

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Application Analyst
Reports to	Configuration Manager
Band	Band 7 – Subject to consistency checking
Department/Directorate	EPR Programme

JOB PURPOSE
As a Senior Application Analyst, you will play an integral part in ensuring the Epic EPR will be configured in the most appropriate way to suit the ongoing clinical digital transformation required for the One Devon Acutes EPR. 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 Acutes' EPR Team ensuring Epic is continually designed to support the delivery of safe patient care in both a clinically and financially sustainable way throughout Devon. You will work within an application within the One Devon Acutes EPR 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.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
As a Senior Application Analyst, the post holder is responsible for: - Assisting with the ongoing delivery, maintenance and quality improvement of the One Devon Acutes' EPR electronic patient record (EPR) system within a designated team. - Working on several integrated clinical areas to ensure a coordinated approach across all teams and Trusts. - Working with other configuration analysts/ teams and the wider One Devon Acutes' organisations to analyse and suggest ways to improve current workflows and working practices through the enabling EPR. - In conjunction with the One Devon Acutes' EPR team, facilitating 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 system to ensure it is safe, usable, secure and robust. - Critically evaluating system changes and effectiveness of change; contribute to continuous improvement and development of the system utilising expertise and feedback from others - Being a main point of contact for answering queries for assigned projects, problem solving and resolving Issues, prioritising and delivering efficient resolutions - Being responsible for the documentation and accurate recording of changes to the system - Providing 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. - Participating 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. - Undertaking research into new Epic applications or functionality that may be adopted by the One Devon Acutes' organisations.

- Be a lead for reporting, testing, or business continuity for your application, working with reporting, testing or business continuity leads in the other applications to ensure these aspects of the EPR are developed and maintained.
- Deputise for the Configuration Manager on matters of staff management, change control, incident management, and patient safety escalations.

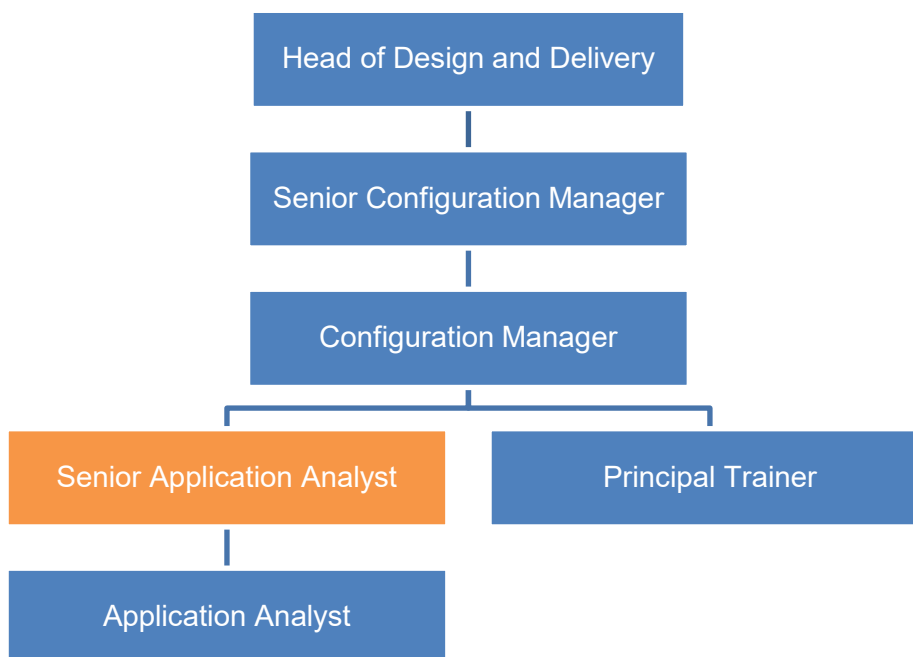
KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trusts
• Divisional Director - Clinical Digital Services • Chief Clinical Information Officer • Chief Nursing Information Officer • Associate CNIO / Clinical Safety Officer • NMAHP Information Officers team • Medical Information Officers team • EPR Head of Design and Delivery • Senior Configuration Managers • One Devon Acutes EPR Configuration team • Digital Services, Data & Analytics • Associate Director for Transformation • Care Group Directors • Care Group Directors of Patient Care • Care Group Deputy Medical Directors • Corporate Directors • Care Group senior leadership teams • Leads for Patient Safety and Patient Experience • Senior Nursing and Allied Health Professionals staff • Care Group Managers and management teams • Senior Finance, Digital & People personnel • Staff side representatives	• Epic • Wider Devon ICS Partners – Providers, Local Authority and ICB • External Suppliers/ consultants • Other NHS Trusts; • NHS England • Department of Health and Social Care • External suppliers

ORGANISATIONAL CHART



FREEDOM TO ACT

- Work in a complex multi-disciplinary environment and be able to act with minimum guidance.
- Be a lead specialist in the application, using own initiative whilst resolving day to day issues.
- Works to achieve agreed objectives and is given freedom to do this working within broad professional or organisational policies.
- Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales.
- The post holder will be expected to make informed decisions in the absence of other senior colleagues whilst undertaking out of hours on call support.
- The post holder will be expected to follow national and local policies and guidelines and respond to guidance by adjusting practice and procedures.

