

## POSITION DESCRIPTION

<b>Position Title:</b>	Integration Analyst
<b>Business Unit/Department:</b>	Digital Health – Enterprise Architecture
<b>Division:</b>	Digital Health (DH)
<b>Award/Agreement:</b>	VPS Health and Allied, Managers and Administration Officers
<b>Classification:</b>	HS 4
<b>Reports to:</b>	DH Integration Architect
<b>Direct Reports:</b>	N.A.
<b>Date Prepared/updated:</b>	3 July 2025

### Position Purpose

The Digital Health (DH) Integration Analyst is responsible for the design, build, test and implementation of integration for the various clinical and administrative systems that integrate with Cerner EMR (Electronic Medical Record) and other WH systems. The role is one that will draw upon the incumbents extensive technical experience in healthcare to help facilitate safe clinical workflows and to ensure they also align closely with business and technical requirements.

By working closely with Digital Technology Services (DTS), DH BAU and EMR projects team, clinical staff, analysts and stakeholders the DH Integration Analyst will implement, manage and optimise the end-to-end integration solutions to ensure that it meets Western Health's requirements for delivering safe, patient-centered, right and coordinated patient care. More specifically, the incumbent will provide expert integration guidance, and develop and implement detailed solution designs and assist with the ongoing Cerner application roadmap from go-live.

The DH Integration Analyst will oversee day to day operation of the integration environment, comprising integration engines, servers, extracts and proactively ensure that interfaces are online and performing optimally and well documented. The incumbent will be required to establish and maintain strong working relationships with the business owners of clinical applications, EMR (and other clinical software) vendors, and the wider DTS team members consisting of application, networking, DBA, and server teams.

The DH Integration Analyst will report to the DH Integration Architect to develop, deploy and monitor interfaces within Western Health's integration environment as designed. The incumbent will work closely with a wide variety of DH and DTS team members to understand interface requirements as they emerge during implementation and BAU activities.

With a seemingly endless list of projects in the pipeline at Western Health, the DH Integration Analyst will not just be working on BAU functions, but will find themselves working collaboratively with the DH Integration Architect on a variety of projects requiring creative thinking to achieve the best solution.

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## 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.

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.

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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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## Key Responsibilities

### **Key responsibilities of the role include:**

- Provide key technical communication between the integration team, technical team and application teams.
- Assist the Integration Architect in the development, maintenance and testing of integration solutions.
- Ensure that all integration solutions are supportable, optimally organised and well documented.
- Contribute to the Digital Health Enterprise Architecture repository by submitting/updating documentation of new/alterd interfaces
- Carry out periodic reviews of Enterprise Architecture repository artefacts relating to integration solutions and update as necessary.
- Design robust and well thought out solutions that are future proofed for an organisation that is in a near constant state of change
- Maintain a high degree of knowledge of all Western Health applications and how they interact with each other.
- Maintain a working knowledge of both the back-end and front-end of Western Health applications.
- Create comprehensive process map and architectural design diagrams that are logical and easy to read for a wide variety of concepts and processes.
- Ensure all project and solution documentation is up to date and in line with agreed framework
- Provide strategic and architecture governance and oversight to internal and external technical stakeholders including vendors to ensure a fully integrated solutions that meet the objectives of Western Health
- Review existing integration solution designs and architecture and identify major risk/gaps based upon experience and requirements and put into action a plan to mitigate identified risks/gaps
- Implement a strategy for, and to manage the complex integration environments and associated upstream and downstream systems from code set alignment, testing of changes/upgrades, to coordination/communication of changes/upgrades
- Provide technical rigour and implement best practice to processes in a constantly changing enterprise environment
- Provide leadership and mentorship to team members for all integration related activities
- Assist team members in overcoming identified integration defects and working with vendors or other stakeholders to get resolved
- Lead and manage all system integration testing activities and participate in User Acceptance Testing.
- Develop a sustainable integration support and maintenance model in consultation with the DH Director, the EMR Operations manager.
- Develop, code, troubleshoot and tune the Western Health integration engine and build/implement efficient, flexible and re-usable integration components.
- Organise/Schedule/Perform maintenance activities on the Rhapsody Integration Engine as required.
- Actively intervene when integration issues arise. Using internal communication tools, be highly contactable to DH and DTS staff members during business hours and provide ongoing updates to any live issues being worked on.
- Proactively analyse existing interfaces to ensure the Western Health Rhapsody environment continues to operate as close to an error-free state as possible.
- Maintain a methodical approach to all troubleshooting activities to problems that may arise from a variety of sources without notice. Ability to authoritatively pinpoint issues with interface code, up/downstream application changes, network and connectivity, active directory permissions, server and/or storage infrastructure.
- Submit changes and attend change management meetings. Identify and advise on problems that may arise from changes elsewhere in the Western Health enterprise environment.
- Keep well informed of changes/advancements in integration technologies (e.g. FHIR) and acquire necessary skillsets as required.
- Attend project meetings as required.

