JOB DESCRIPTION

Laboratory Information System Support – Medical Laboratory Scientist
Pathology Service

Position Title: Laboratory Information Systems Support – Medical Laboratory Scientist

Organisation Unit: Pathology Service

Location: Northland District Health Board Pathology Service

Responsible to:
• Pathology Services Manager, Pathology Service Management
• Clinical Director, Pathology Service Clinical/Technical Governance

Surgical, Pathology and Ambulatory Services, Northland District Health Board

Primary Functions of the Position:
• Plan, analyse, design and implement system activities to ensure an effective and efficient operation of various IT systems relating to Laboratory.
• Work along with Health Alliance & regional IT resources from time to time to achieve regional IT solutions.
• To advise on the resource(s) required ensuring service requirements can be met.
• To contribute as an effective member of the Northland DHB Laboratory Services team, to provide a quality & safe laboratory service that ensures timely, accurate results and/or products to laboratory users.
• To perform other duties normally expected of a Medical Laboratory Scientist, such as active participation in Laboratory Management Group for operational management, forward planning & development and undertaking responsibility in projects as delegated, that may arise from time to time.
Functional Relationships

The Laboratory Information Systems Support – Medical Laboratory Scientist will develop and maintain excellent relationships with:

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<tr>
<th>Internal</th>
<th>External</th>
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<tr>
<td>• Lead LISS and other LISS staff</td>
<td>• HealthAlliance IT personnel</td>
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<td>• NDHB LIS super-users</td>
<td>• Regional IT personnel &amp; LIS super-users</td>
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<td>• Other NDHB Laboratory staff</td>
<td>• Regional Results Reporting System (Éclair) users</td>
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<td>• All NDHB staff</td>
<td>• NZBS E-traceline</td>
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<td>• NDHB patient population</td>
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<td>• Primary Healthcare community and staff</td>
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<td>• Licensing, Accreditation and Auditing organizations and staff</td>
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Key Responsibilities and Expected Outcomes

Northland District Health Board has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with NDHB:

<table>
<thead>
<tr>
<th>Values</th>
<th>Supporting Statement</th>
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<tr>
<td>People First Tangata I te tuatahi</td>
<td>People are central to all we do</td>
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<tr>
<td>Respect Whakaute (tuku mana)</td>
<td>We treat others as we would like to be treated</td>
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<td>Caring Manaaki</td>
<td>We nurture those around us, and treat all with dignity and compassion</td>
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<tr>
<td>Communication Whakawhitihiti korero</td>
<td>We communicate safely, openly and with respect to promote clear understanding</td>
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<tr>
<td>Excellence Taumata teitei (hirangi)</td>
<td>Our attitude of excellence inspires success, competence, confidence and innovation</td>
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The position of Laboratory Information System Support - Medical Laboratory Scientist, encompasses the following major functions or key result areas:

- Laboratory Information System Support
- Laboratory Reports & Resulting
- Security Administration
- User Support, Communication & Teamwork
- Provision of Pathology Services
- Patient Related
- Medico-Legal
- Treaty of Waitangi
- Health and Safety
- Privacy & Confidentiality
The outcome requirements of the above key responsibility areas are outlined below:

