

## Position Description

<b>Position Title</b>	<b>Electronic Medical Record (EMR) Analyst</b> <i>These positions will suit people with a broad range of backgrounds including graduates from a range of courses, including biosciences, exercise physiology, arts, science, IT, business and clerical workers from healthcare. We want the right attitude and aptitude, rather than particular set of qualifications.</i>		
<b>Unit / Branch</b>	RCH EMR Project		
<b>Classification</b>	Base salary range: \$57,675 - \$74568 depending on experience	<b>Employment Status</b>	Full time, 2 year contract
<b>Position reports to</b>	EMR Application Manager and / or Application Team Lead		
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville		
<b>Position Contact</b>	For a confidential, informal discussion, please contact Jackie McLeod on 9345 4698		

### The Royal Children's Hospital

The Royal Children's Hospital (RCH) in Melbourne is a leading provider of specialist public health services for children and adolescents and is the major specialist paediatric hospital in Victoria, caring for children from Tasmania and southern New South Wales as well as other states around Australia and overseas.

With a staff of over 4,500 and an operating budget of over \$480m RCH has an international reputation as a centre of clinical excellence and is a state-wide teaching, training and research hospital providing tertiary, secondary and primary infant, child and adolescent health services.

RCH has a variety of research and academic partners including Murdoch Children's Research Institute (MCRI), The University of Melbourne, La Trobe University and RMIT University for teaching medical and postgraduate nursing students and for postgraduate study and medical research as well as a number of community based partners.

RCH has commenced a major project to implement an Electronic Medical Record (EMR) and other supporting technology. The EMR will, by using the latest technology, transform our services and improve patient experience, safety and clinical outcomes. Epic, (our EMR partner), is internationally known as the best EMR on the market. The implementation team of 50 EFT will be a team of bright, hardworking and innovative people. With technical and clinical staff working together, we will configure and deliver the new system and prepare the hospital staff and families for the change.

All members of the implementation team are strong advocates of the EMR and are able to clearly articulate the benefits the EMR will deliver for staff, patients and families. All implementation staff will play a key role in measuring benefits, the communication and change management strategies.

You will possess valuable life skills and perhaps hospital experience, but not necessarily experience in configuring and implementing software, EPIC will train and certify you and the team will support you through the next two years. This is likely the most exciting and rewarding experience of your career.

Further information on RCH is available at [www.rch.org.au/](http://www.rch.org.au/) and the EMR project and recruitment information at <http://www.rch.org.au/emr/>

## What does an EMR analyst do?

As an EMR analyst, you will work in one of the software applications teams to configure the EMR based on best practice processes that fit RCH. You will start with Epic training, in the USA, and then work to gain certification in specific application software. Each application team will report to the Applications Manager.

The application teams are:

- Clinical Documentation
- Results/Orders
- Medications
- Ambulatory Care and Portals
- Scheduling
- Health Information Systems
- Emergency
- Operating Theatres & Anaesthetics

Where possible one EMR analyst will be allocated to each team. The EMR analyst will be one of the key EMR builders.

You will work with your team to review workflows and standards already built into the system and you will be assisted to understand how RCH will deliver to business requirements in the future when the system is implemented. You will modify the system, as necessary, using easy to configure tools, to tailor the system so it works optimally for our patients, families and clinical staff.

You will assist in testing the system to ensure that it performs as expected and provide support when the system goes live to ensure a smooth transition for users. You will communicate regularly with relevant local staff, listening and analysing their needs.

You will work closely with your team and Epic to ensure that the system reflects the new workflows and standards and that the system is tested and safe, usable, secure and robust prior to go-live. You will be involved in the measurement of benefits pre and post go-live and go-live support of RCH staff.

All application build team members are expected to attend Epic application training (Wisconsin USA) and must complete successful certification in the particular software package.

## KEY ACCOUNTABILITIES

### ***System Build***

- Achieve successful certification in your designated application following Epic's training programme;
- Work as part of a team to gather and document information in your area of responsibility. This may include workflows, clinical guidelines, policy and procedures and data;
- Develop an understanding of the mapped RCH workflows in the areas of the software build across all relevant areas of the hospital and contribute to the development of standardised future state workflow designs;
- Assist in gaining consensus with RCH clinicians on the desired future state against program principles;
- Work with other team member to communicate and collaboration with RCH staff. This may include assisting in software demonstrations to stakeholders, end user workshops to assess functionality and design decisions or individual meetings;
- Report issues that may arise as a result of design decisions or proposed enhancement/ functionality / data structures and provide feedback to manager;
- Build and configure the software to meet new 'best practice' ways of working in order to achieve benefits;
- Assist in documenting future state process and procedures in collaboration with RCH staff;
- In collaboration with the team, serve as a systems expert across the EMR module and interfaces, providing trouble

shooting, process expertise and guidance;

- Assist in management of problems and address questions from end users regarding the application.

#### ***Program Alignment***

- Understand the benefits that RCH is aiming to achieve with the EMR. Assist with data collection to measure the benefits;
- Under the guidance of the EMR team leadership, assist with implementation of change, communication and training plan, including RCH staff training;
- Raise any issues and escalate to EMR team leadership;
- Assist in managing any risks that the team raise as directed by the Application Team Leader;
- Report configuration progress as required to the Application Team Leader;
- Maintain regular communication with other application teams and relevant supplier staff.

#### ***Testing, Training and Go-live***

- Provide 'on-floor' and telephone support for end users at and post go-live;
- Work with instructional designers (training specialists) who will develop training materials for a broad range of RCH staff;
- With the guidance of the test manager, participate in build of test scripts, plans and undertake system testing;
- Work with the report writers in the Application Team, and the Reporting Team, to ensure that the application can produce the necessary reports;
- Ad hoc tasks as required for the project.

### **QUALIFICATIONS AND EXPERIENCE**

- Experience working in a tertiary and/or paediatric hospital environment is highly desirable;
- Employment will be subject to the successful completion of the Epic certification;
- A relevant tertiary qualification is desirable.

### **KEY SELECTION CRITERIA**

- Highly developed analytical and problem solving skills;
- Strong influencing and stakeholder management skills;
- Demonstrated ability to work with colleagues in a team based environment with individual and shared deliverables;
- A good operational knowledge of a hospital department or area including relevant policies and procedures;
- A detailed understanding of workflows and requirements for system configuration build;
- A strong belief in the EMR;
- Strong interpersonal skills and effective written and verbal communication skills;
- Well developed organisational skills and ability to manage conflicting priorities in order to meet deadlines;
- Aptitude to learn quickly and apply knowledge across different contexts;
- Enthusiastic and driven to improve care using process design and technology;
- Resilient and flexible approach to work;
- Proficiency in Microsoft office products and computer competence in general.

## **IMPORTANT INFORMATION**

All employees are required to adhere to the Royal Children's Hospital Values:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

Potential employees will be required to undertake a National Criminal Record Check and a Working With Children Check.

## **QUALITY, SAFETY AND IMPROVEMENT**

RCH Employees are required to:

- Act in accordance and comply with all relevant Safety and Quality policies and procedures
- Participate in and contribute to quality improvement programs and commit to RCH Values
- Comply with the Requirements of the National Safety & Quality Health Service Standards
- Comply with all relevant clinical and/or competency standards
- Comply with the principles of Patient and Family Centred Care that relate to this position