COMMUNICATION/ RELATIONSHIP SKILLS

- Negotiate with and persuade senior staff to accept changes to working practices which will improve efficiency, patient flow and/or patient experience in conjunction with the wider Trust.
- The post holder will provide and receive highly complex and sensitive information. They will be a skilled communicator with the ability to construct and deliver concise yet insightful communications on complex and sensitive matters related to their role, for dissemination to diverse audiences.
- Maintain regular communication with other configuration teams and relevant supplier staff.
- Work with Principal Trainers to ensure awareness of build development and changes.
- Use conflict resolution strategies in response to barriers of understanding or acceptance faced by, or from, the configuration teams and/or wider One Devon audience.
- Demonstrate/present complex build work (Epic software) in an easy-to-understand format to individuals and/or groups of staff, including senior and director level.
- Develop and maintain effective networks and relationships with internal and external contacts. The post holder will be required to provide and present information to a broad range of staff at various levels within the organisation and the wider health community, nurturing key relationships and maintaining networks.
- Develop a shared understanding of the application and the needs of clinical, operational and managerial staff, overcoming communication barriers using a variety of tools and techniques.
- Capable of navigating complex and difficult situations, requiring persuasion and influence skills to deliver clear ideas and concepts where there may be barriers to understanding.

- Meet regularly with the assigned Configuration Manager/other Configuration Managers across other Epic modules and/or Senior Configuration Manager/s to plan, negotiate with, review and prioritise the scope of the applications/ infrastructure in accordance with implementation plans;
- Deputise as necessary for the Configuration Manager, attending meetings and representing the application.

ANALYTICAL/JUDGEMENTAL SKILLS

- Analyse and document simple to highly 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.
- 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.
- Have an awareness of potential data quality issues, the impact of these on workflows and investigate and resolve the cause of anomalies and errors that arise from these highly complex datasets which prevents accurate or complete reporting.
- Using specialist knowledge and experience, act upon incomplete information to make inferences and support decision making.
- Log issues as they arise and liaise with colleagues and the supplier to achieve resolution and update the systems accordingly. Escalate unresolved issues through the Configuration Manager or Head of Design and Delivery as appropriate.
- Assist Analysts with complex build and have a skilled knowledge base within the application.
- Report management issues to the Configuration Manager, with an ability to provide support to the configuration manager in resolutions

PLANNING/ORGANISATIONAL SKILLS

- Initiate, arrange, chair and/or participate in meetings between senior staff to discuss workflows and/or areas of concern and/or take notes of any action points;
- Proactively engage with colleagues and Trust staff to secure required information promptly, enabling the successful achievement of deadlines.
- Plan the design and delivery of complex modules within the EPR over short, medium and long-term timeframes, align and adjust plans and resource requirements accordingly and in coordination with other application teams
- Identify and allocate work packages across disciplines to ensure an integrated and coordinated approach.
- Update and amend plans within assigned area of work.
- Support the implementation and on-going management of complex projects, services and initiatives in accordance with the agreed priorities of the Team.
- Ensure delivery of agreed work to tight deadlines, prioritising own workload
- Report configuration progress on a weekly basis to the Configuration Manager and/or Senior Configuration Manager.
- Maintain schedules and raise any risks or issues highlighted through testing to the appropriate level.
- Assign relevant work to Application Analysts;

PATIENT/CLIENT CARE

- Contact with patients is incidental.

POLICY/SERVICE DEVELOPMENT

- Ensure compliance to relevant standard operating procedures, policies and change control mechanisms.
- Work with Principal Trainers to incorporate feedback from training sessions into future developments or make urgent changes to build as appropriate.

- Develop and implement work policies/SOPs within the team and propose and implement changes to data processes that impact other areas across the One Devon Acute Trusts.
- Agree and deliver reporting dashboards for assigned modules.
- Ensure that all generated documentation is fit for purpose, accepted and retained in line with agreed processes.
- Lead ongoing system optimisation and upgrades.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for the safe use of IT equipment issued by the Trust.

HUMAN RESOURCES

- Provide day to day operational supervision to the Application Analysts within the application team.
- Contribute to Application Analysts appraisals and undertake appraisals if delegated by the Configuration Manager.
- Train colleagues in the application area and deliver specialist training when required.
- Self-teach from supplier manuals to solve problems in build/reporting/testing.
- Undertake training (in the UK and overseas) and, within five months of start date, become qualified in at least one Epic application.
- Update knowledge of Epic systems across all applications.

