

Position Title:	EMR Clinical Analyst (Emergency)
Award Classification:	HS3
Award / Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Current Effective Date:	December 2025
Next Review Date:	December 2028
Reports to:	Associate Director eHealth Operations

1. 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 Team supports the Electronic Medical Record (EMR) as part of the 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:

- Putting yourself “in the patient’s shoes” aiming to develop and imbed systems that will improve patient care;
- Ensuring eHealth Optimization 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 Cerner Millennium solution including;

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

2. POSITION SUMMARY

The role of EMR Clinical Analyst (Emergency) is to participate in software build, development and maintenance of functional specifications, software releases, testing and defect resolution and to be an expert source of advice for the Care Delivery solution of the Cerner Millennium platform.

3. MAJOR DUTIES AND/OR RESPONSIBILITIES

Core Team Duties / and or Responsibilities

- Act as an EMR product champion in your field of expertise and provide ongoing positive promotion of the use of the EMR
- Troubleshooting EMR incidents and analysing enhancement/optimisation requests for workflow, functionality
- Analyse user requirements to deliver high quality application solutions. Develop business, technical and application support documentation and drive solution requirements consistent with the solution specification.
- Coordinate activities, resources and timelines with other EMR Clinical Analysts to ensure the solution is implemented in accordance with the overarching plan and the solution plan.
- Sound knowledge of clerical workflows, roles, responsibilities and functions within iPM (PAS)
- Endeavour to allocate time to provide leadership, education, mentorship and support to eHealth Team staff interested in developing skills in your field of expertise.
- Be accountable for tasks and duties within delegated authority and provide early notice of issues with your manager. Ensure activities are efficient and documented to support the EMR Team and operational activities
- Escalate incidents, issues and risks to management and where possible provide support for their mitigation
- In consultation with the EMR team ensure appropriate mechanisms are in place to monitor and manage key issues where changes to the application become necessary.
- Monitor and uphold service levels for application availability and actively contribute to their improvement with the operational support teams.
- Manage workflow and process improvement effectively
- Leverage existing implemented solutions to achieve better performance and outcome
- Maintain user & support documentation in accordance with the relevant standards.
- Maintain a high level of customer service and escalate issues to the Associate Director EMR Program Controller, other EMR Clinical Analysts or other technical teams.
- Participation in the EMR weekly change management process including Testing, Validation of functionality, workflow, impact and communications
- Provide regular status or subject matter reports as requested
- Be available to support operational activities which may require some afterhours availability.
- Working closely as required with other external stakeholders in Victoria and nationally to facilitate information sharing and reduce duplication of effort.
- Attend scheduled meetings and endeavour to complete assigned tasks by the due date. Provide early notice of issues or an attendance apology with the meeting chair noting that these meetings may be at locations other than Eastern Health.
- Meet the agreed annual performance plan as developed and agreed with the manager
- Travel between Eastern Health campuses will be required. A current licence and vehicle is essential which complies with Eastern Health policies and procedures.

Specific Position Duties / and or Responsibilities

- Sound understanding of workflows of a busy Emergency Department

- Be responsible for providing application specialist leadership within an implementation team providing direction, solution design input, incident, problem resolution & change management for the Cerner FirstNet Application.
- Detailed understanding of FirstNet functionality and associated data requirements and responsible for knowledge transfer onto the EMR team members in FirstNet functionality
- Develop robust troubleshooting tools for the business to support the submission of VEMD at each facility.
- Provide high quality advice to the eHealth Management Team, around key issues relating to the design, implementation, ongoing support and development of the EMR with specific reference to the Cerner FirstNet Application.
- Provide a professional level of specialist application leadership in resolving issues related to the Cerner FirstNet Application.
- Interpretation and analysis of HI7 messaging for bidirectional Admission/Transfer/Discharge messages between FirstNet/PAS/Powerchart

General duties as defined by the CCIO [or team leader] which may include:

- Other duties as requested by mutual consent
- Providing input as a subject matter expert if the level of expertise in a clinical/technical or IT field is of an appropriate level to provide an advisory role for the implementation work

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 Compensations (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

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 (EQIP).

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. Staffs 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: _____

Associate Director EMR

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

- Sound knowledge of workflows, roles, responsibilities and functions of a busy Emergency Department.
- Proven experience in providing specialist application and implementation support for Cerner or similar clinical information systems relevant to large ICT service provision.
- Relevant tertiary qualifications in a Health discipline, Information Technology or Information Management or equivalent work experience.
- Experience and a record of success in liaising and communicating with key project stakeholders at all levels, with effective stated outcomes.
- Sound understanding of healthcare data / reporting and experience with data analytics at various stages of an implementation of a major transformational project
- Experience in the implementation and operational support of a clinical or health department information system
- 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.
- Show an understanding of data analytics and health informatics.
- Demonstrated ability to manage a number of concurrent tasks and adapt to changes in the work environment.
- Ability to seek advice and direction from technical experts.
- Team player
- Self-motivated and able to work without supervision.
- Current valid Driver's License

Desirable

- Experience configuring Clinical Documentation (eg Powerforms, iView, MPages).
- Understanding of Victorian Department of Health Reporting standards and systems.
- Understanding of Health Service management systems and reporting.
- Understanding of HI7 messages for Admission/Discharge/Transfer.
- Sound understanding of VEMD reporting requirements.