POSITION DESCRIPTION

Position Title:	Senior EMR Workflow Analyst
Business Unit/Department:	Digital Health
Division:	Digital Health
Award/Agreement:	Victorian Public Sector Health & Allied Services Managers & Administrative Workers Enterprise Agreement 2021 - 2025
Classification:	HS4
Reports To:	Digital Health Clinical Workflow Lead
Direct Reports:	NA
Date Prepared/Updated:	17 June 2024

Position Purpose

The Digital Health – Senior EMR Workflow Analyst is responsible for providing support and ongoing development of the EMR system, to ensure that use by clinical staff is optimised and continuously improving to enable provision of the highest quality of care possible to patients of Western Health. At a high level, duties include incident and problem resolution for front line staff, gathering and evaluating change requests, conducting training, testing of new functionality, regression testing of current functionality during code upgrades or major projects and effectively communicating with end users.

This role is intended to provide a focus of expertise and support to all clinical and non-clinical staff, the role is also expected to provide expert guidance to any team of clinical and technical analysts involved in future EMR projects team in all aspects of documentation and care delivery design.

The WH Digital Health portfolio currently consists of almost all Oracle Millennium applications and modules, the clinical workflow team are currently responsible for maintaining and enhancing all aspects of clinical documentation, care delivery and order-sets primarily within Powerchart, Surginet and Firstnet.

Whilst the role predominantly involves maintenance and development within the Oracle Millennium EMR, there will also be a requirement to encompass other clinical systems within the Digital Health portfolio such as Altera Health's BOSSnet/Opal and Health Direct

Business Unit Overview

Western Health (WH) manages three acute public hospitals: Footscray Hospital; Sunshine Hospital, including the Joan Kirner Women's and Children's; and Williamstown Hospital. It also operates the Sunbury Day Hospital, Transition Care at Hazeldean and a range of community-based services. We care for a culturally diverse population of more than 1,000,000 people. We have more than 11,000 employees who are driven by our values of 'Compassion, Accountability, Respect, Excellence and Safety' (CARES).

Our Vision
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In late 2018 Western Health implemented the four core Cerner Millennium Electronic Medical Record (EMR) modules across all sites. In doing so WH took a significant step towards improving and 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, reduce medical errors and support clinical decision making. It also simplifies and supports clinician workflow, 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 has implemented a number of new EMR functionalities to better support the growing demand from frontline staff.

Delivery of EMR Phase 2, which will be the largest project ever implemented solely by WH in now underway. It is visionary, comprehensive and innovative and will allow us to maximize the potential of our EMR. Upon implementation WH will be elevated to fully digital health service status and in line with the leaders in digital healthcare.

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.

This exciting digital expansion is taking place in a time of considerable capital growth for WH. Key capital projects will ensure families receive outstanding patient care closer to home.

- 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.

- 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.

EMR Phase 2 will be managed by WH's Digital Health Team which focuses on delivering a complete, well-integrated solution that delivers safe and effective patient care, reduced clinical risk and streamlined workflows providing staff and patient satisfactions and most importantly, Best Care for patients.

All employees in the digital health division will receive a complimentary subscription to the Australasian Institute of Digital Health

Key Responsibilities

Key responsibilities of the role include;

- Provide liaison between the Digital Health team and stakeholders for all EMR matters related to care delivery and documentation
- Maintain an expert level knowledge of the EMR and of all workflows relevant to the application of the EMR
- Maintain a highly capable knowledge of Cerner Millennium build tools relating to Clinical documentation and all aspects of orders management
- Work with end users to collect, evaluate and drive change requests following Change Management processes. Build and validate changes and assist with training and communication to end users of system enhancements
- Establish processes to ensure that the data entered into the EMR is consistently at a high level of quality
- Identify, manage and escalate as required, any risks and issues identified or changes required with the EMR system, associated functions or processes
- Work with stakeholders, the EMR team and management to understand reporting needs and develop report specifications that align with existing data availability and reporting capability

- Lead workshops with relevant staff to develop solutions to issues and to demonstrate EMR enhancements
- Ensure that all EMR documentation relevant to the role (such as work flows, and catalogues) are kept up to date and maintained
- Conduct EMR related demonstrations and presentations to end users and groups including the provision of orientation and training to new staff members
- Consult and engage with local Cerner sites to keep informed of improvement opportunities that could be applied at WH as well as to socialise product requirements and enhancements to ensure best practice is adopted locally
- Provide advice to, and collaborate with, members of the Medical Management and EMR Management teams to specify, prioritise, assess and document user requirements and functionality for enhancements to the EMR.
- Participate in after-hours and on call support roster when required.
- Keep up to date with increased functionality delivered through code upgrades and Cerner solution enhancements.
- Participate in testing and validating workflows and functionality in the EMR

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

External:
- Cerner
- Western Health's pathology provider
- Western Health's radiology provider
- Altera Health

Selection Criteria

Essential:
- A tertiary degree in healthcare, science or IT related field (or equivalent experience).
- At least five years' experience in the design, deployment and maintenance of EMR functionality
- An expert understanding of Cerner Millennium (or similar EMR) build tools
- An understanding of clinical workflows in the inpatient and outpatient setting
- Ability to work both independently and in a complex team environment
- Ability to 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, organization, decision-making, time management, and planning
- Well-developed written and verbal 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
- A commitment to quality and excellence
- Experience in the various phases of testing a clinical application.

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- 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.

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

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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.