

POSITION DESCRIPTION

Position Title	Pharmacy Informatics Advisor (Chief Pharmacy Informatics Officer – CPIO)
Business Unit/Department:	Digital Health
Division:	Digital Health
Award/Agreement:	Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 – 2025
Classification:	Grade 4 (TA20 to TA22)
Reports To:	Director, Medical Informatics (CMIO) Professional Reporting Line: Director, Pharmacy
Direct Reports:	N/A Professional Reports: Digital Health Medications Management Team and Pharmacy Clinical Informatics Analysts
Date Prepared/Updated:	3 February 2025

Position Purpose

The Pharmacy Informatics Advisor (Chief Pharmacy Informatics Officer - CPIO) is a crucial role within the Digital Health division, tasked with bridging the gap between quality use of medicines, healthcare delivery and information technology, providing expert advice and guidance on informatics related matters at Western Health. As a senior clinical leader, utilising their in-depth understanding of informatics and clinical workflows, the Informatics Advisor's primary objectives are to analyse Western Health's current informatics systems and processes. This includes identifying opportunities for improvement and optimisation, as well as providing expert guidance on the adoption of new technologies, data management strategies and information security measures. This role includes supporting the selection and implementation of informatics solutions, while staying informed of the latest developments and trends across health informatics to ensure continuous enhancements of systems and practices.

As a valued member of the Clinical Informatics group, the Pharmacy Informatics Advisor will actively contribute to optimising projects within Digital Health. This role will involve close collaboration with the Director of Digital Health, Director Medical Informatics (CMIO), Director Nursing & Midwifery Informatics (CNMIO), Clinical Informatics Advisors, Project Managers, and Analysts. The successful candidate will play a pivotal role in designing, building, and implementing Western Health's Digital Strategy and Roadmap.

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The key responsibilities of the Clinical Informatics group encompass Strategic Planning, Data Analytics, Clinical Workflow Optimisation, Governance, Quality Improvement, Collaboration, Leadership, Education, and Training.

In addition, the Informatics Advisor will engage with key stakeholders such as the Director of Pharmacy, Pharmacy Leadership, Chief Medical Officer, Chief Nursing and Midwifery Officer, Clinical Service Directors, and the Senior Leadership Group. They will provide insights into Western Health's digital strategic capabilities and vision, facilitating seamless digital integration between the Electronic Medical Record (EMR) and other digital applications.

Leadership and guidance within the respective craft groups are essential elements of the Informatics Advisor's role, as they leverage data and technology to drive modernisation, efficiency, and effectiveness within Western Health. This includes developing informatics strategies, overseeing informatics governance, optimising clinical workflows, and offering support and expertise in implementing clinical systems.

The ultimate aim of this role is to enhance Western Health's informatics capabilities, resulting in improved patient care outcomes, streamlined operational processes, and data-driven decision-making aligned with Western Health's strategic goals.

Additionally, as this is a leadership position, there may be additional project responsibilities and tasks that extend beyond the scope of the outlined position description.

This position is for a fixed term full time contract until March 2026.

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.

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

Key Responsibilities

Bridging Healthcare and Technology:

- Act as a liaison between clinicians and information technology teams to facilitate effective communication and collaboration

Collaboration and Leadership:

- Communicate with clinical staff across Western Health’s various campuses regarding clinical informatics projects.
- Create and maintain a network of key external stakeholders to support the role and remain informed of best practice.

Informatics Strategy Development:

- Develop and implement informatics strategies aligned with Western Health’s goals, ensuring that technology and data are utilised effectively to improve patient care and overall operational efficiency.

Clinical Workflow Optimisation:

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- Analyse and optimise current and future state clinical workflows to streamline processes, reduce inefficiencies, and enhance patient outcomes through the effective use of technology.

