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ROLE DESCRIPTION

Role Title:	Digital Health Clinical Business Partner
Classification Code:	AHP3
LHN/ HN/ SAAS/ DHA:	Northern Adelaide Local Health Network (NALHN)
Hospital/ Service/ Cluster	Lyell McEwin and Modbury Hospital
Division:	Corporate
Department/Section / Unit/ Ward:	Digital Health
Role reports to:	Digital Health Manager, Change and Adoption
Role Created/ Reviewed Date:	September 2023
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working with Children Check (WWCC) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Digital Health Clinical Business Partner:

- > Assists with the planning, consultation, development, and evaluation of stakeholder requirements regarding digital health initiatives, including exploring opportunities for optimisation.
- > Support the coordination, planning and facilitation of training of staff in digital health solutions, including but not limited to the Electronic Medical Record (EMR)
- > Supports development and delivery of staff education and training regarding new and improved digital health solutions and advocates for improved digital literacy across NALHN.
- > Supports creation and implementation of contemporary information and data governance principles and workflows that support and promote the delivery and enhancement of NALHN digital health projects.
- > Works closely with a wide range of stakeholders to support change management and continuous improvement activities that aim to deliver timely and valuable outcomes that meet business needs.
- > Applies knowledge to assist in effective continuous improvement focusing on the delivery of innovative digital health solutions to support clinical workflows across NALHN.
- > Leads the development and maintenance of program documentation and clinical processes, including but not limited to project plans, business specification requirements, change management plans, business continuity plans, procurement documentation/briefs etc.

Direct Reports:

> NIL

Key Relationships/ Interactions:

- > Maintains close collaborative working relationships with all clinicians and maintain cooperative and productive working relationships within all members of the healthcare team.
- > Works closely with various governance committees and groups in driving successful workplace practices with established Digital Health pathways and recommended Digital Health initiatives
- > Works collaboratively with teams within the EMR program
- > Establishes and maintains positive working relationships with clinical and non-clinical staff within NALHN and other Local Health Networks.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Supporting system changes or modifications to support clinical and non-clinical workflows and communication of issues and challenges to the organisation on established and recommended Digital Health solutions
- > Addressing inconsistencies in between practice and policies / procedures
- > Management of significant and at times competing projects of a sensitive, innovative, critical or complex nature
- > Support and assist with problem resolution around issues and barriers that arise with Digital Health pathways, Clinical use and workflows

Delegations:

- > NIL

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Business Support	<ul style="list-style-type: none">> Day-to-day planning, management, and coordination of digital optimisation activities to ensure the successful implementation of the solution> Be an initial point of escalation for the Digital Health Manager, Change and Adoption in relation to:<ul style="list-style-type: none">o Staff engagement processeso Workflow impact decisionso Staff training> Ensure that service provision and the activities of the Division / Unit / Ward/ Service are person and family centred and professionally and effectively conducted by contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.> Lead, develop and foster a positive work culture which is based on SA Public Sector and NALHN values and promotes patient / client focussed

	<p>service, learning and development, safety, and welfare of employees acknowledges differences and encourages creativity and innovation.</p> <ul style="list-style-type: none"> > Establish and monitor agreed goals, priorities and expectations for clinical analytics projects and teams through each stage of analytics development and delivery. > Oversee the management and reporting of analytics projects including associated budget and key performance indicators. > Ensure the Digital Health team embraces the SA Health solution and proactively drives engagement and change across a range of operational settings > Oversee and manage the preparation of reports for staff adoption, user education and staff engagement activities and provide expert input into related research and analysis. > Manage and coordinate communication, evaluation, optimisation and feedback mechanisms for the Digital Health team to ensure strengths and issues are centrally discussed and relevant feedback and information disseminated to relevant stakeholders in a timely manner
Develop and Deliver Training (EMR)	<ul style="list-style-type: none"> > Contribute to the design and development of a sustainable EMR training solution to incorporate a range of delivery methodologies including facilitated classroom setting sessions, online learning and various courseware, tools, materials for end users. > Ensure that end-user attendance, competency assessment and or course evaluations are completed for training sessions. > Contribute to program and courseware evaluation including monitoring and reporting on Key Performance Indicators for each user type, and identifying continuous improvement requirements for courses, modules, training exercises and system practice exercises. > Identify and communicate key gaps in learning experiences of system users and provide input into strategies and supporting resources to close the gap.
Continuous Improvement	<ul style="list-style-type: none"> > Undertake training as required attaining and maintaining the required competency level of skills and knowledge applicable to the role. > Contribute to the generation of ideas for the improvement and review of work practices. > Actively engage with conferences and learning activities to expand and share knowledge with regard to the operational use of clinical data and clinical analytics more broadly. > Analyse trends in data reported through call logging systems to ensure issues and risks are identified and escalated appropriately to ensure quality and safety is maintained.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Appropriate Allied Health qualification from a recognised tertiary institution, giving eligibility for registration with relevant professional body and/or membership with the relevant professional association.

