

Clinical Optimization – Consultant

As a Clinical Optimization Consultant, your work at Tegria will center on strategic opportunities and implementation, process improvement, and growing Tegria as a company. The major focus of this role will be to help clients increase profitability through greater efficiency and collaborate with clients to increase patient engagement and reduce clinician burnout. In addition, you'll aid clients to improve the quality of care and help to develop their EMR into a competitive advantage.

The role you play

Client Engagement Delivery

- Working independently or as part of a project team on a client engagement. Could be full-time on a single customer engagement or part-time across customers
- Serving as a liaison between diverse IT and operations groups
- Facilitating meetings and owning meeting scheduling and coordination, preparation, documentation, and follow-up
- Utilizing, reviewing, and creating project tools and templates for assigned projects
- Creating and maintaining project plans
- Evaluating and documenting current-state processes through discovery and analysis. Presenting recommendations for improvements based on industry experience and best-practices
- Facilitating future-state workflow, policy, and process design and planning
- Building, testing, training, converting and/or deploying new infrastructure, workflows, policies, and processes
- Participating in major milestone reviews and decision gates
- Presenting to a wide variety of audiences
- Documenting measurable outcomes resulting from initiatives through KPI analysis and impact tracking
- Effectively utilizing communication, decision-making, and escalation pathways
- Executing effective project wrap-up through outcomes documentation, lessons-learned, and leave-behind materials allowing customers to sustain ongoing operations
- Mentoring Associate(s) on project activities and deliverables and collaborating with others on the same
- Mentoring customer counterparts for successful, long-term ownership and growth
- Embracing our mission to humanize healthcare
- Living our Tegria values—being real, serving intentionally, and stepping in and stepping up

Internal Team Development

- Contributing to personal and team development by participating in training activities and team events, while sharing your experience and expertise to help your team grow
- Participating in internal projects for Tegria's strategic growth
- Planning and executing team- and company-wide gatherings, such as retreats, inter-team meetings, etc.
- Modeling and holding fellow team members accountable to company values
- Incorporating diversity and healthcare equity as a guiding principle of internal development and client-facing delivery
- Referring new talent to Tegria's Talent team to continue growing Tegria's knowledge and capabilities

Business Development

- Developing marketing materials and/or blog posts to promote Tegria services and outcomes
- Leveraging industry connections and knowledge to identify potential business development opportunities

What we're looking for

We expect:

- 5+ years of professional experience delivering project or program enhancements within a healthcare organization or healthcare consulting practice
- Demonstrated ability in project management, and other organizational management such as risk management, or change management.
- Certification in one or more Epic application(s)

We'd love to see:

- Prior consulting experience
- Some experience implementing, supporting, optimizing, and upgrading Epic
- Formal project management certification – either PMP or CSM
- Formal process improvement certification – ex: Lean Six Sigma or ITIL

Need a few more details?

Status: Exempt | Regular Full-time

Employment eligibility: Must be legally authorized to work in the US without sponsorship.

Work location: This position is remote. Must work in a location within US.

Travel: Up to 50% travel

Benefits eligibility: Eligible

Now, a little about us ...

At Tegria, we bring bold ideas and breakthroughs to improve care, technology, revenue, and operations in ways that move healthcare organizations from patient-centered to human-centered. We are helping healthcare put people first—both patients and those who dedicate their lives to delivering care.

And at the very core of this vital work is our incredibly talented people.

People with different backgrounds who welcome challenge and change. People who listen first, ask hard questions, and make decisions to cultivate a culture of equity and inclusion. People who chase after goals, growth, and generosity. We're real. We're nimble, and we believe in our mission to humanize healthcare.

Perks and benefits

Top talent deserves top rewards. We've carefully curated a best-in-class benefits package, meant to meet you wherever you are in your life and career.

- **Your health, holistically.** We offer a choice of multiple health and dental plans with nationally recognized networks, as well as vision benefits, a total wellness program, and an employee assistance program for you and your family.
- **Your financial well-being.** We offer competitive wages, retirement savings plans, company-paid disability and life insurance, pre-tax savings opportunities (HSA and/or FSA), and more.
- **And everything in between.** Our lifestyle benefits are unrivaled, including professional development offerings, opportunities for remote work, and our favorite: a generous paid-time-off program, giving you the flexibility to plan a vacation, take time away for illness (or life's important events), and shift your schedule to accommodate those unexpected curve balls thrown your way.

Tegria is an equal employment opportunity employer and provides equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Tegria will provide reasonable accommodations for qualified individuals with disabilities. All qualified candidates are encouraged to apply.

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