



## Position Description

# Clinical Informatics Specialist

### Overview

PalCare is the electronic healthcare record system used at Mary Potter and Te Omanga hospices, with around 80 users at each hospice. This role works at both hospices ensuring PalCare functions as effectively and efficiently as possible. The overall aim of the role is to ensure that PalCare is facilitating high quality patient care, that frontline staff are using the system consistently and experience it as user-friendly, and that data can be used with confidence for benchmarking and analytics.

This role works at the intersection of patient care, people, technology and information so ideally requires someone with IT literacy and clinical experience.

The role will be employed by Mary Potter Hospice, but also have a functional reporting line to a manager at Te Omanga Hospice. While the role will be split between the hospices as per the hours below, it is hoped that some work e.g. staff training and induction will happen with groups of staff from both hospices.

**Reports to:** Te Omanga Hospice, Nurse Manager Integrated Care  
Mary Potter Hospice, Education & Quality Manager

**Location:** Te Omanga Hospice, Lower Hutt, 32 hours / fortnight  
Mary Potter Hospice, Newtown, 48 hours / fortnight

**Hours:** Fulltime (40 hours per week)

### Key Tasks & Expected Results

#### 1. Subject Matter Expert

- Key contact person and subject matter expert for all things PalCare.

#### 2. Onboarding & Professional Development

- Develop, maintain and deliver resources and teaching sessions with support from the Education Team to ensure that:
  - all users understand PalCare and know how to use it
  - the ongoing improvement of PalCare user skills is supported.
  - the implementation of any new PalCare tools is supported

#### 3. Data rules & Consistency

- Ensure that a clear set of rules and definitions are agreed and in place to guide how

information is entered into PalCare (see also 6. below).

- Ensure that agreed stages in the patient and service journey are reflected in the way PalCare works.

#### **4. Reporting**

- Write and run the reports each organisation requires from PalCare for service analytics, contract reporting, marketing and communications etc.
- Conduct annual PalCare audit

#### **5. System Improvement & Vendor Liaison**

- Develop and implement a PalCare audit tool
- Work with PalCare users to identify new requirements and potential improvements in the system and work through these with PalCare Pty Ltd
- Monitor PalCare Pty Ltd responsiveness to helpdesk and system change tickets
- Maintain an overview of contracts with PalCare Pty Ltd

#### **6. National / Regional Consistency & Liaison**

- Ensure as far as practical that Mary Potter and Te Omanga PalCare data rules and definitions are consistent with each other, other hospices – especially in the Central Region (Lower North Island) and those detailed in the Hospice NZ Data Definitions Guide and related documents
- Facilitate accurate and informative benchmarking
- Attend PalCare Pty Ltd user group meetings and conferences
- Attend Hospice sector PalCare user groups
- Attend and liaise with the informatics community

#### **7. Internal Co-ordination and Support**

- Lead the internal PalCare User Group meetings
- Ensure changes initiated by PalCare, that impact on the service, are shared with the appropriate internal staff and any training requirements identified and acted on
- Develop and support internal super users and PalCare champions

#### **8. Other Systems**

- Support Mary Potter Hospice with the implementation and use of the Medimap medication process management tool.

#### **9. Health & Safety**

- Work within hospice health and safety policies and procedures
- Report hazards, incidents (including near-misses), accidents and complaints
- Contribute to ensuring that a safe working environment is maintained at all times
- Participate in health and safety training as required

#### **Person Specifications**

- Customer Relationship Management system / Patient Management system (PalCare preferred but not essential) experience in healthcare or similar settings
- Clinical experience within health care settings
- Business / Systems analyst – with a clear focus on the needs of users

- Good understanding of change management in information systems
- Experience delivering information systems orientation/training for users
- Database reporting experience
- Great people skills and ability to translate/communicate complex information
- Skilled at identifying and solving complex problems
- Strong project management skills
- Commitment to developing an understanding of specialist palliative care and an ability to reflect that understanding and bring organisational values to life in the way this role and responsibilities are delivered.

Signed: ..... Date: .....

(Clinical Informatics Specialist)

Signed: ..... Date: .....

(Chief Executive Mary Potter Hospice)

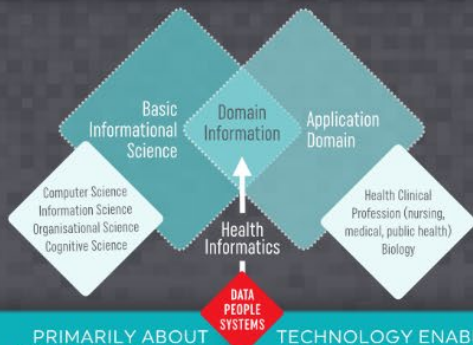
Signed: ..... Date: .....

(Chief Executive Te Omanga Hospice)

*This job description is designed to give an indication of the type of work and performance expected of the job holder. It does not provide an exhaustive list of duties or performance standards, and the job holder agrees to undertake any other tasks that are consistent with the position and with the provision of quality service to Hospice patients and their families and whānau. In order to meet the changing needs of the Hospices, this job description may require change from time to time*

# WHAT IS HEALTH INFORMATICS?

INTERSECTION OF INFORMATION SCIENCE + HEALTH



PRIMARILY ABOUT **INFORMATION**, NOT ABOUT COMPUTERS

TECHNOLOGY ENABLES YOU TO **COLLECT + USE INFORMATION**



**INFORMATION IS AN ASSET**

INFINITELY SHAREABLE

VALUE INCREASES WHEN COMBINED

VALUE INCREASES WITH USE



**DATA** by itself is nothing

**INFORMATION** is data in context

**KNOWLEDGE** adds meaning to information



## WHAT ARE SOME APPLICATIONS?

- Electronic Health Records
- Clinical Decision Systems
- Patient Portals
- Patient Admin System
- Telehealth / Virtual
- Wearables

## WHY ARE CODING STANDARDS IMPORTANT?

Humans talk in different terms and still understand each other but computers must be exact

Coding standards provide rules guidelines structure for data

<Example>  
ICD10  
SNOMED  
FHIR

## WHAT IS THE DIFFICULT BIT?

- Interoperability \*integration of clinical data across systems
- Big Data \*exponential growth
- Ethics + Privacy
- Cyber Security

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