

POSITION DESCRIPTION

Position Title:	Digital Health – Senior Medications Analyst
Business Unit/Department:	Digital Health Operations
Division:	Digital Health
Award/Agreement:	Medical Scientists, Pharmacists and Psychologist Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 - 2025
Classification:	SX81 (Grade 3) depending on experience
Reports To:	Digital Health – Medications Management Lead
Direct Reports:	NA
Date Prepared/Updated:	21 January 2025

Position Purpose
<p>The Digital Health – Senior Medications Analyst is responsible for providing support and ongoing development of the EMR system, to ensure that use by clinical staff is optimised and continuously improving to enable provision of the highest quality of care possible to patients of Western Health. At a high level, duties include incident and problem resolution for front line staff, gathering and evaluating change requests, conducting training, testing of new functionality, regression testing of current functionality during code upgrades or major projects and effectively communicating with end users.</p> <p>This role is intended to provide a focus of expertise and support to all clinical end users involved in prescribing, supplying and administering medications, the role is also expected to provide expert guidance to any team of clinical and technical analysts involved in future EMR projects.</p> <p>The WH Digital Health portfolio currently consists of almost all Oracle Health applications and modules, and the medications management team are currently responsible for maintaining and enhancing all aspects of medication management, order-sets and related documentation primarily within Powerchart, Surginet and Firstnet.</p> <p>While the role is intended to provide a focus of subject matter expertise and support for Medications Management, there will from time to time be a requirement to assist with providing support for other EMR functions as required.</p> <p>This position is for a fixed term full time contract until March 2026.</p>
Business Unit Overview
Our workforce of over 11,000 employees are driven by our values of ‘Compassion, Accountability,

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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
- 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

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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

Key responsibilities of the role include;

- Management of the EMR drug order catalogue and formulary, additions to the Pharmaceutical Benefits Schedule (PBS) and updates to the Multum (Oracle) drug database
- Management and resolution of service desk incidents, requests and changes within the EMR system
- Orderset management and maintenance including technical configuration
- Participate in Oracle Millennium software and database upgrades following Change Management processes
- Participate in the support and development of other Oracle Millennium modules when required
- Maintain a highly capable knowledge of Oracle Health build tools relating to medications management and clinical documentation
- Maintain medications management training and educational materials
- Participate in testing and validating workflows and functionality in the EMR
- Participate in testing and validating upgrades and domain refreshes
- Provide technical oversight, direction and expertise to clinical users and other WH EMR stakeholders
- Consult with users on clinical workflows, system interdependencies and design decision impacts
- Drive user specific solution configuration design to meet workflow requirements and make recommendations on system design as required
- Actively troubleshoot issues and log service requests for issues that cannot be resolved
- Identify and mitigate risks and issues
- Execute workflow and process improvement strategies
- Complete system build tasks efficiently and with a high level of quality
- Engage users in clinical workflow discussions to provide guidance on clinical solution and workflow design decisions
- Ensure that all EMR documentation relevant to the role (such as work flows, and catalogues) are kept up to date and maintained
- Perform end-to-end configuration of clinical solution components, including complex, specialised workflows were required
- Contribute to organisational and EMR team initiatives

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- Consult and engage with local Oracle Health sites to keep informed of improvement opportunities that could be applied at WH as well as to socialise product requirements and enhancements to ensure best practice is adopted locally
- Lead workshops with relevant staff to develop solutions to issues and to demonstrate EMR enhancements
- Conduct EMR related demonstrations and presentations to clinical staff and groups including the provision of orientation and training to new staff members
- Keep up to date with increased functionality delivered through code upgrades and Oracle Health solution enhancements.
- Participate in after-hours and on call support roster on a rotational basis.

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 Operations Team
- Digital Health Project Team
- Digital Technology Services
- Western Health's Staff

External:

- Oracle Health
- Software vendors for dispensing and inventory control
- Digital Health, Department of Health
- Medication Management subject matter experts at other Hospitals and Health Services

Selection Criteria

Essential:

- Current AHPRA registered pharmacist
- At least three years' experience in the design and deployment of EMR functionality
- Demonstrated experience in using Oracle Health (or similar EMR) build tools
- An understanding of clinical workflows in the inpatient and outpatient 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, organization, 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 understand and navigate the conflicting needs of different groups
- A commitment to quality and excellence
- Experience in the various phases of testing a clinical application.
- 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.
- Excellent oral and written communication skills.
- Strong MS Word, Excel, Project and Visio skills.

Desirable:

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- Experience working in a tertiary and/or paediatric hospital environment and understanding of clinical workflows in the acute and sub-acute inpatient setting is highly desirable.
- Experience with Western Health's clinical services, documentation, workflows and systems.
- Experience with CCL or SQL

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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