**Job description**

Application Coordinator/Analyst

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| **Job title** | Application Coordinator / Analyst |
| **Reports to** | Senior Application Coordinator / Analyst |
| **Department/ directorate** | EPR Programme |
| **Band** | Band 6 |
| **AfC reference** | AFC |

**Job overview**

As an Application Coordinator / Analyst you will play an integral part in ensuring the Epic EPR will be configured in the most appropriate way to suit the clinical transformation required as part of this One Devon Implementation.

You will work closely with clinical, operational and admin colleagues from across Royal Devon University Healthcare NHS Foundation Trust, Torbay and South Devon NHS Foundation Trust and University Hospitals Plymouth as part of the One Devon Implementation Team ensuring Epic is implemented to deliver care in both a clinically and financially sustainable way throughout Devon.

**Main duties of the job**

As an Application Coordinator / Analyst the post holder is responsible for:

 Assisting with the implementation, ongoing delivery, maintenance and quality improvement of the One Devon electronic patient record (EPR) system within a designated team.

 Working on several integrated clinical areas to ensure a coordinated approach across all teams and Trust’s.

 Working with other configuration teams, and the wider One Devon organisations to analyse and suggest ways to improve current workflows and working practices through the enabling EPR.

 In conjunction with the One Devon Implementation team, facilitate agreement for changes in working practices with appropriate stakeholders.

 Matching agreed workflows and clinical pathways with those already built into Epic’s EPR system and/or configuring the Epic EPR system using configuration tools to tailor the system.

 Assisting with testing of the systems to ensure it is safe, usable, secure and robust.

 Provide support to end-users through regular meetings and by participating in a 24/7 and/or on call rota at go-live and during the subsequent optimisation phase.

**About your new team and department**

You will work within an application suited to your skills or experience as part of the One Devon Implementation team using your expert knowledge of pathways and processes to ensure the Epic EPR system is configured in a way that will deliver clinically safe patient care.

As part of the Implementation team you will be expected to work with colleagues from across the Programme Team and the wider One Devon organisations to ensure a truly collaborative and aligned implementation.

**Detailed job description and responsibilities**

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| **Communication and working relationships** |
| * Maintain regular communication with other configuration teams and relevant supplier staff. * Negotiate and persuade senior Trust staff to accept changes to working practices which will improve efficiency, patient flow and/or patient experience. * Work with Principal Trainers to ensure awareness of build development and changes. * Work with Principal Trainers to incorporate feedback from training sessions into future developments or make urgent changes to build as appropriate. * Initiate, arrange, chair and/or participate in meetings between senior Trust staff and/or Programme colleagues to discuss workflows and/or areas of concern and/or take notes of any action points. * Use conflict resolution strategies in response to barriers of understanding or acceptance faced by or from the configuration teams and/or wider Trust audience. * Demonstrate/present complex build work (Epic software) in an easy to understand format to individuals and/or groups of Trust staff, including at senior and director level. * Develop and maintain effective networks and relationships with internal and external contacts. * Propose and implement changes to working practices and encourage and advise Trust staff to accept these changes to improve efficiency, patient flow and/or patient experience. * Report configuration progress on a weekly basis to the Configuration Manager. * Maintain regular communication with other configuration teams and relevant supplier staff. * Work with Principal Trainers to ensure awareness of build development and changes. |

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| **Analytical and judgement** |
| * Analyse and review test progress and variances to define recommendations to maintain schedules and raise any risks or issues highlighted through testing to the appropriate level. * Investigate end users’ preferences and populate databases as part of the configuration process. * Be an expert in the application area, troubleshoot problems and address questions from end users regarding the application. * Ensure that the Epic system is configured to meet new ‘best practice’ ways of working, in order to achieve cost-saving benefits and improved workflow processes, whilst working to relevant legal and regulatory frameworks and seeking assistance from the Senior Application Co-ordinator/Analyst or Configuration Manager when required; * Analyse and document simple to complex clinical and administrative workflows (user requirements), information, data collection and/or reporting requirements and use this information to configure the designated Epic module to meet these requirements. * Log issues as they arise and update administration systems accordingly. * Liaise with colleagues and the supplier to achieve resolution and escalate unresolved issues through the Senior Application Co-ordinator/Analyst or Configuration Manager as appropriate. * Self-teach from supplier manuals to solve problems in build. |

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| **Planning and organisation** |
| * Be responsible for own area of work, working autonomously to plan and organise workload to meet multiple and often conflicting deadlines. * Initiate, arrange, chair and/or participate in meetings between Trust staff (including senior Trust staff) to discuss workflows and/or areas of concern and/or take notes of any action points. * Chase colleagues and Trust staff to provide information in a timely fashion to enable deadlines to be met. * Meet regularly with the Senior Application Coordinator Analyst and Configuration Manager to negotiate with, review and prioritise the scope of the applications/infrastructure in accordance with Trust plans. * Plan the design and delivery of complex modules within the EPR. |

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| **Physical skills** |
| * Advanced keyboard skills. |

