

Position Description

Position Title	Electronic Medical Record (EMR) Applications Manager		
Unit / Branch	RCH EMR Project		
Classification	\$110,000+ depending on skills and experience	Employment Status	Full time, 2 year contract
Position reports to	EMR Project Director		
Location	The Royal Children's Hospital, Flemington Road, Parkville		
Position Contact	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/ and the EMR project and recruitment information at <http://www.rch.org.au/emr/>

What does an EMR Application Manager do?

As the EMR Application Manager, you will be responsible for the integrated design and optimal implementation of the Epic Clinical applications suite. You will lead the Application teams in the system design, build, testing and deployment.

You will ensure all project activities and deadlines are understood, planned, communicated and executed on time by the Application teams. You will manage application architectural and design issues across all teams and ensure collaboration and joint standards are established for system design and a consistent use.

You will lead your teams in facilitating RCH clinical staff to make design and workflow decisions and deliver a solution that meets the needs of the end users, the required service levels and enables efficient operation and support.

You will have experience in leading, designing, writing specifications, configuring and implementing an EMR with the ability to mentor others under your direction.

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

KEY ACCOUNTABILITIES

Application Management

- Manage clinical application architectural and design issues across teams;
- Develop clinical application architecture plan and implementation strategy;
- Collaborate to establish joint standards for system design and use;
- Lead your teams in facilitating RCH clinical staff to make design and workflow decisions and coordinate the build and implementation of these decisions across the enterprise solution;
- Evaluate Epic applications applicable functionality for clinical and business use and facilitate implementation;
- Develop and facilitate the development of specifications for changes, new developments, reports and build;
- Deliver a solution that meets the needs of the end users, the required service levels and enables efficient operation and support;
- Institute configuration and version control principles that will be used by application and project teams in the design and development of the Epic clinical applications;
- Co-ordinate the development of the application test plan, scripts, scenarios and oversee the execution of system and user acceptance testing;
- Assist in conducting and reporting results of application and performance testing; provide quality assurance review of all application and system testing;
- Work with the integration and technical leads in the integration, data migration and device strategy, design, and decisions;
- Assist in the review of Service Level Agreements, Business Continuity and Disaster Plans relevant to the Epic implementation;
- Develop a sustainable application management support plan model including resourcing, documentation and process in consultation with the RCH IT services to ensure system requirements are fully documented prior to system hand over.

Project & Staff Management

- Lead and direct application design, build and testing activities across all clinical application teams ensuring the project is on track and activities are executed on time;
- Mentor RCH EMR Clinical Applications team members on work assignments, customer service, troubleshooting, problem analysis, and work completion;
- Coordinate and manage all application analyst resources including local resources, third-party contractors or consultants in order to deliver project according to plan;
- Provide a weekly status report to include cross project and integration issues, quality of design concerns and possible risks to project milestones;
- Develop and maintain timelines and project plan for movement of code and/or reference data through all domains;
- Provide consultation on migration strategy, design, and decisions;
- Develop and critically review project documentation including; specifications, project plans, status reports, change requests, work-plans, risk and issue logs;
- Oversee and provide support to the certification and training of all EMR Clinical Application staff;
- Assist the Project Management Office in the management of project change control procedures;
- Identify and manage all application related risks and issues and develop and implement strategies/mitigation activities to reduce/eliminate identified risks and issues.

Relationship Management & Communication

- Provide key liaison between the EMR application and integration team;
- Establish and maintain close communication with the Epic implementation manager and other Epic staff;
- Pro-actively build and maintain a good working relationship with the RCH IT Team to ensure the EMR application aligns with local requirements and IT strategic directions;
- Work closely with RCH clinical services to determine standard work practices and translate these into business requirements and solutions that support clinical workflows that meet their needs;
- Provide multiple solutions to problems identified and communicate options with stakeholders and agree a way forward;
- Present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding of the problem and proposed solution.

QUALIFICATIONS AND EXPERIENCE

- Experience in EMR implementation(s) including leading build, design, writing specifications and implementation – minimum of 3+ years;
- A tertiary degree in healthcare, science or IT related field (or equivalent experience) would be highly desirable;
- Experience working in a tertiary and/or paediatric hospital environment is desirable;
- Employment will be subject to the successful completion of the Epic certification.

KEY SELECTION CRITERIA

- Demonstrated experience managing medium to complex software configuration projects, including task planning, time estimates, delivery schedules, and documentation;
- Demonstrated experience in implementation and integration of health care and knowledge of integration standards (e.g. HL7);
- Knowledge of database structures, data definitions and data relationships and all phases of software development or lifecycle for vendor supplied software;
- Broad experience and knowledge of PAS and other common health care applications;
- Demonstrated project and vendor management experience;
- Proactive management style and takes initiative and responsibility;
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation and consultation;
- Ability to present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding;
- Demonstrated ability to providing multiple solutions to a problem and communicate with stakeholders and agree a way forward;
- Excellent oral and written communication skills;
- Competent in using MS Project, Visio, Word and Excel to support project management functions.

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