

Health Champion Job Description

The upshot: this is a truly unique opportunity to transform primary care for older adults (65+) in a team-based environment that empowers you to create meaningful relationships with patients, and practice with joy.

What are We About:

At Patina, we believe everyone should have the opportunity to live their best lives and age with dignity. That's why we're reinventing primary care with an approach that's purpose-built for older adults and their families. Our care model is centered around the needs of the individual, and available right where they live, with comprehensive and convenient in-home and virtual care options. We are enabling our world-class team of clinicians and care team members with elegant, human-centered technology and tools, so they can spend more time doing what they do best: building trusted relationships and delivering great care.

Working at Patina is special. We respect each other, seek out and welcome others' perspectives, and push ourselves to grow and innovate so that we can deliver exceptional experiences to those we serve. We balance humility with confidence, and we're looking for change-makers who bring the heart and audacity to help us **profoundly improve the healthcare and aging experience for older Americans.**

What Makes You Uniquely Suited to work at Patina

You are ready to make a real difference in the lives of older adults in the Greater Philadelphia area. You are over the moon about having a profound impact on the foundation of Patina's clinical delivery. You are a deeply compassionate and curious relationship builder, creative problem solver, and empathetic listener with strong verbal and written communication skills, and great instincts for working with teammates and seniors alike.

Patina's Health Champion will enjoy being in communication with our care team leaders, and with patients and families, so you can deliver critical information to help our patients stay healthy and get the care they want and deserve. You thrive in a true team-based environment - working with Patina clinical team members and other clinicians to deliver the best care for the patient and his or her family - all in a friendly and respectful way.

You see the gaps in healthcare for people and it makes you deeply frustrated. This is the role for someone who has an unbridled passion for revolutionizing healthcare. The Health Champion desires to meet the patient's needs, and those of their caregivers, as an integral member of a world class interdisciplinary team consisting of primary care providers, nurses, behavioral health providers, clinical pharmacists, and other health professionals as appropriate.

What You Get to Do:

- Build relationships with patients and their families, and welcome them to Patina by facilitating a nimble onboarding process that includes patient-centered goal solicitation, initial biopsychosocial assessment, and rapid delivery on patient requests.
- Act as the patient's (and family's) primary point of contact to navigate their healthcare journey, responding to questions, appropriately and expeditiously escalating clinical concerns, and ensuring patients and families feel supported by and connected to the Patina team at all times.
- Connect with patients telephonically and virtually (via video and chat) to discuss progress, identify and address barriers, and facilitate ongoing engagement.
- Support behavior change in tandem with the care team using patient-centered techniques like SMART goal setting and brief action planning.
- Reinforce education to patients and their families regarding their health needs, and identify available clinical, behavioral, and social resources both internal to Patina and throughout the patient's community.
- Document activities in the electronic medical record (EMR) and Patina's Care Team application as appropriate.
- Facilitate referrals to both clinical and non-clinical community resources that both promote care and remove barriers, ensuring closed loop communication, high quality care, and rapid record retrieval.
- Partner with the interdisciplinary care team to build and implement care plans that are guided by unique patient goals and contexts and rooted in geriatric principles.
- Participate in interdisciplinary team meetings, providing regular updates on patient progress, barriers, and changes in status.
- Give and receive feedback to help us continuously learn and improve.

What is Required:

- A unique combination of skills that include empathy, listening, critical thinking, tech savviness, problem solving and strong verbal and written communication skills.
- 5 years of experience delivering a world-class customer service experience.
- A strong belief that older adults should have greater access to healthcare support, fuller access to their own personal information, and a greater ability to make informed decisions about their health.
- A considerate individual with genuine compassion who is excited to build a new model of healthcare delivery.
- An ability to remain focused and calm during challenging situations.
- Ability to utilize behavior change techniques, including motivational interviewing, to help patients identify, understand, and follow through on targeted goals.

What Would be Great to Have:

- Worked in a startup that's grown from 20->100 employees (preferred).

- Experience working in the healthcare industry.

Location:

Bala Cynwyd, PA. This is an in-office role.

What are the Advantages:

- Amazing mission-based culture
- Medical, dental and vision insurance
- Competitive PTO
- An environment where you can learn, grow your skills, financial wellness, and change the world.

Patina is an equal opportunity employer and values diversity. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

For more information, please contact Talent at talent@patinahealth.com