

# Proposed changes: Transition to electronic workflows and reporting line realignment

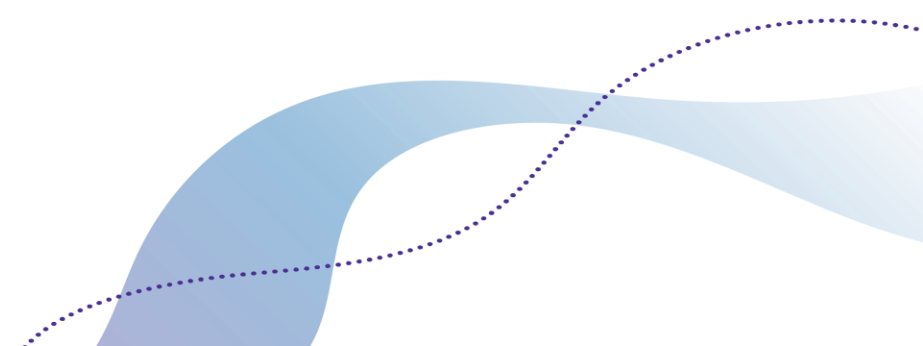
Simone Engel  
*Health Information Services Manager*

April 2026

# Acknowledgement

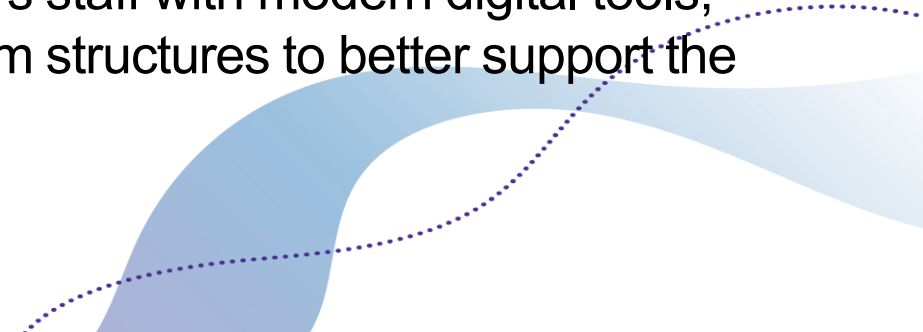
---

We would like to acknowledge the Traditional Custodians of the land on which we meet today – the Gadigal and Bidjigal people of the Eora Nation - and pay our respects to Elders past and present.



# Introduction and Drivers for Change

---

- ▶ Adopting Single Digital Patient Record (**SDPR**) positions SVHS at the forefront of statewide digital health transformation, ensuring the organisation meets legislative and operational requirements while modernising its technology infrastructure.
  - ▶ The introduction of Scanned Medical Record (**SMR**) provides the organisation with a scalable, modern records platform that lays the critical foundation for SDPR readiness and delivers immediate improvements to how records are managed and accessed
  - ▶ SMR creates the opportunity to redesign and streamline Health Information Services(**HIS**) record processes and workflows, replacing manual inefficiencies with faster, more accurate electronic systems that improve service delivery and data integrity
  - ▶ Transitioning HIS admin roles to electronic workflows empowers staff with modern digital tools, enabling more meaningful and efficient work while aligning team structures to better support the organisation's evolving operating model.
- 

# Objectives

---



To streamline staff reporting lines in order to align staff with similar duties, supporting the transition to electronic workflows.



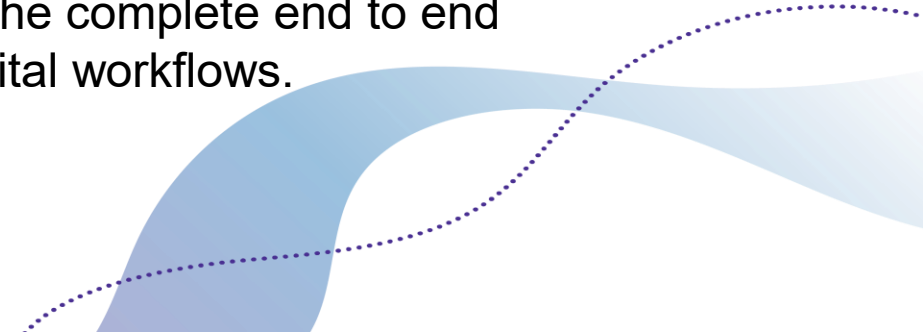
Strengthen organisational agility by developing managers/staff who can balance team capacity, respond quickly to resourcing challenges, and keep performance on track



Ensure the organisation is equipped to adopt and thrive in evolving digital operating models, reducing the risk of disruption as technology and ways of working continue to change.