INFORMATION RESOURCES

- Ensure that the Epic system is designed, developed and configured to meet best practice administrative and clinical working practices to achieve cost-saving benefits and improved efficiency, whilst working to relevant legal and regulatory frameworks.
- Lead on implementation, monitoring and evaluation of new features, functionality and configuration tools within the Epic ecosystem.
- In addition to the core duties of the role, be a lead specialist for your application on reporting, testing or business continuity.
- Input and manipulate complex and often confidential data into spreadsheets, documents or presentations, ensuring accuracy and adhering to style guides/template.
- Plan, design and build elements of the assigned EPR modules, which include major workflow and pathway redesign.
- Be custodian of system build, interface specifications and data models for assigned modules.
- Produce progress and exception reports to support monitoring of systems, data flows, and system health.
- Develop and maintain coherent, up-to-date and concise documentation using a range of tools and techniques, capturing complex information for later review, analysis and troubleshooting.

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, tracked and is consistent with published deadlines.
- Define and participate in regular test programmes across assigned EPR modules, adapting and updating builds based on outcomes.

PHYSICAL SKILLS

- Advanced keyboard skills are required, as speed and accuracy is needed to ensure data availability is timely.

PHYSICAL EFFORT

- A combination of sitting, standing and walking with little requirement for physical effort.
- The post requires travelling for meetings in various venues and office-based work;
- Lift and carry IT equipment on an occasional basis.

MENTAL EFFORT

- Frequent requirement for long periods of concentration, reviewing complex application and clinical workflows and configuration of the EPR system
- Work on several complex issues with conflicting priorities.
- The work pattern can be unpredictable, with interruptions from customers particularly in resolving any dataflow or app issues.

EMOTIONAL EFFORT

- Exposure to emotional circumstances is rare.

WORKING CONDITIONS

- VDU user.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Supervising the Application Coordinators / Analysts effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment / contribute on the development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Senior Application Analyst
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
• Educated to master's level or equivalent experience	E	
• Evidence of continuing professional development	E	
• Project management training		D
• Epic Certification*		D
*NB Epic certification must be achieved within 3 months of training date		
KNOWLEDGE/SKILLS		
• Excellent organisational and planning skills	E	
• 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	E	
• Able to demonstrate an understanding of complex clinical, administrative and/or operational workflows and processes within a hospital environment	E	
• Excellent knowledge of Microsoft Outlook, Word, Excel, PowerPoint	E	
• Able to prioritise tasks to achieve deadlines whilst working under pressure and with frequent interruptions	E	
• Ability to impart knowledge and/or present to others in a clear and concise manner	E	
• Able to lead meetings, managing and resolve challenging conversations, maintain issues lists and work to a project plan	E	
• Excellent data analysis skills	E	
• Ability to make decisions based on complex facts or situations requiring analysis, interpretation or comparison of a range of options	E	
• Ability to present and argue a case confidently and persuasively	E	
• Advanced keyboard skills	E	
• Knowledge of medical terminology		D
• Able to demonstrate experience of supporting change management	E	
• Good understanding of information governance	E	
• Excellent operational or clinical knowledge of one or more specific areas including knowledge of relevant operational policies and procedures	E	
• Proven experience in the ability to interact with colleagues at all levels both clinical and non-clinical within healthcare and external stakeholders	E	
EXPERIENCE		
• Previous NHS or healthcare experience	E	
• Experience of using Epic in a senior role	E	
• Previous experience of managing projects	E	
• Experience of supervising or line managing staff, including undertaking regular performance management e.g. 1:1 & appraisals		D
• Experience of implementing and managing a clinical system		D
PERSONAL ATTRIBUTES		
• Able to prioritise tasks, work on own initiative, manage own workload and oversee the work of others as required	E	
• Able to work autonomously and collaboratively with own team members as well as those in other application teams	E	

• Confident in working with, negotiating with and motivating clinical staff, including medical consultants, senior nurses, AHPs and/or other senior managers	E	
• Be enthusiastic, responsive to new demands, willing to suggest and learn new skills and welcome change	E	
• Ability to produce and deliver, or receive and process, detailed complex and highly sensitive information.	E	
• Able to take responsibility for decisions	E	
• Good insight and the ability to respond positively to constructive criticism	E	
• Logical and pragmatic approach to problem solving	E	
• Proven ability to work under significant pressure with competing priorities and support others	E	
• Personal credibility, with ability to quickly gain the confidence of others.	E	
OTHER REQUIREMENTS		
• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
• Ability to travel to other locations as required.	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				x
Heavy manual handling (>10kg)	Y	x			
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	x			
Mental Effort	Y				x
Emotional Effort	Y		x		
Working in isolation	Y	x			
Challenging behaviour	Y		x		