

POSITION DESCRIPTION

Position Title:	EMR Medical Analyst
Business Unit/Division:	Digital Health Division
Award Agreement:	Doctors in Training (Victorian Public Health Sector) AMA Victoria/ASMOF (Single Interest Employers) Enterprise Agreement 2022-2026
Classification:	HM12 – HM18
Employment Type:	Full time, Fixed term
Reports to:	EMR Senior Analyst Care Delivery & Maternity Lead Director of Digital Innovation
Date Prepared/Updated:	July 2025

General Role Statement:

The EMR Medical Analyst will be responsible for the analysis, design, build, configuration, testing and conversion of the EMR at Northern Health. The EMR Medical Analyst is responsible for the review of existing workflows, content and configuration to contribute to the optimisation of current workflows and the design of new workflows from a medical perspective.

ORGANISATIONAL OVERVIEW

Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Centre
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of healthcare services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

ROLE STATEMENT

Digital Health

Northern Health is focused on using the latest technology to improve the health and wellbeing of the community. With a focus on developing systems that enable staff to deliver the highest quality healthcare. The Digital Health Division brings together the Information, Communication Technology Services (ICT), Electronic Medical Record (EMR), Decision Support Unit (DSU), Clinical Leadership, Effectiveness and Outcomes (CLEO) and the Telehealth teams to support this vision.

Electronic Medical Record (EMR) Program

Northern Health has implemented an integrated EMR Clinical Information System with the vision of 'One patient' and 'One integrated record' to optimise the quality and safety of patient care. The scope of Northern Health's EMR includes medication management, real-time decision support, device integration and specialist modules for ICU, Emergency, Maternity, Surgery and Anaesthesia.

The EMR Medical Analyst will be responsible for the analysis, design, build, configuration, testing and conversion of the EMR at Northern Health. The EMR Medical Analyst is responsible for the review of existing workflows, content and configuration to contribute to the optimisation of current workflows and the design of new workflows from a medical perspective.

The EMR Medical Analyst will be required to have a good level of knowledge for each of the following EMR applications:

- Care Delivery
- Core and Patient Movement
- Orders and Results
- Emergency Firstnet
- Surgery Surginet/Anaesthesia
- Medications
- Maternity
- Technical Device

The EMR Medical Analyst is required to have strong clinical workflow knowledge and possess business analytic skills. The EMR Medical Analyst will have the ability to work autonomously and analyse clinical workflows, collect and review data in the data collection workbooks. The EMR Medical Analyst will work collaboratively with the EMR team, service departments and clinical staff for all EMR related matters.

This position is responsible for:

Application Support

- Actively monitor, resolve and troubleshoot incident and service requests to be responsive to the Business
- Support service that meets the needs of Northern Health EMR
- Perform analysis of workflows, enhancement requests and other technical issues associated with the EMR and develop functional and technical solutions that reflect an in-depth understanding of the user's requirements across multiple EMR solutions
- Configure, build, test and perform system maintenance tasks to ensure the EMR application is available, current and well maintained
- Design and build approved EMR Inpatient Application optimisations to ensure that end users are effectively engaged in the continuous improvement of the EMR to continue to support and improve the delivery of care provided

- Complete allocated special updates (SU) and system upgrades including review of release notes, build, testing and identification of training and workflow impacts
- Design, validate and confirm any new or changed system functionality with impacted stakeholders
- Perform system testing, including the development and maintenance of test plans, scripts, execution of testing and remediation of issues identified through testing
- Responsible for overseeing multiple EMR solutions within the EMR Senior Analyst's portfolio through ongoing training initiatives, to ensure system integrity, user support and compliance across solutions
- Perform other duties as assigned

Analysis of the Business

- Utilise business analytic skills to review processes, EMR workflows and the development of new workflow opportunities
- Liaise and consult with key stakeholders to identify business specifications as required to complete the Data Collection Worksheets (DCW's) for the EMR solutions build
- Participate in design workshops and work closely with the EMR Clinical lead to gain consensus with other Northern Health stakeholders on key issues that arise with the design of the EMR
- Consult and liaise with key stakeholders in the development of new processes, business rules and policies to ensure the EMR can support the operational needs of Northern Health
- Develop an understanding of workflows and key requirements gathering, and document information in your area of responsibility. This may include clinical guidelines, legislation and reporting requirements
- Develop and maintain a good working relationship with appropriate Department Heads and EMR team at Northern Health to ensure the system configuration aligns with local requirements and strategic directions
- Identify and communicate impacts and changes to local workflows, guidelines, policies and procedures and report issues that may arise as a result of decisions or proposed enhancement/functionality/data structures
- Consult with stakeholders on mandatory reporting requirements and other operational reports as required
- Assist in management of problems and address questions from end users