<table>
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<tr>
<th>Key Responsibility Area</th>
<th>Expected Outcomes</th>
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<tr>
<td><strong>Laboratory Information System Support</strong></td>
<td>To work effectively in the NDHB LIS team to provide a stable Laboratory user interface. Tasks include</td>
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<td>• Configuration of tests and dictionaries</td>
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<td>• To support and maintain the Lotus Notes/AP System.</td>
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<td>• To support and maintain the Decryptic System.</td>
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<td></td>
<td>• To support and maintain the Web Éclair System in association with NDHB IS and Regional staff.</td>
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<td>• To participate in hardware and/or software upgrades in relation to NDHB LIS systems.</td>
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<td>• To participate and assist in the support of various system interfaces</td>
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<tr>
<td><strong>Laboratory Results and Reporting</strong></td>
<td>• To manage the correct operation of printing systems in use at NDHB in conjunction with vendors and NDHB IS support staff.</td>
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<td>• To support and maintain the Sysmex Modules whether in Notes, Web servers or other environments in conjunction with Sysmex NZ Ltd.</td>
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<td>• To perform data extraction as requested by various groups of NDHB users from LIS data.</td>
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<td>• To ensure feeds to GP systems, Éclair and other external systems are maintained.</td>
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<td>• To assist with problem resolution with various analyser and robotics control systems in conjunction with vendors.</td>
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<td><strong>Security Administration</strong></td>
<td>• To be responsible for maintaining user access, security control and customer tables under NDHB LIS Systems</td>
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<td>• To assist IS technical support engineers in resolving issues regarding desktop software installation.</td>
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<td>• To work with other IS Teams in maintaining a workable DR plan for NDHB LIS system &amp; the reliability of NDHB LIS systems disaster recovery server.</td>
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<td><strong>Medico-Legal</strong></td>
<td>• All patients are accurately identified according to authorized pathology protocols prior to any specimen being collected and that the specimen collected is clearly and accurately labelled.</td>
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<td>• Confidentiality of patient information is respected at all times and shared only with appropriate persons, when this is deemed to be essential for patient care and/or safety.</td>
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<td>• Confidentiality of business information is maintained.</td>
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<td>• All relevant standards are adhered to, whether professional, organisational or legal, such as those related to: Quality, Safety, Professional Competency, Privacy, Patient Rights, etc.</td>
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<td>• Competencies will be maintained to retain an Annual Practice License with the MLSB (Medical Laboratory Science Board)</td>
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<td></td>
<td>• Duties and responsibilities will be performed in accordance with professional standards set by MLSB and deliver safe effective services on behalf of Northland DHB.</td>
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| **Systems Documentation**        | • To maintain a high standard of system documentation pertaining to the administration of NDHB LIS systems.  
• To keep LIS systems disaster recovery plan up-to-date.  
• To make sure that new laboratory systems are implemented under our strict Information Services guidelines.  
• To work with lab staff to meet IANZ accreditation of NDHB LIS systems. |
| **Eclair System Support**        | • Full systems maintenance and day to day support of:  
  - Interfaces into and out of the results reporting system  
  - NDHB and External Loaders  
  - NDHB loader rejects  
  - NDHB alias conflicts  
  - NDHB patient merges  
  - External loader rejects and notification to providers throughout New Zealand  
  - Management of issue reporting process with software vendors  
• Respond to user requests for information. Aid users in getting the best out of their system, including new Observation Data forms, new reports or requests for enhancements. Provide training where necessary. Escalate issues to appropriate support.  
• Maintain results reporting work flows, business rules and system data flows within NDHB  
• Monitor and maintain Northland Pathology external result providers unique linkages and interfaces. Including liaising to provide troubleshooting and development  
• Monitor and maintain data flows and accuracy of data from the Regional Results Repository to  
  - Concerto  
  - Electronic Discharge System (EDS)  
  - GP patient management systems  
• Support team leaders in Radiology, Laboratory and other diagnostic departments to resolve problems  
• Display a proven and comprehensive working knowledge of the core application and related intranet functionality  
• Ensure the smooth running of audit procedures  
• Recognise and identify potential areas where existing policies, procedures and business rules impact, require change, or where new ones need to be developed.  
• Assist on special projects on an 'as required' basis |
| **NZBS LIS Support**             | • Liaise with NZBS to provide Laboratory users with Access and Troubleshooting support in current and future products (Etraceline)  
• Provide resource for NZBS LIS testing and upgrades.  
• Provide training for users in NZBS LIS products  
• Provide user manuals where required for NDHB staff |
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| **User Support Communication and Teamwork** | - To be courteous and considerate of all other persons.  
- To attend and participate in regular NDHB LIS meeting.  
- To participate in prioritising user requests  
- To resolve Helpdesk calls as assigned by IS Help Desk or referred to from other IS support teams.  
- To take part in the after-hour on-call support of Regional LIS Systems.  
- To work alongside with IS Customer Service Representatives in dealing with day to day support issues.  
- To communicate with Sysmex NZ Ltd for external support of LIS systems and Eclair.                                                                                                                                                                                                 |
| **Provision of Pathology Services**       | Provision of Pathology Services will be Safe, Effective & Timely.  
This will be achieved through:  
- Participation in the receipt, documentation, registration and processing of all specimens, including those referred to other laboratories.  
- Prioritization, performance and reporting all patient tests, according to urgency, in an efficient manner so that no patient care is compromised with particular emphasis on Blood transfusion.  
- Adherence to all policies, procedures and guidelines in authorized departmental and organizational manuals.  
- Documentation of [personal] accountability and traceability in all specimens receipted, processed and reported, including all quality control functions, as required in authorized manuals.  
- Participation in all rostered duties as required.  
- Deputize, as required in the absence of senior staff, updating them of all actions and events immediately upon their return.  
- Performance of all other requested / delegated duties normally expected of a Laboratory Scientist / Technologist, such as maintenance of stock levels, calibration and quality control functions, telephone enquiries, special tests etc. |
| **Patient Related**                       | - All patients and visitors attending the laboratory are treated with respect and receive safe, efficient care as defined in the Health & Disability Commission Code of Patient Rights.  
- Blood and other specimens are safely and comfortably obtained from patients, as requested by an authorizedreferrer.  
- All specimens are forwarded, processed and reported, as required by authorized Northland DHB Laboratory policies and procedures. |
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| **Treaty of Waitangi**  | • Contribute to the promotion of the principles of Treaty of Waitangi and the involvement if Maori within the decision making process for their health and independence, within District Health Board management processes and procedures  
• Include the principles of the Treaty of Waitangi within all aspects of the role and its outcomes  
• Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Maori in a culturally appropriate and safe manner  
• Attend the Northland District Health Board Treaty of Waitangi Training |
| **Health & Safety** | • Ensure compliance with designated responsibilities detailed in Northland District Health Board’s Health and Safety Policy and annual objectives  
• Promote an environment of physical, occupational, cultural, ethical and legal safety  
• Participate in the organisation’s Health and Safety Management training programme.  
• Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management  
• Willingly co-operate in the achievement of all health and safety goals and initiatives by:  
  − Practicing and observing safe work methods;  
  − The use of safety equipment;  
  − Reporting unsafe conditions or equipment; and  
  − Reporting and documenting all accidents or incidents  
  − To maintain a clean, tidy and safe working environment  
• Safety Manual is to be read on commencement of employment and any alterations or amendments when they occur. |
| **Privacy and Confidentiality** | • Undertake all duties and responsibilities in accordance with the Privacy Act 1993, Health Information Privacy Code 1994, and Northland DHB’s Privacy Policies and Procedures  
• Complete mandatory induction training on Privacy responsibilities |