Enable and empower staff to understand and be trained in the complete end to end record scanning process, building capability for ongoing digital workflows.



# The Change

## What's changing?

The proposed changes relate to the realignment of HIS to support current and emerging digital operational requirements:

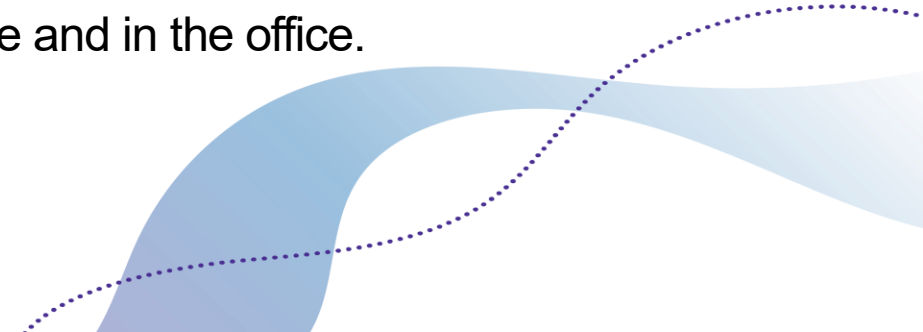
- ▶ Tasks transitioning from physical to electronic – all record management duties moving to digital workflows
- ▶ Reporting lines – aligning grades and duties (see org chart)
- ▶ Introduction of hot desks – to support a range of duties, will provide flexibility and collaboration.
- ▶ Rostering – relates to duties, so that all staff are trained in the end to end scanning process. The roster will ensure a variety of work, which will ensure engagement and understanding of the workflow. Staff will be rostered through the workflow, however, shifts will not change.

## Process changes:

- ▶ Record retrieval functions for Outpatients, Emergency, Research, QI will change once records are scanned into SMR. Post SMR go live on June 2nd hard copy records will be retrieved and sent to the required area, however, they will be “closed” with no further paper documents to be added.
- ▶ On return to HIS the original record will be scanned into SMR as an archive record, and new documentation will be scanned in to the current SMR record. Over time the number of old hard copy records sent to clinics, ED etc will reduce.
- ▶ Record assembly will no longer require staff to adhere to the current order of forms as this has been digitised and staff will be required to “prep” the record instead. Eg ensuring documents are grouped together in date order.
- ▶ As we continue to scan, records will not be required to be refiled onto shelves, rather archived scanned.
- ▶ Looseleaf document filing into records will also become a scanned process.

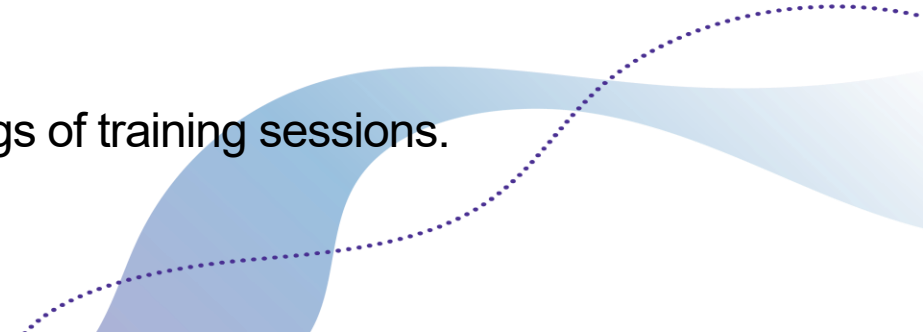
# The Change

---

- ▶ Changes to reporting lines in order to align staff with similar duties to support the implantation of SDPR
  - ▶ Better distribution of workload and backfilling of roles when required to support staff.
  - ▶ No changes to staff grading or classification
  - ▶ No change to positions gained/lost.
  - ▶ No changes to hours worked.
  - ▶ No changes to PAS team
  - ▶ Medico legal team will relocate desks
  - ▶ Transcription will relocate desk
  - ▶ Coding Team – will have a hybrid system whereby they work from home and in the office.
  - ▶ Front desk duties will have minimal changes to workflow
- 

