

Position Title:	eHealth Clinical Analyst (Support & Training)
Award Classification:	HS3 + Over award
Award / Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Reports to:	eHealth Change and Training Team Lead

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.

eHealth Team Purpose

Through technology, we support and enable clinicians to provide high quality care with a patient first focus.

The eHealth Team is responsible for delivery of all aspects associated with the Oracle Health Millennium solutions including;

- PowerChart
- FirstNet
- SurgiNet and Anaesthetics
- Care Aware (ICU)
- Advanced Clinical Documentation
- Device Integration, Quality and Reporting
- Medications Management and Pharm Net
- eOrders interface to Radiology and Pathology

2. POSITION SUMMARY

The role of eHealth Clinical Analyst (Support & Training) is to provide support, training, participate in software build, development and maintenance of functional specifications, software releases, testing and defect resolution and to be a source of advice for the Oracle Health Millennium platform. The analyst will collaborate with EH users, ICT, project team and other stakeholders to provide support and training to ensure the effective use of the EMR.

3. MAJOR DUTIES AND/OR RESPONSIBILITIES

Support:

- Provide reliable and responsive support and service to EH users
- Liaising as required with Eastern Health ICT Department, HTS and Oracle Health on software problems and assisting with software changes, upgrades and testing as required.
- Customer-focussed support role that also acts as a liaison between the ICT and eHealth teams and EH users.
- Supporting, maintaining, testing (end to end and regression), updating support/reference materials, and facilitating communications and changes for the clinical end users of the EMR at Eastern Health.

Training:

- Develop and maintaining training materials
- EHealth liaison for electronic training available in iLearn and eCoach
- Participation in the planning and prioritisation of EMR project training activities
- Lead and participate in training events including super user training and end user training
- Provide adoption coaching for projects
- Update the Train Domain

Other Duties:

- Participation in the planning and prioritisation of clinical documentation activities
- Execution of testing and release management for clinical documentation as required

- 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
- Ensuring active and consistent use of ALMQC to support and govern all testing activity
- Supporting EMR activities which will require some afterhours availability
- Attending scheduled meetings and endeavouring to complete assigned tasks by the due date
- Meeting the agreed annual performance plan as developed and agreed with the manager
- 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

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 (EQuIP).

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: _____
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

- Experience in training clinical staff within a healthcare setting
- An understanding of clinical and administrative workflows.
- A demonstrated record of achievement in supporting clinical information systems
- Experience in working in complex healthcare or hospital setting
- 2+ years' experience using Oracle Health Millennium Solutions (PowerChart, FirstNet, SurgiNet, SAA Anaesthesia, Device Integration, ICU, Care Delivery and Medications Management) or another Electronic Medical Record application
- 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 several concurrent tasks and adapt to changes in the work environment.
- 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 (willingness and ability to travel to multiple Eastern Health Sites)

Desirable

- Experience in customer support or service delivery
- Facilitation skills in a stakeholder group setting at all levels of the organisation
- Certificate IV in Workplace Training and Assessment

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au