

POSITION DESCRIPTION

Position Title:	Project Manager
Business Unit/Department:	Digital Health
Division:	Digital Health
Award/ Classification:	Health & Allied Services, Managers & Administrative Workers Enterprise Agreement 2021 - 2025
Classification:	HS5
Direct Reports:	Various Positions Depending on Projects
Reports To:	Senior Project Manager and Testing Manager
Date Prepared/Updated:	23 October 2024

Position Purpose

The Project Manager for the Digital Health programme of work will lead the project teams to plan, execute, and deliver projects successfully. Each project aims to implement an electronic medical record system and other digital health projects that meet the needs of healthcare providers and patients while complying with regulatory requirements.

Additionally, they will ensure that the project is delivered on time and to the satisfaction of all stakeholders. They will also manage risks and issues throughout the project lifecycle, ensure compliance with regulatory requirements, and continuously improve project processes.

This role is a Full Time, Fixed Term position.

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.

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

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

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.
- 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 for the Dame Phyllis Frost Centre, a correctional facility for women located in Ravenhall

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Key Responsibilities

Develop and manage project plans and timelines

- Develop and maintain a detailed project plan, and timeline for specific Digital Health Projects that includes the Electronic medical record system
- Work with project sponsors and stakeholders to define project requirements and deliverables, establish project milestones, and allocate project resources.
- Establish and maintain monitoring mechanisms to monitor project progress and report on project status to stakeholders.

Identify and manage risks and issues that arise during the project lifecycle

- Proactively identify project risks and issues and develop plans to mitigate them.
- Work with project team members to address risks and issues as they arise, escalate issues when necessary, and ensure that project deliverables are not impacted.

Ensure that the project is meeting the needs of end-users

- Ensure that the electronic medical record system and digital health projects are meeting the needs of end-users, including clinical staff and patients.
- Work with end-users to identify requirements and ensure that the system is intuitive and user-friendly.

Staff Management

- Lead and motivate a team of project staff, including clinical and non-clinical analysts
- Provide direction, set goals, and provide feedback to team members to ensure that they are performing at their best.
- Provide support, mentoring and coaching to direct reports and ensure they are compliant with WH's policy and procedures and have completed all mandatory training and participates in ongoing professional development

Communicate effectively with stakeholders

- Communicate regularly with project sponsors, team members, end-users, and vendors.
- Provide updates on project progress, ensure that stakeholders are aware of any issues or risks, and manage stakeholder expectations.
- Prepare decision, discussion and information papers for various governance and steering committees.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Ensure compliance with regulatory requirements, data privacy and security, and interoperability standards

- Ensure that the project is compliant with regulatory requirements, data privacy and security, and interoperability standards.
- Work with vendors and internal teams to ensure that the system is secure, data is protected, and the system meets all relevant standards.

Continuously improve project processes

- Contribute to the improvement of project processes and methodologies to ensure successful project delivery. This include but not limited to updating the Project Management Framework and project templates on a yearly basis.
- Identify opportunities for process improvement, implement changes, and communicate changes to the project team and stakeholders.

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.

Key Working Relationships

Internal:

- Director Digital Health
- Digital Health Team members
- Director Digital Technology Services & Digital Technology Services Team
- Director of Medical Informatics, Director of Nursing and Midwifery Informatics and Informatics Advisors
- Clinical users

External:

- Oracle Health
- Other Vendors
- EMR Team leaders and managers at other Hospitals and Health Services

Selection Criteria

Qualifications and Experience

- A tertiary degree in healthcare, science or IT related field (or equivalent experience)
- At least five years demonstrated capability and experience in a senior project and test management role.
- Experience in Oracle Health EMR implementation(s) including leading project and test team is essential
- Experience working in a tertiary and/or paediatric hospital environment and understanding of clinical workflows in the acute and sub-acute inpatient setting is essential
- Experience in testing and quality assurance.
- Experience with agile methodologies.

Key Selection Criteria

- Demonstrated experience managing complex EMR implementation projects, including task planning, time estimates, delivery schedules, and documentation.
- Demonstrated project and vendor management experience.
- Proven experience managing teams of skilled individuals and leading them to consistently achieve

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

high levels of performance.

- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation and consultation.
- Knowledge of regulatory requirements, data privacy and security, and interoperability standards.
- Ability to influence and build strong relationships across all levels of the organisation
- Highly developed time management and organisation skills with ability to meet timelines
- Critical thinking and logical troubleshooting skills to investigate and understand issues and implications and provide multiple solutions to address the issue whilst seeking consensus from stakeholders.
- Strong leadership and team management skills.
- Excellent oral and written communication skills.
- Excellent stakeholder management skills.
- Competent in using MS Project, Visio, Word and Excel to support project management functions.

Additional Requirements

All employees are required to:

- Must be eligible to live and work in Australia
- 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
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Public Records Act 1973, Fair Work Act 2009 (as amended), the Privacy and Data Protection Act 2014 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

Our Vision

Together, Caring for the West

Patients – Employees – Community – 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: _____

Employee's Signature: _____ Date: _____

Our Vision
Together, Caring for the West
Patients – Employees – Community – Environment