

## Position Description

<b>Position Title</b>	<b>Electronic Medical Record (EMR) Health Information Services Lead</b>		
<b>Unit / Branch</b>	RCH EMR Project		
<b>Classification</b>	Base salary range: \$80,951 - \$90,792 depending on experience	<b>Employment Status</b>	Full time, 2 year contract
<b>Position reports to</b>	EMR Applications Manager		
<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 Health Information Systems Lead do?

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

- Master Person Index
- Patient Registration
- Release of Information/Privacy
- HIM Deficiency Tracking
- Clinical Coding workflows
- EpicCare EMR core configuration - wards, rooms, beds and units
- Provider configuration – external and internal providers
- Clinical terminologies – SNOMED-CT, alerts/problems
- Statutory reporting
- Workflows and integration with IBA WebPAS
- Workflows and integration with scanned medical record
- Workflows and integration with medical dictation and/or speech recognition systems
- Security – configuration of security roles within the system.

You will lead and work with the HIS team to review workflows and standards for health information systems already built into the system and facilitate agreement as to how health information systems will be delivered in the future e.g. PAS, coding etc to deliver business requirements including mandatory data sets. You will lead the team collection of data and analysis of workflows to inform practices at RCH. You will modify the system, as necessary, using easy to configure tools, to tailor the system so it works optimally for our staff and stakeholders.

In addition to leading the configuration of health information systems and coding workflows you will be responsible for configuration of core elements of the system including hospital locations, providers, alerts, clinical terminologies and security groups. You will oversee the configuration, development and testing of all statutory extracts. You will work closely with Epic in their development of the system to meet Australian reporting requirements, terminologies and workflows. Your team will work closely with the EMR Integration and Data Conversion team in ensuring workflows between existing systems are established and all required data is migrated and validated.

You will lead the testing of the system 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. You will communicate regularly with relevant stakeholders and staff, listening to and analysing their needs and facilitating them to consensus on 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 benefit 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 the entire EMR build.

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 Clinical EMR Analysts – Leads and the Manager, Application Build to deliver the RCH EMR.

The HIS team will include 4 members, including the lead, 0.5 EFT security administrator, one other Clinical EMR analyst and a Clinical EMR trainer.

For further information on the teams and project, go to <http://www.rch.org.au/emr/>.

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 HIS 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 HIS Director, as well as the RCH HIS and IT teams to ensure the system implemented aligns with local requirements and strategic directions;
- Management of emerging risks within the team, escalation of risks and issues that cannot be managed locally;
- Co-ordinate the development of the application test plan, scripts, scenarios and oversee the execution of system and user acceptance testing;
- Collaborate with EMR Application Manager to establish joint standards for system design and use;
- Workflow and data collection, validation and sign off by governance group;
- 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**

- Health Information Management qualification - eligible for membership with the HIMAA;
- Minimum of 5 years of hospital experience and/or EMR experience;
- Experience and detailed knowledge of PAS, scanning and dictation systems and processes;
- Experience and detailed knowledge of Victorian mandatory reporting requirements;
- Excellent knowledge of clinical terminologies and management of data;
- Experience in managing complex work environments, conflicting stakeholder interests and in implementing hospital and clinical support systems;
- Employment will be subject to the successful completion of the Epic certification.

## 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