POSITION DESCRIPTION

Position Title:	Clinical Informatics Analyst – Medical Officer
Business Unit/Department:	Digital Health
Division:	Digital Health
Award/Agreement:	AMA Victoria - VPS Doctors In Training Agreement 2022-2026
Classification:	HM13 – HM20
Reports To:	Digital Health Project Manager
	Professional Reporting Line:
	Chief Medical Informatics Officer
Direct Reports:	N/A
Date Prepared/Updated:	30 June 2025

Position Purpose

The Clinical Informatics Analyst – Medical is a crucial role bridging the gap between clinical practice and information technology. The primary responsibility of the Clinical Informatics Analyst - Medical is to leverage their understanding of both healthcare workflows and information systems to optimise the use of technology at WH. You will be expected to become a subject matter expert for clinical information systems, with an emphasis on the EMR, but also will be involved in a variety of other clinician related systems. You will help facilitate system requirements and design discussions and the change management process for any new or modified solutions.

As a successful candidate, you will be a Medical Officer with strong clinical workflow knowledge, business analysis skills and project delivery experience. You will be a self-starter, a problem solver and have excellent communications and change management skills to support your team in delivering Digital Health projects.

While the role is intended to provide a focus of subject matter expertise and support to Medical staff, there will be a requirement to provide support to other WH staff as required.

This is a fixed term, full time, position available until [December 2025].

Business Unit Overview

Our Vision
Together, Caring for the West
Patients – Employees – Community – Environment

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-centered and connected patient experience.

Western Health is a rapidly growing organisation which cares for a diverse community of more than 1 million people with complex care needs ranging from newborns to elderly patients.

We currently comprise of four acute public hospitals:
- Footscray Hospital
- Sunshine Hospital (including Joan Kirner Women's and Children's)
- Williamstown Hospital
- Bacchus Marsh & Melton Hospital

The Victorian Government has also invested $1.5 billion to deliver a new 504 bed Footscray Hospital which is currently under construction and due to open in 2025. Furthermore, they have 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.

WH also operates Sunbury Day Hospital, Hazeldean Transition Care Unit, Grant Lodge Residential Aged Care, as well as community health centers in Melton, Caroline Springs and Bacchus Marsh and a range of community-based services. In 2023, Western Health also became a Mental Health Service and commenced providing primary healthcare to inmates at the Dame Phyllis Frost Centre, a women's corrections center in Deer Park.

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 Electronic Medical Record (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 support clinical decision making. It also simplifies clinician workflows, provides access to best practice knowledge and empowers our clinicians with the tools to enhance the delivery of Best Care.

Following this successful EMR Phase 1 implementation, WH subsequently commenced the EMR Phase 2 project in early 2021. This visionary, comprehensive and innovative project is the largest digital health project ever undertaken by the organisation, and will allow us to maximise the potential of our EMR. Such a considerable extension of WH's digital footprint will provide us with the tools to improve the quality, safety and efficiency of patient care, and enhance 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.

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Key Responsibilities

Project Delivery (include design and testing);

- Act as the key liaison between the Digital Health team and the Medical workforce for all matters related to Digital Health, and provide subject matter expertise on Medical workflows.
- Evaluate Medical workflows and update requirements documents as required for Digital Health solutions.
- Lead current state and future state workshops with WH staff to assist in the design of Digital Health workflows to meet their clinical need and allow the use of the solutions to enhance and improve the delivery of patient care as identified.
- Provide advice to, and collaborate with, members of the Medical Management and Digital Health Management teams to specify, prioritise, assess and document user requirements and changes in workflow with the introduction of new modules within Digital Health.
- Work with Medical staff, the Digital Health team and management to understand reporting needs and develop report specifications that align with existing data availability and reporting capability.
- Work with end users to collect, document, evaluate and drive change requests following Project Change Request Management processes.
- Conduct system related demonstrations and presentations to Medical staff and groups including the provision of orientation and training to new staff members.
- Maintain an expert level knowledge of all applicable workflows within Digital Health and the EMR not limited to medical.
- Complete all assigned project tasks on time and to a high standard of quality.
- Identify benefits and contribute to implementing strategies to ensure these benefits are measured and can be realised.
- Identify, manage and escalate when required, all risks and issues and contribute to the development and implementation of strategies and mitigation activities to reduce and/or eliminate identified risks and issues.
- Test and validate workflows, documentation and solutions within Digital Health.
- Assist with the development and maintenance of test plans and scripts and support the identification and resolution of system problems to successfully exit various test stages within Digital Health.
- Draft relevant project documentation including, but not limited to, "what goes where" documentation, QRGs, test scripts, decision logs, stakeholder engagement matrix, MFDs and MFIs to relevant endorsement committees and ensure project documentation is kept up to date for handover to the Digital Health Operation Teams at the end of the project.
- Consult and engage with Oracle Health, other health services and other relevant external vendors to address design issues impacting project timeline and ensure Western Health adopts best practice for solutions implemented.