# Training & Support

---

- A survey of HIS was undertaken to determine training preferences. With this detail an extensive training program has been put together by the SMR Implementation Project team. Incorporating face to face, simulations in the department and Teams sessions.
  - Superusers have been identified & trained accordingly, regular meetings have been scheduled and a Superuser has been rostered on each shift throughout the go live implementation.
  - A comprehensive training schedule for all HIS staff has been created, and all staff have had numerous opportunities to attend and follow up,
  - Staff have been invited and accepted invitations to attend relevant workshops and sessions.
  - E Learning modules are available on My Health Learning
  - A sharepoint page has been created with staff resources, and recordings of training sessions.
- 

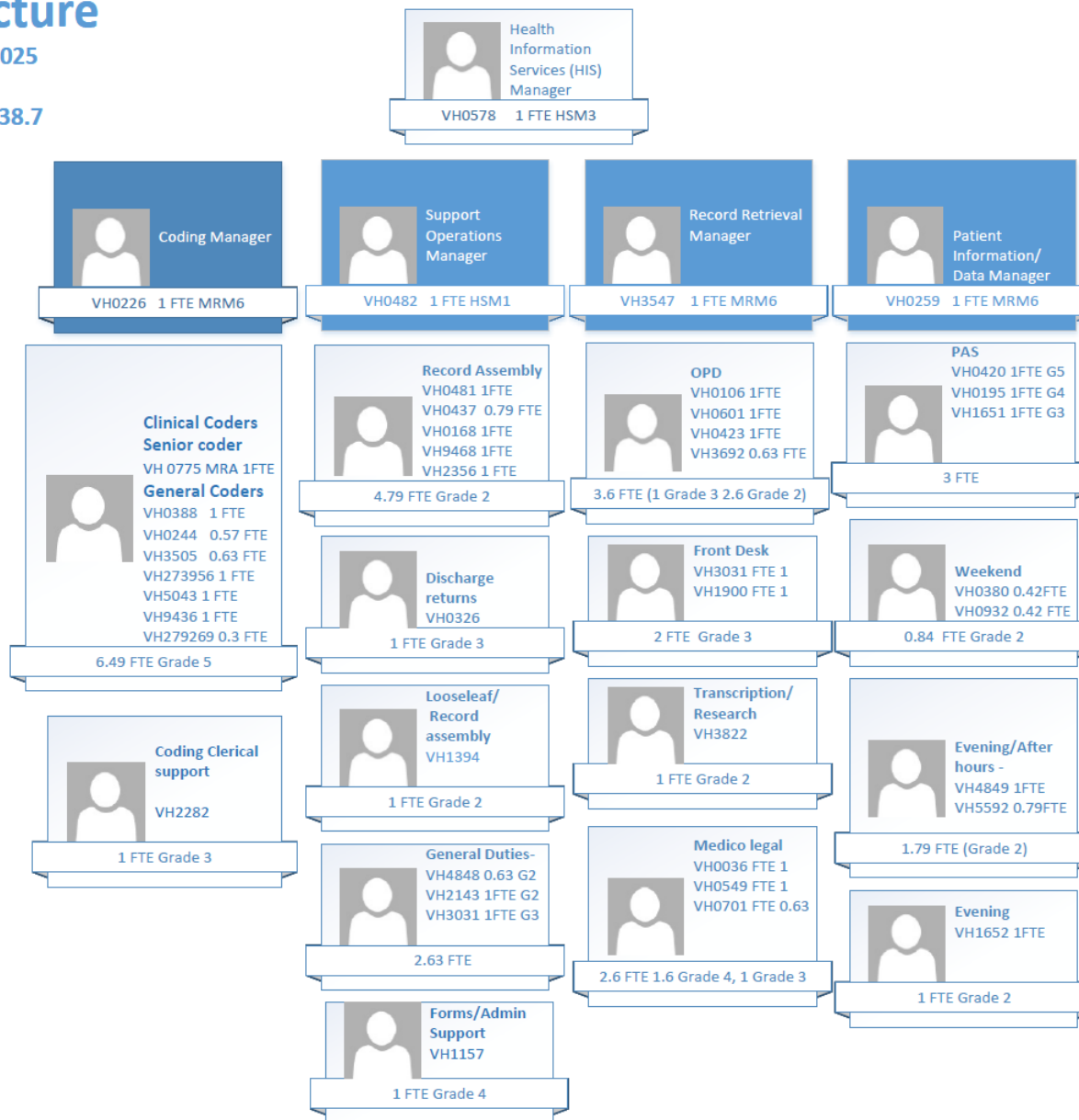


# HIS Reporting lines - CURRENT

## HIS structure

February 2025

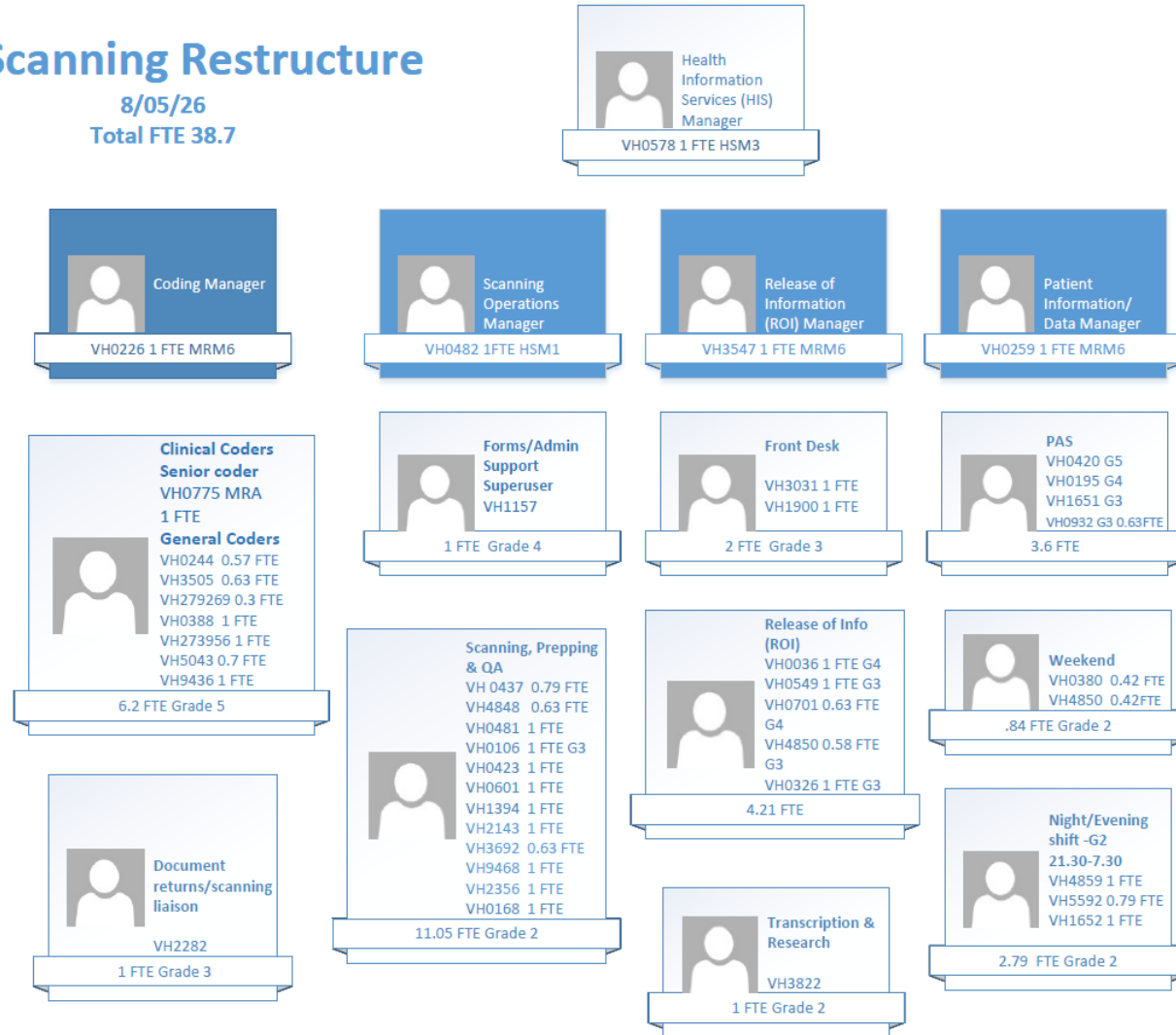
TOTAL FTE 38.7



# HIS reporting lines - PROPOSED

## HIS Scanning Restructure

8/05/26  
Total FTE 38.7



# Summary of Changes – Administrative Staff

Position Title	Position Number	FTE / Roster pattern	Current Structure	Proposed Change
Grade 3 Administration Officer (Document returns/Scanning liaison)	VH2282	1.0 FTE Permanent full time	Coding Manager	No change to reporting lines, changes to role & responsibilities.
Grade 3 Administration Office (Prepping, Scanning & QA)	VH0106	1.0 FTE Permanent full time	Release of Information Manager	Reporting lines changed to Support Operations Manager. Role & responsibilities will change to scanning, prepping & QA duties.
Grade 3 Administration Officer (Medico-legal)	VH0326	1.0 FTE Permanent full time	Support Operations Manager	Reporting changed to Release of Information Manager, changes to role & responsibilities.
