Eastern Health

POSITION DESCRIPTION

Position Title:	eHealth Change and Training Analyst
Award Classification:	HS3 + over award (Fixed-term 3 months)
Award / Agreement Name:	Administrative Officers (Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025)
Reports to:	Associate Director Optimisations and Enhancements eHealth

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

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 eHealth Change and Training Analyst is responsible for managing change initiatives and developing training programs related to electronic medical record. This role ensures that changes to eHealth applications and processes are effectively implemented, communicated, and adopted by end-users. The analyst will work closely with stakeholders to identify training needs, create educational materials, and facilitate training sessions to support the successful adoption of the solutions.

The analyst will play a pivotal role in project initiatives, particularly in rolling out CareSync Exchange to Eastern Health clinicians. Please refer to attachment #2 for **Project Summary - CareSync Exchange**.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES
- Deliver a change management plan to ensure adoption of CareSync Exchange by clinical staff at Eastern Health
- Liaise with clinical groups to identify and address change issues as they are identified by end users, including senior and junior medical staff, nursing, allied health and clinical support staff
- Review, develop and implement the communication plan to ensure the project is branded and marketed in a manner that involves full stakeholder and end user involvement.
- Develop processes to ensure on-going tracking, achieving of targets and reporting of benefits is continued after the implementation of CareSync Exchange is complete
- Develop and implement a training plan to deliver effective education of CareSync Exchange
- Encourage the recruitment of super users of the system
- Lead training events including super user training and end user training
- Provide adoption coaching during Go Live period

- Report as required to the Project Lead with compliance in utilising project tools and controls including status reports, risk and issue logs
- Act as project champion and provide ongoing positive promotion of the project
- Other duties as requested 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
- Attachment 2   Project Summary – CareSync Exchange

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

- Experience in change management, training and/or business analysis in a healthcare setting

- Sound understanding of, and experience with, change processes and workflows at various stages of the implementation of a clinical transformational project

- Experience in development and delivery of communication plans including marketing, branding and stakeholder engagement

- Experience in developing training plans and delivering training

- Strong communication and presentation skills

- High level of computer literacy

Desirable

- An understanding of clinical workflows in relation to admission, radiology, pathology, pharmacy and discharge planning process

- Qualifications in any of the following: a health profession, clinical/nursing education, information technology, health informatics, end user training with a health IT company, quality, health information management

Attachment 2

CareSync Exchange Project Summary

The Victorian Government is improving the safety and continuity of care for patients through the sharing of health information across Victoria's public health services and hospitals.

The Department of Health is implementing CareSync Exchange, a secure electronic patient health information sharing system, to provide clinicians with critical patient health information at the point of care.

CareSync Exchange improves safety and continuity across Victorian public health services. Clinicians will spend less time seeking information, enabling more time to do what they do best: providing care to patients.

With CareSync Exchange, the patient's treating clinician can access the following information to support clinical decision making and continuity of care:

- Patient details, including demographics and emergency contacts.
- Patient hospital visits including inpatient, emergency, and outpatient.
- Clinical documents, diagnostic test reports and hospital discharge summaries.

As CareSync Exchange continues to evolve, clinicians will be able to view additional clinical information, such as:

- medications
- allergies
- radiology reports

CareSync Exchange supports a more seamless patient experience, reduces unnecessary tests and builds a more integrated public healthcare system focused on improving patient safety and outcomes.