

Eastern Health

Position Title:	Medical Informatics Officer
Award Classification:	At the appropriate classification rate commensurate with level of experience in accordance with the Award
Award / Agreement Name:	Doctors in Training (Victorian Public Health Sector) (AMA Victoria/ASMOF) Single Interest Employers) Enterprise Agreement 2022 - 2026
Reports to:	Director, Medical Informatics (Chief Medical Information Officer)

1. ORGANISATIONAL INFORMATION

EASTERN HEALTH – HEALTHIER TOGETHER Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and state-wide services to people and communities that are diverse in culture, age and socio-economic status, population and healthcare needs.



eHealth Team Principles

The eHealth (EH)Team has been formed to support and implement the Electronic Medical Record (EMR) using the new Eastern Health ICT Strategy entitled “Great Digital Information – Transforming Health Care into Great Health and Wellbeing”. As well as living the Eastern Health values the team will add value to the organisation by always:

- Putting yourself “in the patients' shoes” aiming to develop and embed systems that will improve patient care;
- Escalating risks and issues and providing input to their mitigation;
- Being an advocate by promoting the EMR benefits to all stakeholders;
- Offering EMR improvement suggestions; and
- Positively supporting fellow team members.

EMR Team Purpose

The eHealth Purpose is through technology, we support and enable clinicians to provide high quality care with a patient first focus.

The eHealth EMR Team is responsible for the management and delivery of all aspects associated with the Cerner Millennium solution including;

- PowerChart
- Clinical Documentation
- SurgiNet and Anaesthetics
- Intensive Care
- FirstNet - Emergency
- Device Integration
- Medications Management and PharmNet
- PowerInsight and Reporting
- EMR Interfaces

2. POSITION SUMMARY

The Medical Informatics Officer (MIO) will assist the Director Medical Informatics (Chief Medical Information Officer, CMIO) and the Chief Clinical Information Officer (CCIO) in the support and optimisation of the Electronic Medical Record and the completion of any of its dependencies.

The MIO will serve as a liaison between the medical staff, ICT and senior leaders and will be responsible for assisting in the development of workflow models, and clinical best practice/standard process policies and procedures. The MIO will work closely with the CMIO and CCIO to establish long-term implementation plans for the Great Digital Information Strategy roadmap for clinical ICT. They will assist as a medical contact for enterprise clinical systems projects and the Electronic Medical Record for all medical staff.

In collaboration with senior leaders, the MIO will provide planning support for the clinical systems that leverage the areas of clinical care management, including systems that support utilization management, case management, disease management, population health, patient engagement and preventive care/wellness with specific reference to the medical staff engagement and involvement.

The MIO is responsible for supporting the design, implementation, enhancement, performance and optimization of clinical information systems across Eastern Health, with a keen focus on usability, interoperability, mobility and sustainability. The MIO will act to enable, promote and support the effective use of data, information, knowledge and technology to support and improve health and health-care delivery.

3. MAJOR DUTIES AND/OR RESPONSIBILITIES

Clinician engagement

The MIO will ensure clinician engagement by meeting with medical staff, in particular those who are not yet involved in EMR development. To ensure this they will

- Attend individual physician and surgeons' rooms, and craft group meetings to present brief updates and collect brainstorming ideas from the groups [Professional]
- Summarise and communicate outcomes of major meetings for each craft group for recording and dissemination [Communicator]
- Present ideas collected through these activities back to the relevant individuals in the EMR team, and where relevant work with those individuals to help further detail and deliver on the suggestions [Medical Expert]
- Deliver feedback of each idea to the originator to close the loop and increase clinician sense of involvement [Communicator]
- Identify and assist the development of reports to be generated by the EMR [Collaborator]
- Develop familiarity with all major clinician-facing areas of EMR, which may involve attending each area's weekly update meetings, in order to be able to discuss each area knowledgeably [Scholar]
- Write and distribute progress updates on EMR to senior and junior staff [Communicator]
- Author, distribute and collate surveys pre- and post- implementation to senior and junior staff to understand staff opinion about the EMR journey [Scholar]
- Identify projects for study and write-up, and for presentation in journals and at conferences. [Scholar]

Usability assessment of the EMR

The MIO will work collaboratively to ensure the usability of the EMR. They will:

- Test and improve the usability for clinical functions via workflow analysis and documentation [Medical Expert]
- Developing improved indications and for validation of advanced test requests [Scholar]
- Provide experienced clinician opinion on design decisions as requested by eHealth Clinical Analysts and other MIOs with the eHealth team [Medical Leader]
- Participate in the EMR team optimisation work, including the use of Project management office tools, Oracle Health Millennium build tools to update or improve EMR functionality. [Medical Expert]
- Review and improve localisation [Collaborator]
- Providing solution advice to support enhancement requests required by Eastern Health users [Advocate]
- Execution of testing and release management for EMR changes as required [Medical Expert]
- Defect management and resolution with the business and 3rd party vendors as required [Communicator]
- Ensuring that all change management processes are followed for clinical documentation build i.e. development or updating of specifications, test scripts, workflows, training material and communications [Professional]
- Ensuring active and consistent use of ALM-QC to support and govern all testing activity [Professional]
- Assisting testers with the resolution of problems [Medical Expert]
- Attend Risk Review or Serious Incident Review meetings that relate to EMR, as a delegate for the CMIO when agreed on a case-by-case basis

The MIO will assist with the teaching and training of staff in the EMR. To do this they will

- Use their clinical expertise to transfer knowledge to EMR Team members in relation to medical workflows [Medical Expert]
- Participate in the planning and prioritisation of EMR training activities [Manager]

- Maintain training materials and forward planning to Eastern Health's intake of clinical staff with Medical Workforce [Manager]
- Developing a schedule to provide a 'master class' that runs regularly for clinicians who seek expert advice on using the EMR [Manager]
- Explore previous experience with Oracle Health solutions and EMRs in general [Scholar]
- Periodic review of "Lights On" for opportunities for improvement [Scholar]
- Represent Eastern Health at external meetings as needed [Professional]
- Other duties as agreed by mutual consent

4. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

5. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

6. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfill your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high-quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

7. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2000.

8. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

9. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur six (6) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Signed: _____
Chief Clinical Information Officer

Date: ____/____/____

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential Skills & Experience:

- Active, licensed medical practitioner with minimum 2 years hospital clinical practice experience
- 1 years' experience using Oracle Health Millennium Solutions including Medications Management or another equivalent Electronic Medical Record application
- Project management experience
- High level of computer literacy, especially with Microsoft Word, Excel, PowerPoint, Visio and Project to produce professional documentation and presentations
- Proven ability to communicate, both verbally and in writing, in a clear, concise and logical and effective manner.
- Demonstrated ability to manage a number of concurrent tasks and adapt to changes in the work environment.
- Staff supervision experience
- Ability to seek advice and direction from technical experts
- Excellent Team player
- Self-motivated and able to work without supervision
- Current valid Driver's License

Desirable

- A higher degree in Health Informatics
- A proven track record of working with a major project