Grade 3 Administration Officer (Prepping, Scanning & QA)	VH4850	1.0 FTE Permanent full time	Support Operations Manager	Reporting changed to Patient Information & Data Manager, Role & responsibilities to change.
Grade 3 Administration Officer (Front Desk)	VH3031	1.0 FTE Permanent full time	Release of Information Manager	No change to reporting lines, minor changes will role & responsibilities
Grade 3 Administration Officer (Front Desk)	VH1900	1.0 FTE Permanent full time	Release of Information Manager	No change to reporting lines, minor changes will role & responsibilities.
Grade 2 Administration Officer (Prepping, Scanning & QA)	VH0423	1.0 FTE Permanent full time	Release of Information Manager	Reporting lines changed to Support Operations Manager. Role & responsibilities will change to scanning, prepping & QA duties.
Grade 2 Administration Officer (Prepping, Scanning & QA)	VH0601	1.0 FTE Permanent full time	Release of Information Manager	Reporting lines changed to Support Operations Manager. Role & responsibilities will change to scanning, prepping & QA duties.
Grade 2 Administration Officer (Prepping, Scanning & QA)	VH2143	1.0 FTE Permanent full time	Release of Information Manager	Reporting lines changed to Support Operations Manager. Role & responsibilities will change to scanning, prepping & QA duties.
Grade 2 Administration Officer (Prepping, Scanning & QA)	VH4848	0.6 FTE Permanent part time	Release of Information Manager	Reporting lines changed to Support Operations Manager. Role & responsibilities will change to scanning, prepping & QA duties.

# Summary of Changes – Administrative Staff

Position Title	Position Number	FTE / Roster pattern	Current Structure	Proposed Change
Grade 2 Administration Officer (Prepping, Scanning & QA)	VH0168	0.7 FTE Permanent part time	Release of Information Manager	Reporting lines changed to Support Operations Manager. Role & responsibilities will change to scanning, prepping & QA duties.
