

## POSITION DESCRIPTION

<b>Position Title:</b>	Digital Health Analyst
<b>Business Unit/Department:</b>	Digital Health
<b>Division:</b>	Digital Health
<b>Award/Agreement:</b>	Victorian Public Health & Allied Services Managers & Administrative Works Enterprise Agreement 2021 - 2025
<b>Classification:</b>	HS4
<b>Reports To:</b>	Digital Health Project Manager
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	6 September 2024

### Position Purpose

As a member of the Digital Health Project team, this role is focused on expanding the Western Health Electronic Medical Record (EMR) footprint to the New Footscray Hospital Project. The Digital Health Analyst will be responsible for key project deliverables associated with the Automated Medication Dispensing Solution Project. Additionally, this role may involve participation in various New Footscray Digital Programs, EMR initiatives, and potential future projects.

As a successful Analyst, you will have strong business analysis skills with project delivery experience to support your team in delivering the Digital Health systems on time and ensuring they are fit for purpose.

As a Digital Health Analyst, you will proactively work with key areas and stakeholders within Western Health (WH) to identify system design requirements and implement sustainable processes in order to implement WH Digital Health solutions successfully.

You are also responsible to perform gap analysis on the current and future workflows, solve build issues within your project stream, to support and update project documentation, prepare and execute test scripts, participate in change management and training activities, support implementation activities and organisational readiness of staff prior to and throughout the Project Go-Live.

The Digital Health Analysts will be working with several solutions and vendors throughout the Project.

### Business Unit Overview

Our workforce of over 11,000 employees are driven by our values of 'Compassion, Accountability, Respect, Excellence and Safety' (CARES). We value our people and provide them the opportunity to grow and develop. Our teams are friendly and supportive, ensuring we deliver a safe, person-centred and connected patient experience.

### Our Vision

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Western Health (WH) is in a period of rapid growth. Our services comprise of four acute public hospitals: Footscray Hospital, Sunshine Hospital (including Joan Kirner Women's and Children's), Williamstown Hospital and Bacchus Marsh & Melton Hospital. We also operate Sunbury Day Hospital, Hazeldean, Grant Lodge Residential Aged Care, as well as community health centres in Melton, Caroline Springs and Bacchus Marsh and a range of community-based services. We care for a diverse community of more than 1 million people with complex care needs ranging from Neonates to Geriatric.

In late 2018 WH successfully implemented the four core Cerner Millennium EMR modules across Footscray Hospital, Sunshine Hospital, (including the Joan Kirner Women's and Children's), Williamstown Hospital, Hazeldean and Sunbury Day Hospital. In doing so we took a significant step towards improving and digitally transforming the way we provide care for our community and patients. The WH EMR provides clinicians with a consolidated view of all relevant information about the patient to facilitate teamwork and multidisciplinary care models, reduce medical errors and duplications and support clinical decision making. It also simplifies and supports clinician workflows, and provides access to best practice knowledge, empowering our clinicians with the tools to enhance the delivery of Best Care.

Following this successful EMR Phase 1 implementation, WH subsequently implemented a number of new EMR functionalities to better support the growing demand from frontline staff.

In early 2021 WH commenced the EMR Phase 2 project, the largest digital health project ever undertaken by the organisation. It is a visionary, comprehensive and innovative project which will allow us to maximize the potential of our EMR.

Such a considerable extension of WH's digital footprint will provide us with the tools to continue to improve the quality, safety and efficiency of patient care and an enhanced patient experience. Upon completion WH will be elevated to fully digital health service status in line with the leaders in digital healthcare.

Due to the considerable scale of the project, it has been divided into two phases, Phase 2.1 and Phase 2.2.

In July 2023 WH implemented EMR Phase 2.1 which involved extending the EMR to clinical areas that previously needed to swap between electronic systems or between electronic and paper processes. These areas included:

- Emergency, Medicine and Access
- ICU and Critical Care
- Surgery and Anaesthesia
- Women's and Children's
- Specialist Clinics
- Cancer Services

With this implementation we have moved closer to a single patient record for each patient across the WH EMR sites, streamlining the clinician and patient experience.

