POSITION DESCRIPTION

Position Title:	Digital Health - Benefits and Quality Manager
Business Unit/Department:	Digital Health
Division:	Digital Health
Award/Agreement:	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025
Classification:	HS5
Reports To:	Digital Health Operations Manager
Direct Reports:	N/A
Date Prepared/Updated:	7 April 2025

Position Purpose

The position of Benefits and Quality Manger is a crucial role within the Digital Health division, focusing on maximising benefits realisation for all digital health solutions implemented within the division and ensuring the solutions are maintained to the highest standards of quality.

Utilising your in-depth understanding of benefits and quality in relation to Digital Health, your primary objectives are;

- Benefits realisation
- Quality assurance
- Data Analysis and reporting

As a valued member of the Digital Health team you will actively contribute to the design of benefits from initiation to completion when designing a digital health solution, this includes but not limited to contribution to the development of benefits during the business case and project initiation stage, develop a targeted benefits plan against each Digital Health initiative or project, working with each area to set the benefit targets and ensure the benefits are tracked and realised post go live. From the quality assurance aspect, this role is vital in ensuring that there is a quality and safety aspect to every digital solution and design agreement.

The Benefits and Quality Manager is responsible for establishing and implementing robust processes within the Digital Health system to ensure compliance with industry standards and Department of Health and Therapeutic Goods of Administration Regulations on the use of digital health products. This role is also responsible to support the review of any internal patient risks associated with the EMR.

In addition, the Benefits and Quality Manager will engage with key stakeholders within the organisation such as the Western Health Executives and Senior Leadership Team.

The ultimate aim of this role is to ensure the effective implementation, optimisation and ongoing improvement of the Digital Health solutions with a focus on maximising benefits and quality.

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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.

Business Unit Overview

Our workforce of over 11,000 employees are driven by our values of:
- Compassion
- Accountability
- Respect
- Excellence
- 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-centered and connected patient experience.

Western Health (WH) is in a period of rapid growth. Our services comprise off our acute public hospitals:
- Footscray Hospital,
- Sunshine Hospital (including Joan Kirner Women's and Children's)
- Williamstown Hospital
- Bacchus Marsh & Melton Hospital.

We also operate:
- Sunbury Day Hospital
- Hazeldean Transition Care
- 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.

Western Health has already achieved significant milestones in the implementation of the Electronic Medical Record (EMR) Project. The successful Phase 1 implementation took place in November and December 2018, and further enhancements and functionalities have been introduced since. Phase 2.1 of the EMR Project was successfully launched in July 2023 which further expanded the Western Health EMR.

Western Health is undergoing a digital transformation, along with expansion of services, and must adapt to keep pace with the changes to continue to provide care for our community and patients. The Western Health 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.

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 Western Health will be elevated to fully digital health service status in line with the leaders in digital healthcare.

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 Western Health:

- 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.

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- 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 North Western 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

Leadership

- Communicates information and expectations clearly and concisely in a way that builds effective and collaborative working relationships with others.
- Maintains a professional demeanour and serves as a role model for all staff, both as a clinician and in line with behavioural expectations.
- Provides leadership relating to benefits and quality.
- Take accountability for own actions
- Exhibit a high level of emotional self-control and flexibility in complex, changing, and/or ambiguous situations and when confronted with challenges
- Maintains and fosters relationships with appropriate internal and external stakeholders.
- Communicate with clinical staff across Western Health's various campuses regarding benefits and quality
- Create and maintains a network of key external stakeholders to support the role
- Attend relevant Western Health committees and working groups to ensure than any potential benefits and quality issues are effectively represented.
  Present to different groups of stakeholders, both internally and externally
- Communicate the local action plan; explain how this relates to the function's strategy and action plan and the broader organization's mission and vision; motivate people to achieve local business goals.
- Use a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses. For example, seeks and reflects on feedback; actively integrates and applies key insights to enhance effectiveness. Clearly understands own impact on others and willingly makes adjustments when needed

Benefits Optimisation
- Identify and define the key benefits expected from the Digital health initiatives such as improved patient outcomes, increased efficiency, cost savings and enhanced user experience
- Develop strategies to maximise the realisation of these benefits throughout the lifecycle of the Digital Health projects
- Establish key performance indicators (KPIs) and metrics to measure and evaluate the achievement of expected benefits

Benefits Realisation
- Collaborate with key stakeholders to define and articulate the expected benefits of the Western Health EMR and Digital Health technology
- Develop and execute a benefits realisation plan, tracking and measuring outcomes against predefined benchmarks
- Work closely with project teams to identify and address barriers to benefits realisation
- Communicate progress and achievements in benefits realisation to relevant stakeholders

