Clinical Operations Analyst (Philadelphia, PA)

**The upshot:** this is a truly unique opportunity to transform primary care for older adults (65+) in a team-based environment that allows operations individuals to aid in building a powerful aging experience for our patients and unlock the full potential of our care team.

**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 enable 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. You are over the moon about having a profound impact on the foundation of Patina’s clinical operations. You are excited to support a talented team of care professionals in the delivery of a unique care model and thrive in a team environment.

This is a great role for someone who relishes the opportunity to develop, monitor, and elevate the performance of Patina’s vital business systems and processes. The Clinical Operations Analyst will help create a smooth-running and profitable organization by taking the unwanted deviation, defects, and delay out of workflows.

You will refine and improve daily operations, the company’s core business systems and processes, and are thrilled to be a part of an organization that strives for continuous improvement. You will always always look for the simplest way to solve a problem and help improve the patient and care team experience. You see the lack of value for the customer in healthcare and are intent on creating a steady workflow based on real customer demand.

**What You Get to Do:**
• Conduct ongoing real-time and historical analysis of workforce management, productivity, drive-time, practice operations metrics, and spend, among others, to aid in delivering the best patient experience
• Access a variety of systems, data feeds, portals, and information, and collate into meaningful uses; apply this data to identify successes, opportunities, defects, and outliers
• Develop and monitor operational hypotheses for implementation, and subsequently use learnings to refine, pivot, or maintain those hypotheses
• Work directly with the Patina care team to understand their needs and use those insights to identify continuous improvement opportunities
• Monitor and update telephony operations, including analyzing and modifying call routing
• Review vendor performance and related financials regularly with Head of Clinical Operations, General Manager, and Finance
• Develop and maintain inventory system for use in maintaining appropriate amounts of medical kits needed for use in direct patient care
• Use a deep knowledge of healthcare data to inform continuous improvement

What is Required:

• Bachelor’s Degree required, a plus if it is in Business Administration, Statistics or Healthcare Administration
• 2 years of experience in healthcare operations
• Strong critical thinking, analytic, strategic, quality improvement, and active listening skills
• Knowledge of medical coding and reimbursement
• Excellent oral communication skills both in-person and telephonically, with patients, caregivers, and providers
• Comfort interacting directly with patients in some scenarios, as a means of better understanding patient needs and operational influence
• A working knowledge of health information technology, including technologies that produce data/reporting on metrics that we’ll need to serve our patients most effectively
• Experience with conventional office applications (e.g. Microsoft Office, Google Workspace or G-Suite, etc.).

What Would be Great to Have:

• Experience in senior care operations
• Experience working in Medicare Advantage models
• Experience with managed care, especially ACO/value-based relationships.
• Prior experience with analyzing payer quality data, care gaps and navigating reports from electronic health records
• Familiarity with HEDIS and Medicare quality measures
• Flexible, courageous, and positive attitude when faced with unexpected changes and fluctuating workloads.
• Experience in operations of home or virtual care settings
• Master Degree in Business Analytics or related field

Location:
Greater Philadelphia area, or willing to relocate to Philadelphia. This is an in office position.
What are the Advantages:

- Amazing mission-based culture
- Medical, Dental, & Vision Insurance
- Competitive PTO
- An environment where you can learn, grow your skills, 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