POSITION DESCRIPTION

Position Title:	Clinical Informatics Analyst
Business Unit/Department:	Digital Health
Division:	Digital Health
Award/Agreement:	Nurses & Midwives (Vic Public Sector) (Single Interest Employers) Enterprise Agreement 2020 – 2024
	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2026
	Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 – 2025
	AMA Victoria - VPS Doctors In Training Agreement 2022-2026
	Victorian Public Mental Health Services Enterprise Agreement 2020 - 2024
Classification:	**Grade 3 or equivalent**
Reports To:	Digital Health EMR Project Manager
	Professional Reporting Line: Chief Nursing and Midwifery Informatics Officer Chief Pharmacy Informatics Officer Chief Allied Health Informatics Officer
Direct Reports:	N/A
Date Prepared/Updated:	January 2024

Position Purpose
As a member of the Digital Health Electronic Medical Record (EMR) Project team, this role will work to extend the current Western Health (WH) EMR footprint. This includes Phase 1, Phase 2.1 and any optimisation projects implemented. At a high level, this includes the following EMR modules: • Medications Management and Ordering • Radiology and Pathology Ordering • Clinical Documentation • Oncology

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

- Perioperative
- Maternity
- Emergency
- Ambulatory Services

The Clinical Informatics Analyst is a crucial role bridging the gap between clinical practice and information technology. The primary responsibility of the Clinical Informatics Analyst is to leverage their understanding of both healthcare workflows and information systems to optimise the use of technology at WH.

The role of the Clinical Informatics Analyst entails reviewing and actively contributing to the enhancement of workflows designed to facilitate the implementation, adoption, and effective utilisation of the functionalities within the Digital Health EMR Project solutions.

The Clinical Informatics Analysts will be required to consult with staff to make a clinically informed recommendation to enable the Digital Health EMR Project solutions are fit for purpose and will help provide the highest quality of care possible to patients of WH.

The Clinical Informatics Analyst duties include but are not limited to information gathering to support workflow creation and validation, assisting with testing, evaluating workflow changes, conducting training and change management activities and effectively communicating with clinicians.

As a successful candidate, you will be an experienced clinician with strong clinical workflow knowledge, business analysis skills and project delivery experience. You will be a self-starter, a problem solver and have excellent communications and change management skills to support your team in delivering the Digital Health EMR Projects.

While the role is intended to provide a focus of subject matter expertise and support to clinical staff, there will be a requirement to provide support to other WH staff as required.

This is a fixed term, full time position available until January 2027.

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, Mental Health and Wellbeing services 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 Oracle Health – Cerner Millenium 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.

- 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

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PD Clinical Informatics Analyst

Key Responsibilities

Leadership

- Lead by example and motivate staff to strive for excellence
- Act as the key liaison between the Digital Health team and the clinical workforce for all Digital Health matters related to BMM Transition Project and provide subject matter expertise on clinical EMR workflows
- Provide advice to, and collaborate with, members of the clinical workforce and Digital Health teams to specify, prioritise, assess and document user requirements
- Consult and engage with Oracle Health, other health services and other relevant external vendors to address issues impacting project timeline and ensure Western Health adopts EMR best practice for solutions implemented in BMM EMR Transition Project
- 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

Research

- Use evidence to support improvement to consumer care and practice
- Be curious about ways to improve practice and outcomes
- Promote evidence based practice and share findings at internal and external forums
- Participate in quality and research projects as appropriate

Evidence Based practice

- Be familiar with local and organisational policies, procedures and guidelines
- Participate and contribute to improvement of policies, procedures and protocols and identify potential issues in clinical practice and areas of improvement in clinical standards. Critically review outcomes of clinical practice
- Participate in new initiatives to enhance patient and consumer outcomes and experience, or staff employment outcomes and experience
- Act to ensure safety by managing clinical risk and intervene, as necessary, to achieve optimal outcomes for patients/consumers and teams
- Be aware of Western Health's Strategic Priorities, and ensure activities align with these priorities
- Evaluate and update documentation of clinical workflows as required for solutions in the BMM Transition Project
- Work with clinical staff, the Digital Health team and management to understand reporting needs and develop report specifications that align with existing data availability and reporting capability
- Identify, manage and escalate when required, all risks and issues and contribute to the development and implementation of strategies and mitigation activities to reduce and/or eliminate identified risks and issues
- Test and validate EMR workflows, documentation and solutions within BMM EMR Transition Project
- Assist with the development and maintenance of test plans and scripts and support the identification and resolution of system problems to successfully exit various test stages within BMM EMR Transition Project
- Draft relevant project documentation including but not limited to Workflow Designs, "What Goes Where" documentation, QRGs, decision logs, stakeholder engagement matrix, Matter For Decisions/Discussion/Information to relevant endorsement committees and ensure project documentation is kept up to date for handover to the Digital Health Operations Team at the end of the project

Education & Learning

- Participate in ongoing learning opportunities
- Exchange and share information with colleagues via informal or formal forums such as huddles, in-services, presentations, education forums, team meetings.
- In consultation with the multidisciplinary team develop, implement and evaluate teaching or learning plans for employees, consumers and their significant others that meet their learning needs and facilitates informed decision making
- Conduct EMR related demonstrations and presentations to clinical staff and groups including the provision of orientation and training to new staff members
- Maintain an expert level knowledge of all the workflows within BMM EMR Transition Project
- Support the Change and Implementation team to complete change management assessments to prepare the workflow changes in the BMM Transition Project. This includes, but is not limited to, identification of workflow changes, anticipated resistance, evaluate and ensure user readiness, support and engage senior leaders and develop actionable deliverables.
- Conduct EMR 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

Clinical expertise

- Facilitate and perform clinical interventions within professional standards and boundaries and ensure all employees adhere to the same standards
- Coordinate, direct and, where appropriate, provide consumer care as outlined in the key accountabilities for a Western Health clinicians
- Role model best practice and reference latest research
- Identify clinical practice improvement opportunities and discuss with your manager
- 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 EMR solution is well understood by all stakeholders involved.
- Proactively build and maintain good working relationships with all Western Health staff especially the Digital Health and DTS teams to ensure the EMR application aligns with local requirements and IT strategic directions.
- Articulate technical concepts in simple and understandable terms to accommodate technical and non-technical audiences when presenting a problem and proposed solution.
- Contribute to the Digital Health Project Team communication activities.

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 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

- Registered Nurse or Midwife, Medical Officer, Allied Health Professional, Pharmacist with current AHPRA (if required) registration
- Clinical background of at least 2 years, with an interest in computerised workflows, best practice, innovation, clinical documentation, and Healthcare Informatics.
- Demonstrated experience working in a tertiary hospital environment and understanding of clinical workflows in the acute and sub-acute inpatient and outpatient settings
- Knowledge of and experience with Oracle Health EMR or equivalent EMR implementations.
- 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 Microsoft Visio and Excel.
- 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 an eye for detail.
- Strong understanding of testing processes with the ability to actively participate in testing phases.
- 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 Western Health's clinical services, documentation, workflows and systems.
- Experience with any of the Oracle Health solutions to be implemented in Western Health's Phase 2 Project including Future State workflow design, software build, implementation or operations support.
- Competency in the use of Quality Centre for test execution, capture of test evidence and defect management.

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.