Grade 2 Administration Officer (Prepping, Scanning & QA)	VH0437	0.7 FTE Permanent part time	Support Operations Manager	No change to reporting lines, Role & responsibilities will change to scanning, prepping & QA duties.
Grade 2 Administration Officer (Prepping, Scanning & QA)	VH1394	1.0 FTE Permanent full time	Support Operations Manager	No change to reporting lines, Role & responsibilities will change to scanning, prepping & QA duties.
Grade 2 Administration Officer (Prepping, Scanning & QA)	VH9468	1.0 FTE Permanent full time	Support Operations Manager	No change to reporting lines, Role & responsibilities will change to scanning, prepping & QA duties.
Grade 2 Administration Officer (Prepping, Scanning & QA)	VH0481	1.0 FTE Permanent full time	Support Operations Manager	No change to reporting lines, Role & responsibilities will change to scanning, prepping & QA duties.
Grade 2 Administration Officer (Prepping, Scanning & QA)	VH1652	1.0 FTE Permanent full time	Release of Information Manager	Reporting changed to Patient Information & Data Manager, Role and & responsibilities will change to scanning, prepping & QA
Grade 2 Administration Officer (Prepping, Scanning & QA)	VH4849	1.0 FTE Permanent full time	Release of Information Manager	Reporting changed to Patient Information & Data Manager, Role and & responsibilities will change to scanning, prepping & QA
Grade 2 Administration Officer (Prepping, Scanning & QA)	VH5592	0.7 FTE Permanent part time	Release of Information Manager	Reporting changed to Patient Information & Data Manager, Role and & responsibilities will change to scanning, prepping & QA
Grade 2 Administrative Officer (Transcription)	VH3822	1.0 FTE Permanent full time	Release of Information Manager	No changes to reporting lines. minor changes to role & responsibilities.
Grade 4 Administrative Officer (Medico-legal)	VH0701	0.6 FTE Permanent part time	Health Information Services Manager	Reporting changed to Release of Information Manager, minor changes to role & responsibilities.