Quality Improvement Initiatives:

- Collaborate with clinical teams to identify areas for quality improvement and develop informatics solutions to enhance patient safety and care quality.
- Proactively identify areas for improvement, implement changes and monitor these results to ensure that the organisations goals and objectives are met including Western Health’s Clinical Governance framework and adherence to Quality and Patient Safety Accreditation requirements.
- Enhance patient outcomes, optimise processes and deliver high quality care by implementing systematic and evidence-based improvement initiatives
- Analyse data and conduct thorough assessments to identify where quality improvement is required

Informatics Governance:

- Establish and oversee governance frameworks to ensure data privacy, security, and compliance with regulatory requirements in handling electronic health information.
- Make informed decisions by overseeing the collection, storage, integration and analysis of data
- Liaise with other stakeholders within Western Health to ensure the system is secure, data is protected and systems meet the relevant standards

Clinical Systems Implementation:

- Provide expertise and support in the design, build, and implementation of clinical systems such as Electronic Medical Records (EMRs) and other digital health systems. This includes the impacts of systems on end-to-end clinical workflows.

Data Analytics and Reporting:

- Ensuring that you are following already established data governance polices
- Utilise data analytics tools to extract meaningful insights from health data, support evidence-based decision-making, and monitor performance metrics.
- Maintain high quality data by implementing measures to ensure accuracy, completeness and data consistency

Training and Education:

- Develop and support training and educational programs to ensure healthcare professionals and staff are proficient in using informatics tools and technologies.
- Actively participate in training sessions to ensure you are kept up to date with best practices and emerging technologies to expand your knowledge and expertise.
- Promote and mentor colleagues and key stakeholders to foster a climate of learning and professional development in relation to clinical informatics.

Stakeholder Engagement:

- Engage with key stakeholders, including senior leadership, clinicians, and IT personnel, to align informatics initiatives with Western Health’s objectives and gain support for implementation.

Research and Innovation:

- Stay updated with the latest advancements in health informatics and technology trends to identify opportunities for innovation and improvement in healthcare delivery.

Support Digital Integration:

- Facilitate seamless integration of various digital applications and systems within Western Health to improve data exchange and interoperability.

Performance Monitoring:

- Monitor and evaluate the effectiveness of informatics solutions, ensuring that they meet the intended objectives and make data-driven adjustments as necessary.

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General

- Ensure all Western Health policies and procedures are adhered to and implemented in the system design.
- Ensure all documents are critically reviewed with an eye for detail.
- Ensure a highly professional, performance based, innovative, responsive and accountable culture within the team.
- Provide secretary duties for design working groups or as requested.

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
- Director Informatics (Medical and Nursing and Midwifery)
- Digital Health Team
- Western Health Pharmacy Team
- Western Health's Divisional Directors and Senior Leadership Group
- Western Health Staff

External:

- Oracle Health Project Team
- Other Health Agencies
- Other vendors

Selection Criteria

Essential

- Current AHPRA Registration
- A minimum of two years' experience in working in an Informatics Advisor position.
- Knowledge of and experience with Oracle Health EMR or equivalent EMR.
- Previous line management and leadership experience
- Experience working in a tertiary hospital environment with an in-depth understanding of clinical workflows in the acute and sub-acute inpatient setting.
- Proven track record of strategically driving complex projects to achieve optimal outcomes.
- Proven ability to influence and manage change.
- Ability to work both independently and in a complex team environment; collaborate with external and internal professionals and other customers.
- Ability to manage multiple tasks, work under pressure and deliver against tight deadlines.
- Strong analytical and troubleshooting skills and ability to use initiative, identify and solve problems.
- Good communication skills with the ability to communicate effectively with all levels of personnel within the organisation.
- Ability to understand and navigate the conflicting needs of different groups.
- Skills in prioritisation, problem solving, organisation, decision-making, time management, and planning. Personal maturity and experience in dealing effectively with competing priorities.

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- A strong commitment to quality and excellence and customer focus.

Desirable

- Post graduate qualifications in health and/ or health informatics
- Knowledge and experience of information systems and technology.
- Publication Portfolio.

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

Acknowledgement

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.](#)

