

Job Description

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|---------------------------|------------------------------------|
| Job title: | EHR Senior Analyst |
| Division: | EHR |
| Board/corporate function: | EHR |
| Salary band: | AfC 8a |
| Responsible to: | EHR Deputy Delivery Manager |
| Accountable to: | EHR Delivery Manager |
| Hours per week: | 37.5 |
| Location: | UCLH |

University College London Hospitals NHS Foundation Trust

University College London Hospitals NHS Foundation Trust (UCLH) is one of the most complex NHS trusts in the UK, serving a large and diverse population.

We provide academically led acute and specialist services, to people from the local area, from throughout the United Kingdom and overseas.

Our vision is to deliver top-quality patient care, excellent education and world-class research. We provide first-class acute and specialist services across eight sites:

- University College Hospital (incorporating the Elizabeth Garrett Anderson Wing and Grafton Way Building)
- National Hospital for Neurology and Neurosurgery
- Royal National ENT and Eastman Dental Hospitals
- Royal London Hospital for Integrated Medicine
- University College Hospital Macmillan Cancer Centre
- The Hospital for Tropical Diseases

We are dedicated to the diagnosis and treatment of many complex illnesses. UCLH specialises in women's health and the treatment of cancer, infection, neurological, gastrointestinal and oral disease. It has world class support services including critical care, imaging, nuclear medicine and pathology.

We are committed to sustainability and have pledged to become a carbon net zero health service, embedding sustainable practice throughout UCLH. We have set an ambitious target of net zero for our direct emissions by 2031 and indirect emissions by 2040.

UCLH Vision and Values

The Trust is committed to delivering top quality patient care, excellent education and world-class research.

We deliver our vision through [values](#) to describe how we serve patients, their families and how we are with colleagues in the Trust and beyond.

We put your **safety** and wellbeing above everything

| | | | |
|---------------------------|------------------|---------------------------|------------------------------|
| Deliver the best outcomes | Keep people safe | Reassuringly professional | Take personal responsibility |
|---------------------------|------------------|---------------------------|------------------------------|

We offer you the **kindness** we would want for a loved one

| | | | |
|---------------------|------------------------|-----------------------|----------------------|
| Respect individuals | Friendly and courteous | Attentive and helpful | Protect your dignity |
|---------------------|------------------------|-----------------------|----------------------|

We achieve through **teamwork**

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|-----------------|---------------------|---------------------|-------------------------|
| Listen and hear | Explain and involve | Work in partnership | Respect everyone's time |
|-----------------|---------------------|---------------------|-------------------------|

We strive to keep **improving**

| | | | |
|--------------------------------------|--------------------------|--------------------------|-----------------------|
| Courage to give and receive feedback | Efficient and simplified | Develop through learning | Innovate and research |
|--------------------------------------|--------------------------|--------------------------|-----------------------|

Equality, Diversity, and Inclusion at UCLH

At UCLH, we take equality of opportunity seriously and are committed to being a diverse and inclusive employer, with a culture that creates a real sense of belonging and trust. Respect, inclusion and sensitivity are hallmarks of quality of our care. That is why it is our fundamental aim, to recruit, retain and promote a diverse mix of people from all backgrounds, cultures, and perspectives, who are representative of our local communities to support our world class research, innovation, and creativity. We are proud to have 5 different networks that are owned and led by our staff which give a voice to all our staff to feed up to leadership of the organisation, including the Trust board, thus creating a sense of community and support and help drive cultural change to become a more inclusive organisation.

Our staff networks are:

- Black, Asian and Minority Ethnic (BAME) Network
- Lesbian, Gay, Bisexual Transgender, Queer, Intersex and Asexual (LGBTQIA+)
- Women's
- Disability Network
- Mental Health Network

Department: Background of the EHR Programme

Our vision is to deliver top-quality patient care, excellent education and world-class research supported by world-class technology. EHRS sits at the heart of world-class digital transformation and will provide us with a stepwise improvement in research, clinical services, and patient experience. It is also an essential enabler for new models of care which require population health management.

Patients are at the centre of everything we do. EHRS will help to ensure that we continue to get better at delivering services and treatment plans designed around patient needs and meet specific challenges around patient experience, patient safety, integrated care, further developing our research hospital, standardised pathways, supporting local services developments, operational efficiency, user experience and innovation. With the real-time information now available to us, we can monitor any patient's condition, treatment plan, diagnostic results, scheduled clinics and much more – providing timely and relevant advice to help clinical teams make the right decisions at the right time.