Incident Management, Business Continuity and System Outage Management

- Assist with co-ordination of planning for system outages, upgrade and system updates
- Perform EMR on call role out of hours when rostered
- Participate in post-implementation reviews for relevant critical EMR incidents and planned outages
- Monitor and maintain the EMR Business Continuity Access systems

Project Management and Delivery (including testing and design)

- Consult and engage with other Health Services to address design issues impacting on the project and to ensure best practice solutions are identified
- Evaluate workflows and update DCW's
- Collaborate with key stakeholders to specify, prioritise, assess and document user requirements and changes in workflows
- Identify risks and issues, escalate as appropriate and ensure they are documented in accordance with the project framework
- Conduct EMR demonstrations and presentations to key stakeholders as required
- Assist in documenting future state process and procedures in collaboration with business users

Training Support

- Identify changes required and update training materials and training environment
- Deliver EMR training when required

Stakeholder Engagement

- Collaborate with and facilitate stakeholder groups through formal and informal methods and ensure stakeholder concerns are documented and raised
- Collaborate and ensure open communication and discussion between stakeholders by developing and maintaining stakeholder engagement strategies
- Establish and maintain close communication with Health Technology Services and Oracle Health partners
- Actively participate in the EMR team communications activities
- Pro-actively build and maintain a good working relationship with NH staff
- Present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding of the problem and proposed solution

KEY WORKING RELATIONSHIPS

Internal

- Executive Director Digital Health
- Director EMR
- Associate Director EMR Operations
- Senior Manager EMR Solution & Integration Architect
- EMR Projects & Quality Manager
- EMR Senior Analyst Leads
- EMR Test & Release Manager
 - Northern Health staff
 - Other Northern Health stakeholders
 - EMR operations team
 - EMR project team
 - Digital Health Training team
 - Clinical Informatics team
 - NH ICT team members
 - NH Executive, Clinical Leaders, Divisional Directors, Senior Clinicians and Management
 - Clinical Application Administrators

External

- Health Technology Services (HTS)
- Oracle Health
- Other Health Agencies and related organisations

All employees:**Quality, Safety, Risk and Continuous 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 procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.

- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Organisation-Wide Contribution

- Comply with all of the By-Laws, Regulations and Policies that are in place at Northern Health including those relating to Privacy and Confidentiality, Occupational Health and Safety, Performance and Development Management, Equal Opportunity, Bullying and Harassment in the Workplace
- Promote a culture of risk and "safety first" awareness and ensure risk management strategies and processes are embedded into work practices
- Demonstrate by example, adherence to and role modelling of the Northern Health values and Staff Code of Conduct
- Proactively support all Northern Health staff in the achievement of Northern Health operational and strategic goals
- Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of duties for which the appointee is employed
- Act at all times with legal/ethical parameters

Diversity and Inclusion

- Promote diversity and inclusion for the Northern Health community
- Promote and maintain a supportive environment for all staff
- Contribute to a culture of consumer participation by ensuring that activities within the area of responsibility are inclusive of and responsive to the needs of our consumers

Innovation and Culture Change

- Participate in a program of change to successfully embed new systems and ensure seamless business operations
- Serves as a change agent and champion for digital transformation, engaging leaders, clinicians and staff across the organisation to build alignment and engagement
- Collaborates with internal business leaders (clinical and corporate) to ensure alignment of services with stakeholder expectations and needs and enables continued clinical and corporate innovation
- Work with the Digital Division to offer a seamless Digital experience for staff and patients
- Promote a Digital culture of Digital First, within Northern Health and more broadly

SELECTION CRITERIA

Qualifications, Registrations and Qualities

Essential

- Medical registration with the Medical Board of Australia under the Australian Health Practitioner Regulation Agency (AHPRA)
- Undergraduate medical qualification as a first degree – MBBS, MD or equivalent

- A medical background, with an interest in computerised workflows, best practice, innovation, clinical documentation and healthcare informatics
- Demonstrated experience working in a metropolitan hospital environment and understanding of clinical workflows in the acute and subacute inpatient settings
- Critical thinking, strong analytical and troubleshooting skills to investigate and understand issues that may have clinical implications
- Experience using common business analysis software such as Microsoft Visio and excel
- Excellent written and verbal communication skills, the ability to effectively communicate with stakeholders within the organisation with an eye for detail
- Demonstrated ability to manage and triage defects during the testing processes
- Ability to consistently demonstrate behaviours that reinforce the values of our organisation; Safe, Kind, Together with all project stakeholders; colleagues and our patients and consumers
- Current National Police and Working with Children History Check
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Desirable

- Knowledge of and experience with the Oracle Health EMR or equivalent EMR/Clinical systems implementations
- Aptitude to learn quickly and apply knowledge across different contexts

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature:

Date: