Royal Devon University Healthcare NHS Foundation Trust

# JOB DESCRIPTION

| JOB DETAILS | |
|---|---|
| **Job Title** | Application Analyst |
| **Reports to** | Configuration Manager |
| **Band** | Band 6 |
| **Department/Directorate** | EPR Programme |

## JOB PURPOSE

As an 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 implemented to deliver 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 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 an Application Analyst the post holder is responsible for:

- Achieving certification in the relevant application following completion of the EPR suppliers training programme.
- Assisting with the ongoing delivery, maintenance and quality improvement of the One Devon Acutes electronic patient record (EPR) system within a designated team to ensure the system meets the reporting, security, and clinical safety requirements of the One Devon Acutes' organisations.
- Working on several integrated clinical areas to ensure a coordinated approach across all teams and Trusts.
- Working with other configuration teams, and the wider One Devon Acutes EPR 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 systems to ensure it is safe, usable, secure and robust.
- Ensuring accurate documentation of changes made to the system
- Providing support to end-users through regular meetings, shadowing, and engagement.
- Creating and providing demonstrations of the system and workflow to end-users.

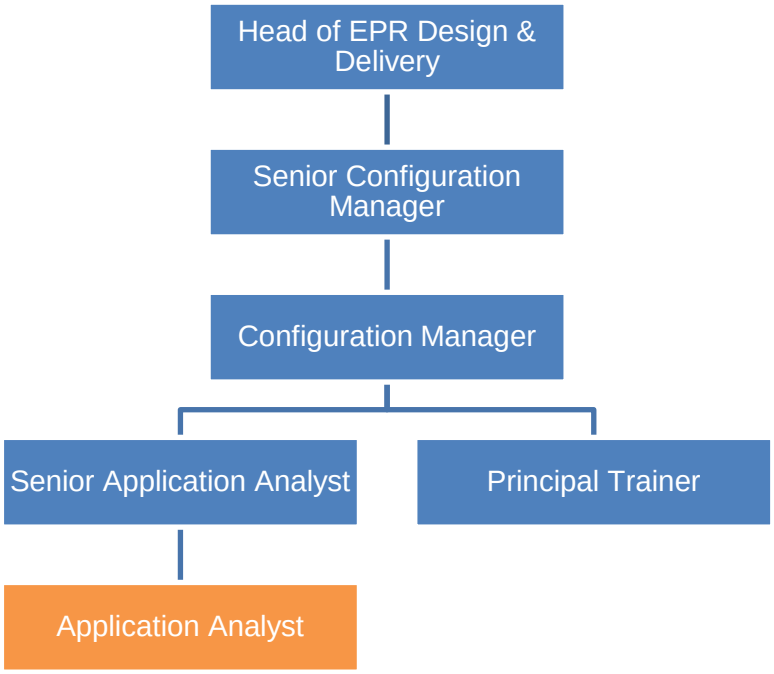
## KEY WORKING RELATIONSHIPS

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

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- Work in a complex multi-disciplinary environment, in collaboration with colleagues, to broad occupational policies, as an Epic EPR subject matter expert.
- Work autonomously within defined parameters, providing authoritative advice on the allocated areas within EPR application(s) and activities.
- Work autonomously to design, configure, and test the EPR application(s) in accordance with project timelines and Trust objectives.
- Autonomously manage and organise workload, balancing multiple conflicting deadlines.
- Independently resolve complex technical issues, understanding when it is necessary to escalate and provide expert recommendations to senior staff.
- Ensure system configuration aligns with 'best practice' standards to achieve cost savings and improved workflows, in compliance with legal and regulatory frameworks.
- Log and resolve issues in collaboration with colleagues and supplier analysts. Escalate issues when necessary, through the line management leadership structure.

## COMMUNICATION/RELATIONSHIP SKILLS

- Maintain regular communication with other configuration teams and relevant supplier staff, through a network of contacts and relationships across Devon and the wider Epic community.
- Work with Principal Trainers to ensure awareness of changes to build and workflow and receive and incorporate feedback from training sessions into future developments and enhancements.
- Participate in meetings between Trust staff and colleagues to discuss workflows and/or areas of concern and/or take notes of any action points.
- Communicate a range of complex and sometimes controversial or sensitive issues, relating to the managed systems, to staff of all levels within the organisation in a supportive and positive manner;
- Persuade and negotiate when implementing new ways of working when there may be a resistance to change and 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.

## ANALYTICAL/JUDGEMENTAL SKILLS

- 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.
- Troubleshoot problems and address questions from end users regarding the application.
- Analyse and document 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.
- 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 update administration systems accordingly.
- Liaise with colleagues and the supplier to achieve resolution and escalate unresolved issues through the Senior Application Analyst or Configuration Manager as appropriate.
- Report configuration progress on a weekly basis to the Configuration Manager.