We believe that the EHRS system will help us provide best possible treatment for patients at the time and place that suit them, it will help optimise operational procedures. This means that we will be able to care for and treat more patients successfully by reducing the number of missed or cancelled appointments, the time lost through rescheduling appointments or needlessly requesting the information we already have on file.

EHRS will help us transition to a digitally enabled organisation that supports the delivery of efficient and effective patient care, achieved through easy-to-use systems that provide staff and patients with access to the right information, in the right place, at the right time.

Job Purpose

The Senior Designer/Analyst is responsible for either a technically challenging and complex module/application or for supporting EHRS managers to co-ordinate issues across a group of modules with inter-related design features. Specialist posts will require expert application design experience in a complex build environment and a related health professional qualification at a senior level. Multiple module coordination roles will require proficiency across a number of applications as a pre-requisite with significant build experience in at least one of them.

The post holder will work with the Delivery and Deputy Delivery Managers to deliver the optimisation and development plans for technically complex applications or coordinate complex

issues that arise across a number of related applications acting alongside managers as a primary contact point for application end-users.

The post holder will be responsible for design, configuration and build, and testing of their application modules. The modules coordinator will ensure that issues are dealt with in accordance with UCLH policies, procedures and business operations. They will work alongside of Delivery Managers and their deputies to help identify and implement agreed changes to the system.

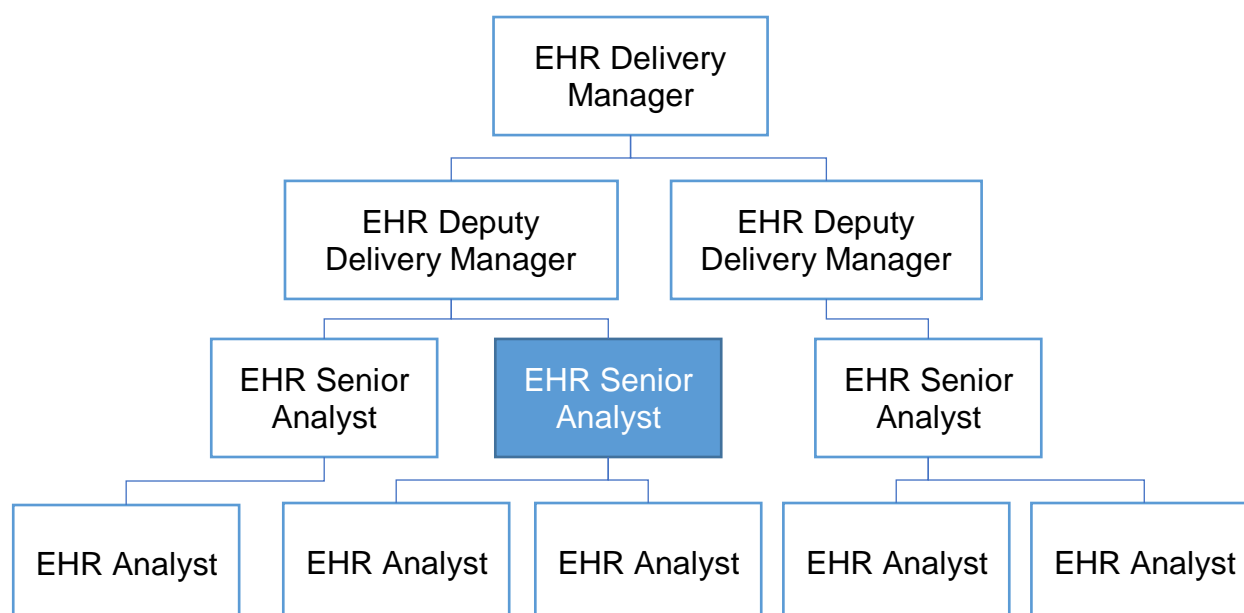
They will participate in EHRS management meetings and assist teams to communicate and engage regularly with clinicians, specialists and other relevant staff, listening to, developing, documenting and analysing their needs, and help them to agree and deliver clinical best practice standards, future workflows and system optimisation.

