



## **Clinical Program Design, Program Manager**

### **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 inspired by our mission to profoundly improve the aging and healthcare experience for adults 65+. You are passionate about process excellence and empowering people with streamlined and scalable processes to deliver the best care possible to our patients. You are experienced in building processes from the ground up and a pro at working with a cross-functional team of subject matter experts to drive decisions. You are a master at defining methods to measure, evaluate process effectiveness and take pride in continuous process improvement to meet the evolving needs of our patients, care team, and business.

### **What You'll Do:**

As the Clinical Program Design Program Manager you will report to the Chief Health Officer and play a pivotal role in empowering our Care Team to design, document, implement, measure, evaluate, and continuously improve our Care processes.

#### **Service Development Management**

- Organize our agile program design and development process.
- Schedule and effectively run sprint planning and review meetings.
- Organize improvements to the development process itself.
- Identify and manage interdependencies between teams and stakeholders. Proactively engage stakeholders to address active and emerging issues.
- Generate sprint review artifacts, for instance, a report of the output of a sprint – or – a live presentation to stakeholders.
- Manage a backlog of care model improvement needs. Connect backlog to urgent needs as well as long term strategy e.g. OKR's.
- Develop a predictable roadmap of development.

#### **Discovery**

- Ask probing questions and conduct root-cause analyses to understand and scope requisite projects in consultation with the Clinical Program Design team and care team people managers.

- Collect and synthesize feedback, learnings, ideas and hypotheses from the care team and other stakeholders.
- Use data and feedback to understand how our care model is functioning, and the outcome of design changes.
- Study the patient care journey, including care outside of Patina, creating process maps, identifying value streams, and opportunities to intervene to improve experience or avoid waste or harm.
- Organize this information in a cohesive manner to inform design decisions, prioritize improvement, and report our learning.

### **Development and Design**

- Through robust Discovery and closer partnership with the Care Team subject matter experts author new/hypothesized care processes, as well as improve existing processes.
- In collaboration with the care team, assist in breaking down key initiatives (e.g. OKR initiatives) into discrete actionable projects with well-outlined deliverables that incorporate input and insight directly from frontline care team members
- Define effectiveness measures and targets for each process.
- Collaborate with data and analytics team to effectively leverage existing data (where applicable) while identifying other key data needs and driving dashboard development
- Collaborate with product managers to translate between clinical process, business processes, and software.

### **Implementation and Refinement**

- Collaborate with managers on the implementation and deployment of new processes
- Measure and evaluate process effectiveness
- Codify iterative learnings and improvements into clinical operating procedures
- Conduct rapid cycles of testing and improvement

### **What is Required**

- Bachelor's degree
- 3+ years of experience in a healthcare related program management role, preferably in a value based care setting
- Demonstrated experience with process management methodologies (Agile or Lean)
- Past experience and ability to thrive in a fast-paced, startup organization
- Superior reasoning, planning, and time management skills, with the ability to drive multiple projects at once
- Proven track record of driving operational projects from conception to implementation to refinement
- Solution-oriented mindset with a bias for action
- Curiosity, openness, and commitment to continuous improvement
- Excellent communication and interpersonal skills, with the ability to be personable yet persistent
- Ability to travel as needed (<10% of time)

### **What Would be Great to Have**

- Professional project management certification and/or diploma preferred.

*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.*

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