Personal Abilities/Aptitudes/Skills:

- > Effective leadership skills, including highly developed skills in communication, problem solving, conflict resolution and negotiation.
- > Ability to drive strategy as well as fiscal and clinical practice accountability.
- > Demonstrated flexibility, innovation and creativity including analysing and conceptualising problems, formulating and executing appropriate solutions and negotiating successful outcomes in an innovative and resourceful manner.
- > An ability to work with a high level of autonomy, perform effectively under pressure and prioritise workloads, as both a leader and as a member of a team.
- > Ability to contribute to the achievement of best practice by facilitating the development and application of relevant research findings.

Experience

- > Appropriate knowledge and practice within an Allied Health setting with at least 3 years post graduate experience
- > Proven experience in a mid to senior level clinical or non-clinical role
- > Proven experience as a leader or manager in the health care industry.
- > Experience in the implementation of complex health care projects, especially in relation to information systems.
- > Proven experience in basic computing skills, including email and word processing.

Knowledge

- > Expert knowledge of workflows in the nominated area of expertise and practical experience
- > Understanding of contemporary practices in healthcare including health information
- > Knowledge and understanding of contemporary training and adult learning principles

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > A relevant qualification in vocational education and training.

Personal Abilities/Aptitudes/Skills:

- > Demonstrated ability to design training courses, materials and tools for a range of user groups.
- > Ability to make decisions autonomously and to recognise when issues require escalation
- > Ability to analyse complex clinical data

Experience

- > Experience in using Healthcare and organisation management information systems
- > Experience with quality improvement methodologies for clinical activities.
- > Experience in evaluating the results of healthcare research and integrating, where relevant, the results into Healthcare practice.
- > Experience in clinical management and leadership roles.

Knowledge

- > Knowledge of the South Australian Public Health System.

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the SA Health Criminal and Relevant History Screening Policy Directive.
- > For appointment in a Prescribed Position under the Child Safety (Prohibited Persons) Act (2016), a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the Child Safety (Prohibited Persons) Act (2016), the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the Accountability Principles 2014 issued pursuant to the Aged Care Act 1997 (Cth).
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Commitment:

NALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

SA Health

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health & Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board.

These reforms have taken a staged approach, with the most significant changes to taking place from 1 July 2019 when the new Governing Boards become fully operational.

SA Health is comprised of the Department for Health and Wellbeing and the following legal entities:

- > Central Adelaide Local Health Network
- > **Northern Adelaide Local Health Network**
- > Southern Adelaide Local Health Network
- > Women's and Children's Health Network
- > Barossa Hills Fleurieu Local Health Network
- > Eyre and Far North Local Health Network
- > Flinders and Upper North Local Health Network
- > Riverland Mallee Coorong Local Health Network
- > Limestone Coast Local Health Network
- > Yorke and Northern Local Health Network
- > SA Ambulance Service

Northern Adelaide Local Health Network

The Northern Adelaide Local Health Network (NALHN) provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, whilst building a highly skilled, engaged and resilient workforce based on a culture of collaboration, respect, integrity and accountability.

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:

- > Lyell McEwin Hospital (LMH) - a 336-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency and support services.
- > Modbury Hospital is a 174-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, Aged Care, Rehabilitation and Palliative Care. GP Plus Health Care Centres and Super Clinics
- > Aboriginal Health Services
- > Mental Health Services (including two statewide services – Forensics and Older Persons)
- > Sub-acute Services

The total operating budget for 23/24 for NALHN is \$1.02 bn with a workforce of 4,710 FTE / 6,325 head count.

NALHN Governing Board

The Governing Board members bring to NALHN a wealth of knowledge and experience across many areas.

NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity - Acting at all times in such a way as to uphold the public trust.
- > Accountability - Holding ourselves accountable for everything we do.
- > Professional Conduct Standards - Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	14/05/20	Minor formatting with order of information amended.
V4	15/05/20	19/10/2020	Organisation Context Updated
V5	20/10/2020	08/04/2021	Organisation Context Updated
V6	09/04/2021	20/12/2023	Financial Delegation Updated Management Position Clause Updated Code of Ethics Clause Updated
V7	21/12/2023		Special Conditions Updated General Requirements Updated Organisational Context Updated