

Position Description

Position Title	Electronic Medical Record (EMR) Scheduling Lead		
Unit / Branch	RCH EMR Project		
Classification	Salary Range: \$63,650 - \$88,511 depending on experience	Employment Status	Full time, 2 year contract with potential for ongoing employment
Position reports to	EMR Applications Manager		
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 Scheduling Lead do?

As the EMR Scheduling Lead, you will provide direction to the Scheduling team in relation to EMR system capabilities, as well as take a lead role during the design, configuration, development, testing and implementation of the system for the following applications / functions:

- Cadence Scheduling
- EpicCare Ambulatory System
- VINAH statutory reporting
- Hospital clinic infrastructure to support scheduling

You will lead and work with your team to review workflows and standards for scheduling already built into the system and facilitate agreement as to how scheduling will be delivered in the future. You will lead the team in the collection of data and analysis of workflows to inform practices at RCH relevant to scheduling. You will modify the system, as necessary, using easy to configure tools, to tailor the system so it works properly for children / families and clinical staff.

You will lead the testing of the EMR according to established test protocols to ensure that it works as expected and provide support when the system goes live to ensure a smooth transition for users. This will require regular communication with Specialist Clinics, Operating Theatres, medical departments and all other relevant staff, listening to and analysing their needs and negotiating agreed best practice standards and future workflows. You will ensure that the communication practices of your team facilitate good working relationships with RCH and Epic staff.

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 measurement pre and post go-live and go-live support of RCH staff. You will work with other relevant teams to facilitate the standardised approach across all EMR build teams.

You will be responsible to raise issues and concerns across the project, manage some at your team level, and escalate to the Manager, Application Build those which cannot be managed locally. You will work with other team members, Leads and the Manager, Application Build to deliver the RCH EMR.

The scheduling team will include 3 members, including the lead, one other EMR analyst and EMR trainer (part time).

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

Team Leadership

- Responsible for the deliverables of the Scheduling team;
- Oversee and manage the performance of individual team members and team dynamics;
- Measurement of benefits relevant to scheduling implementation;
- Pro-actively build and maintain a good working relationship with the RCH Specialist Clinics Manager and Co-ordinators, VINAH co-ordinator, Billing Co-ordinator and clerical staff to ensure the system implemented aligns with local requirements and strategic directions;
- Collaborate with EMR Application Manager to establish joint standards for system design and use;
- Management of emerging risks within the team, escalation of risks and issues that cannot be managed locally;
- Workflow and data collection, validation and sign off by governance group;
- Co-ordinate the development of the application test plan, scripts, scenarios and oversee the execution of system and user acceptance testing;
- Relationship building with key user group members, clinical champions and relevant RCH managers;

- Report configuration progress and risks on a weekly basis to the EMR Application Manager. This will include logging all issues with the vendor in a timely manner and keeping issues log up to date;
- Build and maintain good working relationships with other team leads and application manager;
- Mentor other EMR team members;
- Assist with project co-ordination, go-live planning and identifying post go-live business as usual issues;
- Report configuration progress and risks on a weekly basis to the Application Manager.

EMR Analyst Component

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;
- 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

- Develop and maintain test plans and test scripts and undertake system testing;
- Troubleshoot problems and address questions from end users regarding the application;
- 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;
- Ah hoc tasks as required for the project.

QUALIFICATIONS AND EXPERIENCE

- Previous experience working with a large scale scheduling system in a leadership capacity;
- Project management or service improvement experience;
- Experience working in a tertiary and/or paediatric hospital environment is desirable;
- A relevant tertiary qualification is desirable;
- Employment will be subject to the successful completion of the Epic certification.
- Knowledge of VINAH dataset

KEY SELECTION CRITERIA

- Demonstrated ability to motivate and manage staff, including an ability to develop skills and capabilities of others;
- Demonstrated large scale project management skills;
- Proven leadership capabilities including a strong ability to influence and negotiate;
- Ability to identify risk utilising risk management frameworks;
- Highly developed analytical and innovative 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

