POSITION DESCRIPTION

Position Title:	Senior Patient Administration System (PAS) Specialist
Business Unit/Department:	Patient Administration
Division:	Digital Health
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 4 – Level 1 to Level 5 (HS4 to HS29)
Reports To:	Digital Health PAS Manager
Direct Reports:	N/A
Date Prepared/Updated:	17 October 2025

Position Purpose

The Digital Health Senior Patient Administration System (PAS) Specialist is responsible for leading the design, governance, and future transition of Western Health's Patient Administration System landscape. This encompasses the current iPM environment and its interactions with the Electronic Medical Record (EMR) and other key digital health applications, as well as the planning, design and implementation strategy for the future Oracle Cerner PAS under the EMR 2.2 program.

This position plays a critical role in ensuring Western Health's digital health architecture enables efficient, safe, and reliable patient administration and flow across the organisation. The Senior PAS Specialist ensures that all design decisions support high levels of data integrity, interoperability, and compliance with statutory and regulatory reporting obligations at the same time as facilitating an optimal end user functionality experience. The role will balance current operational needs, optimise existing systems and assist in resolving integration or performance challenges. This is a future-facing design role preparing Western Health for its transition away from iPM and toward a unified, enterprise-grade PAS integrated within the EMR.

Operating within a complex and evolving healthcare digital environment, the Senior PAS Specialist will provide expert architectural advice to align Western Health's administrative workflows with digital health best practice, modern integration frameworks, and data management standards. The position requires the ability to analyse and map end-to-end patient administration workflows, understand and model dependencies across clinical and administrative domains, and ensure all components of the PAS ecosystem operate optimally for both staff and patients.

Primarily working together with the Digital Health PAS Team, they will also work closely with the wider Digital Health Enterprise Architecture, and Operations teams, as well as external vendors such as HTS, Dedalus and Oracle Cerner, to define, design and maintain the patient administration and related systems. This includes establishing and maintaining design documentation, design principles, and governance frameworks that guide system enhancements, configuration changes, and new integrations. The role will also provide strategic oversight of data migration planning, interface design requirements, and the enablers required to ensure a safe and efficient transition to Oracle Cerner PAS.

Our Vision

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In addition to ensuring the front-facing design and usability of the legacy iPM, and future Oracle Cerner PAS are optimised to provide the best user experience, the Senior PAS Specialist will also have a strong focus to ensuring that all back-end statistical and statutory reporting obligations are met.

The role also contributes to the overall Digital Health Strategy by ensuring that patient administration capabilities are designed and maintained in alignment with Western Health's broader enterprise architecture and technology roadmap. This includes forward-looking design to support future scalability, interoperability with state and national digital health platforms, and onboarding of new facilities such as the New Footscray and Melton Hospitals.

The ideal candidate will be an experienced health information technology professional with deep expertise in patient administration systems, workflow design, and data interoperability. They will be comfortable operating independently on complex technical design matters, pro-actively consulting with a range of stakeholders from technical staff through to executives. The Senior PAS Specialist will combine strong analytical and system design skills with a pragmatic understanding of hospital operations, ensuring that design decisions are grounded in clinical and administrative realities while supporting Western Health's vision of delivering Best Care through digital excellence.

Business Unit Overview

Our workforce of over 13,000 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
- 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

Key Responsibilities

PAS Analysis and Design
- Lead the design, optimisation, and governance of Western Health's Patient Administration Systems, including iPM and Oracle Cerner PAS.
- Develop and maintain high-quality build artefacts that describe current state, transition state, and future state PAS environments.
- Ensure all PAS-related design supports statutory reporting, accurate data flows, and reliable integration with downstream clinical, financial, and administrative systems.
- Define and document integration patterns and interfaces between iPM, EMR, Oracle Cerner PAS, and other systems to ensure interoperability and data consistency.
- Design and oversee strategies for patient flow, scheduling, admissions, discharge, and transfer workflows from an architectural perspective.
- Lead the definition of data migration and mapping strategies from iPM to Oracle Cerner PAS, ensuring data integrity and continuity of patient administration functions.
- Collaborate with the Architecture team to ensure PAS architecture aligns with enterprise digital health standards and functional requirements.
- Provide guidance on technical dependencies, data models, and configuration decisions that affect patient administration and clinical workflows.
- Support the development of solution documentation, business cases, and design papers that clearly articulate design approaches and its benefits to Western Health.

Optimisation and Current State Support
- Provide technical oversight and architectural input into the optimisation of iPM and its integration with

- EMR and other ancillary systems.
- Identify and address current challenges affecting data accuracy, patient flow, or reporting from a system design perspective.
- Strengthen data quality and reporting integrity across all PAS-related processes, ensuring compliance with Department of Health and statutory requirements.
- Provide expert advice on configuration changes, integration enhancements, and design improvements to support current operations and project initiatives.
- Collaborate with Digital Health Operations and Clinical Informatics to align system workflows with best practice and future architectural goals.
- Proactively identify and resolve gaps in both the front-end user experience and back-end build and data input and outputs.