### **Project Management:**

- Develops work plans and closely monitor them to ensure the integration components are on schedule.
- Identify and manage all integration related risks and issues and develop and implement mitigation activities to reduce or eliminate identified risks and issues.

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- Provide a weekly status report on the progress of all integration components highlighting project issues, technical concerns and possible risks to project milestones.

**Stakeholder Engagement:**

- Establish relationships with, and maintain close communication with the Cerner Team, Health Technology Solutions (HTS), vendors, WH DTS Team and WH Clinical users to deliver comprehensive integration solutions to Western Health
- Present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding of the problem and proposed solution

**Staff Management:**

- Providing ongoing support and education of staff for enhancements and changes to the system when required, along with training new staff and providing general refresher and ad hoc training

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.

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## Key Working Relationships

### **Internal:**

Western Health's DH Senior Leadership Team and DTS Team Members

- Other Western Health stakeholders, strategic partners, community participants, and/or contractors including Government Department representatives
- Other Western Health employees and/or guests who may seek advice with regards to Western Health ICT environment from time to time
- Western Health Executive, Clinical Leaders, Divisional Directors, Senior Clinicians and Management
- Other WH employees and/or guests who may seek advice with regards to WH ICT environment from time to time
- EMR Team members and the DH Director
- Chief Medical Information Officer
- Chief Nursing and Midwifery Information Officer
- Clinical users

### **External:**

- Vendors of hardware, software or ICT related services, including outsourced services
  - Managed Service Provider: Data Agility
  - Lyniate
  - Oracle
  - Health Technology Solutions
  - Application vendors including but not limited to DXC, Pharmhos, Dorevitch, Core Medical Solutions, Fujifilm
- Other WH stakeholders, strategic partners, community participants, and/or contractors including government department representatives

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## Selection Criteria

### **Essential:**

- A degree or tertiary qualifications in Information Technology or equivalent work experience in a related area.
  - A minimum of 3 years of demonstrated experience of working as an Integration Analyst in a complex clinical setting
  - A minimum of 3 years working in the development and support of Rhapsody integration
  - A minimum of 3 years working in the development and support of HL7 interfaces underpinned by the HTS standard
- Demonstrated experience in design, build and implementation of interfaces to connect and enable workflows between heterogeneous clinical systems
- Demonstrated experience in object-oriented programming languages.
- Demonstrated experience in with large/complex databases, including complex SQL queries and database administration concepts.
- Ability to work both independently and in a complex team environment; 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, organisation, decision-making, time management, and planning
- Well-developed 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.
- Ability to work collaboratively across organisational boundaries and build strong working relationships with internal partners, vendors and team members
- Ability to present technical concepts in simple and understandable terms so that both technical and non-technical audiences understand and able to garner a consensus from a group
- Strong customer focus
- A commitment to quality and excellence
- Experience with Cerner FSI components.

### **Desirable:**

- Experience in integration engine technology including Rhapsody.
- Experience with the MirthConnect integration engine.
- Demonstrated integration experience with Cerner EMR modules/components including but not limited to, PowerChart, CCL, Clinical Documentation, MPages
- Demonstrated integration experience with other EMR systems and computerised clinical applications.
- Demonstrated integration experience with existing WH systems and workflows including but not limited to, iPM, JCAPS, EDIS, BossNet, Merlin, FujiFilm and Ultra
- Working knowledge of ICT systems and technologies underpinning the EMR, specifically Active Directory, Citrix, networking, SSO and printing
- An understanding of clinical workflows in the acute and sub-acute inpatient setting.
- Proven ability to influence and manage change in a complex ITIL environment

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### 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
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Public Records Act 1973, Fair Work Act 2009 (as amended), the Privacy and Data Protection Act 2014 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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