others in the pursuit of team goals
- Highly developed attention to detail
- Ability to manage 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 renumerated 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
Sensory Demands		
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		
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	**February 2023**