Future Project Work and Transition Planning

- Lead the technical design for the Oracle Cerner PAS under EMR 2.2, ensuring seamless integration into the broader EMR ecosystem.
- Define full end-to-end patient administration workflows across the enterprise, including interfaces to clinical and administrative systems.
- Establish forward-looking design principles that support scalability, interoperability, and alignment with state and national health digital initiatives.
- Contribute to the development of transition roadmaps, data migration strategies, and cutover planning to ensure minimal disruption to patient services.
- Act as a key advisor and contact during vendor engagements, design workshops, implementation planning and execution for EMR 2.2 and related initiatives.

Stakeholder Management and Communication

- Collaborate with internal stakeholders including Digital Health, Technology Services, and operational leaders to understand requirements, challenges, and workflow dependencies.
- Work closely with external vendors such as HTS, Dedalus, Oracle Cerner and other partners to design, validate, and iterate on PAS design components.
- Engage and work closely with statutory bodies such as the Department of Health.
- Facilitate technical and design workshops, translating complex system and data concepts into business understandable terms.
- Maintain strong working relationships with key internal groups to align PAS design with broader organisational requirements and goals.
- Produce, present and maintain high-quality design documentation, proposals, and executive decision papers.

Additional Requirements

- Tertiary qualification in Information Technology, Computer Science, Health Informatics or a related discipline.
- At least 5 years' experience in healthcare IT within a hospital or healthcare provider environment, with demonstrated extensive expertise in Patient Administration Systems (PAS), including configuration, integration.
- Experience with Epic/Oracle Cerner, iPM and a sound understanding of other large-scale hospital systems.
- Understanding of HL7, FHIR, and other healthcare data interchange standards.
- Ability to write/read complex database queries using a mix of technologies eg. PL/SQL and CCL
- Demonstrated experience in designing and optimising data flows between clinical and administrative systems.
- Excellent analytical and problem-solving skills with the ability to assess complex integration and data challenges.
- Proven ability to develop design artefacts, design documentation, and transition roadmaps.
- Demonstrated stakeholder engagement and communication skills, with the ability to influence technical and non-technical audiences.
- Strong organisational skills and the ability to work independently across multiple concurrent projects.

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 Enterprise Architecture Team
- Digital Health Team
- Western Health's Divisional Directors and Senior Leadership Group
- Digital Technology Services
- Western Health Staff

External:
- Oracle Cerner
- Health Technology Solutions
- Dedalus
- Other Health and Government Agencies
- Other Software Vendors

Selection Criteria

Essential:
- Tertiary qualifications in Information Technology, Computer Science, Health Informatics, or a related field.
- Extensive experience in healthcare information technology within a hospital or health provider environment.
- Demonstrated expert expertise in Patient Administration Systems (PAS), including configuration, data structures, and integration across clinical and administrative systems.
- Strong understanding of Oracle Cerner iPM and/or Oracle Cerner PAS with proven experience supporting or architecting complex hospital information systems.
- Knowledge of data interoperability standards, including HL7, FHIR, and other healthcare messaging protocols.
- Demonstrated experience designing and optimising workflows related to patient registration, admissions, transfers, discharges, scheduling, and reporting.
- Knowledge of PL/SQL and Oracle database concepts, including data modelling, stored procedures, and performance optimisation.
- Strong analytical and problem-solving skills, with the ability to interpret complex data flows and design solutions that maintain data integrity and compliance.
- Proven ability to document and communicate technical concepts and recommendations clearly to both technical and non-technical audiences.
- Demonstrated stakeholder engagement skills, with the ability to influence decision-making and collaborate effectively across clinical, technical, and administrative domains.
- Excellent written and verbal communication skills, including the ability to prepare design papers, architectural artefacts, and executive-level briefing documents.
- Ability to manage multiple concurrent projects, prioritise competing demands, and deliver high-quality outcomes within agreed timelines.
- Commitment to Western Health's CARES values (Compassion, Accountability, Respect, Excellence, Safety) and to promoting Best Care through digital innovation.
- Advanced MS Project, Visio, and Word and Excel skills.

Desirable:
- Experience leading or contributing to a PAS replacement or migration project, particularly involving Oracle Cerner PAS or equivalent enterprise systems.
- Experience designing and implementing data migration and transition strategies for patient administration and related systems.

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- Familiarity with Victorian statutory reporting requirements, Department of Health data collections, and other compliance frameworks.
- Knowledge of enterprise and integration architecture frameworks.
- Experience collaborating and leading aspects of large-scale digital health programs.
- Understanding of Western Health's digital ecosystem, services, and workflows.
- Awareness of state and national digital health initiatives, including interoperability, data exchange, and future-state platform alignment.
- Experience working in or supporting complex multi-site healthcare organisations, ensuring continuity of digital operations across varied clinical environments.

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, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023
- 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
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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

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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: _____