

Ks POSITION DESCRIPTION

Position Title:	Digital Health – Senior Health Information Manager
Business Unit/Department:	Digital Health
Division:	Digital Health
Award/Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2026
Classification:	Grade 3
Reports To:	Clinical Workflow Lead, Digital Health Operations
Direct Reports:	N/A
Date Prepared/Updated:	16 October 2024

Position Purpose

The Senior Health Information Manager - Digital Health is responsible for developing and overseeing digital health information strategies, ensuring data integrity, security, and compliance, and leading initiatives for digital health transformation.

This role includes managing quality of clinical documentation, driving data governance, and supporting clinical and administrative staff in effectively utilising digital health platforms, predominantly the Oracle Health EMR.

As part of the Digital Health Operations Team, you will work clinical stakeholders, Health Information Managers, Digital Technology Services and the Digital Health team to standardise and configure clinical documentation within the EMR system to inform the EMR system processes, ensuring that clinical and statutory requirements are met. This work will also establish a baseline of information needed to develop and refine care models.

This is a full time, permanent 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.

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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 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

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- 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

- Co-ordinate and support the development, update, and implementation of HIM policies and procedures incorporating existing EMR systems. This includes working with key stakeholders to develop requirements.
- Ensure that the EMR system is configured to meet the clinical and administrative needs of Western Health's Mental Health and Wellbeing Services, by working with stakeholders and conducting a baseline assessment of its current HIM systems and requirements
- Ensure that statutory data and audit reporting is streamlined and meets all applicable mandatory requirements.
- Develop and deliver training to staff on the use of the EMR system.
- Monitor the use of the EMR system and identify areas for improvement.
- Participate in the testing and validation of the EMR system.
- Ensure that the EMR system is compliant with all applicable laws and regulations, including developing and implementing policies and procedures for managing patient health information (PHI) in the EMR system, and the legislative obligations as a Victorian Designated Mental Health Service
- Partner with **internal and external stakeholders**, the digital health project manager, CNMIO, and other project team members to successfully implement the EMR project.

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:

- Director, Digital Health
- Digital Health Team
- Director, DTS and DTS Team
- Senior HIM, Mental Health and Wellbeing Division and MHWS HIM Team
- Director, Health Information and Performance
- Divisional Director, Mental Health and Wellbeing Division
- Clinical Services Director, Mental Health and Wellbeing Division
- WH key stakeholders

External:

- Department of Health
- Office of the Chief Psychiatrist (OCP)
- Mental Health Tribunal
- Other Mental Health and Wellbeing Services

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Selection Criteria
<p>Essential</p> <ul style="list-style-type: none"> • Bachelor of Health Information Management, or equivalent • Eligible for membership of Health Information Management Association of Australia • Demonstrated exceptional communication skills, both written and verbal, with the ability to give presentations, engage clinicians, negotiate change, and liaise effectively with internal and external stakeholders across all levels of the organisation with proven ability to facilitate successful implementation of new processes. • Demonstrated active listening, problem solving with strong analytical and decision-making abilities. • Highly developed organisational skills and experience working in a high volume demanding professional environment with a capacity to prioritise, multi-task, achieve business goals and perform in patient centred approach team environment. • Experience in health information systems and processes, including understanding the collection and reporting of health datasets to the State and Commonwealth, in particular Mental Health • Experience in data analysis, monitoring and integrity mental health services evaluation, statistical analysis and database management • Experience in or demonstrated understanding of clinical classification of bed-based episodes using ICD -10-AM; understanding of the Victorian Admitted Episodes Dataset (VAED) and casemix data • Attention to detail • Reliability • Ability to use initiative and be flexible • Able to work independently and as part of a team • A current drivers licence <p>Desirable</p> <ul style="list-style-type: none"> • Health Information Management experience in a mental health service setting • Understanding of the <i>Mental Health and Wellbeing Act 2022 (Vic)</i> • Experience with EMR or any Patient Management Systems, for example: CMI, BOSSnet, Oracle/Cerner
Additional Requirements
<p>All employees are required to:</p> <ul style="list-style-type: none"> • 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),

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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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