

POSITION DESCRIPTION

Position Title:	Clinical Informatics Analyst – Nursing and Midwifery
Business Unit/Department:	EMR Phase 2
Division:	Digital Health
Award/Agreement:	Nurses & Midwives (Victorian Public Health Sector) Single Interest Employers Agreement 2024-2028
Classification:	YW17 RN Grade 4A Year 1 - YX11 RN Grade 4B Year 1
Reports To:	Digital Health Project Manager
	Professional Reporting Line: Director of Nursing and Midwifery Informatics
Direct Reports:	NA
Date Prepared/Updated:	14 January 2025

Position Purpose

As a member of the Digital Health Project team, this role will work to extend the current Western Health Electronic Medical Record (EMR) and other Digital Health systems and application footprint.

The Clinical Informatics Analyst – Nursing and Midwifery will be responsible for key project deliverables pertaining to Digital Health Projects and Solution implementations. At a high level, this includes the following EMR modules:

- Medications Management and Ordering
- Clinical Documentation
- Oncology
- Perioperative
- Maternity
- Emergency
- Ambulatory Services
- Clinical Trials

This role is a crucial role bridging the gap between clinical practice and information technology. The primary responsibility is to leverage their understanding of both healthcare workflows and information systems to optimise the use of technology at Western Health.

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The role of the Clinical Informatics Analyst – Nursing and Midwifery entails reviewing and actively contributing to the enhancement of workflows designed to facilitate the implementation, adoption, and effective utilisation of the functionalities within current and new Digital Health and EMR Project solutions.

The Clinical Informatics Analyst – Nursing and Midwifery will be required to consult with staff to make a clinically informed recommendation to ensure the Digital Health and EMR Project solutions are fit for purpose and will help provide the highest quality of care possible to patients of Western Health.

The Clinical Informatics Analyst – Nursing and Midwifery duties include but are not limited to information gathering to support workflow creation and validation (including data gathering and completion of data collection workbooks), assisting with testing, evaluating workflow changes, conducting training and change management activities and effectively communicating with clinicians.

As a successful candidate, you will be a Nurse or Midwife 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 and EMR Project's.

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

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 Electronic Medical Record (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.

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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
- Perioperative 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 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

- Lead by example and motivate staff to strive for excellence
- Act as the key liaison between the Digital Health team and the Nursing and Midwifery workforce for all Digital Health matters related to Digital Health Project's and provide subject matter expertise on Nursing and Midwifery EMR and other Digital systems and application workflows

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- Provide advice to, and collaborate with, members of the Nursing and Midwifery workforce and Digital Health teams to specify, prioritise, assess and document user requirements
- Consult and engage with Oracle Health, other health services and other relevant external vendors to address issues impacting project timeline and ensure Western Health adopts EMR best practice for solutions implemented in the Digital Health Project
- Collaborate with, and facilitate stakeholder groups, through formal or informal channels to ensure that stakeholder concerns and requirements are well understood by the project team



Research

- Use evidence to support improvement to consumer care and practice
- Be curious about ways to improve practice and outcomes
- Promote evidence-based practice and share findings at internal and external forums
- Participate in quality and research projects as appropriate



Evidence Based practice

- Be familiar with local and organisational policies, procedures and guidelines
- Participate and contribute to improvement of policies, procedures and protocols and identify potential issues in Nursing and Midwifery practice and areas of improvement in clinical standards. Critically review outcomes of Nursing and Midwifery practice
- Participate in new initiatives to enhance patient and consumer outcomes and experience, or staff employment outcomes and experience
- Act to ensure safety by managing clinical risk and intervene, as necessary, to achieve optimal outcomes for patients/consumers and teams
- Be aware of Western Health's Strategic Priorities, and ensure activities align with these priorities
- Evaluate and update documentation of Nursing and Midwifery workflows as required for solutions in Digital Health and EMR
- Work with Nursing and Midwifery staff, the Digital Health team and management to understand reporting needs and develop report specifications that align with existing data availability and reporting capability
- 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 EMR and other Digital systems and application workflows, documentation and solutions within the Digital Health Project
- 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 the Digital Health Project
- Draft relevant project documentation including but not limited to Workflow Designs, "What Goes Where" documentation, Quick Reference Guides (QRGs, decision logs, stakeholder engagement matrix, Matter For Decisions/Discussion/Information to relevant endorsement committees and ensure project documentation is kept up to date for handover to the Digital Health Operations Team at the end of the project

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Education & Learning

- Participate in ongoing learning opportunities
- Exchange and share information with colleagues via informal or formal forums such as huddles, in-services, presentations, education forums, team meetings.
- In consultation with the multidisciplinary team develop, implement and evaluate teaching or learning plans for employees, consumers and their significant others that meet their learning needs and facilitates informed decision making
- Conduct EMR and other Digital system and application related demonstrations and presentations to Nursing and Midwifery staff and groups including the provision of orientation and training to new staff members
- Maintain an expert level knowledge of all the workflows within the Digital Health Project, not limited to Nursing and Midwifery
- Support the Change and Implementation team to complete change management assessments to prepare the workflow changes in any Digital Health Project. This includes, but is not limited to, identification of workflow changes, anticipated resistance, evaluate and ensure user readiness, support and engage key stakeholders and develop actionable deliverables.
- Conduct EMR and other Digital system and application 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 and optimisation post Go-Live



Clinical expertise

- Facilitate and perform Nursing and Midwifery interventions within professional standards and boundaries and ensure all employees adhere to the same standards
- Coordinate, direct and, where appropriate, provide consumer care as outlined in the key accountabilities for a Registered Nurse or Registered Midwife
- Role model best practice and reference latest research
- Identify clinical practice improvement opportunities and discuss with your manager
- 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 EMR and other Digital systems and application solution is well understood by all stakeholders involved.
- Proactively build and maintain good working relationships with all Western Health staff, especially the Digital Health and DTS teams, to ensure the EMR and other Digital systems and 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 Project Team communication activities.

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:

- Digital Health Divisional Director
- Digital Health Team
- Western Health Staff

External:

- Oracle Health Project Team
- Other Health Agencies
- Other Vendors

Selection Criteria

Essential

- Registered Nurse or Midwife with AHPRA
- Clinical background of at least 1-4 years, with an interest in digital 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 as Microsoft Visio and Excel and testing software
- 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 organisation and an eye for detail.
- Strong understanding of testing processes with the ability to actively participate in all testing phases activities.
- 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, organisation, 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

- Postgraduate qualification in a relevant area.
- 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.

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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
- 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 date.](#)

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