Key Working Relationships

Reporting to one of the Deputy Delivery Managers and working with the Head of EHR, Delivery Managers, other Deputy Delivery Managers, Senior Analysts, Analysts, EHR Training team and Adoption leads; Epic Technical Support and Application Managers; stakeholders and end users of all levels, clinical and operational at UCLH.

This role includes supervisory responsibility of EHR analysts.

Example team structure:



Key Results Areas

- Support the coordination of a set of high-profile elements of the EHRs transformation programme, ensuring common issues that arise are identified.
- Guide design, build and test the system in accordance with agreed priorities.
- Give specialist advice in line with complex patient protocols to guide design improvements.
- Identify opportunities for optimisation and development through business partnering with key stakeholders.
- Work closely with Subject Matter Experts and EHRs colleagues as part of a comprehensive programme of change through EHRs and to ensure that changes are made consistently across the Epic modules.
- Ensure that applications are developed consistent with improving patient and staff (customer) experience.
- Provide appropriate support so that issue resolution is delivered on time against the planned optimisation and future build efforts.
- Ensure consistency of approach across a cohort of applications and ensure work is done in standardised ways and appropriate use of standardised clinical terminology (SNOMED) throughout

Main Duties and Responsibilities

MANAGEMENT RESPONSIBILITIES

- Support EHRs managers to ensure the application of standardised solutions to build issues, ensuring best practice standards, clinical safety standards, information governance, and standard operating procedures are adhered to at all times. This will involve a level of supervision of designers within a designated group of modules.
- Take on designated responsibility for delivery of key areas of work under the control of the Delivery Manager or Deputy Delivery Manager as required.

OPERATIONAL RESPONSIBILITIES

- Coordinate workflow enhancements associated with changes to application functionality or with the addition of a new clinical practice, hospital, or department.
- Analyse, review and test design progress for designated applications in line with organisational priorities and maintain adherence to agreed timelines.
- Support the evaluation of new features for designated applications.
- Analyse and document local workflows, collect data and report on service requirements.
- Ensure that the system is configured to meet new 'best practice' ways of working, in order to achieve benefits across the whole patient pathway and not just within each module.
- Responsible for reporting back to management on the progress of configuration on a weekly basis.

- Work with Principal Trainers to ensure effective development within the training environment and to incorporate feedback from training sessions into discussion for future optimisation and developments.
- Meet and communicate regularly with relevant staff to ensure that the applications meet service delivery and business needs in line with new and agreed best practice processes.
- Maintain regular communication with other application teams and relevant supplier staff.

SERVICE IMPROVEMENT

- Continue to develop greater and wider understanding of the concepts, methodologies, skills and techniques involved in service improvement through EHRS and promote the benefits.
- Work with Delivery Managers and their deputies to promote transformation and to identify scope and structure that will enable improvements and benefits.
- Work with Subject Matter Experts and Super Users across UCLH to promote EHRS transformation and to identify scope and links with other transformation projects.
- Analyse, interpret, compare and resolve highly complex technical issues and negotiate resolution of varying opinions where they conflict, particularly within the area of the applications strategy.

FINANCIAL MANAGEMENT

- Identify further cost improvements that could be achieved with EHRS and revenue generation opportunities, negotiating and implementing those in accordance with the strategic agenda.

LEADERSHIP

- Act as the lead specialist in the area of their applications and work autonomously, advising management on how new developments may be interpreted and associated opportunities.
- Supervise a cohort of staff against agreed criteria and standards.

PLANNING

- Formulate and adjust short and long-term plans in response to the changing environment to ensure effective benefits realisation.
- Meet regularly with Delivery Managers and Deputy Managers to review application priorities in accordance with programme plans.
- Take part in horizon scanning of new initiatives.
- Evaluate enhancement requests, changes and protocols and integrate into programmes of work and projects as appropriate.

COMMUNICATION

- Organise and coordinate regular meetings of groups of stakeholders. Facilitate discussions, analyse multifaceted information, and investigate complex and conflicting issues to advise on solutions.
- Provide support to end-users through regular meetings.
- Prepare and present written and oral progress reports and set out progress in relation to the work and learning, alerting the team to issues requiring discussion and decision.
- Sustain effective working relationships with the other designer/analysts and end users involved in workstreams for the EHRS Programme
- Carry out research and development as directed into applications and assimilate, analyse and disseminate highly complex, sensitive or contentious information, to influence decision making effectively.