Adoption and optimisation of EMR Phase 2.1 is now underway, as is planning for EMR Phase 2.2. This next phase focuses on bringing together the clinical and administrative workflow by replacing the existing patient administration system with the EMR, expanding the EMR to mental health and renal & dialysis and including additional community services functionality.

This exciting digital expansion is taking place in a time of considerable growth for WH:

- 2019 saw the opening of the Joan Kirner Women's and Children's at Sunshine Hospital. First-class care is being provided in first-class facilities for thousands of families in our local community with 6,054 babies born in the first year of opening.

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- The Victorian Government is investing up to \$1.5 billion to deliver a new 504 bed Footscray Hospital, the largest health infrastructure investment in the state. This is currently under construction and due to open in 2025.
- The Victorian Government has announced the building of a new world-class Melton Hospital and a Point Cook Community Hospital both of which will be managed by Western Health. An expansion of the Sunbury Day Hospital is also currently underway and due to be completed in 2023
- In July 2021, the Bacchus Marsh and Melton hospitals became part of the Western Health network
- In July 2023, Western Health became a Mental Health Service as 671 staff and 16 services previously run by NorthWestern Mental Health and Mercy Health services transitioned to Western Health. This expansion of services included the construction of a dedicated 52-bed Mental Health and Wellbeing Unit at Sunshine Hospital, the largest of four new mental health facilities across the state
- July 2023 also saw Western Health begin to deliver primary healthcare to inmates at the Dame Phyllis Frost Centre, a women's corrections centre in Deer Park

***Western Health do not accept unsolicited resumes/applications from Recruitment Agencies.***

## Key Responsibilities

### Business Analysis

- Utilise business analysis capabilities to review processes, Digital Health solutions workflows and the development of new workflow opportunities in line with the project tasks.
- Consult with stakeholders to identify the business specifications necessary to fulfil requirements gathering required to complete the build of the Digital Health Solutions.
- Participate in design decisions workshops and work closely with the Clinical Informatics Analysts to gain consensus from other Western Health stakeholders on issues that arise associated with the design of the Digital Health solutions.
- Consult with key stakeholders in the development of new processes, business rules and policies to ensure the Digital Health solutions can support the operational needs of the Western Health clinical staff that meets Best Care.
- Consult with key stakeholders on mandatory reporting requirements, including VINAH, VEMD, VPDC, ANZICU, ESIS and any other operational reports required.
- Develop and maintain strong working relationships with internal and external stakeholders and subject matter experts from across all multidisciplinary groups and services to deliver project priorities.
- Conduct system demonstrations for Western Health staff when required.

### Project Delivery (include design and testing)

- Evaluate and modify clinical content within the Digital Health solution in conjunction with the Clinical Informatics Analysts.
- Consult and engage with Oracle Health and other health vendors and services to address design issues impacting project timeline and ensure Western Health adopts best practice for solutions implemented in the Digital Health Expansion Project
- Responsible for updating the design workflows in relations to changes made within the project.
- Work with end users to collect, evaluate and drive change requests following Project Change Request Management processes.

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- Update project documentation including, but not limited to, “what goes where” document, data dictionaries (and metadata), QRGs, test scripts, decision log, stakeholder engagement matrix and ensure project documentations are kept up to date for handover to the Digital Health Operational Team at the end of the project.
- Test and validate Digital Health solution workflows, documentation and solutions within Digital Health Expansion Project.
- Lead the identification and resolution of system problems to successfully exit various test stages within Digital Health Expansion Project.
- Complete all assigned project tasks on time and to a high standard of quality.
- Identify benefits and contribute to implementing strategies to ensure these benefits are measured and can be realised.
- Identify, manage and escalate when required, all risks and issues and contribute to the development and implementation of strategies/mitigation activities to reduce/eliminate identified risks and issues.
- Ensure all Western Health policies and procedures are adhered to and implemented in the system design.
- Actively contribute to a highly professional, performance based, innovative, responsive and accountable culture within the team.
- Provide secretary duties for design working groups or as requested.