# Summary of Changes – Administrative Staff

Position Title	Position Number	FTE / Roster pattern	Current Structure	Proposed Change
Grade 4 Administrative Officer (Forms/Admin Support)	VH1157	1.0 FTE Permanent full time	Support Operations Manager	No change to reporting lines, minor changes to role & responsibilities.
Grade 4 Administrative Officer (Medico-legal officer)	VH0036	1.0 FTE Permanent full time	Health Information Services Manager	Reporting changed to Release of Information Manager, minor changes to role & responsibilities
Grade 3 Administrative Officer (Medico-legal officer)	VH0549	1.0 FTE Permanent full time	Health Information Services Manager	Reporting changed to Release of Information Manager, minor changes to role & responsibilities
Grade 4 Administrative Officer (PAS Officer)	VH0195	1.0 FTE Permanent full time	Patient Information & Data Manager	No change to reporting lines, minor changes to duties.
Grade 5 Administrative Officer (PAS Officer)	VH0420	1.0 FTE Permanent full time	Patient Information & Data Manager	No change to reporting lines, minor changes to duties.
Grade 3 Administrative Officer (PAS Officer)	VH1651	1.0 FTE Permanent full time	Patient Information & Data Manager	No change to reporting lines, minor changes to duties.

# Timeline

Steps	May 2026	
Staff Notified	12th May	
Consultation period	12th May	26 <sup>th</sup> May
Consultation closes		26 <sup>th</sup> May
Feedback to staff		29 <sup>th</sup> May
Implementation		1 <sup>st</sup> June

# Frequently Asked Questions

---

## **Why are we doing this?**

In order to participate in the NSW roll out of the Single Digital Patient Record (SDPR), St Vincent's Hospital Sydney is implementing a Scanned Medical Record (SMR). This will transition all medical record management from physical to electronic workflows, providing the digital foundation required prior to the SDPR go-live in 2027.

## **Will there be any job losses or restructures that could impact service delivery?**

This change will not result in any job losses, and other changes are designed to improve service delivery to patients and provide better support for staff. In time, staff will be able to access career growth opportunities through new capabilities and optimisation of processes and programs.

## **Will the change in reporting lines significantly change the management of these services?**

The change in reporting lines is designed to better align management structures with the way services and support are delivered to staff. Day-to-day service delivery will continue as usual, with the primary intent being to ensure staff have clearer, more relevant lines of support that reflect the new digital ways of working introduced through SMR

## **Will staff need to be retrained?**

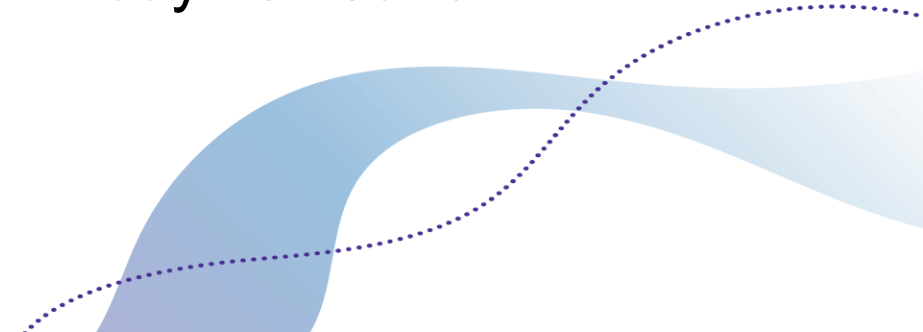
Yes. Staff will receive training to support their revised roles and the new electronic workflows. This is built into the SMR change program and includes role-based training, real-time support, and competency testing.

*These FAQ's will be updated throughout the consultation process*



## Next Steps

---

- There will be a two-week consultation window to receive feedback on the changes. Feedback can be sent via email to the SVHS People & Culture team by (26<sup>th</sup> May): [svhs.peopleandculture@svha.org.au](mailto:svhs.peopleandculture@svha.org.au)
  - 
  - Any staff who have questions regarding the changes are encouraged to contact Simone Engel at [simone.engel@svha.org.au](mailto:simone.engel@svha.org.au) or on 8382 2438
  - Upon conclusion of the consultation period, feedback will be collated for review. Following consultation, an update will be provided on Friday 29<sup>th</sup> June.
- 

# Counselling Support

---

There is the free and confidential counselling services offered through the EAP Service – Assure: 1800 808 374 or via email on [info@assureprograms.com.au](mailto:info@assureprograms.com.au)



Questions

A decorative graphic on the right side of the slide. It features a large, dark blue circle that is partially cut off by the right edge. A white dotted line starts from the bottom left, curves upwards and to the right, passing through the bottom edge of the dark blue circle, and then continues to curve upwards and to the right towards the top right corner of the slide.