

POSITION DESCRIPTION

Position Title:	Digital Health - Orders, Results and Data Management Analyst
Business Unit/Department:	Digital Health Operations
Division:	Digital Health
Award/Agreement:	Victorian Public Sector Health & Allied Services Managers & Administrative Workers) Enterprise Agreement 2021 - 2025
Classification:	HS4
Reports To:	Orders, Results and Data Management Lead
Direct Reports:	NA
Date Prepared/Updated:	22 January 2024

Position Purpose

The Digital Health Orders, Results and Data Management team are responsible for maintaining and optimising the following within the Western Health's Cerner Millennium EMR system:

- Pathology Orders and Results catalogues, utilising both third-party LIS and LOINC standards
- Radiology Orders and Results catalogues, utilising local RIS standards.
- Medications Orders, Results and Formulary catalogues utilising Multum medication, and AMT standards.
- Monthly PBS processing of the Medications Order catalogue to ensure Medicare compliance.
- Assisting with Patient Care Orders and Results catalogues, in accordance with Western Health guidelines.
- HL7 message content aliasing to ensure EMR content is compatible with its upstream and downstream connected systems.
- CCL Report writing for both EMR catalogue maintenance activities, and patient data requests from various internal hospital stakeholders.
- EMR User accounts.

The WH Digital Health portfolio currently consists of multiple Oracle Health applications and modules. The clinical workflow team are currently responsible for maintaining and enhancing all aspects of clinical documentation, care delivery and order-sets primarily within Powerchart, Surginet and Firstnet.

The role will require the ability to work closely within a small team, as well as ongoing consultation with clinicians and other key stakeholders to assist in converting decisions into workable processes and solutions that ensure the EMR is both up-to-standard and up-to-date.

The role will require high level system skills, particularly in fault finding/problem solving and identifying data

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patterns. Microsoft Excel is the primary analysis tool, but exposure to databases and SQL or CCL queries is advantageous. Accuracy is critical to the EMR's integrity and efficiency, minimising clinical risk, and maximising patient safety, so exceptional attention to detail is required. A basic familiarity with HL7 messaging, PAS, LIS, RIS and Pharmacy dispensing systems would also be advantageous, as these often determine the appropriateness of the EMR content.

This is a full time, fixed term position ending 31st December 2025.

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 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

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- 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 to inmates at the Dame Phyllis Frost Centre, a women's corrections centre in Deer Park

Key Responsibilities

- Maintain the EMR order catalogues in accordance with the applicable team processes.
- Maintain the EMR results catalogues in accordance with the applicable team processes.
- Maintain the EMR formulary catalogue in accordance with the applicable team processes.
- Maintain the EMR's Multum Medications content in accordance with the applicable team processes.
- Provide expert system advice to the organisation.
- Create Excel spreadsheets for system maintenance activities.
- Create CCL reports for system maintenance activities or data requests
- Keep accurate and complete records of your work activities in accordance with team policies.
- Source relevant information from work colleagues, user guides, specification documents, external user groups and any other valid sources to solve system issues.
- Identify potential risks with the content and configuration build in the EMR.
- Solve complex system issues with limited information, using logic, reasoning and system understanding.
- Restore service to the EMR with limited guidance in cases of identified content and configuration faults.
- Participate in after-hours and on call support roster when required.

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- Keep up to date with increased functionality delivered through code upgrades and Oracle solution enhancements

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:

- Digital Health Team Members
- Performance Unit
- Director of Medical Imaging and Pathology Contract
- Pharmacy department

External:

- Oracle Health
- Western Health's pathology provider
- Western Health's radiology provider
- Digital Health teams at other Hospitals and Health Services
- Shared LIS project team

Selection Criteria

Essential

- A degree or tertiary qualifications in Health, Business, Engineering, Science or Information Technology/Information Systems
- High-level competency with Microsoft Excel (including functions, complex formulas and conditional formatting)
- Strong analytical skills
- Demonstrated experience in a digital health setting.
- Ability to work both independently and in a complex team environment
- Ability to collaborate with external and internal stakeholders
- Ability to manage multiple tasks, work under pressure and deliver against tight deadlines
- Skills in prioritisation, problem solving, documentation, organisation, decision-making, time management, and planning
- Well-developed written and verbal communication skills; able to communicate effectively with all levels of personnel within the organisation
- Ability to solve complex system issues with limited information, using logic, reasoning and system understanding.
- Ability to explain complex system concepts and limitations to decision makers who may lack a systems background
- Ability to justify a taken stance using logic and evidence
- Ability to understand and navigate the conflicting needs of different groups
- Competency with basic SQL database queries

Desirable

- Understanding of clinical workflows in the inpatient and outpatient setting
- Familiarity with medication and healthcare nomenclature
- Familiarity with HL7 messaging
- Familiarity with CCL database queries

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- Previous experience working with Cerner Millennium, PowerChart, FirstNet, PharmNet, Oncology, SurgiNet, PBS, SNOMED CT and/or Multum
- Sound understanding and demonstrated proficiency with an EMM, EMR, PAS, Pharmacy dispensing system, LIS, RIS or clinical IS

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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