Eastern Health

POSITION DESCRIPTION

Position Title:	eHealth Clinical Analyst
Award Classification:	HS3 + over award (Fixed Term Full Time)
Award / Agreement Name:	Administrative Officers (Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025)
Current Effective Date:	May 2025
Next Review Date:	May 2027
Reports to:	Associate Director eHealth Optimisations and Enhancements

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 statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs

Our promise

Healthier together

Values in action

Respect for all

Safe always

Partnering in care

Learning and improving every day

Enabled and empowered people — Together we enable the success of our people

Excellent care and experiences — Together we deliver the best health care experiences and outcomes

Safe and welcoming — We create and come together in spaces that are safe and welcoming

Optimising resources — Working together we continuously improve our resource deployment

eHealth Team Principles

The eHealth Team supports the Electronic Medical Record (EMR) as part of the Eastern Health Digital Health Directorate. As well as living the Eastern Health values the team will add value to the organisation by:

- Putting yourself "in the patient's shoes", aiming to develop and imbed systems that will improve patient care;
- Ensuring EMR Optimisation activities are documented and are efficient to support clinical workflows and processes
- Escalating risks and issues and providing input to their mitigation
- Being an advocate for the EMR and promoting the EMR benefits to all stakeholders
- Offering EMR improvement / benefit suggestions; and
- Positively supporting fellow team members.

eHealth 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 Team is responsible for the management and delivery of all aspects associated with the Oracle Health Millennium solution including;

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

1. POSITION SUMMARY

The role of eHealth Clinical Analyst is to participate in EMR design, build, development and maintenance of functional specifications, testing and defect resolution and to be a source of advice for the Oracle Health Millennium platform.

In addition to routine duties, the analyst will play a pivotal role in project initiatives, particularly in rolling out EMR to paper-based areas, ensuring smooth integration and effective adoption by transitioning departments.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Designing, building and testing EMR optimisations and enhancements
- Incident management and resolution with the business and 3rd party vendors
- Participating in change management processes i.e. development or updating of specifications, test scripts, workflows, training materials and communications
- Ensuring consistent use of ALMQC to support and govern all testing activity
- Liaising as required with Eastern Health ICT Department, HTS and Oracle Health on software problems and assisting with change requests, upgrades and testing as required.
- Providing solution advice to support enhancement requests required by Eastern Health staff.
- Undertaking training as required for EMR build tools and using these skills to perform maintenance and change works as required
- Escalating issues and risks to management and where possible provide support for their mitigation
- Supporting EMR activities which will require some after-hours availability
- Participating in the eHealth team on call roster
- Travelling between Eastern Health campuses as required (A current licence and vehicle is essential which complies with Eastern Health policies and procedures)
- Participating in the delivery of medium to large scale EMR Optimisation projects and associated tasks
- Other duties agreed by mutual consent

3. 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 Compensations (WIRC) Act 2013.

4. 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.

5. QUALITY

Eastern Health is accredited by the independent Australian Council on Healthcare Standards (ACHS) in recognition of the achievement of acknowledged standards, and the commitment to continuous improvement in the provision of healthcare standards. Staff are required to actively participate in quality improvement activities within the Department, which meet the requirements of the ACHS Evaluation and Quality Improvement Program (EQuIP).

6. 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. Staffs are bound by the Information Privacy Act 2000 and the Health Records Act 2000.

7. 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.

8. 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.

9. ATTACHMENTS

- Attachment 1   Key Selection Criteria

10. 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: _____   Date: ____/____/____
Program Director eHealth

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
- At least 1 year experience with build tools for Oracle Health Millennium Solutions (PowerChart, FirstNet, SurgiNet, SurgiNet Anaesthesia, Device Integration, ICU, Care Delivery and Medications Management)
- Experience in requirements gathering and business process mapping in a clinical setting
- Understanding of Patient Administration System and downstream system integration with Oracle Health Millennium Platform
- Experience with clinical workflows in a medium to large hospital setting
- Proven ability to communicate, both verbally and in writing, in a concise, logical and effective manner
- Ability to seek advice and direction from technical experts
- Excellent Team player and self-motivated to work without supervision
- Current valid Driver's License

Desirable
- Expertise in using ALMQC to manage test plans and execution
- Project Management understanding and experience
- Experience in implementing a clinical information system in a hospital setting
- Experience with Oracle Health Command Language (CCL), SQL, PowerInsight and Discern Analytics 2.0