POSITION DESCRIPTION – Alfred Health

DATE REVISED: February 2020

POSITION: EMR Team Leader

AWARD/AGREEMENT: Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020

CLASSIFICATION TITLE: HS 7

DEPARTMENT/UNIT: Clinical Information Systems

DIVISION: Information Development Division

ACCOUNTABLE TO: Manager EMR

DIRECT REPORTS: Clinical Programs

WORKS IN COLLABORATION WITH: Internal: Information Development Division, Clinical Programs and Finance Division

External: External vendors, especially Cerner

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR VALUES

Our staff are expected to demonstrate and uphold our values of:

Integrity, Accountability, Collaboration and Knowledge.

Our values provide the platform for the way we work and the decisions we make. Through this approach, our Vision and Mission are achieved.
OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do.
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental.
- Excellence is the standard we work every day. Through research and education, we raise the bar for tomorrow.
- We work together. We play vital roles in a team that achieves extraordinary results.
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow.

INFORMATION DEVELOPMENT DIVISION

The Information Development Division is accountable for enabling clinical staff to deliver timely, quality care to our patients and carers through innovative use of information technologies, and strategic management of information and data across the organisation.

The division encompasses manages:

- Information technology procurement, delivery, security and support.
- Electronic Medical Record design, development and support, including the electronic Timely Quality Care Program.
- General applications support.
- Data Governance and security.

POSITION SUMMARY

The EMR Team Lead leads the process of software development, deployment and support for application solutions assigned to their team. They lead their team members in building robust and innovative software solutions that are fit for purpose. The incumbent is required to develop strategies that facilitate end-to-end delivery of solutions that meet the organisation's goals and objectives, and to improve and enhance the quality of the service it delivers.

The role provides excellent customer service for the support of enterprise and departmental applications, workflows and organisational requirements. This includes supporting ongoing upgrades of Cerner applications to meet Alfred Health organisational requirements on a proactive basis. The role requires the use of proven Software Development Life Cycle (SDLC) methodologies, technical and problem-solving skills, to guide and assist in relation to the design, build, and deployment of workflows and enhancements. This entails establishing and maintaining standards, ensuring adherence to these standards and coordinating the production of appropriate documentation. New application code should be well tested and where ever possible consistently free of errors prior to introduction/promotion to the production environment.

The role requires the establishment and maintenance of excellent working relationships with team members, vendors and relevant business stakeholders to deliver Alfred Health application requirements. The role is accountable for the professional development of team members and workload management.

KEY RESPONSIBILITIES

Staff Leadership:

- Provide software development expertise to deliver high levels of productivity and outcomes to support the business.
• Develops team members and shares knowledge and expertise with a view to increasing overall team knowledge base.
• To foster a focus on excellence across the development team.
• To instigate and promote/foster a culture of sharing ideas and taking initiative.
• Support the team through transitions, demonstrating effective change leadership and role modelling behaviours.
• Develop and maintain a culture within the team which emphasizes strong customer service and ongoing development of efficient work practices. Encourage and facilitate effective teamwork.
• Supervision of work done by staff, including appropriate monitoring of deliverables to ensure quality outcome.
• Monitor workload, throughput and turnaround times. Escalate to EMR manager with recommendations, as appropriate.
• Assist with six monthly performance and development reviews with assigned staff members to set defined and measurable deliverables.
• Ensure technical competencies are maintained to serve the requirements of the organisation.
• Be involved in recruitment and performance management, as required.
• Model appropriate standards and behaviours which are consistent with Alfred Health values and code of conduct.
• Assists in other duties as needed and directed.

Strategy & Planning:

• To support the strategic direction of the organisation taking into account emerging and legacy technologies.
• Work in conjunction with the testing manager and release co-ordinator to develop and manage a Release Plan identifying products, enhancements and priorities.
• Actively manage the transition of new functionality from project phase to support.
• Contribute to pre-testing phase of development by evaluating proposals in order to identify potential problem areas, and make the appropriate recommendations.
• Ensure sharing of knowledge and learning how to more efficiently and effectively utilise relevant tools.
• Establish and maintain standards, defined process and ensure templates in following the SDLC for the product environment.