INFORMATION

- Ensure that all application procedures are kept up to date and that all generated documentation is fit for purpose, concise and effectively represents agreed patient pathways and protocols.
- Produce accurate information at appropriate forums as required.
- Use appropriate information sharing systems to facilitate effective working practices for the end-to-end processes and to ensure accurate analysis of management information for the team.
- Support clinical systems to ensure the provision of high-quality digital services to support direct patient care and to collect all of the accurate and timely information that the Trust needs.

General

- To adhere to the UCLH Service Commitment "Putting Patients First" and adopt a professional approach to customer care at all times.
- To comply with the Trust's Equal Opportunities Policy and treat staff, patients, colleagues and potential employees with dignity and respect at all times.
- To take personal responsibility for promoting a safe environment and safe patient care by identifying areas of risk and following the Incident, Serious Incidents and Near Misses reporting policy and procedure.
- To take personal responsibility for ensuring that UCLH resources are used efficiently and with minimum wastage, and to comply with the Trust's Standing Financial Instructions (SFIs).
- To comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps.
- In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic.

- To be aware of and adhere to all Trust policies and procedures, the Health and Safety at Work Act and the Data Protection Act.
- To maintain confidentiality at all times.

Other

The job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

You will be expected to actively participate in annual appraisals and seek to implement our Equality, Diversity and Inclusion Policy and the objective to promote equality of opportunity in relation to the duties of the post. Objectives will be set, that your performance will be monitored against in conjunction with your manager.

Sustainability at UCLH

You will be required to demonstrate a personal commitment to the Trust's Net Zero Strategy and to take personal responsibility for carrying-out your work duties in a way which is compliant with this strategy.

Person Specification

| Requirements | Essential | Desirable | Assessment Criteria | | | |
|--|----------------------------------|-----------|------------------------------|------------------------------|----------------------------|-----|
| | | | A | I | R | T/P |
| Knowledge and Qualifications Educated to degree level or equivalent through experience and professional development. Higher professional clinical or management degree or equivalent. Specialist knowledge across a wide range of subject areas relating to EHRS and digital services including Epic certification. Good knowledge and understanding of NHS clinical, administrative and operational workflows. | X X X X | | X X X X | X | | |
| Experience Relevant project management or improvement experience with a track record of delivery. Experience of change programmes while also developing and maintaining high standards of quality. A proven success in planning and effective implementation of software improvement plans. Experience of design, build, configuration and testing within Epic applications. | X X X X | | X X X X | X X X X | X X | |

| Requirements | Essential | Desirable | Assessment Criteria | | | |
|--|---|---|---|--|--|--|
| | | | A | I | R | T/P |
| Skills and Abilities The ability to work unsupervised and plan project work to agreed timescales to meet deadlines. Excellent communication skills, with the proven ability to liaise and influence effectively at all levels within a multidisciplinary team-based environment. A clear understanding of the components of Programme Governance and how these contribute to an integrated and quality driven service. Ability to meet deadlines and complete tasks within agreed time scales. Proficient in the use of IT tools for analytical and presentational purposes to present detailed reports that can be understood by a wide audience. Ability to analyse the interdependencies between complex clinical information systems and pathways and assess and resolve potentially conflicting options. Practical knowledge of improvement methodologies | X X X X X X X | X X X | X | X X X X X X X X | | |
| Values Demonstrate ability to meet Trust Values of safety, kindness, teamwork and improving. | X | | | X | | X |

| Requirements | Essential | Desirable | Assessment Criteria | | | |
|---|-----------------------------|-----------|---------------------|---------------------|-------------------|-----|
| | | | A | I | R | T/P |
| Personal and People Development A sound understanding of the issues affecting the disciplines involved in this service area. Evidence of awareness and sensitivity to the high profile of the Directorate and the Trust. Able to build relationships with clinicians and at ease in a clinical environment (a clinical background being helpful but not essential). | X X X | | | X X X | | |
| Responsibilities towards promoting Equality Diversity and Inclusion Demonstratable understanding of the Equality, Diversity, and Inclusion and/or Knowledge of the NHS obligations under the Equality Act 2010 and the Public Sector Equality Duties | X | | | X | | |
| Specific Requirements Demonstrate a commitment to professional development. An ability to knowledge of current thinking and policy affecting health and public sector. Full understanding of and demonstrable commitment to the UCLH values. | X X X | | X | X X X | X | |

A= Application

I= Interview

R= References

T/P = Test/Presentation