

Position Description

Position Title	Business Specialist
Position Number	30028734
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 Nurses and Midwives (Victorian Public Health Sector) Single Interest Enterprise Agreement Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement
Classification Description	RN G3B Y2/Grade 5
Classification Code	YU12/HS5
Reports to	Director Clinical Information Systems
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 Business Specialist reports to the Manager Clinical Information Systems and works directly with the electronic Patient Record (ePR), Patient Administration System (PAS) Replacement Project teams and the business. The position will be responsible for the design or modification of business processes and workflows specifically relating to the transition of pathology providers and its associated processes within the ePR. Along with this the positions advocates for clinical and business requirements, developing work packages and specifications whilst advocating for end user requirements and optimization of pathology work flows.

The position represents an exciting opportunity for a health informatics driven individual to join an established but rapidly growing department which will be involved in the continued evolution of our ePR, whilst contributing to Phase 2 of our ePR journey.

Responsibilities and Accountabilities

Key Responsibilities

- Assist with the review, development and validation of current and future clinical and administrative workflows and requirements analysis to ensure the solution supports the delivery of quality patient care.
- Develop process improvements to enhance business efficiency and effectiveness.
- Review and revise existing functional processes to achieve the optimal outcome.
- Ensure integrity and consistency in business workflow.
- 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.
- Carry out work for other ePR work packages, as required.
- Assist in the review of clinical content of the ePR vendor.
- Develop a detailed understanding of the ePR Vendor's product suite and associated benefits.
- Assist with recommendations on appropriate changes to Bendigo Health's clinical system and workflow.
- Work with stakeholders and subject matter experts in the development and maintenance of clinical content for new work processes.
- Providing progress reports as required.
- Undertake a full range of support activities including user and application administration.
- Ensure all Incidents and Requests tickets are continually updated, and regular updates are provided to end-users.
- Provide on-call support as part of a rostered team.
- 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).

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.

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.

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Key Selection Criteria

Essential

1. Degree qualified or post-graduate qualifications in either health, business management or information technology related fields preferred; equivalent business analyst experience would be considered.
2. Demonstrated understanding of clinical processes, workflows, models of care and policies in public health facilities.
3. Demonstrated analytical skills including a strong problem solving aptitude.
4. Strong organisation skills with the ability to work independently and in a team as required.
5. Demonstrated interpersonal and conflict resolution skills, with the ability to interact effectively with all levels of clinical and non-clinical staff.
6. Excellent written and verbal communication skills to ensure ideas are clearly communicated and understood.

7. Strong aptitude for working with IT solutions with experience using computerised clinical information systems in a public, community, non-profit and/or private health setting and proficient use of Microsoft Outlook, Word, Excel, and Visio.

Desirable

8. Knowledge of HL7 standards, integration and ePR integration messaging triggers.
9. Knowledge of Electronic Medical Record systems.

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.