## PLANNING/ORGANISATIONAL SKILLS

- Be responsible for own area of work to plan and organise designated 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.
- Proactively engage with colleagues and Trust staff to secure required information promptly, enabling the successful achievement of deadlines.

- Meet regularly with the Senior Application Analyst and Configuration Manager to negotiate with, review and prioritise the scope of the applications/infrastructure in accordance with Trust plans.
- Support the Senior Application Analyst and Configuration Manager with planning, development, review and implementation of new functionality within the EPR.
- Ensure testing activity is completed and tracked on a regular basis and is consistent with published deadlines.

## PATIENT/CLIENT CARE

- Contact with patients is incidental.

## POLICY/SERVICE DEVELOPMENT

- Ensure compliance to relevant standard operating procedures, policies and change control mechanisms.
- Implement changes to working practices and encourage and advise Trust staff to accept these changes to improve efficiency, patient flow and/or patient experience. These changes can impact other areas across the One Devon Acute Trusts.
- Ensure that all generated documentation is fit for purpose, accepted and retained in line with Trust processes.

## FINANCIAL/PHYSICAL RESOURCES

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

## HUMAN RESOURCES

- Assist with training colleagues and/ or end users in the application area and deliver specialist training when required.
- Self-teach from supplier manuals to solve problems in build.
- Undertake training (in the UK and/or overseas) and, within five months of start date, become qualified in at least one Epic application.

## INFORMATION RESOURCES

- Work with the report writers in the Configuration Team and the BI Team to ensure the application produces reports required by the department.
- 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.
- Ensure that the Epic system is configured to meet new ‘best practice’ ways of working, to achieve cost-saving benefits and improved workflow processes, whilst working to relevant legal and regulatory frameworks and seeking assistance from the Senior Application Analyst or Configuration Manager when required.

## RESEARCH AND DEVELOPMENT

- Work to regularly develop test scripts against patient scenarios across patient pathways and interfaces to other systems in accordance with the Testing Manager’s instructions, specifically in preparation for the twice-yearly system upgrades.

## 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 when reviewing complex workflows and configuration.
- Being able to multitask on several complex issues with conflicting priorities.
- The work pattern can be unpredictable, with interruptions from colleagues and users, particularly when resolving any data or application issues.

## EMOTIONAL EFFORT

- Exposure to emotional circumstances is rare.

## WORKING CONDITIONS

- VDU use.

## 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.

## 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** | Application Analyst |
|---|---|

| Requirements | Essential | Desirable |
|---|---|---|
| **QUALIFICATION/ SPECIAL TRAINING** | | |
| • Educated to post-graduate diploma level or equivalent experience | E | |
| • Evidence of continuing professional development | E | |
| • Epic Certification*<br>*NB Epic certification must be achieved within 5 months of start date | | D |
| **KNOWLEDGE/SKILLS** | | |
| • Good organisational and planning skills | E | |
| • Excellent written and verbal communication with the ability to communicate with staff, including clinical staff and managerial staff as well as with external suppliers | E | |
| • Understanding of clinical, administrative and/or operational workflows and processes within a hospital environment | | D |
| • Knowledge of medical terminology | | D |
| • Intermediate knowledge of IT systems and software programs such as 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, manage challenging conversations, maintain issues lists and work to a project plan | E | |
| • Able to work collaboratively with own team members as well as those in other application teams | E | |
| • Sound 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 | |
| • Understanding of information governance | E | |
| **EXPERIENCE** | | |
| • Previous NHS or healthcare experience | | D |
| • Experience of Epic configuration | | D |
| • Proven experience in the ability to interact with colleagues, both clinical and non-clinical within healthcare and external stake holders | E | |
| • Experience of supporting change management | E | |
| • Previous experience of working on small projects | E | |
| **PERSONAL ATTRIBUTES** | | |
| • Able to prioritise tasks, work on own initiative and manage own workload | E | |
| • Confident in working with, negotiating with and motivating clinical staff e.g. Doctors, Nursing, AHPs and or other senior managers | E | |
| • Be enthusiastic, responsive to new demands, willing to 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 | |
| • Has 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 | 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/m3) | N | | | | |
| Noise (over 80dBA) | N | | | | |
| Hand held vibration tools (=>2.5 m/s2) | N | | | | |
| | | | | | |
| **Other General Hazards/ Risks** | | | | | |
| VDU use (> 1 hour daily) | Y | | | | x |
| Heavy manual handling (>10kg) | Y | x | | | |
| Driving | Y | | x | | |
| 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 | | | |