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- Deliver baseline assessments and post-implementation analyses to evaluate and track the realisation of business benefits

Improvement and Best Care:
- Implement quality management processes to ensure the reliability, accuracy and safety of Digital Health solutions
- Collaborate with cross functional teams to define and adhere to quality standards, regulatory requirements and industry best practice
- Establish and implement quality assurance processes for the Digital Health system, ensuring compliance with industry standards and regulations
- Conduct regular assessments of system performance and user satisfaction to identify areas for improvement
- Conduct regular audits, assessments and reviews to identify and address any quality issues promptly
- Conduct random audits to prevent any inappropriate access of the EMR
- Partner with Clinical Informatics Leadership and Best Care to appraise and suggest improvements to the system to support delivery of timely, right, coordinated and safe care.
- Partner with Clinical Informatics Leadership and Western Health Best Care Committees to ensure system supports adherence with The National Safety and Quality Health Service (NSQHS) Standards
- Collaborate with management in implementing quality assurance change initiatives and/or make continuous operational improvements

Data Analysis and Reporting
- Utilise data analytics to measure and analyse the impact of the Digital Health system on patient outcomes, operational efficiency, and overall health care delivery
- Use data driven insights to make informed decisions regarding benefits realisation and quality improvements
- Generate regular reports on benefits realisation metrics and present findings to Western Health key stakeholders

Compliance and Regulatory Adherence
- Ensure that the implementation and use of the Digital Health system comply with relevant healthcare regulations and standards
- Stay up to date of changes in regulations and update processes and practices accordingly
- Collaborate with legal and compliance teams to address regulatory requirements and changes
- Investigate all kinds of incidents and reports, and provide expert advice. Minimise risk exposures and ensure adherence with regulatory standards by working with all internal functions to make sure compliance programs are properly implemented

Stakeholder Collaboration
- Work closely with various key stakeholders including the Western Health Executives and Senior Leadership Team, regulatory bodies and end users to understand their needs and expectations
- Facilitate communication and collaboration among different departments to ensure a holistic approach to benefits realisation and quality management
- Builds partnerships and works collaboratively with others to meet shared objectives. For example, readily involves others to accomplish goals; stays in touch and shares information; discourages "us versus them" thinking; shows appreciation for others' ideas and input

Continuous Improvement
- Establish a culture of continuous improvement by regularly assessing processes and workflow and technologies
- Implement feedback mechanisms to capture insights from end users, clinicians and other stakeholders using this information to drive enhancements and refinements
- Stay informed about emerging technologies and industry trends to proactively identify opportunities for innovation and improvement
- Create new and better ways for the organisation to be successful. For example, approaches professional work in unique or innovative ways. Offers original ideas. Appreciates others' creative ideas and solutions and provides helpful input to enhance them

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PD Digital Health Benefits and Quality Manager

Risk Management
- Identify potential risks related to Digital Health initiatives and develop mitigation strategies
- Monitor and manage risks throughout the project lifecycle to prevent or minimise negative impacts on benefits and quality
- Ensure the organisation is not exposed to undue risks by using risk management systems to achieve specific goals within Digital Health

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:

- EMR Operations Manager
- Digital Health Director
- Directors Informatics (Medical and Nursing and Midwifery)
- Informatics Advisors
- Digital Health Team
- Directors of Nursing and Midwifery
- Executive Director of Nursing and Midwifery
- Deputy Executive Directors of Nursing and Midwifery
- Director of Education and Learning
- 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
- Proven experience in benefits realisation and quality management and project implementation within a healthcare setting
- Analytical mindset with the ability to interpret data and metrics
- Knowledge of and experience with Oracle Health EMR or equivalent EMR implementations is essential.
- Experience working in a tertiary hospital environment with an in-depth understanding of clinical workflows in the acute and sub-acute inpatient setting
- Demonstrated ability to deliver quality consumer care and possession of excellent clinical skills
- Demonstrated experience working effectively independently and also within a multidisciplinary team environment with minimal supervision
- Demonstrated time management, organisation and planning skills
- High level verbal and written communication skills
- Experience in the use of technology to create clear and concise documents, reports and proficiency with the Microsoft Office suite
- Demonstrated commitment to developing and improving personal education and skills appropriate to the position
- Demonstrated competency and knowledge to effectively undertake basic health care education.
- Experience in the development, implementation and review of policy, procedures and guidelines.
- Current Victorian driver's license.

Desirable
- Post graduate qualifications in health informatics or previous experience in similar role is highly desirable.

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- 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, 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

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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