

Job Title: Implementation Manager

Location: New Haven, CT

About Us

Our company (PWInc) transforms the experience and delivery of care by listening to the people involved, individually and at scale. Patient, provider, and community member perspectives are valuable, yet mostly unheard. We capture real-world perspectives via our HIPAA-compliant, mobile-responsive digital solutions – PatientWisdom, ProviderWisdom, CommunityWisdom – and distill the information into meaningful, actionable insights to help health organizations become more responsive and successful.

We love what we do. We're looking for hard-working, fun, creative people who share our passion, want to be part of a culture that integrates professional and personal growth with helping others succeed, and are excited about creating a better healthcare future.

Job Description

Implementation Managers are critical members of PWInc's Partner Success Team, providing proactive support for health system Partners by helping users understand, implement, test, integrate, and scale our solutions. In short, Implementation Managers deliver value by making sure that patients, families, caregivers, providers, and administrators are getting the most out of our solutions, an approach that includes capturing and leveraging feedback so we can rapidly learn and improve our service.

Implementation Managers will focus on:

- **Client Services.** Support and optimize implementation and scaling of our digital solutions by understanding health system priorities, constraints, and performance requirements. Work with the PWInc Technology Team to ensure tight coordination of technical developments and refinements. Lead client interactions and presentations around implementation, scaling, enhancement, and reporting to help the Partner organization learn and improve. Support strategic marketing efforts.
- **Project Management.** Manage day-to-day aspects of implementation through health system intake and uptake processes. Collaborate with health system to develop implementation tools (e.g., implementation timelines; client role and responsibility outlines; training materials, communication packets). Manage future updates/improvements to the platform at health system sites.
- **Success Measurement.** Work with health system and PatientWisdom leadership to define/track measures and metrics that gauge both use and value of the PatientWisdom platform to the health system, informing future improvements.

More specifically, Implementation Managers will:

- Proactively facilitate all aspects of PWInc operations at the implementation site, with a focus on organization so processes run smoothly and efficiently, and details are not overlooked.
- Maintain clear communication with Partner contacts and all members of the PWInc team; reliably capture feedback and action items; target problems to solve; produce clear meeting summaries.
- Work with the health system, as well as the PatientWisdom team, to manage human-centered design and testing of our solutions that can inform platform updates and approaches.
- Elicit and evaluate health system priorities, capacity, and readiness for expanding use of the platform. Share evaluations with health system contacts and the PatientWisdom team.

- Help the health system curate content derived from our solutions; identify high quality and impactful data and stories (e.g., story of the day).
- Work with members of the public as well as patients and their family members, physicians, hospital staff, office staff, and administrators to ensure that users know how to use solutions; share learnings with the PWInc team re: use and usability.
- Proudly and professionally represent PWInc in implementation and/or marketing efforts, as directed by the CEO or Partner Success Supervisor.
- Contribute to the overall success of PWInc via other duties, as directed by the CEO or Partner Success Supervisor.

Additional Responsibilities

- Work in a fast-paced Agile environment
- Maintain Lean thinking and management
- Promote design thinking (human-centered design)
- Share ideas for improvement in a positive, constructive manner
- Apply problem solving skills
- Complete tasks on time, on budget, and according to expectations
- Travel, as needed, to PWInc offices (if working remotely) as well as implementation sites

Required Skills + Qualifications

- Bachelor's degree
- 2+ years of post-graduation work experience in a healthcare-oriented organization
- Proven ability to communicate and interact with team members, as well as members of the public, patients, providers, and administrators
- Excellent communication skills: oral, written, facilitation, and presentation
- Strong ability to organize and manage work; demonstrated ability to prioritize and productively multi-task
- Comfort working and taking initiative in an entrepreneurial environment that requires one to be adaptable, self-motivated, enthusiastic, and professional
- Proven ability to work both autonomously and collaboratively with clients and colleagues
- Proficient in MS Office Suite and Google Apps for Business

Desired Skills + Qualifications

- Advanced degree
- Proficient in Spanish
- Proficient in statistical analysis
- Previous start-up experience, with successful implementations

PatientWisdom, Inc. is an Equal Opportunity Employer