Deployment:

• Work with the team to evaluate, install, configure, design and deploy new applications, system software, products and/or enhancements and upgrades to existing applications throughout Alfred Health.
• Work with the team to analyse documentation and technical specifications of any new application under deployment or consideration to determine its intended functionality and fit with the Alfred Health EMR strategy and standards.
• Define business requirements based on workflow, develop proof of concept and conduct formal review and sign off by the organisation key stakeholders.
• Implement changes to the product and applications ensuring internal review and appropriate agreement and sign off by CRG, eCAC and other regulatory bodies within the business as required.
• Partner with the Clinical Informatics Partners to liaise with organisation key stakeholders in the testing of new software programs and applications, and ensure sign off by the organisation key stakeholders.
• Collaborate with the training team to develop training and communication material, and prepare the product for release.

Customer Service:

• Promote and maintain high levels of customer service and satisfaction in the delivery and support of EMR applications.
• Work with the Clinical Informatics Partners to develop and maintain superior EMR/Client relationships and ensure that the EMR service provided is customer focused and cost effective.
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• Manage customer services calls by addressing them within the agreed Service Level Agreement.
• Analyse call statistics and provide recommendations to improve customer services.
• Allocate resources sufficiently to manage the calls and escalate any major issues to management.
• Liaise with Vendors and appropriate EMR teams for prompt rectification of any problems or emergencies.

Operational Management:

• Resolve Service Delivery Helpdesk calls in a productive and engaging manner.
• Liaise with the Infrastructure teams to ensure appropriate management of the system infrastructure.
• Manage the databases by working in close collaboration with CWX (Cerner Works) to ensure efficient and effective operations.
• Ensure there is an operational plan in conjunction with CWX that is executed and maintained in managing the various Cerner domains/environments.
• Liaise with CWX in the monitoring of system performance and report to the relevant business stakeholders when anomalies, errors, inaccuracies, or inefficiencies occur. Make recommendations as needed.
• Take part in the IDD Clinical Information Systems on-call roster.

Process Improvement:

• To contribute regularly to discussions regarding internal process and system improvements in order to ensure maximum efficiency across the division.
• Establish and maintain policy and guidelines relevant to SDLC.
• Define and maintain EMR processes relevant to the Systems and Database Development.
• Establish and maintain central repository of documentation.
• Periodically and no less than on a six monthly basis, review any or all of the above with the objective to deliver an improved outcome.

QUALITY, SAFETY, RISK and IMPROVEMENT

• Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
• Follow organisational safety, quality & risk policies and guidelines.
• Maintain a safe working environment for yourself, your colleagues and members of the public.
• Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
• Promote and participate in the evaluation and continuous improvement processes.
• Comply with principles of Patient Centred Care.
• Comply with Alfred Health mandatory continuing professional development requirements.
• Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:

• Provide Developers & DBA’s working in EMR with appropriate supervision, training and instruction in accordance with Alfred Health policies.
• Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
• Comply with relevant privacy legislation.
• Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
• In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.

KEY CAPABILITIES AND VALUES:

Values consistent with those of Alfred Health which are:

• Caring and responding to our patients.
• Encouraging and achieving excellence, continual learning and improvement.
• Working in partnership and co-operation.
• Being responsible and accountable for the services we provide.
• Achievement through team work.
• Treating people with integrity, in a friendly, trusting and respectful manner and environment.

QUALIFICATIONS/EXPERIENCE REQUIRED

Education & Certification:

• Degree in Computer Science, Information Systems or similar discipline would be an advantage.
• Relevant professional certifications as required.

Knowledge & Experience:

• Experience in leading a team of application developers and technical experts in clinical systems.
• Competence, understanding and ability in some or all of:
  o Cerner applications tools
  o Workflow design and implementation
  o Working with a broad range of clinicians, administrative staff and application developers and business analysts
• Experience in managing, directing and motivating staff to deliver projects.
• Highly numerate and literate, with the ability to produce top quality written specifications.
• Proactive and highly organised, with strong time management and planning skills.
• Experience in working with an electronic medical record is essential

Position Description authorised by:  Chris John, Manager EMR

Date:  February 3, 2020