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| **Patient and client care** |
| * Contact with patients is incidental, although there may be work required in clinical areas to understand current and proposed processes effectively. |

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| **Policy and service development** |
| * Ensure compliance to relevant standard operating procedures, policies and change control mechanisms |

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| **Finance, equipment and other resources** |
| * Responsible for the safe use of IT equipment issued by the Trust i.e. Trust Laptop and related hardware * Responsible for the safe use of office equipment |

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| **People management and training** |
| * Delivers specialist training and demonstrations to staff. |

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| **Information technology and administrative duties** |
| * Work with the report writers in the Configuration Team and the BI Team to ensure the application produces all reports required by the department. * Ensure that all generated documentation is fit for purpose, accepted and retained in line with Trust processes. * Input data into spreadsheets, Word documents or PowerPoint presentations, ensuring accuracy and adhering to style guides/templates. * Plan, design and build elements of the assigned EPR modules which will include major workflow and pathway redesign. |

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| **Research and development** |
| * Work with the testing team to develop test scripts against patient scenarios across patient pathways and interfaces to other systems in accordance with the Testing Manager’s instructions. * Ensure testing activity is completed and tracked on a regular basis and is consistent with published deadlines. * To undertake training (in the UK and/or overseas) and, within five months of start date, become qualified in at least one Epic application. * Self-teach from supplier manuals to solve problems in build/reporting/testing. * Lead efforts for ongoing system optimisation and upgrades. |

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| **Freedom to act** |
| * Work in a complex and unstructured multi-disciplinary environment and be able to act with minimum guidelines. Be an expert in the application area;  Work with Principal Trainers to incorporate feedback from training sessions into future developments or make urgent changes to build as appropriate. * Assist with training colleagues in the application area and deliver specialist training when required. * Handle change management issues professionally and sometimes in hostile or antagonistic situations where there is resistance to change. * Frequent requirement for prolonged concentration when configuring the Epic system. * Participate in 24/7 On call rota support to provide agreed service levels for their respective areas and ensure necessary cover to support Priority 1 failure. |

**Person specification**

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| **Job title** | Application Coordinator / Analyst |

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| **Attributes** | **Essential** | **Desirable** | **How tested\*** |
| **Qualifications and training** | * Educated to degree level or equivalent experience * Post graduate qualification or equivalent relevant experience and/or evidence of continuing professional development | * Epic Certification\*   \*NB Epic certification must be achieved within 5 months of start date. Training may be undertaken in the USA and therefore the ability to travel to this destination is essential. | C  C |
| **Knowledge and Experience** | * Excellent organisational and planning skills * Excellent written and verbal communication with the ability to communicate with staff at all levels in the organisation, including clinical staff and managerial staff as well as with external suppliers * Intermediate knowledge of IT systems and software programmes such as Outlook, Word, Excel, PowerPoint * Able to prioritise tasks to achieve deadlines whilst working under pressure and with frequent interruptions * Ability to impart knowledge and/or present to others in a clear and concise manner * Able to lead meetings, resolve conflicts, maintain issues lists and work to a project plan * Able to work collaboratively with own team members as well as those in other application teams * Good analytical and project management skills * Confident in working with, negotiating with and motivating clinical staff, medical consultants and/or other senior managers * Ability to make decisions based on complex facts or situations requiring analysis, interpretation or comparison of a range of options * Ability to present and argue a case confidently and persuasive * Advanced keyboard skills * Understanding of clinical, administrative and/or operational workflows and processes within a hospital environment * Previous NHS experience * Knowledge of medical terminology * Experience of supporting change management * Understanding of Information Governance | * Previous NHS experience * Experience of Epic configuration | A / I |
| **Specific skills** | * Able to prioritise tasks, work on own initiative and manage own workload * Excellent communication skills both written and verbal. * Proven experience in the ability to interact with personnel at all levels both clinical and non-clinical within healthcare * Be enthusiastic, responsive to new demands, willing to learn new skills and welcome change * Demonstrate the ability to plan and organise effectively * Excellent interpersonal skills and professional presentation * Ability to produce and deliver, or receive and process, detailed complex and highly sensitive information. * Self -motivated and able to take responsibility for decisions * Has good insight and the ability to respond well to constructive criticism * Team player * Logical and pragmatic approach to problem solving * Proven ability to work under significant pressure with competing priorities * Personal credibility, with ability to quickly gain the confidence of others. * Honesty, openness and integrity * Able to cope with unpredictable and intense situations |  | A / I |
| \*Assessment will take with reference to the following information  A = Application form I= Interview T= Test C=Certificate | | | |

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| **Physical effort** | * Prolonged VDU use whilst sitting in a restricted position for the majority of the working day * Frequently required to walk short distances carrying IT equipment (approx. 5kg’s) to present information to staff |
| **Mental effort** | * Prolonged requirement for concentration when configuring Epic EPR system |
| **Emotional effort** | * Exposure to distressing circumstances is rare. |
| **Working conditions** | * Exposure to unpleasant working conditions is rare. * Able to travel to various sites to suit the requirements of the role. * Postholder will predominantly work in an office environment however some home working will be supported. |