Stakeholder Management and Communication

- Facilitate open communication and discussion between stakeholders by developing, maintaining and working to stakeholder engagement strategies and plans. Ensures regular and accurate communication to stakeholders.
- Collaborate with, and facilitates stakeholder groups, through formal or informal channels to ensure that stakeholder concerns and requirements are well understood by the project team.
- Work closely with the rest of the Digital Health team to translate communications and stakeholder engagement strategies into specific activities and deliverables that will formulate the Change Management Plan, Training Plan and Communications Plan.
- Ensure that the final solutions are well understood by all stakeholders involved.
- Proactively build and maintain good working relationships with all Western Health staff to ensure the applications align with local requirements and IT strategic directions.
- Articulate technical concepts in simple and understandable terms to accommodate technical and non-technical audiences when presenting a problem and proposed solution.
- Contribute to the Digital Health communication activities.

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Change Management, Training and Adoption

- Support the Change and Implementation team to complete change management assessments to prepare the workflow changes in the Digital Health Project. This includes, but not limit to, identification of workflow changes, anticipated resistance, evaluate and ensure user readiness, support and engage senior leaders and develop actionable deliverables.
- Conduct training to Western Health staff as required.
- Actively participate in Go-Live planning and provide 24/7 support during Go-Live
- Support the clinical adoption post Go-Live within your project stream.

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 designed 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 Divisional Director
- Digital Health Team
- Western Health's Divisional Directors and Senior Leadership Group
- Western Health's Staff

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

Selection Criteria

Essential

- Active and appropriate registration as a Medical Practitioner with the Medical Board of Australia..
- A medical clinical background of at least 2 years, with an interest in computerised workflows, best practice, innovation, clinical documentation, and Healthcare Informatics.
- Demonstrated experience working in a tertiary hospital environment and understanding of clinical workflows in the acute and sub-acute inpatient and outpatient settings.
- Knowledge of and experience with Oracle Health EMR or equivalent EMR implementations.
- Critical thinking, strong analytical and troubleshooting skills to investigate and understand issues along with their clinical implications. You must be able to think laterally as well as logically to provide multiple solution paths to address issues whilst ensuring proactive communication and consensus with stakeholders.
- Experience using common business analysis software such Microsoft Visio and Excel.
- Demonstrated experience and proven ability to influence and manage change including understanding and navigating the conflicting needs of different groups.
- Ability to work both independently and in a complex team environment and to collaborate with external and internal stakeholders.
- Excellent written and verbal communication skills, the ability to communicate effectively with stakeholders within the organization and an eye for detail.
- Strong understanding of testing processes with the ability to actively participate in testing phases.
- Demonstrated ability to manage and triage defects during the testing processes.
- Personal maturity and experience in dealing effectively with managing multiple tasks with competing priorities, working under pressure and delivering against tight deadlines using skills in prioritisation, problem solving, organization, decision-making, time management, and planning.
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation and consultation.
- A strong commitment to quality and excellence and customer focus.

Desirable

- Current (or working towards) AIDH Certified Health Informatician Australasia (CHIA).

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- Experience with Western Health's clinical services, documentation, workflows and systems.
- Experience with any of the Oracle Health solutions to be implemented in Western Health's Phase 2 Project including Future State workflow design, software build, implementation or operations support.
- Competency in the use of Quality Centre for test execution, capture of test evidence and defect management.
- Post graduate qualification in a relevant area.

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

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date.

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