### **Stakeholder Management and Communication**

- Facilitate open communication and discussion between stakeholders by developing, maintaining and working to stakeholder engagement strategies and plans. Ensures regular and accurate communication to stakeholders.
- Collaborate with, and facilitate stakeholder groups, through formal or informal channels to ensure that stakeholder concerns and requirements are well understood by the project team.
- Work closely with the rest of the Digital Health team to translate communications and stakeholder engagement strategies into specific activities and deliverables that will formulate the Change Management Plan, Training Plan and Communications Plan.
- Ensure that the final Digital Health solution is well understood by all stakeholders involved.
- Proactively build and maintain a good working relationship with all Western Health staff especially the Digital Health Operations and DTS team to ensure the Digital Health applications align with local requirements and IT strategic directions.
- 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.
- Contribute to the Digital Health Project Team communication activities.

### **Change Management, Training and Adoption**

- Support the Change and Implementation team to complete change management assessments to prepare the workflow changes in the Digital Health Expansion Project. This includes but is not limited to identification of workflow changes, anticipate resistance, evaluating and ensuring user readiness, supporting and engaging senior leaders and developing actionable deliverables.
- Conduct Digital Health solutions training to Western Health staff as required.
- Actively participate in Go-Live planning and provide 24/7 support during Go-Live
- Support the clinical adoption post Go-Live within your project stream.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

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## Key Working Relationships

### Internal:

- Digital Health Director
- Digital Health Team
- Western Health's Divisional Directors and Senior Leadership Group
- Western Health's Staff

### External:

- Oracle Health Project Team
- Other Health Agencies
- Other vendors

## Selection Criteria

### Essential

- A tertiary degree and or professional qualification(s) in Computer Science, Information Systems, Health Informatics or IT/ healthcare related experience.
- A background of at least 12 months in Health Informatics, with an interest in computerised workflows, best practice, innovation, clinical documentation, and Healthcare Informatics.
- Knowledge of and experience with Oracle Health EMR or equivalent Digital Health implementations and systems.
- Critical thinking, strong analytical and troubleshooting skills to investigate and understand issues along with their clinical implications. You must be able to think laterally as well as logically to provide multiple solution paths to address issues whilst ensuring proactive communication and consensus with stakeholders.
- Experience using common business analysis software such as Microsoft Visio and Excel to map out current and future state workflows.
- Demonstrated experience and proven ability to influence and manage change including understanding and navigating the conflicting needs of different groups.
- Ability to work both independently and in a complex team environment and to collaborate with external and internal stakeholders.
- Excellent written and verbal communication skills, the ability to communicate effectively with stakeholders within the organization and a high level of attention to detail.
- Strong understanding of testing processes with the ability to actively participate in testing phases including competency in the use of Quality Centre, or similar software, for test script execution, capture of evidence and defect management.
- Demonstrated ability to manage and triage defects during the testing processes.
- Personal maturity and experience in dealing effectively with managing multiple tasks with competing priorities, working under pressure and delivering against tight deadlines using skills in prioritisation, problem solving, organization, decision-making, time management, and planning.
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation and consultation.
- A strong commitment to quality and excellence and customer focus.

### Desirable

- Experience with any of the Oracle Health solutions to be implemented in Western Health's Phase 2 Project.
- Post graduate qualification in a relevant area.
- Experience with Western Health's clinical services, documentation, workflows and systems.
- Experience with hospital mandatory reporting requirements, including AIMS, VINAH, VEMD, VPDC, ANZICU, ESIS.

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### Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

### General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name:	Click here to enter the Employee's name.		
Employee's Signature:		Date:	Click here to enter a date.

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