

Position Description

Position title	Digital Innovation Analyst		
Department / Division	ICT/Corporate & Finance		
Classification	Grade 7 Year 1 – Grade 7 Year 5 (AO71- AO75)	Employment Status	<i>Fixed Term</i> - Full-Time
Position reports to	Team Leader, Digital Innovation		
No. of direct & indirect reports	N/A		
Location	The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital
<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 https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE PURPOSE
<p>The Digital Innovation Analyst will be responsible for build improvements of the EMR for clinical staff at RCH. The position will be proficient in one EMR application, with a developing knowledge of other EMR applications. The work of the Innovation Analysts will be driven by the Digital Innovation plan, the EMR 'improvements' requests from end users, information gathered from departments and wards by the Digital Innovation Team and other sources.</p>

The Digital Innovation Analyst will work collaboratively with members of the Digital Innovation Team, RCH subject matter experts to design, build, test the improvements and assist to implement, with guidance from the Digital Innovation teams.

KEY ACCOUNTABILITIES

Application Design and Build

- 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 is available, current and well maintained;
- Design and build approved EMR improvements 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;
- Understand the process of special updates (SU) and system upgrades process undertaken by EMR team.
- Design, validate and confirm any new or changed system functionality with impacted stakeholders;
- Provide consultation and advice on EMR design options for clinical issues and improvements

Relationship Management & Stakeholder Engagement

- Work as a member of the Digital Innovation Team;
- Maintain strong working relationships with the RCH EMR application teams who provide build expertise & build process support;
- Work closely with RCH clinical services and clinicians;
- 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.

Technical expertise

- Relevant Epic application certification and demonstrated knowledge of Epic applications;
- Demonstrated knowledge of Epic EMR environment including; design, build, overall architecture, end user
- Basic understanding devices and interfaces;
- Application of technical understanding of the EMR build and workflows to impacts on patient and staff experience.
- Basic understanding of reports and data extraction
- Assist and advise the Digital Innovation Team in relation to best way to use new build and improvements.
- Assist with end user support when required.
- Understand the process for system outages, upgrade and system updates;
- Participate and support system outages and planned downtimes as required
- Work with EMR team to monitor and maintain the EMR Business Continuity Access systems.

Communications

- 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:

- Tertiary qualification in related field, or several years' experience
- Use and knowledge of an Electronic Medical Record system in a health care setting Experience and understanding of RCH clinical workflows is preferred through end user proficiency;
- Demonstrated ability to engage and build strong relationships with internal and external stakeholders

Desirable:

- An understanding of the healthcare sector.
- Epic certification desirable

KEY SELECTION CRITERIA

- Demonstrated competence as an end user / clinician;
- An understanding of the National Quality and Safety Standards;
- Outcome focused with a proven ability to achieve project timelines;
- Ability to work in a team;
- Demonstrated knowledge of EMR application and hospital workflows;
- Advanced skills in workflow review and design and proven ability to deliver improvements in clinical care;
- Customer service focus;
- Strong interpersonal 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 and presentation skills;
- Advance Microsoft 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 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:

- 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

May 2024