

Job Title: Content Analyst
Location: New Haven, Connecticut

About Us

PatientWisdom is a digital platform that creates, delivers, and captures value by turning patient perspectives into actionable information. Our goal is to transform the experience and delivery of care by listening to the people involved. Our tools help patients, families, and caregivers feel better; help clinical encounters work better; and help healthcare providers and organizations do better.

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

The Content Analyst is responsible for ensuring organization of PatientWisdom projects and operations, curating content on Wisdomics™ platform, and working directly with the CEO and other team members to execute programs and projects. More specifically, the Content Analyst will:

- Proactively facilitate PatientWisdom operations, with a focus on organization so processes run smoothly and efficiently, and details are not overlooked
- Curate content for the PatientWisdom platform, handle quality control to ensure that the processing is producing appropriate output to support our partners as well as identify high quality and impactful stories (e.g., story of the day)
- Code open-ended responses from patients, providers, and community members, treating all experience data with respect and scientific rigor
- Engage in human-centered design and testing of the PatientWisdom platform to inform platform features and approaches to users
- Become an expert on capturing data that contributes to improving the platform
- Provide support for CEO, including research and editorial support
- Maintain clear communication with CEO and all members of the PatientWisdom team
- Proudly and professionally represent PatientWisdom in implementation and/or marketing efforts, as directed by the CEO
- Contribute to the overall success of PatientWisdom via other duties, as directed by the CEO

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
- Contribute positively to the success of the company and teammates

Required Skills & Qualifications

- Bachelor’s degree
- Demonstrated interest in healthcare
- 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 manage and organize work
- Capable of prioritizing and multi-tasking
- Proficient in MS Office Suite

Desired Skills & Qualifications

- Experience working in a healthcare-oriented organization
- Fluent in Spanish and/or other languages
- Proficient in statistical analysis

For more details, or to apply, contact PatientWisdom, Inc. via info@patientwisdom.com