

## Position Description

<b>Position Title</b>	<b>Electronic Medical Record (EMR) Instructional Designer/Trainer</b> <i>These positions will suit candidates from a broad range of backgrounds, including health care professionals (doctors, nurses, allied health clinicians, pharmacists, medical imaging technologists, medical scientists, and clinical administration staff) and trainers from a range of fields.</i>		
<b>Unit / Branch</b>	RCH EMR Project		
<b>Classification</b>	Base salary range: \$63,650 - \$90,792 depending on experience	<b>Employment Status</b>	Full time/Part 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 Instructional Designer/Trainer do?

As an EMR Instructional Designer / Trainer you will define the training curriculum and develop course materials, working closely with the Applications Teams to produce an effective change and training program for your allocated Epic

applications. You will participate in workflow design and system build alongside the Applications team.

The application teams and allocation of EMR Trainer resources are:

- Clinical Documentation – Full time Trainer
- Results/Orders – Part time Trainer
- Medications – Full time Trainer
- Ambulatory Care and Portals – Part time Trainer
- Scheduling – Part time trainer
- Health Information Systems – Part time Trainer
- Emergency - Part time Trainer
- Operating Theatres & Anaesthetics – Full time Trainer

You will be one of 8 instructional designers / trainers, integral members of the application team. You will combine operational expertise and experience in adult education and change management to help RCH staff to understand the new system in the context of their daily work. As part of the training team, you will provide RCH staff with information about workflow, processes as well as how the system functions. Training forms a key platform for the change management approach.

You will work closely with the project team to understand the decisions made during the analysis and design process. With the training team, you are responsible to develop and design curricula and training materials that convey the reasons behind workflow decisions as well as the workflows themselves. With Epic guidance, you will develop comprehensive training packages and educational materials to ensure that the training program to RCH staff is successful.

All trainers/ instructional designers are expected to attend Epic application training (Wisconsin USA) and complete certification. Trainers will complete training and certification in both the application training and also training specific to the development of curriculum, materials and environments over the life of the project.

## 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.

### ***Instructional Design / Training***

- Develop and implement the training program for your respective application;
- Develop an understanding of training resources, methodology and culture at RCH;
- Work with the Change manager to define the training logistics by calculating training resources required, given the number of staff to be trained, their roles and their specific training needs;
- With the guidance of the test manager, participate in build of test scripts, plans and undertake system and training environment testing;
- Develop and maintain training materials to a broad range of end user roles and knowledge for both go-live and beyond. Curriculum will include online modules;
- Train credentialed trainers at RCH for go-live training;
- Assist in super-user training at RCH;
- Evaluates end user training at RCH including routine project performance updates;
- Provide 'on-floor' and telephone support for end users at and post go-live;
- Maintains documentation as required;
- Work with the report writers in the Application Team, and the Reporting Team, to ensure that the application can produce the necessary reports.

### ***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.

### **QUALIFICATIONS AND EXPERIENCE**

- Experience in healthcare operations or software deployment in healthcare;
- Previous experience in developing and delivering training curriculum is desirable;
- Employment will be subject to the successful completion of the Epic certification;
- A relevant tertiary qualification is desirable.

### **KEY SELECTION CRITERIA**

- Knowledge of adult education theory and skills in delivery of training;
- Creative thinking and able to deliver different but effective ways of delivering training;
- 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