**Variation of Duties**
Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.
**Person Specification**

### Education and Qualifications

**Essential**
- New Zealand Registered & Licensed Medical Laboratory Scientist.

**Desirable**
- IT qualifications are an advantage.

### Experience

**Essential**
- Work experience in Laboratory Information Systems
- Senior work experience in Blood Transfusion

**Desirable**
- Delphic / Éclair / Sysmex/ E-traceline experience preferred and an advantage
- Broad experience in general medical laboratory

### Awareness and Understanding of

**Essential**
- The Treaty of Waitangi and its application to the health setting
- Privacy Act (1993) and Health Information Privacy Code (1994)
- Health and Safety at Work Act 2015

**Desirable**
- Health and Disability Commissioner (Code of Health and Disability Services Consumers’ Rights) Regulations (1996)
- New Zealand Council of Healthcare Standards

### Skills & Personal Attributes

**Skills**
- Ability to use standard software applications (MS Office suite, MS Access, MS Outlook) to undertake complex tasks in one or more areas (e.g. creation of detailed Excel spreadsheets with formulae). Ability to use system specific software and systems i.e. Crystal Reports
- Establishes a plan of action and achieves priority goals. Manages workload/flow, recognises and addresses barriers, and takes account of changing priorities
- Organised and systematic approach to prioritize work, under pressure according to urgency, and ensure timely service delivery
- Excellent verbal and written communication skills

**Personal Attributes**
- Actively listens, drawing out information and checking understanding. Expresses information effectively, both orally and in writing, adjusts language and style to the recipients and considers their frame of reference. Empathises with others and considers their needs and feelings.
- Develops positive working relationships with patients/ customers identifies and seeks to meet their needs. Treats them as first priority and improves service
- A high standard of personal presentation
- The ability to work autonomously and harmoniously within a multi-disciplinary team.
- Flexibility in work practice & rosters
Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team’s objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by:
Signature:
Date:

Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title:
Signature of employee:
Date: