

Position Description

Position Title	PAS Business Specialist
Position Number	30008716
Division	Innovation & Digital Services
Department	Clinical Information Systems
Enterprise Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Classification Code	HS5
Reports to	Director
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Innovation & Digital Services Division

The Innovation and Digital Services Division is charged with delivering technology solutions that deliver on our vision. As well as responsibility for the mainstream ICT services and support the division encompasses Research and Development, Innovation, ePR project, Project Management Office, Clinical Analytics and associated resources including the Chief Clinical Information Officers.

The Division leverages ICT technologies and expertise to provide the technical foundations for innovation and transformation of our clinical service delivery. Critical to this is the successful implementation of an ePR in the acute setting and the development of innovative ways to use the data this will create. The Division is instrumental in building a strong culture of utilising health informatics and using data to drive innovation.

The Clinical Information Systems Department

The Clinical Information Systems Department will be in charge of overseeing the planning, development, delivery and support of Bendigo Health's clinical information systems. The department will make meaningful contributions to the organisations strategic goals and be able to deliver and enhance existing clinical systems to optimise clinical and financial benefits.

The department will work closely with all teams across the business to uphold Bendigo Health's and Loddon Mallee Shared Services Architecture and Technology standards. This will involve preserving the integrity, reliability and functionality of our data, systems and infrastructure while aligning with existing and new systems.

The Position

The Patient Administration System (PAS) Business Specialist reports to the Director, Clinical Information Services and works directly with the PAS Project and ePR team. The position will be responsible for the support and administration of iPM for Bendigo Health. The PAS Business Specialist will contribute to the design and input of the PAS functional requirements, developing work packages and specifications whilst advocating end user requirements, identifying process redesign and informing the functional deliverables of the project in order to achieve the objectives of an effective and widely utilised PAS.

The position represents an exciting opportunity for a business driven individual to join an established but rapidly growing department which will be involved in the replacement of our PAS, whilst contributing to Phase 2 of our electronic Patient Record journey.

Responsibilities and Accountabilities

Key Responsibilities

- Advise and support the development of the patient administration system application including advising on function options and capabilities of the PAS.

- Responsible for communications to key stakeholders of upgrades, planned outages, changes and compliance for the PAS system.
- Coordinate communication and follow-up with PAS vendors on the progression towards resolution of faults logged onto their Helpdesk.
- Assist with the review, development and validation of current and future clinical and administrative workflows and requirements analysis to ensure the PAS solution supports the delivery of quality patient care.
- Review and revise existing functional processes to enhance business efficiency and effectiveness to achieve optimal outcomes
- Analyse root causes of business issues and develop appropriate resolutions.
- Map workflow processes, detailing current and future processes, to assist implementation of a clinical system and model of care.
- Assist with recommendations on appropriate changes to Bendigo Health's administrative systems and workflow.
- Work with stakeholders and subject matter experts in the development and maintenance of administrative content for new work processes.
- Maintain system data integrity, provide information system reports and progress reports as required.
- Undertake a full range of support activities including user and application administration.
- Contribute to the design and delivery of simulation workshops.
- Ensure all Incidents and Requests tickets are continually updated, and regular updates are provided to end-users.
- Identify opportunities for system modifications and/or configuration changes to improve efficiencies, increase effectiveness and safety and support other quality attributes.
- Undertake systems testing which includes coordination and active participation in regression testing of changes to both the application itself (e.g. upgrades and patches) and its environment (e.g. upstream or downstream systems).
- Provide on-call support as a part of a rostered team.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Diploma in ICT, health or business related field or equivalent specialist knowledge and experience in health care system administration.
2. Ability to evaluate business process, anticipating requirements, uncovering areas for improvement and developing and implementing solutions.
3. Demonstrated experience in positively contributing to a workplace where change has occurred, including the ability to operate in an environment of change and continuous improvement.
4. Extensive knowledge of system administration in the operation of a patient administration system and/or an electronic medical record system (such as DXC iPM, and or InterSystems TrakCare).
5. In depth knowledge of patient administration processes, theatre process and prosthetics.
6. Exceptional communication skills, both verbal and written, with stakeholders within and external to the organisation.
7. In depth knowledge of Department of Health statutory reporting.
8. Proven ability to confidently and courteously work with people at all levels to build strong working relationships and obtain cooperation in achieving business objectives.
9. Knowledge of HL7 standards, integration and PAS integration messaging triggers.

Desirable

10. Experience in working within a public health environment preferred.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.