

POSITION DESCRIPTION

Position Title:	Digital Health - Testing and Release Optimisation Manager
Business Unit/Department:	Digital Health
Division:	Digital Health
Award/Agreement:	Victorian Public Sector Health & Allied Services Managers & Administrative Workers Enterprise Agreement 2021 - 2025
Classification:	HS6
Reports To:	Digital Health Operations Manager
Direct Reports:	NA
Date Prepared/Updated:	23 September 2024

Position Purpose

The Digital Health Testing and Release Optimisation Manager plays a critical role in the successful delivery of Digital Health initiatives across Western Health. As a senior member of the Digital Health team, this position provides oversight and assurance that all digital projects meet the established testing strategy and adhere to the testing approach outlined in the Western Health Digital Project Management Framework.

On a day-to-day basis, this role ensures that all enhancements, upgrades, and new software versions are rigorously tested and released in a controlled and coordinated manner, while continuously optimising the release process to improve efficiency and quality. The role also helps shape the overall digital health strategy within the organisation.

Key responsibilities include:

- **Testing:** Developing, updating, and tracking the testing strategy for both current and new Digital Health solutions, ensuring relevant approvals are obtained. This includes maintaining test scripts, adapting to changes in functionality or workflows, leading major testing events, and providing governance to ensure digital projects comply with the established testing strategy.
- **Release Management & Optimisation Strategy Development:** Creating and maintaining a comprehensive release strategy for Digital Health solutions, with a focus on optimising the clinical systems to improve adoption. This requires ongoing consultation with internal teams and key clinical and operational stakeholders to protect the live environment while ensuring smooth, high-quality releases are deployed.

We are seeking an experienced professional who excels in relationship building and enjoys collaborating with both technical and clinical teams.

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This is a full-time, ongoing position.

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.

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

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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

Key Responsibilities

- Accountable for developing and maintaining a best practice test management framework that aligns with the Western Health Digital Project Management Framework and supports quality outcomes across digital projects.
- Promote and apply a structured test management approach that ensures rigorous testing processes are followed, resulting in the successful delivery of reliable digital health solutions.
- Lead the review, development, and execution of testing deliverables** including the test strategy, test schedules, detailed test plans, test scenarios, and test cases, ensuring comprehensive coverage across all testing phases and cycles of a release, change, or project.
- Oversee the creation of key testing documentation** to meet project requirements and deadlines. This includes:
 - Defining and managing testing entry and exit review gateways.
 - Reporting on test progress and recommending corrective actions as necessary.
 - Preparing and reviewing test summary and completion reports with actionable recommendations.
- Ensure the maintenance of standardised testing processes, tools, templates, and techniques to promote consistency and efficiency across all testing activities.
- Review business requirements with a focus on identifying ambiguities, missing information, and non-testable items, ensuring clear, actionable requirements for developing accurate test scenarios and cases.
- Liaise with third-party vendors to test and validate interfaces with suppliers, service providers, and partners, ensuring seamless integration and functionality across systems.
- Develop and communicate a comprehensive release schedule for the Digital Health team and the broader organisation, ensuring alignment with project timelines and expectations.
- Research and implement solutions that simplify or automate test management processes, driving efficiency and better resource utilisation within the testing framework.
- Ensure testing consistency with the application management lifecycle, and that all testing activities are performed as defined in the test plans and designs.

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- Collaborate with other teams within Western Health and the Digital Health Team to ensure appropriate coordination and allocation of resources for test activities within project and release plans.
- Collaborate on the continuous improvements to the IT Service Management Process for Digital Systems within Western 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:

- Digital Health Operations Team
- Digital Health Project Team
- Digital Technology Services
- Other Departments within WH that run Digital projects

External:

- Vendors such as Oracle Health, Altera Health and others
- Western Health's pathology and radiology providers
- Other health services within Victoria or Interstate

Selection Criteria

Essential

- A tertiary degree in healthcare, science or IT related field (or equivalent experience).
- Certified Tester Foundation Level (CTFL) v3.1 or V4.0
- At least five years' experience in the design and deployment of a test strategy and testing approaches within a large, complex project and organisation.
- Experience in the various phases of testing including but not limited to Functional Testing, User Acceptance, Data Mitigation Testing, etc.
- Demonstrated knowledge of test standards, tools, methods and processes consistent with an application management lifecycle.
- Experience in working in multiple technical and infrastructure environments and domains.
- Experience in the management of testing defects using professional testing tools and software, including tracking until resolution.
- Experience in identifying, raising and tracking project and testing risks and issues.
- Experience in developing test conditions, test scenarios, test cases and test scripts. Knowledge of test management processes such as migration changes, business requirements analysis, defects management, etc.
- Demonstrated project and vendor management experience.
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation and consultation.
- Ability to influence and build strong relationships across all levels of the organisation.
- Highly developed time management and organisation skills with ability to meet timelines.
- Critical thinking and logical troubleshooting skills to investigate and understand issues and implications and provide multiple solutions to address the issue whilst seeking consensus from stakeholders.
- Excellent oral and written communication skills.
- Strong MS Word, Excel, Project and Visio skills.
- Experience with test management software products, Azure DevOps ,ALM,
- Demonstrated knowledge of Continuous Integration and Continuous Delivery software deployments

Desirable

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- Experience in Oracle Health EMR implementation(s) including leading project and test teams is highly desirable.
- Experience working in a tertiary and/or paediatric hospital environment and understanding of clinical workflows in the acute and sub-acute inpatient setting is highly desirable.
- Experience with Western Health's clinical services, documentation, workflows and systems.

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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